



DEPARTMENT OF CHILDREN AND FAMILY SERVICES

REQUEST FOR PROPOSALS (RFP) #26-0044 FOR FAMILY TIME CENTERS AND SAFE CHILD CUSTODY EXCHANGE SERVICES

**Prepared By
County of Los Angeles**

August 25, 2026

TABLE OF CONTENTS

<u>PARAGRAPH</u>	<u>PAGE</u>
1.0 SOLICITATION INFORMATION AND MINIMUM MANDATORY REQUIREMENTS	1
2.0 INTRODUCTION	3
3.0 PURPOSE	3
3.1 Statement of Work (SOW).....	3
3.2 Contract: County Terms and Conditions	3
4.0 MINIMUM MANDATORY REQUIREMENTS.....	4
5.0 COUNTY’S RIGHTS AND RESPONSIBILITIES	5
5.1 Representations Made Prior to Contract Execution	5
5.2 Final Contract Award by the Board of Supervisors.....	5
5.3 County’s Option to Reject Proposals.....	5
5.4 County’s Right to Amend Request for Proposals	5
5.5 Background and Security Investigations	6
6.0 NOTIFICATION TO PROPOSERS.....	6
6.1 Public Records Act.....	6
6.2 Contact with County Personnel	7
6.3 Mandatory Requirement to Register on County’s WebVen	7
6.4 Protest Policy Review Process.....	7
6.5 Conflict of Interest	8
6.6 Determination of Proposer Responsibility	8
6.7 Proposer Debarment.....	9
6.8 Improper Considerations	10
6.9 County Lobbyist Ordinance	10
6.10 Consideration of GAIN/START Participants for Employment.....	11
6.11 Jury Service Program.....	11
6.12 Pending Acquisitions/Mergers by Proposing Company.....	12
6.13 Charitable Contributions Compliance	12
6.14 Defaulted Property Tax Reduction Program.....	13
6.15 County’s Commitment to Zero Tolerance Policy on Human Trafficking	13
6.16 Intentionally Omitted	14

TABLE OF CONTENTS

<u>PARAGRAPH</u>	<u>PAGE</u>
6.17 Default Method of Payment: Direct Deposit or Electronic Funds Transfer (EFT)	14
6.18 Proposer's Acknowledgement of County's Commitment to Fair Chance Employment Hiring Practices	14
6.19 Prohibition from Participation in Future Solicitation(s)	15
6.20 Community Business Enterprise (CBE) Participation	15
6.21 Contribution and Agent Declaration	15
7.0 COUNTY'S PREFERENCE PROGRAMS	16
7.1 Overview of County's Preference Programs	16
7.2 Local Small Business Enterprise (LSBE) Preference Program	17
7.3 Social Enterprise (SE) Preference Program	17
7.4 Disabled Veteran Business Enterprise (DVBE) Preference Program	17
7.5 Preference Program Enterprises (PPEs) - Prompt Payment Program	18
8.0 BUSINESS PROPOSAL REQUIREMENTS AND EVALUATION	18
8.1 Truth and Accuracy of Representations	18
8.2 Proposers' Questions	18
8.3 Proposers' Conference	19
8.4 Preparation of the Proposal	19
8.5 Business Proposal Requirements and Evaluation Criteria (80%)	20
8.6 Cost Proposal Requirements and Evaluation (20%)	28
8.7 Firm Offer-Withdrawal of Proposal	29
8.8 Proposal Submission	30
9.0 SELECTION PROCESS OVERVIEW	31
9.1 Adherence to Minimum Mandatory Requirements (Pass-Fail)	31
9.2 Selection Process	31
10.0 PROTEST PROCESS OVERVIEW	32
10.1 Solicitation Requirements Review	32
10.2 Disqualification Review	33
10.3 Department's Proposed Contractor Selection Review	33
10.4 County Independent Review	35

TABLE OF CONTENTS

PARAGRAPH

PAGE

APPENDICES

- A Sample Contract with Statement of Work:** Identifies the terms and conditions in the contract.
- B Required Forms:** Forms that must be completed and included in the proposal.
- C Solicitation Requirements Review (SRR) Request:** Transmittal form sent to Department requesting a Solicitation Requirements Review.
- D Background and Resources: California Charities Regulation:** An information sheet intended to assist nonprofit agencies with compliance with SB 1262 - the Nonprofit Integrity Act of 2004 and identify available resources.

1.0 SOLICITATION INFORMATION AND MINIMUM MANDATORY REQUIREMENTS

RFP Release Date	August 25, 2026
RFP Contact	Artin Siraki, via email: siraka@dcfs.lacounty.gov
Solicitation Requirements Review (SRR) Request Due	September 9, 2026, by 5:00 p.m. Pacific Daylight Saving Time (PDST)
Virtual Proposer's Conference	September 23, 2026 at 10:00 a.m.
Written Questions Due	September 23, 2026, by 5:00 p.m. Pacific Daylight Saving Time (PDST)
Questions and Answers Released via Addendum	On or about October 15, 2026
Proposals Due	October 23, 2026, by 12:00 p.m. Pacific Daylight Saving Time (PDST)
Anticipated Contract Term	October 1, 2027, through September 30, 2028, with four (4) optional one (1) year extension periods, from October 1, 2028, through September 30, 2032.
Minimum Mandatory Requirements (MMRs)	1. Proposal must be submitted by the proposal due date and time identified in Section 1.0 (Solicitation Information and Minimum Mandatory Requirements). 2. Proposer must have a minimum of three (3) years of experience within the last seven (7) years providing coached monitored family time for non-custodial parents with their children. 3. Proposer must have a minimum of three (3) years of experience during the last five (5) years administering Federal, State, county, or city Contracts to children and families. 4. Proposer must have a minimum of two (2) years of experience within the last seven (7) years providing child custody exchanges

	between parents or experience working with parents in child custody disputes. 5. Proposer must have provided at least one year of service in the community they are proposing to serve - Supervisorial District 3, specifically in Service Planning Area (SPA) 2, or Supervisorial District 5, specifically in SPA 1. Proposer must submit with their Corporate Documents, proof of the address where services have been provided, such as a business license, lease agreement, deed, mortgage statement, or facility utilities, within the Supervisorial Districts 3 and 5, specifically SPA 1 or 2. 6. Proposer must be a non-profit social service organization and be tax exempt under 501(c)(3) of the Internal Revenue Code. Proposer must have been ruled an exempt entity by the Internal Revenue Service (IRS) for a period of at least two (2) years prior to the proposal due date for this RFP; or a public institution of higher education with recognized expertise in fields related to child welfare (as defined in WIC 18967). 7. If Proposer's compliance with a County contract has been reviewed by the Department of the Auditor-Controller within the last 10 years, Proposer must not have unresolved questioned costs identified by the Auditor-Controller, in an amount over \$100,000.00, that are confirmed to be disallowed costs by the contracting County department, and remain unpaid for a period of six months or more from the date of disallowance, unless such disallowed costs are the subject of current good faith negotiations to resolve the disallowed costs, in the opinion of the County.

2.0 INTRODUCTION

- 2.1** The Los Angeles County Department of Children and Family Services is (DCFS) issuing this Request for Proposals (RFP) to procure two contracts with organizations that are willing and able to provide Family Time Centers and Safe Child Custody Exchange (FTCSCCE) services. One contract will be awarded for Supervisorial District 3, specifically SPA 2, and one contract will be awarded for Supervisorial District 5, specifically SPA 1.

3.0 PURPOSE

3.1 Statement of Work (SOW)

FTCSCCE provides coached monitored family time between parents and their children and safe family exchanges between parents who have difficulties when they contact each other. The goals of FTCSCCE are to help maintain child-parent relationships in safe environments, assist in reunification, and improve family functioning. Contractor will be expected to implement the requirements outlined in Exhibit A, the Statement of Work (SOW) and Attachments, of Appendix A (Sample Contract) of this RFP.

3.2 Contract: County Terms and Conditions

Contractor will be expected to implement the requirements outlined in Appendix A (Sample Contract) of this RFP.

3.2.1 Anticipated Contract Term

The Contract term is anticipated to be for an initial period of one (1) year commencing on October 1, 2027, with four (4) one-year options to renew through September 30, 2032, following the approval of the Board of Supervisors. Each option to renew will be exercised at the sole discretion of the DCFS Director or designee, as authorized by the Board of Supervisors.

3.2.2 Contract Rates

The Contract rates will remain firm and fixed for the term of the contract. This Contract funding is approved using 100% Assembly Bill (AB) 2994 funds. The Maximum Annual Contract Amount is \$182,900.00 per SPA.

3.2.3 Days of Operation

The Contractor must be available to provide family time and safe child custody exchange services from 8:00 a.m. to 8:00 p.m. seven days a week. The Contractor must be available to provide services during certain County recognized holidays.

3.2.4 Indemnification and Insurance

Contractor will be required to comply with the provisions contained in Paragraph 8.23 (Indemnification) of Appendix A (Sample Contract). The Contractor must procure, maintain, and provide to the County proof of insurance coverage for all the programs of insurance along with associated amounts specified in Paragraph 8.24 (General Provisions for all Insurance Coverage) and Paragraph 8.25 (Insurance Coverage) of Appendix A (Sample Contract).

4.0 MINIMUM MANDATORY REQUIREMENTS

Interested and qualified Proposers that can demonstrate their ability and qualifications to successfully provide the required services outlined in Exhibit A (SOW and Attachments) of Appendix A (Sample Contract) are invited to submit a proposal(s), provided they meet the following minimum mandatory requirements at the time of proposal submission:

- 4.1** Proposal must be submitted by the proposal due date and time identified in Paragraph 1.0 (Solicitation Information and Minimum Mandatory Requirements).
- 4.2** Proposer must have a minimum of three (3) years of experience within the last seven (7) years providing coached monitored family time for non-custodial parents with their children.
- 4.3** Proposer must have a minimum of three (3) years of experience during the last five (5) years administering Federal, State, County, or City Contracts to children and families.
- 4.4** Proposer must have a minimum of two (2) years of experience within the last seven (7) years providing child custody exchanges between parents or experience working with parents in child custody disputes.
- 4.5** Proposer must have provided at least one year of service in the community they are proposing to serve - Supervisorial District 3, specifically in Service Planning Area (SPA) 2, or Supervisorial District 5, specifically in SPA 1. Proposer must submit with their Corporate Documents, proof of the address where services have been provided, such as a business license, lease agreement, deed, mortgage statement, or facility utilities, within the Supervisorial Districts 3 and 5, specifically SPA 1 or 2.
- 4.6** Proposer must be a non-profit social service organization and be tax exempt under 501(c)(3) of the Internal Revenue Code. Proposer must have been ruled an exempt entity by the IRS for a period of at least two (2) years prior to the proposal due date for this RFP; or a public institution of higher education with recognized expertise in fields related to child welfare (as defined in WIC 18967).

- 4.7** If Proposer's compliance with a County contract has been reviewed by the Department of the Auditor-Controller within the last 10 years, Proposer must not have unresolved questioned costs identified by the Auditor-Controller, in an amount over \$100,000.00, that are confirmed to be disallowed costs by the contracting County department, and remain unpaid for a period of six months or more from the date of disallowance, unless such disallowed costs are the subject of current good faith negotiations to resolve the disallowed costs, in the opinion of the County.

5.0 COUNTY'S RIGHTS AND RESPONSIBILITIES

5.1 Representations Made Prior to Contract Execution

The County is not responsible for representations made by any of its officers or employees prior to the execution of the contract unless such understanding or representation is included in the contract.

5.2 Final Contract Award by the Board of Supervisors

Notwithstanding a recommendation of a Department, agency, individual, or other, the Board retains the right to exercise its judgment concerning the selection of a proposal and the terms of any resultant agreement, and to determine which proposal best serves the interests of the County. The Board is the ultimate decision-making body and makes the final determinations necessary to arrive at a decision to award, or not award, a contract.

5.3 County's Option to Reject Proposals

Proposers are hereby advised that this RFP is a solicitation for proposals only, and is not intended, and is not to be construed as, an offer to enter into a contract or as a promise to engage in any formal competitive bidding or negotiations pursuant to any statute, ordinance, rule, or regulation. The County may, at its sole discretion, reject any or all proposals submitted in response to this RFP or may, in its sole discretion, reject all proposals and cancel this RFP in its entirety. The County will not be liable for any costs incurred by the Proposer in connection with the preparation and submission of any proposal. The County reserves the right to waive inconsequential disparities in a submitted proposal.

5.4 County's Right to Amend Request for Proposals

The County has the right to amend the RFP by written addendum. The County is responsible only for that which is expressly stated in the solicitation document and any authorized written addenda thereto. Such addendum will be made available to each person or organization which County records indicate has received this RFP. Should such addendum require additional information not previously requested, failure to address the requirements of such addendum may result in the proposal being found non-responsive and not being considered, as determined in the sole discretion of the County. The County is not responsible for and will not be bound by any representations otherwise made by any individual acting or purporting to act on its behalf.

5.5 Background and Security Investigations

Contractor must ensure that the initial and annual criminal clearances and background checks have been conducted for all Contractor's staff and volunteers, prior to beginning and continuing work under any resulting Contract (see Appendix A, Sample Contract, Section 7.5, Background and Security Investigations). The cost of such criminal clearances and background checks is the responsibility of the Contractor whether or not the Contractor's staff passes or fails the background and criminal clearance investigations.

6.0 NOTIFICATION TO PROPOSERS

6.1 Public Records Act

6.1.1 Responses to this solicitation will become the exclusive property of the County. Absent extraordinary circumstances, the recommended Proposer's proposal will become a matter of public record when 1) contract negotiations are complete; 2) the Department receives a letter from the recommended Proposer's authorized officer that the negotiated contract is the firm offer of the recommended Proposer; and 3) the Department releases a copy of the recommended Proposer's proposal in response to a Notice of Intent to Request a Proposed Contractor Selection Review under Board Policy No. 5.055 ([Services Contract Solicitation Protest](#)).

Notwithstanding the above, absent extraordinary circumstances, all proposals will become a matter of public record when the Department's Proposer recommendation appears on the Board agenda.

Exceptions to disclosure are those parts or portions of all proposals that are justifiably defined as business or trade secrets, and plainly marked by the Proposer as "Trade Secret", "Confidential", or "Proprietary".

6.1.2 The County will not, in any way, be liable or responsible for the disclosure of any such record or any parts thereof, if disclosure is required or permitted under the California Public Records Act or otherwise by law. A blanket statement of confidentiality or the marking of each page of the proposal as confidential will not be deemed sufficient notice of exception. The Proposers must specifically label only those provisions of their respective proposal which are "Trade Secrets", "Confidential", or "Proprietary", in nature.

6.1.3 In the event the County is required to defend an action on a Public Records Act request for any of the aforementioned documents, information, books, records, and/or contents of a proposal marked "Confidential", "Trade Secrets", or "Proprietary", Proposer agrees to defend and indemnify County from all costs and expenses, including reasonable attorneys' fees, incurred in connection with any action,

proceedings, or liability arising in connection with the Public Records Act request.

6.2 Contact with County Personnel

All contact regarding this RFP or any matter relating thereto must be in writing, and e-mailed to:

Department of Children and Family Services

Contracts Administration Division

Attention: Artin Siraki, Contract Analyst

Email: SirakA@dcfs.lacounty.gov

and copy: Corneitha Kirk, KirkC@dcfs.lacounty.gov

If it is discovered that Proposer contacted and received information from any County personnel, other than the person specified above, regarding this solicitation, County, in its sole determination, may disqualify their proposal from further consideration.

Proposers are encouraged to monitor the DCFS website at:

<http://Contracts.dcms.lacounty.gov/>

and/or

The Los Angeles County website at:

<https://camisvr.co.la.ca.us/LACoBids/BidLookUp/OpenBidList>

for additional information throughout the open period of this solicitation.

Prospective Proposers assume all risks relying on information retrieved from unaffiliated (not posed by the County of Los Angeles) third-party websites as the information may be incomplete or inaccurate.

6.3 Mandatory Requirement to Register on County's WebVen

Prior to a contract award, all potential Contractors must register in the County's WebVen. WebVen contains the vendor's business profile and identifies the goods/services the business provides. Registration can be accomplished online via the Internet by accessing the County's home page at:

<http://camisvr.co.la.ca.us/webven/>

6.4 Protest Policy Review Process

6.4.1 Under Board Policy No. 5.055 ([Services Contract Solicitation Protest](#)) any prospective Proposer may request a review of the requirements under a solicitation for a Board-approved services contract, as described in Paragraph 6.4.3 (Grounds for Review) below. Additionally, any actual Proposer may request a review of a disqualification or of a proposed contract award under such a solicitation, as described respectively in the paragraphs below. It is the responsibility of the Proposer challenging the

decision of a Department to demonstrate that the Department committed a sufficiently material error in the solicitation process to justify invalidation of a proposed contract award.

6.4.2 Throughout the review process, the County has no obligation to delay or otherwise postpone an award of contract based on a Proposer protest. In all cases, the County reserves the right to make an award when it is determined to be in the best interest of the County of Los Angeles to do so.

6.4.3 Grounds for Review

Unless state or federal statutes or regulations otherwise provide, the grounds for review of a solicitation for a Board-approved services contract provided for under Board Policy No. 5.055 ([Services Contract Solicitation Protest](#)) are limited to the following:

6.4.3.1 Solicitation Requirements Review (referenced in Paragraph 10.1)

6.4.3.2 Disqualification Review (referenced in Paragraph 10.2)

6.4.3.3 Department's Proposed Contractor Selection Review (referenced in Paragraph 10.3)

6.4.3.4 County Independent Review (referenced in Paragraph 10.4)

6.5 Conflict of Interest

No County employee whose position in the County enables them to influence the selection of a Contractor for this RFP, or any competing RFP, nor any spouse or economic dependent of such employees, will be employed in any capacity by a Proposer or have any other direct or indirect financial interest in the selection of a Contractor. Proposer must certify that they are aware of and have read [Section 2.180.010 of the Los Angeles County Code](#) as stated in Exhibit 2 (Certification of Compliance) of Appendix B (Required Forms).

6.6 Determination of Proposer Responsibility

6.6.1 A responsible Proposer is a Proposer who has demonstrated the attribute of trustworthiness, as well as quality, fitness, capacity, and experience to satisfactorily perform the contract. It is the County's policy to conduct business only with responsible proposers.

6.6.2 Proposers are hereby notified that, in accordance with [Chapter 2.202 of the County Code](#), the County may determine whether the Proposer is responsible based on a review of the Proposer's performance on any contracts, including but not limited to County contracts. Particular attention will be given to violations of labor laws related to employee compensation and benefits, and evidence of false claims made by the Proposer against public entities. Labor law violations which are the fault

of the subcontractors and of which the Proposer had no knowledge must not be the basis of a determination that the Proposer is not responsible.

6.6.3 The County may declare a Proposer to be non-responsible for purposes of this Contract if the Board, in its discretion, finds that the Proposer has done any of the following: 1) violated a term of a contract with the County or a nonprofit corporation created by the County; 2) committed an act or omission which negatively reflects on the Proposer's quality, fitness or capacity to perform a contract with the County, any other public entity, or a nonprofit corporation created by the County, or engaged in a pattern or practice which negatively reflects on same; 3) committed an act or omission which indicates a lack of business integrity or business honesty; or 4) made or submitted a false claim against the County or any other public entity.

6.6.4 If there is evidence that the apparent highest ranked Proposer may not be responsible, the Department will notify the proposer in writing of the evidence relating to the Proposer's responsibility, and its intention to recommend to the Board that the Proposer be found not responsible. The Department will provide the Proposer and/or the Proposer's representative with an opportunity to present evidence as to why the Proposer should be found to be responsible and to rebut evidence which is the basis for the Department's recommendation.

6.6.5 If the Proposer presents evidence in rebuttal to the Department, the Department will evaluate the merits of such evidence, and based on that evaluation, make a recommendation to the Board of Supervisors. The final decision concerning the responsibility of the Proposer will reside with the Board.

6.6.6 These terms will also apply to proposed Subcontractors of Proposers on County contracts.

6.7 Proposer Debarment

6.7.1 The Proposer is hereby notified that, in accordance with [Chapter 2.202 of the County Code](#), the County may debar the Proposer from bidding or proposing on, or being awarded, and/or performing work on other County contracts for a specified period of time, which generally will not exceed five (5) years but may exceed five (5) years or be permanent if warranted by the circumstances, and the County may terminate any or all of the Proposer's existing contracts with County, if the Board finds, in its discretion, that the Proposer has done any of the following: 1) violated a term of a contract with the County or a nonprofit corporation created by the County; 2) committed an act or omission which negatively reflects on the Proposer's quality, fitness or capacity to perform a contract with the County, any other public entity, or a nonprofit corporation created by the County, or engaged in a pattern or practice which negatively reflects on same; 3) committed an act or offense which indicates a lack of

business integrity or business honesty; or 4) made or submitted a false claim against the County or any other public entity. These terms will also apply to proposed Subcontractors of Proposers on County contracts.

- 6.7.2** A listing of Contractors that are currently on the Debarment List for Los Angeles County may be obtained on the following website: <https://doingbusiness.lacounty.gov/listing-of-contractors-debarred-in-los-angeles-county/>.

6.8 Improper Considerations

6.8.1 Attempt to Secure Favorable Treatment

It is improper for any County officer, employee, or agent to solicit consideration, in any form, from a Proposer with the implication, suggestion or statement that the Proposer's provision of the consideration may secure more favorable treatment for the Proposer in the award of the contract or that the Proposer's failure to provide such consideration may negatively affect the County's consideration of the Proposer's submission. A Proposer must not offer or give either directly or through an intermediary, consideration, in any form, to a County officer, employee, or agent for the purpose of securing favorable treatment with respect to the award of the contract.

6.8.2 Notification to County

A Proposer must immediately report any attempt by a County officer, employee, or agent to solicit such improper consideration. The report must be made to the Los Angeles County Fraud Hotline at (800) 544 6861 or <https://fraud.lacounty.gov/>. Failure to report such a solicitation may result in the Proposer's submission being eliminated from consideration.

6.8.3 Form of Improper Consideration

Among other items, such improper consideration may take the form of cash, discounts, services, the provision of travel or entertainment, or tangible gifts.

6.9 County Lobbyist Ordinance

The County has enacted an ordinance regulating the activities of persons who lobby County officials. This ordinance, referred to as the "Lobbyist Ordinance", defines a County Lobbyist and imposes certain registration requirements upon individuals meeting the definition. The complete text of the ordinance can be found in [County Code Chapter 2.160](#). In effect, each person, corporation or other entity that seeks a County permit, license, franchise or contract must certify compliance with the ordinance. As part of this solicitation process, it will be the responsibility of each Proposer to review the ordinance independently as the text of said ordinance is not contained within this RFP. Thereafter, each person, corporation or other entity submitting a response to this solicitation, must certify that each

County Lobbyist, as defined by [Los Angeles County Code Section 2.160.010](#), retained by the Proposer is in full compliance with [Chapter 2.160 of the Los Angeles County Code](#) and each such County Lobbyist is not on the Executive Office's List of Terminated Registered Lobbyists.

6.10 Consideration of GAIN/START Participants for Employment

6.10.1 As a threshold requirement for consideration for contract award, Proposers must demonstrate a proven record of hiring participants in the County's [Department of Public Social Services Greater Avenues for Independence \(GAIN\) or Skills and Training to Achieve Readiness for Tomorrow \(START\) Programs](#) or must attest to a willingness to consider GAIN/START participants for any future employment openings if they meet the minimum qualifications for that opening. Proposers must attest to a willingness to provide employed GAIN/START participants access to the Proposers' employee mentoring program, if available, to assist these individuals in obtaining permanent employment and/or promotional opportunities.

6.10.2 Proposers who are unable to meet this requirement will not be considered for contract award. Proposers must submit a completed Exhibit 2 (Certification of Compliance) of Appendix B (Required Forms), along with their proposal.

6.11 Jury Service Program

6.11.1 The prospective contract is subject to the requirements of the County's Contractor Employee Jury Service Ordinance ("Jury Service Program") ([Los Angeles County Code, Chapter 2.203](#)). Prospective Contractors must carefully review Paragraph 8.8 (Compliance with the County's Jury Service Program) of Appendix A (Sample Contract), both of which are incorporated by reference into and made a part of this RFP. The Jury Service Program applies to both Contractors and their Subcontractors.

Proposals that fail to comply with the requirements of the Jury Service Program will be considered non-responsive and excluded from further consideration.

6.11.2 Contractor must certify compliance with County's Contractor Employee Jury Service Ordinance in Exhibit 2 (Certification of Compliance) of Appendix B (Required Forms). If a Contractor does not fall within the Jury Service Program's definition of "Contractor" or if it meets any of the exceptions to the Jury Service Program, then the Contractor must so indicate in Exhibit 2 (Certification of Compliance) of Appendix B (Required Forms) and include with its submission all necessary documentation to support the claim such as tax returns or a collective bargaining agreement, if applicable. Upon reviewing the Contractor's application, the County will determine, in its sole discretion, whether the Contractor falls within the definition of Contractor or meets any of the

exceptions to the Jury Service Program. The County's decision will be final.

6.12 Pending Acquisitions/Mergers by Proposing Company

The Proposer must notify the County of any pending acquisitions/mergers of its company unless otherwise legally prohibited from doing so. If the Proposer is restricted from legally notifying the County of pending acquisitions/mergers, then it must notify the County of the actual acquisitions/mergers as soon as the law allows and provide to the County the legal framework that restricted it from notifying the County prior to the actual acquisitions/mergers. This information must be provided by the Proposer in Exhibit 1 (Organization Questionnaire/Affidavit) of Appendix B (Required Forms). Failure of the Proposer to provide this information may eliminate its proposal from any further consideration. Proposer will have a continuing obligation to notify the County and update any changes to its response in Exhibit 1 (Organization Questionnaire/Affidavit) of Appendix B (Required Forms) during the solicitation.

6.13 Charitable Contributions Compliance

- 6.13.1** California's "Supervision of Trustees and Fundraisers for Charitable Purposes Act" regulates receiving and raising charitable contributions. Among other requirements, those subject to the Charitable Purposes Act must register with the Registry of Charitable Trusts, which is maintained by the California Attorney General's Office. The 2004 Nonprofit Integrity Act, as approved and codified in California Government Code, Sections [12580-12599.10](#), increased Charitable Purposes Act requirements. Prospective Contractors must carefully read Appendix D (Background and Resources: California Charities Regulation). These rules cover California public benefit corporations, unincorporated associations, and trustee entities and may include similar foreign corporations doing business or holding property in California. The Nonprofit Integrity Act contains substantive requirements affecting executive compensation, fund-raising practices and documentation. Charities with over two million dollars (\$2,000,000) of revenues (excluding funds that must be accounted for to a governmental entity) also have specific audit requirements.
- 6.13.2** All prospective Contractors must determine if they receive or raise charitable contributions which subject them to the Charitable Purposes Act and complete the certification form attached as Exhibit 2 (Certification of Compliance) in Appendix B (Required Forms). A completed Exhibit 2 (Certification of Compliance) of Appendix B (Required Forms) is a required part of any agreement with the County.
- 6.13.3** Prospective County Contractors that do not complete Exhibit 2 (Certification of Compliance) of Appendix B (Required Forms) as part of the solicitation process may, in the County's sole discretion, be disqualified from contract award. A County Contractor that fails to

comply with its obligations under the Charitable Purposes Act is subject to either contract termination or debarment proceedings or both. ([County Code Chapter 2.202](#)).

6.14 Defaulted Property Tax Reduction Program

6.14.1 The prospective contract is subject to the requirements of the County's Defaulted Property Tax Reduction Program ("Defaulted Tax Program"), ([Los Angeles County Code, Chapter 2.206](#)). Prospective Contractors must reference the pertinent provisions in Paragraph 8.50 (Warranty of Compliance with County's Defaulted Property Tax Reduction Program) and 8.51 (Termination for Breach of Warranty to Maintain Compliance with County's Defaulted Property Tax Deduction Program) of Appendix A (Sample Contract), both of which are incorporated by reference into and made a part of this solicitation. The Defaulted Tax Program applies to both Contractors and their Subcontractors.

6.14.2 Proposers will be required to certify that they are in full compliance with the provisions of the Defaulted Tax Program and must maintain compliance during the term of any contract that may be awarded pursuant to this solicitation or must certify that they are exempt from the Defaulted Tax Program by completing Exhibit 2 (Certification of Compliance) in Appendix B (Required Forms). Failure to maintain compliance, or to timely cure defects, may be cause for termination of a contract or initiation of debarment proceedings against the non-compliant Contractor ([Los Angeles County Code, Chapter 2.202](#)).

6.14.3 Proposals that fail to comply with the certification requirements of the Defaulted Tax Program will be considered non-responsive and excluded from further consideration.

6.15 County's Commitment to Zero Tolerance Policy on Human Trafficking

6.15.1 On October 4, 2016, the County approved a motion taking significant steps to protect victims of human trafficking by establishing a zero-tolerance policy on human trafficking. The policy prohibits Contractors engaged in human trafficking from receiving contract awards or performing services under a County contract.

6.15.2 Contractors are required to complete Exhibit 2 (Certification of Compliance) in Appendix B (Required Forms), certifying that they are in full compliance with the County's Zero Tolerance Policy on Human Trafficking provision as defined in Paragraph 8.53 (Compliance with County's Zero Tolerance Policy on Human Trafficking) of Appendix A (Sample Contract). Further, Contractors are required to comply with the requirements under said provision for the term of any contract awarded pursuant to this solicitation.

6.16 Intentionally Omitted

6.17 Default Method of Payment: Direct Deposit or Electronic Funds Transfer (EFT)

- 6.17.1** The County, at its sole discretion, has determined that the most efficient and secure default form of payment for goods and/or services provided under an agreement/contract with the County must be Electronic Funds Transfer (EFT) or direct deposit, unless an alternative method of payment is deemed appropriate by the Auditor-Controller (A-C).
- 6.17.2** Upon contract award or at the request of the A-C and/or the contracting department, the Contractor must submit a direct deposit authorization request with banking and vendor information, and any other information that the A-C determines is reasonably necessary to process the payment and comply with all accounting, record keeping, and tax reporting requirements.
- 6.17.3** Any provision of law, grant, or funding agreement requiring a specific form or method of payment other than EFT or direct deposit will supersede this requirement with respect to those payments.
- 6.17.4** Upon contract award or at any time during the duration of the agreement/contract, a Contractor may submit a written request for an exemption to this requirement. The A-C, in consultation with the contracting department(s), will decide whether to approve exemption requests.

6.18 Proposer's Acknowledgement of County's Commitment to Fair Chance Employment Hiring Practices

- 6.18.1** On May 29, 2018, the County approved a Fair Chance Employment Policy in an effort to remove job barriers for individuals with criminal records. The policy requires businesses that contract with the County to comply with fair chance employment hiring practices set forth in [California Government Code Section 12952](#). Additionally, on February 27, 2024, the County adopted Los Angeles County Code [Chapter 8.300](#) (Fair Chance Ordinance for Employers) to facilitate meaningful implementation of Fair Chance policies in the County and remove barriers to employment to ensure individuals with criminal records have fair and equitable access to opportunities for gainful employment.
- 6.18.2** Contractors are required to complete Exhibit 2 (Certification of Compliance) in Appendix B (Required Forms), certifying that they, and their subcontractors, are in full compliance with [Section 12952](#) and [Chapter 8.300](#) of the Los Angeles County Code (Fair Chance Ordinance for Employers), as indicated in the Contract.

6.18.3 Further, Contractors are required to comply with the requirements under [Section 12952](#) and Los Angeles County Code [Chapter 8.300](#) for the term of any contract awarded pursuant to this solicitation.

6.19 Prohibition from Participation in Future Solicitation(s)

A Proposer, or a Contractor or its subsidiary or Subcontractor (“Proposer/Contractor”), is prohibited from submitting a bid or proposal in a County solicitation if the Proposer/Contractor has provided advice or consultation for the solicitation. A Proposer/Contractor is also prohibited from submitting a bid or proposal in a County solicitation if the Proposer/Contractor has developed or prepared any of the solicitation materials on behalf of the County. A violation of this provision will result in the disqualification of the Proposer/Contractor from participation in the County solicitation or the termination or cancellation of any resultant County contract. ([Los Angeles County Code, Chapter 2.202](#)).

6.20 Community Business Enterprise (CBE) Participation

The County has adopted a Community Business Enterprise (CBE) Program, which includes business enterprises certified as disadvantaged business enterprises disabled veteran-owned, minority-owned, women-owned, and lesbian, gay, bisexual, transgender, queer, and questioning-owned business types. The County has established a collective 25% participation goal for CBE certified firms, calculated on the eligible procurement dollars. The program maintains data on the types of businesses registered as CBEs and their utilization. The Proposer’s CBE participation must be reflected in Exhibit 5 (Community Business Enterprise (CBE) Information) form in Appendix B (Required Forms).

All Proposers must document efforts it has taken to assure that CBEs are utilized, when possible, to provide supplies, equipment, technical services, and other services under this Contract. The Proposer must make documents related to these efforts available to the County upon request.

The County strongly encourages participation by CBEs; however, the final selection will be made without regard to race, color, creed, or gender. The final selection will be based on the Proposer’s ability to provide the best service and value to the County.

To obtain a list of the County’s CBE certified firms, e-mail the request to the County of Los Angeles Department of Economic Opportunity at CBESBE@opportunity.lacounty.gov with the subject “**Request for CBE Listing.**”

For additional information contact the Office of Small Business at: (844) 432-4900 or at OSB@opportunity.lacounty.gov.

6.21 Contribution and Agent Declaration

[Government Code Section 84308](#) requires a party to a contract proceeding to disclose any contribution of more than \$500 made to a County officer within the preceding twelve (12) months by the party or their agent. State regulations require this disclosure to be made at the time an application is filed, and, if a contribution

is made during the contract proceeding, within 30 days of making a contribution or on the date on which the party first appears before or communicates with the agency regarding the proceeding after making the contribution, whichever is earliest. All Proposers are advised that they and all of their Subcontractors must complete and return as part of the proposal, the Contribution and Agent Declaration included in Exhibit 9 (Contribution and Agent Declaration Form) of Appendix B (Required Forms). Proposers are further advised that they and their Subcontractors must update the Contribution and Agent Declaration Form throughout the pendency of the solicitation if a contribution is made after the initial disclosure when the proposal is submitted, and as requested at any time by the County prior to contract award. Failure by the Proposer or any Subcontractor(s) to complete and submit the required Contribution and Agent Declaration Form in Exhibit 9, and failure by the Proposer or any Subcontractor(s) to update the declaration as required by law or as otherwise requested by the County, may eliminate the proposal from further consideration and/or the Proposer may be disqualified from a contract award, as determined in the County's sole discretion. Further, all Proposers and their Subcontractors are prohibited under [Government Code Section 84308](#) from making a contribution of more than \$500 to a County officer for twelve (12) months after the date a final decision is made in the contract proceeding involving this solicitation.

7.0 COUNTY'S PREFERENCE PROGRAMS

7.1 Overview of County's Preference Programs

- 7.1.1** The County has three preference programs: the Local Small Business Enterprise (LSBE), Disabled Veteran Business Enterprise (DVBE), and Social Enterprise (SE). The Board encourages business participation in the County's contracting process by continually streamlining and simplifying our selection process and expanding opportunities for these businesses to compete for County opportunities.
- 7.1.2** The Preference Programs (LSBE, DVBE, and SE) require that a business complete certification prior to requesting a preference in a solicitation. This program and how to obtain certification are further explained in Paragraphs 7.2, 7.3, and 7.4 of this solicitation. Additional information on the County's preference programs is also available on the Department of Economic Opportunity (DEO) website at: https://iddweb.isd.lacounty.gov/DCA_eComplaint/SmallBusinessCertifications.
- 7.1.3** In no case will the Preference Programs (LSBE, DVBE, and SE) price or scoring preference be combined with any other County preference program to exceed fifteen percent (15%) in response to any County solicitation.

- 7.1.4 Sanctions and financial penalties may apply to a business that knowingly, and with intent to defraud, seeks to obtain or maintain certification as a certified LSBE, DVBE, or SE when not qualified.

7.2 Local Small Business Enterprise (LSBE) Preference Program

- 7.2.1 The County will apply the LSBE preference during the solicitation process to businesses that meet the definition of an LSBE for solicitations not subject to the federal restriction on geographical preferences, consistent with [Chapter 2.204 of the Los Angeles County Code](#).
- 7.2.2 The business must be certified by the County prior to requesting the LSBE preference in a solicitation. To apply for certification as an LSBE, businesses must contact DEO at https://iddweb.isd.lacounty.gov/DCA_eComplaint/SmallBusinessCertifications.
- 7.2.3 Businesses requesting the LSBE preference must complete and submit Exhibit 3 (Request for Preference Consideration) in Appendix B (Required Forms) and submit their LSBE certification approval letter ("Certification for Non-Federally Funded Solicitations") from the County with their proposal.

7.3 Social Enterprise (SE) Preference Program

- 7.3.1 The County will apply the SE preference during the solicitation process to businesses that meet the definition of an SE for solicitations not subject to the federal restriction on geographical preferences, consistent with [Chapter 2.205 of the Los Angeles County Code](#).
- 7.3.2 The business must be certified by the County, prior to requesting the SE preference in a solicitation. To apply for certification as an SE, businesses must contact DEO at https://iddweb.isd.lacounty.gov/DCA_eComplaint/SmallBusinessCertifications.
- 7.3.3 Businesses requesting the SE preference must complete and submit Exhibit 3 (Request for Preference Consideration) in Appendix B (Required Forms) and submit their SE certification approval letter ("Certification for Non-Federally Funded Solicitations") from the County with their proposal.

7.4 Disabled Veteran Business Enterprise (DVBE) Preference Program

- 7.4.1 The County will apply the DVBE preference during the solicitation process to businesses that meet the definition of a DVBE, consistent with [Chapter 2.211 of the Los Angeles County Code](#).
- 7.4.2 The business must be certified by the County, prior to requesting the DVBE preference in a solicitation. To apply for certification as a DVBE,

businesses must contact DEO at https://iddweb.isd.lacounty.gov/DCA_eComplaint/SmallBusinessCertifications.

- 7.4.3** Businesses requesting the DVBE preference must complete and submit Exhibit 3 (Request for Preference Consideration) in Appendix B (Required Forms) and submit their DVBE certification approval letter from the County with their proposal.

7.5 Preference Program Enterprises (PPEs) - Prompt Payment Program

It is the intent of the County that Certified Preference Program Enterprises (PPEs) receive prompt payment for services they provide to County Departments. Prompt payment is defined as fifteen (15) calendar days after receipt of an approved, undisputed invoice which has been properly matched against documents such as a receiving, shipping, or services delivered report, or any other validation of receipt document consistent with Board Policy 3.035 ([Preference Program Payment Liaison and Prompt Payment Program](#)).

8.0 BUSINESS PROPOSAL REQUIREMENTS AND EVALUATION

This Paragraph contains key project activities, provides Proposers with proposal submission requirements and submittal instructions, and identifies evaluation criteria.

8.1 Truth and Accuracy of Representations

False, misleading, incomplete, or deceptively unresponsive statements in connection with a proposal will be sufficient cause for rejection of the proposal. The evaluation and determination in this area will be at the Department's sole judgment and their judgment will be final. All proposals must be firm and final offers and may not be withdrawn for a period of one hundred eighty (180) days following the final proposal submission date.

8.2 Proposers' Questions

- 8.2.1** Proposers may submit written questions regarding this RFP by e-mail to: Artin Siraki at SirakA@DCFS.Lacounty.gov and copy Corneitha Kirk at KirkC@DCFS.Lacounty.gov. All questions must be received **September 23, 2026, by 5:00 p.m. Pacific Daylight Saving Time (PDST)** as specified in Paragraph 1.0 (Solicitation Information and Minimum Mandatory Requirements). All questions, without identifying the submitting company, will be compiled with the appropriate answers and issued as an addendum to the RFP.

- 8.2.2** When submitting questions, please specify the RFP, paragraph number, and page number and quote the language that prompted the question. This will ensure that the question can be quickly found in the RFP. County reserves the right to group similar questions when providing answers.

8.3 Proposers' Conference

- 8.3.1** A Proposers' Conference will be held to discuss the RFP requirements. County staff will respond to questions from potential Proposers. The conference is scheduled as follows:

Date: September 23, 2026

Time: 10:00 AM (Pacific Daylight Saving Time)

VIRTUAL MEETING INFORMATION

**Please ensure you check the DCFS website at:
<http://Contracts.dcfs.lacounty.gov> for Event Invitation Link.**

All conference participants must register prior to the event.

- 8.3.2** To register for the Virtual Proposer's Conference, please follow this link:
<http://Contracts.dcfs.lacounty.gov>

8.4 Preparation of the Proposal

Two proposals must be submitted, consisting of a Business Proposal and a Cost Proposal in Portable Document Format (PDF), via electronic mail (e-mail) to: SirakA@dcfs.lacounty.gov and copy KirkC@dcfs.lacounty.gov by the date and time listed in Paragraph 1.0 (Solicitation Information and Minimum Mandatory Requirements). All proposals must be submitted in the prescribed format. Any proposal that deviates from this format may be rejected as nonresponsive without review at the County's sole discretion.

Multiple proposals are required for multiple Service Planning Area submissions. Separate emails of all the files are required for each proposal submission. For example, if Proposer submits proposals for two (2) separate Service Planning Area, two (2) separate emails are required for each of the proposal submissions, which must include all five (5) electronic files listed in 8.4.1.

- 8.4.1** Proposers must submit a total of five (5) electronic PDF files in their proposal submission email(s) as follows:

Business Proposal

1a) Narrative, Required Forms, Exhibit 12;

1b) Three (3) years of Financial Statements;

1c) Required Forms (Exhibits 1 through 11);

1d) Corporate Documents; and

Cost Proposal

2) Cost Proposal (Required Forms, Exhibits 13 through 15)

8.4.1.1 The electronic files must be titled as follows:

FTCSCCERFP26-0044, the organization's name, the Service Planning Area where the Proposer plans to provide services, and identify the files listed in 8.4.1. using the format below:

- 1a)** Narrative: FTCSCCERFP26-0044 - Agency ABC - SPA# - BP
- 1b)** Three years of Financial Statements: FTCSCCERFP26 - 0044 - Agency ABC - SPA# - AFS
- 1c)** Required Forms: FTCSCCERFP26-0044 - Agency ABC - SPA# - Forms
- 1d)** Corporate Documents: FTCSCCERFP26-0044 - Agency ABC - SPA# - CorpDocs
- 2)** Cost Proposal: FTCSCCERFP26-0044 - Agency ABC - SPA# - CP

8.4.1.2 Each page must be clearly and consecutively numbered within each electronic file.

8.4.1.3 **Proposers must plan for any delays or computer system failure and avoid submitting proposals at minimum 30 minutes before the deadline. Any proposal(s) received at 12:01 p.m. on October 23, 2026, or any time after, will be immediately rejected.**

8.4.1.4 Proposers must set up a delivery receipt for each of their email submissions. Proposers must keep delivery receipts and acknowledgment email from DCFS for their records.

8.5 Business Proposal Requirements and Evaluation Criteria (80%)

Any reviews conducted during the evaluation of the proposal may result in a point reduction. The content and sequence of the proposal must be as follows:

Business Proposal Format:

Business Proposal (Narrative) Required Form, Exhibit 12 will be limited to 1,000 words per response.

8.5.1 Proposer's Qualifications (37.50%)

List all material included in the proposal. Include a clear definition of the material, identified by sequential page numbers and by paragraph reference numbers.

8.5.1.1 Proposer's Background and Experience

Provide a summary of relevant background information to demonstrate that the Proposer meets or exceeds the minimum requirement(s) stated in Paragraph 4.0 (Minimum Mandatory Requirements) of this RFP and has the capability to perform the required services as a corporation or other entity.

8.5.1.1.1 Proposer must demonstrate their agency's experience in the specified area they are proposing to serve (Supervisory District 3, specifically in SPA 2, or Supervisory District 5, specifically in SPA 1), with providing coached monitored family time or similar services.

8.5.1.1.2 Proposer must describe their agency's experience in the specified area they are proposing to serve (Supervisory District 3, specifically in SPA 2, or Supervisory District 5, specifically in SPA 1), providing safe child custody exchanges or similar services.

8.5.1.1.3 Proposer must describe their experience working with the courts, domestic violence service providers, law enforcement, and community families who self-refer to provide family time, safe child custody exchange, or similar services for the SPA they propose to serve (Supervisory District 3, specifically in SPA 2, or Supervisory District 5, specifically in SPA 1).

8.5.1.2 Proposer's List of References

Proposer will be evaluated on the verification of references provided in Appendix B (Required Forms), Exhibit 7 (List of References). In addition to the references provided, a review will include the Contractor Alert Reporting Database, if applicable, reflecting past performance history on County or other contracts. This review may result in point deductions up to one hundred percent (100%) of the total points awarded in this evaluation subcategory (Proposer's List of References).

Proposer must provide five (5) references where the same or similar scope of services was provided to demonstrate that the Proposer meets the Minimum Mandatory Requirements identified in Paragraph 4.0 (Minimum Mandatory Requirements) of this RFP.

Additionally, Proposer must list all public entities for the last three (3) years where the same or similar scope of services was provided on Exhibit 8 (List of Contracts). Proposer's completed form Exhibit 7 (List of References) and Exhibit 8 (List of Contracts), in Appendix B (Required Forms) must be included in the Proposer's Business Proposal (PDF File 1c). Proposer may use additional sheets, if necessary.

It is the Proposer's sole responsibility to ensure that information provided for each reference is accurate.

The County will email an electronic survey to all references listed in Exhibit 7 (List of References) within 5-10 business days after the proposal submission deadline. Three (3) attempts will be made to reach a Proposer's reference during the business hours of Monday through Friday, from 8:00 a.m. to 5:00 p.m.

- 8.5.1.2.1** The first attempt will be an email with a link to the electronic survey with a due date for a response.
- 8.5.1.2.2** The second attempt will be a second email reminding the reference contact to access the survey link sent previously.
- 8.5.1.2.3** The third attempt will be a phone call to the reference contact letting them know that they have received two (2) emails with a link to respond to the survey link, with a follow-up email from the caller. If the reference contact is not reached after three (3) attempts, the reference contact will be considered non-responsive.

County may disqualify a Proposer as non-responsive and/or non-responsible if:

- 8.5.1.2.4** References fail to substantiate Proposer's description of the services provided; or
- 8.5.1.2.5** References fail to support that Proposer has a continuing pattern of providing capable, productive and skilled personnel, or
- 8.5.1.2.6** The Department is unable to reach the point of contact with reasonable effort. It is the Proposer's

responsibility to inform the point of contact of normal working hours.

8.5.1.3 Proposer's Debarment History and List of Terminated Contracts

The County will conduct a review of Proposer's terminated contracts and debarment history. Proposer must include contracts terminated within the past three (3) years with a reason for termination in Appendix B (Required Forms, PDF File 1c), Exhibit 4 (Debarment History and List of Terminated Contracts). Proposer's completed form Exhibit 4 (Debarment History and List of Terminated Contracts) must be provided in Proposer's Business Proposal.

8.5.1.4 Proposer's Financial Capability (PDF File 1b)

The County will conduct a review of Proposer's financial capability. Proposer must provide copies of the company's three (3) most current fiscal years financial statements (i.e., fiscal years ending 2025, 2024, and 2023). At least one (1) financial statement must be an audited financial statement within 18 months at the time of proposal submission for this RFP. Statements must include the company's assets, liabilities and net worth and at a minimum must include the Balance Sheet, Statement of Income, and the Statement of Cash Flows. If audited statements are available, these must be submitted to meet this requirement. Do not submit Income Tax Returns to meet this requirement. Financial statements will be kept confidential if stamped on each page.

8.5.1.5 Proposer's Pending Litigation and Judgments

The County will conduct a review of Proposer's pending litigation and judgments. Proposer must identify by name, case and court jurisdiction any pending litigation in which Proposer is involved, or judgments against Proposer in the past five (5) years. Additionally, Proposer must provide a statement describing the size and scope of any pending or threatening litigation against the Proposer or principals of the Proposer in Appendix B (Required Forms), Exhibit 10 (Pending Litigation and Judgments). Points may be deducted due to the magnitude of the pending litigation and judgments.

8.5.2 Proposer's Approach to Providing Required Services (50%)

Proposer will be evaluated on its description of the methodology to be used to meet the County's requirements based on information provided in this paragraph.

Proposer must present a description of the methodology the Proposer will use to meet contract work requirements. Describe in detail how the services will be performed to meet the requirements outlined in Exhibit A (SOW and Attachments).

Proposals responding to this RFP must address ALL its outlined required elements and include the following:

- 8.5.2.1** Proposer must describe their plan to provide coached monitored family time as described in the Statement of Work (SOW), including meeting the minimum 96 hours of coached monitored family time per month in their designated SPA (Supervisory District 3, specifically in SPA 2, or Supervisory District 5, specifically in SPA 1).
- 8.5.2.2** Proposer must describe their capacity to accept referrals for coached monitored family time services in open DCFS Family Reunification cases for their service area (Supervisory District 3, specifically in SPA 2, or Supervisory District 5, specifically in SPA 1) based on the criteria in SOW 5.0, Target Demographics.
- 8.5.2.3** Proposer must describe their approach to provide safe child custody exchanges to have staffing capacity, exchange sites, and safe locations; and to facilitate a minimum of four exchanges per month in their designated SPA (Supervisory District 3, specifically in SPA 2, or Supervisory District 5, specifically in SPA 1).
- 8.5.2.4** Proposer must describe their initial training, in accordance with the SOW requirements, as listed below:
 - 1)** identifying child safety issues;
 - 2)** mandated reporting requirements;
 - 3)** working with families affected by abuse and neglect;
 - 4)** understanding the importance of family time;
 - 5)** understanding the concept of trauma-informed practice; and
 - 6)** utilizing and expanding community cross sector partnerships.
- 8.5.2.5** Proposer must describe their Family Time Coaching Curriculum, in accordance with the SOW requirements, as listed below:
 - 1)** learning methods of identifying family strengths;

- 2) helping parents build on their own skills and confidence;
- 3) promoting positive parent/child and family interactions;
- 4) engaging with parents, including fathers, on creating nurturing relationships and attachment with children; and
- 5) knowledge and familiarity of basic concepts of motivational interviewing skills, such as open questions, affirmations, reflective listening, and summarizing.

8.5.2.6 Proposer must describe their approach to provide outreach to DCFS Regional Offices; Domestic Violence agencies; the courts (Criminal, Family Law, and Dependency courts); Dependency Court attorneys; and Parents in Partnership (PIPs) as it pertains to coached monitored family time and safe child custody exchange services.

8.5.2.7 Proposer must describe their plan for assessing a parent or legal guardian's stability (not under the influence or impaired) and understanding of appropriate behavior and resources to participate in family time and/or safe child custody exchange services.

8.5.3 Proposer's Quality Assurance Plan (12.5%)

The Proposer will be evaluated on its ability to establish and maintain a complete Quality Assurance Plan (QAP) to ensure the requirements of this Contract are provided as specified. Evaluation of the QAP must cover the proposed monitoring system of all services listed on the Performance Requirements Summary (PRS) based on information provided in this paragraph.

8.5.3.1 Proposer must describe their Quality Assurance Plan (QAP) protocol to ensure uninterrupted services to DCFS in the event of work stoppage or staffing shortage due to:

- 1) medical leaves;
- 2) illness;
- 3) vacation and absences;
- 4) pandemics; and
- 5) recruitment issues.

8.5.3.2 Proposer must describe the methodology they are planning on implementing to monitor monthly reports and logs based on the following services:

- 1) Family Time Centers;
- 2) Safe Child Custody Exchanges;
- 3) Celebration Events;
- 4) Training Sessions; and
- 5) Client Satisfaction Surveys.

8.5.4 Exceptions to Terms and Conditions of Contract and/or Requirements of Statement of Work and Attachments

8.5.4.1 It is the duty of every Proposer to thoroughly review the Contract and Statement of Work to ensure compliance with all terms, conditions, and requirements.

Proposer will be evaluated on their willingness to accept the terms and conditions outlined in Appendix A (Sample Contract) and the requirements of the Statement of Work outlined in Exhibit A (SOW and Attachments) of Appendix A (Sample Contract).

It is the County's expectation that in submitting a proposal the Proposers will accept, as stated, the County's terms and conditions in the Contract and the County's requirements in the Statement of Work.

Proposers are further notified that the County may, in its sole determination, disqualify any Proposer with whom the County cannot satisfactorily negotiate a contract.

8.5.4.2 Proposer's response must include:

8.5.4.2.1 A statement offering the Proposer's acceptance of, or exceptions to, all terms and conditions listed in Appendix A (Sample Contract).

8.5.4.3 The County reserves the right to make changes to the Contract and its appendices and exhibits at its sole discretion.

8.5.5 Business Proposal Required Forms and Corporate Documents

8.5.5.1 Proposal must include all completed, signed, and dated forms identified in Appendix B (Required Forms).

Required Forms (PDF File 1c)

Exhibit 1	Organization Questionnaire/Affidavit
Exhibit 2	Certification of Compliance

Exhibit 3	Request for Preference Consideration
Exhibit 4	Debarment History and List of Terminated Contracts
Exhibit 5	Community Business Enterprise (CBE) Information
Exhibit 6	Minimum Mandatory Requirements
Exhibit 7	List of References
Exhibit 8	List of Contracts
Exhibit 9	Contribution and Agent Declaration Form
Exhibit 10	Pending Litigation and Judgments
Exhibit 11	Declaration

Required Forms (PDF File 1a)

Exhibit 12	Business Proposal (Narrative)

Cost Proposal (PDF File 2)

Exhibit 13	Pricing Sheet
Exhibit 14	Line-Item Budget
Exhibit 15	Budget Narrative

8.5.5.2 Corporate Documents (PDF File 1d)

8.5.5.2.1 Corporations or Limited Liability Company (LLC):

The Proposer must submit the following documentation with the proposal:

- a)** A copy of a “Certificate of Good Standing” with the state of incorporation/organization.
- b)** A conformed copy of the most recent “Statement of Information” as filed with the California Secretary of State listing corporate officers or members and managers.

8.5.5.2.2 Limited Partnership:

The Proposer must submit a conformed copy of the Certificate of Limited Partnership or Application for Registration of Foreign Limited Partnership as filed with the California Secretary of State, and any amendments.

8.5.5.2.3 Exemption Determination or Affirmation Letter:

The Proposer must submit a copy of an Exemption Determination or Affirmation Letter confirming the Proposer is tax exempt under 501(c)(3) of the Internal Revenue Code for a period of at least two (2) years prior to the proposal due date for this RFP.

8.5.5.2.4 Proof of the Address:

Proposer must submit proof of the address where services have been provided, such as a business license, lease agreement, deed, mortgage statement, or facility utilities, within the Supervisorial Districts 3 and 5, specifically SPA 1 or 2.

8.6 Cost Proposal Requirements and Evaluation (20%)

Proposer must submit a separate Cost Proposal for each Service Planning Area for which they are applying in the format described below, both as to the sequence and as to content. Failure to comply with these provisions may, at the sole discretion of the DCFS Director, result in disqualification of the proposal.

The Cost Proposal must contain sufficient detail and demonstrate that the proposed cost is realistically based on reasonable costs specific to the Contract. Costs that are estimated or assumed must include a brief explanation of the underlying basis of the estimates or assumptions. County has an obligation to engage in cost effective undertakings to achieve potential savings.

All Proposers' Cost Proposals will be evaluated by subject matter experts separately from the Business Proposals. The score of the Cost Proposal will then be combined with the score of the Business Proposal to determine the overall score and ranking of each proposal submission. Point deductions will be applied for computation errors and line items not discussed in the budget narrative.

Cost proposal prices must be firm and fixed for the FTCSCCE program during the term of the contract. There will be no cost-of-living adjustments during the term of the contract.

8.6.1 Evaluation of Cost

The maximum number of possible points will be awarded to the cost proposal(s) that proposes to provide services at the lowest cost. All other proposals within each SPA will be compared to the lowest cost and points awarded accordingly.

Evaluation of the Line-Item Budget and Budget Narrative will be conducted to ensure computations are correct and explanations/descriptions of cost demonstrate how the Proposer will fulfill the requirements of the Contract.

8.6.1.1 The number of points assigned to the evaluation of the Cost Proposal will be determined based on the total proposed annual cost on Exhibit 13 (Pricing Sheet) in Appendix B (Required Forms).

8.6.1.2 Instructions for completing Exhibit 13 (Pricing Sheet) are as follows:

8.6.1.2.1 One (1) Pricing Sheet must be submitted for each Service Planning Area for which services are being proposed.

8.6.1.2.2 Proposer must furnish all personnel, labor, family time space, and materials necessary to provide FTCSCCE services. Said work must be done for the period prescribed and the manner set forth in Appendix A, Statement of Work.

8.6.1.2.3 Proposed total costs must be inclusive of direct and indirect cost of providing services.

8.6.1.2.4 Exhibit 14 (Line-Item Budget) and Exhibit 15 (Budget Narrative) must reflect how the Proposer arrived at the total price. Point deductions will be applied for computation errors and line items not discussed in the budget narrative.

8.6.2 Preference Points

Should one or more of the Proposers request and be granted the Local Small Business Enterprise Preference, Social Enterprise Preference, or Disabled Veteran Business Enterprise Preference, the lowest proposal price will be determined as follows:

Fifteen percent (15%) of the lowest cost proposed will be calculated, not to exceed \$150,000, and that amount will be deducted from the cost submitted by all Proposers who requested and were granted the preference.

In no case will any preference be combined to exceed fifteen percent (15%) of the lowest responsible proposed cost meeting specifications.

8.7 Firm Offer-Withdrawal of Proposal

Until the proposal submission deadline, errors in proposals may be corrected by a request in writing to withdraw the proposal and by submission of another set of proposals with the mistakes corrected. Corrections will not be accepted once the deadline for submission of proposals has passed.

8.8 Proposal Submission

Two proposals must be submitted, consisting of a Business Proposal and a Cost Proposal, by the date and time listed in Paragraph 1.0 (Solicitation Information and Minimum Mandatory Requirements), via electronic mail (e-mail) as follows:

To: Artin Siraki, via email: SirakA@dcfs.lacounty.gov

and copy, Corneitha Kirk: KirkC@dcfs.lacounty.gov

Subject: Proposal for FTCSCCE RFP #26-0044, Proposer's Name, SPA #

8.8.1 Proposers must submit a total of five (5) electronic PDF files in their proposal submission email(s) as follows:

Business Proposal

1a) Business Proposal (Narrative, Required Forms, Exhibit 12);

1b) Three (3) years of Financial Statements (at least one audited within the last 18 months);

1c) Required Forms (Exhibits 1 through 11);

1d) Corporate Documents; and

Cost Proposal

2) Cost Proposal (Required Forms, Exhibits 13 through 15)

8.8.2 Each page must be clearly and consecutively numbered within each electronic file as specified in Sections **8.4.1.1** and **8.4.1.2** of this RFP.

8.8.3 Multiple proposals are required for multiple Service Planning Area submissions. Separate emails of all the files are required for each proposal submission. For example, if Proposer submits proposals for two (2) separate Service Planning Area, two (2) separate emails are required for each of the proposal submissions, which must include all five (5) electronic files listed in 8.8.1.

8.8.4 **Proposals should plan for any delays or computer system failure and avoid submission proposals at minimum 30 minutes before the deadline. Any proposal(s) received at 12:01 p.m. on October 23, 2026, will be immediately rejected.**

8.8.5 Proposers must ensure that delivery receipts are included with each of their emails when submitting their proposals. Proposers must keep delivery receipts and acknowledgment email from DCFS for their records.

8.8.6 No hard copies delivered in person or facsimile (faxed) responses will be accepted. All proposal documentation must be attached, not linked.

8.8.7 The Business Proposal must be in searchable Adobe PDF format (Required Forms, Exhibit 12), with all confidential, proprietary and trade

secret information redacted, as part of the proposal submission. Proposers must specifically redact only those parts of the Business Proposal that are actual trade secrets, confidential, or proprietary in nature. Blanket or categorical redactions and/or statements of confidentiality, or the marking of each page of the proposal as “Trade Secret”, “Confidential”, or “Proprietary”, are not acceptable, and will be rejected in the sole discretion of the County.

8.8.8 It is the sole responsibility of the submitting Proposer to ensure that its proposal is received before the submission deadline. Submitting Proposers will bear all risks associated with delays in delivery. Any proposals received after the scheduled closing date and time for receipt of proposals, as listed in Paragraph 1.0 (Solicitation Information and Minimum Mandatory Requirements), will not be accepted.

8.8.9 All proposals will be firm offers and may not be withdrawn for a period of one hundred eighty (180) days following the last day to submit proposals.

9.0 SELECTION PROCESS OVERVIEW

9.1 Adherence to Minimum Mandatory Requirements (Pass-Fail)

County will review Exhibit 1 (Organization Questionnaire/Affidavit), Exhibit 6 (Minimum Mandatory Requirements), Exhibit 7 (List of References), and Exhibit 8 (List of Contracts), in Appendix B (Required Forms) to determine if the Proposer meets the Minimum Mandatory Requirements as outlined in Paragraph 4.0 (Minimum Mandatory Requirements) of this RFP.

Failure of the Proposer to comply with the Minimum Mandatory Requirements may eliminate its proposal from any further consideration. The County may elect to waive any informality in a proposal if the sum and substance of the proposal is present.

