

June 27, 2024

BCC Agenda Date/Item: _____

Board of County Commissioners Clackamas County

Approval of Amendment #1 to a personal services contract with 211 INFO for assistance with Clackamas County’s Coordinated Housing Access hotline. Amendment value is \$303,205.56 for 1 year. Contract value is increased to \$966,180.56 for 2 years. Funding is through Supportive Housing Services funds. No County General Funds are involved.

Previous Board Action/Review	September 7, 2023 - 20230907 III.C.22 - Original contract approved June 25, 2024 - Amendment #1 - Briefed at Issues		
Performance Clackamas	1. This funding aligns with H3S’s Strategic Business Plan goal to increase self-sufficiency for our clients. 2. This funding aligns with the County’s Performance Clackamas goal to ensure safe, healthy, and secure communities.		
Counsel Review	Yes	Procurement Review	No
Contact Person	Vahid Brown, HCDD Deputy Director	Contact Phone	(971) 334-9870

EXECUTIVE SUMMARY: On behalf of the Housing and Community Development Division (HCDD), Health, Housing & Human Services is requesting approval of a renewal Amendment #1 to Contract #11244 with 211 INFO (211) to assist in answering the Coordinated Housing Access (“CHA”) hotline for an additional year, through June 30, 2025. The CHA hotline connects those seeking housing assistance or experiencing homelessness with available resources and programs. It is currently staffed by a combination of county employees and 211 employees.

Historically, Clackamas County Coordinated Housing Access has had a backlog of individuals needing housing assessments. These assessments are a prerequisite to referral to available housing programs, and HCDD has prioritized the clearing of this backlog so that CHA calls can be taken live and so that households in need can be referred to the appropriate housing assistance in a timely manner.

Clackamas County achieved the goal of clearing the backlog and answering calls live this fiscal year. It did so by hiring temporary staff to work on aging cases and by entering into a pilot agreement with 211 to help answer

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incoming calls.

211 is a highly skilled agency with broad experience across our region in providing staff support to coordinated entry systems, including conducting housing assessments. It provides expertise and experience in local resource information and referral services and is adept at serving disadvantaged community members, especially those facing homelessness or housing instability.

The original contract was for a pilot that had two phases. Phase 1 had 211 provide after-hours call coverage on evenings, weekends, and holidays, in addition to answering overflow calls during regular business hours when a caller has been on hold for more than five minutes. The goal was to gain after hours coverage, reduce the accumulation of calls to return, and assess 211 INFO's performance as a contractor. Phase 2 expanded the services to assess a near-complete outsourced model for answering CHA calls. It had 211 INFO provide primary coverage for answering all calls, with county staff only covering overflow.

Phase 1 was successful. It gave the county coverage after hours, allowed staff to work through the existing backlog, and demonstrated 211's ability to effectively provide after-hours coverage. Phase 2 was not successful. 211 INFO was not able to deliver day-to-day services to the county's standards, despite efforts by county staff to get performance improvement.

Based on the outcome of the pilot, Amendment #1 will only provide funding for 211 to continue to providing after-hours call coverage on evenings, weekends, and holidays, in addition to answering overflow calls during regular business hours when a caller has been on hold for more than five minutes. County staff will once again answer calls during regular business hours. This structure will allow the county to retain the high-quality, responsive, and effective CHA system that has been built over the past two years.

This contract was procured through the State of Oregon Price Agreement for Community Referral Services DASPS-2431-15 and its amendments and was originally posted on OregonBuys for seven business days with no objections.

This amendment is funded through \$303,205.56 in Supportive Housing Services Funds for 1 year. The total contract value is \$966,180.56 for two years. No County General Funds are involved.

RECOMMENDATION: Staff respectfully recommends the Board approve Amendment #1 to Contract #11244 between 211 INFO and Clackamas County to answer the CHA hotline, which connects those seeking housing assistance or experiencing homelessness with available resources and programs.