9.2 Selection Process

The County reserves the sole right to judge the contents of the proposals submitted pursuant to this RFP and to review, evaluate and select the successful proposal(s). The selection process will begin with receipt of the proposal on the date outlined in Paragraph 1.0 (Solicitation Information and Minimum Mandatory Requirements).

Evaluation of the proposals will be made by an Evaluation Committee selected by the Department. The Committee will evaluate the proposals and will use the evaluation approach described in this RFP to select a prospective Contractor.

Evaluation of Business and Cost Proposals

All proposals will be evaluated based on the criteria listed in Paragraph 8.0 (Business Proposal Requirements and Evaluation) and will be scored and ranked in numerical sequence from high to low. The Evaluation Committee may utilize the services of appropriate experts to assist in this evaluation.

Determination of Highest-Overall Rated Proposer

The County will combine each Proposer's business and cost proposal evaluation score to arrive at a total cumulative (or "final") score, which will be used to determine and select the highest-overall rated Proposer.

After a prospective Contractor has been selected, the County and the prospective Contractor(s) will negotiate a contract for submission to the Board for its consideration and possible approval. If a satisfactory contract cannot be negotiated, the County may, at its sole discretion, begin contract negotiations with the next qualified Proposer who submitted a proposal, as determined by the County.

The recommendation to award a contract will not bind the Board to award a contract to the prospective Contractor.

The County retains the right to select a proposal other than the proposal receiving the highest number of points if County determines, in its sole discretion, another proposal is the most overall qualified, cost-effective, responsive, responsible and in the best interests of the County.

10.0 PROTEST PROCESS OVERVIEW

10.1 Solicitation Requirements Review

Any person or entity may seek a Solicitation Requirements Review by submitting Appendix C (Solicitation Requirements Review (SRR) Request) to the Department conducting the solicitation. A request for a SRR may be denied, in the Department's sole discretion, if the request does not satisfy all the following criteria:

- 10.1.1** The request is made within the time frame identified in the solicitation document. For this RFP, **the SRR is due by 5:00 PM (Pacific Daylight Saving Time) on September 09, 2026.**
- 10.1.2** The request includes documentation (e.g., letterhead, business card, etc.), which identifies the underlying authority of the person or entity to submit a proposal.
- 10.1.3** The request itemizes in appropriate detail, each matter contested and factual reasons for the requested review; and
- 10.1.4** The request asserts either that:
 - 10.1.4.1** application of the Minimum Mandatory Requirements, evaluation criteria and/or business requirements unfairly disadvantages the person or entity; or,
 - 10.1.4.2** due to unclear instructions, the process may result in the County not receiving the best possible responses from prospective Proposers.

The SRR will be completed, and the Department's determination will be provided to the requesting person or entity, in writing, within a reasonable time prior to the proposal due date.

10.2 Disqualification Review

A proposal may be disqualified from consideration because a Department determined it was non-responsive at any time during the review/evaluation process. If a Department determines that a proposal is disqualified due to non-responsiveness, the Department will notify the Proposer in writing.

Upon receipt of the written determination of non-responsiveness, the Proposer may submit a written request for a Disqualification Review within the timeframe specified in the written determination.

A request for a Disqualification Review may, in the Department's sole discretion, be denied if the request does not satisfy all of the following criteria:

- 10.2.1** The request for a Disqualification Review is submitted timely (i.e., by the date and time specified in the written determination); and
- 10.2.2** The request for a Disqualification Review asserts that the Department's determination of disqualification due to non-responsiveness was erroneous (e.g. factual errors, etc.) and provides factual support on each ground asserted as well as copies of all documents and other material that support the assertions.

The Disqualification Review must be completed, and the determination will be provided to the requesting Proposer, in writing, prior to the conclusion of the evaluation process.

Proposer can also be disqualified for Paragraph 6.6 (Determination of Proposer Responsibility).

10.3 Department's Proposed Contractor Selection Review

10.3.1 Departmental Debriefing Process

Upon completion of the evaluation, the Department will notify the remaining Proposers in writing that the Department is entering negotiations with another Proposer. Upon receipt of the letter, any non-selected Proposer may submit a written request for a Debriefing within the timeframe specified in the letter. A request for a Debriefing may, in the Department's sole discretion, be denied if the request is not received within the specified timeframe.

The purpose of the Debriefing is to compare the requesting Proposer's response to the solicitation document with the evaluation document. The requesting Proposer will be debriefed only on its response. Because contract negotiations are not yet complete, responses from other Proposers will not be discussed, although the Department may inform the requesting Proposer of its relative ranking.

During or following the Debriefing, the Department will instruct the requesting Proposer of the manner and timeframe in which the requesting Proposer must notify the Department of its intent to request a Proposed Contractor Selection Review (see Paragraph 10.3.2 Proposed Contractor Selection Review), if the requesting Proposer is not satisfied with the results of the Debriefing.

10.3.2 Proposed Contractor Selection Review

Any Proposer that has timely submitted a notice of its intent to request a Proposed Contractor Selection Review as described in this Paragraph may submit a written request for a Proposed Contractor Selection Review, in the manner and timeframe as will be specified by the Department.

A request for a Proposed Contractor Selection Review may, in the Department's sole discretion, be denied if the request does not satisfy all of the following criteria:

10.3.2.1 The request for a Proposed Contractor Selection Review is submitted timely (i.e., by the date and time specified by the Department);

10.3.2.2 The person or entity requesting a Proposed Contractor Selection Review asserts in appropriate detail with factual reasons one or more of the following grounds for review:

10.3.2.2.1 The Department materially failed to follow procedures specified in its solicitation document. This includes:

- a)** Failure to correctly apply the standards for reviewing the proposal format requirements.
- b)** Failure to correctly apply the standards, and/or follow the prescribed methods, for evaluating the proposals as specified in the solicitation document.
- c)** Use of evaluation criteria that were different from the evaluation criteria disclosed in the solicitation document.

10.3.2.2.2 The Department made identifiable mathematical or other errors in evaluating proposals, resulting in the Proposer receiving an incorrect score and not being selected as the recommended Contractor.

10.3.2.2.3 A member of the Evaluation Committee demonstrated bias in the conduct of the evaluation.

10.3.2.2.4 Another basis for review as provided by state or federal law; and

10.3.2.3 The request for a Proposed Contractor Selection Review sets forth sufficient detail to demonstrate that, but for the Department's alleged failure, the Proposer would have been the lowest cost, responsive and responsible bid or the highest-scored proposal, as the case may be.

Upon completing the Proposed Contractor Selection Review, the Department representative will issue a written decision to the Proposer within a reasonable time following receipt of the request for a Proposed Contractor Selection Review, and always before the date the contract award recommendation is to be heard by the Board. The written decision will additionally instruct the Proposer of the manner and timeframe for requesting a County Independent Review (See Paragraph 10.4 (County Independent Review) below).

10.4 County Independent Review

Any Proposer that is not satisfied with the results of the Proposed Contractor Selection Review may submit a written request for a County Independent Review in the manner and timeframe specified by the Department in the Department's written decision regarding the Proposed Contractor Selection Review. Proposers that request a County Independent Review may not add new assertions or documentation to the assertions presented in their Proposed Contractor Selection Review. Any new assertions or documentation submitted by Proposer will not be considered or reviewed.

A request for County Independent Review may, in the County's sole discretion, be denied if the request does not satisfy all of the following criteria:

10.4.1 The request for a County Independent Review is submitted timely (i.e., by the date and time specified by the Department); and

10.4.2 The person or entity requesting review by a County Independent Review has limited the request to items raised in the Proposed Contractor Selection Review as listed in Paragraph 10.3.2 (Proposed Contractor Selection Review) above.

Upon completion of the County Independent Review, Internal Services Department will forward the report to the Department, which will provide a copy to the Proposer.

APPENDIX A – SAMPLE CONTRACT



CONTRACT

BY AND BETWEEN

COUNTY OF LOS ANGELES

AND

(CONTRACTOR)

FOR

**FAMILY TIME CENTERS AND SAFE CHILD CUSTODY EXCHANGE
SERVICES**

SERVICE PLANNING AREA (SPA)_____

CONTRACT NUMBER XX-XX-XX

TABLE OF CONTENTS

<u>PARAGRAPH</u>	<u>PAGE</u>
RECITALS.....	1
1.0 APPLICABLE DOCUMENTS.....	2
2.0 DEFINITIONS.....	3
2.1 Standard Definitions.....	3
3.0 WORK.....	4
4.0 TERM OF CONTRACT.....	4
5.0 CONTRACT SUM.....	5
5.1 Total Contract Sum.....	5
5.2 Written Approval for Reimbursement.....	5
5.3 Notification of 75% of Total Contract Sum.....	5
5.4 No Payment for Services Provided Following Expiration-Termination of Contract.....	5
5.5 Invoices and Payments.....	6
5.6 Unresolved Disallowed Costs.....	9
5.7 Default Method of Payment: Direct Deposit or Electronic Funds Transfer.....	10
6.0 ADMINISTRATION OF CONTRACT - COUNTY.....	10
6.1 County's Administration.....	10
6.2 County's Program Manager.....	10
6.3 County's Program Monitor.....	11
6.4 County's Contract Analyst.....	11
7.0 ADMINISTRATION OF CONTRACT - CONTRACTOR.....	11
7.1 Contractor's Administration.....	11
7.2 Contractor's Program Director.....	11
7.3 Approval of Contractor's Staff.....	12
7.4 Contractor's Staff Identification.....	12
7.5 Background and Security Investigations.....	12
7.6 Confidentiality.....	12
8.0 STANDARD TERMS AND CONDITIONS.....	14
8.1 Amendments.....	14
8.2 Assignment and Delegation/Mergers or Acquisitions.....	14
8.3 Authorization Warranty.....	15

TABLE OF CONTENTS

<u>PARAGRAPH</u>	<u>PAGE</u>
8.4 Budget Reductions	15
8.5 Complaints	16
8.6 Compliance with Applicable Laws	16
8.7 Compliance with Civil Rights Laws.....	17
8.8 Compliance with the County's Jury Service Program.....	17
8.9 Conflict of Interest	19
8.10 Consideration of Hiring County Employees Targeted for Layoffs or Who are on a County Re-Employment List.....	19
8.11 Consideration of Hiring GAIN/START Participants.....	20
8.12 Contractor Responsibility and Debarment.....	20
8.13 Contractor's Acknowledgement and Notice to its Employees of the Safely Surrendered Baby Law	22
8.14 Contractor's Warranty of Adherence to County's Child Support Compliance Program	22
8.15 County's Quality Assurance Plan	23
8.16 Damage to County Facilities, Buildings or Grounds	23
8.17 Employment Eligibility Verification.....	23
8.18 Counterparts and Electronic Signatures and Representations.....	24
8.19 Fair Labor Standards	24
8.20 Force Majeure	24
8.21 Governing Law, Jurisdiction, and Venue.....	25
8.22 Independent Contractor Status	25
8.23 Indemnification	26
8.24 General Provisions for all Insurance Coverage	26
8.25 Insurance Coverage.....	30
8.26 Liquidated Damages	32
8.27 Most Favored Public Entity.....	33
8.28 Nondiscrimination and Affirmative Action	33
8.29 Non Exclusivity.....	35
8.30 Notice of Delays	35
8.31 Notice of Disputes	35

TABLE OF CONTENTS

<u>PARAGRAPH</u>	<u>PAGE</u>
8.32 Notice to Employees Regarding the Federal Earned Income Credit.....	35
8.33 Notices	35
8.34 Prohibition Against Inducement or Persuasion.....	35
8.35 Public Records Act.....	36
8.36 Publicity.....	36
8.37 Record Retention and Inspection-Audit Settlement.....	37
8.38 Recycled Bond Paper	38
8.39 Subcontracting	38
8.40 Termination for Breach of Warranty to Maintain Compliance with County's Child Support Compliance Program.....	38
8.41 Termination for Convenience	38
8.42 Termination for Default.....	39
8.43 Termination for Improper Consideration.....	40
8.44 Termination for Insolvency	41
8.45 Termination for Non-Adherence of County Lobbyist Ordinance	41
8.46 Termination for Non-Appropriation of Funds	41
8.47 Validity.....	42
8.48 Waiver	42
8.49 Warranty Against Contingent Fees	42
8.50 Warranty of Compliance with County's Defaulted Property Tax Reduction Program	42
8.51 Termination for Breach of Warranty to Maintain Compliance with County's Defaulted Property Tax Reduction Program.....	42
8.52 Time Off for Voting	43
8.53 Compliance with County's Zero Tolerance Policy on Human Trafficking	43
8.54 Intentionally Omitted	43
8.55 Compliance with Fair Chance Employment Hiring Practices.....	43
8.56 Compliance with the County Policy of Equity	44
8.57 Prohibition from Participation in Future Solicitation(s).....	44
8.58 Injury and Illness Prevention Program	44
8.59 Campaign Contribution Prohibition Following Final Decision in Contract Proceeding	44

TABLE OF CONTENTS

<u>PARAGRAPH</u>	<u>PAGE</u>
9.0 UNIQUE TERMS AND CONDITIONS	45
9.1 Child Abuse Prevention Reporting	45
9.2 Conduct of Program	45
9.3 Contractor Accounting and Financial Reporting	45
9.4 Contractor Alert Reporting Database (CARD).....	46
9.5 Contractor Mandatory Orientation	46
9.6 Contractor Negotiations	46
9.7 Contractor's Charitable Activities Compliance.....	46
9.8 Disabled Veteran Business Enterprise (DVBE) Preference Program.....	46
9.9 Employee Benefits and Taxes.....	47
9.10 Fixed Assets.....	47
9.11 Former Foster Youth Consideration	48
9.12 Information Security and Privacy Requirements	48
9.13 Local Small Business Enterprise (LSBE) Preference Program	48
9.14 Patent, Copyright and Trade Secret Indemnification.....	49
9.15 Safe Sleep Campaign	50
9.16 Shred Documents	50
9.17 Social Enterprise (SE) Preference Program.....	50
9.18 State Energy Conservation Plan	51
9.19 Use of Funds.....	51
10.0 Survival.....	52

STANDARD EXHIBITS

- A** Statement of Work and Attachments
- B** Pricing Sheet
- C** Contractor's Proposed Line-Item Budget and Narrative
- D** County's Administration
- E** Contractor's Administration
- F** Confidentiality Forms
- F1** Contractor Acknowledgement and Confidentiality Agreement

TABLE OF CONTENTS

<u>PARAGRAPH</u>	<u>PAGE</u>
F2	Contractor Employee Acknowledgement and Confidentiality Agreement
F3	Contractor Non-Employee Acknowledgement and Confidentiality Agreement
G	Safely Surrendered Baby Law
H	Auditor-Controller Contract Accounting and Administration Handbook
I	User Complaint Report (UCR)

UNIQUE EXHIBITS

J	Charitable Contributions Certification
K	Information Security and Privacy Requirements
L	Safe Sleep Campaign

Sample Contract

**CONTRACT BETWEEN
COUNTY OF LOS ANGELES
AND
(CONTRACTOR)
FOR
FAMILY TIME CENTERS/SAFE CHILD CUSTODY EXCHANGE SERVICES**

This Contract ("Contract") is made and entered into this ___day of _____, 20___, by and between the County of Los Angeles, hereinafter referred to as "County," and _____, hereinafter referred to as "Contractor." _____ is located at _____, providing services in Supervisorial District _____, SPA_____

RECITALS

WHEREAS, pursuant to Government Code Sections 26227, 31000 and 53703, the County is permitted to contract for services when certain requirements are met; and

WHEREAS, AB 2994 funds established a County Children's Trust Fund for the purpose of funding child abuse and neglect prevention and intervention programs operated by private, non-profit based organizations; and

WHEREAS, the Contractor is a non-profit organization and is tax exempt under 501(c)(3) of the Internal Revenue Code, specializing in providing Family Time Centers and Safe Child Custody Exchange services; and

WHEREAS, the County has determined that the services to be provided under this Contract are necessary to ensure the health and well-being of children and family members residing in Los Angeles County; and

NOW, THEREFORE, in consideration of the mutual covenants contained herein, and for good and valuable consideration, the parties agree to the following:

1.0 APPLICABLE DOCUMENTS

Exhibits A through L are attached to and form a part of this Contract. In the event of any conflict or inconsistency in the definition or interpretation of any word, responsibility, schedule, or the contents or description of any task, deliverable, goods, service, or other work, or otherwise between the base Contract and the Exhibits, or between Exhibits, such conflict or inconsistency will be resolved by giving precedence first to the terms and conditions of the Contract and then to the Exhibits according to the following priority.

Standard Exhibits:

Exhibit A	Statement of Work and Attachments
Exhibit B	Pricing Sheet (Not Attached to Contract)
Exhibit C	Contractor's Line-Item Budget and Budget Narrative (Not Attached to Contract)
Exhibit D	County's Administration
Exhibit E	Contractor's Administration
Exhibit F	Confidentiality Forms
	Exhibit F1 Contractor Acknowledgement and Confidentiality Agreement
	Exhibit F2 Contractor Employee Acknowledgement and Confidentiality Agreement
	Exhibit F3 Contractor Non-Employee Acknowledgement and Confidentiality Agreement
Exhibit G	Safely Surrendered Baby Law
Exhibit H	Auditor-Controller Contract Accounting and Administration Handbook
Exhibit I	User Complaint Report (UCR)

Unique Exhibits:

Exhibit J	Business Charitable Contributions Certification
Exhibit K	Information Security and Privacy Requirements
Exhibit L	Safe Sleep Campaign

This Contract constitutes the complete and exclusive statement of understanding between the parties, and supersedes all previous contracts, written and oral, and all communications between the parties relating to the subject matter of this Contract. No change to this Contract will be valid unless prepared pursuant to Paragraph 8.1 (Amendments) and signed by both parties.

2.0 DEFINITIONS

2.1 Standard Definitions

The headings herein contained are for convenience and reference only and are not intended to define the scope of any provision thereof. The following words as used herein must be construed to have the following meaning, unless otherwise apparent from the context in which they are used.

- 2.1.1 Board of Supervisors (Board):** The Board of Supervisors of the County acting as governing body.
- 2.1.2 Contract:** This agreement executed between County and Contractor. Included are all supplemental agreements amending or extending the service to be performed. The Contract sets forth the terms and conditions for the issuance and performance of all tasks, deliverables, services, and other work.
- 2.1.3 Contractor:** The person or persons, sole proprietor, partnership, joint venture, corporation or other legal entity who has entered into an agreement with the County to perform or execute the work covered by this Contract.
- 2.1.4 Contractor's Program Director:** The person designated by the Contractor to administer the Contract operations under this Contract.
- 2.1.5 County's Contract Analyst:** The person designated by the County to manage and facilitate the administrative functions of the Contract.
- 2.1.6 County's Program Manager (CPM):** Person designated by the County to manage the operations under this Contract.
- 2.1.7 County's Program Monitor:** Person with responsibility to oversee the day-to-day activities of this Contract. Responsibility for inspections of any and all tasks, deliverables, goods, services and other work provided by the Contractor.
- 2.1.8 County Observed Holidays:** Days on which County departments are closed for business in observance of significant events. A list of County observed holidays may be found on the County's website <https://lacounty.gov/government/about-la-county/about/>.
- 2.1.9 Day(s):** Calendar day(s) unless otherwise specified.
- 2.1.10 Department:** The County of Los Angeles Department of Children and Family Services which is entering into this Contract on behalf of the County of Los Angeles.
- 2.1.11 Director:** Director of the Department of Children and Family Services or his or authorized designee.
- 2.1.12 Fiscal Year:** The twelve (12) month period beginning July 1st and ending the following June 30th.

- 2.1.13 Statement of Work:** A written description of the work to be performed by Contractor to meet the needs of the County, including special provisions pertaining to the method, frequency, manner, and place of performing the contract services.
- 2.1.14 Subcontract:** An agreement by the Contractor to employ a subcontractor to provide services to fulfill this Contract.
- 2.1.15 Subcontractor:** Any individual, person or persons, sole proprietor, firm, partnership, joint venture, corporation, or other legal entity furnishing supplies, services of any nature, equipment, and/or materials to Contractor in furtherance of Contractor's performance of this Contract, at any tier, under oral or written agreement.

Additional definitions related to this Contract and its Exhibits are also included in Exhibit A – Statement of Work.

3.0 WORK

- 3.1** Pursuant to the provisions of this Contract, the Contractor must fully perform, complete and deliver on time, all tasks, deliverables, goods, services and other work as set forth in herein.
- 3.2** If the Contractor provides any tasks, deliverables, goods, services, or other work, other than as specified in this Contract, the same will be deemed to be a gratuitous effort on the part of the Contractor, and the Contractor must have no claim whatsoever against the County.
- 3.3** County will issue a written start work notice to Contractor indicating when services under this Contract can begin. Contractor must not begin any services under this Contract without such written start work notice from the County. County has the right to issue a written stop work order whenever the County deems that it is in its best interest to do so, and Contractor must stop work immediately upon receipt of such written stop work notice.

4.0 TERM OF CONTRACT

- 4.1** The term of this Contract will be one (1) year, commencing on October 1, 2027, or after execution by the DCFS Director and will expire on September 30, 2028, unless sooner terminated or extended, in whole or in part, as provided in this Contract.
- 4.2** The County will have the sole option to extend the Contract term for four (4) additional one-year extensions, for a maximum total Contract term of five (5) years. Each such extension option may be exercised at the sole discretion of the DCFS Director or designee as authorized by the Board of Supervisors.
- 4.3** The term of this Contract may be extended by the DCFS Director by written notice to the Contractor sixty (60) days prior to the expiration of the contract term, for a period not to exceed six (6) months beyond stated expiration date on a month-to-

month basis, if such additional time is necessary to complete the negotiation or solicitation of a new contract.

- 4.4** The County maintains a database that tracks/monitors Contractor performance history. Information entered into the database may be used for a variety of purposes, including determining whether the County will exercise a contract term extension option.
- 4.5** The Contractor must notify Department when this Contract is within six (6) months of the expiration of the term as provided for hereinabove. Upon occurrence of this event, the Contractor must send written notification to Department at the address herein provided in Exhibit D (County's Administration).

5.0 CONTRACT SUM

5.1 Total Contract Sum

5.1.1 The Maximum Annual Contract Sum for this Contract is \$182,900.00.

5.1.2 County and Contractor agree that this is a firm-fixed price Contract not to exceed the Maximum Annual Contract Sum. During the term of the Contract, County shall compensate Contractor, as specified in Exhibit B, Pricing Sheet, for the services set forth in Appendix A, Statement of Work, in accordance with Section 5, subsection 5.5, Invoices and Payments, of this Contract.

5.2 Written Approval for Reimbursement

The Contractor will not be entitled to payment or reimbursement for any tasks or services performed, nor for any incidental or administrative expenses whatsoever incurred in or incidental to performance hereunder, except as specified herein. Assumption or takeover of any of the Contractor's duties, responsibilities, or obligations, or performance of same by any person or entity other than the Contractor, whether through assignment, subcontract, delegation, merger, buyout, or any other mechanism, with or without consideration for any reason whatsoever, must not occur except with the County's express prior written approval.

5.3 Notification of 75% of Total Contract Sum

The Contractor must maintain a system of record keeping that will allow the Contractor to determine when it has incurred seventy-five percent (75%) of the total contract sum under this Contract. Upon occurrence of this event, the Contractor must send written notification to Department at the address herein provided in Exhibit D (County's Administration).

5.4 No Payment for Services Provided Following Expiration-Termination of Contract

The Contractor will have no claim against County for payment of any money or reimbursement, of any kind whatsoever, for any service provided by the Contractor after the expiration or other termination of this Contract. Should the Contractor

receive any such payment it must immediately notify County and must immediately repay all such funds to County. Payment by County for services rendered after expiration-termination of this Contract will not constitute a waiver of County's right to recover such payment from the Contractor.

5.5 Invoices and Payments

- 5.5.1** The Contractor must invoice the County only for providing the tasks, deliverables, goods, services, and other work specified in Exhibit A (Statement of Work and Attachments) and elsewhere hereunder. The Contractor must prepare invoices, which will include the charges owed to the Contractor by the County under the terms of this Contract.
- 5.5.2** The Contractor's payments will be as provided in Exhibit B (Pricing Sheet) and the Contractor will be paid only for the tasks, deliverables, goods, services, and other work approved in writing by the County. If the County does not approve work in writing no payment will be due to the Contractor for that work.
- 5.5.3** The Contractor's invoices must be priced in accordance with Exhibit B (Pricing Sheet) and Exhibit C (Line-Item Budget and Budget Narrative).
- 5.5.4** The Contractor's invoices must contain the information set forth in Exhibit A (Statement of Work and Attachments) describing the tasks, deliverables, goods, services, work hours, and facility and/or other work for which payment is claimed.
- 5.5.5** The Contractor must submit the monthly invoices to the County by the 15th calendar day of the month following the month of service.
- 5.5.6** The Contractor must submit monthly invoices and required supporting documentation under this Contract to the DCFS County Program Manager for review and approval. The Contractor must also submit an electronic copy via email to DCFS Accounting Services.
 - 5.5.6.1** The electronic invoice must be emailed by a representative of the Contractor, whose email address has been approved by the Program Manager.
 - 5.5.6.2** Invoices received from an email address not approved by the Program Manager will not be accepted.
 - 5.5.6.3** Emails containing invoices must come from a contractor specific domain and not from a generic third-party platform (e.g. Gmail, Hotmail, etc.).

5.5.6.4 Invoices and supporting documentation must be submitted to:

County of Los Angeles
Department of Children and Family Services
Attention: Ericka Everakes CSA II
510 South Vermont Avenue 10th Floor
Los Angeles, CA 90020
661-233-5707
Lopezzeb@dcfs.lacounty.gov

And a duplicate copy to:

County of Los Angeles
Department of Children and Family Services
Attention: Accounting Services,
Contract Accounting Unit
510 South Vermont Avenue, 14th Floor
Los Angeles, CA 90020
Contractinvoices@dcfs.lacounty.gov

5.5.7 County Approval of Invoices

All invoices submitted by the Contractor for payment must have the written approval of the County's Program Manager (CPM) prior to any payment thereof. In no event will the County be liable or responsible for any payment prior to such written approval. Approval for payment will not be unreasonably withheld.

5.5.8 Contractor must submit a monthly invoice in arrears for services rendered in the previous month. Contractor must make its best efforts to submit all invoices within fifteen (15) days of the last day of the month in which the services were rendered. Any invoices submitted more than thirty (30) days after the last day of the month the services were rendered will constitute as "past due invoice." Past due invoices must be submitted no later than sixty (60) days after the last day of the month in which the services were rendered. Notwithstanding any other provision of this Contract, Contractor and County agree that the County will have no obligation whatsoever to pay any past due invoices which are submitted more than sixty (60) days after the last day of the month in which services were rendered. County may, in its sole discretion, pay some or small of a past due invoice which Contractor has submitted more than sixty (60) days after the last day of the month in which

services were rendered provided sufficient funds remain available under this Contract. These same timeframes will also apply to the submission of the Contractor's final invoice.

- 5.5.9** Whether or not Federal dollars will be utilized to pay for services under this Contract, expenditures made by Contractor in the operation of this Contract must be in compliance and in conformity with the Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, 2 Code of Federal Regulations (CFR), Title 2, Part 200.
- 5.5.10** Payments to Contractor will be made in arrears on a monthly basis for services performed, provided that the Contractor is not in default under any provision of this Contract. County has no obligation to pay for any work except those expressly authorized by this Contract.
- 5.5.11** In compliance with the Internal Revenue Service (IRS) requirements, Contractor must provide the Contractor's Tax Identification Number. Furthermore, the Tax Identification Number is necessary for processing payments, as required by the County Auditor-Controller.
- 5.5.12** Contractor is responsible for the accuracy of invoices submitted to County. Further, it is the responsibility of Contractor to reconcile or otherwise correct inaccuracies or inconsistencies in the invoices submitted by Contractor and to notify County of any overpayments received by Contractor. Any overpayment received by Contractor, as determined by County Program Manager, or designee, must be returned to County by Contractor within thirty (30) days of receiving notification of such overpayment from the County, or may be set off at County's election against future payments due to Contractor. Notwithstanding any other provision of this Contract, Contractor must return to County any and all payments which exceeds the Maximum Annual Contract Sum for the corresponding Contract year. Furthermore, Contractor must return said payments within thirty (30) days of receiving notification of overpayment from the County or immediately upon discovering such overpayment, whichever date is earlier.
- 5.5.13** Contractor will not be paid for expenditures beyond the Maximum Annual Contract Sum for the corresponding Contract year, and Contractor agrees that County has no obligation, whatsoever, to pay for any expenditures by Contractor that exceeds the Maximum Annual Contract Sum for said Contract year.
- 5.5.14** **Suspension and Withholding of Payment:** In addition to other remedies, County reserves the right to suspend or withhold all payments to Contractor if required reports are not provided to County on a timely basis; if there are continuing deficiencies in Contractor's reporting, record keeping or invoicing requirements; or if Contractor's performance of the work is not adequately evidenced or performed.

- 5.5.15** Contractor must have no claim against County for, nor be entitled to, payment or reimbursement for any tasks or services performed, nor for any incidental or administrative expenses whatsoever incurred in or incidental to performance hereunder, except as specified herein.
- 5.5.16** Contractor's Budget is attached hereto and incorporated by reference here in as Exhibit C – Contractor's Line-Item Budget and Budget Narrative. The line items must provide sufficient detail to determine the quality and quantity of services to be delivered. Contractor represents and warrants that the Budget is true and correct in all respects and will deliver services in accordance with the Budget. In the event of a change in the Maximum Annual Contract Sum, or a real location of the Budget, or a material change to the scope of work, Contractor must amend the Budget consistent with any changes and submit the Budget to the County Program Manager for approval.
- 5.5.17** Contractor must furnish all personnel, labor, family time space, and materials necessary for the services of this Contract.
- 5.5.18** Contractor must limit administrative and indirect costs to 10 percent (10%) of the total expenditure of the contract funds.
- 5.5.19 Preference Program Enterprises - Prompt Payment Program**
Certified Prompt Payment Enterprises (PPEs) will receive prompt payment for services they provide to County departments. Prompt payment is defined as fifteen (15) calendar days after receipt of an approved, undisputed invoice which has been properly matched against documents such as a receiving, shipping, or services delivered report, or any other validation of receipt document consistent with Board Policy 3.035 ([Preference Program Payment Liaison and Prompt Payment Program](#)).

5.6 Unresolved Disallowed Costs

Contractor must not invoice the County for disallowed costs under the Contract. Correspondingly, the Contractor must not have unresolved disallowed costs in excess of One Hundred Thousand Dollars (\$100,000) that have been confirmed as disallowed costs by the contracting County department and remain unpaid for a period of six (6) months or more from the date of an Auditor-Controller (A-C) Report. Unless such disallowed costs are the subject of current good faith negotiations, as determined in the sole discretion of the County, non-compliance by Contractor regarding this provision will constitute a material breach of Contract and may result in termination for default, in addition to any other remedies available to the County. Further, if Contractor has been determined to have unresolved disallowed costs in excess of \$100,000 for longer than six months since the date of the A-C Report, they will be disqualified from future County solicitations unless such disallowed costs are the subject of good faith negotiations to resolve the disallowed costs, in the sole opinion of the County, or have been resolved.

5.7 Default Method of Payment: Direct Deposit or Electronic Funds Transfer

- 5.7.1** The County, at its sole discretion, has determined that the most efficient and secure default form of payment for goods and/or services provided under an agreement/contract with the County will be Electronic Funds Transfer (EFT) or direct deposit, unless an alternative method of payment is deemed appropriate by the Auditor-Controller (A-C).
- 5.7.2** The Contractor must submit a direct deposit authorization request via the website <https://directdeposit.lacounty.gov> with banking and vendor information, and any other information that the A-C determines is reasonably necessary to process the payment and comply with all accounting, record keeping, and tax reporting requirements.
- 5.7.3** Any provision of law, grant, or funding agreement requiring a specific form or method of payment other than EFT or direct deposit will supersede this requirement with respect to those payments.
- 5.7.4** At any time during the duration of the Contract, a Contractor may submit a written request for an exemption to this requirement. Such request must be based on specific legal, business or operational needs and explain why the payment method designated by the A-C is not feasible and an alternative is necessary. The A-C, in consultation with the contracting department(s), will decide whether to approve exemption requests.

6.0 ADMINISTRATION OF CONTRACT - COUNTY

6.1 County's Administration

A listing of all County Administration referenced in the following subparagraphs are designated in Exhibit D (County's Administration). The County will notify the Contractor in writing of any changes as they occur.

6.2 County's Program Manager

The role of the County's Program Manager is authorized to include:

- 6.2.1** Ensuring that the objectives of this Contract are met;
- 6.2.2** Providing direction to Contractor in the areas relating to County policy, information requirements, and procedural requirements;
- 6.2.3** Meeting with the Contractor's Program Director on a regular basis;
- 6.2.4** Inspecting any and all tasks, deliverables, goods, services, or other work provided by or on behalf of the Contractor; however, in no event will Contractor's obligation to fully satisfy all of the requirements of this Contract be relieved, excused or limited thereby;

6.2.5 The County's Program Manager is not authorized to make any changes in any of the terms and conditions of this Contract and is not authorized to further obligate County in any respect whatsoever; and

6.2.6 The County Program Manager is responsible for overseeing the day-to-day administration of this Contract.

6.3 County's Program Monitor

The role of the County's Program Monitor is to oversee the day-to-day administration of this Contract; however, in no event will Contractor's obligation to fully satisfy all of the requirements of this Contract be relieved, excused or limited thereby. The County's Program Monitor reports to the County's Program Manager.

6.4 County's Contract Analyst

The role of the County's Contract Analyst is to manage and facilitate the administrative functions of the Contract. The County's Contract Analyst is not authorized to make any changes in any terms and conditions of this Contract is not authorized to further obligate County in any respect whatsoever.

7.0 ADMINISTRATION OF CONTRACT - CONTRACTOR

7.1 Contractor's Administration

A listing of all of Contractor's Administration referenced in the following paragraphs is designated in Exhibit E (Contractor's Administration). The Contractor will notify the County in writing of any change in the names or addresses shown. The Contractor must ensure that no interruption of services occur as a result of a change in personnel.

Contractor must not schedule or conduct any meetings or Negotiations under this Contract on behalf of the County or DCFS.

7.2 Contractor's Program Director

7.2.1 The Contractor's Program Director is designated in Exhibit E (Contractor's Administration). The Contractor must notify the County in writing of any change in the name or address of the Contractor's Program Director.

7.2.2 The Contractor's Program Director will be responsible for the Contractor's day-to-day activities as related to this Contract and will meet and coordinate with County's Program Manager and County's Contract Program Monitor on a regular basis.

7.2.3 The Contractor's Program Director must respond via phone or email within twenty-four (24) hours to all calls and/or emails regarding Contractor's performance. Contractor's Program Director or alternate must be available to authorized County personnel during normal work hours from 8:00 a.m. to 5:00 p.m., Monday through Friday, except legal holidays.

7.2.3.1 Any delays in the Contractor's response to the CPM could result in a fee or invoice deduction.

7.3 Approval of Contractor's Staff

County has the absolute right to approve or disapprove all of the Contractor's staff performing work here under and any proposed changes in the Contractor's staff, including, but not limited to, the Contractor's Program Manager.

7.4 Contractor's Staff Identification

Contractor will provide, at Contractor's expense, all staff providing services under this Contract with a photo identification badge.

7.5 Background and Security Investigations

7.5.1 Each of Contractor's staff performing services under this Contract, who is in a designated sensitive position, as determined by County in County's sole discretion, must undergo and pass a background investigation to the satisfaction of County as a condition of beginning and continuing to perform services under this Contract. Such background investigation must be obtained through fingerprints submitted to the California Department of Justice to include State, local, and federal-level review, which may include, but will not be limited to, criminal conviction information. The fees associated with the background investigation will be at the expense of the Contractor, regardless of whether the member of Contractor's staff passes or fails the background investigation.

7.5.2 If a member of Contractor's staff does not pass the background investigation, County may request that the member of Contractor's staff be removed immediately from performing services under the Contract. Contractor must comply with County's request at any time during the term of the Contract. County will not provide to Contractor or to Contractor's staff any information obtained through the County's background investigation.

7.5.3 County, in its sole discretion, may immediately deny or terminate facility access to any member of Contractor's staff that does not pass such investigation to the satisfaction of the County or whose background or conduct is incompatible with County facility access.

7.5.4 These terms will also apply to subcontractors of County contractors.

7.5.5 Disqualification of any member of Contractor's staff pursuant to this Paragraph 7.5 will not relieve Contractor of its obligation to complete all work in accordance with the terms and conditions of this Contract.

7.6 Confidentiality

7.6.1 Contractor must maintain the confidentiality of all records and information in accordance with all applicable Federal, State and local

laws, rules, regulations, ordinances, directives, guidelines, policies and procedures relating to confidentiality, including, without limitation, County policies concerning information technology security and the protection of confidential records and information.

- 7.6.2** Contractor must indemnify, defend, and hold harmless County, its officers, employees, and agents, from and against any and all claims, demands, damages, liabilities, losses, costs and expenses, including, without limitation, defense costs and legal, accounting and other expert, consulting, or professional fees, arising from, connected with, or related to any failure by Contractor, its officers, employees, agents, or subcontractors, to comply with this Paragraph, as determined by County in its sole judgment. Any legal defense pursuant to Contractor's indemnification obligations under this Paragraph will be conducted by Contractor and performed by counsel selected by Contractor and approved by County. Notwithstanding the preceding sentence, County will have the right to participate in any such defense at its sole cost and expense, except that in the event Contractor fails to provide County with a full and adequate defense, as determined by County in its sole judgment, County will be entitled to retain its own counsel, including, without limitation, County Counsel, and to reimbursement from Contractor for all such costs and expenses incurred by County in doing so. Contractor will not have the right to enter into any settlement, agree to any injunction, or make any admission, in each case, on behalf of County without County's prior written approval.
- 7.6.3** Contractor must inform all of its officers, employees, agents and subcontractors providing services hereunder of the confidentiality provisions of this Contract.
- 7.6.4** Contractor must sign and adhere to the provisions of Exhibit F1 (Contractor Acknowledgement and Confidentiality Agreement).
- 7.6.5** Contractor will cause each employee performing services covered by this Contract to sign and adhere to the provisions of Exhibit F2 (Contractor Employee Acknowledgment and Confidentiality Agreement).
- 7.6.6** Contractor will cause each non-employee performing services covered by this Contract to sign and adhere to the provisions of Exhibit F3 (Contractor Non-Employee Acknowledgment and Confidentiality Agreement).
- 7.6.7** Contractor agrees to notify County in writing within 24 hours of any actual or suspected misuse, misappropriation, unauthorized disclosure of, or unauthorized access to Confidential information that may come to Contractor's attention, and that includes authorized access to Contractor's computer or computers (including those of any subcontractor involved in the Relationship) containing Contractor's or

County's Confidential Information related to this Contract, including names and information of referred clients. Unauthorized access to any includes a virus or worm that penetrates and gains access to a computer and places a back door or keystroke logger on it, or a directed hack/crack that gains access to and some control over a computer.

8.0 STANDARD TERMS AND CONDITIONS

8.1 Amendments

- 8.1.1** For any change which affects the scope of work, contract term, contract sum, payments, or any term or condition included under this Contract, an amendment to the Contract must be prepared and executed by the Contractor and by the DCFS Director, or their designee.
- 8.1.2** The County's Board or Chief Executive Officer or designee may require the addition and/or change of certain terms and conditions in the Contract during the term of this Contract. The County reserves the right to add and/or change such provisions as required by the County's Board or Chief Executive Officer. To implement such changes, an Amendment to the Contract must be prepared and executed by the Contractor and by the DCFS Director, or their designee.
- 8.1.3** The DCFS Director or their designee, may at their sole discretion, authorize extensions of time as defined in Paragraph 4.0 (Term of Contract). The Contractor agrees that such extensions of time will not change any other term or condition of this Contract during the period of such extensions. To implement an extension of time, an Amendment to the Contract must be prepared and executed by the Contractor and by the DCFS Director, or their designee.
- 8.1.4** The DCFS Director, or their designee, may sign an Amendment to this Contract without further action by the Board of Supervisors only under the following conditions as applicable:
 - a.** The Amendment must be in compliance with the applicable County, State and Federal regulations;
 - b.** The Board of Supervisors has appropriated sufficient funds in County's budget; and
 - c.** The Amendment is for a decrease or an increase, of not more than ten percent (10%) correlated to an increase or a decrease in the number of units of service, of the original Maximum Contract Sum.

8.2 Assignment and Delegation/Mergers or Acquisitions

- 8.2.1** The Contractor must notify the County of any pending acquisitions/mergers of its company unless otherwise legally prohibited from doing so. If the Contractor is restricted from legally notifying the County of pending acquisitions/mergers, then it must notify the County

of the actual acquisitions/mergers as soon as the law allows and provide to the County the legal framework that restricted it from notifying the County prior to the actual acquisitions/mergers.

8.2.2 The Contractor must not assign, exchange, transfer, or delegate its rights or duties under this Contract, whether in whole or in part, without the prior written consent of County, in its discretion, and any attempted assignment, delegation, or otherwise transfer of its rights or duties, without such consent will be null and void. For purposes of this paragraph, County consent will require a written Amendment to the Contract, which is formally approved and executed by the parties. Any payments by the County to any approved delegate or assignee on any claim under this Contract will be deductible, at County's sole discretion, against the claims, which the Contractor may have against the County.

8.2.3 Any assumption, assignment, delegation, or takeover of any of the Contractor's duties, responsibilities, obligations, or performance of same by any person or entity other than the Contractor, whether through assignment, subcontract, delegation, merger, buyout, or any other mechanism, with or without consideration for any reason whatsoever without County's express prior written approval, will be a material breach of the Contract which may result in the termination of this Contract. In the event of such termination, County will be entitled to pursue the same remedies against Contractor as it could pursue in the event of default by Contractor.

8.3 Authorization Warranty

The Contractor represents and warrants that the person executing this Contract for the Contractor is an authorized agent who has actual authority to bind the Contractor to each and every term, condition, and obligation of this Contract and that all requirements of the Contractor have been fulfilled to provide such actual authority.

8.4 Budget Reductions

In the event that the County's Board adopts, in any fiscal year, a County Budget which provides for reductions in the salaries and benefits paid to the majority of County employees and imposes similar reductions with respect to County contracts, the County reserves the right to reduce its payment obligation under this Contract correspondingly for that fiscal year and any subsequent fiscal year during the term of this Contract (including any extensions), and the services to be provided by the Contractor under this Contract will also be reduced correspondingly. The County's notice to the Contractor regarding said reduction in payment obligation will be provided within thirty (30) calendar days of the Board's approval of such actions. Except as set forth in the preceding sentence, the Contractor must continue to provide all of the services set forth in this Contract.

8.5 Complaints

The Contractor must develop and maintain operating procedures for receiving, investigating and responding to complaints.

8.5.1 Complaint Procedures

- 8.5.1.1** Within five (5) business days after the Contract effective date, the Contractor must provide the County with the Contractor's procedures for receiving, investigating and responding to user complaints.
- 8.5.1.2** The Contractor must use the User Complaint Report (Exhibit I).
- 8.5.1.3** The County will review the Contractor's procedures and provide the Contractor with approval of said procedures or with requested changes.
- 8.5.1.4** If the County requests changes in the Contractor's procedures, the Contractor must make such changes and resubmit the procedures within five (5) business days for County approval.
- 8.5.1.5** If, at any time, the Contractor wishes to change the Contractor's procedures, the Contractor must submit proposed changes to the County for approval before implementation.
- 8.5.1.6** The Contractor must preliminarily investigate all complaints and notify the County's Program Manager of the status of the investigation within five (5) business days of receiving the complaint.
- 8.5.1.7** When complaints cannot be resolved informally, a system of follow-through will be instituted which adheres to formal plans for specific actions and strict time deadlines.
- 8.5.1.8** Copies of all written responses must be sent to the County's Program Manager within three (3) business days of mailing to the complainant.

8.6 Compliance with Applicable Laws

- 8.6.1** In the performance of this Contract, Contractor must comply with all applicable Federal, State and local laws, rules, regulations, ordinances, directives, guidelines, policies and procedures, and all provisions required thereby to be included in this Contract are hereby incorporated herein by reference.
- 8.6.2** Contractor must indemnify, defend, and hold harmless County, its officers, employees, and agents, from and against any and all claims,

demands, damages, liabilities, losses, costs, and expenses, including, without limitation, defense costs and legal, accounting and other expert, consulting or professional fees, arising from, connected with, or related to any failure by Contractor, its officers, employees, agents, or subcontractors, to comply with any such laws, rules, regulations, ordinances, directives, guidelines, policies, or procedures, as determined by County in its sole judgment. Any legal defense pursuant to Contractor's indemnification obligations under this Paragraph will be conducted by Contractor and performed by counsel selected by Contractor and approved by County. Notwithstanding the preceding sentence, County will have the right to participate in any such defense at its sole cost and expense, except that in the event Contractor fails to provide County with a full and adequate defense, as determined by County in its sole judgment, County will be entitled to retain its own counsel, including, without limitation, County Counsel, and to reimbursement from Contractor for all such costs and expenses incurred by County in doing so. Contractor will not have the right to enter into any settlement, agree to any injunction or other equitable relief, or make any admission, in each case, on behalf of County without County's prior written approval.

8.7 Compliance with Civil Rights Laws

The Contractor hereby assures that it will comply with Subchapter VI of the Civil Rights Act of 1964, 42 USC Sections 2000 (e) (1) through 2000 (e) (17), to the end that no person will, on the grounds of race, creed, color, sex, religion, ancestry, age, condition of physical handicap, marital status, political affiliation, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under this Contract or under any project, program, or activity supported by this Contract. Additionally, Contractor certifies to the County:

- 8.7.1** That Contractor has a written policy statement prohibiting discrimination in all phases of employment.
- 8.7.2** That Contractor periodically conducts a self-analysis or utilization analysis of its work force.
- 8.7.3** That Contractor has a system for determining if its employment practices are discriminatory against protected groups.
- 8.7.4** Where problem areas are identified in employment practices, the Contractor has a system for taking reasonable corrective action, to include establishment of goals or timetables.

8.8 Compliance with the County's Jury Service Program

8.8.1 Jury Service Program

This Contract is subject to the provisions of the County's ordinance entitled Contractor Employee Jury Service ("Jury Service Program") as

codified in [Sections 2.203.010 through 2.203.090 of the Los Angeles County Code](#).

8.8.2 Written Employee Jury Service Policy

8.8.2.1 Unless the Contractor has demonstrated to the County's satisfaction either that the Contractor is not a "Contractor" as defined under the Jury Service Program ([Section 2.203.020 of the County Code](#)) or that the Contractor qualifies for an exception to the Jury Service Program ([Section 2.203.070 of the County Code](#)), the Contractor must have and adhere to a written policy that provides that its Employees will receive from the Contractor, on an annual basis, no less than five days of regular pay for actual jury service. The policy may provide that Employees deposit any fees received for such jury service with the Contractor or that the Contractor deduct from the Employee's regular pay the fees received for jury service.

8.8.2.2 For purposes of this paragraph, "Contractor" means a person, partnership, corporation or other entity which has a contract with the County or a subcontract with a County contractor and has received or will receive an aggregate sum of fifty thousand dollars (\$50,000) or more in any twelve (12) month period under one or more County contracts or subcontracts. "Employee" means any California resident who is a full-time employee of the Contractor. "Full-time" means forty (40) hours or more worked per week, or a lesser number of hours if: 1) the lesser number is a recognized industry standard as determined by the County, or 2) Contractor has a long-standing practice that defines the lesser number of hours as full-time. Full-time employees providing short-term, temporary services of ninety (90) days or less within a twelve (12) month period are not considered full-time for purposes of the Jury Service Program. If the Contractor uses any subcontractor to perform services for the County under the Contract, the subcontractor will also be subject to the provisions of this paragraph. The provisions of this paragraph will be inserted into any such subcontract agreement and a copy of the Jury Service Program must be attached to the Contract.

8.8.2.3 If the Contractor is not required to comply with the Jury Service Program when the Contract commences, the Contractor will have a continuing obligation to review the applicability of its "exception status" from the Jury Service Program, and the Contractor must immediately notify the County if the Contractor at any time either comes within the Jury Service Program's definition of "Contractor" or if the

Contractor no longer qualifies for an exception to the Jury Service Program. In either event, the Contractor must immediately implement a written policy consistent with the Jury Service Program. The County may also require, at any time during the Contract and at its sole discretion, that the Contractor demonstrate, to the County's satisfaction that the Contractor either continues to remain outside of the Jury Service Program's definition of "Contractor" and/or that the Contractor continues to qualify for an exception to the Program.

8.8.2.4 Contractor's violation of this paragraph of the Contract may constitute a material breach of the Contract. In the event of such material breach, County may, in its sole discretion, terminate the Contract and/or bar the Contractor from the award of future County contracts for a period of time consistent with the seriousness of the breach.

8.9 Conflict of Interest

8.9.1 No County employee whose position with the County enables such employee to influence the award of this Contract or any competing contract, and no spouse or economic dependent of such employee, will be employed in any capacity by the Contractor or have any other direct or indirect financial interest in this Contract. No officer or employee of the Contractor who may financially benefit from the performance of work hereunder will in any way participate in the County's approval, or ongoing evaluation, of such work, or in any way attempt to unlawfully influence the County's approval or ongoing evaluation of such work.

8.9.2 The Contractor must comply with all conflict of interest laws, ordinances, and regulations now in effect or hereafter to be enacted during the term of this Contract. The Contractor warrants that it is not now aware of any facts that create a conflict of interest. If the Contractor hereafter becomes aware of any facts that might reasonably be expected to create a conflict of interest, it must immediately make full written disclosure of such facts to the County. Full written disclosure must include, but is not limited to, identification of all persons implicated and a complete description of all relevant circumstances. Failure to comply with the provisions of this paragraph will be a material breach of this Contract.

8.10 Consideration of Hiring County Employees Targeted for Layoffs or Who are on a County Re-Employment List

Should the Contractor require additional or replacement personnel after the effective date of this Contract to perform the services set forth herein, the Contractor must give first consideration for such employment openings to qualified, permanent County employees who are targeted for layoff or qualified, former County employees who are on a re-employment list during the life of this Contract.

8.11 Consideration of Hiring GAIN/START Participants

8.11.1 Should the Contractor require additional or replacement personnel after the effective date of this Contract, the Contractor will give consideration for any such employment openings to participants in the County's Department of Public Social Services Greater Avenues for Independence (GAIN) Program or Skills and Training to Achieve Readiness for Tomorrow (START) Program who meet the contractor's minimum qualifications for the open position. For this purpose, consideration will mean that the Contractor will interview qualified candidates. The County will refer GAIN/START participants by job category to the Contractor. Contractors must report all job openings with job requirements to: gainstart@dpss.lacounty.gov and BServices@opportunity.lacounty.gov and DPSS will refer qualified GAIN/START job candidates.

8.11.2 In the event that both laid-off County employees and GAIN/START participants are available for hiring, County employees must be given first priority.

8.12 Contractor Responsibility and Debarment

8.12.1 Responsible Contractor

A responsible contractor is a contractor who has demonstrated the attribute of trustworthiness, as well as quality, fitness, capacity and experience to satisfactorily perform the contract. It is the County's policy to conduct business only with responsible contractors.

8.12.2 Chapter 2.202 of the County Code

The Contractor is hereby notified that, in accordance with [Chapter 2.202 of the County Code](#), if the County acquires information concerning the performance of the Contractor on this or other contracts which indicates that the Contractor is not responsible, the County may, in addition to other remedies provided in the Contract, debar the Contractor from bidding or proposing on, or being awarded, and/or performing work on County contracts for a specified period of time, which generally will not exceed five (5) years but may exceed five (5) years or be permanent if warranted by the circumstances, and terminate any or all existing contracts the Contractor may have with the County.

8.12.3 Non-responsible Contractor

The County may debar a contractor if the Board finds, in its discretion, that the Contractor has done any of the following: 1) violated a term of a contract with the County or a nonprofit corporation created by the County, 2) committed an act or omission which negatively reflects on the Contractor's quality, fitness or capacity to perform a contract with the County, any other public entity, or a nonprofit corporation created by the

County, or engaged in a pattern or practice which negatively reflects on same, 3) committed an act or offense which indicates a lack of business integrity or business honesty, or 4) made or submitted a false claim against the County or any other public entity.

8.12.4 Contractor Hearing Board

8.12.4.1 If there is evidence that the Contractor may be subject to debarment, the Department will notify the Contractor in writing of the evidence which is the basis for the proposed debarment and will advise the Contractor of the scheduled date for a debarment hearing before the Contractor Hearing Board.

8.12.4.2 The Contractor Hearing Board will conduct a hearing where evidence on the proposed debarment is presented. The Contractor and/or the Contractor's representative will be given an opportunity to submit evidence at that hearing. After the hearing, the Contractor Hearing Board will prepare a tentative proposed decision, which will contain a recommendation regarding whether the Contractor should be debarred, and, if so, the appropriate length of time of the debarment. The Contractor and the Department will be provided an opportunity to object to the tentative proposed decision prior to its presentation to the Board.

8.12.4.3 After consideration of any objections, or if no objections are submitted, a record of the hearing, the proposed decision, and any other recommendation of the Contractor Hearing Board will be presented to the Board. The Board will have the right to modify, deny, or adopt the proposed decision and recommendation of the Contractor Hearing Board.

8.12.4.4 If a Contractor has been debarred for a period longer than five (5) years, that Contractor may after the debarment has been in effect for at least five (5) years, submit a written request for review of the debarment determination to reduce the period of debarment or terminate the debarment. The County may, in its discretion, reduce the period of debarment or terminate the debarment if it finds that the Contractor has adequately demonstrated one or more of the following: 1) elimination of the grounds for which the debarment was imposed; 2) a bona fide change in ownership or management; 3) material evidence discovered after debarment was imposed; or 4) any other reason that is in the best interests of the County.

8.12.4.5 The Contractor Hearing Board will consider a request for review of a debarment determination only where 1) the Contractor has been debarred for a period longer than five (5) years; 2) the debarment has been in effect for at least five (5)

years; and 3) the request is in writing, states one or more of the grounds for reduction of the debarment period or termination of the debarment, and includes supporting documentation. Upon receiving an appropriate request, the Contractor Hearing Board will provide notice of the hearing on the request. At the hearing, the Contractor Hearing Board will conduct a hearing where evidence on the proposed reduction of debarment period or termination of debarment is presented. This hearing will be conducted and the request for review decided by the Contractor Hearing Board pursuant to the same procedures as for a debarment hearing.

8.12.4.6 The Contractor Hearing Board's proposed decision will contain a recommendation on the request to reduce the period of debarment or terminate the debarment. The Contractor Hearing Board will present its proposed decision and recommendation to the Board. The Board will have the right to modify, deny, or adopt the proposed decision and recommendation of the Contractor Hearing Board.

8.12.5 Subcontractors of Contractor

These terms will also apply to subcontractors of County contractors.

8.13 Contractor's Acknowledgement and Notice to its Employees of the Safely Surrendered Baby Law

The Contractor acknowledges that the County places a high priority on the implementation of the Safely Surrendered Baby Law Exhibit G. The Contractor must notify and provide to its employees, and will require each Subcontractor to notify and provide to its employees, a [Fact Sheet](#) regarding the Safely Surrendered Baby Law, its implementation in Los Angeles County, and information on where and how to safely surrender a baby. Additionally, the Contractor understands that it is the County's policy to encourage all County contractors to voluntarily post the County's "[Safely Surrendered Baby Law Poster](#)" (available in [English/Spanish/Chinese/Korean](#)) in a prominent position at the Contractor's place of business. The Contractor will also encourage its subcontractors, if any, to post this poster in a prominent position in the subcontractor's place of business.

The Contractor, and its subcontractor(s), can access posters and other program material at babysafela.org.

8.14 Contractor's Warranty of Adherence to County's Child Support Compliance Program

8.14.1 The Contractor acknowledges that the County has established a goal of ensuring that all individuals who benefit financially from the County through contracts are in compliance with their court-ordered child, family and spousal support obligations in order to mitigate the economic burden otherwise imposed upon the County and its taxpayers.

- 8.14.2** As required by the County's Child Support Compliance Program ([County Code Chapter 2.200](#)) and without limiting the Contractor's duty under this Contract to comply with all applicable provisions of law, the Contractor warrants that it is now in compliance and will during the term of this Contract, maintain compliance with employment and wage reporting requirements as required by the Federal Social Security Act (42 USC Section 653a) and California Unemployment Insurance Code Section 1088.5, and will implement all lawfully served Wage and Earnings Withholding Orders or Child Support Services Department Notices of Wage and Earnings Assignment for Child, Family or Spousal Support, pursuant to Code of Civil Procedure Section 706.031 and Family Code Section 5246(b).

8.15 County's Quality Assurance Plan

The County or its agent(s) will monitor the Contractor's performance under this Contract on not less than an annual basis. Such monitoring will include assessing the Contractor's compliance with all Contract terms and conditions and performance standards. Contractor deficiencies which the County determines are significant or continuing and that may place performance of the Contract in jeopardy if not corrected will be reported to the Board and listed in the appropriate contractor performance database. The report to the Board will include improvement/corrective action measures taken by the County and the Contractor. If improvement does not occur consistent with the corrective action measures, the County may terminate this Contract or impose other penalties as specified in this Contract.

8.16 Damage to County Facilities, Buildings or Grounds

- 8.16.1** The Contractor will repair, or cause to be repaired, at its own cost, any and all damage to County facilities, buildings, or grounds caused by the Contractor or employees or agents of the Contractor. Such repairs must be made immediately after the Contractor has become aware of such damage, but in no event later than thirty (30) days after the occurrence.
- 8.16.2** If the Contractor fails to make timely repairs, County may make any necessary repairs. All costs incurred by County, as determined by County, for such repairs must be repaid by the Contractor by cash payment upon demand.

8.17 Employment Eligibility Verification

- 8.17.1** The Contractor warrants that it fully complies with all Federal and State statutes and regulations regarding the employment of aliens and others and that all its employees performing work under this Contract meet the citizenship or alien status requirements set forth in Federal and State statutes and regulations. The Contractor must obtain from all employees performing work hereunder, all verification and other documentation of employment eligibility status required by Federal and State statutes and

regulations including, but not limited to, the Immigration Reform and Control Act of 1986, (P.L. 99-603), or as they currently exist and as they may be hereafter amended. The Contractor must retain all such documentation for all covered employees for the period prescribed by law.

- 8.17.2** The Contractor must indemnify, defend, and hold harmless, the County, its agents, officers, and employees from employer sanctions and any other liability which may be assessed against the Contractor or the County or both in connection with any alleged violation of any Federal or State statutes or regulations pertaining to the eligibility for employment of any persons performing work under this Contract.

8.18 Counterparts and Electronic Signatures and Representations

This Contract may be executed in two or more counterparts, each of which will be deemed an original but all of which together will constitute one and the same Contract. The facsimile, email or electronic signature of the parties will be deemed to constitute original signatures, and facsimile or electronic copies hereof will be deemed to constitute duplicate originals.

The County and the Contractor hereby agree to regard electronic representations of original signatures of authorized officers of each party, when appearing in appropriate places on the Amendments prepared pursuant to Paragraph 8.1 (Amendments) and received via communications facilities (facsimile, email or electronic signature), as legally sufficient evidence that such legally binding signatures have been affixed to Amendments to this Contract.

8.19 Fair Labor Standards

The Contractor must comply with all applicable provisions of the Federal Fair Labor Standards Act and must indemnify, defend, and hold harmless the County and its agents, officers, and employees from any and all liability, including, but not limited to, wages, overtime pay, liquidated damages, penalties, court costs, and attorneys' fees arising under any wage and hour law, including, but not limited to, the Federal Fair Labor Standards Act, for work performed by the Contractor's employees for which the County may be found jointly or solely liable.

8.20 Force Majeure

- 8.20.1** Neither party will be liable for such party's failure to perform its obligations under and in accordance with this Contract, if such failure arises out of fires, floods, epidemics, quarantine restrictions, other natural occurrences, strikes, lockouts (other than a lockout by such party or any of such party's subcontractors), freight embargoes, or other similar events to those described above, but in every such case the failure to perform must be totally beyond the control and without any fault or negligence of such party (such events are referred to in this paragraph as "force majeure events").

8.20.2 Notwithstanding the foregoing, a default by a subcontractor of Contractor will not constitute a force majeure event, unless such default arises out of causes beyond the control of both Contractor and such subcontractor, and without any fault or negligence of either of them. In such case, Contractor will not be liable for failure to perform, unless the goods or services to be furnished by the subcontractor were obtainable from other sources in sufficient time to permit Contractor to meet the required performance schedule. As used in this subparagraph, the term “subcontractor” and “subcontractors” mean subcontractors at any tier.

8.20.3 In the event Contractor's failure to perform arises out of a force majeure event, Contractor agrees to use commercially reasonable best efforts to obtain goods or services from other sources, if applicable, and to otherwise mitigate the damages and reduce the delay caused by such force majeure event.

8.21 Governing Law, Jurisdiction, and Venue

This Contract will be governed by, and construed in accordance with, the laws of the State of California. The Contractor agrees and consents to the exclusive jurisdiction of the courts of the State of California for all purposes regarding this Contract and further agrees and consents that venue of any action brought hereunder will be exclusively in the County of Los Angeles.

8.22 Independent Contractor Status

8.22.1 This Contract is by and between the County and the Contractor and is not intended, and must not be construed, to create the relationship of agent, servant, employee, partnership, joint venture, or association, as between the County and the Contractor. The employees and agents of one party must not be, or be construed to be, the employees or agents of the other party for any purpose whatsoever.

8.22.2 The Contractor will be solely liable and responsible for providing to, or on behalf of, all persons performing work pursuant to this Contract all compensation and benefits. The County will have no liability or responsibility for the payment of any salaries, wages, unemployment benefits, disability benefits, Federal, State, or local taxes, or other compensation, benefits, or taxes for any personnel provided by or on behalf of the Contractor.

8.22.3 The Contractor understands and agrees that all persons performing work pursuant to this Contract are, for purposes of Workers' Compensation liability, solely employees of the Contractor and not employees of the County. The Contractor will be solely liable and responsible for furnishing any and all Workers' Compensation benefits to any person as a result of any injuries arising from or connected with any work performed by or on behalf of the Contractor pursuant to this Contract.

- 8.22.4** The Contractor must adhere to the provisions stated in Paragraph 7.6 (Confidentiality).
- 8.22.5** Contractor must cause each employee performance services covered by this Contract to sign and adhere to Exhibit F2, "Contractor's Employee Acknowledgment and Confidentiality Agreement."

8.23 Indemnification

The Contractor must indemnify, defend and hold harmless the County, its Special Districts, elected and appointed officers, employees, agents and volunteers ("County Indemnitees") from and against any and all liability, including but not limited to demands, claims, actions, fees, costs, and expenses (including attorney and expert witness fees), arising from and/or relating to this Contract, except for such loss or damage arising from the sole negligence or willful misconduct of the County Indemnitees.

Any legal defense pursuant to Contractor's indemnification obligations under this Agreement must be conducted by Contractor and performed by counsel selected by Contractor. County must provide Contractor with immediate written notification of any such third-party claim, as well as information, reasonable assistance, and authority to defend or settle the claim. Notwithstanding the foregoing, County must have the right to participate in any such defense at its sole cost and expense.

Contractor will pay the amount of any resulting adverse final judgment issued by a court of competent jurisdiction, or of any settlement made by Contractor in writing. Nothing herein shall be construed as a waiver of County's sovereign immunity.

8.24 General Provisions for all Insurance Coverage

8.24.1 Without limiting Contractor's indemnification of County, and in the performance of this Contract and until all of its obligations pursuant to this Contract have been met, Contractor must provide and maintain at its own expense insurance coverage satisfying the requirements specified in Paragraphs 8.24 and 8.25 of this Contract. These minimum insurance coverage terms, types and limits (the "Required Insurance") also are in addition to and separate from any other contractual obligation imposed upon Contractor pursuant to this Contract. The County in no way warrants that the Required Insurance is sufficient to protect the Contractor for liabilities which may arise from or relate to this Contract.

8.24.2 Evidence of Coverage and Notice to County

8.24.2.1 Certificate(s) of insurance coverage (Certificate) satisfactory to County, and a copy of an Additional Insured endorsement confirming County and its Agents (defined below) has been given Insured status under the Contractor's General Liability policy, must be delivered to County at the address shown below and provided prior to commencing services under this Contract.

- 8.24.2.2** Renewal Certificates must be provided to County not less than ten (10) days prior to Contractor's policy expiration dates. The County reserves the right to obtain complete, certified copies of any required contractor and/or sub-contractor insurance policies at any time.
- 8.24.2.3** Certificates must identify all Required Insurance coverage types and limits specified herein, reference this Contract by name or number, and be signed by an authorized representative of the insurer(s). The Insured party named on the Certificate must match the name of the contractor identified as the contracting party in this Contract. Certificates must provide the full name of each insurer providing coverage, its NAIC (National Association of Insurance Commissioners) identification number, its financial rating, the amounts of any policy deductibles or self-insured retentions exceeding fifty thousand dollars (\$50,000), and list any County required endorsement forms.
- 8.24.2.4** Neither the County's failure to obtain, nor the County's receipt of, or failure to object to a non-complying insurance certificate or endorsement, or any other insurance documentation or information provided by the Contractor, its insurance broker(s) and/or insurer(s), will be construed as a waiver of any of the Required Insurance provisions.
- 8.24.2.5** Certificates and copies of any required endorsements must be sent to:

County of Los Angeles

Department of Children and Family Services

Contracts Administration Division, Section 2

Attention: Artin Siraki, Contract Analyst

ContractorInsurance@dcfs.lacounty.gov

SirakA@dcfs.lacounty.gov

- 8.24.2.6** Contractor also must promptly report to County any injury or property damage accident or incident, including any injury to a Contractor employee occurring on County property, and any loss, disappearance, destruction, misuse, or theft of County property, monies or securities entrusted to Contractor. Contractor also must promptly notify County of any third-party claim or suit filed against Contractor or any of its subcontractors which arises from or relates to this Contract and could result in the filing of a claim or lawsuit against Contractor and/or County.

8.24.3 Additional Insured Status and Scope of Coverage

The County, its Special Districts, Elected Officials, Officers, Agents, employees and volunteers (collectively County and its Agents) must be provided additional insured status under Contractor's General Liability policy with respect to liability arising out of Contractor's ongoing and completed operations performed on behalf of the County. County and its Agents additional insured status will apply with respect to liability and defense of suits arising out of the Contractor's acts or omissions, whether such liability is attributable to the Contractor or to the County. The full policy limits and scope of protection also must apply to the County and its Agents as an additional insured, even if they exceed the County's minimum Required Insurance specifications herein. Use of an automatic additional insured endorsement form is acceptable providing it satisfies the Required Insurance provisions herein.

8.24.4 Cancellation of, or Changes in Insurance

Contractor must provide County with, or Contractor's insurance policies must contain a provision that County will receive, written notice of cancellation or any change in Required Insurance, including insurer, limits of coverage, term of coverage or policy period. The written notice must be provided to County at least ten (10) days in advance of cancellation for non-payment of premium and thirty (30) days in advance for any other cancellation or policy change. Failure to provide written notice of cancellation or any change in Required Insurance may constitute a material breach of the Contract, in the sole discretion of the County, upon which the County may suspend or terminate this Contract.

8.24.5 Failure to Maintain Insurance

Contractor's failure to maintain or to provide acceptable evidence that it maintains the Required Insurance will constitute a material breach of the Contract, upon which County immediately may withhold payments due to Contractor, and/or suspend or terminate this Contract. County, at its sole discretion, may obtain damages from Contractor resulting from said breach. Alternatively, the County may purchase the Required Insurance, and without further notice to Contractor, deduct the premium cost from sums due to Contractor or pursue Contractor reimbursement.

8.24.6 Insurer Financial Ratings

Coverage must be placed with insurers acceptable to the County with A.M. Best ratings of not less than A:VII unless otherwise approved by County.

8.24.7 Contractor's Insurance Must Be Primary

Contractor's insurance policies, with respect to any claims related to this Contract, must be primary with respect to all other sources of coverage

available to Contractor. Any County maintained insurance or self-insurance coverage must be in excess of and not contribute to any Contractor coverage.

8.24.8 Waivers of Subrogation

To the fullest extent permitted by law, the Contractor hereby waives its rights and its insurer(s)' rights of recovery against County under all the Required Insurance for any loss arising from or relating to this Contract. The Contractor must require its insurers to execute any waiver of subrogation endorsements which may be necessary to effectuate such waiver.

8.24.9 Subcontractor Insurance Coverage Requirements

Contractor must include all subcontractors as insureds under Contractor's own policies or must provide County with each subcontractor's separate evidence of insurance coverage. Contractor will be responsible for verifying each subcontractor complies with the Required Insurance provisions herein and must require that each subcontractor name the County and Contractor as additional insureds on the subcontractor's General Liability policy. Contractor must obtain County's prior review and approval of any subcontractor request for modification of the Required Insurance.

8.24.10 Deductibles and Self-Insured Retentions (SIRs)

Contractor's policies will not obligate the County to pay any portion of any Contractor deductible or SIR. The County retains the right to require Contractor to reduce or eliminate policy deductibles and SIRs as respects the County, or to provide a bond guaranteeing Contractor's payment of all deductibles and SIRs, including all related claims investigation, administration and defense expenses. Such bond must be executed by a corporate surety licensed to transact business in the State of California.

8.24.11 Claims Made Coverage

If any part of the Required Insurance is written on a claims made basis, any policy retroactive date must precede the effective date of this Contract. Contractor understands and agrees it will maintain such coverage for a period of not less than three (3) years following Contract expiration, termination or cancellation.

8.24.12 Application of Excess Liability Coverage

Contractors may use a combination of primary, and excess insurance policies which provide coverage as broad as ("follow form" over) the underlying primary policies, to satisfy the Required Insurance provisions.

8.24.13 Separation of Insureds

All liability policies must provide cross-liability coverage as would be afforded by the standard ISO (Insurance Services Office, Inc.) separation of insureds provision with no insured versus insured exclusions or limitations.

8.24.14 Alternative Risk Financing Programs

The County reserves the right to review, and then approve, Contractor use of self-insurance, risk retention groups, risk purchasing groups, pooling arrangements and captive insurance to satisfy the Required Insurance provisions. The County and its Agents must be designated as an Additional Covered Party under any approved program.

8.24.15 County Review and Approval of Insurance Requirements

The County reserves the right to review and adjust the Required Insurance provisions, conditioned upon County's determination of changes in risk exposures.

8.25 Insurance Coverage

8.25.1 Commercial General Liability insurance (providing scope of coverage equivalent to ISO policy form CG 00 01), naming County and its Agents as an additional insured, with limits of not less than:

General Aggregate:	\$2 million
Products/Completed Operations Aggregate:	\$1 million
Personal and Advertising Injury:	\$1 million
Each Occurrence:	\$1 million

8.25.2 Automobile Liability insurance (providing scope of coverage equivalent to ISO policy form CA 00 01) with limits of not less than \$1 million for bodily injury and property damage, in combined or equivalent split limits, for each single accident. Insurance must cover liability arising out of Contractor's use of autos pursuant to this Contract, including owned, leased, hired, and/or non-owned autos, as each may be applicable.

8.25.3 Workers Compensation and Employers' Liability insurance or qualified self- insurance satisfying statutory requirements, which includes Employers' Liability coverage with limits of not less than \$1 million per accident. If Contractor will provide leased employees, or, is an employee leasing or temporary staffing firm or a professional employer organization (PEO), coverage also must include an Alternate Employer Endorsement (providing scope of coverage equivalent to ISO policy form WC 00 03 01 A) naming the County as the Alternate Employer. The written notice must be provided to County at least ten

(10) days in advance of cancellation for non-payment of premium and thirty (30) days in advance for any other cancellation or policy change. If applicable to Contractor's operations, coverage also must be arranged to satisfy the requirements of any federal workers or workmen's compensation law or any federal occupational disease law.

8.25.4 Unique Insurance Coverage

8.25.4.1 Sexual Misconduct Liability

Insurance covering actual or alleged claims for sexual misconduct and/or molestation with limits of not less than \$1 million per claim and \$1 million aggregate, and claims for negligent employment, investigation, supervision, training or retention of, or failure to report to proper authorities, a person(s) who committed any act of abuse, molestation, harassment, mistreatment or maltreatment of a sexual nature.

8.25.4.2 Professional Liability-Errors and Omissions

Insurance covering Contractor's liability arising from or related to this Contract, with limits of not less than \$1 million per claim and \$2 million aggregate. Further, Contractor understands and agrees it must maintain such coverage for a period of not less than three (3) years following this Contract's expiration, termination or cancellation.

8.25.4.3 Crime Insurance

A Fidelity Bond or Crime Insurance policy with limits of not less than \$100,000. Such coverage shall protect against all loss of money, securities, or other valuable property entrusted by County to Contractor, and apply to all of Contractor's directors, officers, agents and employees who regularly handle or have responsibility for such money, securities or property. The County and its Agents shall be named as an Additional Insured and Loss Payee as its interests may appear. This insurance shall include third party fidelity coverage, include coverage for loss due to theft, mysterious disappearance, and computer fraud/theft, and shall not contain a requirement for an arrest and/or conviction.

8.25.4.4 Intentionally Omitted

8.25.4.5 Intentionally Omitted

8.25.4.6 Cyber Liability Insurance

The Contractor must secure and maintain cyber liability insurance coverage with limits of \$2 Million per occurrence and in the aggregate during the term of the Contract, including coverage for: network security liability; privacy liability; privacy regulatory proceeding, defense, response, expenses and fines; technology professional liability (errors and omissions); privacy breach expense reimbursement (liability arising from the loss or disclosure of County Information no matter how it occurs); system breach; denial or loss of service; introduction, implantation, or spread of malicious software code; unauthorized access to or use of computer systems; and Data/Information loss and business interruption; any other liability or risk that arises out of the Contract. The Contractor must add the County as an additional insured to its cyber liability insurance policy and provide to the County certificates of insurance evidencing the foregoing upon the County's request. The procuring of the insurance described herein, or delivery of the certificates of insurance described herein, will not be construed as a limitation upon the Contractor's liability or as full performance of its indemnification obligations hereunder. No exclusion/restriction for unencrypted portable devices/media may be on the policy.

8.25.4.7 Intentionally Omitted

8.26 Liquidated Damages

- 8.26.1** If, in the judgment of the Director, or their designee, the Contractor is deemed to be non-compliant with the terms and obligations assumed hereby, the Director, or their designee, at their option, in addition to, or in lieu of, other remedies provided herein, may withhold the entire monthly payment or deduct pro rata from the Contractor's invoice for work not performed. A description of the work not performed and the amount to be withheld or deducted from payments to the Contractor from the County, will be forwarded to the Contractor by the Director, or their designee, in a written notice describing the reasons for said action.
- 8.26.2** If the DCFS Director, or their designee, determines that there are deficiencies in the performance of this Contract that the DCFS Director, or their designee, deems are correctable by the Contractor over a certain time span, the DCFS Director, or their designee, will provide a written notice to the Contractor to correct the deficiency within specified time frames. Should the Contractor fail to correct deficiencies within said time frame, the DCFS Director, or their designee, may: (a) Deduct from the Contractor's payment, pro rata, those applicable portions of the Monthly

Contract Sum; and/or (b) Deduct liquidated damages. The parties agree that it will be impracticable or extremely difficult to fix the extent of actual damages resulting from the failure of the Contractor to correct a deficiency within the specified time frame. The parties hereby agree that under the current circumstances a reasonable estimate of such damages will be agreed upon at such time and that the Contractor will be liable to the County for liquidated damages in said amount. Said amount will be deducted from the County's payment to the Contractor; and/or (c) Upon giving five (5) days notice to the Contractor for failure to correct the deficiencies, the County may correct any and all deficiencies and the total costs incurred by the County for completion of the work by an alternate source, whether it be County forces or separate private contractor, will be deducted and forfeited from the payment to the Contractor from the County, as determined by the County.

8.26.3 The action noted in Paragraph 8.26.2 must not be construed as a penalty, but as adjustment of payment to the Contractor to recover the County cost due to the failure of the Contractor to complete or comply with the provisions of this Contract.

8.26.4 This Paragraph must not, in any manner, restrict or limit the County's right to damages for any breach of this Contract provided by law or as specified in the PRS or Paragraph 8.26.2, and must not, in any manner, restrict or limit the County's right to terminate this Contract as agreed to herein.

8.27 Most Favored Public Entity

If the Contractor's prices decline or should the Contractor at any time during the term of this Contract provide the same goods or services under similar quantity and delivery conditions to the State of California or any county, municipality, or district of the State at prices below those set forth in this Contract, then such lower prices must be immediately extended to the County.

8.28 Nondiscrimination and Affirmative Action

8.28.1 The Contractor certifies and agrees that all persons employed by it, its affiliates, subsidiaries, or holding companies are and will be treated equally without regard to or because of race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation, in compliance with all applicable Federal and State anti discrimination laws and regulations.

8.28.2 Contractor certifies to the County each of the following:

8.28.2.1 That Contractor has a written policy statement prohibiting discrimination in all phases of employment.

8.28.2.2 That Contractor periodically conducts a self-analysis or utilization analysis of its work force.

- 8.28.2.3** That Contractor has a system for determining if its employment practices are discriminatory against protected groups.
- 8.28.2.4** Where problem areas are identified in employment practices, the Contractor has a system for taking reasonable corrective action, to include establishment of goals or timetables.
- 8.28.3** The Contractor must take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation, in compliance with all applicable Federal and State anti-discrimination laws and regulations. Such action must include, but is not limited to: employment, upgrading, demotion, transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship.
- 8.28.4** The Contractor certifies and agrees that it will deal with its subcontractors, bidders, or vendors without regard to or because of race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation.
- 8.28.5** The Contractor certifies and agrees that it, its affiliates, subsidiaries, or holding companies will comply with all applicable Federal and State laws and regulations to the end that no person will, on the grounds of race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under this Contract or under any project, program, or activity supported by this Contract.
- 8.28.6** The Contractor will allow County representatives access to the Contractor's employment records during regular business hours to verify compliance with the provisions of this Paragraph 8.28 (Nondiscrimination and Affirmative Action) when so requested by the County.
- 8.28.7** If the County finds that any provisions of this Paragraph 8.28 (Nondiscrimination and Affirmative Action) have been violated, such violation will constitute a material breach of this Contract upon which the County may terminate or suspend this Contract. While the County reserves the right to determine independently that the anti-discrimination provisions of this Contract have been violated, in addition, a determination by the California Civil Rights Department or the Federal Equal Employment Opportunity Commission that the Contractor has violated Federal or State anti-discrimination laws or regulations will constitute a finding by the County that the Contractor has violated the anti-discrimination provisions of this Contract.

8.28.8 The parties agree that in the event the Contractor violates any of the anti-discrimination provisions of this Contract, the County will, at its sole option, be entitled to the sum of five hundred dollars (\$500) for each such violation pursuant to California Civil Code Section 1671 as liquidated damages in lieu of terminating or suspending this Contract.

8.29 Non Exclusivity

Nothing herein is intended nor will be construed as creating any exclusive arrangement with the Contractor. This Contract will not restrict County from acquiring similar, equal or like goods and/or services from other entities or sources.

8.30 Notice of Delays

Except as otherwise provided under this Contract, when either party has knowledge that any actual or potential situation is delaying or threatens to delay the timely performance of this Contract, that party must, within one (1) business day, give notice thereof, including all relevant information with respect thereto, to the other party.

8.31 Notice of Disputes

The Contractor must bring to the attention of the County's Program Monitor and/or County's Program Manager any dispute between the County and the Contractor regarding the performance of services as stated in this Contract. If the County's Program Monitor or County's Program Manager is not able to resolve the dispute, the Director or designee will resolve it.

8.32 Notice to Employees Regarding the Federal Earned Income Credit

The Contractor must notify its employees, and will require each subcontractor to notify its employees, that they may be eligible for the Federal Earned Income Credit under the federal income tax laws. Such notice must be provided in accordance with the requirements set forth in Internal Revenue Service Notice No. 1015.

8.33 Notices

All notices or demands required or permitted to be given or made under this Contract must be in writing and will be hand delivered with signed receipt or mailed by first class registered or certified mail, postage prepaid, addressed to the parties as identified in Exhibits D (County's Administration) and E (Contractor's Administration). Addresses may be changed by either party giving ten (10) days prior written notice thereof to the other party. The Director or designee will have the authority to issue all notices or demands required or permitted by the County under this Contract.

8.34 Prohibition Against Inducement or Persuasion

Notwithstanding the above, the Contractor and the County agree that, during the term of this Contract and for a period of one year thereafter, neither party will in any way intentionally induce or persuade any employee of one party to become an

employee or agent of the other party. No bar exists against any hiring action initiated through a public announcement.

8.35 Public Records Act

8.35.1 Any documents submitted by the Contractor; all information obtained in connection with the County's right to audit and inspect the Contractor's documents, books, and accounting records pursuant to Paragraph 8.37 (Record Retention and Inspection-Audit Settlement) of this Contract; as well as those documents which were required to be submitted in response to the Request for Proposals (RFP) used in the solicitation process for this Contract, become the exclusive property of the County. All such documents become a matter of public record and will be regarded as public records except for those documents determined to be non-disclosable or exempt pursuant to [California Government Code sections 7921.000 et seq.](#) and which are marked "trade secret", "confidential", or "proprietary". The County will not in any way be liable or responsible for the disclosure of any such records including, without limitation, those so marked, if disclosure is required by law, or by an order issued by a court of competent jurisdiction.

8.35.2 In the event the County is required to defend an action on a Public Records Act request for any of the aforementioned documents, information, books, records, and/or contents of a proposal marked "trade secret", "confidential", or "proprietary", the Contractor agrees to defend and indemnify the County from all costs and expenses, including reasonable attorney's fees, in action or liability arising under the Public Records Act.

8.36 Publicity

8.36.1 The Contractor must not disclose any details in connection with this Contract to any person or entity except as may be otherwise provided hereunder or required by law. However, in recognizing the Contractor's need to identify its services and related clients to sustain itself, the County will not inhibit the Contractor from publishing its role under this Contract within the following conditions:

8.36.1.1 The Contractor must develop all publicity material in a professional manner; and

8.36.1.2 During the term of this Contract, the Contractor will not, and will not authorize another to, publish or disseminate any commercial advertisements, press releases, feature articles, or other materials using the name of the County without the prior written consent of the County's Program Manager.

8.36.2 The Contractor may, without the prior written consent of County, indicate in its proposals and sales materials that it has been awarded this

Contract with the County, provided that the requirements of this Paragraph 8.36 (Publicity) will apply.

8.37 Record Retention and Inspection-Audit Settlement

- 8.37.1** The Contractor must maintain accurate and complete financial records of its activities and operations relating to this Contract in accordance with generally accepted accounting principles. The Contractor must also maintain accurate and complete employment and other records relating to its performance of this Contract. The Contractor agrees that the County, or its authorized representatives, will have access to and the right to examine, audit, excerpt, copy, or transcribe any pertinent transaction, activity, or record relating to this Contract. All such material, including, but not limited to, all financial records, bank statements, cancelled checks or other proof of payment, timecards, sign-in/sign-out sheets and other time and employment records, and proprietary data and information, will be kept and maintained by the Contractor and will be made available to the County during the term of this Contract and for a period of five (5) years thereafter unless the County's written permission is given to dispose of any such material prior to such time. All such material must be maintained by the Contractor at a location in Los Angeles County, provided that if any such material is located outside of Los Angeles County, then, at the County's option, the Contractor will pay the County for travel, per diem, and other costs incurred by the County to examine, audit, excerpt, copy, or transcribe such material at such other location.
- 8.37.2** In the event that an audit of the Contractor is conducted specifically regarding this Contract by any Federal or State auditor, or by any auditor or accountant employed by the Contractor or otherwise, then the Contractor must file a copy of such audit report with the County's Auditor Controller within thirty (30) days of the Contractor's receipt thereof, unless otherwise provided by applicable Federal or State law or under this Contract. Subject to applicable law, the County will make a reasonable effort to maintain the confidentiality of such audit report(s).
- 8.37.3 Intentionally Omitted**
- 8.37.4** Contractor will be responsible for conducting annual financial audits of its agency and its subcontractor(s) if required by County, California Department of Social Services (CDSS), and/or the California Secretary of State to be conducted by an independent audit firm and in accordance with generally accepted auditing standards. Within thirty (30) calendar days after issuance of such audit reports, Contractor will forward copies of such reports to DCFS.
- 8.37.5** Failure on the part of the Contractor to comply with any of the provisions of this subparagraph will constitute a material breach of this Contract upon which the County may terminate or suspend this Contract.

8.37.6 If, at any time during the term of this Contract or within five (5) years after the expiration or termination of this Contract, representatives of the County conduct an audit of the Contractor regarding the work performed under this Contract, and if such audit finds that the County's dollar liability for any such work is less than payments made by the County to the Contractor, then the difference must be either: a) repaid by the Contractor to the County by cash payment upon demand or b) at the sole option of the County's Auditor-Controller, deducted from any amounts due to the Contractor from the County, whether under this Contract or otherwise. If such audit finds that the County's dollar liability for such work is more than the payments made by the County to the Contractor, then the difference will be paid to the Contractor by the County by cash payment, provided that in no event will the County's maximum obligation for this Contract exceed the funds appropriated by the County for the purpose of this Contract.

8.38 Recycled Bond Paper

Consistent with the Board policy to reduce the amount of solid waste deposited at the County landfills, the Contractor agrees to use recycled-content paper to the maximum extent possible on this Contract.

8.39 Subcontracting

8.39.1 Contractor must not subcontract any tasks of this contract. Any attempt by the Contractor to subcontract performance of any terms of the Contract, in whole or in part, shall constitute a material breach of this Contract.

8.40 Termination for Breach of Warranty to Maintain Compliance with County's Child Support Compliance Program

Failure of the Contractor to maintain compliance with the requirements set forth in Paragraph 8.14 (Contractor's Warranty of Adherence to County's Child Support Compliance Program) will constitute default under this Contract. Without limiting the rights and remedies available to the County under any other provision of this Contract, failure of the Contractor to cure such default within ninety (90) calendar days of written notice will be grounds upon which the County may terminate this Contract pursuant to Paragraph 8.42 (Termination for Default) and pursue debarment of the Contractor, pursuant to [County Code Chapter 2.202](#).

8.41 Termination for Convenience

8.41.1 This Contract may be terminated, in whole or in part, from time to time, when such action is deemed by the County, in its sole discretion, to be in its best interest. Termination of work hereunder will be effectuated by notice of termination to the Contractor specifying the extent to which performance of work is terminated and the date upon which such termination becomes effective. The date upon which such termination

becomes effective will be no less than ten (10) days after the notice is sent.

8.41.2 After receipt of a notice of termination and except as otherwise directed by the County, the Contractor must:

8.41.2.1 Stop work under this Contract on the date and to the extent specified in such notice, and

8.41.2.2 Complete performance of such part of the work as would not have been terminated by such notice.

8.41.3 All material including books, records, documents, or other evidence bearing on the costs and expenses of the Contractor under this Contract must be maintained by the Contractor in accordance with Paragraph 8.37 (Record Retention and Inspection-Audit Settlement).

8.42 Termination for Default

8.42.1 The County may, by written notice to the Contractor, terminate the whole or any part of this Contract, if, in the judgment of County's Program Manager:

8.42.1.1 Contractor has materially breached this Contract; or

8.42.1.2 Contractor fails to timely provide and/or satisfactorily perform any task, deliverable, service, or other work required either under this Contract; or

8.42.1.3 Contractor fails to demonstrate a high probability of timely fulfillment of performance requirements under this Contract, or of any obligations of this Contract and in either case, fails to demonstrate convincing progress toward a cure within five (5) working days (or such longer period as the County may authorize in writing) after receipt of written notice from the County specifying such failure.

8.42.2 In the event that the County terminates this Contract in whole or in part as provided in Paragraph 8.42.1, the County may procure, upon such terms and in such manner as the County may deem appropriate, goods and services similar to those so terminated. The Contractor will be liable to the County for any and all excess costs incurred by the County, as determined by the County, for such similar goods and services. The Contractor will continue the performance of this Contract to the extent not terminated under the provisions of this paragraph.

8.42.3 Except with respect to defaults of any subcontractor, the Contractor will not be liable for any such excess costs of the type identified in Paragraph 8.42.2 if its failure to perform this Contract arises out of causes beyond the control and without the fault or negligence of the Contractor. Such causes may include, but are not limited to: acts of God or of the public

enemy, acts of the County in either its sovereign or contractual capacity, acts of Federal or State governments in their sovereign capacities, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, and unusually severe weather; but in every case, the failure to perform must be beyond the control and without the fault or negligence of the Contractor. If the failure to perform is caused by the default of a subcontractor, and if such default arises out of causes beyond the control of both the Contractor and subcontractor, and without the fault or negligence of either of them, the Contractor will not be liable for any such excess costs for failure to perform, unless the goods or services to be furnished by the subcontractor were obtainable from other sources in sufficient time to permit the Contractor to meet the required performance schedule. As used in this paragraph, the term "subcontractor(s)" means subcontractor(s) at any tier.

8.42.4 If, after the County has given notice of termination under the provisions of Paragraph 8.42 (Termination for Default) it is determined by the County that the Contractor was not in default under the provisions of Paragraph 8.42 (Termination for Default) or that the default was excusable under the provisions of subparagraph 8.42.3, the rights and obligations of the parties will be the same as if the notice of termination had been issued pursuant to Paragraph 8.41 (Termination for Convenience).

8.42.5 The rights and remedies of the County provided in this Paragraph 8.42 (Termination for Default) will not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.

8.43 Termination for Improper Consideration

8.43.1 The County may, by written notice to the Contractor, immediately terminate the right of the Contractor to proceed under this Contract if it is found that consideration, in any form, was offered or given by the Contractor, either directly or through an intermediary, to any County officer, employee, or agent with the intent of securing the Contract or securing favorable treatment with respect to the award, amendment, or extension of the Contract or the making of any determinations with respect to the Contractor's performance pursuant to the Contract. In the event of such termination, the County will be entitled to pursue the same remedies against the Contractor as it could pursue in the event of default by the Contractor.

8.43.2 The Contractor must immediately report any attempt by a County officer, employee, or agent to solicit such improper consideration. The report must be made to the Los Angeles County Fraud Hotline at (800) 544-6861 or <https://fraud.lacounty.gov/>.

- 8.43.3** Among other items, such improper consideration may take the form of cash, discounts, services, the provision of travel or entertainment, or tangible gifts.

8.44 Termination for Insolvency

- 8.44.1** The County may terminate this Contract forthwith in the event of the occurrence of any of the following:

8.44.1.1 Insolvency of the Contractor. The Contractor will be deemed to be insolvent if it has ceased to pay its debts for at least sixty (60) days in the ordinary course of business or cannot pay its debts as they become due, whether or not a petition has been filed under the Federal Bankruptcy Code and whether or not the Contractor is insolvent within the meaning of the Federal Bankruptcy Code;

8.44.1.2 The filing of a voluntary or involuntary petition regarding the Contractor under the Federal Bankruptcy Code;

8.44.1.3 The appointment of a Receiver or Trustee for the Contractor; or

8.44.1.4 The execution by the Contractor of a general assignment for the benefit of creditors.

- 8.44.2** The rights and remedies of the County provided in this Paragraph 8.44 (Termination for Insolvency) will not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.

8.45 Termination for Non-Adherence of County Lobbyist Ordinance

The Contractor, and each County Lobbyist or County Lobbying firm as defined in [County Code Section 2.160.010](#) retained by the Contractor, must fully comply with the County's Lobbyist Ordinance, [County Code Chapter 2.160](#). Failure on the part of the Contractor or any County Lobbyist or County Lobbying firm retained by the Contractor to fully comply with the County's Lobbyist Ordinance will constitute a material breach of this Contract, upon which the County may in its sole discretion, immediately terminate or suspend this Contract.

8.46 Termination for Non-Appropriation of Funds

Notwithstanding any other provision of this Contract, the County will not be obligated for the Contractor's performance hereunder or by any provision of this Contract during any of the County's future fiscal years unless and until the County's Board appropriates funds for this Contract in the County's Budget for each such future fiscal year. In the event that funds are not appropriated for this Contract, then this Contract will terminate as of June 30 of the last fiscal year for which funds were appropriated. The County will notify the Contractor in writing of any such non-allocation of funds at the earliest possible date.

8.47 Validity

If any provision of this Contract or the application thereof to any person or circumstance is held invalid, the remainder of this Contract and the application of such provision to other persons or circumstances will not be affected thereby.

8.48 Waiver

No waiver by the County of any breach of any provision of this Contract will constitute a waiver of any other breach or of such provision. Failure of the County to enforce at any time, or from time to time, any provision of this Contract will not be construed as a waiver thereof. The rights and remedies set forth in this paragraph 8.48 will not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.

8.49 Warranty Against Contingent Fees

8.49.1 The Contractor warrants that no person or selling agency has been employed or retained to solicit or secure this Contract upon any Contract or understanding for a commission, percentage, brokerage, or contingent fee, excepting bona fide employees or bona fide established commercial or selling agencies maintained by the Contractor for the purpose of securing business.

8.49.2 For breach of this warranty, the County will have the right to terminate this Contract and, at its sole discretion, deduct from the Contract price or consideration, or otherwise recover, the full amount of such commission, percentage, brokerage, or contingent fee.

8.50 Warranty of Compliance with County's Defaulted Property Tax Reduction Program

Contractor acknowledges that County has established a goal of ensuring that all individuals and businesses that benefit financially from County through contract are current in paying their property tax obligations (secured and unsecured roll) in order to mitigate the economic burden otherwise imposed upon County and its taxpayers.

Unless Contractor qualifies for an exemption or exclusion, Contractor warrants and certifies that to the best of its knowledge it is now in compliance, and during the term of this contract will maintain compliance, with [Los Angeles County Code Chapter 2.206](#).

8.51 Termination for Breach of Warranty to Maintain Compliance with County's Defaulted Property Tax Reduction Program

Failure of Contractor to maintain compliance with the requirements set forth in Paragraph 8.50 "Warranty of Compliance with County's Defaulted Property Tax Reduction Program" will constitute default under this contract. Without limiting the rights and remedies available to County under any other provision of this contract, failure of Contractor to cure such default within ten (10) days of notice will be

grounds upon which County may terminate this contract and/or pursue debarment of Contractor, pursuant to [Los Angeles County Code Chapter 2.206](#).

8.52 Time Off for Voting

The Contractor must notify its employees and must require each subcontractor to notify and provide to its employees, information regarding the time off for voting law ([Elections Code Section 14000](#)). Not less than ten (10) days before every statewide election, every contractor and subcontractors must keep posted conspicuously at the place of work, if practicable, or elsewhere where it can be seen as employees come or go to their place of work, a notice setting forth the provisions of [Section 14000](#).

8.53 Compliance with County's Zero Tolerance Policy on Human Trafficking

Contractor acknowledges that the County has established a Zero Tolerance Policy on Human Trafficking prohibiting contractors from engaging in human trafficking.

If a Contractor or member of Contractor's staff is convicted of a human trafficking offense, the County will require that the Contractor or member of Contractor's staff be removed immediately from performing services under the Contract. County will not be under any obligation to disclose confidential information regarding the offenses other than those required by law.

Disqualification of any member of Contractor's staff pursuant to this paragraph will not relieve Contractor of its obligation to complete all work in accordance with the terms and conditions of this Contract.

8.54 Intentionally Omitted

8.55 Compliance with Fair Chance Employment Hiring Practices

Contractor, and its subcontractors, must comply with fair chance employment hiring practices set forth in California Government Code [Section 12952](#), the California Code of Regulations [Section 11017.1](#), and County Code [Chapter 8.300](#) (Fair Chance Ordinance for Employers). Contractor, and its subcontractor(s), can access fair chance employment resources, including a Fair Chance [Fact Sheet](#) and Workplace Posters ([English/Spanish](#)), and other program material at <https://dcba.lacounty.gov/fairchance/>. Additional compliance resources, including an [Employer Toolkit](#) (Fair Chance Hiring: An Employer's Guide to Hiring System-Impacted Individuals), can be accessed at <https://opportunity.lacounty.gov/fair-chance-hiring-campaign/>.

Contractor's violation of this paragraph of the Contract may constitute a material breach of the Contract. In the event of such material breach, County may, in its sole discretion, issue administrative penalties and/or seek additional remedies as provided within [Section 8.300.100](#) of the Fair Chance Ordinance for Employers, and/or terminate the Contract.

8.56 Compliance with the County Policy of Equity

The Contractor acknowledges that the County takes its commitment to preserving the dignity and professionalism of the workplace very seriously, as set forth in the County Policy of Equity (CPOE) (<https://ceop.lacounty.gov/>). The Contractor further acknowledges that the County strives to provide a workplace free from discrimination, harassment, retaliation and inappropriate conduct based on a protected characteristic, and which may violate the CPOE. The Contractor, its employees and subcontractors acknowledge and certify receipt and understanding of the CPOE. Failure of the Contractor, its employees or its subcontractors to uphold the County's expectations of a workplace free from harassment and discrimination, including inappropriate conduct based on a protected characteristic, may subject the Contractor to termination of contractual agreements as well as civil liability.

8.57 Prohibition from Participation in Future Solicitation(s)

A Proposer, or a Contractor or its subsidiary or Subcontractor ("Proposer/Contractor"), is prohibited from submitting a bid or proposal in a County solicitation if the Proposer/Contractor has provided advice or consultation for the solicitation. A Proposer/Contractor is also prohibited from submitting a bid or proposal in a County solicitation if the Proposer/Contractor has developed or prepared any of the solicitation materials on behalf of the County. A violation of this provision will result in the disqualification of the Contractor/Proposer from participation in the County solicitation or the termination or cancellation of any resultant County contract.

8.58 Injury and Illness Prevention Program

Contractor will be required to comply with the State of California's Cal OSHA's regulations. [California Code of Regulations Title 8 Section 3203](#) requires all California employers to have a written, effective Injury and Illness Prevention Program (IIPP) that addresses hazards pertaining to the particular workplace covered by the program.

8.59 Campaign Contribution Prohibition Following Final Decision in Contract Proceeding

Pursuant to [Government Code Section 84308](#), Contractor and its Subcontractors, are prohibited from making a contribution of more than \$500 to a County officer for twelve (12) months after the date of the final decision in the proceeding involving this Contract. Failure to comply with the provisions of [Government Code Section 84308](#) and of this paragraph, may be a material breach of this Contract as determined in the sole discretion of the County.

9.0 UNIQUE TERMS AND CONDITIONS

9.1 Child Abuse Prevention Reporting

9.1.1 Contractor agrees that the safety of the child will always be the first priority. To ensure the safety of children, Contractor will immediately notify County and the Child Abuse Hotline at 1-800-540-4000 or the Child Abuse Reporting Electronic System at <https://reportchildabusela.org> whenever Contractor reasonably suspects that a child has been a victim of abuse or is in danger of future abuse. The Contractor will remain with the child if imminent risk is present.

9.1.2 Contractor must ensure that all known or suspected instances of child abuse are reported to a child protection agency as defined in Section 11164, et. Seq. of the Penal Code. This responsibility must include:

9.1.2.1 A requirement that all employees, consultants, or agents performing services under this Contract, who are required by the California Penal code to report child abuse, sign a statement that he or she knows of the reporting requirements and will comply with them.

9.1.2.2 The establishment of procedures to ensure reporting even when employees, consultants or agents who are not required to report child abuse under California Penal Code gain knowledge of, or reasonably suspect that a child has been a victim of abuse or neglect.

9.1.2.3 The assurance that all employees of Contractor and subcontractors understand that the safety of the child is always the first priority.

9.2 Conduct of Program

The Contractor must abide by all terms and conditions imposed and required by this Contract and must comply with all subsequent revisions, modifications, and administrative and statutory changes made by the State, and all applicable provisions of state and federal regulations. Failure by Contractor to comply with provisions, requirements or conditions of this Contract, including, but not limited to, performance documentation, report and evaluation requirements, will be a breach of this Contract and may result in the withholding of payments, financial penalties, and/or termination as stated herein.

9.3 Contractor Accounting and Financial Reporting

9.3.1 Contractor must establish and maintain an accounting system, including internal controls and financial reporting, which must meet the minimum requirements for Contract Accounting as described in Exhibit H, Auditor-Controller Contract Accounting and Administration Handbook.

- 9.3.2** Contractor must maintain supporting documentation for all accruals reported. Accruals which are not properly supported may be disallowed upon audit.

9.4 Contractor Alert Reporting Database (CARD)

The County maintains databases that track/monitor Contractor performance history. Information entered into such databases may be used for a variety of purposes, including determining whether the County will exercise a Contract term extension option.

9.5 Contractor Mandatory Orientation

Contractor must attend a mandatory orientation that will be provided by County within thirty (30) days of the Contract start date.

9.6 Contractor Negotiations

Contractor must not schedule or conduct any negotiations under this contract on behalf of the County or DCFS.

9.7 Contractor's Charitable Activities Compliance

The County seeks to ensure that all County Contractors which receive or raise charitable contributions comply with California law, including the "Nonprofit Integrity Act of 2004", as approved and codified in California Government Code, [Sections 12580-12599.10](#), in order to protect the County and its taxpayers. The Supervision of Trustees and Fundraisers for Charitable Purposes Act regulates entities receiving or raising charitable contributions. A Contractor which receives or raises charitable contributions without complying with its obligations under California law commits a material breach subjecting it to either contract termination or debarment proceedings or both. ([County Code Chapter 2.202](#))

9.8 Disabled Veteran Business Enterprise (DVBE) Preference Program

- 9.8.1** This Contract is subject to the provisions of the County's ordinance entitled DVBE Preference Program, as codified in [Chapter 2.211 of the Los Angeles County Code](#).

- 9.8.2** Contractor must not knowingly and with the intent to defraud, fraudulently obtain, retain, attempt to obtain or retain, or aid another in fraudulently obtaining or retaining or attempting to obtain or retain certification as a DVBE.

- 9.8.3** Contractor must not willfully and knowingly make a false statement with the intent to defraud, whether by affidavit, report, or other representation, to a County official or employee for the purpose of influencing the certification or denial of certification of any entity as a DVBE.

- 9.8.4** If Contractor has obtained certification as a DVBE by reason of having furnished incorrect supporting information or by reason of having withheld information, and which knew, or should have known, the

information furnished was incorrect or the information withheld was relevant to its request for certification, and which by reason of such certification has been awarded this contract to which it would not otherwise have been entitled, Contractor will:

- 9.8.4.1** Pay to the County any difference between the contract amount and what the County's costs would have been if the contract had been properly awarded;
- 9.8.4.2** In addition to the amount described in subdivision (1) above, the Contractor will be assessed a penalty in an amount of not more than 10 percent of the amount of the contract; and
- 9.8.4.3** Be subject to the provisions of [Chapter 2.202 of the Los Angeles County Code](#) (Determinations of Contractor Non-responsibility and Contractor Debarment).

Notwithstanding any other remedies in this Contract, the above penalties will also apply to any business that has previously obtained proper certification, however, as a result of a change in their status would no longer be eligible for certification, and fails to notify the State and the Department of Economic Opportunity of this information prior to responding to a solicitation or accepting a contract award.

9.9 Employee Benefits and Taxes

- 9.9.1** The Contractor must be solely responsible for providing to, or on behalf of its employees, all legally required salaries, wages, benefits, or other compensation.
- 9.9.2** The County will have no liability or responsibility for any taxes, including, without limitation, sales, income, employee withholding and/or property taxes which may be imposed in connection with or resulting from this Contract or Contractor's performance hereunder.

9.10 Fixed Assets

Title to all fixed assets purchased with County funds designated by the County for that purpose under this Contract must remain with County. A "Fixed Asset" is defined hereunder as an equipment costing Ten Thousand Dollars (\$10,000) or more, with a useful life of more than one year. Such assets must be maintained and repaired by Contractor during the term of this Contract. Contractor must provide an accounting of such assets at the termination or expiration of this Contract and must deliver same to County upon County's written request. Contractor must have an option upon the expiration or termination of the Contract to acquire such assets at a price to be mutually agreed upon by County and Contractor.

9.11 Former Foster Youth Consideration

- 9.11.1** Should the Contractor require additional or replacement personnel after the effective date of this Contract to perform services set forth herein, Contractor must give consideration (after County employees, and GAIN/START participants as described in Section 8.11) for any such position(s) to qualified former foster youth. Contractor must notify County of any new or vacant position(s) within Contractor's firm by sending via U.S. mail or email, a list denoting any position(s) for which hiring is anticipated to:

County of Los Angeles
Department of Children and Family Services
Attention: Division Chief, Youth Development Services
1933 S. Broadway, 6th Floor, Los Angeles, CA 90007
youthds@dcfs.lacounty.gov

- 9.11.2** The notice sent by Contractor must indicate the position(s)/title(s) for vacant or new employment opportunity, description of same, requirements/qualifications for position(s), anticipated pay rate or salary schedule, the location where application(s)/requests for application(s) may be sent, final date of acceptable for applications, and any special circumstances relevant to the hiring procedure for said position(s).
- 9.11.3** Contractor is exempt from the provisions of this Section if it is a governmental entity.

9.12 Information Security and Privacy Requirements

Contractor must comply with the requirements set forth in Exhibit K (Information Security and Privacy Requirements).

9.13 Local Small Business Enterprise (LSBE) Preference Program

- 9.13.1** This Contract is subject to the provisions of the County's ordinance entitled LSBE Preference Program, as codified in [Chapter 2.204 of the Los Angeles County Code](#).
- 9.13.2** The Contractor will not knowingly and with the intent to defraud, fraudulently obtain, retain, attempt to obtain or retain, or aid another in fraudulently obtaining or retaining or attempting to obtain or retain certification as a LSBE.
- 9.13.3** The Contractor will not willfully and knowingly make a false statement with the intent to defraud, whether by affidavit, report, or other representation, to a County official or employee for the purpose of influencing the certification or denial of certification of any entity as a LSBE.
- 9.13.4** If the Contractor has obtained certification as a LSBE by reason of having furnished incorrect supporting information or by reason of having

withheld information, and which knew, or should have known, the information furnished was incorrect or the information withheld was relevant to its request for certification, and which by reason of such certification has been awarded this contract to which it would not otherwise have been entitled, will:

- 9.13.4.1** Pay to the County any difference between the contract amount and what the County's costs would have been if the contract had been properly awarded;
- 9.13.4.2** In addition to the amount described in subdivision (1), be assessed a penalty in an amount of not more than ten (10) percent of the amount of the contract; and
- 9.13.4.3** Be subject to the provisions of [Chapter 2.202 of the Los Angeles County Code](#) (Determinations of Contractor Non-responsibility and Contractor Debarment).

The above penalties will also apply to any business that has previously obtained proper certification, however, as a result of a change in their status would no longer be eligible for certification, and fails to notify the State and the Department of Economic Opportunity of this information prior to responding to a solicitation or accepting a contract award.

9.14 Patent, Copyright and Trade Secret Indemnification

- 9.14.1** The Contractor must indemnify, hold harmless and defend County from and against any and all liability, damages, costs, and expenses, including, but not limited to, defense costs and attorneys' fees, for or by reason of any actual or alleged infringement of any third party's patent or copyright, or any actual or alleged unauthorized trade secret disclosure, arising from or related to the operation and utilization of the Contractor's work under this Contract. County will inform the Contractor as soon as practicable of any claim or action alleging such infringement or unauthorized disclosure, and will support the Contractor's defense and settlement thereof.
- 9.14.2** In the event any equipment, part thereof, or software product becomes the subject of any complaint, claim, or proceeding alleging infringement or unauthorized disclosure, such that County's continued use of such item is formally restrained, enjoined, or subjected to a risk of damages, the Contractor, at its sole expense, and providing that County's continued use of the system is not materially impeded, must either:
 - 9.14.2.1** Procure for County all rights to continued use of the questioned equipment, part, or software product; or
 - 9.14.2.2** Replace the questioned equipment, part, or software product with a non-questioned item; or

9.14.2.3 Modify the questioned equipment, part, or software so that it is free of claims.

9.14.3 The Contractor will have no liability if the alleged infringement or unauthorized disclosure is based upon a use of the questioned product, either alone or in combination with other items not supplied by the Contractor, in a manner for which the questioned product was not designed nor intended.

9.15 Safe Sleep Campaign

The Contractor acknowledges that the County places a high priority on the implementation of the Safe Sleep Campaign Exhibit L. The Contractor understands that the County encourages all County Contractors to voluntarily post the County's "Safe Sleep" poster and display brochures in a prominent position at the Contractor's place of business. The Contractor will encourage its subcontractors, if any, to post this poster in a prominent position in the subcontractor's place of business. Information on how to receive the poster can be found at: <https://www.ican4kids.org/infant-safe-sleep>

9.16 Shred Documents

Contractor must ensure that all confidential documents and papers, as defined under state law (include, but not limited to Welfare and Institutions Code Section 10850) relating to this Contract must be shredded and not put in trash containers when Contractor disposes of these documents and papers. All documents and papers to be shredded are to be placed in a locked or secured container/bin/box and labeled "shred" until they are destroyed. No confidential documents and papers are to be recycled.

Documents for record and retention purposes in accordance with Subsection 8.37 (Record Retention and Inspection-Audit Settlement) of this Contract are to be maintained for a period of five (5) years.

9.17 Social Enterprise (SE) Preference Program

9.17.1 This Contract is subject to the provisions of the County's ordinance entitled SE Preference Program, as codified in [Chapter 2.205 of the Los Angeles County Code](#).

9.17.2 Contractor must not knowingly and with the intent to defraud, fraudulently obtain, retain, attempt to obtain or retain, or aid another in fraudulently obtaining or retaining or attempting to obtain or retain certification as a SE.

9.17.3 Contractor must not willfully and knowingly make a false statement with the intent to defraud, whether by affidavit, report, or other representation, to a County official or employee for the purpose of influencing the certification or denial of certification of any entity as a SE.

9.17.4 If Contractor has obtained County certification as a SE by reason of having furnished incorrect supporting information or by reason of having withheld information, and which knew, or should have known, the information furnished was incorrect or the information withheld was relevant to its request for certification, and which by reason of such certification has been awarded this contract to which it would not otherwise have been entitled, Contractor will:

9.17.4.1 Pay to the County any difference between the contract amount and what the County's costs would have been if the contract had been properly awarded;

9.17.4.2 In addition to the amount described in subdivision (1) above, the Contractor will be assessed a penalty in an amount of not more than ten percent (10%) of the amount of the contract; and

9.17.4.3 Be subject to the provisions of [Chapter 2.202 of the Los Angeles County Code](#) (Determinations of Contractor Non-responsibility and Contractor Debarment).

The above penalties will also apply to any entity that has previously obtained proper certification, however, as a result of a change in their status would no longer be eligible for certification, and fails to notify the Department of Economic Opportunity of this information prior to responding to a solicitation or accepting a contract award.

9.18 State Energy Conservation Plan

Contractor must be in compliance with the mandatory standards and policies relating to energy efficiency in the State Conservation Plan (Title 24, California Administrative Code), Section 306 of the Federal Clean Air Act (42 USC 1857 (h)), Section 508 of the Clean Water Act (33USC 1368), Executive Order 11738 and Environmental Protection Agency Regulations (40 CFR Part 15).

9.19 Use of Funds

All uses of funds paid to Contractor and other financial transactions related to Contractor's provision of services under this Contract are subject to review and/or audit by DCFS, County's Auditor-Controller or its designee, and the State of California. In the event of Contract is subject to audit exceptions, Contractor must pay to County the full amount of Contractor's liability for such audit exceptions, as determined by DCFS, upon demand by County.

10.0 Survival

In addition to any terms and conditions of this Contract that expressly survive expiration or termination of this Contract by their terms, the following provisions will survive the expiration or termination of this Contract for any reason:

Paragraph 1.0	Applicable Documents
Paragraph 2.0	Definitions
Paragraph 3.0	Work
Paragraph 5.4	No Payment for Services Provided Following Expiration-Termination of Contract
Paragraph 7.6	Confidentiality
Paragraph 8.1	Amendments
Paragraph 8.2	Assignment and Delegation/Mergers or Acquisitions
Paragraph 8.6	Compliance with Applicable Law
Paragraph 8.19	Fair Labor Standards
Paragraph 8.20	Force Majeure
Paragraph 8.21	Governing Law, Jurisdiction, and Venue
Paragraph 8.23	Indemnification
Paragraph 8.24	General Provisions for all Insurance Coverage
Paragraph 8.25	Insurance Coverage
Paragraph 8.26	Liquidated Damages
Paragraph 8.33	Notices
Paragraph 8.37	Record Retention and Inspection-Audit Settlement
Paragraph 8.41	Termination for Convenience
Paragraph 8.42	Termination for Default
Paragraph 8.47	Validity
Paragraph 8.48	Waiver
Paragraph 8.57	Prohibition from Participation in Future Solicitation
Paragraph 8.59	Campaign Contribution Prohibition Following Final Decision in Contract Proceeding
Paragraph 9.12	Information Security and Privacy Requirements
Paragraph 9.14	Patent, Copyright and Trade Secret Indemnification
Paragraph 10.0	Survival

**COUNTY OF LOS ANGELES
DEPARTMENT OF CHILDREN AND FAMILY SERVICES
CONTRACT _____**

IN WITNESS WHEREOF, the Board of Supervisors of the County of Los Angeles has caused this Contract to be subscribed on its behalf by the Director of the Department of Children and Family Services and (Contractor) has caused this Contract to be subscribed on its behalf by its duly authorized officer(s) as of the day, month and year first above written. The person(s) signing on behalf of (Contractor) warrants under penalty of perjury that he or she is authorized to bind (Contractor) in this Contract.

COUNTY OF LOS ANGELES

CONTRACTOR

By: _____
Lisa Mandel, Interim Director
Department of Children and Family Services

Name of Agency

By: _____

Name

Title

Tax Identification Number

APPROVED AS TO FORM:
BY THE OFFICE OF COUNTY COUNSEL
DAWYN R. HARRISON, COUNTY COUNSEL

By: _____
David Beaudet, Senior Deputy County Counsel

COUNTY OF LOS ANGELES

DEPARTMENT OF CHILDREN AND FAMILY SERVICES

**FAMILY TIME CENTERS AND SAFE CHILD CUSTODY
EXCHANGE (FTC/SCCE)**

STATEMENT OF WORK



STATEMENT OF WORK

TABLE OF CONTENTS

<u>SECTION</u>	<u>PAGE</u>
1.0 BACKGROUND/OVERVIEW	3
2.0 THE PROTECTIVE FACTORS	5
3.0 DEFINITIONS	6
4.0 SCOPE OF WORK	8
5.0 TARGET DEMOGRAPHICS	10
6.0 COUNTY'S ADMINISTRATION	11
7.0 CONTRACTOR'S ADMINISTRATION	12
8.0 MANDATORY MEETINGS.....	13
9.0 HOURS OF OPERATION	14
10.0 CONTRACTOR STAFF QUALIFICATIONS AND REQUIREMENTS	15
11.0 FAMILY TIME CENTERS	20
12.0 SAFE CHILD CUSTODY EXCHANGE.....	27
13.0 SERIOUS INCIDENT REPORTS	33
14.0 REPORTS AND RECORDKEEPING.....	34
15.0 QUALITY ASSURANCE PLAN	37
16.0 QUALITY ASSURANCE MONITORING	39
17.0 GREEN INITIATIVE	40
18.0 PERFORMANCE REQUIREMENTS SUMMARY	40

STATEMENT OF WORK

1.0 BACKGROUND/OVERVIEW

On June 23, 2009, the Inter-Agency Council on Child Abuse and Neglect (ICAN) requested the Board of Supervisors to approve funding allocated from surplus funds available through Assembly Bill (AB) 2994 for Board supported programs and to authorize the Department of Children and Family Services (DCFS) to enter into contractual agreement to develop Family Visitation Centers and Safe Child Custody Exchange (FVC/SCCE) Programs. On or about July 21, 2009, the Los Angeles County Board of Supervisors approved the use of AB 2994 funds for the FVC/SCCE Program in Supervisorial Districts 3 and 5.

California Department of Social Services (CDSS) All County Information Notice Number I-02-26, dated January 30, 2026, encourages Child Welfare Services agencies to adopt Family Time language in place of “visitation,” whereby family time describes intentional, frequent, engagement between the child and parent(s), guardian(s), Indian custodian(s) when the child is in an out-of-home placement. FVC/SCCE was renamed Family Time Centers/Safe Child Custody Exchange (FTC/SCCE) to align with the language recommended by CDSS.

The Department of Children and Family Services (DCFS) Family Time Centers/Safe Child Custody Exchange (FTC/SCCE) program services are outlined in the sections below.

- 1.1** The services are designed to keep children safe while facilitating connections with their parents from whom they were separated either because they are in out-of-home care, or their parents are separated with custody exchanges necessary in order for these children to be able to spend time in the care of both of their parents.
- 1.2** AB 2994 funds established a County Children’s Trust Fund for the purpose of funding child abuse and neglect prevention and intervention programs operated by private, non-profit based organizations. The services will be provided within Supervisorial District 3 and 5, specifically Service Planning Area (SPA) 1 and 2.
- 1.3** Research in child welfare indicates family time, also known as visitation, is critical for the child(ren)’s welfare and in expediting family reunification (FR). The following are a few examples of recent research that demonstrates the important relationship between family time and family reunification (FR).

- 1.3.1** Face-to-face family time between parents and their child(ren) in out-of-home care (OHC) is the primary intervention for maintaining and supporting the development of parent-child relationships necessary for reunification. (Wendy L. Haight, Jill Doner Kagle, James E. Black; Understanding and Supporting Parent-Child Relationships during Foster Care Visits: Attachment Theory and Research, Social Work, Volume 48, Issue 2, 1 April 2003, Pages 195–207, <https://doi.org/10.1093/sw/48.2.195>)
- 1.3.2** At any point in time, over 400,000 children are in foster care in the United States (Children’s Bureau, 2019). When children are removed from their homes, child welfare agencies use supervised family time to maintain contact between parents and their children. This contact is crucial to ensure attachment, which has been established in developmental psychology as a key factor to ensure healthy child development (Ainsworth, 1985; Bowlby, 1982). McWey and Mullis (2004) found the amount of family time a child experienced, and the consistency of their mother’s family time were both significantly correlated with increased quality of attachment. Additionally, a higher frequency of contact for children in foster care is related to lower levels of depression and less externalizing of problem behaviors in children (Cantos et al., 1997; McWey et al., 2010), though it should be noted that parent–child relationships are diverse and complex (Haight et al., 2003; Leathers, 2003).
- 1.3.3** A study of 123 children in out-of-home care receiving supervised family time with their biological parents indicated that children who have more consistent and frequent contact with their biological parents have stronger and higher levels of attachment, have fewer behavioral problems, are less likely to take psychiatric medication, and are less likely to be termed “developmentally delayed” than children with fewer or no family time with their biological parents. (Improving the Lives of Children in Foster Care: The Impact of Supervised Visitation* Lenore M. McWey, Ann K. Mullis, 21 September 2005, <https://doi.org/10.1111/j.0022-2445.2004.0005.x>)
- 1.3.4** Maintaining family relationships while children are in out-of-home care is a critical component of any successful reunification practice. Frequent family time is linked to both the likelihood of reunification and post-reunification stability. (Child Welfare Information Gateway, (2011). U.S. Department of Health and Human Services Administration for Children and Families).

2.0 THE PROTECTIVE FACTORS

The Five Protective Factors listed below are the foundation of the Strengthening Families approach. Extensive research supports the common-sense notion that when these Protective Factors are present and robust in a family, the likelihood of child-abuse and neglect diminishes. Please see the Strengthening Families Protective Factors Framework at the Center for the Study of Social Policy's Strengthening Families™ Approach. For more information, visit <https://cssp.org/project/strengthening-families/>.

- A.** Parental resilience: Parents who are emotionally healthy are able to maintain a positive attitude, creatively solve problems, and effectively rise to the challenges that emerge in every family's life.
- B.** Social connections: Everyone benefits from a strong network of extended family, friends, neighbors and others who provide healthy relationships, support and problem solving.
- C.** Knowledge of parenting and child development: Parents who understand the usual course of child development are more likely to nurture their children's healthy development and less likely to be abusive or harmful to their children.
- D.** Concrete support in times of need: Families need to have basic needs (such as shelter, food, clothing, health care) met to ensure a child's healthy development.
- E.** Social and Emotional Competence of Children: A child's emerging ability to interact positively with others, self-regulate their behavior and effectively communicate their feelings has a positive impact on their relationships with their family, other adults, and peers.

In Los Angeles County, three additional Protective Factors include:

- F.** Nurturing and Attachment: A child's early experience of being nurtured and developing a bond with a caring adult affects all aspects of behavior and development. When parents and children have strong, warm feelings for one another, children develop trust that their parents will provide what they need to thrive, including love and acceptance.
- G.** Economic Development: Parents who have the knowledge and means to plan for and provide for the ongoing financial security of their families can focus on nurturing and supporting their children.

- H. **Social & Emotional Competence of Adults:** A child benefits from parents and legal guardians who are emotionally available and able to regulate their behaviors and demonstrate patience, kindness, empathy, and compassion.

3.0 DEFINITIONS

The following words as used herein must be construed to have the following meanings, unless otherwise apparent from the context in which they are used:

- A. **Child and Family Team meetings (CFT)** - The CFT process is a solution-focused approach meant to draw on the family's history of protection and ability to solve problems. The information assists families develop their vision for their future and assists them in gathering a formal and informal support network (team) that will be available to them after termination of formal services.

An effective Children and Family Team meeting (CFT) continues the process of engagement with the family, child and/or youth, Nonminor Dependent (NMD), and/or caregivers, and provides a process for transparent communication.

- B. **Children's Social Worker (CSW)** – means social workers with the Department of Children and Family Services (DCFS) managing caseloads of children who are under the supervision and custody of DCFS.
- C. **Coaching** – is meant to help parents and legal guardians learn and practice how to nurture and connect with their child(ren); based on the Contractor's County-approved coaching curriculum.
- D. **Contractor Program Coordinator** – Contractor staff with oversight for the day-to-day provision of FTC/SCCE program services and will assist with the coordination of the program with CPM or designee.
- E. **Contractor Program Director** - Contractor staff responsible for the overall management of Contract operation and overseeing the work to be performed by Contractor as defined in this Statement of Work and will assist with the coordination of the program with CPM or designee.
- F. **County** – The Department of Children and Family Services (DCFS) on behalf of the County of Los Angeles and its Board of Supervisors.
- G. **County's Program Manager (CPM)** – The County representative or designee responsible for daily management of the Contract operations and the oversight of monitoring activities, compliance with the requirements of the Contract, and the delivery of services.

- H. **Custody Exchange Facilitators** – means the staff, volunteers, and interns who have successfully completed the Contractor's County-approved custody exchange training and facilitate exchanges between one parent/guardian to another for custody purposes.
- I. **Family Reunification (FR)** – means activities designed to provide time-limited foster care services to prevent or remedy neglect, abuse, or exploitation. The child remains in temporary foster care while services are provided to reunite the family.
- J. **Family Time Centers (FTC) Service** – Service deliverables include coached monitored family time (between parents/legal guardians and children), and celebration events. These services focus on the reunification process with parents/legal guardians, and/or celebration of child milestones with family.
- K. **Fiscal Year(s)** – The twelve (12) month period beginning July 1st and ending the following June 30th.
- L. **Interns** – College students working towards a Master's or Bachelor's degree in any of the following programs: Social Work, Psychology, Counseling, Child Development or closely related field.
- M. **Key personnel** - includes all staff who are funded by this contract and provide direct services to DCFS clients.
- N. **Safe Child Custody Exchange (SCCE) Service** – Service deliverables include when Contractor staff facilitates child custody exchanges (between parents or legal guardians) in which the child is transferred from the custody of one parent or legal guardian to the custody of the other at an approved exchange site. The other parent or legal guardian then leaves with the child.
- O. **Family Time Coaches** – means the staff, volunteers, and interns who have successfully completed the Contractor's County-approved training and provide coaching during monitored family time and may have other case-related responsibilities.
- P. **Volunteers** – means non-employees trained as Family Time Coaches or Custody Exchange Facilitators who do not have any rights or benefits through employment with the FTC/SCCE Program for their volunteer work.

4.0 SCOPE OF WORK

- 4.1** Contractor must provide FTC/SCCE services to promote continued contact and increase family time between children and parents or legal guardians in conjunction with the DCFS case plan.

4.2 Family Time Center (FTC)

- 4.2.1** The purpose of the FTC Program services is to keep children safe while improving connections with their parents or legal guardians from whom they were separated, by providing coached monitored family time by trained Family Time Coaches. FTC will enhance child/parent interaction during family time, which is consistently demonstrated as the number one factor impacting family reunification. This objective will be met by:

- 1) having planned and purposeful family time involving parents or legal guardians whose children have been removed from their care by DCFS and placed in out-of-home care;
- 2) maintaining family-friendly sites where meaningful family time can take place between children in out-of-home care and their parents or legal guardian; and
- 3) having trained family time coaches to monitor and coach parents or legal guardians during family time with their children.

- 4.2.2** The delivery of the FTC program services will be designed to meet the following objectives:

- 1) help parents and legal guardians learn and practice how to nurture and connect with their child(ren);
- 2) strengthen attachment between children and their parents or legal guardians;
- 3) promote family reunification; and
- 4) promote child well-being.

4.3 Safe Child Custody Exchange (SCCE)

4.3.1 The purpose of the SCCE Program services is to keep children safe while decreasing the risk of emotional and/or physical harm by assisting parents or legal guardians in the transfer of their children from one parent/guardian to the other for custody purposes. The goal is to provide a safe environment where custody exchanges can be done peacefully and without trauma to children which may result from parent/guardian conflict. This objective will be met by Contractor staff partnering with law enforcement so that the custody exchanges can take place at safe exchange sites, either at a law enforcement facility or another safe location pre-approved by CPM or designee.

4.3.2 The delivery of the SCCE program services will be designed to meet the following objectives:

- 1)** help parents and legal guardians safely transfer the children from one parent/guardian to the other for custody purposes;
- 2)** strengthen attachment between children and their parents or legal guardians;
- 3)** promote positive family connections; and
- 4)** promote child well-being.

4.4 Multidisciplinary Teams and Information Sharing

4.4.1 Multidisciplinary Teams (MDT) will be utilized to support FTC/SCCE participants. The Welfare and Institutions Code (WIC) Section 830 allows for the disclosure and/or exchange of otherwise confidential information regarding a family through the formation of an MDT. The FTC/SCCE MDT, comprised of two (2) or more people trained in the prevention, identification and/or treatment of child abuse and neglect, is convened to share information pertinent to the prevention and treatment of child abuse and neglect. This information may be shared amongst the MDT members during a telephonic or electronic MDT conference. The FTC/SCCE MDT must be comprised of one (1) County designee and at least one Contractor designee. Designees must meet the above defined criteria.

5.0 TARGET DEMOGRAPHICS

5.1 Family Time Center Services

5.1.1 Contractor must serve families with open DCFS Family Reunification (FR) cases in the contractor service area with children in out-of-home placements who require Dependency Court monitored family time. The families must meet the following further criteria:

- A.** Parents or legal guardians who will benefit from intensive coaching during their monitored family time by trained Family Time Coaches. Priority will be given to parents or legal guardians who are participating in the first six months of FR services provided by DCFS.
- B.** Parents or legal guardians who are willing to comply with FTC policies, procedures, and guidelines.
- C.** Parents or legal guardians who do not pose an undue safety risk to their child(ren) as assessed by the CSW, or Contractor, or CPM.

5.1.2 Contractor must accept open DCFS FR cases if the case is deemed to be appropriate after consulting with the case-carrying CSW.

5.1.3 Contractor must continue to provide services for parents stating their intention to appeal termination of FR or accept open DCFS cases under appeal resulting from the parent/guardian filing for reinstatement of Family Reunification services if the case is deemed to be appropriate after consulting with the case-carrying CSW and Adoptions CSW (if adoption services are involved).

5.2 Safe Child Custody Exchange Services

5.2.1 Contractor may be requested to serve families from various DCFS offices outside of their designated service area, depending on availability of resources and needs of the families such as the Asian and Pacific Islander (API) families needing services in an API language and American Indian/Alaska Native families, or Regional Offices needing additional SCCE support services.

5.2.2 Contractor must serve families in the community with an open case or referral under the jurisdiction of any of the following:

- 1)** Los Angeles County Superior Court Family Court Services

- 2) Dependency Court
- 3) Criminal Court
- 4) DCFS regional offices
- 5) Families who are self-referred; at a local Law Enforcement Agency or a safe location approved by CPM or designee within the designated service area.

5.2.3 Contractor's Program Coordinator must ensure that parents meet the criteria for Safe Child Custody Exchange, as follows:

- 5.2.3.1** Contractor must assess if parent is stable prior to custody exchange and must ensure the parent has sufficient resources for a productive exchange of child(ren) from one parent to the other. For example, does the receiving parent have the necessary car seats and/or provisions for the child.
- 5.2.3.2** Contractor must assess to the degree possible, by observation or conversation, that a parent is sufficiently stable as demonstrated by appropriate demeanor and behavior, and/or not under the influence of alcohol, marijuana, or controlled substances; impaired by prescription medications; or in a state of withdrawal prior to and during any scheduled custody exchange.

6.0 COUNTY'S ADMINISTRATION

- 6.1** A listing of all County Administration referenced in the following subparagraphs are designated in (Exhibit D) – County's Administration. The County will notify the Contractor in writing of any change in the names or addresses shown.
- 6.2** The County must provide a County Program Manager (CPM) to coordinate the delivery of the services of this Contract with the Contractor's Program Director (CPD).
- 6.3** The CPM or designated alternate will have full authority to monitor Contractor's performance in the day-to-day and overall operation of this Contract.
- 6.4** The CPM or designee will provide direction to Contractor in areas relating to continuous quality improvement, DCFS policy, procedural requirements,

and other information related to services provided under the FTC/SCCE contract.

- 6.5** The CPM is not authorized to make any changes in the terms and conditions of this Contract and is not authorized to obligate the County in any way whatsoever beyond the terms of this Contract.
- 6.6** Overall project coordination between Contractor and County must be through the CPM or designee and the Contractor's Program Director or designated alternates.
- 6.7** The CPM may, at his or her sole discretion, direct the Contractor to remove any of its personnel who the CPM determines has performed acts that are inimical to the interest of children or that otherwise made it inappropriate for such persons to be assigned to the provision of the Contract services.
- 6.8** The CPM, or other personnel authorized by the County, will monitor Contractor's performance under this contract using the quality assurance procedures specified in this Statement of Work. All monitoring will be conducted in accordance with Paragraph 8, Standard Terms and Conditions, Paragraph 8.15, County's Quality Assurance Plan, of the Contract, and using other measures at CPM discretion.

7.0 CONTRACTOR'S ADMINISTRATION

- 7.1** As required in the Paragraph 7, Administration of Contract – Contractor, Paragraph 7.2, Contractor's Program Director, of the Contract, Contractor's Administration must designate a Program Director responsible for daily management of Contract operation and overseeing the work to be performed by Contractor as defined in this Statement of Work.
- 7.2** Contractor's Program Director must be responsible for Contractor's day-to-day activities as related to this Contract and must coordinate with CPM on a regular and as-needed basis.
- 7.3** Contractor's Program Director or Program Coordinator must oversee all FTC/SCCE Family Time Coaches, Custody Exchange Facilitators, volunteers, and interns assigned to work on this contract.
- 7.4** Contractor must not schedule or conduct any meetings or negotiations under this Contract on behalf of the County or DCFS.
- 7.5** Contractor must respond to all calls, emails and/or reports from the CPM regarding Contractor's performance within one (1) business day.

- 7.6** Contractor's Program Director or Program Coordinator must be available during the County's regular business hours, Monday through Friday, from 8:00 a.m. until 5:00 p.m., to respond to County inquiries and to discuss problems and must have full authority to act for Contractor on all matters relating to the daily operation of this Contract.
- 7.7** Contractor must work with the CPM to help resolve any potential areas of noncompliance with contractual obligations before a problem occurs.
- 7.8** Contractor is responsible for providing program information and updates as needed between Contractor and County.
- 7.9** Contractor agrees that any work performed outside the scope of this Statement of Work (SOW) must be deemed a gratuitous act on the part of Contractor.
- 7.10** Contractor must make no claim against County unless as required in this SOW or as instructed in writing by the County Program Manager.

8.0 MANDATORY MEETINGS

8.1 Service Planning Area (SPA) Meetings

- 8.1.1** Contractor must hold meetings with Regional Office designees assigned to their contracted SPA and with CPM. The purpose of the meetings will be to communicate program updates and procedures and strengthen the collaboration between the County and Contractor.

- 8.1.1.1** The frequency of the meetings will be determined by the County and can be modified with CPM's pre-approval.

- 8.1.1.2** The meetings can be in-person or virtual.

8.2 Stakeholders' Meetings

- 8.2.1** Contractor must attend meetings scheduled by the County when deemed necessary to enhance organization and quality of program services and allow for timely decision-making. The frequency of the meetings will be determined by the County and can be modified with CPM's pre-approval.

9.0 HOURS OF OPERATION

- 9.1** Contractor's service providers and delivery sites must make services available outside of traditional business hours to remove barriers to family participation.
- 9.2** Contractor must adhere to the following hours of operations and service provision:
 - 9.2.1** Contractor must provide as many coached monitored family time hours that meet the needs of their designated SPA.
 - 9.2.2** If the requests exceed the capacity of the contractor to provide coached monitored family time, the contractor can request approval for a waitlist.
 - 9.2.3** At a minimum, Contractor must schedule ninety-six (96) hours per month in coached monitored family time and be available to provide family time from 8:00 a.m. to 8:00 p.m. seven days a week.
 - 9.2.3.1** Contractor must have sufficient coaches to provide the minimum ninety-six (96) hours of coached monitored family time per month.
 - 9.2.4** A minimum of four (4) family time sessions must be available on weekends, if requests for weekend family time have been submitted. A minimum of 2 family time sessions must be available on Saturday and on Sunday.
 - 9.2.5** Contractor must provide reason for cancellation of scheduled family time in the monthly report.
 - 9.2.6** Contractor must be available to provide safe child custody exchanges from 8:00 a.m. to 8:00 p.m. seven days a week.
- 9.3** Contractor must provide Family Time Coaches and facilitate family time and custody exchanges for at least five (5) of the following County Holidays. Two (2) of the holidays must be Thanksgiving and Christmas. Family time and custody exchanges may be scheduled between the Wednesday before Thanksgiving Day and the following Sunday for the Thanksgiving holiday, and between December 23 and December 27 for the Christmas holiday. Contractor must notify CPM in writing at the start of the calendar year the holidays Contractor must remain open:

1. New Year's Day (January 1)
2. Martin Luther King's Birthday (Third Monday in January)
3. Presidents Day (Third Monday in February)
4. Cesar Chavez (Last Monday in March)
5. Memorial Day (Last Monday in May)
6. Juneteenth (June 19)
7. Independence Day (July 4)
8. Labor Day (First Monday in September)
9. Indigenous People's Day (Second Monday in October)
10. Veterans Day (November 11)
11. Thanksgiving Day (Fourth Thursday in November)
12. Day after Thanksgiving (Friday after Thanksgiving Day)
13. Christmas Day (December 25)

- 9.4** Contractor must obtain approval from the CPM three (3) business days prior to any service interruption.

10.0 CONTRACTOR STAFF QUALIFICATIONS AND REQUIREMENTS

- 10.1** Contractor must be responsible for securing and maintaining staff that meet minimum qualifications and possess sufficient experience and expertise required to provide services required in this SOW and meet the requirements identified in the Contract. All staff in key personnel positions must be pre-approved by CPM.
- 10.2** Contractor must appoint a Program Director who must be responsible for administering and overseeing the FTC/SCCE Program provided under this Contract. The Program Director must have a minimum level of a bachelor's degree in psychology, child development, social work, sociology, or related field or a minimum of five (5) years of experience in managing a family time program and overseeing program staff. The family time program must include training volunteers, interns, or staff to become monitors for coached family time.
- 10.3** Contractor must provide one dedicated Program Coordinator at a minimum of 60% time for the FTC/SCCE Program. The Program Coordinator must have a minimum level of a bachelor's degree in psychology, child development, social work, sociology, or related field and/or a minimum of five (5) years of experience in coordinating program delivery for case

management, or therapy or counseling services, coached family time or equivalent. The Program Coordinator must serve as a Family Time Coach liaison between DCFS, the children and families, and the family time site(s).

- 10.4** Contractor must provide dedicated Family Time Coaches to monitor family time; provide parent support and parenting skills coaching; help parents or legal guardians structure positive time with their children; facilitate purposeful, positive family time between children and their parents or legal guardians; plan family time activities; complete reports; and maintain records. Family Time Coaches must be bilingual in the language of the family being served or Contractor must provide a language interpretation service such as Language Line, or a participant pre-approved by CPM, or designee who is fluent in the language of the family.
- 10.5** Contractor may hire additional staff and/or recruit interns and volunteers to serve as Family Time Coaches.
- 10.6** Contractor must provide sufficient staffing to meet the needs of the Safe Child Custody Exchange program component. Contractor may utilize FTC staff to serve as SCCE Custody Exchange Facilitators.
- 10.7** Contractor must make best efforts to on-board staff who reflect the community served.
- 10.8** Contractor must provide sufficient and competent personnel, which includes Family Time Coaches, interns and volunteers, as necessary, to perform all work in accordance with the requirements of the Contract.
- 10.9** Contractor must ensure that criminal clearances with subsequent arrest notification and background checks have been conducted for all Contractor's staff, interns, and volunteers, prior to beginning and continuing work under any resulting contract. The cost of such criminal clearances and background checks is the responsibility of the Contractor.
 - 10.9.1** Contractor's staff including volunteers and interns must be cleared through the Live Scan (criminal and child welfare background checks) process.
 - 10.9.2** Contractor must ensure to follow necessary steps to register with the California Department of Justice (DOJ) to receive subsequent arrest notifications.
- 10.10** Contractor must ensure all staff, interns and volunteers providing program services are able to provide services in a manner that effectively responds

to differences in cultural beliefs, behaviors, learning, and communication styles within the community serviced.

- 10.11** Contractor must provide services which are in full adherence with the DCFS Integrated Core Practice Model (Technical Exhibit A-3).
- 10.12** Contractor must notify the CPM in writing of any new key personnel no more than three (3) business days prior to the change(s), including name and qualifications.
- 10.13** Contractor must notify the CPM immediately when key personnel are terminated.
- 10.14** Contractor must submit the required qualification review documents, including copies of degrees, professional license (if required for the position) and resumes at least three (3) business days prior to hire day.
- 10.15** Contractor must ensure that no interruption of services occurs because of the change in personnel.
- 10.16** Contractor must not permit any employee, intern, or volunteer to perform services hereunder while under the influence of any alcoholic beverages, legal or illegal drugs, or other substances that may impair the employee's, intern's, or volunteer's physical or mental performance.
- 10.17** Contractor must maintain documentation in the personnel files of all staff, including interns and volunteers providing program services, including:
 - 10.17.1** All training hours and topics;
 - 10.17.2** Copies of resumes, degrees and professional licenses; and
 - 10.17.3** Criminal clearances including Subsequent Arrest Notifications.

10.18 Staff Training Requirements

- 10.18.1** By the 30th day from the contract start date Contractor must:
 - 10.18.1.1** Contractor must develop a training curriculum to be approved by CPM or designee.
 - 10.18.1.2** Ensure the staff, volunteers, and interns have completed the DCFS approved curriculum.

- 10.18.1.3** Provide a plan for the provision of training, supervision, and support for staff, volunteers, and interns.
- 10.18.1.4** Contractor must provide staff, volunteers, and interns with ongoing case conferences, group supervision, and quarterly meetings.
- 10.18.1.5** Contractor must develop and provide initial training for all staff, interns, Family Time Coaches, Custody Exchange Facilitators, and volunteers providing program services within 30 calendar days from their contract start date. This training must be approved by the CPM and include:
- 1) identifying child safety issues;
 - 2) instructing staff, interns, and volunteers in mandated reporting requirements;
 - 3) working with families affected by abuse and neglect;
 - 4) understanding the importance of family time;
 - 5) understanding the concept of trauma-informed practice;
 - 6) utilizing and expanding community cross sector Partnerships.
- 10.18.1.6** Contractor must develop and provide the Family Time Coaches training that includes the following:
- 1) learning methods of identifying and building family strengths;
 - 2) helping parents build on their own skills and confidence;
 - 3) promoting positive parent-child family interaction;

- 4) engaging with parents, including fathers, on creating nurturing relationships and attachment with children;
- 5) knowledge and familiarity of basic concepts of motivational interviewing skills, such as open questions, affirmations, reflective listening, and summarizing.

10.18.1.7 Contractor must develop and provide the Custody Exchange Facilitator with training including the following:

- 1) basic family court information, including confidentiality requirements;
- 2) understanding court orders and family time;
- 3) safety issues;
- 4) crisis planning;
- 5) exchange documentation;
- 6) basic understanding of domestic violence dynamics;
- 7) different court systems.

10.18.1.8 Contractor must ensure all coaching staff complete abridged refresher training based on topics included in Sections 10.18.1.5, 10.18.1.6, and 10.18.1.7 at minimum every two years. Abridged refresher training must be approved by CPM or designee.

10.18.1.9 Contractor must maintain training logs, preapproved by CPM (showing topics covered), sign-in sheets, accumulated Continuing Education Units (CEU), Program Coordinator/trainer case notes, etc.) regarding completion of the “Family Time Coach Curriculum” and other required training.

11.0 FAMILY TIME CENTERS

11.1 Family Time Center Sites

- 11.1.1** Contractor must meet the following FTC outcomes after the contract start date. By the 30th day from the contract start date, Contractor must:
 - 11.1.1.1** Attain at least one family time site per DCFS Regional Office in the designated SPA. All family time sites require preapproval from CPM or designee.
 - 11.1.1.2** Enter into a signed Contractor Memorandum of Understanding (MOU) with, e.g., local faith-based organizations, community centers, and/or governmental facilities. The MOU must indicate that the family time sites will allow all participants in the FTC to utilize the site for coached monitored family time, and celebration events.
 - 11.1.1.3** Identify, recruit, and obtain clearances, as stated in Section 10.9, for volunteers, staff, and interns.
 - 11.1.1.4** Hire personnel for all required positions, as stated in Section 10.0.
 - 11.1.1.5** Coordinate program, schedule family time, oversee reporting, and problem resolution.
 - 11.1.1.6** Acquire materials, supplies, and furnishings to provide a friendly, home-like atmosphere, including a cooking area if possible, and developmentally appropriate activity materials and toys.

11.2 Transportation

- 11.2.1** Contractor must assess the parent/caregiver's transportation needs to participate in family time.
- 11.2.2** If transportation issues are identified, Contractor must notify the assigned case-carrying CSW or SCSW as soon as possible.
- 11.2.3** In the event of a transportation emergency and if other options are determined to be unavailable, Contractor must assist parents with transportation costs.

11.2.4 Contractor may obtain transportation for the parent/caregiver at a cost of up to \$100 each.

11.2.4.1 The transportation may include public transportation, taxi, rideshare service, or other available options. Such assistance must be a one-time only occurrence per individual parent, as parents are responsible for anticipating transportation requirements as part of complying with their case plan.

11.3 Family Time Coaching

11.3.1 Contractor must ensure that children and families are linked with Family Time Coaches that are culturally competent by maintaining an attitude of cultural humility, honoring and respecting the beliefs and values of all families and recognizing that the cultural, ethnic and spiritual roots of the child, youth and family are a valuable part of their identity. Family Time Coaches must have a clear understanding of the following issues regarding racial disproportionality, disparity, implicit bias, and equity:

11.3.1.1 Disproportionate and disparate needs of children and families of color and LGBTQ+ populations, particularly due to being underserved and under resourced.

11.3.1.2 Racial bias, implicit bias and discrimination exhibited by individuals.

11.3.1.3 The meaning of and need for equity in human interactions.

11.3.1.4 Child welfare system factors that negatively impact children and families of color, including limited access to court appointed special advocates, contracted agencies not providing services in African American communities (even when required to do so), and a lack of quality assurance mechanisms that may help identify and correct differential treatment.

11.3.1.5 Geographic context, such as the region, State, or neighborhood.

11.3.2 Contractor must assess all children and families for specific and/or cultural needs. If the family has a language need and/or cultural

preference that the Contractor cannot provide, the Contractor must obtain needed services.

11.3.2.1 Assessment tools must be preapproved by CPM or designee.

11.3.3 Contractor must ensure that parents and caregivers are linked with Family Time Coaches that can model and teach fathers in the FTC program how to become nurturing fathers. Contractor must ensure parents are matched with coaches with their preferred gender to provide optimal modeling and coaching during family time.

11.3.4 Contractor's Family Time Coaches providing FTC services must meet the monitor requirements outlined in Monitor's Guidelines for Supervised Family Time (Technical Exhibit A-4).

11.3.5 Contractor must provide coached monitored family time to a minimum of twelve (12) families per month for the Family Time program.

11.3.5.1 Contractor must reassess the family every twelve (12) coached family time sessions to determine the need for continued services.

11.3.5.2 Contractor must provide justification at each reassessment using the Reassessment of Services Form (Technical Exhibit A-5) as to the reason family needs continued services. The frequency of the family time will be based on the need indicated in the CSW's referral.

11.3.6 County reserves the right to provide a list of recommended locations for family time centers to be developed by the Contractor in their designated SPA.

11.3.7 Contractor must ensure FTC sites are designed to promote meaningful family time between child(ren) and their parent(s) and legal guardian(s) in a clean, safe, and family-friendly environment. The site must be conducive to supporting parent-child interaction, offer developmentally appropriate family time activities, facilitate attachment and bonding, and allow for privacy.

11.3.8 Contractor must acquire materials, supplies, and furnishings to provide a friendly home-like atmosphere with developmentally appropriate activity materials and toys.

- 11.3.9** DCFS will allow the Contractor's Family Time Coaches and agency program staff to participate in the Child and Family Team (CFT) meeting if the parent(s) or caregiver(s) desire.

11.4 FTC Referral Process

- 11.4.1** The DCFS staff will submit referrals to Contractor's Program Coordinator or designee by e-mail transmission for FTC services using the Family Time Center Referral (Technical Exhibit A-6).
- 11.4.2** Contractor must confirm receipt of the referral by contacting the DCFS office designee through email within two (2) business days of receiving the referral.
- 11.4.3** Contractor must collaborate with the case-carrying DCFS CSW or designated DCFS liaison to discuss (either by phone or by email) the court orders and case plan goals for the family upon receipt of an FTC referral and prior to scheduling the first family time session.
 - 11.4.3.1** DCFS CSW will designate the number of family time per family to be monitored by the Contractor per week.
 - 11.4.3.2** Contractor will notify the CPM if unable to meet the family time needs of the referred family.
- 11.4.4** Contractor's Program Coordinator will maintain logs of all FTC services using the Monthly Service Report (Technical Exhibit A-7).
 - 11.4.4.1** Contractor's Program Coordinator must utilize and maintain the Monthly Service Report (Technical Exhibit A-7). The Monthly Service Report (Technical Exhibit A-7) must be submitted on a timely basis prior to or in conjunction with the Monthly Invoice (Technical Exhibit A-8) submissions.

11.5 FTC Intake Process

- 11.5.1** Contractor must connect with the parents and legal guardians, and/or respective caregivers, to discuss the FTC services within two (2) business days of confirming receipt of referral and must assess their scheduling and other needs and plans using the Family Time Center Program Intake Form (Technical Exhibit A-9).

11.5.1.1 Contractor must make a minimum of two (2) attempts over the course of three (3) business days by calling, text messaging, and/or emailing to connect with parents and legal guardians. Contractor must document the attempts and email them to the assigned CSW as needed.

11.5.1.2 Contractor must email the DCFS office designee and inform them if they are unable to contact and request additional contact information.

11.5.2 Contractor must request the parent(s), and legal guardian(s) sign the Visitor's Guidelines for Supervised Family Time (Technical Exhibit A-10) and provide information to parent(s) and legal guardian(s) on the importance of family time in relation to Court hearings and meeting legal timeframes. Contractor must request the parent(s) and legal guardian(s) to sign the Consent to Release and Exchange Information Form (Technical Exhibit A-11).

11.5.3 At least one (1) business day prior or as soon as possible, Contractor must notify CSW and DCFS office designee as to the date, time, and frequency of the family time which have been scheduled for the referred family.

11.6 Facilitating Family Time

11.6.1 Contractor must assess if parent(s) are stable prior to family time and must ensure the parent(s) or legal guardian(s) have sufficient understanding of appropriate behaviors and topics for safe and productive family time.

11.6.1.1 In consultation with the assigned CSW, Contractor must assess appropriateness of children and extended families to participate in celebration events.

11.6.2 Contractor must terminate a family time session (1) if a parent/legal guardian is under the influence or in a state of severe withdrawal prior to and/or during any scheduled family time or (2) if a parent/legal guardian clearly demonstrates an inability to abide by child safety considerations or comply with family time rules and requirements as outlined in Visitor's Guidelines for Supervised Family Time (Technical Exhibit A-10). Documentation for the termination must include quotes and observable behaviors. This documentation must be provided to CPM or designee upon request.

- 11.6.3** Contractor must notify the CSW in writing if there are any necessary modifications to the family time schedule because of changes in the children's, parents', or legal guardian's schedule; illnesses; family time site closures; or other reasons. The information will be documented in writing in the Contractor's case files.
- 11.6.4** To supplement in-person family time, the Contractor must provide virtual family time if approved by the case-carrying CSW. Virtual family time must not replace in-person family time on a regular basis unless approved by CPM or designee.
- 11.6.5** Contractor must make best efforts to notify the parents or legal guardians and/or parties transporting the child(ren) for the family time if cancellation is imminent and the Contractor is unable to reach DCFS CSW. Best efforts include calling, text messaging, and emailing.
- 11.6.6** When notified by the CSW of any modifications to the family time schedule, based on court orders or parent/child/legal guardian issues, Contractor must inform the parents and legal guardians of the reasons for the changed and/or cancelled family time.
- 11.6.7** Contractor's Family Time Coach must work with the parent and legal guardian to plan and prepare for the family time; coach and monitor the parent or legal guardian during the family time; and debrief/encourage the adult participants after the family time.
- 11.6.7.1** Secondary parties such as the therapists, and other service providers will be allowed to participate and/or observe the family time session if such participation or observation is not disruptive to the family time. Secondary parties must be pre-approved by CPM or designee prior to each family time.
- 11.6.7.2** After providing email notification to the Contractor's Program Director and Program Coordinator at least 24 hours prior to the family time, the CSW or designee assigned to the case must be allowed to participate and/or observe the family time session for the purpose of first-hand information regarding the progress of the parents/children family time and/or determining whether the family's time can be liberalized.

- 11.6.7.3** Contractor may disenroll a family from the program if the parents/legal guardian miss three (3) family time sessions without reasonable justification as assessed by Contractor and approved by CPM.

11.7 FTC Wait List

- 11.7.1** If the Contractor is at capacity for FTC, the Contractor must give families the option to be on a “Wait List.”
 - 11.7.1.1** If there is a wait list for FTC services for more than thirty (30) calendar days, the Contractor must work in collaboration with the CPM or designee, to develop a plan to address the wait list.
 - 11.7.1.2** Contractor must provide a monthly “Wait List” report to the CPM indicating the names of participants; and the report must document all contacts with the family and the expected length of time to start FTC services.
 - 11.7.1.3** The monthly “Wait List” report must be submitted by the seventh business day of the following month to the CPM or designee.

11.8 Celebration Events

- 11.8.1** Contractor must coordinate and host celebration events for FTC participants.
 - 11.8.1.1** Contractor must provide a gift card (per child, per event) of up to \$150.00 or purchase gifts totaling up to \$150.00 to celebrate a child’s special occasion, such as a birthday or graduation.
 - 11.8.1.2** Contractor will purchase items for the celebration, such as a meal, decorations, and activities. Cost of items must be within a reasonable amount.
 - 11.8.1.3** Contractor will facilitate familial connections and relationship building by including guests/extended family support, that are an important part of the child(ren)’s life. All participants/guests must be cleared by assigned case CSW and must be

assessed as appropriate to participate in the celebration event.

11.8.1.4 Contractor must track participants who attend celebration events through sign-in sheets and make these available to the CPM or designee.

11.8.1.5 Contractor must track participants who receive gifts through signed acknowledgement of receipt and make these available to the CPM or designee.

11.9 Promotion of Family Time Centers Services and Celebration Events

11.9.1 Contractor must provide outreach to DCFS regional offices in its respective SPA to inform DCFS of the services. Outreach must include but not limited to, visiting the regional offices at a minimum of one time every quarter of a year.

11.9.2 Contractor must inform the families participating in FTC services of the opportunities to celebrate a child's special event and reach out the families when the Contractor is aware that a special event is approaching.

12.0 SAFE CHILD CUSTODY EXCHANGE

12.1 Contractor must ensure Safe Child Custody Exchange services are designed for parents who conflict with one another or who have a history of domestic violence to promote a safe and supportive environment within which custody exchanges can be done safely and peacefully in order to protect children from being exposed to their parents' conflicts.

12.1.1 Contractor must meet the following Safe Child Custody Exchange Program requirements by the 30th day from the contract start date. Contractor must:

12.1.1.1 Recruit staff to conduct safe child custody exchange services and obtain background clearances including Livescan and subsequent arrest notifications.

12.1.1.1.1 Contractor must ensure they follow necessary steps to register with the California Department of Justice (DOJ) to receive subsequent arrest notifications.

12.1.1.1.2 Hire staff who will assist with the exchanges.

12.1.1.1.3 Coordinate the program, schedule safe custody exchanges, and oversee reporting.

12.1.2 Contractor must have the staffing capacity to provide safe child custody exchange services at a minimum of four (4) exchanges per month.

12.2 SCCE Referral Process

12.2.1 Contractor must accept referrals for access to Safe Child Custody Exchange services from County service providers, community organizations, self-referred clients, and for families with court orders for monitored custody exchanges.

12.2.2 Requests for custody exchange may be initiated through a variety of sources, including Los Angeles County Superior Court - Family Court Services, Dependency Court, or Criminal Court designee, community agencies providing domestic violence services, partner agency or self-referral.

12.2.3 In cases where the participant is referred to the Safe Child Custody Exchange Program by the Court or public or private agency and the referring entity utilizes a written referral form, the referring individual or agency must send to Contractor's Program Coordinator the Safe Child Custody Exchange Program Referral (Technical Exhibit A-12), and the Contractor must ensure that the form is completed in its entirety to proceed with the family's participation in the Safe Child Custody Exchange Program. In cases where the participant is self-referring to the Safe Child Custody Exchange Program, no referral form will be used. Self-referrals must complete a Safe Child Custody Exchange Program Intake Form (Technical Exhibit A-13).

12.2.4 Contractor's Program Coordinator must within two (2) business days confirm receipt of a Safe Child Custody Exchange Program Referral. The transmission confirmation must be placed in the client file.

12.2.5 Contractor must obtain from the requesting individual or agency copies of the court orders regarding custody and family time. In addition, Contractor must request from the parents or referring

agencies copies of any Orders for Protection (e.g., Restraining orders); copies of parents' identification documents (e.g., drivers' license or passports); automobile information, including driver's license plates; medical instructions regarding the children, designee and emergency forms.

12.2.6 Contractor must consult with CPM or designee before providing services to families with a high level of safety risk based on information provided by DCFS, court documents, referring party, custodial parent, family members, or other interested parties.

12.2.7 Contractor's Program Coordinator will maintain logs of all custody exchanges in the Monthly Service Report (Technical Exhibit A-7).

12.2.7.1 Contractor's Program Coordinator must utilize and maintain the Monthly Service Report (Technical Exhibit A-7). The Monthly Service Report (Technical Exhibit A-7) must be submitted on a timely basis prior to or in conjunction with the Monthly Invoice (Technical Exhibit A-8) submissions.

12.3 SCCE Intake Process

12.3.1 Once it is determined that an exchange is appropriate, based on the criteria in Sections 5.2.3, 12.1, and 12.2, the Contractor's Program Coordinator or designee must begin to make arrangements.

12.3.2 Contractor must make a minimum of two attempts by calling, text messaging and/or emailing to connect with parents and legal guardians. Contractor must document the attempts and email them to the assigned CSW or court designee, if applicable.

12.3.2.1 Contractor must meet with the parent(s) separately to discuss the Safe Child Custody Exchange Program services, procedures and rules; Contractor must schedule exchanges based on the availability of the participants.

12.3.2.2 Contractor must request parent(s) to sign three forms:

1) Safe Child Custody Exchange Program Guidelines (Technical Exhibit A-14);

- 2) Authorization for Alternate Designee For Monitored Exchange (Technical Exhibit A-15);

12.3.2.3 Contractor must request copies of picture identification from the parent and provide the parent with a copy of the Safe Child Custody Exchange Program Guidelines and other pertinent safe exchange information.

12.4 Facilitating Exchanges

12.4.1 Contractor must assess if parents are stable at the time of the safe child custody exchange.

12.4.1.1 The assessment must involve evaluating through observation and conversation if parents are demonstrating any concerning behaviors which could constitute a safety risk, including appearing combative or aggressive; being under the influence; erratic behaviors or appearing to demonstrate concerning mental health issues; or if the child demonstrates fear and/or expresses concerns about being safe with the parent.

12.4.1.2 Contractor must evaluate if the exchange can go forward if any of the above safety concerns are identified regarding either or both parent(s).

12.4.1.3 Contractor must contact the Child Protection Hotline (CPH) based on mandated reporting requirements.

12.4.1.3.1 Contractor must notify in writing the case-carrying CSW (if there is one) and the CPM or designee regarding child safety concerns and any referrals to CPH.

12.4.2 Contractor's Custody Exchange Facilitator must always be present during the exchanges and will meet with the parent who has custody of the child(ren) at the law enforcement facility or another safe location pre-approved by CPM or designee.

12.4.3 Contractor must arrange for separate rooms or other means to ensure that there is no contact between the custodial and visiting

parents, if prohibited by a court order, or at the request of either client.

- 12.4.4** Contractor must inform the parent who will be dropping off the child(ren) that they must leave the child(ren) only with the Contractor's Custody Exchange Facilitator and the parent must bring the child(ren) 15 minutes before the other parent is scheduled to arrive. If there is no separate waiting room, Contractor's Custody Exchange Facilitator must inform the parent, dropping off the child, that they must leave the site immediately, unless otherwise requested.
- 12.4.5** Contractor's Custody Exchange Facilitator may also require that the parents be in separate rooms and a parent to wait for 15 minutes after the other parent leaves with the child(ren) before departing.
- 12.4.6** Contractor's Custody Exchange Facilitator, including volunteers and interns, must wait with the child(ren) for the other parent to pick up the child(ren).
- 12.4.7** Upon the other parent's arrival, the exchange will take place.
- 12.4.8** Contractor must terminate an exchange (1) if a parent/legal guardian is under the influence or exhibiting symptoms of withdrawal or (2) if a parent/legal guardian clearly demonstrates an inability to abide by child safety considerations or comply with the Safe Child Custody Exchange Program Guidelines (Technical Exhibit A-14). Documentation for the termination must include quotes and observable behaviors. All exchange activities, including terminations, must be documented on the Safe Child Custody Exchange Case Notes (Technical Exhibit A-16). This documentation must be provided to the Court designee or DCFS upon request.
- 12.4.9** Contractor's Program Coordinator or designee must contact the parent(s), legal guardian(s), and/or parties transporting the child(ren) to inform them of the reason for the cancelled exchange. The information on these efforts will be documented in writing in the Contractor's case files. Best efforts include sending notifications by calling, text messaging, and emailing.

12.5 SCCE Exchange Sites

Contractor must partner with law enforcement agencies to establish custody exchange sites at their facilities. Exchanges may take place at other safe locations if pre-approved by CPM or designee.

12.6 SCCE Wait List

- 12.6.1** If the Contractor is at capacity for the SCCE, the Contractor must give families the option to be on a "Wait List."
- 12.6.2** If there is a wait list for SCCE services for more than thirty (30) calendar days, the Contractor must work, in collaboration with the CPM or designee, to develop a plan to address the wait list.
- 12.6.3** Contractor must provide a monthly "Wait List" report to the County Program Manager indicating the names of participants; the report must document all contacts with the family and the expected length of time to start SCCE services.
- 12.6.4** The monthly "Wait List" report must be submitted by the seventh business day of the following month to the County Program Manager or designee.

12.7 Promotion of the Safe Child Custody Exchange Services

- 12.7.1** Contractor Program Coordinator must identify a point-person to work in promoting the SCCE Program at the Los Angeles County Superior Courts within their service area including Family Law Court, Dependency Court, Criminal Court, and agencies providing domestic violence services within their service area.
- 12.7.2** Contractor must provide outreach to inform underserved victims of domestic violence about the Safe Child Custody Exchange services. Outreach must include but not be limited to dissemination of program information to relevant agencies, such as domestic violence programs.
 - 12.7.2.1** Contractor must promote program awareness and opportunities through flyers or broadcast media outlets. All media must be approved by CPM prior to publishing.
 - 12.7.2.2** Contractor must also discuss any logistical needs and arrangements based on their promotion

strategy (i.e. room/space set-up, permission to post flyers).

- 12.7.3** Contractor must prepare written and/or digital outreach materials which describes the Safe Child Custody Exchange Program and will distribute the outreach materials throughout the Los Angeles County Superior Court - Family Law Court liaisons including mediators, Dependency Court including Los Angeles Dependency Lawyers (LADL – parent counsel), or Criminal Court and relevant agencies and partners including Parents in Partnership (PIP) throughout the county.

13.0 SERIOUS INCIDENT REPORTS

- 13.1** Contractor must provide FTC/SCCE Serious Incident Report (SIR) (Technical Exhibit A-17) that documents any significant criminal or disciplinary action, health and safety issue, rules violation or action involving liability including, but not limited to, the following:

- 1) treatment complications;
- 2) serious accidents or injuries to the client (requires immediate notification to CPM and designee, and assigned CSW);
- 3) morbidity (disease or illness);
- 4) death of client/caregiver/client significant other (requires immediate notification to CPM and designee, and assigned CSW);
- 5) activities that place clients at risk of harm or cause unusual pain, or cause others to be at risk of harm; and
- 6) violent altercation or threat of violent altercation requires immediate notification to CPM, designee, and assigned CSW.

- 13.1.1** SIRs must include the name and DOB of the child, the location of the child, and the name of the caregiver and relationship to the child.

- 13.2** Contractor must email SIRs within one (1) business day of Contractor notification of the incident to the County Program Manager with a copy to the designee and the assigned CSW.

- 13.3** Contractor must call the Child Protection Hotline (CPH) per the mandated reporter requirements. If a CPH call is made, the SIR must include the referral number, if a referral was taken, or the name of the CPH staff who declined to take the referral.

14.0 REPORTS AND RECORDKEEPING

14.1 Family Time Center Reports and Recordkeeping

- 14.1.1** Contractor must, at a minimum, maintain a data tracking system at the level necessary to provide the required reports.
- 14.1.2** Contractor must create a case file for each family to document all information regarding the family time, including filing copies of any written reports, including observation forms created by the Family Time Coach as part of monitoring the family time.
- 14.1.2.1** Contractor must include documentation required by the County in the case files.
- 14.1.2.2** Contractor must also include documentation on contacts and/or attempted contact with CSWs, parents/legal guardians, and caregivers.
- 14.1.2.3** Contractor must include documentation on assessment of parent transportation needs and subsequent action taken in accordance with Section 11.2.
- 14.1.3** Contractor must complete the Family Time Coach Observation Form (Technical Exhibit A-18) and provide it to the CSW and Supervising Children's Social Worker (SCSW) within seven (7) business days of the monitored family time. The Family Time Coach Observation Form (Technical Exhibit A-18) must include the name and contact information of the Family Time Coach who participated in the family time.
- 14.1.3.1** Contractor must provide feedback within seven (7) business days of each monitored family time to the parents, legal guardians, and CSW to ensure that strengths are noticed and documented and any adverse issues pertaining to the parent/child relationship are addressed and resolved as expeditiously as possible.

14.1.3.2 Contractor's Program Coordinator must document in the client file any observations made about the parent's interaction with the child (e.g. age-appropriate activities, parenting abilities, etc.) utilizing the Family Time Coach Observation Form (Technical Exhibit A-18).

14.1.4 Contractor must provide a Reassessment of Services Form (Technical Exhibit A-5) to the CSW and SCSW within seven (7) business days of the twelfth family time session that includes at a minimum an assessment of whether the family should continue receiving FTC services or be referred to other less intensive family time monitoring services.

14.1.5 Contractor must track participation for the Celebration Events and include information in the monthly service reports submitted to the CPM.

14.2 Safe Child Custody Exchange Program Reports and Recordkeeping

14.2.1 Contractor must provide monthly referral and client information via the Monthly Service Report (Technical Exhibit A-7) to the County Program Manager.

14.2.2 Contractor must provide copies of referrals, reports, logs and other documentation to the County Program Manager upon request.

14.2.3 Contractor's Program Coordinator must document in the parent's case file all services provided and attempts to make contact or schedule services. The parent's case file must include copies of any written reports provided by the Los Angeles County Superior Court - Family Services Court, Dependency Court, or Criminal Court.

14.2.4 Contractor must also include documentation on attempts to receive minute orders/custody orders, protective orders/restraining orders, and required documentation referenced in Section 12.2.5.

14.2.5 Contractor's Program Coordinator or designated Contractor staff must document in the client file any observations made about the parent's interaction with the child (e.g. age-appropriate activities, parenting abilities, etc.) utilizing the Family Time Coach

Observation Form (Technical Exhibit A-18) or other form applicable to the Safe Child Custody Exchange program.

- 14.2.6** Contractor must work with families, and Los Angeles County Superior Court - Family Services Court, Dependency Court, Criminal Court or DCFS to develop their skills and understanding of issues regarding children and their parents to keep children safe while facilitating paths for connection to parents from whom they are separated.

14.3 Monthly Report

- 14.3.1** Contractor must provide County with a Monthly Service Report (Technical Exhibit A-7) for the previous month indicating the work and activities performed. The Monthly service report must include information such as the:

- 1)** number of referrals received, number of coaches available, the gender of the coaches, site locations, and the number of referrals received from each DCFS Regional Office;
- 2)** number of families and children and ethnicities served;
- 3)** County-approved list showing the monitored parent/legal guardian-child family time or exchanges facilitated, broken out by dates of family time, and child(ren) and adult participants' names;
- 4)** number of scheduled and completed family time or exchanges and the reasons why scheduled family time or exchanges were not completed;
- 5)** parents or legal guardian provided service/resource referrals, types of referrals provided, and brief description of the programs.

- 14.3.2** Contractor must provide County with a monthly service report that must include success stories, outreach to Regional Offices, holidays the agencies were open, barriers to complete family time or exchanges and policies or procedures to comply with any Corrective Action Plan, if applicable.

14.3.3 Contractor must provide County requested data. The County reserves the right to request additional records, data (including but not limited to internal agency data collection and consultant data collection) and reports as needed.

14.3.4 The Monthly Service Report (Technical Exhibit A-7) must be submitted within seven business days from the end of the report month.

14.4 Client Satisfaction Surveys

14.4.1 Contractor must provide voluntary client satisfaction surveys at closing:

1) Family Time Center Client Survey (Technical Exhibit A-19).

2) Safe Child Custody Exchange Client Survey (Technical Exhibit A-20).

14.4.2 Contractor must provide clients with a stamped envelope addressed to DCFS FTC/SCCE Program at: 510 S. Vermont Avenue, 14th Floor, Los Angeles, CA 90020 for client submission of completed surveys.

14.4.3 Contractor must utilize client satisfaction survey electronic form once available.

15.0 QUALITY ASSURANCE PLAN

15.1 The Contractor must establish and maintain a Quality Assurance Plan (QAP) to ensure the requirements of the contract are met.

15.1.1 Contractor must submit a draft of its QAP for evaluation to demonstrate how all the requirements of the Contract will be met. A finalized copy of the plan must be provided to the County Program Manager within thirty (30) calendar days of the Contract start date and as significant changes, such as staffing or programmatic changes occur.

15.2 The original QAP and any revisions thereto must include, but not be limited to, the following:

15.2.1 Methods used to ensure that the quality of service performed fully meet the performance requirements set forth in the Statement of Work. Contractor must include methods for identifying and

preventing deficiencies in the quality of service performed before the level of performance becomes unacceptable.

15.2.2 Methods for ensuring uninterrupted service to the County in the event of a strike or any other potential disruption in service, which may include medical leaves, vacations, absences, pandemics, or recruitment issues, etc., by Contractor's employees including Program Director and Program Coordinator.

15.3 Contractor must not utilize any employee whose work has been deemed deficient and unacceptable by the County.

15.3.1 A record of all inspections conducted by the Contractor, any corrective action taken, the time a problem was first identified, a clear description of the problem, and the time elapsed between identification and completed corrective action, must be provided to the County upon request.

15.3.2 The QAP will be reviewed annually by Contractor and County Program Manager and revised, if needed.

15.3.3 County reserves the right to request and obtain from Contractor an updated QAP for any identified issue of concern at any time.

15.4 Services Program Evaluation

15.4.1 Contractor must actively participate in annual technical reviews to assess compliance with performance requirements.

15.4.2 Contractor must collect and share participant identifying information such as name, date of birth, demographics, and any assigned County and/or agency identification numbers.

15.4.3 Contractor must actively participate in evaluation activities. Said evaluation on activities included, but are not limited to collection and sharing of data on:

15.4.3.1 Program implementation;

15.4.3.2 Participant characteristics such as cultural beliefs, behaviors, learning, and communication styles within the community serviced;

15.4.3.3 Contractor's efforts to address equity, racial disparity and disproportionality; and

- 15.4.3.4** Participant outcomes including activities outlined in the Performance Outcome Measure Summary (Technical Exhibit A-2).

16.0 QUALITY ASSURANCE MONITORING

The County will evaluate the Contractor's performance under this Contract using the quality assurance procedures as defined in this Contract, Paragraph 8, Standard Terms and Conditions, Paragraph 8.15, County's Quality Assurance Plan.

- 16.1** Contractor will be subject to a program review by the County, at a minimum of once per year, for the period of the contract. Contractor must make available to the County, upon request, the following records for review:

- 16.1.1** Personnel records, pertaining to paid and volunteer staff or interns who work or worked as part of Contractor.

- 16.1.2** Participant Case Records.

- 16.1.3** Financial Records, including but not limited to Single Audit/Audit Financial Reports, General Ledgers, Profit and Loss statements, monthly invoices, timesheets, and original invoices.

- 16.1.4** Contractor must provide a response using the Corrective Action Plan (CAP) draft provided by CPM or designee for any areas found to be deficient because of the technical review, including billing deficiencies, within ten (10) business days of the receipt of the Technical Review Findings.

- 16.2** Contractor and CPM will have regular meetings to monitor program efficiency, issues, and for the CPM to provide technical support as needed.

- 16.2.1** Contractor must cooperate with DCFS' Continuous Quality Improvement (CQI) Division to utilize the Integrated Core Practice Model (Technical Exhibit A-3) to measure practice and system improvement work.

- 16.2.2** Contractor must participate in the continuous quality improvement work of the County.

- 16.3** The CPM, or other personnel authorized by the County, will monitor Contractor's performance under this contract using the quality assurance procedures specific in this Statement of Work and Performance Requirement Summary (Technical Exhibit A-1). All monitoring will be

conducted in accordance with Paragraph 8, Standard Terms and Conditions, Paragraph 8.15, County's Quality Assurance Plan, of the Contract.

17.0 GREEN INITIATIVE

- 17.1** Contractor must use reasonable efforts to initiate "green" practices for environmental and energy conservation benefits.
- 17.2** Contractor must notify County's Program Manager of Contractor's new green initiatives prior to the contract commencement.

18.0 PERFORMANCE REQUIREMENTS SUMMARY

- 18.1** Contractor must adhere to the requirements specified in the Performance Requirements Summary (Technical Exhibit A-1).

TECHNICAL EXHIBITS FOR FAMILY TIME CENTERS SAFE CHILD CUSTODY EXCHANGE STATEMENT OF WORK

Technical Exhibit	
A-1	Performance Requirements Summary
A-2	Performance Outcome Measure Summary
A-3	Integrated Core Practice Model
A-4	Monitor's Guidelines for Supervised Family Time
A-5	Reassessment of Services Form
A-6	Family Time Center Referral
A-7	Monthly Service Report
A-8	Monthly Invoice
A-9	Family Time Center Program Intake Form
A-10	Visitor's Guidelines for Supervised Family Time
A-11	Consent to Release and Exchange Information
A-12	Safe Child Custody Exchange Referral
A-13	Safe Child Custody Exchange Program Intake Form
A-14	Safe Child Custody Exchange Program Guidelines
A-15	Authorization for Alternate Designee for Monitored Exchange
A-16	Safe Child Custody Exchange Case Notes
A-17	Serious Incident Report
A-18	Family Time Coach Observation Form
A-19	Family Time Center Client Survey
A-20	Safe Child Custody Exchange Client Survey

Technical Exhibit A-1: Performance Requirements Summary

PERFORMANCE REQUIREMENTS SUMMARY

	REQUIRED SERVICES	PERFORMANCE INDICATOR	ACCEPTABLE QUALITY LEVEL	COMPLIANCE MONITORING METHOD	REMEDIES FOR NON-COMPLIANCE WITH PERFORMANCE STANDARD
1.	Identify and provide family time site(s) that have family friendly settings with home-like amenities. Section 11.1.1.1 Section 11.1.1.6	At least one family site per DCFS Regional Office in the designated SPA with home-like amenities such as a cooking area, and comfortable space for family interaction.	100% of the time.	Annual Technical Review	Failure to meet this requirement will result in a FINDING during the Technical Review and a Corrective Action Plan must be submitted.
2.	Create the “Family Time Coach Curriculum” and obtain CPM approval. Section 10.18.1 Section 10.18.1.1	CPM approved training curriculum in place within 30 days of the start of the contract.	100% of the time.	Verification of completion to be submitted within 30 days of contract start and Annual Technical Review	Failure to meet this requirement will result in a FINDING during the Technical Review and a Corrective Action Plan must be submitted.
3.	Train all coaches on the “Family Time Coach Curriculum.” Sections 10.18.1.5, 10.18.1.6, and 10.18.1.7	All Family Time Coaches and Contractor staff have completed the “Family Time Coach Curriculum” training prior to engaging with families.	100% of the time.	Track training on agency training logs, for Ad Hoc and Annual Technical Review	Failure to meet this requirement will result in a FINDING during the Technical Review and a Corrective Action Plan must be submitted.
4.	Safely provide family time services for eligible clients.	Maintain Monthly Service Report (Technical Exhibit A-7) of families who received family time services Section 11.4.4	100% of the time.	Annual Technical Review	Failure to meet this requirement will result in a FINDING during the Technical Review and a

	REQUIRED SERVICES	PERFORMANCE INDICATOR	ACCEPTABLE QUALITY LEVEL	COMPLIANCE MONITORING METHOD	REMEDIES FOR NON-COMPLIANCE WITH PERFORMANCE STANDARD
	Section 4.2, Section 11.0				Corrective Action Plan must be submitted.
5.	Partner with law enforcement agencies to establish custody exchange sites at their facilities and identify a point-person at the courts and agencies providing domestic violence services to promote SCCE. Section 4.3.1, Section 12.5, and Section 12.7.1	Provide point-person contact information and custody exchange sites to CPM and designee	100% of the time.	Annual Technical Review	Failure to meet this requirement will result in a FINDING during the Technical Review and a Corrective Action Plan must be submitted.
6.	Safely provide SCCE services for eligible clients. Section 4.3, Section 12.0	Maintain Monthly Service Report (Technical Exhibit A-7) of families who received SCCE services Section 14.2.1	100% of the time.	Annual Technical Review	Failure to meet this requirement will result in a FINDING during the Technical Review and a Corrective Action Plan must be submitted.

7.	Hours of Operation Section 9.0	Family time sites and staff must be available: ▪ Service delivery availability is seven days a week from 8:00 a.m. to 8:00 p.m. ▪ A minimum of 2 family time sessions must be available on Saturday and also on Sunday, for a total of 4 family time sessions on the weekend, if requests for weekend family time have been submitted. Safe Child Custody Exchange staff must be available seven days a week from 8:00 a.m. to 8:00 p.m. Contractor must provide Family Time Coaches, and facilitate family time and custody exchanges for at least five (5) County Holidays. Two (2) of the holidays must be Thanksgiving and Christmas. Family time and custody exchanges may be scheduled between the Wednesday before Thanksgiving Day and the following Sunday for the Thanksgiving holiday, and between December 23 and December 27 for the Christmas holiday.	100% of the time.	Annual Technical Review	Failure to meet this requirement will result in a FINDING during the Technical Review and a Corrective Action Plan must be submitted.

8.	Reports and Record Keeping Section 14.0	Contractor must submit and/or have available the following reports: • Case Files and Family Time Coach Observation Form (Technical Exhibit A-18) to document all information regarding the family's time. Contractor must use a Family Time Coach Observation Form (Technical Exhibit A-18) to report the progress of the family time to the CSW. • Monthly Service Report (Technical Exhibit A-7) to indicate the work and activities performed.	100% of the time.	Annual Technical Review	Failure to meet this requirement will result in a FINDING during the Technical Review and a Corrective Action Plan must be submitted.
9.	Celebration Events Section 11.8	Contractor to coordinate and host celebration events for FTC participants. Contractor is to provide a one-time gift card (per child) of up to \$150.00 or purchase gifts totaling up to \$150.00 to celebrate a child's special occasion, such as a birthday or graduation. In addition, the Contractor will purchase items for the celebration, such as a meal, decorations, and activities. Contractor is to facilitate maintaining familial connections and relationship building by	100% of the time.	Annual Technical Review	Failure to meet this requirement will result in a FINDING during the Technical Review and a Corrective Action Plan must be submitted.

		including guests/extended family support, that are an important part of the focus-child's life. All participants/guests must be cleared by DCFS and must be assessed as appropriate to participate in the celebration event.			

TECHNICAL EXHIBIT A-2: Performance Outcome Measure Summary

COUNTY'S PERFORMANCE OUTCOME MEASURE SUMMARY		
PROGRAM: Family Time Centers/Safe Child Custody Exchange Program		
OUTCOME GOAL: FTC Safety, permanency, well-being		
SCOPE GROUP: Parents and children receiving court ordered monitored family time for family reunification purposes who meet the 5.1.1 target requirements.		
COUNTY'S OUTCOME INDICATORS	PERFORMANCE TARGET	METHOD OF DATA COLLECTION
Parenting skills will be improved by attending a minimum of twelve (12) coached monitored family time.	Observation logs will document improved parenting skills, for example parents have needed fewer interventions by the coached monitor after attending a minimum of twelve coached monitored family time.	1. Observation logs will include a tally of coach interventions for each family time. 2. Data collected in monthly reports.
OUTCOME GOAL: SCCE Safety, permanency, well-being		
SCOPE GROUP: Families in the community who meet the 5.2.2 target requirements and can benefit from child custody exchange services.		
COUNTY'S OUTCOME INDICATORS	PERFORMANCE TARGET	METHOD OF DATA COLLECTION
Contractor must ensure Safe Child Custody Exchange services are designed for parents who conflict with one another or who have a history of domestic violence to promote a safe and supportive environment within which custody exchanges can be done safely and peacefully to protect children from being exposed to their parents' conflicts.	Custody exchanges will support children to be exchanged from one parent to another safely without incident.	1. Case notes of SCCE staff facilitating exchanges. 2. Data collected in monthly reports.

Integrated Core Practice Model

Practice Components



California Integrated Core Practice Model (ICPM) Practice Behaviors



Foundational Behaviors	
- Be open, honest, clear, and respectful in your communication. - Promote accountability.	
PRACTICE BEHAVIORS	LEADERSHIP BEHAVIORS
Engagement Behaviors - Listen to the child, youth, family members, and others who have responsibility to care for a child or youth and demonstrate that you care about their thoughts and experiences. Engagement is a continuous service process that lies at the heart of this practice model and recognizes that family members are the best experts about their own life and story. - Demonstrate an interest in connecting with the child, youth, and family to help them identify and meet all their goals across all systems from which they are receiving services. - Identify and engage family members and others who are important to the child, youth, and family. - Support and facilitate the family's capacity to advocate for themselves. - Meet the child, youth, and family at times and in locations that are convenient for them and where they are comfortable.	Engagement Behaviors for Leadership - Create opportunities to gain new knowledge and skills, try new things, learn from mistakes, and take time to use critical thinking and reflection, even in times of crisis. - Establish and maintain regular and frequent communication to encourage an active partnership that engages staff at all levels in implementation and system improvement activities. - Show that you care by listening to stakeholders (children, families, community members, and Tribes) and staff at all levels to hear their successes, concerns/worries, and ideas for working together to both celebrate successes and overcome barriers. - Create regular opportunities to explore and affirm the efforts and strengths of staff and agency partners, fostering leadership through gains in skill and abilities, confidence, and opportunities to mentor others.
Assessment Behaviors From the beginning and throughout all work with the child, youth, family, and their team, engage in initial and ongoing formal and informal safety and risk assessment and permanency planning.	Inquiry/Exploration Behaviors for Leadership - Track and monitor barriers and challenges. - Be transparent with staff and stakeholders (children, families, community members, and Tribes). - Seek input and perspective to develop solutions at all staff levels and with stakeholders. - Advance mutually reflective, supportive supervision at all levels.
Teaming Behaviors - Work with the family to build a supportive team. - Demonstrate the skills required to facilitate the team process, engaging the team in planning and decision-making with, and in support of, the child, youth, and family irrespective of your role on the team. - Work with the team to address the evolving needs of the child, youth, and family. - Work collaboratively with community partners to create better ways for children, youth, and families to access services.	Teaming Behaviors for Leadership - Develop partnerships with effective community-based service providers with cultural connections to families receiving services. - Work with families, youth, communities, and other stakeholders and peers as active partners in implementation of best practices, policy development, and problem-solving to support the CPM. - Model inclusive decision-making with staff at all levels across agencies and with partners using teaming structures and approaches to implement and support the CPM.

California Integrated Core Practice Model (ICPM) Practice Behaviors



PRACTICE BEHAVIORS	LEADERSHIP BEHAVIORS
Service Planning and Delivery Behaviors • Work with the family and/or youth and their team to build an integrated plan that will focus on changing behaviors that led to the circumstances that brought the family to the attention of the service agency or agencies; assist the child, youth, and family to achieve safety, permanency, and to heal from trauma. • Goals, strategies, and interventions are tied to observable progress that is important to the child, youth, and family members. Plans are monitored and revised as needed to ensure that successful outcomes remain the focus.	Advocacy Behaviors for Leadership • Promote advocacy by providing frequent and regular opportunities for Tribes, agency partners, staff, youth, families, and caregivers to share their voice. • Advocate for the resources needed to support and develop staff, and to provide effective, relevant, culturally responsive services for families.
Transition Behaviors • Work with the family to prepare for change in advance and provide tools for managing placement changes, social worker changes, and other significant transitions.	Accountability Behaviors for Leadership • Listen and provide timely feedback to staff and stakeholders and establish a shared expectation for follow-up. • Support staff and hold each other accountable for sustaining the CPM by utilizing a practice to policy feedback loop that engages staff and stakeholders in data collection and evaluation. • Identify and implement a transparent process at all levels to track staffing gaps and plan organizational changes. • Identify and implement a transparent process at all levels to monitor for practice fidelity and effectiveness.



Family Time (Visitation):



Monitor's Guidelines for Supervised Family Time

BACKGROUND

- As a monitor, you play a vital role in helping build the relationships between children and their family of origin.
- Studies indicate that family time, (also known as visitation) between parents and children is the single best predictor of family reunification.
- Family time also reduces the amount of time children are in placement and is linked to healthier development, attachment, future relationships and mental health for foster children.
- Remember, family time is part of a continuum and that every case is individualized to meet the needs of each family.
- As the monitor, you provide support to the family while ensuring that the rules and guidelines of any supervised family time are followed.

UNLESS OTHERWISE ORDERED BY THE COURT, THE MONITOR WILL:

- Monitor conditions to ensure the safety and welfare of the child.
- Avoid taking sides with either party.
- Ensure that all contact between the child and the visiting party (which includes parents/legal guardians and other family members) is within the monitor's hearing and sight at all times, and that discussions are audible to the monitor.
- Speak in a language spoken by the child and the visiting party.
- Advise the visiting party of their options and whether they can have a translator present or a monitor who can navigate multiple languages, as necessary.



- Be mindful and respectful of the family's unique culture, traditions, customs and language. As the monitor, advise the family of the rules of communication prior to the start of family time and respectfully redirect the child and the visiting party if they begin speaking in a language you do not understand. Remember, family time is essential to family reunification; this factor should not be a reason to terminate or halt the session. You must balance this with the primary need to ensure interactions between the child and their family are appropriate.
- For a child who identifies as lesbian, gay, bisexual, transgender, queer or questioning (LGBTQ+), beware of rejecting behaviors (such as not using the child's preferred name or gender pronoun or not allowing the child to talk about their LGBTQ+ identity) during family time, as rejecting behaviors greatly increase the possibility of negative outcomes for LGBTQ+ children and youth.
- Ensure that the visiting party demonstrates affirming behavior toward the child and uses affirming language when addressing the child. This includes addressing the child by their chosen name and gender pronouns with which they identify.
- Redirect the visiting party if they make derogatory comments about parents/legal guardians, their family, caregiver, child or child's sibling.
- Redirect parents/legal guardians to discuss the court case or possible future outcomes with their social worker.
- The monitor nor the child should be used to gather information about the other parent/legal guardian or caregiver or to transmit documents, information or personal possessions.
- No family time is to occur while the visiting party appears to be under the influence of alcohol or illegal drugs.
- Ensure that the parties follow all additional guidelines set forth by DCFS or the court (e.g., all visitors must be pre-approved).

SAFETY CONSIDERATIONS FOR SEXUAL ABUSE CASES

In cases where there are allegations of sexual abuse, in addition to the guidelines above, there are other special considerations, unless otherwise ordered by the court. However, each circumstance and case needs to be assessed individually when determining whether the following rules should apply. While child safety is always the priority, facilitating interactions to maintain, strengthen or repair the parent-child bond needs to be taken into account.

- No exchanging of gifts, money or cards.
- No photographing, audio taping or videotaping of the child.



- No physical contact with the child such as lap-sitting, hair-combing, stroking, hand-holding, prolonged hugging, wrestling, tickling, horse-playing, changing diapers or accompanying the child to the bathroom.
- No whispering, passing notes, hand signals or body signals.
- No supervised family time in the location where the alleged sexual abuse occurred.

LEGAL RESPONSIBILITIES AND OBLIGATIONS FOR ALL MONITORS

- Advise the parties before commencement of supervised family time that no confidential privilege exists.
- Report suspected child abuse or neglect to the DCFS Child Protection Hotline (1-800-540-4000) as provided by law, and inform the parties of the monitor's obligation to make such reports.
- Implement the guidelines as specified above.
- Suspend or terminate family time when appropriate according to the below section entitled, "Temporary Suspension or Termination of Supervised Family Time".

ADDITIONAL LEGAL RESPONSIBILITIES OF PROFESSIONAL AND THERAPEUTIC MONITORS

In addition to the legal responsibilities and obligations required above, Professional and Therapeutic Monitors must:

- Prepare a written contract to be signed by the parties before commencement of the supervised family time. The contract must inform each party of the supervised family time guidelines.
- Review custody and family time orders relevant to the supervised family time.
- Implement an intake and screening procedure as listed on Procedural Guide 0400-504.00, Family Time.
- Comply with additional requirements as listed below under, "Additional Requirements for Professional and Therapeutic Monitors".

TEMPORARY SUSPENSION OR TERMINATION OF SUPERVISED FAMILY TIME

- Monitors must make every reasonable effort to provide safe family time for the child and the visiting party. However, if a monitor determines that the guidelines of family time have been violated, the child has become acutely distressed or the safety of the child or the monitor is at risk, family time may be temporarily interrupted, or terminated and rescheduled.
- Reasons to terminate family time, include, but are not limited to:
 - Spanking, hitting or threatening the child.
 - Emotionally, verbally, physically or sexually abusing the child.



- All interruptions or terminations of family time must be recorded in the case file.
- Monitors must advise both parties of the reason(s) for interruption of family time or termination.

ADDITIONAL REQUIREMENTS FOR PROFESSIONAL AND THERAPEUTIC MONITORS

Professional and Therapeutic Monitors must state the reasons for temporary suspension or termination of supervised family time in writing and provide the written statement to both parties, their attorneys, the attorney for the child and the court.

I understand my role and responsibility as a monitor and agree that I am willing and able to follow the instructions as described above.

Monitor's Signature _____

Date _____



Sample Talking Points for Monitors

SAMPLE INTRODUCTORY TALKING POINTS FOR MONITORS

- Hello, my name is _____ and I am here to monitor this important family time you have with your child(ren).
- My primary role is to make sure everyone is safe, including you, as well as your child(ren).
- I also want to do everything I can to ensure you have as meaningful and positive family time, as possible.
- If I see you or your child struggling, I may jump in to provide support.
- At the end of family time, if your child(ren) feels anxious, withdrawn, sad or confused, it may be because leaving you is difficult. It may be hard but it's a sign of healthy attachment. Feel free to comfort your child and remind them that you will see them again.
- After your time together, I will be here if you feel like sharing what went well or what you may wish to do differently next time.
- Also, if you would like to request a Child and Family Team Meeting (CFTM) at any time to discuss case issues, including family time, let your social worker know.

POINTS TO REMEMBER

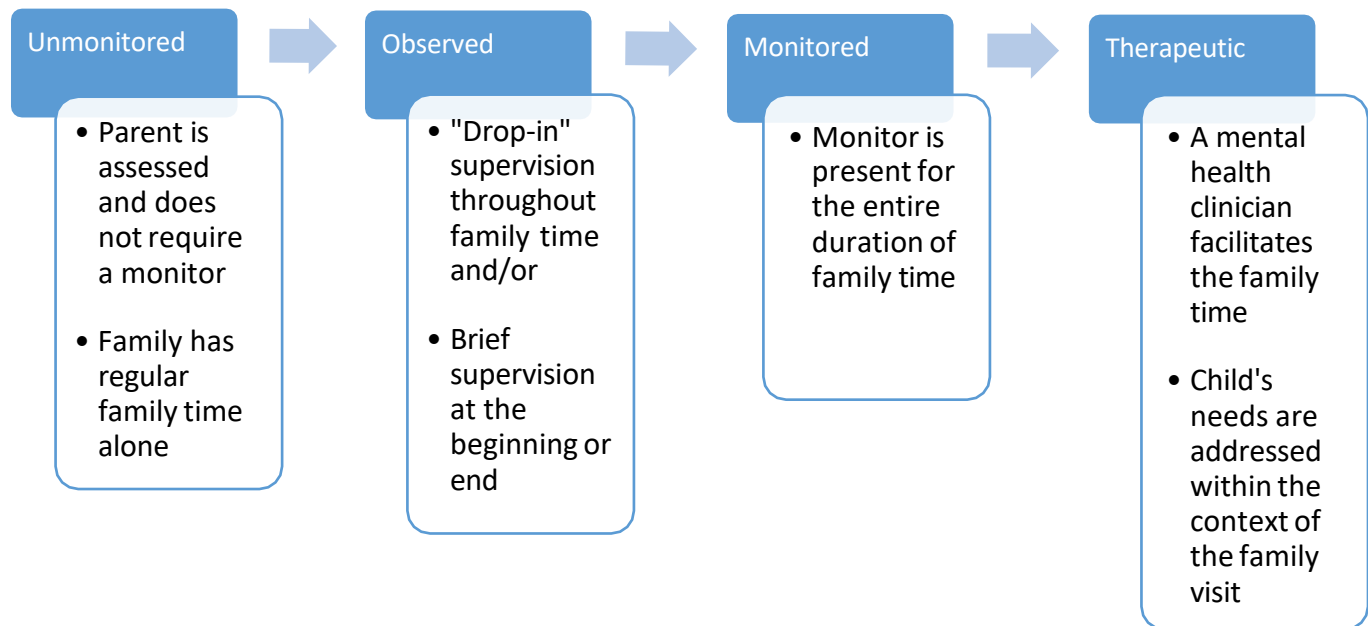
- A child's reactions to family time can be misunderstood. Typical behaviors and feelings should be understood and communicated to parents and caregivers, as they may be due to the following:
 - Feelings of loss and separation
 - Feeling conflicted in their loyalty
 - Feelings of lack of control
 - Confusion as to the reasons they cannot go home
 - Their inability to communicate their feelings
- Be prepared to answer difficult questions that the child may ask (i.e., "When can I go home? Why is this happening to me?"). Help parents answer their child's question in a positive, strength-based approach.
- It is critical to remain positive and strength-based when speaking to children about parents and refrain from making negative comments. Model compassion by treating parents with respect and kindness, and without judgement.



- Inquire about a child's or family's cultural and religious practices. Obtaining this information can be significant to promoting frequent contact, supporting reunification, and preserving the child's cultural and community connections.

Types of Family Time

From least to most restrictive



Reassessment of Services Form

Family Time Coach Name:	CSW:
	SCSW:
Phone #	Phone #:
Person(s) Participating:	
Mother:	Father:
Child(ren):	Others:
Coached Monitored Family Time	
Family Time Sessions Completed:	Missed/Cancelled Sessions:
Total Completed:	Total Missed:
Coaching Assistance Provided:	
Parent/Caregiver Strengths:	
Areas to Strengthen or Concerns:	
Summary Assessment:	
CSW Feedback:	
Liberalization of Family Time:	

Family Time Coaching completed by:

 Print Name

 Signature

FAMILY TIME CENTER (FTC) REFERRAL

DCFS Office: _____ Agency: _____ SPA: _____

DCFS Contact Person: _____ Email: _____

Family Time Location: _____

CSW MUST ASSESS PARENT/PARTICIPANT AS SOMEONE WHO WILL BENEFIT FROM INTENSIVE COACHING DURING FAMILY TIME WITH THEIR CHILD(REN). PARENT/PARTICIPANT MUST BE WILLING TO COMPLY WITH PROGRAM POLICIES, PROCEDURES, AND GUIDELINES. PARENT/PARTICIPANT MUST ALSO BE ASSESSED NOT TO POSE AN UNDUE SAFETY RISK TO THEIR CHILD(REN). ACCEPTANCE IS DETERMINED BY THE AVAILABILITY OF THE FAMILY TIME CENTER AND/OR COACHES.

Please Print Clearly

Today's Date:	Family Time Day:	Family Time Start Time:	Family Time End Time:

Type of Placement: ☐ Home of Parent ☐ Home of Relative ☐ Foster Family Agency ☐ Other _____

Case Name:	Mother's D.O.B:	7 Digit State ID #:

Child's Name	Sex	D.O. B	Age	Ethnicity	Child's Name	Sex	D.O. B	Age	Ethnicity

Family Time Parent/Participant (1):	D.O.B.:	Cell:
Parent/Participant (1) Address:		
Family Time Parent/Participant (2):	D.O.B.:	Cell:
Parent/Participant (2) Address:		

☐ **Family Needs a Coach fluent in a language other than English**

Please specify language needs:

Caregiver Name (1):	Cell:
Caregiver Address:	
Caregiver Name (2):	Cell:
Caregiver Address:	

CSW:	Phone:	Cell:	Email:
SCSW:	Phone:	Cell:	Email:

Allegation (s):

☐ Physical Abuse	☐ Neglect/ Failure to Protect	☐ Emotional Abuse/Cruelty	☐ Caretaker Absence	☐ Sexual Abuse	☐ Fatality	☐ Sibling at Risk

Other Case History:

☐ Mental Health Issues	☐ Custody Conflict
☐ Domestic Violence	☐ Other (please explain):
☐ Substance Abuse	☐
☐ Medical Issues	☐

Special Instructions:

CSW Signature: _____

SCSW Signature: _____

Screeners Signature: _____

Approved: ☐ Yes ☐ No Date: _____

[illegible]

[illegible]

Family Time Centers: Celebration Events

[illegible]

Family Time Centers

[illegible]

[illegible]

[illegible]

[illegible]

Report Month:	Family Time Center											
	New DCFS Clients			Continuing DCFS Clients			Total	Total	Total	DCFS Referring Office		
	Families	Adults	Children	Families	Adults	Children	DCFS	DCFS	DCFS	DCFS Office (# 1)	DCFS Office (# 2)	DCFS Office (# 3)
Jan-28							0	0	0			
Feb-28							0	0	0			
Mar-28							0	0	0			
Apr-28							0	0	0			
May-28							0	0	0			
Jun-28							0	0	0			
Jul-28							0	0	0			
Aug-28							0	0	0			
Sep-28							0	0	0			
Oct-28							0	0	0			
Nov-28							0	0	0			
Dec-28							0	0	0			

[illegible]

[illegible]

[illegible]

[illegible]

Performance Outcomes						
Report Month	FTC Program			SCCE Program		
	Parents/Legal Guardians			Families		
	Total Participants	Attended 12 or more coached visits	Demonstrated improvement in parenting skills	Total Participants	Total Safe Exchanges without incident	Total Exchanges with incident
Jan-28						
Feb-28						
Mar-28						
Apr-28						
May-28						
Jun-28						
Jul-28						
Aug-28						
Sep-28						
Oct-28						
Nov-28						
Dec-28						
Total:	0	0	0	0	0	0

Family Time Center / Safe Child Custody Exchange Monthly Invoice

Agency's Name: _____
 Address: _____
 City and Zip: _____
 Telephone: _____
 Contact Person: _____

Contract No. _____
 Invoice No. _____
 Invoice Date: _____
 Service Period: _____
 Billing Month: _____

Cost Category	Budget (A)	Actual Monthly Expenditures (B)	Year to Date Expenditures (C)	Available Unexpended Budget (A-C)
I. SALARIES & EMPLOYEE				
BENEFITS:				
a. Salaries & Wages				
b. Employee Benefits				
c. Consultants				
II. NON-PERSONNEL COSTS:				
Supplies				
Coach Stipends				
Celebration Events				
Family Time Centers Stipends				
Facility Related Cost				
Professional Development				
Communications				
Indirect Costs				
TOTAL				

Invoice \$ _____

Certification of Agency Representative

I certify, under penalty of perjury, that this invoice is true in all respects .

Print Name: _____ Signature: _____ Date: _____

For Use by DCFS Program Manager only Approving CPM

Approving CPM: _____ Signature _____ Date: _____
 (Print)

Family Time Center Program Intake Form

Personal Information:

Parent/Participant Name: _____ DOB: _____

Address: _____

Cell Number: _____

Emergency Contact Name and Number: _____

Child(ren) who will participate in coached monitored family time:

Name	Age	Gender	DOB

Relationship to child(ren): _____

Language Preference: _____

Other Service Preferences (i.e. culture, gender etc.):

Needs Assessment:

Are you currently participating in court ordered programs (i.e. parenting, therapy etc.)?

☐ Yes ☐ No

If so, what services are you participating in? _____

Are you currently participating in monitored family time with your child(ren)? If so, please provide the current family time plan, approved monitors, and how long this plan has been in effect.

What are you hoping to gain from receiving coached monitored family time with the FTC Program? __

What skills do you wish to improve through receiving coached monitored family time? For example: communicating with your child(ren), addressing challenging behaviors with your child(ren), engaging/playing with your child(ren) etc. _____

Transportation and Scheduling Assessment:

Which day(s) of the week and time of day are you available for your family time to occur?

☐ Monday ☐ Tuesday ☐ Wednesday ☐ Thursday ☐ Friday ☐ Saturday ☐ Sunday

What time of the day are you mostly available?

☐ Morning (8am – 12pm) ☐ Early Afternoon (12pm – 3pm)

☐ Late Afternoon (specify) _____

Please specify your preferred date and time: _____

What is your primary form of transportation? _____

Do you require assistance with transportation? _____

Do you receive transportation assistance from DCFS? _____

Other:

Do you or your children have any special needs that we should be aware of? _____

Notes: _____

Date: _____

Staff: _____



Family Time (Visitation):



Visitor's Guidelines for Supervised Family Time

Family time (also known as visitation) is critical for maintaining relationships and connections that are important to the child(ren). Studies indicate that family time between parents and children is the single best predictor of family reunification. Family time also reduces the amount of time children are in placement and is linked to healthier development, attachment, subsequent relationships, and mental health for children placed in foster care.

Please follow the guidelines below to ensure a protective and supportive experience for you and your child(ren) during family time.

- If you need to miss a visit, let the involved parties (such as the Department of Children and Family Services social worker, monitor, and caregiver) know at least 24 hours in advance.
- Be on time for your family time.
- Be open to receiving feedback, suggestions, and role modeling from the monitor and follow directions given by them that are linked to your child(ren's) safety.
- Arrive for family time clean and sober. Use of alcohol or illegal drugs during family time is cause for immediate termination of the visit.
- Only those who have been previously planned for and approved by the social worker may visit.
- Communicate in the language understood by both the monitor and the child.
- Making derogatory comments about the other parent, their family, caretaker, child, or child's siblings is not permitted.
- Do not discuss the court case or allegations, if you have any questions regarding the case, please address them with your social worker.
- Remain in visual and hearing range of the monitor at all times.



- Attempting to use the monitor or the child to gather information about another party or caretaker or to transmit documents, information, or personal possessions is not permitted.
- Spanking, hitting, or threatening the child is not permitted.
- Emotional, verbal, physical, or sexual abuse are not permitted.
- Cooperate with the monitor in ending family time at the pre-arranged time or if family time needs to end due to an emergency or child safety concern.

SAFETY CONSIDERATIONS FOR SEXUAL ABUSE CASES

In cases where there are allegations of sexual abuse, in addition to the guidelines above, there are other special considerations, unless otherwise ordered by the court. However, each circumstance and case needs to be assessed individually. You may inquire about and discuss the following rules with the social worker.

- No exchanges of gifts, money, or cards.
- No photographing, audio recording, or video recording of the child.
- No physical contact with the child such as lap sitting, hair combing, stroking, hand holding, prolonged hugging, wrestling, tickling, horse playing, changing diapers, or accompanying the child to the bathroom.
- No covert communication such as whispering, passing notes, hand signals, or body signals.
- Family time may not take place in the location where the alleged sexual abuse occurred.

The monitor may terminate family time at any time if any of the above guidelines are not followed, or if any other behavior occurs which the monitor deems inappropriate, places the child at risk of physical or emotional harm, or if the child appears distressed.

I understand my responsibility as a visitor and agree that I am willing and able to follow the guidelines as described above.

Visitor's Signature: _____

Date: _____

Visitor's Signature: _____

Date: _____

COMMUNITY BASED SUPPORT PROGRAMS
CONSENT TO RELEASE AND EXCHANGE INFORMATION

1. Case Name	2. Case Number		
3. Parent's/Guardian's Names <i>(if different from Case Name)</i>	4. Date of Birth		
5. Parent's/Guardian's Names <i>(if different from Case Name)</i>	6. Date of Birth		
7. Name(s) of Children	8. Date(s) of Birth		
1 _____	_____		
2 _____	_____		
3 _____	_____		
4 _____	_____		
5 _____	_____		
6 _____	_____		
9. CONSENT STATEMENT I/we understand that as a necessary part of my/our participation in the Community Based Support Program(s), the agencies involved must have access to records pertaining to my/our family. Therefore, I/we give permission to the Department of Children and Family Services (DCFS) to release, disclose, and/or exchange information about myself and my child(ren) listed above with a Community Based Agency and the participating agencies which may include, but are not limited to: the Departments of Health Services, Mental Health, Public Social Services and Education; and the school systems. This consent includes both written and oral communication related to social, medical, developmental, psychological, educational, behavioral and other individual and family issues. This signed consent form will remain in effect for the duration of my/our family's participation in the Community Based Support Program(s) indicated in #14 below.			
10. Signature of Parent(s) Guardian(s)	11. Date of Signature		
_____	_____		
_____	_____		
12. Children's Social Worker (CSW) Signature	13. Date of Signature		
14. Select Program Authorized for Referral: <table style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> ☐ Adoption, Promotion & Support Services (APSS) ☐ Child Abuse Prevention, Intervention & Treatment (CAPIT) ☐ Family Preservation Program (FPP) </td> <td style="width: 50%; vertical-align: top;"> ☐ Partnership for Families (PFF) ☐ Prevention and Aftercare Services (PnA) ☐ Substance Use Services ☐ Other: _____ </td> </tr> </table>		☐ Adoption, Promotion & Support Services (APSS) ☐ Child Abuse Prevention, Intervention & Treatment (CAPIT) ☐ Family Preservation Program (FPP)	☐ Partnership for Families (PFF) ☐ Prevention and Aftercare Services (PnA) ☐ Substance Use Services ☐ Other: _____
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PROGRAMAS COMUNITARIOS DE APOYO

CONSENTIMIENTO PARA REVELAR Y CAMBIAR INFORMACIÓN

1. Nombre del Caso	2. Número del Caso		
3. Nombre de Padre(s) / Madre(s) o Guardianes <i>(Si es diferente al Nombre del Caso)</i>	4. Fecha de Nacimiento		
5. Nombre de Padre(s) / Madre(s) o Guardianes	6. Fecha de Nacimiento		
7. Nombre(s) de Niño(s) y Niña(s)	8. Fecha(s) de Nacimiento		
1 _____	_____		
2 _____	_____		
3 _____	_____		
4 _____	_____		
5 _____	_____		
6 _____	_____		
9. DECLARACIÓN DE CONSENTIMIENTO PARA REVELAR INFORMACIÓN Yo/nosotros entiendo/entendemos que cómo una parte necesaria de mi/nuestra participación en la Agencia del Programa Comunitario, las agencias involucradas tienen que tener acceso a los archivos pertinentes a mi/nuestra familia. Por lo tanto, yo/nosotros le damos nuestro permiso al Departamento de Servicio para Niños y Familias (DCFS) para revelar, divulgar, y/o intercambiar información sobre mi persona y mi niño(s)/niña(s) los antes mencionados con la Agencia de Programa Comunitaria y las agencias participantes que pueden incluir, pero no son limitadas a los Departamentos de: Servicios de Salud, Salud Mental, Servicios Sociales Públicos y de Educación. Este consentimiento incluye tanto la comunicación por escrito como la comunicación oral pertinente a los asuntos sociales, médicos, de desarrollo, psicológicos, educativos, de compartimiento u otros asuntos individuales o familiares. Este consentimiento firmado continuará vigente durante la participación de mi familia en el programa indicado abajo (#14).			
10. Firma de Padre(s) / Madre(s) o Guardianes	11. Fecha de Firma		
_____	_____		
_____	_____		
12. Firma del Trabajador Social para Niños	13. Fecha de Firma		
14. Indique el Programa Autorizando para Referencia: <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> ☐ Adoption, Promotion & Support Services (APSS) ☐ Child Abuse Prevention, Intervention & Treatment (CAPIT) ☐ Family Preservation Program (FPP) </td> <td style="width: 50%; vertical-align: top;"> ☐ Partnership for Families (PFF) ☐ Prevention and Aftercare Services (PnA) ☐ Substance Use Services ☐ Other: _____ </td> </tr> </table>		☐ Adoption, Promotion & Support Services (APSS) ☐ Child Abuse Prevention, Intervention & Treatment (CAPIT) ☐ Family Preservation Program (FPP)	☐ Partnership for Families (PFF) ☐ Prevention and Aftercare Services (PnA) ☐ Substance Use Services ☐ Other: _____
☐ Adoption, Promotion & Support Services (APSS) ☐ Child Abuse Prevention, Intervention & Treatment (CAPIT) ☐ Family Preservation Program (FPP)	☐ Partnership for Families (PFF) ☐ Prevention and Aftercare Services (PnA) ☐ Substance Use Services ☐ Other: _____		

SAFE CHILD CUSTODY EXCHANGE (SCCE) REFERRAL**Please Print Clearly**

Today's Date:	Referring Party Name:	Referring Party Number: Referring Party Email:

RECEIPT OF REFERRAL WILL BE CONFIRMED WITHIN TWO BUSINESS DAYS.Joint Custody: ☐ Full Custody: ☐ Which parent has full custody? _____

Child's Name	Sex	D.O.B.	Age	Ethnicity	Child's Name	Sex	D.O.B.	Age	Ethnicity

Parent Name (1):	D.O.B:	Cell:
Parent Address:		
Parent Name (2):	D.O.B:	Cell:
Parent Address:		

REFERRAL GENERATED BY – PLEASE CHECK BELOW

Case Number:	
☐ DCFS	☐ Family Law Attorney
☐ LASC	☐ Probation
☐ Family Court	☐ Self
☐ Outside Agency	☐ Other:

Court Documents attached: ☐ Yes ☐ No

Language:

☐ Spanish	☐ English	☐ Other

Case History:

☐ Neglect	☐ Mental Health Issues
☐ Physical Abuse	☐ Domestic Violence
☐ Emotional Abuse	☐ Substance Abuse
☐ Sexual Abuse	☐ Medical Neglect

Special Instructions (is there a family time plan in place):

Referring Party Signature: _____

Parent Signature: _____

Screener Signature: _____ **Approved:** ☐ Yes ☐ No Date: _____

Note: Both parents/exchange parties must agree to participate in the program. This program is FREE of charge to participating families.

Safe Child Custody Exchange Program Intake Form

Personal Information:

Parent/Participant Name: _____ DOB: _____

Address: _____

Cell Number: _____

Emergency Contact Name and Number: _____

License Plate #: _____ Car Make, Model and Year: _____

Child(ren) who will participate in exchange:

Name	Age	Gender	DOB

Relationship to child(ren): _____

Referral Reason (i.e. DCFS safety plan, Court Order, Self-Referral): _____

Briefly list information on court case history involving you, the other parent/exchange party, and your children (juvenile dependency, delinquency, criminal, dissolution of marriage, paternity, other):

Other Exchange Participant:

Parent/Participant Name: _____

Relationship to child(ren): _____

Address: _____

Cell Number: _____

Give a brief history of the relationship between yourself, the other parent/other exchange participant and the children involved, including past frequency of contact, caretaking, etc. _____

History of Conflict and/or areas of Concern:

Are there any restraining or protective orders preventing you and your ex-partner/other exchange participant from having contact with each other? ☐ Yes ☐ No

If so, how long has the order been in place and when does it expire? _____

Do you have any safety concerns with your ex-partner/other exchange participant? If so, please explain:

Would you be interested in appointing a designee to drop off and pick up your children if safety is a present concern? _____ Yes _____ No Name: _____

Cell phone: _____ Relationship to the child: _____

Are any of the following occurring with you or any of the exchange participants?

☐ Domestic Violence	☐ Mental Health issues	☐ Drug Abuse (including over the counter medications)
☐ Alcohol Abuse	☐ Physical Abuse	☐ Neglect/Abandonment
☐ Abduction/or threats of	☐ Violence/or threats of	☐ Other:

If any of the boxes were checked above, please provide a brief description: _____

Custody and Family Time (Visitation) Agreements:

Who presently has legal custody of the children?

☐

Mother

☐

Father

☐

Other: _____

Who presently has physical custody of the children?

☐

Mother

☐

Father

☐

Other: _____

Please specify if there are different custody arrangements for each child: _____

Which police station is most convenient for you? _____

What are the requested dates/times of exchange for pick-up and drop-off?

Other:

Do you or your children have any special needs that we should be aware of? _____

Notes: _____

Date: _____

Staff: _____

Safe Child Custody Exchange Program Guidelines

I _____, acknowledge I have received a copy of the following guidelines and rules of conduct for participation in the Safe Child Custody Exchange (SCCE) Program. By signing this form, I understand and agree to the terms stated herein and consent to receive SCCE services facilitated by the SCCE designated provider, _____.

1. I understand the following rules and procedures must be followed for all exchanges, including both the drop-off and pick-up of the involved child(ren):
 - SCCE program staff must be present at all times during the scheduled custody exchanges.
 - Behavior and appearance of all custodial parents/parties involved in the exchanges will be evaluated and documented by SCCE staff at drop-off and pick-up in order to proceed with scheduled exchanges.
 - The custodial parents/parties involved must arrive at the appointed time and leave the premises as scheduled in order to ensure a smooth and timely exchange.
 - Arrival and departing times for all custodial parents/parties involved must be verified and documented.
 - The custodial parents/parties involved in the exchange must be available to arrive 15 minutes before the appointed start time, and/or must be available to depart 15 minutes following the appointed start time in order to avoid direct contact with the other custodial parent/exchange parties.
 - If there is a delay of either drop-off or pick-up of the child(ren) SCCE staff must be notified immediately.
 - Exchange arrangements must be made in accordance with DCFS recommendations (if DCFS is involved), court/custody orders, and legal protective/restraining orders.
 - All changes to exchange schedules must follow modifications made to court/custody orders, and legal protective/restraining orders.
 - Receiving parent/parties must ensure they have resources/items necessary to care for child (i.e. car seat, provisions, etc.).
2. The following must be avoided at all times:
 - Use of expletives, demeaning, or inappropriate language.
 - Shouting, yelling, or aggressive communication.
 - Intimidating, abusive or violent behavior and/or threats of abuse or violence.
 - Inappropriate demands, including demands for physical contact.
 - Deliberately viewing or attempting to view the receiving parent at any time during or after the exchange.
 - Inappropriate touching.
 - Parents must not attempt any exchange of correspondence, court or legal documentation, child support, gifts, or any messages through SCCE staff or SCCE program participants.
 - Inappropriate behavior including appearing under the influence of substances or behavior indicating mental duress

- Behavior that may pose a safety risk.
3. Parents/parties involved must avoid contact with each other. All observed interactions will be documented, reported, and may lead to cancellation of services.
 4. Exchange of legal documentation or court information is not allowed at exchange sites or surrounding areas by participants or process servers.
 5. The scheduled exchanges must remain safe and stress-free for all parties involved.
 6. Parents/parties involved may provide the following to the SCCE staff only (not to the other parent):
 - Information regarding child(ren)'s medical needs.
 - Child(ren)'s prescribed medication.
 7. Parents/parties involved are to refrain from making derogatory comments about the other parties involved or speak negatively about one another, or extended family.
 8. Legitimate concerns must be formally reported to SCCE staff for review. Please note this may result in subsequent reporting to DCFS and/or law enforcement, and may result in interruption or termination of services.
 9. Use of alcohol and non-prescription drugs is not allowed. Suspicion of the use of these substances will result in immediate termination of the exchange.
 10. Weapons or any items that could be used as weapons are not permitted during the exchanges.
 11. The need for emergency cancellations or rescheduling must be communicated to SCCE staff promptly, no less than 48 hours prior to the scheduled exchange. SCCE staff must be provided with medical documentation for any cancellations and/or rescheduling which is due to health reasons.
 12. Absent emergency cancellations or rescheduling, no unexpected changes are to be made to the agreed upon exchange schedule unless ordered by the Court, DCFS, or SCCE program staff.
 13. Non-emergent requests for changes must be made at least one week ahead of the scheduled exchange and are subject to approval.
 14. Incidents, threats, suspicion of, or disclosure of abuse or violence will be documented and reported to DCFS and/or law enforcement as legally required.
 15. Non-compliance with any rule may lead to the termination of services. Documentation of rules violations will be made to DCFS and/or the Courts.

Signature of SCCE Participant: _____ Date: _____

Signature of SCCE Staff: _____ Date: _____

Safe Child Custody Exchange Program

AUTHORIZATION FOR ALTERNATE DESIGNEE FOR MONITORED EXCHANGE
(To be completed by a Parent/Legal Guardian)

No one other than the parent/legal guardian will be permitted to drop off or pick up the child(ren) for monitored exchanges or family time (visits) unless the parent/legal guardian designates another person by completing and returning this form.

PARENT/LEGAL GUARDIAN:

Do you want anyone else to pickup/deliver your child(ren)? _____ Yes _____ No

If yes, please complete the following and **attach a copy of the alternate designee's California Driver's License #** _____.

Name: _____

Address: _____

Telephone: _____

License Plate Number: _____

Car Make, Model & Year: _____

Relationship to Parent: _____

Designee's are expected to be familiar with rules and procedures, monitors and exchange facilitators reserve the right to refuse to work with anyone who is disruptive to the program. Non-compliance with any rule or challenging the authority of program staff may lead to the termination of agency services.

I authorize my designee to drop off/pick up my child(ren). In return for my use of the monitored exchange services, I release the monitor/exchange facilitator from all claims, and I assume all risks for claims which may arise as a result of acts or omissions by my designee.

If I or my authorized designee fail to pick up the child(ren) following the scheduled monitored exchange, I am aware that the Department of Children and Family Services (DCFS) will be notified.

Signature of Parent/Legal Guardian	Date
Signature of Custodial Parent	Date

Safe Child Custody Exchange (SCCE) Case Notes

CUSTODIAL PARENT’S NAME: _____ Cell Phone: _____

Referral Agency: _____ Phone: _____

Contact Person: _____ Email: _____

Referral Generated From:

- ☐ DCFS
- ☐ LASC
- ☐ Family Court
- ☐ Community Agency
- ☐ Family Law Attorney
- ☐ Probation
- ☐ Self
- ☐ Other: _____

Date Requested: _____

Exchange Location: _____ Address: _____

Day of Exchange: Monday ____ Tuesday ____ Wednesday ____ Thursday ____ Friday ____ Saturday ____ Sunday ____

Exchange Time: Drop-off _____ Pick-up _____

Notes:

Scheduled Exchange Date	Exchange Completed Y/N	Exchange Canceled Y/N	Exchange Facilitator	Notes (Reason for cancelation, exchange concerns, challenges or incidents)

[illegible]

FAMILY TIME CENTERS/SAFE CHILD CUSTODY EXCHANGE SERIOUS INCIDENT REPORT (SIR)

AGENCY INFORMATION:

Agency Name:	SPA:
Address:	Telephone:

CASE INFORMATION:

Source (DCFS/self-referral):	Referral Date:	Referral Type (FTC/SCCE):

INCIDENT:

Date:	Time:	Location:
Staff Present:		

CHILD INFORMATION:

Name:	
DOB:	Age at time of incident:
Type of Placement (<i>Residential, Foster, Home of Parent</i>):	
Case Status (Reunification Services; Appeals; Non-DCFS etc.):	

CAREGIVER(S) INFORMATION:

Name:	DOB/Age:
Name:	DOB/Age:
Relationship (<i>Parent, Legal Guardian, Foster, Adoptive, Prospective Adoptive, Relative, Other</i>):	

TYPE OF INCIDENT: (Check all that apply)

	AWOL/Runaway Immediate notification		Injury/Illness/Accident		Child Abuse
	Substance Abuse		Suicide Attempt Immediate notification		Police Involvement
	Physical Abuse		School Related		Criminal Involvement
	General Neglect		Self-Endangerment immediate notification		Sexually Related
	Death of client, caregiver, sibling Immediate notification		Endangerment of Others		Other:

INCIDENT DETAILS (*Who, Where, When, What, How*):

RECOMMENDED SERVICES & RESOURCES TO ADDRESS INCIDENT:

COMMENTS:

SIGNATURES:

Staff Making Report	Name/Title	Date/Time
Supervisor	Name/Title	Date/Time

Police Report #		Representative taking report info (name & contact info):	
Child Abuse #		Representative taking report info (name & contact info):	
Other Report #		Representative taking report info (name & contact info):	

Submission: Email SIR within one business day of notification of the incident to the County Program Manager with a copy to the designee and assigned DCFS CSW (if open DCFS case).

Family Time Coach Observation Form

(the term "parent" includes legal guardian)

CSW:	Child(ren) Name: 1.
SCSW:	Name: 2.
Parent/Participant's name:	Name: 3.
Relationship to child:	Name: 4.
Date/Time:	
Agency Name:	Number of family time sessions completed:
Location of family time:	Number of family time sessions cancelled:
Duration of family time session:	Indicate if this is the initial family time session:

Please provide observations made during the family time session.	
In what area(s) did the parents need Coaching? For example, attentive to the child's needs and meeting them, setting limits or discipline, problem solving. What type of Coaching was provided?	
What parent strengths were observed during the family time session?	
What parenting needs were observed during the family time session?	
Summary of activities engaged in or how the time was spent.	
The child(ren)'s reaction to the family time and how they interacted with the parent.	
Level of comfort, emotional support, physical care, and/or sense of security and stability the parent provided the child(ren).	

How did the parent and child(ren) conclude the family time session, for example, was the good-bye emotionally effective or was there emotional dysregulation?					
Other Comments:					
Number of coach interventions needed during this family time session.		Has parent attended twelve or more coached monitored family time sessions?	☐ Yes ☐ No	Has parent demonstrated improved parenting skills and/or needed fewer coach interventions?	☐ Yes ☐ No

Family Time /Coaching completed by: _____

Print Name

Date _____

Signature

Family Time Center Client Survey

The purpose of the Family Time Center (FTC) Program services is to keep children safe while improving connections to their parents or legal guardians by providing coached monitored family time by trained Family Time Coaches. FTC Program aims to enhance child/parent/legal guardian interaction during family time.

We are committed to providing your family with the best experience possible, so we kindly ask that you complete this questionnaire as carefully and candidly as possible. Please check the answer that best describes your experience with our FTC Program and Coaches. Thank you for utilizing our services.

1. How long have you participated in the program?

- ☐ 0-3 months
☐ 4-6 months
☐ 7-9 months
☐ 10 months or more

Check the answer that best describes your experience with our Family Time Center Program and Coaches.

2. I feel the Family Time Center Program provides a family friendly environment.

Strongly disagree 1	Disagree 2	Neither agree nor disagree 3	Agree 4	Strongly Agree 5	N/A
☐	☐	☐	☐	☐	☐

3. Since participating at the Family Time Center Program, I am more aware of how to positively communicate with my child(ren).

Strongly disagree 1	Disagree 2	Neither agree nor disagree 3	Agree 4	Strongly Agree 5	N/A
☐	☐	☐	☐	☐	☐

4. Since participating at the Family Time Center Program, I am better at discussing issues and setting limits for my child(ren).

Family Time Center Client Survey

Strongly disagree 1	Disagree 2	Neither agree nor disagree 3	Agree 4	Strongly Agree 5	N/A
☐	☐	☐	☐	☐	☐

5. Since participating at the Family Time Center Program, I understand that praising my child(ren)'s good behavior helps to influence positive development.

Strongly disagree 1	Disagree 2	Neither agree nor disagree 3	Agree 4	Strongly Agree 5	N/A
☐	☐	☐	☐	☐	☐

6. Since participating at the Family Time Center Program, I feel more emotionally connected to my child(ren).

Strongly disagree 1	Disagree 2	Neither agree nor disagree 3	Agree 4	Strongly Agree 5	N/A
☐	☐	☐	☐	☐	☐

7. Since participating at the Family Time Center Program, my parenting skills have improved.

Strongly disagree 1	Disagree 2	Neither agree nor disagree 3	Agree 4	Strongly Agree 5	N/A
☐	☐	☐	☐	☐	☐

8. Since participating at the Family Time Center Program, I feel more able to actively address problems that come up in my family.

Strongly disagree 1	Disagree 2	Neither agree nor disagree 3	Agree 4	Strongly Agree 5	N/A
☐	☐	☐	☐	☐	☐

9. Since participating at the Family Time Center Program, I feel more able to meet my child(ren)'s needs.

Family Time Center Client Survey

Strongly disagree 1	Disagree 2	Neither agree nor disagree 3	Agree 4	Strongly Agree 5	N/A
☐	☐	☐	☐	☐	☐

10. Since participating at the Family Time Center Program, I have learned more about parenting and child development.

Strongly disagree 1	Disagree 2	Neither agree nor disagree 3	Agree 4	Strongly Agree 5	N/A
☐	☐	☐	☐	☐	☐

11. I feel respected by the Family Time Coach.

Strongly disagree 1	Disagree 2	Neither agree nor disagree 3	Agree 4	Strongly Agree 5	N/A
☐	☐	☐	☐	☐	☐

12. I rate my overall experience with the Family Time Center Program as:

Poor 1	Fair 2	Good 3	Excellent 4	N/A
☐	☐	☐	☐	☐

13. Please add any comments or suggestions on how we can improve the program.

We are committed to providing your family with the best experience possible, so we kindly ask that you complete this questionnaire as carefully and candidly as possible. Please check the answer that best describes your experience with our SCCE Program. Thank you for utilizing our services.

- ☐ 0-3 months
- ☐ 4-6 months
- ☐ 7-9 months
- ☐ 10 months or more

2. Since participating in the Safe Child Custody Exchange Program, I feel safe picking up and dropping off my child(ren).

[illegible]

- [illegible]

Safe Child Custody Exchange Client Survey

4. Since participating in the Safe Child Custody Exchange Program, my child(ren) reports feeling safe during the exchange.

Strongly disagree 1	Disagree 2	Neither agree nor disagree 3	Agree 4	Strongly Agree 5	N/A
☐	☐	☐	☐	☐	☐

5. I feel that the environment where the exchange takes place ensures the safety of all parties.

Strongly disagree 1	Disagree 2	Neither agree nor disagree 3	Agree 4	Strongly Agree 5	N/A
☐	☐	☐	☐	☐	☐

6. The Exchange Facilitator displays a professional demeanor and arrives on time for the pick-up and drop-off.

Strongly disagree 1	Disagree 2	Neither agree nor disagree 3	Agree 4	Strongly Agree 5	N/A
☐	☐	☐	☐	☐	☐

7. Since participating in the Safe Child Custody Exchange Program, I feel treated with respect by the Exchange Facilitator.

Strongly disagree 1	Disagree 2	Neither agree nor disagree 3	Agree 4	Strongly Agree 5	N/A
☐	☐	☐	☐	☐	☐

8. I rate my overall experience with the Safe Child Custody Exchange Program as:

Poor 1	Fair 2	Good 3	Excellent 4	N/A
☐	☐	☐	☐	☐

Safe Child Custody Exchange Client Survey

9. Please add any comments or suggestions on how we can improve the program.

STANDARD EXHIBITS

- A STATEMENT OF WORK AND ATTACHMENTS
- B PRICE SHEET (NOT ATTACHED)
- C LINE ITEM BUDGET AND BUDGET NARRATIVE (NOT ATTACHED)
- D COUNTY'S ADMINISTRATION
- E CONTRACTOR'S ADMINISTRATION
- F CONFIDENTIALITY FORMS
 - F1 CONTRACTOR ACKNOWLEDGEMENT AND CONFIDENTIALITY AGREEMENT
 - F2 CONTRACTOR EMPLOYEE ACKNOWLEDGEMENT AND CONFIDENTIALITY AGREEMENT
 - F3 CONTRACTOR NON-EMPLOYEE ACKNOWLEDGEMENT AND CONFIDENTIALITY AGREEMENT
- G SAFELY SURRENDERED BABY LAW
- H AUDITOR-CONTROLLER'S HANDBOOK
- I USER COMPLAINT REPORT (UCR)

UNIQUE EXHIBITS

- J CHARITABLE CONTRIBUTIONS CERTIFICATION
- K INFORMATION SECURITY AND PRIVACY REQUIREMENTS
- L SAFE SLEEP CAMPAIGN

PRICE SHEET

NOT ATTACHED TO CONTRACT

LINE ITEM BUDGET AND BUDGET NARRATIVE

NOT ATTACHED TO CONTRACT

COUNTY'S ADMINISTRATION

CONTRACT NO. _____

COUNTY'S PROJECT DIRECTOR:

Name: _____
Title: _____
Address: _____

Telephone: _____
E-mail Address: _____

COUNTY'S CONTRACT ANALYST:

Name: _____
Address: _____

Telephone: _____
E-mail Address: _____

COUNTY'S PROJECT MANAGER:

Name: _____
Title: _____
Address: _____

Telephone: _____
E-mail Address: _____

COUNTY'S PROJECT MONITOR:

Name: _____
Title: _____
Address: _____

Telephone: _____
E-mail Address: _____

CONTRACTOR'S ADMINISTRATION

CONTRACTOR'S NAME: _____
CONTRACT NO. _____

CONTRACTOR'S PROJECT MANAGER:

Name: _____
Title: _____
Address: _____

Telephone: _____
E-mail Address: _____

CONTRACTOR'S AUTHORIZED OFFICIAL(S):

Name: _____
Title: _____
Address: _____

Telephone: _____
E-mail Address: _____

Name: _____
Title: _____
Address: _____

Telephone: _____
E-mail Address: _____

NOTICES TO CONTRACTOR:

Name: _____
Title: _____
Address: _____

Telephone: _____
E-mail Address: _____

CONTRACTOR ACKNOWLEDGEMENT AND CONFIDENTIALITY AGREEMENT

Contractor Name: _____ Contract No: _____

GENERAL INFORMATION:

The Contractor referenced above has entered into a contract with the County of Los Angeles to provide certain services to the County. The County requires the Corporation to sign this Contractor Acknowledgement and Confidentiality Agreement.

CONTRACTOR ACKNOWLEDGEMENT:

Contractor understands and agrees that the Contractor employees, consultants, Outsourced Vendors and independent contractors (Contractor's Staff) that will provide services in the above referenced agreement are Contractor's sole responsibility. Contractor understands and agrees that Contractor's Staff must rely exclusively upon Contractor for payment of salary and any and all other benefits payable by virtue of Contractor's Staff's performance of work under the above-referenced contract.

Contractor understands and agrees that Contractor's Staff are not employees of the County of Los Angeles for any purpose whatsoever and that Contractor's Staff do not have and will not acquire any rights or benefits of any kind from the County of Los Angeles by virtue of my performance of work under the above-referenced contract. Contractor understands and agrees that Contractor's Staff will not acquire any rights or benefits from the County of Los Angeles pursuant to any agreement between any person or entity and the County of Los Angeles.

CONFIDENTIALITY AGREEMENT:

Contractor and Contractor's Staff may be involved with work pertaining to services provided by the County of Los Angeles and, if so, Contractor and Contractor's Staff may have access to confidential data and information pertaining to persons and/or entities receiving services from the County. In addition, Contractor and Contractor's Staff may also have access to proprietary information supplied by other vendors doing business with the County of Los Angeles. The County has a legal obligation to protect all such confidential data and information in its possession, especially data and information concerning health, criminal, and welfare recipient records. Contractor and Contractor's Staff understand that if they are involved in County work, the County must ensure that Contractor and Contractor's Staff, will protect the confidentiality of such data and information. Consequently, Contractor must sign this Confidentiality Agreement as a condition of work to be provided by Contractor's Staff for the County.

Contractor and Contractor's Staff hereby agrees that they will not divulge to any unauthorized person any data or information obtained while performing work pursuant to the above-referenced contract between Contractor and the County of Los Angeles. Contractor and Contractor's Staff agree to forward all requests for the release of any data or information received to County's Project Manager.

Contractor and Contractor's Staff agree to keep confidential all health, criminal, and welfare recipient records and all data and information pertaining to persons and/or entities receiving services from the County, design concepts, algorithms, programs, formats, documentation, Contractor proprietary information and all other original materials produced, created, or provided to Contractor and Contractor's Staff under the above-referenced contract. Contractor and Contractor's Staff agree to protect these confidential materials against disclosure to other than Contractor or County employees who have a need to know the information. Contractor and Contractor's Staff agree that if proprietary information supplied by other County vendors is provided to me during this employment, Contractor and Contractor's Staff must keep such information confidential.

Contractor and Contractor's Staff agree to report any and all violations of this agreement by Contractor and Contractor's Staff and/or by any other person of whom Contractor and Contractor's Staff become aware.

Contractor and Contractor's Staff acknowledge that violation of this agreement may subject Contractor and Contractor's Staff to civil and/or criminal action and that the County of Los Angeles may seek all possible legal redress.

SIGNATURE: _____ DATE: _____

PRINTED NAME: _____

POSITION: _____

CONTRACTOR EMPLOYEE ACKNOWLEDGEMENT AND CONFIDENTIALITY AGREEMENT

Contractor Name: _____ Contract No: _____

Employee Name: _____

GENERAL INFORMATION:

Your employer referenced above has entered into a contract with the County of Los Angeles to provide certain services to the County. The County requires your signature on this Contractor Employee Acknowledgement and Confidentiality Agreement.

EMPLOYEE ACKNOWLEDGEMENT:

I understand and agree that the Contractor referenced above is my sole employer for purposes of the above-referenced contract. I understand and agree that I must rely exclusively upon my employer for payment of salary and any and all other benefits payable to me or on my behalf by virtue of my performance of work under the above-referenced contract.

I understand and agree that I am not an employee of the County of Los Angeles for any purpose whatsoever and that I do not have and will not acquire any rights or benefits of any kind from the County of Los Angeles by virtue of my performance of work under the above-referenced contract. I understand and agree that I do not have and will not acquire any rights or benefits from the County of Los Angeles pursuant to any agreement between any person or entity and the County of Los Angeles.

I understand and agree that I may be required to undergo a background and security investigation(s). I understand and agree that my continued performance of work under the above-referenced contract is contingent upon my passing, to the satisfaction of the County, any and all such investigations. I understand and agree that my failure to pass, to the satisfaction of the County, any such investigation will result in my immediate release from performance under this and/or any future contract.

CONFIDENTIALITY AGREEMENT:

I may be involved with work pertaining to services provided by the County of Los Angeles and, if so, I may have access to confidential data and information pertaining to persons and/or entities receiving services from the County. In addition, I may also have access to proprietary information supplied by other vendors doing business with the County of Los Angeles. The County has a legal obligation to protect all such confidential data and information in its possession, especially data and information concerning health, criminal, and welfare recipient records. I understand that if I am involved in County work, the County must ensure that I, too, will protect the confidentiality of such data and information. Consequently, I understand that I must sign this agreement as a condition of my work to be provided by my employer for the County. I have read this agreement and have taken due time to consider it prior to signing.

I hereby agree that I will not divulge to any unauthorized person any data or information obtained while performing work pursuant to the above-referenced contract between my employer and the County of Los Angeles. I agree to forward all requests for the release of any data or information received by me to my immediate supervisor.

I agree to keep confidential all health, criminal, and welfare recipient records and all data and information pertaining to persons and/or entities receiving services from the County, design concepts, algorithms, programs, formats, documentation, Contractor proprietary information and all other original materials produced, created, or provided to or by me under the above-referenced contract. I agree to protect these confidential materials against disclosure to other than my employer or County employees who have a need to know the information. I agree that if proprietary information supplied by other County vendors is provided to me during this employment, I must keep such information confidential.

I agree to report to my immediate supervisor any and all violations of this agreement by myself and/or by any other person of whom I become aware. I agree to return all confidential materials to my immediate supervisor upon completion of this contract or termination of my employment with my employer, whichever occurs first.

SIGNATURE: _____ DATE: _____

PRINTED NAME: _____

POSITION: _____

CONTRACTOR NON-EMPLOYEE ACKNOWLEDGEMENT AND CONFIDENTIALITY AGREEMENT

Contractor Name: _____

Contract No: _____

Non-Employee Name: _____

GENERAL INFORMATION:

The Contractor referenced above has entered into a contract with the County of Los Angeles to provide certain services to the County. The County requires your signature on this Contractor Non-Employee Acknowledgement and Confidentiality Agreement.

NON-EMPLOYEE ACKNOWLEDGEMENT:

I understand and agree that the Contractor referenced above has exclusive control for purposes of the above-referenced contract. I understand and agree that I must rely exclusively upon the Contractor referenced above for payment of salary and any and all other benefits payable to me or on my behalf by virtue of my performance of work under the above-referenced contract.

I understand and agree that I am not an employee of the County of Los Angeles for any purpose whatsoever and that I do not have and will not acquire any rights or benefits of any kind from the County of Los Angeles by virtue of my performance of work under the above-referenced contract. I understand and agree that I do not have and will not acquire any rights or benefits from the County of Los Angeles pursuant to any agreement between any person or entity and the County of Los Angeles.

I understand and agree that I may be required to undergo a background and security investigation(s). I understand and agree that my continued performance of work under the above-referenced contract is contingent upon my passing, to the satisfaction of the County, any and all such investigations. I understand and agree that my failure to pass, to the satisfaction of the County, any such investigation will result in my immediate release from performance under this and/or any future contract.

CONFIDENTIALITY AGREEMENT:

I may be involved with work pertaining to services provided by the County of Los Angeles and, if so, I may have access to confidential data and information pertaining to persons and/or entities receiving services from the County. In addition, I may also have access to proprietary information supplied by other vendors doing business with the County of Los Angeles. The County has a legal obligation to protect all such confidential data and information in its possession, especially data and information concerning health, criminal, and welfare recipient records. I understand that if I am involved in County work, the County must ensure that I, too, will protect the confidentiality of such data and information. Consequently, I understand that I must sign this agreement as a condition of my work to be provided by the above-referenced Contractor for the County. I have read this agreement and have taken due time to consider it prior to signing.

I hereby agree that I will not divulge to any unauthorized person any data or information obtained while performing work pursuant to the above-referenced contract between the above-referenced Contractor and the County of Los Angeles. I agree to forward all requests for the release of any data or information received by me to the above-referenced Contractor.

I agree to keep confidential all health, criminal, and welfare recipient records and all data and information pertaining to persons and/or entities receiving services from the County, design concepts, algorithms, programs, formats, documentation, Contractor proprietary information, and all other original materials produced, created, or provided to or by me under the above-referenced contract. I agree to protect these confidential materials against disclosure to other than the above-referenced Contractor or County employees who have a need to know the information. I agree that if proprietary information supplied by other County vendors is provided to me, I must keep such information confidential.

I agree to report to the above-referenced Contractor any and all violations of this agreement by myself and/or by any other person of whom I become aware. I agree to return all confidential materials to the above-referenced Contractor upon completion of this contract or termination of my services hereunder, whichever occurs first.

SIGNATURE: _____

DATE: _____

PRINTED NAME: _____

POSITION: _____

THERE'S A BETTER CHOICE. SAFELY SURRENDER YOUR BABY.

Any fire station. Any hospital. Any time.



1.877.222.9723

BabySafeLA.org

No shame | No blame | No names



Some parents of newborns can find themselves in difficult circumstances. Sadly, babies are sometimes harmed or abandoned by parents who feel that they're not ready or able to raise a child. Many of these mothers or fathers are afraid and don't know where to turn for help.

This is why California has a Safely Surrendered Baby Law, which gives parents the choice to legally leave their baby at any hospital or fire station in Los Angeles County.

FIVE THINGS YOU NEED TO KNOW ABOUT BABY SAFE SURRENDER

- 1 Your newborn can be surrendered at any hospital or fire station in Los Angeles County up to 72 hours after birth.
- 2 You must leave your newborn with a fire station or hospital employee.
- 3 You don't have to provide your name.
- 4 You will only be asked to voluntarily provide a medical history.
- 5 You have 14 days to change your mind; a matching bracelet (parent) and anklet (baby) are provided to assist you if you change your mind.

No shame | No blame | No names



ABOUT THE BABY SAFE SURRENDER PROGRAM

In 2002, a task force was created under the guidance of the Children's Planning Council to address newborn abandonment and to develop a strategic plan to prevent this tragedy.

Los Angeles County has worked hard to ensure that the Safely Surrendered Baby Law prevents babies from being abandoned. We're happy to report that this law is doing exactly what it was designed to do: save the lives of innocent babies. Visit BabySafeLA.org to learn more.

No shame | No blame | No names

ANY FIRE STATION.
ANY HOSPITAL.
ANY TIME.

1.877.222.9723
BabySafeLA.org

THERE'S A
BETTER CHOICE.
**SAFELY SURRENDER
YOUR BABY.**



BabySafeLA.org

No shame | No blame | No names





FROM SURRENDER TO ADOPTION: ONE BABY'S STORY

Los Angeles County firefighter Ted and his wife Becki were already parents to two boys. But when they got the call asking if they would be willing to care for a premature baby girl who'd been safely surrendered at a local hospital, they didn't hesitate.

Baby Jenna was tiny, but Ted and Becki felt lucky to be able to take her home. "We had always wanted to adopt," Ted says, "but taking

home a vulnerable safely surrendered baby was even better. She had no one, but now she had us. And, more importantly, we had her."

Baby Jenna has filled the longing Ted and Becki had for a daughter—and a sister for their boys. Because her birth parent safely surrendered her when she was born, Jenna is a thriving young girl growing up in a stable and loving family.

ANSWERS TO YOUR QUESTIONS

Who is legally allowed to surrender the baby?

Anyone with lawful custody can drop off a newborn within the first 72 hours of birth.

Do you need to call ahead before surrendering a baby?

No. A newborn can be surrendered anytime, 24 hours a day, 7 days a week, as long as the parent or guardian surrenders the child to an employee of the hospital or fire station.

What information needs to be provided?

The surrendering adult will be asked to fill out a medical history form, which is useful in caring for the child. The form can be returned later and includes a stamped return envelope. No names are required.

What happens to the baby?

After a complete medical exam, the baby will be released and placed in a safe and loving home, and the adoption process will begin.

What happens to the parent or surrendering adult?

Nothing. They may leave at any time after surrendering the baby.

How can a parent get a baby back?

Parents who change their minds can begin the process of reclaiming their baby within 14 days by calling the Los Angeles County Department of Children and Family Services at (800) 540-4000.

If you're unsure of what to do:

You can call the hotline 24 hours a day, 7 days a week and anonymously speak with a counselor about your options or have your questions answered.

1.877.222.9723 or BabySafeLA.org

English, Spanish and 140 other languages spoken.



AUDITOR-CONTROLLER

CONTRACT ACCOUNTING AND ADMINISTRATION HANDBOOK

- REVISED JULY 2025 -

TABLE OF CONTENTS

A. ACCOUNTING AND FINANCIAL RECORDS	1
1.0 Basis of Accounting	1
1.1 Accrual Basis	1
1.2 Cash Basis.....	2
1.3 Prepaid Expenditures.....	2
2.0 Accounting System	2
2.1 General Journal	2
2.2 Cash Receipts Journal.....	3
2.3 Cash Disbursements Journal.....	3
2.4 General Ledger	4
2.5 Chart of Accounts	4
2.6 Payroll Register	4
3.0 Information and Supporting Documentation Requirements	5
3.1 Filing	9
3.2 Referencing	9
3.3 Security Over Documentation	9
3.4 Retention	10
3.5 Protection of Electronically Stored Information	10
4.0 Donations and Other Sources of Revenue	10
5.0 Audits.....	11
6.0 Single Audit Requirements	11
7.0 Unique Entity Identifier and System for Award Management Requirements.....	11
B. INTERNAL CONTROLS	12
1.0 Internal Controls Overview	12
2.0 Cash and Revenues	12
2.1 Separate Fund or Cost Center.....	12
2.2 Manual Deposits	12
2.3 Separation of Duties Over Deposits and Cash	13
2.4 Bank Reconciliations.....	13
2.5 Bonding.....	13
3.0 Disbursements	13
3.1 Approvals and Separation of Duties Over Disbursements	14

TABLE OF CONTENTS

3.2	Credit Cards.....	14
3.3	Petty Cash	15
3.4	Other Liquid Assets.....	16
4.0	Payroll and Personnel Records	17
4.1	Timecards	18
4.2	Benefit Balances	18
4.3	Incentive Compensation	18
4.4	Limitations on Positions and Salaries	19
4.5	Retroactive Payroll Adjustments and Payments	19
4.6	Separation of Duties Over Payroll and Personnel.....	19
4.7	Security Over Payroll and Personnel Records.....	20
5.0	Procurement.....	20
5.1	Methods of Procurement.....	20
6.0	Capital and Non-Capital Assets.....	21
6.1	Capital Assets	22
6.2	Acquisition	22
6.3	Non-Capital Asset Equipment.....	22
6.4	Asset Identification and Inventory	23
6.5	Security Over Assets	23
6.6	Asset Management.....	23
7.0	Information Technology	24
7.1	Information Technology Controls	24
7.2	Information Technology Security Management.....	25
7.3	Separation of Duties Over Systems	26
8.0	Electronic Signatures	26
9.0	Subcontracts	27
9.1	Subcontractor Monitoring.....	27
C.	COST PRINCIPLES.....	27
1.0	Purpose of Program Funds.....	27
1.1	Limitations and Requirements for Program Expenditures.....	28
1.2	Limitations on Payments to Affiliated Organizations or Persons (i.e., Related Party/Less-Than-Arm's-Length Transactions)	28

TABLE OF CONTENTS

1.3	Unallowable Expenditures	29
1.4	Depreciation.....	29
1.5	Rental Costs of Buildings and Equipment.....	30
1.6	Budget Limitation	30
1.7	Expenditures Incurred Outside the Agreement Period.....	30
1.8	Unallowable Activities	30
1.9	Unspent Program Funds.....	30
2.0	Allocable Expenditures	31
2.1	Direct Costs	31
2.2	Indirect Costs.....	32
2.3	Acceptable Indirect Cost Allocation Methods.....	32
2.4	Indirect Cost Limitations.....	34
2.5	Cost Allocation Plan.....	34
3.0	Overpayments	34
D.	GOVERNANCE	35
1.0	Governance Overview	35
1.1	Board of Directors' Requirements.....	35
1.2	Board of Directors' Fiduciary Responsibilities.....	36
1.3	Oversight Mechanisms	36
1.4	Board Meetings.....	37
1.5	Audit Committee	38
E.	REPORTING FRAUD/MISCONDUCT	39
F.	RESOURCES	39
G.	HANDBOOK ADMINISTRATION AND INQUIRIES	40
 <u>EXHIBITS</u>		
Bank Reconciliation Example		Exhibit A
Petty Cash Log Example		Exhibit B
Liquid Assets Log Example		Exhibit C
Indirect Cost Allocation Methods Examples		Exhibit D



AUDITOR-CONTROLLER

CONTRACT ACCOUNTING AND ADMINISTRATION HANDBOOK

The purpose of the Auditor-Controller Contract Accounting and Administration Handbook (Handbook) is to provide organizations (CONTRACTORS) that contract with the County of Los Angeles (COUNTY) with guidance on key accounting, financial reporting, internal control, and contract administration standards, along with best practices and recommended approaches that will help to promote accountability, protect the integrity of assets and financial information, and minimize the risk of fraud.

The accounting, financial reporting, and internal control standards presented in this Handbook are fundamental and derived from applicable federal, State, and COUNTY regulations and guidelines (see [Section F](#)). These standards are not intended to be all inclusive or replace acceptable existing procedures, preclude the use of more sophisticated methods, or supersede any laws or requirements imposed by the applicable funding source(s) (i.e., federal, State, and COUNTY agencies) that may be more restrictive and/or stringent. Instead, this Handbook includes the minimum federal, State, and COUNTY required procedures and controls that must be incorporated into a CONTRACTOR'S accounting and financial reporting system to ensure compliance, as well as guidance on other recommended procedures and controls. The internal control standards described apply to organizations with adequate staffing. Organizations with insufficient staff to implement the internal controls as described herein must adopt alternative controls (e.g., use of appropriate alternative staff and/or board members) to comply with the intent of the standards to ensure effective internal control systems are in place within the organization. The CONTRACTOR'S subcontractors must also follow these standards unless otherwise stated in the COUNTY Agreement.

For additional resources, please see [Section F](#), and for any inquiries, please see [Section G](#).

A. ACCOUNTING AND FINANCIAL RECORDS

1.0 Basis of Accounting

Unless otherwise specified by the applicable funding source(s), CONTRACTORS may elect to use either the accrual or cash basis of accounting during the year for recording financial transactions. CONTRACTOR must ensure their basis of accounting is adequately documented in their accounting policies. Monthly invoices must be prepared on the same basis used for recording financial transactions.

The COUNTY generally recommends the use of the accrual basis for recording financial transactions when appropriate.

1.1 Accrual Basis

Under the accrual basis for recording financial transactions, revenues are recorded in the accounting period earned (rather than when cash is received). Expenditures



AUDITOR-CONTROLLER

CONTRACT ACCOUNTING AND ADMINISTRATION HANDBOOK

are recorded in the accounting period incurred (rather than when cash is disbursed).

Recorded accruals (e.g., to estimate expenditures) should be reversed in the subsequent accounting period or when deemed appropriate and/or necessary to ensure revenues and expenditures are not double counted, and are in compliance with Generally Accepted Accounting Principles (GAAP).

1.2 Cash Basis

If a CONTRACTOR elects to use the cash basis for recording financial transactions during the year:

- Necessary adjustments must be made to record the accruals at the beginning and the end of each year of the COUNTY Agreement, and at the end of the COUNTY Agreement.
- All computations, supporting records, and explanatory notes used in converting from the cash basis to the accrual basis must be retained.

1.3 Prepaid Expenditures

Prepaid expenditures (e.g., insurance, service agreements, lease agreements) must be expensed during the appropriate COUNTY Agreement year to the extent goods and services are received, or are applicable to that COUNTY Agreement year.

2.0 Accounting System

Each CONTRACTOR must maintain a ***double entry accounting system*** (utilizing debits and credits) and adequate, accurate, and reliable financial records in accordance with GAAP. The financial records must provide a comprehensive audit trail, and typically include, but may not be limited to a General Journal, a Cash Receipts Journal, a General Ledger, a Cash Disbursements Journal, and a Payroll Register or equivalent records as described in this Handbook. Postings to the General Ledger and Journals must be made timely, at least on a monthly basis. The CONTRACTOR must maintain separate cost centers, which clearly identify funds received and expended on services provided under the COUNTY Agreement.

2.1 General Journal

A General Journal (or equivalent records) must be maintained to ensure transactions are recorded accurately and timely in the order they occur, and for recording adjusting entries, reversing entries, closing entries, and other financial transactions not normally recorded in the Cash Receipts Journal or Cash Disbursements Journal (or their equivalent records). Entries in the General



AUDITOR-CONTROLLER

CONTRACT ACCOUNTING AND ADMINISTRATION HANDBOOK

Journal (or equivalent record) must be adequately documented and entered in chronological order with sufficient explanatory notations to support the transaction.

Example:

	<u>Debit</u>	<u>Credit</u>
Rent Expenditure	100	
Rent Payable		100

To record accrued rent to March 31, 20XX

2.2 Cash Receipts Journal

A Cash Receipts Journal (or equivalent records) must be maintained for recording and identifying all cash inflows and sources of income (e.g., COUNTY warrants, contributions, interest income), and should, at a minimum, contain the following information:

- Date
- Invoice, Reference and/or Receipt Number (if applicable)
- Amount of Cash or Income Received
- Names of Accounts Debited (e.g., Cash) and Credited (e.g., Income) for the following:
 - COUNTY payments
 - Contributions/Donations
 - Other Income (e.g., grants, sales of supplies/services, rental income, miscellaneous revenue, fees)
- Description to clearly specify the source of cash receipts

2.3 Cash Disbursements Journal

A Cash Disbursements Journal (or equivalent records) must be maintained for recording all cash outflows or disbursements (e.g., rent, utilities, maintenance) to manage and track outgoing funds, and should, at a minimum, contain the following information:

- Date
- Invoice, Reference, and/or Check Number (if applicable)
- Amount of Cash Disbursed
- Names of Accounts Debited or Credited
- Payment Method (e.g., cash, check, electronic transfer)
- Description to clearly specify the nature of the cost and the corresponding cost classification, if not included in the column heading.

Checks should not be written to employees (other than payroll, reimbursements for small incidental out-of-pocket costs, mileage reimbursements, travel reimbursements, and petty cash fund custodian checks).



AUDITOR-CONTROLLER

CONTRACT ACCOUNTING AND ADMINISTRATION HANDBOOK

A **Check Register** may be substituted for the Cash Disbursements Journal (or equivalent records), but this is not recommended. If used, the Check Register (or equivalent records) must contain the same cost classifications and description information required when a Cash Disbursements Journal (or equivalent records) is used.

2.4 General Ledger

A General Ledger (or equivalent records) must be maintained with accounts for all assets, liabilities, fund balances/net assets, revenues, and expenditures to ensure the accuracy, consistency, and transparency of all financial transactions in accordance with GAAP. Separate accounts or cost centers must be maintained for the revenues (e.g., donations, grants, rental income, miscellaneous revenue) and expenditures of each of the CONTRACTOR'S programs and activities (both COUNTY and non-COUNTY).

2.5 Chart of Accounts

A Chart of Accounts (or equivalent records) must be maintained to organize and classify financial transactions accurately and consistently in accordance with GAAP:

- The COUNTY recommends that CONTRACTORS use the same expenditure account titles on the monthly invoice submitted to the COUNTY.
- If the CONTRACTOR uses account titles which differ from the account titles on the monthly invoice, each account title should clearly identify the nature of the transaction(s) posted to the account.
- CONTRACTOR must consistently post transactions that are of a similar nature to the same account. For example, all expenditures for travel can be posted to an account titled "travel," but must not be intermixed with other expenditure accounts.

2.6 Payroll Register

A Payroll Register (or equivalent records) must be maintained to manage payroll activities, detail the necessary payroll information, and ensure payroll transactions and payments are accurate. The Payroll Register (or equivalent records) should contain the following information for each employee:

- Name
- Position
- Unique code identifying each employee (e.g., employee number/ID)
- Salary or hourly wage
- Payment Record including:



AUDITOR-CONTROLLER

CONTRACT ACCOUNTING AND ADMINISTRATION HANDBOOK

- Accrual Period
- Gross Pay
- Itemized Payroll Deductions
- Net Pay Amount
- Check/Payment Number

CONTRACTOR must ensure compliance with:

- All applicable federal and State requirements for withholding payroll taxes (e.g., FIT, FICA, FUTA, SIT, SIU), reporting, filing (e.g., 941, DE-7, W-2, W-4, 1099), and all applicable tax deposits.
- Internal Revenue Service and State guidelines to properly classify employees and independent contractors.

3.0 Information and Supporting Documentation Requirements

CONTRACTOR must retain the original source document for inspection by COUNTY. All revenues and expenditures charged to the COUNTY must be supported by original vouchers, invoices, receipts, or other documentation to clearly establish the nature and the reasonableness of the expenditure and its relevance to the COUNTY program, and evidence of actual payment (e.g., canceled checks, proof of electronic funds transfer). Internally generated documents (e.g., vouchers, request for check forms, requisitions), and bank and credit card account statements alone do not constitute supporting documentation for revenues and expenditures.

If the CONTRACTOR is unclear as to the appropriate documentation that must be maintained to support an expenditure, CONTRACTOR should consult with the COUNTY **before** the expenditure is charged to the COUNTY. Unsupported or inadequately supported expenditures will be disallowed upon audit. CONTRACTOR will be required to repay COUNTY for all disallowed costs.

Electronic documentation is permitted when the source documentation originated electronically (e.g., electronic bills and bank statements). To the extent the source for electronic documentation is an original hardcopy document (e.g., PDF scans of original vendor invoices), COUNTY at its sole discretion may accept photocopies (including scanned images) of supporting documentation in preference to the original documents subject to any limitations imposed by the applicable funding source(s) (i.e., federal, State, and COUNTY agencies), and if the CONTRACTOR maintains adequate internal controls over their information technology systems and data (e.g., electronically stored information, records, or documentation) as required by the standards described in this Handbook (e.g., see [Sections A.3.5](#) and [B.7.0](#) through [B.7.3](#)) and any other applicable federal, State, and COUNTY requirements (e.g., COUNTY Agreement). Failure to provide original hardcopy documents and/or maintain an adequate system of



AUDITOR-CONTROLLER

CONTRACT ACCOUNTING AND ADMINISTRATION HANDBOOK

internal controls over electronic documentation to support expenditures charged to the COUNTY will result in inadequately supported expenditures and will be disallowed upon audit.

For the following categories of expenditures, adequate supporting documentation may include, but not be limited to:

Payroll

- Timecards and attendance records signed and dated by the employee and the employee's supervisor (in ink or electronically) certifying the accuracy and approval of the reported time.
- Time distribution records by program, accounting for total work time on a daily basis for each employee.
- Records showing actual expenditures for payroll, Social Security and unemployment insurance.
- State and federal quarterly tax returns, federal W-2 forms, federal W-4 forms, and any other records to support payroll tax payments.

Personnel Files

- Documentation supporting approved employee pay rates.
- Proof of employees having the required education, practical experience, and license(s)/certification(s) for their position.
- Criminal record clearances as required.

Contracted/Consultant Services

- Contracts detailing the nature and scope of services to be provided, and the method and rate of compensation (e.g., cost reimbursement, fixed fee, fee for service, rate per hour) for each service.
- Itemized invoices or other documentation detailing specific service(s) provided and rate(s) of compensation applied to support total amounts charged.
- Time and attendance records or other documentation detailing when services were provided.
- Travel vouchers detailing purpose, time, and location of travel reimbursed by CONTRACTOR.
- Purchase orders, itemized invoices, and proof of receipt of good/services for amount reimbursed by CONTRACTOR.
- Copies of all completed federal Form 1099s, establishing that all payments to contractors/consultants were reported timely to federal and State taxing agencies.



AUDITOR-CONTROLLER

CONTRACT ACCOUNTING AND ADMINISTRATION HANDBOOK

Payments to Affiliated Organizations or Persons (i.e., Related Party/Less-Than-Arm's-Length Transactions)

- Financial records (e.g., general ledgers, payroll registers, labor distributions, invoices/receipts) of the affiliated or related organizations/persons
- Price and rate quotations for the same services/goods from an adequate number of independent and qualified sources
- Cost and price analysis
- Vendor selection analysis
- Other documentation to support payments to affiliated organizations or persons did not exceed the lesser of actual costs of the affiliated or related organizations/persons or the reasonable costs for services rendered or items purchased (see [Section C.1.2](#) for additional guidance)

Loans (including, but not limited to, loans to the CONTRACTOR from employees and/or related parties)

- Written loan agreement approved by the CONTRACTOR'S board of directors.
- Documentation showing that loaned funds were deposited into a CONTRACTOR bank account.
- Documentation showing that loan proceeds were actually used for COUNTY programs.

To the extent that the loan agreement provides for the payment of interest, the interest may not be an allowable expenditure under the Agreement. If the payment of interest is allowable, interest must not be accrued at a rate which exceeds the COUNTY Treasury Rate plus one percent.

Travel

- Travel policies (written) of the CONTRACTOR
- Travel expenditure vouchers
- For travel related to conferences, meetings, seminars, symposiums, workshops, and other similar events, CONTRACTOR must at a minimum, retain literature, such as agendas and handouts, or other documentation detailing the purpose of the event, as part of the CONTRACTOR'S documentation of the propriety of the travel expenditure
- Itemized receipts for all travel expenditures (e.g., lodging for approved out-of-town travel, airfare, car rentals, meals, ground transportation, parking).

Note: Reimbursement for actual receipts or per diem rates for lodging and meal expenditures must not exceed the COUNTY'S maximum reimbursement rate for employees. CONTRACTOR should obtain the COUNTY'S maximum reimbursement rate for each fiscal year from the COUNTY before travel expenditures are charged.



AUDITOR-CONTROLLER

CONTRACT ACCOUNTING AND ADMINISTRATION HANDBOOK

Vehicle Expenditures

- Invoices/receipts for repairs, maintenance, fuel, etc.
- Vehicle registration card
- Vehicle title
- Insurance policy
- Purchase or financing agreement
- Vehicle lease or rental agreement
- For vehicles owned/leased by the CONTRACTOR and personal vehicles that are primarily used for business purposes, a vehicle mileage log (or equivalent record) must be maintained establishing the extent to which the vehicles are used for business versus non-business purposes. The mileage log (or equivalent record) must identify:
 - Trip dates
 - Origin and destination addresses of the trip
 - Purpose of the trip and how it relates to the Agreement services
 - Beginning and ending odometer readings and the resulting mileage for all trips (including non-business trips) to account for 100% use of the vehicle
- For personal vehicles that are not primarily used for business purposes, documentation to support reimbursements to employees for mileage and parking must include:
 - Date and time of travel
 - Origin and destination addresses of the trip and the resulting mileage
 - Purpose of the trip and how it relates to the Agreement services
 - Rates claimed (**Note:** Reimbursement rates for mileage must not exceed applicable federal guidelines.)
 - Itemized receipts for reimbursed parking and toll charges

All supporting documentation must include sufficient information to identify the vehicle the expenditures are related to, which should include, but not be limited to, vehicle make and model, vehicle license number, and vehicle identification number.

CONTRACTOR must only charge the COUNTY for vehicle expenditures (e.g., gasoline, repairs/maintenance, insurance, depreciation) to provide COUNTY Agreement services. CONTRACTOR must pro-rate vehicle expenditures based on vehicle usage to exclude the portion of expenditures related to non-COUNTY and non-business use (i.e., non-COUNTY program services, personal use, employee transportation to and from work).

Operating Expenditures (e.g., utilities, office supplies, equipment rentals)

- Bona fide contracts or lease agreements, if applicable
- Invoices and receipts detailing the cost and items purchased
- Documentation acknowledging the receipt of purchased goods and services (e.g., itemized delivery confirmations, stock received reports, packing slips, or



AUDITOR-CONTROLLER

CONTRACT ACCOUNTING AND ADMINISTRATION HANDBOOK

other documentation) signed by the employee(s) who verified the good/services were approved and received

Outside Meals

- Itemized receipts and/or invoices for all meals
- Documentation detailing the nature and business purpose of each meal
- Documentation identifying the participants of each meal

3.1 Filing

All relevant supporting documentation for reported revenues and program expenditures must be filed in a systematic and consistent manner. It is recommended that supporting documents be filed as follows:

- Checks/Payments – Numerically
- Invoices – Vendor name and date
- Vouchers – Numerically
- Receipts – Chronologically
- Timecards – Pay period and alphabetically

3.2 Referencing

Accounting transactions posted to the CONTRACTOR'S books must be appropriately cross-referenced to supporting documentation. When applicable, it is recommended that expenditure transactions on the CONTRACTOR'S books be cross-referenced to the supporting documentation as follows:

- Invoices – Vendor name and date
- Checks – Number
- Vouchers – Number

Supporting documentation for non-payroll expenditures (i.e., operating expenditures) should be cross-referenced to the evidence of actual payment (e.g., corresponding check issued for payment, bank statement). If multiple invoices are paid with one check or transaction, all related invoices should be cross-referenced to the evidence of actual payment.

3.3 Security Over Documentation

Adequate care must be exercised to safeguard the financial records, including accounting records and supporting documentation. Any destruction or theft of the CONTRACTOR'S financial records must be immediately reported to the COUNTY. CONTRACTOR must report, to the local law enforcement agency having jurisdiction, any act(s), which may reasonably constitute a crime and appear to have resulted in the destruction, damage, or alteration of any record subject to the



AUDITOR-CONTROLLER

CONTRACT ACCOUNTING AND ADMINISTRATION HANDBOOK

provisions of this Handbook. CONTRACTOR must make their report to the local law enforcement agency within twenty-four hours of becoming aware of the acts which resulted in the destruction, damage, or alteration of the record.

A copy of the resulting crime/incident report must be retained by the CONTRACTOR for the same period of time the underlying records that were destroyed/damaged were required to be retained (see [Section A.3.4](#)), and must be retained for a longer period in the case of unresolved litigation or audit.

3.4 Retention

All financial records, including accounting records (e.g., journals, ledgers) and supporting documentation, must be retained for a minimum of three years after the termination of the CONTRACTOR'S Agreement or the date of submission of the final invoice, billing, or expenditure report, unless a longer retention period is prescribed by the Agreement or applicable laws and regulations, in which case the CONTRACTOR must comply with the longer retention period and all other retention requirements set forth in the Agreement or the applicable laws and regulations.

3.5 Protection of Electronically Stored Information

CONTRACTOR must employ sufficient security measures to safeguard all COUNTY non-public information (e.g., confidential information including, but not limited to, the names and addresses of individuals, Social Security numbers, credit card information) that is electronically stored and used. CONTRACTOR is also responsible for the security of any COUNTY non-public information that is transmitted, exchanged, or shared with other authorized individuals and/or organizations including, but not limited to, third-party vendors/providers, subcontractors, contractors/consultants, or other external parties.

Information security and privacy safeguards (e.g., policies, access restrictions, employee background checks, training programs, cyber liability insurance, encryption) and standards must be developed, implemented, and maintained in accordance with applicable standards described in this Handbook (e.g., see [Sections B.7.0](#) through [B.7.3](#)), the [COUNTY Board of Supervisors \(Board\) Policy 5.200](#), and any other applicable federal, State, and COUNTY requirements (e.g., COUNTY Agreement, applicable sections of the [Board Policy Manual](#)).

4.0 Donations and Other Sources of Revenue

For CONTRACTORS that use donations and/or other sources of revenue (e.g., grants, sales of supplies/services, rental income, miscellaneous revenue, fees) to pay for expenditures related to a COUNTY service, the CONTRACTOR must maintain accounting and other financial records that clearly identify the specific expenditures that were paid for with the other source(s) of revenue. Restricted donations and other sources of revenue, earmarked specifically for the



AUDITOR-CONTROLLER

CONTRACT ACCOUNTING AND ADMINISTRATION HANDBOOK

COUNTY program, must be utilized on allowable COUNTY Agreement expenditures. Similarly, income from investments (e.g., interest, dividends), where the source of the amount invested is COUNTY program funds, must be deemed restricted revenue that must be utilized on allowable COUNTY program expenditures, or returned to the COUNTY as specified under the COUNTY Agreement.

5.0 Audits

For routine audits and inspections, CONTRACTOR will make available to COUNTY representatives, upon request, during working hours, during the duration of the COUNTY Agreement and for a period of three years thereafter (unless a longer period is specified under the Agreement, or by applicable laws and regulations), all of its books and records, including, but not limited to, those which relate to its operation of each project or business activity, which is funded in whole or part with governmental monies, whether or not such monies are received through the COUNTY. All such books and records must be made available upon request at a location within or near Los Angeles County.

In general, audits will normally be performed during normal business hours, Monday through Friday. However, COUNTY retains the right to inspect and conduct investigations of CONTRACTOR'S program/fiscal operations and compliance with the COUNTY Agreement at any time, without prior notice to CONTRACTOR seven days a week, when the COUNTY has information which it, in its sole discretion, justifies such an unannounced visit, inspection, audit or investigation.

6.0 Single Audit Requirements

Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance) "[Audit Requirements](#)" requires organizations that expend the applicable threshold (e.g., \$750,000 (prior to October 1, 2024), \$1,000,000) or more in federal awards during their fiscal year (including pass-through awards) to have a single audit conducted in accordance with Generally Accepted Government Auditing Standards for that year. Additional details regarding single audit requirements are included in [Uniform Guidance](#).

A copy of any single audit report must be filed with the COUNTY upon request or within the timeframes prescribed by the COUNTY Agreement, or any extended timeframes granted by the federal Office of Management and Budget (OMB).

7.0 Unique Entity Identifier and System for Award Management Requirements

Title 2 United States Code of Federal Regulations "[Unique Entity Identifier and System for Award Management](#)" requires organizations receiving federal funds to have a "Unique Entity Identifier (UEI)" and register with the System for Award Management (SAM.gov), unless exempted by federal statute. CONTRACTOR



AUDITOR-CONTROLLER

CONTRACT ACCOUNTING AND ADMINISTRATION HANDBOOK

must maintain documentation to demonstrate they have a current and active UEI and registration in SAM.gov, if applicable. Additional details regarding UEI requirements are included in the [Electronic Code of Federal Regulations \(eCFR\)](#) and [SAM.gov](#).

B. INTERNAL CONTROLS

1.0 Internal Controls Overview

Internal controls are processes designed to provide reasonable assurance regarding the achievement of the CONTRACTOR'S objectives relating to operations, reporting, and compliance, and should safeguard the CONTRACTOR'S assets from misappropriations and misuse. Each CONTRACTOR must prepare necessary written procedures establishing internal controls for its personnel's use. The CONTRACTOR must instruct all personnel in these procedures and continuously monitor operations to ensure compliance with their own policies and procedures, and any other applicable funding source requirements (e.g., [Uniform Guidance](#)).

2.0 Cash and Revenues

Cash or cash equivalents (e.g., checks, money orders, other liquid assets such as prepaid/EBT/gift cards) and revenue must be adequately monitored to ensure they are properly accounted for, safeguarded, and accurately reported.

2.1 Separate Fund or Cost Center

All COUNTY Agreement revenues must be maintained in a bank account. If revenues from other sources are maintained in the same bank account, revenues for each source must be clearly identifiable in the accounting records through the use of cost centers or separate accounts.

2.2 Manual Deposits

When cash or cash equivalents are received by mail, two employees should be assigned to open the mail and list all collections received on a receipts/check remittance log.

All COUNTY checks should be restrictively endorsed upon receipt.

Cash and cash equivalents received should be recorded on pre-numbered receipts and the receipts/check remittance log should be reconciled to the amount being deposited.

Voided receipts must be retained and the sequence of receipts issued/voided must be periodically accounted for.



AUDITOR-CONTROLLER

CONTRACT ACCOUNTING AND ADMINISTRATION HANDBOOK

Cash and cash equivalents totaling \$500 or more must be deposited within one day of receipt, or as soon as reasonably possible. Collections of less than \$500 may be held and must be secured and deposited weekly or when the total reaches \$500, whichever occurs first. If CONTRACTOR can establish that a larger limit is warranted, CONTRACTOR may request authorization from COUNTY to increase the limit to an amount greater than \$500.

Deposit slips should be retained in an organized manner, and must contain sufficient reference information for comparison to the Cash Receipts Journal (or equivalent records) and individual receipts, if applicable. A recommended best practice is to retain a photocopy of the deposit slip and the COUNTY warrants reflected on each deposit slip, or record the individual warrant numbers on the deposit slip.

2.3 Separation of Duties Over Deposits and Cash

Employees' duties must be separated to ensure that one individual does not control all key aspects (e.g., receiving, receipting, depositing, disbursing, reconciling, recording) of a transaction. For example, an employee who does not handle cash or cash equivalents should record all receipts in the CONTRACTOR'S accounting records.

2.4 Bank Reconciliations

Bank statements should be received and reconciled by someone with no cash handling or check writing/preparation responsibilities. The person reconciling the bank account(s) should receive the bank statement(s) directly from the bank.

Monthly bank reconciliations should be prepared and reviewed by management for appropriateness and accuracy within 30 days of the bank statement date. The bank reconciliations should be signed and dated by both the preparer and the reviewer. See [Exhibit A](#) for a suggested bank reconciliation format.

Reconciling items should be reviewed, researched, and resolved immediately. If an item cannot be resolved within the next bank statement period, the CONTRACTOR should monitor the reconciling item to ensure the reconciling item is resolved timely.

2.5 Bonding

All officers, employees, and contractors who handle cash or have access to the CONTRACTOR'S funds (e.g., prepare checks) must be bonded.

3.0 Disbursements

All disbursements (other than those made for petty cash purchases), must be made using a CONTRACTOR check, electronic funds transfer, or debit/credit card.



AUDITOR-CONTROLLER

CONTRACT ACCOUNTING AND ADMINISTRATION HANDBOOK

Blank check stock must be secured and accounted for to preclude unauthorized use.

Checks must NOT be payable to "cash" or signed in advance. Similarly, electronic debits to "cash" or withdrawals of cash must not be made. Checks written to employees for reimbursement of out-of-pocket costs must be supported by receipts and invoices.

Voided checks must be marked void. If paper checks are used, the signature block must be cut out. Voided checks must be maintained with the canceled checks.

Returned or undelivered checks must be canceled regularly, but no less frequent than monthly.

Unclaimed checks must be canceled periodically, but no less frequent than every six months.

All supporting documentation should reference the payment made for the expenditure (e.g., check number, transaction number for an electronic funds transfer, credit card payment) and marked "paid" or otherwise canceled to prevent duplicate payments or reuse.

Disbursements without adequate supporting documentation and/or without adequate controls over electronic documentation (See [Section A.3.0](#) regarding the use of electronic documentation) will be disallowed upon audit.

A second signature is also recommended on all checks over \$500, unless otherwise specified in the COUNTY Agreement.

3.1 Approvals and Separation of Duties Over Disbursements

Employees responsible for approving cash disbursements and/or signing checks should examine all supporting documentation at the time the checks are approved and signed.

All disbursements, excluding petty cash purchases, should be approved by persons independent of check preparation and bookkeeping activities.

In instances where the payee is also a signor on the check, the disbursement must be reviewed and approved by a higher-level employee or board member who must also sign the check. If the bookkeeper signs checks, a second signature must be required on the checks, regardless of limits specified in the COUNTY Agreement.

3.2 Credit Cards

Credit cards issued in the CONTRACTOR'S name must be adequately safeguarded and usage monitored to ensure that only authorized and necessary



AUDITOR-CONTROLLER

CONTRACT ACCOUNTING AND ADMINISTRATION HANDBOOK

items are purchased.

Credit card purchases should be pre-approved by CONTRACTOR management to ensure that they are reasonable and necessary.

The use of an employee's personal credit card on behalf of the CONTRACTOR for authorized and necessary items must be limited to purchases where established purchasing and disbursement practices are not suitable.

All credit card disbursements must be supported by original invoices, store receipts, or other external authenticating documents indicating each item purchased, the employee making the purchase, and the justification for the purchase. ***Credit card statements alone are not sufficient support for credit card purchases.*** See [Section A.3.0](#) regarding the use of electronic documentation.

Employee duties must be separated so that the same person cannot approve purchases, reconcile credit card statements, approve reconciliations, or approve payments. Cardholders should not perform any of these duties.

Monthly credit card statements should be reconciled to the source documentation for the expenditure and reviewed by management in a timely manner for appropriateness and accuracy. Any discrepancies must be reviewed, researched, and resolved immediately. The credit card reconciliations should be signed and dated by the reconciler and reviewer.

3.3 Petty Cash

Petty cash must NOT be used as a substitute for normal purchasing and disbursement practices (i.e., payment by check).

A CONTRACTOR may establish a petty cash fund up to \$500 to pay for **small** incidental expenditures incurred (e.g., postage due, parking meters, small purchases of office supplies), and may establish multiple petty cash funds when appropriate (i.e., petty cash fund for each location where services are rendered). CONTRACTOR must obtain written approval from the COUNTY to establish a single petty cash fund greater than \$500. Applicable policies and procedures must be established to ensure accountability and restrict the usage of petty cash to the intended purpose of the fund.

Petty cash disbursements must be supported by original invoices, store receipts, or other external authenticating documents indicating each item purchased and the employee making the purchase. If external supporting documentation is not obtainable for minor disbursements (under \$10), such as parking meters, fees, etc., then some written documentation should be maintained and approved by a supervisory employee not associated with the transaction. See [Section A.3.0](#) regarding the use of electronic documentation.



AUDITOR-CONTROLLER

CONTRACT ACCOUNTING AND ADMINISTRATION HANDBOOK

The petty cash fund should be maintained on an imprest (fixed) basis. A check should be drawn to set up the fund and to periodically replenish the fund up to the imprest amount. Receipts, vouchers, etc., supporting each fund replenishment should be cross referenced to the reimbursement check.

A petty cash log (or equivalent record) must be maintained for each petty cash fund to track the usage and replenishment of petty cash. Petty cash logs should be reviewed monthly by a higher-level employee not having responsibilities over the respective petty cash fund to ensure petty cash funds are being used for their intended purposes. See [Exhibit B](#) for a suggested petty cash log format.

There should be a separate petty cash fund custodian assigned for each petty cash fund established. The petty cash fund custodian should:

- Not have any other cash handling responsibilities (e.g., sign checks).
- Be responsible for maintaining and disbursing the petty cash funds and requesting replenishment of the fund up to its imprest amount, when necessary.
- Reconcile the petty cash fund amount to the cash-on-hand, receipts/invoices for which replenishment has not yet been requested, and replenishment requests in process, but not yet received, each day the petty cash fund is used.

Petty cash must be secured at all times in a locked safe, file cabinet, or cash drawer. Access to the petty cash fund should be limited to the petty cash fund custodian and one other employee in case of absence or emergency.

Surprise cash counts of each petty cash fund should be conducted periodically, but no less than quarterly, to ensure the petty cash fund is being maintained as required. The cash counts should be conducted by a higher-level employee not having cash handling responsibilities over the specific fund being counted. Documentation should be maintained to support each cash count conducted and should be signed and dated by the employee conducting the cash count.

3.4 Other Liquid Assets

Liquid assets must NOT be used as a substitute for normal purchasing and disbursement practices (e.g., payment by check).

CONTRACTOR must centrally monitor any liquid assets that can easily be converted to personal use (e.g., bus tokens/passes, prepaid/EBT/gift cards, tickets, vouchers). Applicable policies and procedures must be established to ensure accountability and restrict the usage of liquid assets to their intended purposes.

The distribution and usage of liquid assets must be supported by a log and/or external authenticating documents. The documents must clearly identify each item distributed/used, amounts issued, the date of distribution/usage, and the name and signature of the recipient/user. If the liquid assets (e.g., gift cards, prepaid cards)



AUDITOR-CONTROLLER

CONTRACT ACCOUNTING AND ADMINISTRATION HANDBOOK

are used to pay for other expenditures, additional documentation must be maintained to support the expenditures as required by [Section A.3.0](#). See [Exhibit C](#) for a suggested liquid assets log format.

Logs and/or other external authenticating documents should be reviewed monthly by a higher-level employee not having responsibilities over the respective liquid asset to ensure liquid assets are being used for their intended purposes.

A custodian should be assigned to monitor liquid assets, and should:

- Not have any other cash handling responsibilities (e.g., sign checks).
- Be responsible for maintaining and distributing the liquid assets and requesting replenishment when necessary.
- Reconcile the log to the liquid assets-on-hand and the documentation supporting the distribution and usage of the liquid assets to-date, each day liquid assets are distributed and used.

Liquid assets must be safely secured at all times (e.g., in a locked safe, file cabinet, or drawer). Access to liquid assets should be limited to the custodian and one other employee in case of absence or emergency.

Surprise counts of each liquid asset should be conducted periodically, but no less than quarterly, to ensure liquid assets are being maintained as required. The counts should be conducted by a higher-level employee not having responsibilities over the liquid asset being counted. Documentation should be maintained to support each count conducted and should be signed and dated by the employee conducting the count.

4.0 Payroll and Personnel Records

Adequate payroll and personnel records must be maintained to support payroll transactions. Payroll and/or personnel records should include, but not be limited to, the following:

- Employee's authorized salary rate
- Employee information sheet (e.g., employee contact information, emergency contact information)
- Resume and/or application
- Proof of qualifications for the position, if required (e.g., job description, notarized copy or original diploma, academic transcripts, license(s))
- Hiring and termination (if applicable) documents
- Employment history and performance evaluations
- Criminal record clearance (if required)
- Citizenship Status
- Benefit balances (e.g., paid time off, sick time, vacation)
- Health Clearances (if required)



AUDITOR-CONTROLLER

CONTRACT ACCOUNTING AND ADMINISTRATION HANDBOOK

In addition, personnel records should also include disclosures of any relationships with other CONTRACTOR employees or associates.

4.1 Timecards

Timecards or time reports must be prepared for each employee each pay period. If an employee works on multiple COUNTY/non-COUNTY programs and/or activities, the total hours charged to each of the programs and/or activities must be based on actual conditions (e.g., total hours worked each day by program and the total hours charged to each of the CONTRACTOR'S programs, time studies, full-time equivalents).

Time or budget estimates (i.e., estimates determined before the services are performed) alone do not qualify as support for payroll expenditures and will be disallowed upon audit. Time or budget estimates may be used for interim accounting purposes, unless prohibited by the COUNTY Agreement or applicable funding source(s), provided that the system for establishing the estimates produces reasonable approximations of the activity actually performed. Significant changes in work activity must be identified and adjusted in the financial records in a timely manner. The CONTRACTOR'S system of internal controls must include processes to review after-the-fact interim charges made using time or budget estimates, and be adequately documented. All necessary adjustments must be made such that the final amount charged to the COUNTY is accurate, allowable, appropriately allocated, and based on actual conditions.

All timecards and time reports must be signed and dated by the employee and the employee's supervisor (in ink or electronically) to certify the accuracy and approval of the reported time.

To the extent the CONTRACTOR utilizes electronic timecards and time reports, the CONTRACTOR'S electronic time reporting system must be designed to comply with the internal control standards described in this Handbook (e.g., see [Sections A.3.5](#) and [B.7.0](#) through [B.7.3](#)), and any other applicable federal, State, and COUNTY requirements (e.g., COUNTY Agreement), and support the reporting of accurate and reliable financial information.

4.2 Benefit Balances

Employee benefit balances (e.g., paid time off, sick time, vacation) should be maintained on at least a monthly basis. Benefit balances must be increased when benefit hours are earned and decreased as hours are used.

4.3 Incentive Compensation

Incentive compensation paid to employees should be reasonable, based on a measurable performance metric (e.g., cost reduction, efficient performance, suggestion awards, safety awards), and in accordance with the CONTRACTOR'S



AUDITOR-CONTROLLER

CONTRACT ACCOUNTING AND ADMINISTRATION HANDBOOK

established policy or agreement with employees. The CONTRACTOR must maintain documentation to support any incentive compensation payments to employees.

Any bonuses, gifts, or other payments provided to employees that are solely intended to improve employee morale will be disallowed upon audit, unless expressly allowed by the COUNTY Agreement and/or the applicable funding source(s).

4.4 Limitations on Positions and Salaries

The CONTRACTOR should not pay any salaries higher than those authorized in the COUNTY Agreement or by the applicable funding source(s) (i.e., federal, State, and COUNTY agencies).

Payroll expenditures for employees working on more than one agreement, program, or activity must be equitably allocated in accordance with the applicable sections of [Uniform Guidance](#) and any other applicable federal, State, and COUNTY requirements (e.g., COUNTY Agreement). If an employee serves in the same or dual capacities under more than one agreement or program, time charged to the agreements or programs taken as a whole may not exceed 100% of the employee's actual time worked.

Salaried employees should be paid a salary that corresponds with the employee's work schedule. For example, a half-time salaried employee performing the same or similar work should be paid proportionately less than a full-time salaried employee.

4.5 Retroactive Payroll Adjustments and Payments

The CONTRACTOR must not charge the COUNTY for any retroactive adjustments to an employee's authorized hourly/salary rate or benefits that result in additional compensation to an individual or group of employees without written approval from the COUNTY.

Retroactive payments to employees to correct underpayment errors may be charged to the COUNTY provided that adequate documentation is maintained to support an employee was underpaid in a prior pay period and the retroactive payment is necessary.

4.6 Separation of Duties Over Payroll and Personnel

Payroll checks should be distributed by persons not involved in timekeeping (e.g., preparing/recording, approving, processing, and reporting of payroll transactions), or reconciling bank accounts.



AUDITOR-CONTROLLER

CONTRACT ACCOUNTING AND ADMINISTRATION HANDBOOK

All employee hires and terminations, or pay rate changes, must be approved in writing by authorized persons independent of payroll responsibilities.

4.7 Security Over Payroll and Personnel Records

Adequate security must be maintained over payroll and personnel records with access restricted to authorized individuals. Any automated payroll and personnel records which contain confidential information, such as, but not limited to, employee addresses and medical information, must be adequately safeguarded using the information security and privacy standards discussed in Section A.3.6 to prevent unauthorized access and use.

5.0 Procurement

Written policies and procedures must be established to ensure goods and services are procured in a manner providing full and open competition and in accordance with the requirements of [Uniform Guidance](#) and any other applicable funding source(s) (i.e., federal, State, and COUNTY agencies). The written policies and procedures must also cover conflicts of interest where the CONTRACTOR and/or its directors, officers, or key employees are unable (or appear to be unable) to be impartial in conducting a procurement action.

CONTRACTOR must maintain sufficient records to support the history of procurement. At a minimum, the records should detail the rationale for the procurement method, the selection of the contract type (e.g., cost reimbursement, fixed-price), reasoning/justification for contractor or vendor selection or rejection, and the basis for the contract price/rate.

The procurement of any goods and/or services with an aggregate value that exceeds the lesser of \$5,000 or the amount required by the CONTRACTOR'S policy must be approved by the CONTRACTOR'S board of directors.

Failure to procure goods and services as required and maintain adequate documentation to support expenditures charged to the COUNTY may result in inadequately supported expenditures and may be disallowed upon audit.

5.1 Methods of Procurement

[Uniform Guidance](#) describes the following methods for procuring goods and services:

- Informal Procurement
- Formal Procurement
- Noncompetitive Procurement



AUDITOR-CONTROLLER

CONTRACT ACCOUNTING AND ADMINISTRATION HANDBOOK

Informal Procurement

When the aggregate value of the goods and/or services being procured is less than \$10,000, the CONTRACTOR must ensure the price is reasonable based on research, experience, purchase history, and/or other relevant information.

Where the aggregate value of the goods and/or services being procured is between \$10,000 and \$249,999, the CONTRACTOR must ensure the price is reasonable by obtaining price or rate quotations from an adequate number of qualified sources. CONTRACTOR should consider obtaining price or rate quotations from at least three qualified sources.

Formal Procurement

When the aggregate value of the goods and/or services being procured is \$250,000 or more, the CONTRACTOR must ensure the price is reasonable by formally and publicly advertising and soliciting sealed bids or competitive proposals from an adequate number of qualified sources.

Sealed bids are generally solicited for firm-fixed price contracts (lump sum or unit price). The contract should be awarded to a responsible bidder whose bid conforms with all material terms and conditions of the invitation for bids and is the lowest price.

Competitive proposals are generally solicited when conditions are not appropriate for the use of sealed bids and can be used for either cost reimbursement or fixed price type contracts. The contract should be awarded to the offeror whose proposal is most advantageous to the CONTRACTOR and should be based on price and other relevant factors.

Noncompetitive Procurement

Noncompetitive procurements should only be used when the aggregate value of the goods or services is less than \$10,000, the goods or services can only be obtained from a single source, there is an immediate need for the goods or services and delays from publicizing a competitive solicitation are not permitted, or a competitive solicitation was conducted and competition was determined to be inadequate.

The CONTRACTOR must obtain written approval from the COUNTY and/or the applicable funding source(s) prior to using a noncompetitive procurement that does not meet one of the conditions described above.

6.0 Capital and Non-Capital Assets

Controls over capital and non-capital assets are necessary to safeguard investments, establish responsibility for the custody of each asset, provide



AUDITOR-CONTROLLER

CONTRACT ACCOUNTING AND ADMINISTRATION HANDBOOK

necessary data for financial reporting, and provide required information and documentation for depreciation, insurance, audit, and other purposes.

6.1 Capital Assets

Capital assets are tangible or intangible assets of significant value having a useful life that extends beyond the current year and include land, buildings and improvements, equipment, and intellectual property (including software). All applicable assets with an acquisition cost of \$5,000 or more must be capitalized in accordance with GAAP.

Acquisition cost means the net invoice unit price of an item, including shipping costs and sales taxes, the cost of any modifications, attachments, accessories, or auxiliary apparatus necessary to make it usable for the purpose for which it was acquired. Acquisition costs for software include those development costs capitalized in accordance with GAAP.

Capital asset purchases must be approved by the CONTRACTOR'S board of directors or their authorized representative.

Capital assets should not be ordered or purchased and charged to the COUNTY during the last three months of the term of the Agreement, unless the acquisition is pre-approved by the COUNTY or the CONTRACTOR'S Agreement with the COUNTY is renewed or extended.

6.2 Acquisition

CONTRACTOR must submit a purchase versus lease analysis to COUNTY and obtain written authorization before making a capital asset purchase where the acquisition cost is \$25,000 or more, and all, or a portion of the cost of the capital asset will be charged to the COUNTY Agreement. If the cost of the capital asset will be charged to multiple COUNTY Agreements, the CONTRACTOR only needs to obtain written authorization from the COUNTY department(s) where the CONTRACTOR anticipates expenditures charged will exceed the lesser of 10% of the acquisition cost of the capital asset or \$5,000, unless more restrictive and/or stringent requirements over acquisitions are required by the COUNTY Agreement and/or the applicable funding source(s).

6.3 Non-Capital Asset Equipment

Non-capital asset equipment is defined as equipment containing COUNTY non-public information, or equipment with a unit cost of more than \$250 but less than \$5,000, a useful life over one year, and can generally be easily carried or moved; especially by hand (e.g., personal computers, scanners, other portable assets).



AUDITOR-CONTROLLER

CONTRACT ACCOUNTING AND ADMINISTRATION HANDBOOK

6.4 Asset Identification and Inventory

All capital assets and non-capital asset equipment (assets) purchased in full, or in part, with COUNTY Agreement funds are to be used for the benefit of the COUNTY Agreement and should be appropriately tagged.

CONTRACTOR must maintain an accurate, complete, and current listing of assets. The listing should include the item description, serial number, date of purchase, acquisition cost, source(s) of funding, location, and the specific employee(s) the asset is assigned to or controlled by, when applicable. Unassigned assets must also be identified on the listing.

An inventory of all assets must be conducted at least once every two years to ensure that all assets are accounted for, used, maintained in proper working order, and needed. Documentation must be maintained to support the inventory conducted, and any depreciation charges in accordance with [Uniform Guidance](#).

6.5 Security Over Assets

Physical security must be adequately maintained over all assets to prevent the misuse, theft, or destruction of COUNTY property and non-public information. To the extent necessary, physical security controls over assets should include the use of badges/identification cards, locks, security cables, and/or assorted barriers to prevent physical tampering, damage, theft, or unauthorized physical access.

6.6 Asset Management

The CONTRACTOR must assume responsibility and accountability for the maintenance of all assets purchased, leased, or rented with COUNTY Agreement funds, or any other assets containing COUNTY non-public information.

The CONTRACTOR must maintain documentation to support all cases of theft, loss, damage, or destruction of assets purchased with COUNTY Agreement funds or containing COUNTY non-public information. The documentation should, at a minimum, contain item identification, recorded value, facts relating to loss, and, where appropriate, a copy of the law enforcement report. In cases where the loss resulted from suspected criminal activity (e.g., theft, vandalism, arson), the incident must be reported to the local law enforcement agency with jurisdiction over the location of the suspected crime.

The supporting documentation, including a copy of any related crime/incident reports, must be retained by the CONTRACTOR for a period of time under which the underlying records were destroyed or damaged were required to be retained and must be retained for a longer period in the case of unresolved litigation or audit.



AUDITOR-CONTROLLER

CONTRACT ACCOUNTING AND ADMINISTRATION HANDBOOK

The CONTRACTOR must promptly report in writing to the COUNTY, and provide copies of all relevant supporting documentation described above, all cases of theft, loss, damage, or destruction of:

- Any capital assets purchased with COUNTY Agreement funds.
- Any non-capital asset equipment purchased with COUNTY Agreement funds with an acquisition cost or aggregate costs of \$950 or more.
- Any capital or non-capital assets that electronically stored, used, and/or transmitted COUNTY non-public information.

CONTRACTOR must safely and securely dispose of or return to the COUNTY all capital and non-capital assets in accordance with the Agreement.

7.0 Information Technology

Information technology (IT) controls are necessary to protect the security, integrity, and availability of COUNTY non-public information, Protected Health Information (PHI), IT resources (e.g., systems and networks, accounting management software/applications, electronic time reporting systems), and data (e.g., electronically stored information, records, or documentation).

7.1 Information Technology Controls

It is the CONTRACTOR'S sole obligation to design and implement appropriate and reasonable IT controls to, at a minimum:

- Secure and protect its IT resources and data against internal/external threats and risks.
- Help ensure the accuracy and integrity of CONTRACTOR'S electronic records and data is not compromised.
- Ensure adequate safety mechanisms (e.g., unique log-on identifications, computer access codes, account codes, passwords, multi-factor authentication tokens, transaction approval/authorization controls) are in place to limit user (e.g., employees, subcontractors, contractors/consultants) access privileges to protect COUNTY non-public information, PHI, IT resources, and data related to the COUNTY Agreement from unauthorized or unlawful access, use, disclosure, alteration or destruction.
 - Users must only receive access to non-public information that is necessary to perform their assigned job duties, and must not be given an access authorization level that is higher than needed.



AUDITOR-CONTROLLER

CONTRACT ACCOUNTING AND ADMINISTRATION HANDBOOK

- CONTRACTOR must review, and update, if necessary, user access rights/permissions at least annually, or when a user's job assignment and/or responsibilities change, to ensure access capabilities are consistent with the user's job duties. In addition, guest user access and inactive users, including terminated employees, contractors/consultants, and other unnecessary access should be reviewed and removed or disabled timely.
- Ensure adequate and ongoing IT and cyber security awareness training is provided to applicable CONTRACTOR employees.
- Capture sufficient audit trail information to identify the individual user(s) who performed key components (e.g., entry, approval) of critical or high risk (e.g., disbursement, payroll) transactions.
- Ensure all data/transactions entered into an information system are processed completely and accurately, duplicate transactions are prevented and/or detected timely, inputs and modifications to data are authorized, and all data is protected from improper or unauthorized deletion and alteration. For example, procedures for reviewing and approving source documents for reasonableness and proper authorization prior to entering information should be established, when applicable.
- Ensure any output (e.g., paper printouts, digital information, electronic records) containing non-public information or regulated data and transactions is adequately protected and clear individual accountability is maintained, when applicable.

7.2 Information Technology Security Management

CONTRACTOR must establish and implement IT policies and procedures that align with the applicable IT standards described in this Handbook, [COUNTY Board Policy 5.200](#), and any other applicable federal, State, and COUNTY requirements (e.g., COUNTY Agreement, applicable sections of the [Board Policy Manual](#)). A good IT policy should address, at a minimum, such issues as:

- Security management
- Security awareness training
- Security and privacy violations/breaches, incident reporting, and response protocols
- Cyber security (e.g., encryption, malware/ransomware protection, vulnerability testing and monitoring)
- Separation of duties
- User access (including remote access) to system(s) data
- Authorization of transactions
- Exception/error resolution
- Back-up recovery and restart protocols (e.g., disaster recovery and business



AUDITOR-CONTROLLER

CONTRACT ACCOUNTING AND ADMINISTRATION HANDBOOK

contingency planning)

- Change controls (e.g., for maintenance, enhancements, or modifications to application systems, networks, and software), if applicable

CONTRACTOR must also ensure their IT policies are periodically reviewed and updated/modified when changes are necessary (e.g., to implement new systems or changes in procedures, adopt new security protocols, address new risks or circumstances).

To the extent CONTRACTOR exchanges or shares information with other authorized external parties (e.g., third-party vendors/providers, subcontractors, contractors/consultants), CONTRACTOR must also establish policies and procedures to ensure the security, reliability, and integrity of such information.

Any applicable security incidents (e.g., loss of COUNTY non-public information, breach of confidentiality, non-permitted use or disclosure of PHI) must be reported in accordance with the standards described in this Handbook, and any other applicable federal, State, and COUNTY requirements (e.g., COUNTY Agreement).

7.3 Separation of Duties Over Systems

CONTRACTOR must ensure sufficient checks and balances exist, and adequate separation of duties are maintained over IT systems to help minimize the risk of fraudulent activity and user error, and ensure transactions (e.g., accounting, payroll, time reporting, disbursements) are properly initiated approved, processed, reported, and reconciled.

Work should be divided among two or more employees so that one employee does not have control over multiple key aspects of an IT system, and the functions performed by one employee may be checked by functions performed by other employees. For example, employees who have access to add or change vendor information (e.g., vendor and contact names, addresses, phone numbers) must not have access to process invoices.

8.0 Electronic Signatures

Electronic signatures (e-Signatures) may be used to represent an individual's acknowledgment, acceptance, or approval of an agreement, transaction, report, record, or form, unless otherwise prohibited by the COUNTY Agreement and/or applicable funding source(s). Various types of e-Signatures exist. The most secure forms of e-Signatures will provide a digital audit trail that confirms when a document was signed, provides assurance that the individual claiming to be the signor is the signor through effective authentication methods (e.g., unique log-on identifications, account codes, passwords), and can safeguard documents from being altered after they have been signed. When determining which type of e-Signature to use, CONTRACTOR should consider the associated risks and level of assurance needed for the signature or document, and any other applicable



AUDITOR-CONTROLLER

CONTRACT ACCOUNTING AND ADMINISTRATION HANDBOOK

federal, State, and COUNTY requirements (e.g., COUNTY Agreement).

9.0 Subcontracts

CONTRACTOR must not subcontract services without the prior written consent of the COUNTY. Payments for subcontracted services without the prior written consent of the COUNTY may be disallowed upon audit.

CONTRACTOR must provide the COUNTY with copies of all executed subcontracts and must be responsible for the performance of their subcontractors. CONTRACTOR may submit an electronic copy of executed subcontracts in preference to a hardcopy, unless original signed subcontracts are required by the COUNTY Agreement or the applicable funding source(s).

9.1 Subcontractor Monitoring

CONTRACTOR must monitor the activities of their subcontractors as necessary, but no less than annually, to ensure governmental monies are used for their intended purposes, compliance with applicable federal, State, and COUNTY requirements, and performance goals are achieved. For example, the monitoring must include, but not be limited to:

- Performing reviews of the subcontractor's fiscal and program operations (e.g., verifying expenditures charged to the subaward are adequately supported, allowable, and appropriately allocated; verifying internal controls are maintained as required; and verifying subcontracted services are meeting required performance standards).
- Performing reviews of required financial and performance reports.
- Verifying all subcontractors are audited as required.
- Following-up and ensuring appropriate corrective action is taken on all deficiencies pertaining to the subcontract.

C. COST PRINCIPLES

1.0 Purpose of Program Funds

It is the intent of the COUNTY to provide funds for the purpose of the CONTRACTOR to provide the services required by the Agreement. CONTRACTOR must use these funds on actual expenditures in an economical and efficient manner, and ensure they are reasonable, proper, and necessary costs of providing services and allowable in accordance with the applicable sections of [Uniform Guidance](#), and any other applicable funding source(s) (i.e., federal, State, and COUNTY agencies) requirements.

**1.1 Limitations and Requirements for Program Expenditures**

CONTRACTOR must comply with all limitations and requirements for COUNTY Program expenditures in the Agreement, the applicable sections of [Uniform Guidance](#), and/or any other applicable funding source(s) (i.e., federal, State, and COUNTY agencies). If a CONTRACTOR is unsure of the allowability of any particular type of expenditure, the CONTRACTOR should request advance written approval from the COUNTY and/or applicable funding source(s) prior to incurring the expenditure.

1.2 Limitations on Payments to Affiliated Organizations or Persons (i.e., Related Party/Less-Than-Arm's-Length Transactions)

For purposes of the COUNTY Agreement, COUNTY must be solely responsible for determining affiliation unless otherwise allowed and approved by federal, State, or COUNTY agencies. Organizations or persons will be considered affiliated when one party is able to control or substantially influence the actions of the other. Affiliation includes, but is not limited to, a relationship between the CONTRACTOR and:

- An organization related through legal organization (i.e., corporation, partnership, parent company, subsidiary organization, association).
- An organization under common control through its common officers, directors, or members.
- A director, trustee, officer, or key employee, or an individual related by blood, marriage, or affinity, either directly or through corporations, trusts, or similar arrangements in which they hold a controlling interest.

Prior to making payments to affiliated organizations or persons (i.e., related party/less-than-arm's-length transactions), CONTRACTOR must complete and submit to the COUNTY a disclosure statement identifying the nature of the relationship with the affiliated or related organizations/persons.

CONTRACTOR must not make payments to affiliated organizations or persons for program expenditures (e.g., salaries, services, rent) that exceed the lesser of actual costs of the affiliated or related organizations/persons or the reasonable costs for services rendered and/or items purchased. A reasonable cost is the price that would be paid by one party to another when the parties are dealing at arm's length (fair market price).

Payments to affiliated organizations or persons will be disallowed upon audit to the extent the payments exceed the lesser of actual costs of the affiliated or related organizations/persons or the reasonable costs (fair market value) for services rendered or items purchased.



AUDITOR-CONTROLLER

CONTRACT ACCOUNTING AND ADMINISTRATION HANDBOOK

1.3 Unallowable Expenditures

[Uniform Guidance](#) addresses the allowability of a variety of costs. For all costs, there are certain restrictions and limitations; however, the following are examples of costs that are generally unallowable, unless expressly allowed by the COUNTY Agreement and/or the applicable funding source(s):

- Bad debts
- Bonuses, gifts, and other expenditures solely intended to improve employee morale
- Contingency provisions
- Contributions and donations
- Entertainment, social activities, and other similar expenditures (unless there is a programmatic purpose)
- Fines and penalties (e.g., Non-sufficient Funds Check Fees, Traffic Citation Fees)
- Fundraising activities
- Interest
- Losses on other awards

1.4 Depreciation

Unless otherwise approved by the COUNTY, compensation for the use of buildings, capital improvements, equipment, and software projects may be made through depreciation in accordance with the applicable sections of [Uniform Guidance](#):

- The computation of depreciation is based on the acquisition cost of the asset(s).
- The computation should exclude the cost of:
 - Land
 - Buildings and equipment donated by governmental agencies
 - Buildings and equipment contributed by the CONTRACTOR to satisfy funding matching requirements
 - Any asset acquired solely for the performance of a non-Federal award.
- For depreciation, an appropriate useful life must be established for the asset(s), which considers factors such as the type of construction, nature of the asset used, susceptibility to technological obsolescence or technological developments in the particular area, historical data, and the renewal and replacement policies followed for the assets involved, etc.
- [Appendix B to IRS Publication 946](#), "How to Depreciate Property," contains guidelines for establishing an asset's useful life.



AUDITOR-CONTROLLER

CONTRACT ACCOUNTING AND ADMINISTRATION HANDBOOK

1.5 Rental Costs of Buildings and Equipment

Rental costs are allowable to the extent that the rates are reasonable considering rental costs of comparable property, market conditions in the area, condition of the property being leased, etc.

- Under a “sale and leaseback” arrangement, rental costs would be allowable up to the amount that would be allowed if the CONTRACTOR had continued to own the property. This amount generally includes expenditures such as depreciation, maintenance, taxes, and insurance.
- Under a “less-than-arms-length” lease, costs are only allowable up to the amount that would be allowable had title to the property vested in the CONTRACTOR. This amount generally includes expenditures such as depreciation, maintenance, taxes, and insurance.

1.6 Budget Limitation

Expenditures must not exceed the maximum limits in the COUNTY Agreement budget.

1.7 Expenditures Incurred Outside the Agreement Period

Expenditures charged against program funds may not be incurred prior to the effective date of the COUNTY Agreement or subsequent to the COUNTY Agreement termination, or expiration date. Similarly, current period expenditures related to events or activities that occurred prior to the effective date of the COUNTY Agreement may not be allowable. For example, legal costs incurred prosecuting or defending a lawsuit stemming from events which occurred during a period not covered by a valid COUNTY Agreement between CONTRACTOR and COUNTY are not allowable.

1.8 Unallowable Activities

COUNTY program funds, materials, property, or services must not be used for investments where there is a risk of loss or for the performance of any political activity, the election of any candidate, or the defeat of any candidate for public office.

1.9 Unspent Program Funds

CONTRACTOR must return any unspent program funds to the COUNTY, unless otherwise permitted by the COUNTY Agreement. In addition, the COUNTY will determine the disposition of unspent program funds upon termination of the COUNTY Agreement.



AUDITOR-CONTROLLER

CONTRACT ACCOUNTING AND ADMINISTRATION HANDBOOK

2.0 Allocable Expenditures

For CONTRACTORS that operate programs or provide services in addition to the services required under the COUNTY Agreement, the CONTRACTOR must allocate expenditures to all benefiting programs, activities (including unallowable activities, such as fundraising and investment activities), and funding sources using an equitable basis.

In accordance with the applicable sections of [Uniform Guidance](#), CONTRACTORS must define their allocable expenditures as either direct or indirect costs (as defined below) and allocate each cost using the basis most appropriate and feasible. ***Actual conditions must be taken into account when selecting the method and/or base to be used to allocate expenditures to ensure expenditures are allocated equitably to each benefiting program, activity, and funding source.***

The CONTRACTOR must maintain documentation for allocated expenditures (e.g., timecards, time studies, calculation of full-time equivalents, square footage measurements).

Under no circumstances can allocated expenditures be charged to an extent greater than 100% of actual expenditures or the same expenditure be charged both directly and indirectly.

2.1 Direct Costs

Unless otherwise set forth in the COUNTY Agreement, or required by the applicable funding source(s), direct costs are defined as those costs that can be identified specifically with a particular final cost objective (e.g., a particular program, service, or other direct activity of an organization). Examples of direct costs include salaries and benefits of employees working on the program, supplies and other items purchased specifically for the program, costs related to space used by employees working on the program.

For all employees, other than general and administrative, the hours spent on each program (activity) should be recorded on the employees' timecards and the payroll expenditures should be treated as direct charges and distributed on the basis of the actual recorded hours spent on each program or using another equitable basis based on actual conditions.

Shared costs (i.e., costs that benefit more than one program or activity) that can be distributed in reasonable proportion to the benefits received may also be direct costs.

Examples of bases for allocating shared costs as direct costs:

- Number of direct hours spent on each program



AUDITOR-CONTROLLER

CONTRACT ACCOUNTING AND ADMINISTRATION HANDBOOK

- Full-time equivalents for each program
- Square footage occupied by each program
- Other relevant and equitable methods of allocation

2.2 Indirect Costs

Indirect costs are those costs that have been incurred for common or shared purposes and cannot be readily identified with a particular final cost objective. Examples of indirect costs include the salaries and benefits of executive officers and administrative personnel (e.g., accounting, human resources, information technology), depreciation and use allowances for administrative buildings, and other costs related to the general administration of the organization. Only expenditures that are allowable in accordance with the applicable sections of [Uniform Guidance](#) and any other applicable funding source(s) (i.e., federal, State, and COUNTY agencies) can be included as indirect costs and allocated to the COUNTY program(s).

Examples of bases for allocating indirect costs:

- Total direct salaries and wages.
- Total direct costs, excluding unallowable costs that do not represent an activity of the CONTRACTOR (e.g., fines, penalties, bad debts), capital expenditures, and other distorting items such as significant one-time expenditures, or subcontractor payments.
- Modified total direct costs, including all direct salaries and wages, applicable fringe benefits, materials and supplies, services, travel, and up to the applicable threshold (e.g., \$25,000 (prior to October 1, 2024), \$50,000) of each subaward (regardless of the period of performance of the subawards under the award). It excludes equipment, capital expenditures, charges for patient care, rental costs, tuition remission, scholarships and fellowships, participant support costs, and the portion of each subaward in excess of the applicable threshold (e.g., \$25,000 (prior to October 1, 2024), \$50,000) as required by [Uniform Guidance](#).

2.3 Acceptable Indirect Cost Allocation Methods

[Uniform Guidance](#) describes the following allowable methods for allocating and charging indirect costs:

- Simplified allocation method
- Direct allocation method
- Multiple allocation base method
- Negotiated indirect cost rate
- De minimis rate



AUDITOR-CONTROLLER

CONTRACT ACCOUNTING AND ADMINISTRATION HANDBOOK

CONTRACTOR must ensure the indirect cost allocation methodology chosen is clearly described in their Cost Allocation Plan and is used consistently to allocate indirect costs. See [Exhibit D](#) for examples of how to allocate indirect costs using these methods.

Simplified Allocation Method

This method can be used when an organization's major functions benefit from its indirect costs to approximately the same degree. Using this method, all allocable costs are considered indirect costs and an indirect cost rate is determined by dividing total allowable indirect costs by an equitable distribution base (see [Exhibit D.1](#) for example).

Direct Allocation Method

This method can also be used when an organization's major functions benefit from its indirect costs to approximately the same degree. Using this method, all costs except general administration and general expenditures are treated as direct costs. Shared costs, such as depreciation, facility and equipment rentals, facilities maintenance, telephone, and other similar expenditures, are prorated individually to each direct activity on a basis appropriate for that type of cost.

The remaining costs, which consist exclusively of general administration and general expenditures, are then allocated using the simplified allocation method previously discussed (see [Exhibit D.2](#) for example).

Multiple Base Allocation Method

This method can be used when an organization's major functions benefit from its indirect costs in varying degrees. Using this method, indirect costs are grouped to permit allocation of each grouping on the basis of the benefits provided to the major functions. Each grouping is then allocated individually using the basis most appropriate for the grouping being allocated (see [Exhibit D.3](#) for example).

Negotiated Indirect Cost Rates

CONTRACTORS have the option of negotiating an indirect cost rate or rates for use on all their federal programs. The CONTRACTOR must submit a cost allocation plan to the federal agency with the largest dollar value of federal awards funded to the organization. The approved indirect cost rate is then applied to the total approved direct cost base (see [Exhibit D.4](#) for example).

If CONTRACTOR has a federally approved indirect cost rate, CONTRACTOR must submit a copy of the approval letter to COUNTY upon request.



AUDITOR-CONTROLLER

CONTRACT ACCOUNTING AND ADMINISTRATION HANDBOOK

De Minimis Rate

A CONTRACTOR that does not have a current negotiated (including provisional) federally approved indirect cost rate may elect to charge indirect costs based on the applicable de minimis rate (e.g., 10% (prior to October 1, 2024), up to 15%) of modified total direct costs. If elected, this rate may be used indefinitely, but must be used consistently to charge indirect costs to all programs and activities (see [Exhibit D.5](#) for example).

2.4 Indirect Cost Limitations

CONTRACTOR must ensure indirect costs charged to the COUNTY program(s) are within any maximum limitations established by statutory requirements. Any amounts charged in excess of maximum limitations will be disallowed upon audit unless otherwise allowed and approved by the applicable federal, State, or COUNTY agency.

2.5 Cost Allocation Plan

CONTRACTOR must maintain an annual Agency-wide Cost Allocation Plan (Plan), and submit the Plan to the County if required by the COUNTY Agreement, and/or when requested by the COUNTY. The Cost Allocation Plan must be prepared in accordance with the applicable sections of [Uniform Guidance](#), and any other applicable federal, State, and COUNTY requirements (e.g., COUNTY Agreement, COUNTY instructions) and include the following information:

- CONTRACTOR's general accounting policies:
 - Fiscal year
 - Method for allocating indirect costs (e.g., simplified, direct, multiple, negotiated rate, de minimis rate)
 - Indirect cost rate allocation base (e.g., direct salaries and wages, direct costs).
- Identify the CONTRACTOR'S direct, shared, and indirect costs (by category) and describe the cost allocation methodology for each category.
- Signature of CONTRACTOR management certifying the accuracy of the plan.

3.0 Overpayments

If upon audit, or at any time during the Agreement year, it is determined that cost reports or invoices submitted to the COUNTY which were used as a basis for payments to the CONTRACTOR were inaccurate, the COUNTY may determine the total overpayment and require the CONTRACTOR to repay the COUNTY. The COUNTY may withhold payments from CONTRACTOR'S future payments unless otherwise prohibited by federal and/or State regulations.



AUDITOR-CONTROLLER

CONTRACT ACCOUNTING AND ADMINISTRATION HANDBOOK

D. GOVERNANCE

1.0 Governance Overview

Large numbers of nonprofit corporations, organized for public benefit, receive public funds through contracts with the COUNTY. Many COUNTY service contracts support key public initiatives, including protecting children, providing health care, fostering employment, and reducing the effects of mental impairments and substance abuse.

Nonprofit organizations doing business with the COUNTY must conduct their work in a manner consistent with their charitable mission and the public purposes embodied in the COUNTY Agreement. This demands that nonprofit agency governing boards be conscious of their fiduciary responsibilities in providing proper oversight and direction, and making decisions.

1.1 Board of Directors' Requirements

Nonprofit agencies doing business with the COUNTY must have a governing board of at least three (3) directors in accordance with State law (e.g., [Sections 12331](#) and [5227](#) of [California Corporations Code](#)). At no time should more than 49% of the persons serving on the board of directors (board or directors) be "interested persons." An "interested person" includes:

- Any person currently being compensated by the CONTRACTOR for services rendered within the previous 12 months, whether as a full-or part -time employee, independent contractor, or otherwise.
- Any brother, sister, ancestor, descendant, spouse, brother-in-law, sister-in-law, son-in law, daughter-in-law, mother-in law, or father-in law of any such person (e.g., directors, CONTRACTOR or subcontractor employees).

The majority of the directors should not have a direct or indirect material financial interest in the organization, or any other relationship that could create a conflict of interest on the part of the director(s). A financial interest may exist for reasons of business, investment, or family relationship. "Financial interest" means an actual or potential ownership, investment, or compensation arrangement in or with any entity or individual with which the organization has, or is negotiating, a transaction or arrangement.

Directors, officers, and employees of nonprofit corporations with which the COUNTY contracts must not:

- Permit or benefit from self-dealing transactions (unless permitted by law), or unreasonable compensation.
- Misuse or dissipate scarce public resources.



AUDITOR-CONTROLLER

CONTRACT ACCOUNTING AND ADMINISTRATION HANDBOOK

Additional details regarding governance and directors' requirements are included in State Law (e.g., [California Corporations Code](#), [Section 12586 of California Government Code](#)).

1.2 Board of Directors' Fiduciary Responsibilities

All members of a nonprofit organization's governing board must perform their duties in good faith and in a manner they believe to be in the best interests of the CONTRACTOR and with such care, including reasonable inquiry, as an ordinarily prudent person in a like position would use under similar circumstances. Although directors may delegate management of CONTRACTOR operations, activities, and affairs, to officers, employees, management companies, or committees, the directors are ultimately responsible for the direction and oversight of the organization. Directors' fiduciary responsibilities include, but are not limited to, the following:

- Monitoring the organization's fiscal and programmatic performance.
- Overseeing the organization's risk management, control processes, usage of funds, and protection of the organization's assets.
- Ensuring the organization's compliance with applicable federal, State, and COUNTY regulations.
- Making, reviewing, and/or approving decisions that are in the best interest of the organization (not in the best interest of any individual or other organization). For example, the board should review and approve all significant transactions (e.g., less-than-arm's length transactions, purchases of capital assets, loans, incentive compensation to the organization's management and employees).
- Recognizing and disclosing conflicts of interest.

1.3 Oversight Mechanisms

An organization's governing board must provide for its governance by:

- Adopting and disclosing the organization's governance standards, including director qualifications, responsibilities, and compensation. The standards may provide for "just and reasonable" compensation and benefits consistent with the compensation amount or guidelines established in the organization's contract(s) with the COUNTY. Compensation and benefits of directors, officers, and employees should be comparable to agencies of similar size and function (see [Section B.4.4](#), "Limitations on Positions and Salaries"). No employee may receive compensation or benefits for more than one organization job. For example, the Chief Executive Officer (CEO) cannot receive compensation or benefits for the job of CEO and another job such as program manager, etc.



AUDITOR-CONTROLLER

CONTRACT ACCOUNTING AND ADMINISTRATION HANDBOOK

- Adopting and disclosing a code of business conduct and ethics for directors, officers, and employees, and promptly disclosing to the County any waivers (e.g., authorized exemptions, exceptions) of the code affecting organization directors, officers, or employees.
- Reviewing, no less than annually, the CONTRACTOR'S compliance with COUNTY Agreement terms and conditions/provisions (e.g., insurance, internal controls, federal and State reporting, payment requirements for payroll withholding) and report any applicable deviations to the COUNTY .

An organization's governance guidelines and code of ethics must:

- Provide for an annual process to distribute to and obtain from directors, officers and employees written acknowledgments of their adherence to the CONTRACTOR'S governing standards.
- Incorporate a mechanism for disclosing and addressing possible conflicts of interest.
- Provide appropriate record-keeping, particularly of transactions and arrangements required to be reviewed by the governing board and where significant organization resources are expended by or for officers, directors and employees.

1.4 **Board Meetings**

A CONTRACTOR'S board must meet periodically to ensure the directors' fiduciary responsibilities (see [Section D.1.2](#)) are carried out as required. It is recommended a CONTRACTOR'S board meet at least four times a year. Board members may participate in meetings using conference telephone or electronic communication. Additional details are included in State Law (e.g., [Section 5211 of California Corporations Code](#)).

Board meeting minutes must be written (or in any form capable of being converted into clearly legible tangible form), maintained for each meeting, and certified by the board secretary (or an assistant secretary/alternate) in accordance with State Law (e.g., [Sections 5215](#) and [6320](#) of [California Corporations Code](#)). In addition, the meeting minutes should include:

- The names of the board members who are present and absent.
- The date and time the meeting begins and ends.
- A summary of all discussions, deliberations, and actions taken by the board.
- The names of board members making and seconding motions, and a breakdown of the votes on the motions.
- A summary of future action items/steps and who is responsible for them.



AUDITOR-CONTROLLER

CONTRACT ACCOUNTING AND ADMINISTRATION HANDBOOK

1.5 Audit Committee

The board must establish an audit committee when applicable in accordance and compliance with the Nonprofit Integrity Act of 2004 ([SB 1262 Chapter 919](#)) and State law (e.g., [Section 12586 of California Government Code](#)).

Annual Audit Duties

The Audit Committee:

- Is responsible for making recommendations to the board on the hiring and firing of the CONTRACTOR'S independent auditor to perform annual audits.
- Must confer with the CONTRACTOR'S independent auditor to satisfy audit committee members that the financial affairs of the CONTRACTOR are in order, review each audit and decide whether to accept it, and ensure that the COUNTY receives a copy of the annual audit report and all other audits, reviews, and other third-party reports.

Additional Audit Committee Duties

The audit committee must:

- Establish procedures for receiving and addressing complaints regarding accounting, internal controls, and auditing matters.
- Monitor and take steps to ensure proper management response to major performance or fiscal deficits, such as any material weaknesses and/or significant deficiencies identified during an audit.
- Pre-approve all audit and non-audit services provided by the auditor. Non-audit services are defined as any professional services provided other than those provided in connection with an audit or review of the financial statements of the CONTRACTOR. The following is a list of non-audit services for which the independent auditor cannot perform unless the firm follows the independence standard in the Yellow Book issued by the U.S. Comptroller General:
 - ✓ Bookkeeping or other services related to the accounting records or financial statements of the audit client
 - ✓ Financial information systems design and implementation
 - ✓ Internal audit outsourcing services
 - ✓ Management functions or human resources
 - ✓ Investment adviser or investment banking services
 - ✓ Legal services and expert services unrelated to the audit



AUDITOR-CONTROLLER CONTRACT ACCOUNTING AND ADMINISTRATION HANDBOOK

E. REPORTING FRAUD/MISCONDUCT

CONTRACTORS are required to report suspected fraud, waste, or misuse of public monies, as well as misconduct involving COUNTY personnel to the Los Angeles County Fraud Hotline (Hotline). CONTRACTORS are also required to report suspected fraud committed by their employees and subcontractors when that fraud affects their Agreement with the COUNTY. Reportable conditions include, but are not limited to:

- Requests for bribes/kickbacks/gratuities.
- Favoritism/nepotism in the awarding of COUNTY Agreements, or selection of vendors.
- Embezzlement, theft, or misuse of any COUNTY funds, resources, time, equipment, or information.
- CONTRACTOR or vendor improprieties (e.g., inappropriate or unethical actions/behaviors such as unfair business practices, disregard for laws, abuse of power, corruption, etc.)

Reportable conditions must be reported to the Hotline upon their discovery by CONTRACTOR. Failure to report the types of fraud/misconduct discussed above may be grounds for contract termination.

The reporting party may remain anonymous. Reports can be made via telephone, mail, e-mail, or online to:

Online: <https://fraud.lacounty.gov/>
E-mail: fraud@auditor.lacounty.gov
Call: (213) 89-FRAUD or (213) 893-7283
Toll Free: (800) 544-6861
Fax: (213) 947-5809
U.S. Mail: County of Los Angeles
Department of Auditor-Controller
Office of County Investigations
500 West Temple Street, Suite 514
Los Angeles, CA 90012

F. RESOURCES

As noted in the introduction of this Handbook, the accounting, financial reporting, and internal control standards described in this Handbook are compiled from various federal, State, and COUNTY regulations and guidelines. The sources cited in this Handbook include, but are not limited to, those listed below. CONTRACTORS can refer to these sources for additional information and guidance on the federal, State, and COUNTY regulations and guidelines applicable to their organization (since some regulations and guidelines may not apply to every CONTRACTOR).

- Electronic Code of Federal Regulations - www.ecfr.gov
 - Uniform Guidance - <https://www.ecfr.gov/current/title-2/subtitle-A/chapter-II/part-200?toc=1>
- Internal Revenue Service - www.irs.gov



AUDITOR-CONTROLLER

CONTRACT ACCOUNTING AND ADMINISTRATION HANDBOOK

- United States Department of Labor - www.dol.gov
 - Health Insurance Portability and Accountability Act (HIPAA) - <https://www.dol.gov/agencies/ebsa/laws-and-regulations/laws/hipaa>
- The System for Award Management (SAM.gov) - <https://sam.gov>
- The Sarbanes-Oxley Act of 2002 - <https://www.govinfo.gov/content/pkg/COMPS-1883/pdf/COMPS-1883.pdf>
- Financial Accounting Standards Board - <https://fasb.org>
 - Accounting Standards Codification (including Generally Accepted Accounting Principles) - <https://asc.fasb.org>
- State of California
 - Laws (including Corporations, Government, Labor, Civil, and Welfare and Institutions Codes) - www.leginfo.ca.gov
 - Department of Justice Office of the Attorney General - www.oag.ca.gov
 - Guide for Charities - <https://oag.ca.gov/charities/guide-live>
 - Franchise Tax Board - www.ftb.ca.gov
 - Secretary of the State - www.sos.ca.gov
- COUNTY Board Policy Manual - https://library.municode.com/ca/la_county_bos/codes/board_policy
- The Committee of Sponsoring Organizations of the Treadway Commission (COSO) - www.coso.org
 - COSO sponsoring organizations:
 - The American Accounting Association - www.aaahq.org
 - The American Institute of Certified Public Accountants - www.aicpa.org
 - The Government Finance Officers Association - <https://www.gfoa.org>
 - The Financial Executives International - www.financialexecutives.org
 - The Institute of Internal Auditors - www.theiia.org
 - The Association of Accountants and Financial Professionals in Business - www.imanet.org
 - COSO's Guidance on Internal Control Integrated Framework - <https://www.coso.org/guidance-on-ic>

G. HANDBOOK ADMINISTRATION AND INQUIRIES

This Handbook is intended to be a continual work in progress. Changes are made by Auditor-Controller staff on an ongoing basis. As conditions and the accumulation of changes warrant, the online version that is available to COUNTY departments and CONTRACTORS is replaced with the latest version.

COUNTY departments and CONTRACTORS may make inquiries regarding the standards and guidance described in this Handbook by completing the inquiry form linked below. All inquiry forms will be submitted to the Auditor Controller's Countywide Contract Monitoring Division. When submitting an inquiry form, please provide as much information as possible to assist in ensuring all inquiries are properly addressed.

Inquiry Form: <https://forms.office.com/q/HNDS8DL8VX>

Bank Reconciliation Example

Agency Name
Bank and Account #
For the Month Ended June 30, 202X

Balance Per Bank Statement			\$ 35,000.00
Add:	Deposit(s) in Transit		\$ 4,000.00
	Bank Service Charge (erroneously posted -- to be reversed next month)		\$ 20.00 [1]
Less:	Outstanding Checks		
	#100	\$ 1,000.00	
	#101	\$ 500.00	
	#102	\$ 500.00	\$ (2,000.00)
	Bank Posting Error (to be reversed next month)		\$ (120.00) [1]
Adjusted Bank Balance			<u>\$ 36,900.00</u>
Balance Per Book			\$ 36,950.00
Less:	Bank Charges	\$ 40.00	
	Post Error	\$ 10.00	\$ (50.00) [1]
Adjusted Book Balance			<u>\$ 36,900.00</u>

Prepared by: _____ Date _____

Reviewed by: _____ Date _____

[1] Reconciling items.

Liquid Assets Log Example

Liquid Asset Disbursement/Usage Log

Type: Gift Cards to ABC, Inc. Grocery Store

January 202X

Data Issued	Liquid Asset No.	Purpose/ Description	Quantity	Amount	Authorized by	Recipient	Recipient Signature
Beginning Liquid Assets on Hand			25	\$ 500			
1/1/202X	XX-XXXX-X1	Gift card for client	1	\$ 20	John Smith	Jane Doe	<i>Jane Doe</i>
1/10/202X	XX-XXXX-X2	Gift card for client	1	\$ 20	John Smith	Robert Jones	<i>Robert Jones</i>
1/25/202X	XX-XXXX-X3	Gift card for client	2	\$ 40	John Smith	Jane Doe	<i>Jane Doe</i>
1/26/202X	XX-XXXX-X4	Gift card for client	1	\$ 20	John Smith	Robert Jones	<i>Robert Jones</i>
Total Disbursed/Used			5	\$ 100			
Ending Liquid Assets on Hand			20	\$ 400			

Liquid Asset Custodian Signature

Date _____

Liquid Asset Log Reviewer Signature

Date _____

Indirect Cost Allocation Methods Examples

D.1 - Simplified Allocation Method Example

ABC, Inc. operates two programs, uses direct salaries as their distribution base for indirect costs, and reported the following costs:

Agency-wide Indirect Costs	\$250,000
Program A Direct Salaries	\$100,000
Program B Direct Salaries	\$900,000

Step 1: Classify all costs as either direct or indirect (as indicated above).

Step 2: Calculate the indirect cost rate by dividing the total indirect costs by total direct salaries.

Indirect Costs	\$250,000	
Total Direct Salaries	\$1,000,000	= \$100,000 + \$900,000
Indirect Cost Rate	25%	= $\frac{\$250,000}{\$1,000,000}$

Step 3: Allocate indirect costs to each program by multiplying the indirect cost rate by the direct salaries for each respective program.

Indirect Costs Allocated to Program A	\$25,000	= \$100,000 x 25%
Indirect Costs Allocated to Program B	\$225,000	= \$900,000 x 25%

D.2 - Direct Allocation Method Example

ABC, Inc. operates two programs and conducts fundraising activities. The Agency uses square footage as their distribution base for shared facility rent and maintenance costs and direct costs as their distribution base for indirect costs. ABC, Inc. reported the following costs:

General Administration and General Expenses (Indirect Costs)	\$250,000
Shared Costs: Facility Rent and Maintenance	\$150,000
Program A Direct Costs	\$100,000
Program B Direct Costs	\$850,000
Fundraising Direct Costs	\$50,000

Step 1: Separate costs into three basic categories:

- General Administration and General Expenses (Indirect Costs)
- Direct Programs and Activities
- Fundraising

Step 2: Calculate the percentage of square footage occupied by each program and activity. ABC, Inc.'s facilities have a total of 4,000 square feet and the Agency determined Program A occupies 2,800 square feet, Program B occupies 1,000 square feet, and fundraising activities occupies 200 square feet, respectively.

Program A Square Footage	2,800	70%
Program B Square Footage	1,000	25%
Fundraising Square Footage	200	5%
Total Square Footage	4,000	100%

Step 3: Allocate the shared facility rent and maintenance costs based on the percentage of square footage used by each program and activity.

Shared Costs: Facility Rent and Maintenance	\$150,000	
Shared Costs Allocable to Program A	\$105,000	= \$150,000 x 70%
Shared Costs Allocable to Program B	\$37,500	= \$150,000 x 25%
Shared Costs Allocable to Fundraising	\$7,500	= \$150,000 x 5%

Step 4: Calculate the total direct costs for each program and activity by adding the direct costs to the shared costs allocated to each respective program.

Program A Direct Costs	\$100,000
+ Program A Shared Costs	\$105,000
Total Program A Direct Costs	\$205,000
Program B Direct Costs	\$850,000
+ Program B Shared Costs	\$37,500
Total Program B Direct Costs	\$887,500
Fundraising Direct Costs	\$50,000
+ Fundraising Shared Costs	\$7,500
Total Fundraising Direct Costs	\$57,500

Step 5: Calculate the indirect cost rate by dividing the total indirect costs by total direct costs.

Total Indirect Costs	\$250,000	
Total Direct Costs	\$1,150,000	= \$205,000 + \$887,500 + \$57,500
Indirect Cost Rate	21.74%	= $\frac{\$250,000}{\$1,150,000}$

Step 6: Allocate indirect costs to each program and activity by multiplying the indirect cost rate by the total direct costs for each respective program and activity.

Indirect Costs Allocable to Program A	\$44,565	= \$205,000 x 21.74%
Indirect Costs Allocable to Program B	\$192,935	= \$887,500 x 21.74%
Indirect Costs Allocable to Fundraising	\$12,500	= \$57,500 x 21.74%

D.3 - Multiple Allocation Base Method Example

ABC, Inc. operates two programs and conducts fundraising activities. The Agency uses square footage as their distribution base for indirect facilities costs and modified total costs⁽¹⁾ as their distribution base for indirect administration costs. ABC, Inc. reported the following costs:

- (1) *Modified total costs (MTC) are the modified total direct costs (MTDC) plus allocated indirect costs. MTDC includes all direct salaries and wages, applicable fringe benefits, materials and supplies, services, travel, and up to the first \$50,000 (effective October 1, 2024) of each subaward (regardless of the period of performance of the subawards under the award). It excludes equipment, capital expenditures, charges for patient care, rental costs, tuition remission, scholarships and fellowships, participant support costs, and the portion of each subaward in excess of \$50,000 (effective October 1, 2024).*

Indirect Depreciation	\$100,000
Indirect Interest	\$150,000
Indirect Operation and Maintenance Expenses	\$550,000
Indirect General Administration	\$700,000
Indirect General Expenses	\$500,000
Program A Modified Total Direct Costs	\$7,250,000
Program B Modified Total Direct Costs	\$1,500,000
Fundraising Modified Total Direct Costs	\$250,000

Step 1: Establish separate indirect cost groupings based on the benefits provided to the programs and activities. The cost groupings are classified within two broad categories, "Facilities" and "Administration", and should include the following indirect cost pools:

Facilities

- Depreciation
- Interest
- Operation and Maintenance Expenses

Administration

- General Administration and General Expenses

Indirect Facilities Costs

Indirect Depreciation	\$100,000
Indirect Interest	\$150,000
Indirect Operation and Maintenance Expenses	\$550,000
Total Indirect Facilities Costs	\$800,000

Indirect Administration Costs

Indirect General Administration	\$700,000
Indirect General Expenses	\$500,000
Total Indirect Administration Costs	\$1,200,000

Step 2: Calculate the percentage of square footage occupied by each program and activity. ABC, Inc.'s facilities have a total of 10,000 square feet and the Agency determined Program A occupies 5,000 square feet, Program B occupies 2,000 square feet, fundraising activities occupies 500 square feet, and administration occupies 2,500 square feet, respectively.

Program A Square Footage	5,000	50%
Program B Square Footage	2,000	20%
Fundraising Square Footage	500	5%
Administration Square Footage	2,500	25%
Total Square Footage	10,000	100%

Step 3: Allocate "Facilities" costs to all benefiting programs and activities based on the percentage of square footage used by each program and activity.

Indirect Facilities Costs Allocated to Program A	\$400,000	= \$800,000 x 50%
Indirect Facilities Costs Allocated to Program B	\$160,000	= \$800,000 x 20%
Indirect Facilities Costs Allocated to Fundraising	\$40,000	= \$800,000 x 5%
Indirect Facilities Costs Allocated to Administration	\$200,000	= \$800,000 x 25%

Step 4: Calculate the modified total costs for each program and activity to allocate indirect administration costs by adding the MTDC to the allocated indirect costs calculated above.

Program A - MTDC	\$7,250,000
+ Indirect Facilities Costs Allocated to Program A	\$400,000
Program A - MTC	\$7,650,000
Program B - MTDC	\$1,500,000
+ Indirect Facilities Costs Allocated to Program B	\$160,000
Program B - MTC	\$1,660,000
Fundraising - MTDC	\$250,000
+ Indirect Facilities Costs Allocated to Fundraising	\$40,000
Fundraising - MTC	\$290,000
Program A - MTC	\$7,650,000
Program B - MTC	\$1,660,000
Fundraising - MTC	\$290,000
Total MTC	\$9,600,000
Program A - MTC	\$7,650,000
Program B - MTC	\$1,660,000
Fundraising - MTC	\$290,000
Total MTC	\$9,600,000

Step 5: Calculate the total indirect administration costs.

Indirect Administration Costs	\$1,200,000
+ Indirect Facilities Costs Allocated to Administration	\$200,000
Total Indirect Administration Costs	\$1,400,000

Step 6: Calculate the indirect cost rate by dividing the total administration costs by the total modified costs.

Total Administration Costs	\$1,400,000
÷ Total MTC	\$9,600,000
Indirect Cost Rate	14.58%

Step 7: Allocate “Administration” costs to all benefiting programs and activities based on modified total costs.

Indirect Administration Costs Allocated to Program A	\$1,115,625	= \$7,650,000 x 14.58%
Indirect Administration Costs Allocated to Program B	\$242,083	= \$1,660,000 x 14.58%
Indirect Administration Costs Allocated to Fundraising	\$42,292	= \$290,000 x 14.58%

D.4 - Negotiated Indirect Cost Rate Example

ABC, Inc. operates two programs and has a negotiated indirect cost rate. The negotiated indirect cost rate agreement indicates the Agency’s indirect cost rate is 15% and the distribution base is total direct costs excluding capital expenditures and equipment. ABC, Inc. reported the following costs:

	Program A	Program B
Salaries	\$ 2,000,000	\$ 1,250,000
Benefits	\$ 1,100,000	\$ 400,000
Capital Expenditures	\$ -	\$ 200,000
Equipment	\$ 60,000	\$ 15,000
Travel	\$ 40,000	\$ 25,000
Materials and Supplies	\$ 60,000	\$ 35,000
Total Direct Costs	\$ 3,260,000	\$ 1,925,000

Step 1: Calculate the direct costs distribution base for each program as required by the negotiated indirect cost rate agreement.

	Program A	Program B
Salaries	\$ 2,000,000	\$ 1,250,000
Benefits	\$ 1,100,000	\$ 400,000
Travel	\$ 40,000	\$ 25,000
Materials and Supplies	\$ 60,000	\$ 35,000
Direct Costs Base ⁽¹⁾	\$ 3,200,000	\$ 1,710,000

⁽¹⁾ Direct cost base does not include capital expenditures and equipment.

Step 2: Calculate the indirect costs charged to each program by multiplying the direct costs base for each respective program by the negotiated indirect cost rate.

	Program A	Program B
Direct Cost Base	\$ 3,200,000	\$ 1,710,000
x Indirect Cost Rate	15%	15%
Indirect Costs Charged	\$ 480,000	\$ 256,500

D.5 - De Minimis Rate Example

ABC, Inc. operates two programs and reported the following direct costs:

	Program A	Program B
Salaries	\$ 750,000	\$ 100,000
Benefits	\$ 250,000	\$ 20,000
Equipment	\$ 50,000	\$ 5,500
Travel	\$ 20,000	\$ 7,000
Materials and Supplies	\$ 40,000	\$ 4,000
Rent	\$ 60,000	\$ 12,000
Total Direct Costs	\$ 1,170,000	\$ 148,500

Step 1: Calculate the modified total direct costs (MTDC)⁽¹⁾ for each program.

⁽¹⁾ MTDC includes all direct salaries and wages, applicable fringe benefits, materials and supplies, services, travel, and up to the first \$50,000 (effective October 1, 2024) of each subaward (regardless of the period of performance of the subawards under the award). It excludes equipment, capital expenditures, charges for patient care, rental costs, tuition remission, scholarships and fellowships, participant support costs, and the portion of each subaward in excess of \$50,000 (effective October 1, 2024).

	Program A	Program B
Salaries	\$ 750,000	\$ 100,000
Benefits	\$ 250,000	\$ 20,000
Travel	\$ 20,000	\$ 7,000
Materials and Supplies	\$ 40,000	\$ 4,000
MTDC⁽¹⁾	\$ 1,060,000	\$ 131,000

⁽¹⁾ MTDC does not include the costs of equipment and rent.

Step 2: Calculate the indirect costs charged to each program by multiplying the MTDC for each respective program by the 15% de minimis rate (effective October 1, 2024)

	Program A	Program B
MTDC	\$ 1,060,000	\$ 131,000
x De Minimis Rate	15%	15%
Indirect Costs Charged	\$ 159,000	\$ 19,650

USER COMPLAINT REPORT

This form is to be used by DCFS users of Family Time Centers/Safe Child Custody Exchange to report service discrepancies and/or failure to provide training as specified. This User Complaint Report must be delivered immediately to the County Program Manager for this Contract.

Date of Report:

DCFS User Name:

DCFS Office Address:

Phone No.

E-mail Address:

Date(s) of Incident(s):

Below, please check the appropriate boxes and explain each incident separately:

☐

Contractor is not responding to messages.

☐

Contractor is/was not available or not responding to messages.

☐

Contractor making staff changes without notification to the County.

☐

Illegal or inappropriate behavior by Contractor.

☐

Contractor is/or has not been submitting reports or maintaining records as required.

☐

Contractor not complying with the quality assurance requirements as specified in the Contract.

☐

Other (describe):

CHARITABLE CONTRIBUTIONS CERTIFICATION

Company Name

Address

Internal Revenue Service Employer Identification Number

California Registry of Charitable Trusts "CT" number (if applicable)

The Nonprofit Integrity Act (SB 1262, Chapter 919) added requirements to California's Supervision of Trustees and Fundraisers for Charitable Purposes Act which regulates those receiving and raising charitable contributions.

Check the Certification below that is applicable to your company.

- ☐ Proposer or Contractor has examined its activities and determined that it does not now receive or raise charitable contributions regulated under California's Supervision of Trustees and Fundraisers for Charitable Purposes Act. If Bidder engages in activities subjecting it to those laws during the term of a County contract, it will timely comply with them and provide County a copy of its initial registration with the California State Attorney General's Registry of Charitable Trusts when filed.

OR

- ☐ Proposer or Contractor is registered with the California Registry of Charitable Trusts under the CT number listed above and is in compliance with its registration and reporting requirements under California law. Attached is a copy of its most recent filing with the Registry of Charitable Trusts as required by Title 11 California Code of Regulations, sections 300-301 and Government Code sections 12585-12586.

Signature: _____ Date: _____

Printed Name: _____ Title: _____

INFORMATION SECURITY AND PRIVACY REQUIREMENTS EXHIBIT

The County of Los Angeles ("County") is committed to safeguarding the Integrity of the County systems, Data, Information and protecting the privacy rights of the individuals that it serves. This Information Security and Privacy Requirements Exhibit ("Exhibit") sets forth the County and the Contractor's commitment and agreement to fulfill each of their obligations under applicable state or federal laws, rules, or regulations, as well as applicable industry standards concerning privacy, Data protections, Information Security, Confidentiality, Availability, and Integrity of such Information. The Information Security and privacy requirements and procedures in this Exhibit are to be established by the Contractor before the Effective Date of the Contract and maintained throughout the term of the Contract.

These requirements and procedures are a minimum standard and are in addition to the requirements of the underlying base agreement between the County and Contractor (the "Contract") and any other agreements between the parties. However, it is the Contractor's sole obligation to: (i) implement appropriate and reasonable measures to secure and protect its systems and all County Information against internal and external Threats and Risks; and (ii) continuously review and revise those measures to address ongoing Threats and Risks. Failure to comply with the minimum requirements and procedures set forth in this Exhibit will constitute a material, non-curable breach of Contract by the Contractor, entitling the County, in addition to the cumulative of all other remedies available to it at law, in equity, or under the Contract, to immediately terminate the Contract. To the extent there are conflicts between this Exhibit and the Contract, this Exhibit will prevail unless stated otherwise.

1. DEFINITIONS

Unless otherwise defined in the Contract, the definitions herein contained are specific to the uses within this exhibit.

- a. **Availability:** the condition of Information being accessible and usable upon demand by an authorized entity (Workforce Member or process).
- b. **Confidentiality:** the condition that Information is not disclosed to system entities (users, processes, devices) unless they have been authorized to access the Information.
- c. **County Information:** all Data and Information belonging to the County.
- d. **Data:** a subset of Information comprised of qualitative or quantitative values.
- e. **Incident:** a suspected, attempted, successful, or imminent Threat of unauthorized electronic and/or physical access, use, disclosure, breach, modification, or destruction of information; interference with Information Technology operations; or significant violation of County policy.
- f. **Information:** any communication or representation of knowledge or understanding such as facts, Data, or opinions in any medium or form, including electronic, textual, numerical, graphic, cartographic, narrative, or audiovisual.
- g. **Information Security Policy:** high level statements of intention and direction of an organization used to create an organization's Information Security Program as formally expressed by its top management.

- h. **Information Security Program:** formalized and implemented Information Security Policies, standards and procedures that are documented describing the program management safeguards and common controls in place or those planned for meeting the County's information security requirements.
- i. **Information Technology:** any equipment or interconnected system or subsystem of equipment that is used in the automatic acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of Data or Information.
- j. **Integrity:** the condition whereby Data or Information has not been improperly modified or destroyed and authenticity of the Data or Information can be ensured.
- k. **Mobile Device Management (MDM):** software that allows Information Technology administrators to control, secure, and enforce policies on smartphones, tablets, and other endpoints.
- l. **Privacy Policy:** high level statements of intention and direction of an organization used to create an organization's Privacy Program as formally expressed by its top management.
- m. **Privacy Program:** A formal document that provides an overview of an organization's privacy program, including a description of the structure of the privacy program, the resources dedicated to the privacy program, the role of the organization's privacy official and other staff, the strategic goals and objectives of the Privacy Program, and the program management controls and common controls in place or planned for meeting applicable privacy requirements and managing privacy risks.
- n. **Risk:** a measure of the extent to which the County is threatened by a potential circumstance or event, Risk is typically a function of: (i) the adverse impacts that would arise if the circumstance or event occurs; and (ii) the likelihood of occurrence.
- o. **Threat:** any circumstance or event with the potential to adversely impact County operations (including mission, functions, image, or reputation), organizational assets, individuals, or other organizations through an Information System via unauthorized access, destruction, disclosure, modification of Information, and/or denial of service.
- p. **Vulnerability:** a weakness in a system, application, network or process that is subject to exploitation or misuse.
- q. **Workforce Member:** employees, volunteers, and other persons whose conduct, in the performance of work for Los Angeles County, is under the direct control of Los Angeles County, whether or not they are paid by Los Angeles County. This includes, but may not be limited to, full and part time elected or appointed officials, employees, affiliates, associates, students, volunteers, and staff from third party entities who provide service to the County.

2. INFORMATION SECURITY AND PRIVACY PROGRAMS

- a. **Information Security Program.** The Contractor must maintain a company-wide Information Security Program designed to evaluate Risks to the Confidentiality, Availability, and Integrity of the County Information covered under this Contract.

Contractor's Information Security Program must include the creation and maintenance of Information Security Policies, standards, and procedures. Information Security Policies, standards, and procedures will be communicated to all Contractor employees in a relevant, accessible, and understandable form and will be regularly reviewed and evaluated to ensure operational effectiveness, compliance with all applicable laws and regulations, and addresses new and emerging Threats and Risks.

The Contractor must exercise the same degree of care in safeguarding and protecting County Information that the Contractor exercises with respect to its own Information and Data, but in no event less than a reasonable degree of care. The Contractor will implement, maintain, and use appropriate administrative, technical, and physical security measures to preserve the Confidentiality, Integrity, and Availability of County Information.

The Contractor's Information Security Program must:

- Protect the Confidentiality, Integrity, and Availability of County Information in the Contractor's possession or control;
- Protect against any anticipated Threats or hazards to the Confidentiality, Integrity, and Availability of County Information;
- Protect against unauthorized or unlawful access, use, disclosure, alteration, or destruction of County Information;
- Protect against accidental loss or destruction of, or damage to, County Information; and
- Safeguard County Information in compliance with any applicable laws and regulations which apply to the Contractor.

- b. **Privacy Program.** The Contractor must establish and maintain a company-wide Privacy Program designed to incorporate Privacy Policies and practices in its business operations to provide safeguards for Information, including County Information. The Contractor's Privacy Program must include the development of, and ongoing reviews and updates to Privacy Policies, guidelines, procedures and appropriate workforce privacy training within its organization. These Privacy Policies, guidelines, procedures, and appropriate training will be provided to all Contractor employees, agents, and volunteers. The Contractor's Privacy Policies, guidelines, and procedures must be continuously reviewed and updated for effectiveness and compliance with applicable laws and regulations, and to appropriately respond to new and emerging Threats and Risks. The Contractor's Privacy Program must perform ongoing monitoring and audits of operations to identify and mitigate privacy Threats.

The Contractor must exercise the same degree of care in safeguarding the privacy of County Information that the Contractor exercises with respect to its own Information, but in no event less than a reasonable degree of care. The Contractor will implement, maintain, and use appropriate privacy practices and protocols to preserve the Confidentiality of County Information.

The Contractor's Privacy Program must include:

- A Privacy Program framework that identifies and ensures that the Contractor complies with all applicable laws and regulations;
- External Privacy Policies, and internal privacy policies, procedures and controls to support the privacy program;
- Protections against unauthorized or unlawful access, use, disclosure, alteration, or destruction of County Information;
- A training program that covers Privacy Policies, protocols and awareness;
- A response plan to address privacy Incidents and privacy breaches; and
- Ongoing privacy assessments and audits.

3. PROPERTY RIGHTS TO COUNTY INFORMATION

All County Information is deemed property of the County, and the County will retain exclusive rights and ownership thereto. County Information must not be used by the Contractor for any purpose other than as required under this Contract, nor will such or any part of such be disclosed, sold, assigned, leased, or otherwise disposed of, to third parties by the Contractor, or commercially exploited or otherwise used by, or on behalf of, the Contractor, its officers, directors, employees, or agents. The Contractor may assert no lien on or right to withhold from the County, any County Information it receives from, receives addressed to, or stores on behalf of, the County. Notwithstanding the foregoing, the Contractor may aggregate, compile, and use County Information in order to improve, develop or enhance the System Software and/or other services offered, or to be offered, by the Contractor, provided that (i) no County Information in such aggregated or compiled pool is identifiable as originating from, or can be traced back to the County, and (ii) such Data or Information cannot be associated or matched with the identity of an individual alone, or linkable to a specific individual. The Contractor specifically consents to the County's access to such County Information held, stored, or maintained on any and all devices Contractor owns, leases or possesses.

4. CONTRACTOR'S USE OF COUNTY INFORMATION

The Contractor may use County Information only as necessary to carry out its obligations under this Contract. The Contractor must collect, maintain, or use County Information only for the purposes specified in the Contract and, in all cases, in compliance with all applicable local, state, and federal laws and regulations governing the collection, maintenance, transmission, dissemination, storage, use, and destruction of County Information, including, but not limited to, (i) any state and federal law governing the protection of personal Information, (ii) any state and federal security breach notification laws, and (iii) the rules, regulations and directives of the Federal Trade Commission, as amended from time to time.

5. SHARING COUNTY INFORMATION AND DATA

The Contractor must not share, release, disclose, disseminate, make available, transfer, or otherwise communicate orally, in writing, or by electronic or other means, County Information to a third party for monetary or other valuable consideration.

6. CONFIDENTIALITY

- a. **Confidentiality of County Information.** The Contractor agrees that all County Information is Confidential and proprietary to the County regardless of whether such Information was disclosed intentionally or unintentionally, or marked as "confidential".
- b. **Disclosure of County Information.** The Contractor may disclose County Information only as necessary to carry out its obligations under this Contract, or as required by law, and is prohibited from using County Information for any other purpose without the prior express written approval of the County's contract administrator in consultation with the County's Chief Information Security Officer and/or Chief Privacy Officer. If required by a court of competent jurisdiction or an administrative body to disclose County Information, the Contractor must notify the County's contract administrator immediately and prior to any such disclosure, to provide the County an opportunity to oppose or otherwise respond to such disclosure, unless prohibited by law from doing so.
- c. **Disclosure Restrictions of Non-Public Information.** While performing work under the Contract, the Contractor may encounter County Non-public Information ("NPI") in the course of performing this Contract, including, but not limited to, licensed technology, drawings,

schematics, manuals, sealed court records, and other materials described and/or identified as “Internal Use”, “Confidential” or “Restricted” as defined in [Board of Supervisors Policy 6.104 – Information Classification Policy](#) as NPI. The Contractor must not disclose or publish any County NPI and material received or used in performance of this Contract. This obligation is perpetual.

- d. **Individual Requests.** The Contractor must acknowledge any request or instructions from the County regarding the exercise of any individual’s privacy rights provided under applicable federal or state laws. The Contractor must have in place appropriate policies and procedures to promptly respond to such requests and comply with any request or instructions from the County within seven (7) calendar days. If an individual makes a request directly to the Contractor involving County Information, the Contractor must notify the County within five (5) calendar days and the County will coordinate an appropriate response, which may include instructing the Contractor to assist in fulfilling the request. Similarly, if the Contractor receives a privacy or security complaint from an individual regarding County Information, the Contractor must notify the County as described in Section 14 SECURITY AND PRIVACY INCIDENTS, and the County will coordinate an appropriate response.
- e. **Retention of County Information.** The Contractor must not retain any County Information for any period longer than necessary for the Contractor to fulfill its obligations under the Contract and applicable law, whichever is longest.

7. CONTRACTOR EMPLOYEES

The Contractor must perform background and security investigation procedures in the manner prescribed in this section unless the Contract prescribes procedures for conducting background and security investigations and those procedures are no less stringent than the procedures described in this section.

To the extent permitted by applicable law, the Contractor must screen and conduct background investigations on all Contractor employees and Subcontractors as appropriate to their role, with access to County Information for potential security Risks. Such background investigations must be obtained through fingerprints submitted to the California Department of Justice to include State, local, and federal-level review and conducted in accordance with the law, may include criminal and financial history to the extent permitted under the law, and will be repeated on a regular basis. The fees associated with the background investigation will be at the expense of the Contractor, regardless of whether the member of the Contractor’s staff passes or fails the background investigation. The Contractor, in compliance with its legal obligations, must conduct an individualized assessment of their employees, agents, and volunteers regarding the nature and gravity of a criminal offense or conduct; the time that has passed since a criminal offense or conduct and completion of the sentence; and the nature of the access to County Information to ensure that no individual accesses County Information whose past criminal conduct poses a risk or threat to County Information.

The Contractor must require all employees, agents, and volunteers to abide by the requirements in this Exhibit, as set forth in the Contract, and sign an appropriate written Confidentiality/non-disclosure agreement with the Contractor.

The Contractor must supply each of its employees with appropriate, annual training regarding Information Security procedures, Risks, and Threats. The Contractor agrees that training will cover, but may not be limited to the following topics:

- a) **Secure Authentication:** The importance of utilizing secure authentication, including proper management of authentication credentials (login name and password) and multi-factor authentication.
- b) **Social Engineering Attacks:** Identifying different forms of social engineering including, but not limited to, phishing, phone scams, and impersonation calls.
- c) **Handling of County Information:** The proper identification, storage, transfer, archiving, and destruction of County Information.
- d) **Causes of Unintentional Information Exposure:** Provide awareness of causes of unintentional exposure of Information such as lost mobile devices, emailing Information to inappropriate recipients, etc.
- e) **Identifying and Reporting Incidents:** Awareness of the most common indicators of an Incident and how such indicators must be reported within the organization.
- f) **Privacy:** The Contractor's Privacy Policies and procedures as described in Section 2b. Privacy Program.

The Contractor must have an established set of procedures to ensure the Contractor's employees promptly report actual and/or suspected breaches of security.

8. SUBCONTRACTORS AND THIRD PARTIES

The County acknowledges that in the course of performing its services, the Contractor may desire or require the use of goods, services, and/or assistance of Subcontractors or other third parties or suppliers. The terms of this Exhibit will also apply to all Subcontractors and third parties. The Contractor or third party will be subject to the following terms and conditions: (i) each Subcontractor and third party must agree in writing to comply with and be bound by the applicable terms and conditions of this Exhibit, both for itself and to enable the Contractor to be and remain in compliance with its obligations hereunder, including those provisions relating to Confidentiality, Integrity, Availability, disclosures, security, and such other terms and conditions as may be reasonably necessary to effectuate the Contract including this Exhibit; and (ii) the Contractor will be and remain fully liable for the acts and omissions of each Subcontractor and third party, and fully responsible for the due and proper performance of all Contractor obligations under this Contract.

The Contractor must obtain advanced approval from the County's Chief Information Security Officer and/or Chief Privacy Officer prior to subcontracting services subject to this Exhibit.

9. STORAGE AND TRANSMISSION OF COUNTY INFORMATION

All County Information must be rendered unusable, unreadable, or indecipherable to unauthorized individuals. Without limiting the generality of the foregoing, the Contractor will encrypt all workstations, portable devices (such as mobile, wearables, tablets,) and removable media (such as portable or removable hard disks, floppy disks, USB memory drives, CDs, DVDs, magnetic tape, and all other removable storage media) that store County Information in accordance with Federal Information Processing Standard (FIPS) 140-2 or otherwise approved by the County's Chief Information Security Officer.

The Contractor will encrypt County Information transmitted on networks outside of the Contractor's control with Transport Layer Security (TLS) or Internet Protocol Security (IPSec), at a minimum cipher strength of 128 bit or an equivalent secure transmission protocol or method approved by County's Chief Information Security Officer.

In addition, the Contractor must not store County Information in the cloud or in any other online storage provider without written authorization from the County's Chief Information Security Officer. All mobile devices storing County Information must be managed by a Mobile Device Management system. Such system must provide provisions to enforce a password/passcode on enrolled mobile devices. All workstations/Personal Computers (including laptops, 2-in-1s, and tablets) will maintain the latest operating system security patches, and the latest virus definitions. Virus scans must be performed at least monthly. Request for less frequent scanning must be approved in writing by the County's Chief Information Security Officer.

10. RETURN OR DESTRUCTION OF COUNTY INFORMATION

The Contractor must return or destroy County Information in the manner prescribed in this section unless the Contract prescribes procedures for returning or destroying County Information and those procedures are no less stringent than the procedures described in this section.

- a. **Return or Destruction.** Upon County's written request, or upon expiration or termination of this Contract for any reason, Contractor must (i) promptly return or destroy, at the County's option, all originals and copies of all documents and materials it has received containing County Information; or (ii) if return or destruction is not permissible under applicable law, continue to protect such Information in accordance with the terms of this Contract; and (iii) deliver or destroy, at the County's option, all originals and copies of all summaries, records, descriptions, modifications, negatives, drawings, adoptions and other documents or materials, whether in writing or in machine-readable form, prepared by the Contractor, prepared under its direction, or at its request, from the documents and materials referred to in Subsection (i) of this Section. For all documents or materials referred to in Subsections (i) and (ii) of this Section that the County requests be returned to the County, the Contractor must provide a written attestation on company letterhead certifying that all documents and materials have been delivered to the County. For documents or materials referred to in Subsections (i) and (ii) of this Section that the County requests be destroyed, the Contractor must provide an attestation on company letterhead and certified documentation from a media destruction firm consistent with subdivision b of this Section. Upon termination or expiration of the Contract or at any time upon the County's request, the Contractor must return all hardware, if any, provided by the County to the Contractor. The hardware must be physically sealed and returned via a bonded courier, or as otherwise directed by the County.
- b. **Method of Destruction.** The Contractor must destroy all originals and copies by (i) cross-cut shredding paper, film, or other hard copy media so that the Information cannot be read or otherwise reconstructed; and (ii) purging, or destroying electronic media containing County Information consistent with NIST Special Publication 800-88, "Guidelines for Media Sanitization" such that the County Information cannot be retrieved. The Contractor will provide an attestation on company letterhead and certified documentation from a media destruction firm, detailing the destruction method used and the County Information involved, the date of destruction, and the company or individual who performed the destruction. Such statement will be sent to the designated County contract manager within ten (10) days of termination or expiration of the Contract or at any time upon the County's request. On termination or expiration of this Contract, the County will return or destroy all Contractor's Information marked as confidential (excluding items licensed to the County hereunder, or that provided to the County by the Contractor hereunder), at the County's option.

11. PHYSICAL AND ENVIRONMENTAL SECURITY

All Contractor facilities that process County Information will be located in secure areas and protected by perimeter security such as barrier access controls (e.g., the use of guards and entry badges) that provide a physically secure environment from unauthorized access, damage, and interference.

All Contractor facilities that process County Information will be maintained with physical and environmental controls (temperature and humidity) that meet or exceed hardware manufacturer's specifications.

12. OPERATIONAL MANAGEMENT, BUSINESS CONTINUITY, AND DISASTER RECOVERY

The Contractor must: (i) monitor and manage all of its Information processing facilities, including, without limitation, implementing operational procedures, change management, and Incident response procedures consistent with Section 14 SECURITY AND PRIVACY INCIDENTS; and (ii) deploy adequate anti-malware software and adequate back-up systems to ensure essential business Information can be promptly recovered in the event of a disaster or media failure; and (iii) ensure its operating procedures are adequately documented and designed to protect Information and computer media from theft and unauthorized access.

The Contractor must have business continuity and disaster recovery plans. These plans must include a geographically separate back-up data center and a formal framework by which an unplanned event will be managed to minimize the loss of County Information and services. The formal framework includes a defined back-up policy and associated procedures, including documented policies and procedures designed to: (i) perform back-up of data to a remote back-up data center in a scheduled and timely manner; (ii) provide effective controls to safeguard backed-up data; (iii) securely transfer County Information to and from back-up location; (iv) fully restore applications and operating systems; and (v) demonstrate periodic testing of restoration from back-up location. If the Contractor makes backups to removable media (as described in Section 9 STORAGE AND TRANSMISSION OF COUNTY INFORMATION), all such backups must be encrypted in compliance with the encryption requirements noted above in Section 9 STORAGE AND TRANSMISSION OF COUNTY INFORMATION.

13. ACCESS CONTROL

Subject to and without limiting the requirements under Section 9 STORAGE AND TRANSMISSION OF COUNTY INFORMATION, County Information (i) may only be made available and accessible to those parties explicitly authorized under the Contract or otherwise expressly approved by the County Project Director or Project Manager in writing; and (ii) if transferred using removable media (as described in Section 9 STORAGE AND TRANSMISSION OF COUNTY INFORMATION) must be sent via a bonded courier and protected using encryption technology designated by the Contractor and approved by the County's Chief Information Security Officer in writing. The foregoing requirements will apply to back-up media stored by the Contractor at off-site facilities.

The Contractor must implement formal procedures to control access to County systems, services, and/or Information, including, but not limited to, user account management procedures and the following controls:

- a. Network access to both internal and external networked services must be controlled, including, but not limited to, the use of industry standard and properly configured firewalls;

- b. Operating systems will be used to enforce access controls to computer resources including, but not limited to, multi-factor authentication, use of virtual private networks (VPN), authorization, and event logging;
- c. The Contractor will conduct regular, no less often than semi-annually, user access reviews to ensure that unnecessary and/or unused access to County Information is removed in a timely manner;
- d. Applications will include access control to limit user access to County Information and application system functions;
- e. All systems will be monitored to detect deviation from access control policies and identify suspicious activity. The Contractor must record, review and act upon all events in accordance with Incident response policies set forth in Section 14 SECURITY AND PRIVACY INCIDENTS; and
- f. In the event any hardware, storage media, or removable media (as described in Section 9 STORAGE AND TRANSMISSION OF COUNTY INFORMATION) must be disposed of or sent off-site for servicing, the Contractor must ensure all County Information, has been eradicated from such hardware and/or media using industry best practices as discussed in Section 9 STORAGE AND TRANSMISSION OF COUNTY INFORMATION.

14. SECURITY AND PRIVACY INCIDENTS

In the event of a Security or Privacy Incident, the Contractor must:

- a. Promptly notify the County's Chief Information Security Officer, the Departmental Information Security Officer, and the County's Chief Privacy Officer of any Incidents involving County Information, within twenty-four (24) hours of detection of the Incident. All notifications must be submitted via encrypted email and telephone.

County Chief Information Security Officer and Chief Privacy Officer email

CISO-CPO_Notify@lacounty.gov

Chief Information Security Officer:

James Thurmond
Acting Chief Information Security Officer
320 W Temple, 7th Floor
Los Angeles, CA 90012
(213) 253-5660
JThurmond@cio.lacounty.gov

Chief Privacy Officer:

Lillian Russell
Chief Privacy Officer
320 W Temple, 7th Floor
Los Angeles, CA 90012
(213) 351-5363
LRussell@ceo.lacounty.gov

Departmental Information Security Officer:

Allen Ohanian
Departmental Information Security Officer
12440 Imperial Hwy.
Norwalk, CA 90650
(213) 394-8276
AOhanian@dcfs.lacounty.gov

- b. Include the following Information in all notices:
 - i. The date and time of discovery of the Incident,
 - ii. The approximate date and time of the Incident,
 - iii. A description of the type of County Information involved in the reported Incident, and
 - iv. A summary of the relevant facts, including a description of measures being taken to respond to and remediate the Incident, and any planned corrective actions as they are identified.
 - v. The name and contact information for the organizations official representative(s), with relevant business and technical information relating to the incident.
- c. Cooperate with the County to investigate the Incident and seek to identify the specific County Information involved in the Incident upon the County's written request, without charge, unless the Incident was caused by the acts or omissions of the County. As Information about the Incident is collected or otherwise becomes available to the Contractor, and unless prohibited by law, the Contractor must provide Information regarding the nature and consequences of the Incident that are reasonably requested by the County to allow the County to notify affected individuals, government agencies, and/or credit bureaus.
- d. Immediately initiate the appropriate portions of their Business Continuity and/or Disaster Recovery plans in the event of an Incident causing an interference with Information Technology operations.
- e. Assist and cooperate with forensic investigators, the County, law firms, and and/or law enforcement agencies at the direction of the County to help determine the nature, extent, and source of any Incident, and reasonably assist and cooperate with the County on any additional disclosures that the County is required to make as a result of the Incident.
- f. Allow the County or its third-party designee at the County's election to perform audits and tests of the Contractor's environment that may include, but are not limited to, interviews of relevant employees, review of documentation, or technical inspection of systems, as they relate to the receipt, maintenance, use, retention, and authorized destruction of County Information.

Notwithstanding any other provisions in this Contract and Exhibit, The Contractor will be (i) liable for all damages and fines, (ii) responsible for all corrective action, and (iii) responsible for all notifications arising from an Incident involving County Information caused by the Contractor's weaknesses, negligence, errors, or lack of Information Security or privacy controls or provisions.

15. NON-EXCLUSIVE EQUITABLE REMEDY

The Contractor acknowledges and agrees that due to the unique nature of County Information there can be no adequate remedy at law for any breach of its obligations hereunder, that any such breach may result in irreparable harm to the County, and therefore, that upon any such breach, the County

will be entitled to appropriate equitable remedies, and may seek injunctive relief from a court of competent jurisdiction without the necessity of proving actual loss, in addition to whatever remedies are available within law or equity. Any breach of Section 6 CONFIDENTIALITY will constitute a material breach of this Contract and be grounds for immediate termination of this Contract in the exclusive discretion of the County.

16. AUDIT AND INSPECTION

- a. **Self-Audits.** The Contractor must periodically conduct audits, assessments, testing of the system of controls, and testing of Information Security and privacy procedures, including penetration testing, intrusion detection, and firewall configuration reviews. These periodic audits will be conducted by staff certified to perform the specific audit in question at Contractor's sole cost and expense through either (i) an internal independent audit function, (ii) a nationally recognized, external, independent auditor, or (iii) another independent auditor approved by the County.

The Contractor must have a process for correcting control deficiencies that have been identified in the periodic audit, including follow up documentation providing evidence of such corrections. The Contractor must provide the audit results and any corrective action documentation to the County promptly upon its completion at the County's request. With respect to any other report, certification, or audit or test results prepared or received by the Contractor that contains any County Information, the Contractor must promptly provide the County with copies of the same upon the County's reasonable request, including identification of any failure or exception in the Contractor's Information systems, products, and services, and the corresponding steps taken by the Contractor to mitigate such failure or exception. Any reports and related materials provided to the County pursuant to this Section must be provided at no additional charge to the County.

- b. **County Requested Audits.** At its own expense, the County, or an independent third-party auditor commissioned by the County, will have the right to audit the Contractor's infrastructure, security and privacy practices, Data center, services and/or systems storing or processing County Information via an onsite inspection at least once a year. Upon the County's request the Contractor must complete a questionnaire regarding Contractor's Information Security and/or program. The County will pay for the County requested audit unless the auditor finds that the Contractor has materially breached this Exhibit, in which case the Contractor must bear all costs of the audit; and if the audit reveals material non-compliance with this Exhibit, the County may exercise its termination rights underneath the Contract.

Such audit will be conducted during the Contractor's normal business hours with reasonable advance notice, in a manner that does not materially disrupt or otherwise unreasonably and adversely affect the Contractor's normal business operations. The County's request for the audit will specify the scope and areas (e.g., Administrative, Physical, and Technical) that are subject to the audit and may include, but are not limited to physical controls inspection, process reviews, policy reviews, evidence of external and internal Vulnerability scans, penetration test results, evidence of code reviews, and evidence of system configuration and audit log reviews. It is understood that the results may be filtered to remove the specific Information of other Contractor customers such as IP address, server names, etc. The Contractor must cooperate with the County in the development of the scope and methodology for the audit, and the timing and implementation of the audit. This right of access will extend to any regulators with oversight of the County. The Contractor agrees to comply with all reasonable recommendations that result from such inspections, tests, and audits within reasonable timeframes.

When not prohibited by regulation, the Contractor will provide to the County a summary of: (i) the results of any security audits, security reviews, or other relevant audits, conducted by the Contractor or a third party; and (ii) corrective actions or modifications, if any, the Contractor will implement in response to such audits.

17. CYBER LIABILITY INSURANCE

The Contractor must secure and maintain cyber liability insurance coverage in the manner prescribed in this section unless the Contract prescribes cyber liability insurance coverage provisions and those provisions are no less stringent than those described in this section.

The Contractor must secure and maintain cyber liability insurance coverage with limits of at least **\$ 2 million** per occurrence and in the aggregate during the term of the Contract, including coverage for: network security liability; privacy liability; privacy regulatory proceeding defense, response, expenses and fines; technology professional liability (errors and omissions); privacy breach expense reimbursement (liability arising from the loss or disclosure of County Information no matter how it occurs); system breach; denial or loss of service; introduction, implantation, or spread of malicious software code; unauthorized access to or use of computer systems; and Data/Information loss and business interruption; any other liability or risk that arises out of the Contract. The Contractor must add the County as an additional insured to its cyber liability insurance policy and provide to the County certificates of insurance evidencing the foregoing upon the County's request. The procuring of the insurance described herein, or delivery of the certificates of insurance described herein, must not be construed as a limitation upon the Contractor's liability or as full performance of its indemnification obligations hereunder. No exclusion/restriction for unencrypted portable devices/media may be on the policy.

18. PRIVACY AND SECURITY INDEMNIFICATION

In addition to the indemnification provisions in the Contract, the Contractor agrees to indemnify, defend, and hold harmless the County, its Special Districts, elected and appointed officers, agents, employees, and volunteers from and against any and all claims, demands liabilities, damages, judgments, awards, losses, costs, expenses or fees including reasonable attorneys' fees, accounting and other expert, consulting or professional fees, and amounts paid in any settlement arising from, connected with, or relating to:

- The Contractor's violation of any federal and state laws in connection with its accessing, collecting, processing, storing, disclosing, or otherwise using County Information;
- The Contractor's failure to perform or comply with any terms and conditions of this Contract or related agreements with the County; and/or,
- Any Information loss, breach of Confidentiality, or Incident involving any County Information that occurs on the Contractor's systems or networks (including all costs and expenses incurred by the County to remedy the effects of such loss, breach of Confidentiality, or Incident, which may include (i) providing appropriate notice to individuals and governmental authorities, (ii) responding to individuals' and governmental authorities' inquiries, (iii) providing credit monitoring to individuals, and (iv) conducting litigation and settlements with individuals and governmental authorities).

Notwithstanding the preceding sentences, the County will have the right to participate in any such defense at its sole cost and expense, except that in the event contractor fails to provide County with a full and adequate defense, as determined by County in its sole judgment, County will be entitled to retain its own counsel, including, without limitation, County Counsel, and to reimbursement from

contractor for all such costs and expenses incurred by County in doing so. Contractor will not have the right to enter into any settlement, agree to any injunction or other equitable relief, or make any admission, in each case, on behalf of County without County's prior written approval.

ADDENDUM A: SOFTWARE AS A SERVICE (SaaS)

- a. **License:** Subject to the terms and conditions set forth in this Contract, including payment of the license fees by to the Contractor, the Contractor hereby grants to County a non-exclusive, non-transferable worldwide County license to use the SaaS, as well as any documentation and training materials, during the term of this Contract to enable the County to use the full benefits of the SaaS and achieve the purposes stated herein.
- b. **Business Continuity:** In the event that the Contractor's infrastructure containing or processing County Information becomes lost, altered, damaged, interrupted, destroyed, or otherwise limited in functionality in a way that affects the County's use of the SaaS, The Contractor must immediately and within twenty-four (24) hours implement the Contractor's Business Continuity Plan, consistent with Section 12 OPERATIONAL MANAGEMENT, BUSINESS CONTINUITY, AND DISASTER RECOVERY, such that the Contractor can continue to provide full functionality of the SaaS as described in the Contract.

The Contractor will indemnify the County for any claims, losses, or damages arising out of the County's inability to use the SaaS consistent with the Contract and Section 18 PRIVACY AND SECURITY INDEMNIFICATION.

The Contractor must include in its Business Continuity Plan service offering, a means for segmenting and distributing IT infrastructure, disaster recovery and mirrored critical system, among any other measures reasonably necessary to ensure business continuity and provision of the SaaS.

In the event that the SaaS is interrupted, the County Information may be accessed and retrieved within two (2) hours at any point in time. To the extent the Contractor hosts County Information related to the SaaS, the Contractor must create daily backups of all County Information related to the County's use of the SaaS in a segmented or off-site "hardened" environment in a manner that ensures backups are secure consistent with cybersecurity requirements described in this Contract and available when needed.

- c. **Enhancements:** Upgrades, replacements and new versions: The Contractor agrees to provide to County, at no cost, prior to, and during installation and implementation of the SaaS any software/firmware enhancements, upgrades, and replacements which the Contractor initiates or generates that are within the scope of the SaaS and that are made available at no charge to the Contractor's other customers.

During the term of this Contract, the Contractor must promptly notify the County of any available updates, enhancements or newer versions of the SaaS and within thirty (30) Days update or provide the new version to the County. The Contractor must provide any accompanying documentation in the form of new or revised documentation necessary to enable the County to understand and use the enhanced, updated, or replaced SaaS.

During the Contract term, the Contractor must not delete or disable a feature or functionality of the SaaS unless the Contractor provides sixty (60) Days advance notice and the County provides written consent to delete or disable the feature or functionality. Should there be a replacement feature or functionality, the County will have the sole discretion whether to accept such replacement. The replacement will be at no additional cost to the County. If the Contractor fails to abide by the obligations in this section, the County reserves the right to terminate the Contract for material breach and receive a pro-rated refund.

- d. **Location of County Information:** The Contractor warrants and represents that it will store and process County Information only in the continental United States and that at no time will County Data traverse the borders of the continental United States in an unencrypted manner.
- e. **Audit and Certification:** The Contractor agrees to conduct an annual System and Organization Controls (SOC 2 type II) audit or equivalent (i.e. The International Organization for Standardization (ISO) and the International Electrotechnical Commission (IEC) 27001:2013 certification audit or Health Information Trust Alliance (HITRUST) Common Security Framework certification audit) of its internal controls for security, availability, integrity, confidentiality, and privacy. The Contractor must have a process for correcting control deficiencies that have been identified in the audit, including follow up documentation providing evidence of such corrections. The results of the audit and the Contractor's plan for addressing or resolving the audit findings must be shared with County's Chief Information Security Officer within ten (10) business days of the Contractor's receipt of the audit results. The Contractor agrees to provide County with the current audit certifications upon request.
- f. **Services Provided by a Subcontractor:** Prior to the use of any Subcontractor for the SaaS under this Contract, the Contractor must notify County of the proposed subcontractor(s) and the purposes for which they may be engaged at least thirty (30) Days prior to engaging the Subcontractor and obtain written consent of the County's Contract Administrator.
- g. **Information Import Requirements at Termination:** Within one (1) Day of notification of termination of this Contract, the Contractor must provide County with a complete, portable, and secure copy of all County Information, including all schema and transformation definitions and/or delimited text files with documented, detailed schema definitions along with attachments in a format to be determined by County upon termination.
- h. **Termination Assistance Services:** During the ninety (90) Day period prior to, and/or following the expiration or termination of this Contract, in whole or in part, the Contractor agrees to provide reasonable termination assistance services at no additional cost to County, which may include:
 - i. Developing a plan for the orderly transition of the terminated or expired SaaS from the Contractor to a successor;
 - ii. Providing reasonable training to County staff or a successor in the performance of the SaaS being performed by the Contractor;
 - iii. Using its best efforts to assist and make available to the County any third-party services then being used by the Contractor in connection with the SaaS; and
 - iv. Such other activities upon which the Parties may reasonably agree.

ADDENDUM B: CONTRACTOR HARDWARE CONNECTING TO COUNTY SYSTEMS

Notwithstanding any other provisions in this Contract, the Contractor must ensure the following provisions and security controls are established for any and all Systems or Hardware provided under this contract.

- a. **Inventory:** The Contractor must actively manage, including through inventory, tracking, loss prevention, replacement, updating, and correcting, all hardware devices covered under this Contract. The Contractor must be able to provide such management records to the County at inception of the contract and upon request.
- b. **Access Control:** The Contractor agrees to manage access to all Systems or Hardware covered under this contract. This includes industry-standard management of administrative privileges

including, but not limited to, maintaining an inventory of administrative privileges, changing default passwords, use of unique passwords for each individual accessing Systems or Hardware under this Contract, and minimizing the number of individuals with administrative privileges to those strictly necessary. Prior to effective date of this Contract, the Contractor must document their access control plan for Systems or Hardware covered under this Contract and provide such plan to the Department Information Security Officer (DISO) who will consult with the County's Chief Information Security Officer (CISO) for review and approval. The Contractor must modify and/or implement such plan as directed by the DISO and CISO.

- c. **Operating System and Equipment Hygiene:** The Contractor agrees to ensure that Systems or Hardware will be kept up to date, using only the most recent and supported operating systems, applications, and programs, including any patching or other solutions for vulnerabilities, within ninety (90) Days of the release of such updates, upgrades, or patches. The Contractor agrees to ensure that the operating system is configured to eliminate any unnecessary applications, services and programs. If for some reason the Contractor cannot do so within ninety (90) Days, the Contractor must provide a Risk assessment to the County's Chief Information Security Officer (CISO).
- d. **Vulnerability Management:** The Contractor agrees to continuously acquire, assess, and take action to identify and remediate vulnerabilities within the Systems and Hardware covered under this Contract. If such vulnerabilities cannot be addressed, The Contractor must provide a Risk assessment to the Department Information Security Officer (DISO) who will consult with the County's Chief Information Security Officer (CISO). The County's CISO must approve the Risk acceptance and the Contractor accepts liability for Risks that result to the County for exploitation of any un-remediated vulnerabilities.
- e. **Media Encryption:** Throughout the duration of this Contract, the Contractor will encrypt all workstations, portable devices (e.g., mobile, wearables, tablets,) and removable media (e.g., portable or removable hard disks, floppy disks, USB memory drives, CDs, DVDs, magnetic tape, and all other removable storage media) associated with Systems and Hardware provided under this Contract in accordance with Federal Information Processing Standard (FIPS) 140-2 or otherwise required or approved by the County's Chief Information Security Officer (CISO).
- f. **Malware Protection:** The Contractor will provide and maintain industry-standard endpoint antivirus and antimalware protection on all Systems and Hardware as approved or required by the Department Information Security Officer (DISO) who will consult with the County's Chief Information Security Officer (CISO) to ensure provided hardware is free, and remains free of malware. The Contractor agrees to provide the County documentation proving malware protection status upon request.

ADDENDUM C: APPLICATION SOURCE CODE REPOSITORY

The Contractor must manage the source code in the manner prescribed in this Addendum unless the Contract prescribes procedures for managing the source code and those procedures are no less stringent than the procedures described in this addendum.

- a. **County Application Source Code.** To facilitate the centralized management, reporting, collaboration, and continuity of access to the most current production version of application source code, all code, artifacts, and deliverables produced under this Contract, (hereinafter referred to as "County Source Code") must be version controlled, stored, and delivered on a single industry-standard private Git repository, provided, managed, and supported by the County. Upon commencement of the contract period, the Contractor will be granted access to the County's private Git repository.

- b. **Git Repository.** The Contractor will use the County Git repository during the entire lifecycle of the project from inception to final delivery. The Contractor will create and document design documents, Data flow diagrams, security diagrams, configuration settings, software or hardware requirements and specifications, attribution to third-party code, libraries and all dependencies, and any other documentation related to all County Source Code and corresponding version-controlled documentation within the Git repository. This documentation must include an Installation Guide and a User Guide for the final delivered source code such that County may download, install, and make full functional use of the delivered code as specified and intended.

EVERY 5 DAYS, A BABY IN LOS ANGELES COUNTY SUFFOCATES WHILE SLEEPING.

IS YOUR BABY
SLEEPING SAFELY?



IN L.A. COUNTY, THERE ARE MORE SLEEP-RELATED DEATHS THAN ALL OTHER ACCIDENTAL CHILD DEATHS COMBINED. THESE DEATHS ARE COMPLETELY PREVENTABLE.

Accidental suffocation is the greatest risk for babies under age 1. These deaths are silent and quick. It just takes seconds for a baby to suffocate.

Babies are small, without voices and have no strength. For the first 3-4 months, they can only breathe through their nose. A baby's nose — unlike an adult's — doesn't have cartilage, so it can flatten easily and block airflow, causing suffocation.

BABIES UNDER THE AGE OF 1 YEAR CAN SUFFOCATE WHILE:

- Sharing a bed with parents, siblings and/or pets.
- Sleeping in a cluttered crib or bassinet.
- Sleeping on their side or stomach.
- Sleeping on unsafe sleep surfaces like couches, chairs, soft surfaces, or in unfamiliar places.

“NO ONE EVER TOLD ME ABOUT THE RISKS OF SUFFOCATION.”

~Parents who have lost their babies

HOW TO PUT YOUR BABY TO SLEEP SAFELY:

- Share a room, not a bed.
- Lay babies down to sleep in a crib or bassinet with a firm mattress. Portable cribs like a Pack 'n Play are also a good alternative.
- Give babies space to breathe — no pillows, bumpers, blankets or toys in the crib or bassinet. Even one object is a suffocation risk.
- Place babies on their back every time — at night and for naps.



DON'T WAKE UP TO A TRAGEDY.

The information and recommendations by the Safe Sleep for Baby campaign are based on data gathered by the Los Angeles County Department of Coroner, which investigates all unexplained infant deaths in the county, and from the American Academy of Pediatrics.

EXHIBIT L

QUESTIONS YOU MAY HAVE

IS IT SAFE TO PUT A BABY TO SLEEP IN A CAR SEAT OR STROLLER?

No, because of the way the baby is positioned in these carriers. Babies should always be placed on their back to sleep.

CAN I SWADDLE MY BABY?

Yes, but be sure to use a light receiving blanket because other blankets, such as San Marcos blankets, can be too heavy and warm for infants. Once babies reach 5-6 months, swaddling is no longer needed and parents can simply continue to dress their baby in a onesie or sleeper.

WHAT IF I AM BREASTFEEDING?

Breastfeeding is encouraged, and moms should place their baby in a crib or bassinet after nursing.

WHAT IF MY BABY LIKES SLEEPING ON HIS STOMACH?

The safest way for babies to sleep is on their back. When babies sleep on their stomach or side, they can choke or suffocate.

MY BABY HAS TROUBLE BREATHING – WHAT'S THE BEST WAY TO PUT MY BABY TO SLEEP?

If your baby has a medical condition, talk to your doctor about any special care your child may need.

FOR MORE INFORMATION:

ICAN ASSOCIATES

4024 N. Durfee Ave.
El Monte, CA 91732
(626) 455-4585
info@safesleepforbaby.com
SafeSleepForBaby.com



SAFE SLEEP FOR BABY IS PART OF THE L.A. COUNTY INFANT SAFE SLEEPING CAMPAIGN

The Los Angeles County Inter-Agency Council on Child Abuse and Neglect (ICAN) is the official county agent coordinating the development of services for the prevention, identification and treatment of child abuse and neglect. ICAN is nationally known for its multi-agency comprehensive review of child fatalities. Through this review, it has been determined that infant unsafe sleeping is the single leading cause of preventable child death. ICAN Associates is a private, nonprofit organization that works in partnership with ICAN, providing support for direct and indirect services to prevent harm to children. ICAN and ICAN Associates have partnered with First 5 LA to raise awareness about safe sleep for babies to save families from the preventable tragedy of losing an infant due to unsafe sleeping practices. For more information, please visit ican4kids.org.



CADA 5 DÍAS, UN BEBÉ EN EL CONDADO DE LOS ANGELES SE ASFIXIA MIENTRAS DUERME.

¿SU BEBÉ DUERME DE FORMA SEGURA?



EN EL CONDADO DE L.A., EL NÚMERO DE BEBÉS QUE MUEREN POR DORMIR DE FORMA INSEGURA ES MÁS ALTO QUE EL NÚMERO TOTAL DE TODAS LAS MUERTES ACCIDENTALES COMBINADAS. ESTAS MUERTES SON TOTALMENTE PREVENIBLES.

La asfixia accidental es el mayor riesgo para los bebés menores de 1 año. Esta muerte es silenciosa y rápida. Sólo toma segundos para que un bebé se asfixie.

Los bebés son frágiles, no hablan y no tienen fuerza. Durante los primeros 3 o 4 meses, los bebés solamente respiran por la nariz. Pero a diferencia de los adultos — la nariz del bebé no tiene cartílago — por lo que puede aplastarse fácilmente y bloquear el flujo de aire causando la asfixia.

LOS BEBÉS DE MENOS DE UN AÑO SE PUEDEN ASFIXIAR MIENTRAS:

- Comparten una cama con los padres, hermanos y/o mascotas.
- Duermen en una cuna o moisés lleno de cosas.
- Duermen de lado o boca abajo.
- Duermen en superficies inseguras para dormir como sofás o sillas, superficies blandas o en lugares no apropiados para bebés.

“NUNCA NADIE ME ADVIRTIÓ SOBRE LOS RIESGOS DE SOFOCACIÓN.”

~Padres que han sufrido la muerte de sus bebés

CÓMO DORMIR A SU BEBÉ DE FORMA SEGURA:

- Comparte la habitación, no la cama.
- Acueste al bebé a dormir en una cuna o moisés que tenga un colchón firme. Los corrales infantiles portátiles como el Pack 'n Play también son una buena opción.
- Déle al bebé espacio para respirar - no ponga almohadas, protectores, cobijas o juguetes en la cuna o moisés. Incluso un sólo objeto es un riesgo para la asfixia.
- Coloque al bebé a dormir boca arriba - en la noche y en las siestas.



NO DESPIERTE EN UNA TRAGEDIA.

La información y las recomendaciones de la Campaña Infantil Sueño Seguro se basan en datos recolectados por el Departamento del Médico Forense del Condado de Los Angeles, que investiga todas las muertes infantiles inexplicadas en el condado, y por la Academia Americana de Pediatría.

EXHIBIT L

ALGUNAS PREGUNTAS QUE USTED PUEDE TENER

¿ES SEGURO PONER A DORMIR AL BEBÉ EN EL ASIENTO INFANTIL DEL AUTO O EN UNA CARRIOLA?

No es seguro, debido a la posición del bebé en estos medios de transporte. Los bebés siempre deben de dormir boca arriba.

¿PUEDO ENVOLVER A MI BEBÉ CON UNA MANTA?

Sí, pero asegúrese de usar una manta pequeña y ligera porque las cobijas, como las San Marcos, pueden ser demasiado pesadas y calientes para los niños. Cuando el bebé cumple 5 a 6 meses no se necesita envolverlos mas y los padres pueden seguir vistiendo a sus bebés con un mameluco o pijama.

¿Y SI ESTOY DÁNDOLE PECHO?

Fomentamos la lactancia materna, las madres siempre deben acostar a su bebé en una cuna o moisés después de amamantarlo.

¿Y QUÉ PASA SI A MI BEBÉ LE GUSTA DORMIR BOCA ABAJO?

La manera más segura de dormir para los bebés es boca arriba. Cuando los bebés duermen de lado o boca abajo, pueden sofocarse o ahogarse.

MI BEBÉ TIENE PROBLEMAS PARA RESPIRAR - ¿CUÁL ES LA MEJOR FORMA DE ACOSTARLO Y PONERLO A DORMIR?

Si su bebé presenta una condición médica, hable con su doctor sobre los cuidados especiales que su bebé requiere.

COMUNÍQUESE CON NOSOTROS:

ICAN ASSOCIATES

4024 N. Durfee Ave.
El Monte, CA 91732
(626) 455-4585
info@safesleepforbaby.com
SafeSleepForBaby.com



SUEÑO SEGURO PARA EL BEBÉ ES PARTE DE LA CAMPAÑA INFANTIL SUEÑO SEGURO DEL CONDADO DE LOS ANGELES

The Los Angeles County Inter-Agency Council on Child Abuse and Neglect (ICAN) es el agente oficial del condado de Los Angeles que coordina el desarrollo de servicios para la prevención, identificación y tratamiento del abuso y negligencia infantil. ICAN es reconocida a nivel nacional por su revisión multi-institucional a fondo de las muertes infantiles. Debido a esta revisión se ha determinado que el dormir de forma insegura es la causa principal de muerte infantil prevenible. ICAN Associates es una organización privada sin fines de lucro que trabaja en asociación con ICAN mediante la prestación de servicios directos e indirectos de apoyo para evitar daños a estos niños. ICAN y ICAN Associates se han asociado con First 5 LA para crear conciencia sobre la manera segura de poner a dormir a los bebés para prevenir a las familias de la evitable tragedia ocasionada por la muerte de un bebé como consecuencia de prácticas inseguras para dormir. Para obtener más información, por favor visite ican4kids.org.

APPENDIX B - REQUIRED FORMS

Exhibits

- 1) Organization Questionnaire/Affidavit
- 2) Certification of Compliance
- 3) Request for Preference Consideration
- 4) Debarment History and List of Terminated Contracts
- 5) Community Business Enterprise (CBE) Information
- 6) Minimum Mandatory Requirements
- 7) List of References
- 8) List of Contracts
- 9) Contribution and Agent Declaration Form
- 10) Pending Litigation and Judgments
- 11) Declaration
- 12) Business Proposal Narrative

Cost Proposal

- 13) Pricing Sheet
- 14) Line-Item Budget
- 15) Budget Narrative

REQUIRED FORMS – EXHIBIT 1
ORGANIZATION QUESTIONNAIRE/AFFIDAVIT

Proposer Name:	County Webven Number:
Address:	
Telephone Number:	Email:
Internal Revenue Service Employer Identification Number:	California Business License Number:

1	Select the option that best defines your firm's business structure: ☐ Corporation ☐ Limited Liability Company (LLC) ☐ Limited Partnership ☐ Sole Proprietorship ☐ Non-Profit ☐ Franchise ☐ Other (Specify)	If Corporation or Limited Liability Company (LLC): Legal Name (as stated in Articles of Incorporation): _____ State of Incorporation: _____ Year of Incorporation: _____ If Limited Partnership or a Sole Proprietorship: Name of proprietor or managing partner: _____ If other: Specify business structure name: _____
2	Is your firm doing business under one or more DBA's? ☐ Yes ☐ No	Name: _____ Country of Registration: _____ Year became DBA: _____
3	Is your firm wholly/majority owned by, or a subsidiary of another firm? ☐ Yes ☐ No	If yes, indicate name of Parent Firm and State of Incorporation. _____ Name of Parent Firm: _____ State of Incorporation or registration of parent firm:
4	Has your firm done business under other names within last five (5) years? ☐ Yes ☐ No	If yes, indicate any other names and the year of name change. _____ Name(s): _____ Year(s) of Name Change:

REQUIRED FORMS – EXHIBIT 1
ORGANIZATION QUESTIONNAIRE/AFFIDAVIT

5	List names of all joint ventures, partners, subcontractors, or others having any right or interest in this contract or the proceeds thereof. If not applicable, state "NONE".	
6	Is your firm involved in any pending acquisition or mergers? ☐ Yes ☐ No	If yes, please provide additional information regarding the pending merger.
7	List all names and contact information of all individuals legally authorized to commit the Proposer.	Name: _____ Title: _____ Phone: _____ Email: _____ Name: _____ Title: _____ Phone: _____ Email: _____ Name: _____ Title: _____ Phone: _____ Email: _____

REQUIRED FORMS – EXHIBIT 2

CERTIFICATION OF COMPLIANCE

Proposer certifies compliance with all programs, policies, and ordinances specified in exhibits listed below.

TITLE		REFERENCE	CERTIFICATIONS
1	Certification of No Conflict of Interest	LACC 2.180	Certifies Compliance? ☐ Yes ☐ No
2	Familiarity with the County Lobbyist Ordinance Certification	LACC 2.160	Certifies Compliance? ☐ Yes ☐ No
3	Zero Tolerance Policy on Human Trafficking Certification	Motion	Certifies Compliance? ☐ Yes ☐ No
4	Compliance with Fair Chance Employment Hiring Practices Certification	Board Policy 5.250 LACC 8.300	Certifies Compliance? ☐ Yes ☐ No
5	Charitable Contributions Certification Enter the California Registry of Charitable Trusts "CT" number and upload a copy of firm's most recent filing with the Registry of Charitable Trusts as required by Title 11 California Code of Regulations, sections 300-301 and Government Code sections 12585-12586 (if applicable) _____	Board Policy 5.065	Check the Certification below that is applicable to your company. ☐ Proposer or Contractor has examined its activities and determined that it does not now receive or raise charitable contributions regulated under California's Supervision of Trustees and Fundraisers for Charitable Purposes Act. If Proposer engages in activities subjecting it to those laws during the term of a County contract, it will timely comply with them and provide County a copy of its initial registration with the California State Attorney General's Registry of Charitable Trusts when filed. OR ☐ Proposer or Contractor is registered with the California Registry of Charitable Trusts under the CT number listed in this document and is in compliance with its registration and reporting requirements under California law. Attached is a copy of its most recent filing with the Registry of Charitable Trusts.
6	Attestation of Willingness to Consider GAIN/START Participants	Board Policy 5.050	Certifies Compliance? ☐ Yes ☐ No Willing to provide GAIN/START participants access to employee mentoring program? ☐ Yes ☐ No ☐ N/A-program not available
7	Contractor Employee Jury Service Program Certification Form & Application for Exception	LACC 2.203	Certifies Compliance? ☐ Yes ☐ No If No, identify exemption: ☐ My business does not meet the definition of "contractor," as defined in the Program. ☐ My business is a small business as defined in the Program. ☐ My business is subject to a Collective Bargaining Agreement (attach agreement) that expressly provides that it supersedes all provisions of the Program
8	Certification of Compliance with the County's Defaulted Property Tax Reduction Program	LACC 2.206	Certifies Compliance? ☐ Yes ☐ No If No, identify exemption: _____

REQUIRED FORMS – EXHIBIT 3

REQUEST FOR PREFERENCE CONSIDERATION

INSTRUCTIONS: Proposers requesting preference consideration must complete and include this form in their proposal. Proposers may request consideration for one or more preference programs. **In order to qualify for preference, firm must be certified by the County of Los Angeles Department of Consumer and Business Affairs (DCBA). Please reference your Certification Letter issued by DCBA to determine Federal/Non-Federal preference eligibility.**

☐ PREFERENCE NOT REQUESTED

OR

☐ PREFERENCE REQUESTED (SELECT ALL THAT APPLY)		
Preference Program		Reference
☐	Request for Local Small Business Enterprise (LSBE) Program Preference ☐ Certification for Non-Federally Funded County Solicitations ☐ Certification for Federally Funded County Solicitations	<u>LACC 2.204</u>
☐	Request for Social Enterprise (SE) Program Preference ☐ Certification for Non-Federally Funded County Solicitations ☐ Certification for Federally Funded County Solicitations	<u>LACC 2.205</u>
☐	Request for Disabled Veterans Business Enterprise (DVBE) Program Preference	<u>LACC 2.211</u>

Note: In no instance should any of the listed preference programs price or scoring be combined with any other County program to exceed fifteen percent (15%) in response to any county solicitation.

REQUIRED FORMS – EXHIBIT 4
DEBARMENT HISTORY AND LIST OF TERMINATED CONTRACTS

Proposer's Name: _____

1. DEBARMENT HISTORY (Check one)		YES	NO
Proposer is currently debarred by a public entity		☐	☐
If yes, please provide the name of the public entity:			
2. LIST OF TERMINATED CONTRACTS (Check one)		YES	NO
Proposer has contracts that have been terminated in the past three (3) years.		☐	☐

If yes, please list all contracts that have been terminated prior to expiration within the last three (3) years.

Service:	
Name of Entity:	
Address:	
Contact:	
Telephone:	
Email:	
Termination Date:	
Name/Contract No:	
Reason for Termination:	

Service:	
Name of Entity:	
Address:	
Contact:	
Telephone:	
Email:	
Termination Date:	
Name/Contract No:	
Reason for Termination:	

Service:	
Name of Entity:	
Address:	
Contact:	
Telephone:	
Email:	
Termination Date:	
Name/Contract No:	
Reason for Termination:	

CONTRACTS REQUIRED FORMS – EXHIBIT 5
COMMUNITY BUSINESS ENTERPRISE (CBE) INFORMATION

TITLE	REFERENCE
1 FIRM/ORGANIZATION INFORMATION	The information requested below is for statistical purposes only. On final analysis and consideration of award, contractor/vendor will be selected without regard to race/ethnicity, color, religion, sex, national origin, age, sexual orientation or disability.
Total Number of Employees in California:	
Total Number of Employees (including owners):	
Race/Ethnic Composition of Firm. Enter the make-up of Owners/Partners/Associate Partners into the following categories:	
Race/Ethnic Composition	Owners/Partners/ Associate Partners
	Male Female
	Male Female
Black/African American	% %
Hispanic/Latino	% %
Asian or Pacific Islander	% %
American Indian	% %
Filipino	% %
White	% %

TITLE	REFERENCE
2 CERTIFICATION AS MINORITY, WOMEN, DISADVANTAGED, DISABLED VETERAN, AND LESBIAN, GAY, BISEXUAL, TRANSGENDER, QUEER, AND QUESTIONING-OWNED (LGBTQQ) BUSINESS ENTERPRISE	If your firm is currently certified as a minority, women, disadvantaged, disabled veteran or lesbian, gay, bisexual, transgender, queer, and questioning-owned business enterprise by a public agency, complete the following. <input style="width: 30px; height: 20px; border: 1px solid black;" type="checkbox"/> Check if not applicable
Agency Name	Minority
Women	Disadvantaged
Disabled Veteran	LGBTQQ

Instructions for Completing Exhibit 5 - CBE Form

Proposer must submit Exhibit 5 - Community Business Enterprise (CBE) Information form.

The County seeks diverse broad-based participation in its contracting and strongly encourages participation by CBEs. Complete all fields listed on form. Where a field requests number or total indicate response using numerical digits only.

Section 1: FIRM/ORGANIZATION INFORMATION	
Total Number of Employees in California	Using numerical digits, enter the total number of individuals employed by the firm in the state of California.
Total Number of Employees (including owners)	Using numerical digits, enter the total number of individuals employed by the firm regardless of location.
Race/Ethnic Composition of Firm Table	Using numerical digits, enter the make-up of Owners/Partners/Associate Partners and percentage of how ownership of the firm is distributed into the Race/Ethnic Composition categories listed in the table. Final number must total 100%.

Section 2: CERTIFICATION AS MINORITY, WOMEN, DISADVANTAGED, DISABLED VETERAN, AND LESBIAN, GAY, BISEXUAL, TRANSGENDER, QUEER, AND QUESTIONING-OWNED (LGBTQQ) BUSINESS ENTERPRISE
If the firm is currently certified as a Community Based Enterprise (CBE) by a public agency, complete the table by entering the names of the certifying Agency and placing an "X" under the appropriate CBE designation (Minority, Women, Disadvantaged, Disabled Veteran or LGBTQQ). Enter all the CBE certifications held by the firm.

Proposer acknowledges that if any false, misleading, incomplete, or deceptively unresponsive statements in connection with this proposal are made, the proposal may be rejected. The evaluation and determination in this area will be at the Director's sole judgment and their judgment will be final.

REQUIRED FORMS – EXHIBIT 6

MINIMUM MANDATORY REQUIREMENTS

Proposer acknowledges and certifies that it meets the Minimum Mandatory Requirements indicated below and as stated in Paragraph 4.0, of this Request for Proposals.

No.	Minimum Mandatory Requirement(s) (M/R)	Complies with M/R	
		Yes	No
1	Proposal must be submitted by the proposal due date and time identified in Section 1.0 (Solicitation Information and Minimum Mandatory Requirements).	☐	☐
2	Proposer must have a minimum of three (3) years of experience within the last seven (7) years providing coached monitored family time for non-custodial parents with their children.	☐	☐
3	Proposer must have a minimum of three (3) years of experience during the last five (5) years administering Federal, State, County, or City Contracts to children and families.	☐	☐
4	Proposer must have a minimum of two (2) years of experience within the last seven (7) years providing child custody exchanges between parents or experience working with parents in child custody disputes.	☐	☐
5	Proposer must have provided at least one year of service in the community they are proposing to serve - Supervisorial District 3, specifically in Service Planning Area (SPA) 2, or Supervisorial District 5, specifically in SPA 1. Proposer must submit with their Corporate Documents, proof of the address where services have been provided, such as a business license, lease agreement, deed, mortgage statement, or facility utilities, within the Supervisorial Districts 3 and 5, specifically SPA 1 or 2.	☐	☐
6	Proposer must be a non-profit social service organization and be tax exempt under 501(c)(3) of the Internal Revenue Code. Proposer must have been ruled an exempt entity by the IRS for a period of at least two (2) years prior to the proposal due date for this RFP; or a public institution of higher education with recognized expertise in fields related to child welfare (as defined in WIC 18967).	☐	☐
7	If Proposer's compliance with a County contract has been reviewed by the Department of the Auditor-Controller within the last 10 years, Proposer must not have unresolved questioned costs identified by the Auditor-Controller, in an amount over \$100,000.00, that are confirmed to be disallowed costs by the contracting County department, and remain unpaid for a period of six months or more from the date of disallowance, unless such disallowed costs are the subject of current good faith negotiations to resolve the disallowed costs, in the opinion of the County.	☐	☐

REQUIRED FORMS – EXHIBIT 7

LIST OF REFERENCES

Proposer's Name: _____

Provide five (5) references where the same or similar scope of services were provided by the Proposer during the previous three (3) years. It is the Proposer's responsibility to ensure accuracy of the information provided below. Use additional pages if required.

REFERENCES	
REFERENCE 1	
AGENCY/DEPT:	
SERVICE TYPE:	
CONTRACT TERM:	
CONTRACT AMT:	
CONTACT:	
TELEPHONE:	
E-MAIL:	

REFERENCE 2	
AGENCY/DEPT:	
SERVICE TYPE:	
CONTRACT TERM:	
CONTRACT AMT:	
CONTACT:	
TELEPHONE:	
E-MAIL:	

REFERENCE 3	
AGENCY/DEPT:	
SERVICE TYPE:	
CONTRACT TERM:	
CONTRACT AMT:	
CONTACT:	
TELEPHONE:	
E-MAIL:	

REFERENCES	
REFERENCE 4	
AGENCY/DEPT:	
SERVICE TYPE:	
CONTRACT TERM:	
CONTRACT AMT:	
CONTACT:	
TELEPHONE:	
E-MAIL:	

REFERENCE 5	
AGENCY/DEPT:	
SERVICE TYPE:	
CONTRACT TERM:	
CONTRACT AMT:	
CONTACT:	
TELEPHONE:	
E-MAIL:	

CONTRACTS REQUIRED FORMS - EXHIBIT 8

LIST OF CONTRACTS

Proposer's Name:

Provide a list of all public entities for which the Proposer has provided service within the last three (3) years. It is the Proposer's responsibility to ensure accuracy of the information provided below. Use additional pages if required.

(All contracts with other governmental agencies including the County of Los Angeles must be listed)

SERVICE TYPE: _____ CONTRACT TERM: _____ CONTRACT AMT: _____ AGENCY/DEPT: _____ CONTACT: _____ TELEPHONE: _____ E-MAIL: _____	SERVICE TYPE: _____ CONTRACT TERM: _____ CONTRACT AMT: _____ AGENCY/DEPT: _____ CONTACT: _____ TELEPHONE: _____ E-MAIL: _____
SERVICE TYPE: _____ CONTRACT TERM: _____ CONTRACT AMT: _____ AGENCY/DEPT: _____ CONTACT: _____ TELEPHONE: _____ E-MAIL: _____	SERVICE TYPE: _____ CONTRACT TERM: _____ CONTRACT AMT: _____ AGENCY/DEPT: _____ CONTACT: _____ TELEPHONE: _____ E-MAIL: _____
SERVICE TYPE: _____ CONTRACT TERM: _____ CONTRACT AMT: _____ FIRM NAME: _____ ADDRESS: _____ CONTACT: _____ TELEPHONE: _____ E-MAIL: _____	SERVICE TYPE: _____ CONTRACT TERM: _____ CONTRACT AMT: _____ FIRM NAME: _____ ADDRESS: _____ CONTACT: _____ TELEPHONE: _____ E-MAIL: _____
SERVICE TYPE: _____ CONTRACT TERM: _____ CONTRACT AMT: _____ FIRM NAME: _____ ADDRESS: _____ CONTACT: _____ TELEPHONE: _____ E-MAIL: _____	SERVICE TYPE: _____ CONTRACT TERM: _____ CONTRACT AMT: _____ FIRM NAME: _____ ADDRESS: _____ CONTACT: _____ TELEPHONE: _____ E-MAIL: _____

REQUIRED FORMS – EXHIBIT 9

CONTRIBUTION AND AGENT DECLARATION FORM

This form must be completed separately by all bidders/proposers, including all prime contractors and subcontractors, and by all applicants for licenses, permits, and other entitlements for use issued by the County of Los Angeles ("County").

Pursuant to the Levine Act ([Government Code section 84308](#)), a member of the Board of Supervisors, other elected County officials (the Sheriff, Assessor, and the District Attorney), and other County employees and/or officers ("County Officers") are disqualified and not able to participate in a proceeding involving contracts, franchises, licenses, permits and other entitlements for use if the County Officer received more than \$500 in contributions in the past 12 months from the bidder, proposer or applicant, any paid agent of the bidder, proposer, or applicant, or any financially interested participant who actively supports or opposes a particular decision in the proceeding.

State law requires you to disclose information about contributions made by you, your company, and lobbyists and agents paid to represent you. Failure to complete the form in its entirety may result in significant delays in the processing of your application and potential disqualification from the procurement or application process.

You must fully answer the applicable questions below. You ("Declarant"), or your company, if applicable, including all entities identified below (collectively, "Declarant Company") must also answer the questions below. The term "employee(s)" shall be defined as employees, officers, partners, owners, or directors of Declarant Company.

An affirmative response to any questions will not automatically cause the disqualification of your bid/proposal, or the denial of your application for a license, permit or other entitlement. However, failure to answer questions completely, in good faith, or providing materially false answers may subject a bidder/proposer to disqualification from the procurement.

This material is intended for use by bidders/proposers, including all prime contractors and subcontractors, and by all applicants for licenses, permits, and other entitlements for use issued by the County of Los Angeles and does not constitute legal advice. If you have questions about the Levine Act and how it applies to you, you should call your lawyer or contact the Fair Political Practices Commission for further guidance.

REQUIRED FORMS – EXHIBIT 9
CONTRIBUTION AND AGENT DECLARATION FORM

Complete each section below. State “none” if applicable.

A. COMPANY OR APPLICANT INFORMATION

1) Declarant Company or Applicant Name:

- a) If applicable, identify all subcontractors that have been or will be named in your bid or proposal:
- b) If applicable, variations and acronyms of Declarant Company’s name used within the past 12 months:
- c) Identify all entities or individuals who have the authority to make decisions for you or Declarant Company about making contributions to a County Officer, regardless of whether you or Declarant Company have actually made a contribution:

[IF A COMPANY, ANSWER QUESTIONS 2 - 3]

- 2) Identify only the Parent(s), Subsidiaries and Related Business Entities that Declarant Company has controlled or directed, or been controlled or directed by. “Controlled or directed” means shared ownership, 50% or greater ownership, or shared management and control between the entities.
 - a) Parent(s):
 - b) Subsidiaries:
 - c) Related Business Entities:
- 3) If Declarant Company is a closed corporation (non-public, with under 35 shareholders), identify the majority shareholder.
- 4) Identify all entities (proprietorships, firms, partnerships, joint ventures, syndicates, business trusts, companies, corporations, limited liability companies, associations, committees, and any other organization or group of persons acting in concert) whose contributions you or Declarant Company have the authority to direct or control.

REQUIRED FORMS – EXHIBIT 9
CONTRIBUTION AND AGENT DECLARATION FORM

- 5) Identify any individuals such as employees, agents, attorneys, law firms, lobbyists, and lobbying firms who are or who will act on behalf of you or Declarant Company and who will receive compensation to communicate with a County Officer regarding the award or approval of **this** contract or project, license, permit, or other entitlement for use.

*(Do **not** list individuals and/or firms who, as part of their profession, either (1) submit to the County drawings or submissions of an architectural, engineering, or similar nature, **or** (2) provide purely technical data or analysis, **and** who will not have any other type of communication with a County agency, employee, or officer.)*

- 6) If you or Declarant Company are a 501(c)(3) non-profit organization, identify the compensated officers of your organization and the compensated members of your board.

B. CONTRIBUTIONS

- 1) Have you or the Declarant Company solicited or directed your employee(s) or agent(s) to make contributions, whether through fundraising events, communications, or any other means, to a County Officer in the past 12 months? If so, provide details of each occurrence, including the date.

Date (contribution solicited, or directed)	Recipient Name (elected official)	Amount

*Please attach an additional page, if necessary.

- 2) Disclose all contributions made by you or any of the entities and individuals identified in Section A to a County officer in the past 12 months.

Date (contribution made)	Name (of the contributor)	Recipient Name (elected official)	Amount

*Please attach an additional page, if necessary.

REQUIRED FORMS – EXHIBIT 9
CONTRIBUTION AND AGENT DECLARATION FORM

C. DECLARATION

By signing this Contribution and Agent Declaration form, you (Declarant), or you and the Declarant Company, if applicable, attest that you have read the entirety of the Contribution Declaration and the statements made herein are true and correct to the best of your knowledge and belief. (Only complete the one section that applies.)

There are _____ additional pages attached to this Contribution Declaration Form.

COMPANY BIDDERS OR APPLICANTS

I, _____ (Authorized Representative), on behalf of _____ (Declarant Company), at which I am employed as _____ (Title), attest that after having made or caused to be made a reasonably diligent investigation regarding the Declarant Company, the foregoing responses, and the explanation on the attached page(s), if any, are correct to the best of my knowledge and belief. Further, I understand that failure to answer the questions in good faith or providing materially false answers may subject Declarant Company to consequences, including disqualification of its bid/proposal or delays in the processing of the requested contract, license, permit, or other entitlement.

IMPORTANT NOTICE REGARDING FUTURE AGENTS AND FUTURE CONTRIBUTIONS:

By signing this Contribution and Agent Declaration form, you also agree that, if Declarant Company hires an agent, such as, but not limited to, an attorney or lobbyist during the course of these proceedings and will compensate them for communicating with the County about this contract, project, permit, license, or other entitlement for use, you agree to inform the County of the identity of the agent or lobbyist and the date of their hire. You also agree to disclose to the County any future contributions made to members of the County Board of Supervisors, another elected County officer (the Sheriff, Assessor, and the District Attorney), or any other County officer or employee by the Declarant Company, or, if applicable, any of the Declarant Company's proposed subcontractors, agents, lobbyists, and employees who have communicated or will communicate with the County about this contract, license, permit, or other entitlement after the date of signing this disclosure form, and within 12 months following the approval, renewal, or extension of the requested contract, license, permit, or entitlement for use.

Signature

Date

REQUIRED FORMS – EXHIBIT 9
CONTRIBUTION AND AGENT DECLARATION FORM

INDIVIDUAL BIDDERS OR APPLICANTS

I, _____, declare that the foregoing responses and the explanation on the attached sheet(s), if any, are correct to the best of my knowledge and belief. Further, I understand that failure to answer the questions in good faith or providing materially false answers may subject me to consequences, including disqualification of my bid/proposal or delays in the processing of the requested license, permit, or other entitlement.

IMPORTANT NOTICE REGARDING FUTURE AGENTS AND FUTURE CONTRIBUTIONS:

If I hire an agent or lobbyist during the course of these proceedings and will compensate them for communicating with the County about this contract, project, permit, license, or other entitlement for use, I agree to inform the County of the identity of the agent or lobbyist and the date of their hire. I also agree to disclose to the County any future contributions made to members of the County Board of Supervisors, another elected County official (the Sheriff, Assessor, and the District Attorney), or any other County officer or employee by me, or an agent such as, but not limited to, a lobbyist or attorney representing me, that are made after the date of signing this disclosure form, and within 12 months following the approval, renewal, or extension of the requested contract, license, permit, or entitlement for use.

Signature

Date

REQUIRED FORMS- EXHIBIT 10
PENDING LITIGATION AND JUDGMENTS

Check "**YES**" or "**NO**" on the following questions. If "**YES**", please provide the details on the following page. As part of the project selection process, the County, in its own discretion, may implement procedures to validate the responses below. The County reserves the right to reject all or part of the proposal if false or incorrect information is submitted by the applicant.

		<u>YES</u>	<u>NO</u>
1.	Is the agency currently, or within the past five (5) years, involved in litigation?	☐	☐
2.	Is the director currently, or within the past five (5) years, involved in litigation related to the administration and operation of a program or organization?	☐	☐
3.	Are any agency staff members unable to be bonded?	☐	☐
4.	Have there been unfavorable rulings by a funding source against the agency for improper or contract compliance deficiencies?	☐	☐
5.	Has the agency or agency director ever had public or foundation funds withheld?	☐	☐
6.	Has the agency or agency director refused to participate in any fiscal audit or review requested by a government agency or funding source?	☐	☐

Note: A review to determine the magnitude of any pending litigation or judgments against the Proposer will be conducted by the County. Use additional page attached.

AUTHORIZED SIGNATURE

DATE

NAME (PRINT)

TITLE

REQUIRED FORMS- EXHIBIT 10
PENDING LITIGATION AND JUDGMENTS

Proposer must identify by name, case and court jurisdiction any pending litigation in which the Proposer is involved, or judgments against the Proposer in the past five (5) years. Proposer must provide a statement describing the size and scope of any pending or threatening litigation against the Proposer or the principals of the Proposer, as stated in **Paragraph 8.5.1.5** of this RFP (Proposer's Pending Litigation and Judgments).

REQUIRED FORMS – EXHIBIT 11

DECLARATION

DECLARATION: I DECLARE UNDER PENALTY OF PERJURY UNDER THE LAWS OF THE STATE OF CALIFORNIA THAT THE INFORMATION SUBMITTED IN EXHIBITS 1-15 IS TRUE AND CORRECT.

PRINT NAME:	TITLE:
SIGNATURE:	DATE:

REQUIRED FORM – EXHIBIT 12

Family Time Centers Safe Child Custody Exchange
Business Proposal Narrative Form

- 8.5.1.1.1** Proposer must demonstrate their agency's experience in the specified area they are proposing to serve (Supervisory District 3, specifically in SPA 2, or Supervisory District 5, specifically in SPA 1), with providing coached monitored family time or similar services.

REQUIRED FORM – EXHIBIT 12

Family Time Centers Safe Child Custody Exchange

Business Proposal Narrative Form

8.5.1.1.1 Continued

REQUIRED FORM – EXHIBIT 12

Family Time Centers Safe Child Custody Exchange

Business Proposal Narrative Form

- 8.5.1.1.2** Proposer must describe their agency's experience in the specified area they are proposing to serve(Supervisory District 3, specifically in SPA 2, or Supervisory District 5, specifically in SPA 1), providing safe child custody exchanges or similar services.

REQUIRED FORM – EXHIBIT 12

Family Time Centers Safe Child Custody Exchange

Business Proposal Narrative Form

8.5.1.1.2 Continued

REQUIRED FORM – EXHIBIT 12

**Family Time Centers Safe Child Custody Exchange
Business Proposal Narrative Form**

- 8.5.1.1.3** Proposer must describe their experience working with the courts, domestic violence service providers, law enforcement, and community families who self-refer to provide family time, safe child custody exchange, or similar services for the SPA they propose to serve (Supervisory District 3, specifically in SPA 2, or Supervisory District 5, specifically in SPA 1).

REQUIRED FORM – EXHIBIT 12

Family Time Centers Safe Child Custody Exchange
Business Proposal Narrative Form

8.5.1.1.3 Continued

REQUIRED FORM – EXHIBIT 12

Family Time Centers Safe Child Custody Exchange

Business Proposal Narrative Form

- 8.5.2.1** Proposer must describe their plan to provide coached monitored family time as described in the Statement of Work (SOW), including meeting the minimum 96 hours of coached monitored family time per month in their designated SPA (Supervisorial District 3, specifically in SPA 2, or Supervisorial District 5, specifically in SPA 1).

REQUIRED FORM – EXHIBIT 12

Family Time Centers Safe Child Custody Exchange

Business Proposal Narrative Form

8.5.2.1

Continued

REQUIRED FORM – EXHIBIT 12

Family Time Centers Safe Child Custody Exchange

Business Proposal Narrative Form

- 8.5.2.2** Proposer must describe their capacity to accept referrals for coached monitored family time services in open DCFS Family Reunification cases for their service area (Supervisory District 3, specifically in SPA 2, or Supervisory District 5, specifically in SPA 1) based on the criteria in SOW 5.0, Target Demographics.

REQUIRED FORM – EXHIBIT 12

Family Time Centers Safe Child Custody Exchange

Business Proposal Narrative Form

8.5.2.2

Continued

REQUIRED FORM – EXHIBIT 12

Family Time Centers Safe Child Custody Exchange

Business Proposal Narrative Form

- 8.5.2.3** Proposer must describe their approach to provide safe child custody exchanges to have staffing capacity, exchange sites, and safe locations; and to facilitate a minimum of four exchanges per month in their designated SPA (Supervisory District 3, specifically in SPA 2, or Supervisory District 5, specifically in SPA 1).

REQUIRED FORM – EXHIBIT 12

Family Time Centers Safe Child Custody Exchange

Business Proposal Narrative Form

8.5.2.3

Continued

REQUIRED FORM – EXHIBIT 12

Family Time Centers Safe Child Custody Exchange Business Proposal Narrative Form

8.5.2.4 Proposer must describe their initial training, in accordance with the SOW requirements, as listed below:

1) Identifying child safety issues. **2)** Mandated reporting requirements. **3)** Working with families affected by abuse and neglect. **4)** Understanding the importance of family time. **5)** Understanding the concept of trauma-informed practice. **6)** Utilizing and expanding community cross sector partnerships.

REQUIRED FORM – EXHIBIT 12

Family Time Centers Safe Child Custody Exchange
Business Proposal Narrative Form

8.5.2.4

Continued

REQUIRED FORM – EXHIBIT 12

Family Time Centers Safe Child Custody Exchange Business Proposal Narrative Form

8.5.2.5 Proposer must describe their Family Time Coaching Curriculum, in accordance with the SOW requirements, as listed below:

- 1)** Learning methods of identifying family strengths. **2)** Helping parents build on their own skills and confidence. **3)** Promoting positive parent/child and family interactions. **4)** Engaging with parents, including fathers on creating nurturing relationships and attachment with children. **5)** Knowledge and familiarity of basic concepts of motivational interviewing skills, such as open questions, affirmations, reflective listening, and summarizing.

REQUIRED FORM – EXHIBIT 12

Family Time Centers Safe Child Custody Exchange
Business Proposal Narrative Form

8.5.2.5 Continued

REQUIRED FORM – EXHIBIT 12

Family Time Centers Safe Child Custody Exchange

Business Proposal Narrative Form

- 8.5.2.6** Proposer must describe their approach to provide outreach to DCFS Regional Offices; Domestic Violence agencies; the courts (Criminal, Family Law, and Dependency courts); Dependency Court attorneys; and Parents in Partnership (PIPs) as it pertains to coached monitored family time and safe child custody exchange services.

REQUIRED FORM – EXHIBIT 12

Family Time Centers Safe Child Custody Exchange
Business Proposal Narrative Form

8.5.2.6

Continued

REQUIRED FORM – EXHIBIT 12

Family Time Centers Safe Child Custody Exchange
Business Proposal Narrative Form

- 8.5.2.7** Proposer must describe their plan for assessing a parent or legal guardian's stability (not under the influence or impaired) and understanding of appropriate behavior and resources to participate in family time and/or safe child custody exchange services.

REQUIRED FORM – EXHIBIT 12

Family Time Centers Safe Child Custody Exchange
Business Proposal Narrative Form

8.5.2.7 Continued

REQUIRED FORM – EXHIBIT 12

Family Time Centers Safe Child Custody Exchange
Business Proposal Narrative Form

8.5.3.1 Proposer must describe their Quality Assurance Plan (QAP) protocol to ensure uninterrupted services to DCFS in the event of work stoppage or staffing shortage due to:

- 1)** Medical leaves **2)** illness. **3)** Vacation and absences. **4)** Pandemics. **5)** Recruitment issues.

REQUIRED FORM – EXHIBIT 12

Family Time Centers Safe Child Custody Exchange
Business Proposal Narrative Form

8.5.3.1 Continued

REQUIRED FORM – EXHIBIT 12

Family Time Centers Safe Child Custody Exchange
Business Proposal Narrative Form

8.5.3.2 Proposer must describe the methodology they are planning on implementing to monitor monthly reports and logs based on the following services:

- 1) Family Time Centers 2) Safe Child Custody Exchanges 3) Celebration Events**
4) Training Sessions 5) Client Satisfaction Surveys

REQUIRED FORM – EXHIBIT 12

Family Time Centers Safe Child Custody Exchange
Business Proposal Narrative Form

8.5.3.2 Continued

REQUIRED FORM- EXHIBIT 12
FAMILY TIME CENTERS SAFE CHILD CUSTODY EXCHANGE
REQUEST FOR PROPOSALS #26-0044
NARRATIVE FORM

Proposer acknowledges that if any false, misleading, incomplete, or deceptively unresponsive statements in connection with this proposals are made, the proposal may be rejected.

Declaration: I declare under the penalty of perjury under the laws of the State of California that the above information is true and correct.

Agency Name: _____

Tax ID Number: _____

Print Name: _____ **Title:** _____

Signature: _____ **Date** _____

REQUIRED FORM – EXHIBIT 13
Family Time Centers Safe Child Custody Exchange
PRICING SHEET

Price quoted by Proposer must be inclusive of all applicable costs associated with providing Family Time Centers and Safe Child Custody Exchange (FTCSCCE) services and any other costs necessary to perform all tasks outlined in the RFP, Statement of Work (SOW), Performance Requirements Summary, Exhibits, and Sample Contract.

The chart below summarizes the required FTCSCCE services and provides the maximum annual funding amount. Please refer to SOW for detailed tasks to be delivered.

SOW Section No.	Required ANNUAL Services/Deliverables	Maximum Annual Funding
11.0	FAMILY TIME CENTERS (FTC) SERVICE: Service deliverables include coached monitored family time (between parents/legal guardians and children), and celebration events. These services focus on the reunification process with parents/legal guardians, and/or celebration of child milestones with family.	
12.0	SAFE CHILD CUSTODY EXCHANGE (SCCE) SERVICE: Service deliverables include when Contractor staff facilitates child custody exchanges (between parents or legal guardians) in which the child is transferred from the custody of one parent or legal guardian to the custody of the other at an approved exchange site. The other parent or legal guardian then leaves with the child.	\$182,900

REQUIRED FORM – EXHIBIT 13
Family Time Centers Safe Child Custody Exchange
PRICING SHEET

Price as proposed are firm-fixed price to remain from for eighteen (18) months following the last day to accept proposals. Proposals cannot be negotiated and will remain as submitted.

Proposers must demonstrate how they arrived at the final price proposed by completing the Line-Item Budget (Exhibit 14) and Budget Narrative (Exhibit 15). Point deductions will be applied for computation errors and line items not discussed in the budget narrative. All information provided in the Pricing Sheet, Line-Item Budget, and Budget Narrative will become part of the new contract, if the proposal is recommended.

The undersigned offers to furnish all personnel, labor, family time space, and materials necessary to perform the services, the scope of which is set forth in the above-identified Request of Proposals or the County of Los Angeles, under all the terms and conditions specified in the Statement of Work (SOW), Performance Requirements Summary, Exhibits, and Sample Contract.

SOW Section No.	Required ANNUAL Services/Deliverables	TOTAL PROPOSED ANNUAL COST Firmed fixed price to Provide FTCSCCE Services
11.0	Family Time Centers (FTC)	\$ _____
12.0	Safe Child Custody Exchange (SCCE)	

By submission of this Proposal, Proposer certifies that the cost quoted herein have been arrived at independently without consultation, communication, or agreement with any other Proposer or competitor for the purpose of restricting competition.

I declare that all computations used to arrive at the cost for Family Time Centers and Safe Child Custody Exchange services are true and correct to the best of my knowledge.

Authorized Signature

Agency Name

Name (Print)

Agency Address

Title (Print)

Date

REQUIRED FORMS - EXHIBIT 14
FAMILY TIME CENTERS/SAFE CHILD CUSTODY EXCHANGE
SAMPLE LINE-ITEM BUDGET

Proposer should adjust line items as necessary in order to fully demonstrate how they will provide services.

BUDGET SHEET FOR _____
Proposer Name

DIRECT COST (List each staff classification)

Salaries and Wages:	FTE*	Monthly Salary
Employee Classification _____		\$ _____
Employee Classification _____		\$ _____
Employee Classification _____		\$ _____
Others (Please continue to list)		
Total Annual Salaries and Wages		\$ _____

*FTE = Full Time Equivalent Positions

Employee Benefits (EB)	Monthly Cost per FTE	
Medical Insurance	\$ _____	
Dental Insurance	\$ _____	
Life Insurance	\$ _____	
Other (list)	\$ _____	
Total Annual Benefits		\$ _____

Payroll Taxes (List all appropriate, e.g., FICA, SUI, Workers' Compensation, etc.)		
_____	\$ _____	
_____	\$ _____	
_____	\$ _____	
_____	\$ _____	
Total Annual Payroll Taxes		\$ _____

Services & Supplies		
Auto/Travel	\$ _____	
Supplies	\$ _____	
Purchased Services	\$ _____	
Office Equipment	\$ _____	
Telephone/Utilities	\$ _____	
Insurance not listed under EB	\$ _____	
Rent	\$ _____	
Other (please continue to list)		
Total Annual Services & Supplies		\$ _____

TOTAL ANNUAL DIRECT COSTS **\$ _____**

INDIRECT COST

TOTAL ANNUAL INDIRECT COSTS **\$ _____**

Indirect Annual Cost as it relates to Total Annual Cost (Please enter a percentage) **% _____**

Reminder: Contractors may utilize a maximum of ten percent (10%) of expenses of their Maximum Annual Contract Sum for administrative/indirect costs.

(Provide a full breakdown of costs in the Narrative)

TOTAL DIRECT AND INDIRECT ANNUAL COST **\$ _____**

TOTAL PROJECTED NUMBER OF FAMILIES TO BE SERVED _____

REQUIRED FORMS - EXHIBIT 15

BUDGET NARRATIVE

Proposers are allowed to develop their budget narrative in a manner that they believe best reflects and supports the Line Item Budget of their proposal. All proposals must have a narrative attached to the line item budget providing a thorough and clear explanation of all projected line item budget costs.

The narrative must follow the same sequence as the line item budget, and include an explanation of the method of allocating costs for any joint or shared budget item. All figures and compilations must be clearly explained. Include explanation of any line item expenditure, which may be unclear to a reviewer who is unfamiliar with your organization. There is no recommendation for page length.

Specifications:

DIRECT COST

Provide an explanation for purpose and particulars associated with each classification listed in the "Salaries and Wages" section of the Line Item Budget and explain their benefit to this program.

All benefits to be provided in addition to Medical, Dental, and Life Insurance should be listed as well as the Monthly Cost per FTE. For all benefits, specify amounts paid by the employer, the employee and the total monthly premium.

For all items detailed under "Services and Supplies", provide an explanation for their need and/or how it benefits the program. Computations associated with these costs should be explained and provided. The following costs are not allowable under any circumstances: bad debts, contingency provisions, contributions and donations, fines and penalties, fundraising activities, and interest expenses (unless expressly allowed by federal guidelines). Regarding Insurance, provide annual total costs for each Insurance type/coverage. For further clarification, see Sample Contract, Sub-paragraph 8.25, Insurance Coverage.

INDIRECT COST

All details and computations associated with indirect costs must be explained.

Contractors may utilize a maximum of ten percent (10%) of expenses of their expenses of their Maximum Annual Contract Sum for administrative/indirect costs.

APPENDIX C, D

Appendix

- C Solicitation Requirements Review (SRR) Request
- D Background and Resources: California Charities Regulation

SOLICITATION REQUIREMENTS REVIEW (SRR) REQUEST

Proposers/Bidders requesting a Solicitation Requirements Review must submit this form to the County within the timeframe identified in the solicitation document.

Proposer/Bidder Name:	Date of Request:
Solicitation Title:	Solicitation No.:

A **Solicitation Requirements Review** is being requested because the Proposer/Bidder asserts that they are being unfairly disadvantaged for the following reason(s): *(check all that apply)*

- ☐ Application of **Minimum Mandatory Requirements**
- ☐ Application of **Business Requirements**
- ☐ Application of **Evaluation Criteria (not applicable to IFB)**
- ☐ Due to **unclear instructions**, the process may result in the County not receiving the best possible responses from prospective Proposers/Bidders.

For each area contested, Proposer/Bidder must explain in detail the factual reasons for the requested review. *(Attach supporting documentation and specify the underlying authority of the person or entity submitting a proposal/bid (e.g., letterhead, business card, etc.).)*

Request submitted by:

Name: _____ Title: _____

<i>For County use only</i>
Date SRR Request: _____
Received by County: _____
Solicitation Released: _____
Reviewed by: _____

BACKGROUND AND RESOURCES: CALIFORNIA CHARITIES REGULATION

There is a keen public interest in preventing misuse of charitable contributions. California's "Supervision of Trustees and Fundraisers for Charitable Purposes Act" regulates those raising and receiving charitable contributions. The "Nonprofit Integrity Act of 2004", as approved and codified in California Government Code, Sections 12580–12599.10, tightened Charitable Purposes Act requirements for charitable organization administration and fundraising.

The Charitable Purposes Act rules cover California public benefit corporations, unincorporated associations, and trustee entities. They may include similar foreign corporations doing business or holding property in California. Generally, an organization is subject to the registration and reporting requirements of the Charitable Purposes Act if it is a California nonprofit public benefit corporation or is tax exempt under Internal Revenue Code § 501(c)(3), and not exempt from reporting under Government Code § 12583. Most educational institutions, hospitals, cemeteries, and religious organizations are exempt from Supervision of Trustees Act requirements.

Key new Charitable Purposes Act requirements affect executive compensation, fund-raising practices and documentation. Charities with over \$2 million of revenues (excluding grants and service-contract funds a governmental entity requires to be accounted for) have new audit requirements. Charities required to have audits must also establish an audit committee whose members have no material financial interest in any entity doing business with the charity.

Organizations or persons that receive or raise charitable contributions are likely to be subject to the Charitable Purposes Act. A Proposer on Los Angeles County contracts must determine if it is subject to the Charitable Purposes Act and certify either that:

- It is not presently subject to the Act, but will comply if later activities make it subject, or,
- If subject, it is currently in compliance.

RESOURCES

The following references to resources are offered to assist Proposers who engage in charitable contributions activities. Each Proposer, however, is ultimately responsible to research and determine its own legal obligations.

In California, supervision of charities is the responsibility of the Attorney General, whose website, <http://oag.ca.gov/> contains much information helpful to regulated charitable organizations.

1. LAWS AFFECTING NONPROFITS

The "Supervision of Trustees and Fundraisers for Charitable Purposes Act" is found at California Government Code §§ 12580 through 12599.10. Implementing regulations are found at Title 11, California Code of Regulations, §§ 300 through 312. In California, charitable solicitations ("advertising") are governed by Business & Professions Code §§ 17510 through 17510.95. Regulation of nonprofit corporations is found at Title 11, California Code of Regulations, §§ 999.1 through 999.5. (Amended regulations are pending.) Links to all of these rules are at: <http://oag.ca.gov/charities/laws>

BACKGROUND AND RESOURCES: CALIFORNIA CHARITIES REGULATION

2. SUPPORT FOR NONPROFIT ORGANIZATIONS

Several organizations offer both complimentary and fee-based assistance to nonprofits, including in Los Angeles, the *Center for Nonprofit Management*, 1000 N Alameda St., #250, Los Angeles, CA 90012 (213) 266-8484 <http://www.cnmsocal.org/>, and statewide, the *California Association of Nonprofits*, <http://www.calnonprofits.org/>. Both organizations' websites offer information about how to establish and manage a charitable organization.

The above information, including the organizations listed, provided under this sub-section of this Appendix D is for informational purposes only. Information contained in this sub-section should not be construed as an endorsement by the County of Los Angeles of such organizations.