Respectfully submitted,

Rodney A. Cook

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Rodney A. Cook
Director of Health, Housing & Human Services

**AMENDMENT #1
TO THE CONTRACT DOCUMENTS WITH 211 INFO FOR SUPPORTIVE HOUSING
CALL CENTER
Contract #11244**

This Amendment #1 is entered into between 211 Info (“Contractor”) and Clackamas County (“County”) and shall become part of the contract documents entered into between both parties on September 7, 2023 (“Contract”). This Contract was purchased against the State of Oregon Price Agreement for Community Referral Services, DASPS-2431-15 (the “Price Agreement”), as amended.

The Purpose of this Amendment #1 is to make the following changes to the Contract:

1. ARTICLE I, Section 1. **Effective Date and Duration** is hereby amended as follows:
The Contract termination date is hereby changed from June 30, 2024, to June 30, 2025.
2. ARTICLE I, Section 2. **Scope of Work** is hereby amended as follows:
Contractor will perform the Work, as amended in **Exhibit A to this Amendment #1**, attached hereto and incorporated by this reference herein.
3. ARTICLE I, Section 3. **Consideration** is hereby amended as follows:
In consideration for Contractor performing Work during the extended term of this Contract, County will pay Contractor an amount not to exceed \$303,205.56.

Consideration is on a time and material basis in accordance with the following rates and costs specified, and the terms of the Contract:

**211 Info
DAS Rates
Effective May 2023**

Role	Rate
Community Engagement Coordinator	\$37.64
Community Information Specialist	\$35.12
Community Information Lead Specialist	\$40.38
Community Information Supervisor	\$46.39
Community Information Manager	\$61.02
Technology Coordinator	\$37.64
Reporting and Analytics Manager	\$61.02
Quality Assurance and Training Manager	\$61.02
Resource Specialist	\$35.12
Resource Department Supervisor	\$46.39
Resource Department Manager	\$61.02
Program/Care Coordinator	\$37.64
Program Manager	\$61.02

Director of Programs	\$72.56
Patient/Client Navigator	\$42.41

The total Contract compensation will not exceed \$966,180.56

ORIGINAL CONTRACT	\$ 662,975.00
<u>AMENDMENT #1</u>	<u>\$ 303,205.56</u>
TOTAL AMENDED CONTRACT	\$ 966,180.56

4. **ARTICLE II. Section 1. Access to Records** is hereby deleted in its entirety and replaced with the following:

- **Monitoring/Access to Records**

- a. **Access to Records.**

Contractor shall maintain books, records, documents, and other evidence, in accordance with generally accepted accounting procedures and practices, sufficient to reflect properly all costs of whatever nature claimed to have been incurred and anticipated to be incurred in the performance of this Contract. County and their duly authorized representatives shall have access to the books, documents, papers, and records of Contractor, which are directly pertinent to this Contract for the purpose of making audit, examination, excerpts, and transcripts. Contractor shall maintain such books and records for a minimum of six (6) years, or such longer period as may be required by applicable law, following final payment and termination of this Contract, or until the conclusion of any audit, controversy or litigation arising out of or related to this Contract, whichever date is later.

- b. **Performance Monitoring.**

Contractor shall comply with County's then-current performance monitoring practices for purposes of ensuring Contractor is performing the Work in accordance with the terms and conditions of the Contract. Each party shall bear their own costs and expenses incurred as a result of County's monitoring of Contractor's performance under the Contract. County's performance monitoring practices may include, but are not limited to, the following:

- i. **Site Reviews.** County may schedule on-site visits to review Contractor compliance with the Contract. Site visits are usually scheduled with provider, but County may, in its sole discretion, conduct a site visit without prior notice to Contractor.

- ii. Performance evaluations. County may, in its sole discretion, require additional performance evaluations in addition to those already set forth in this Contract. The additional performance evaluations may be performed through a variety of quality assurance and evaluation processes. i.e. HMIS, benchmarks, etc. Contractor must comply and cooperate with any County performance evaluation requirements to ensure County may fully evaluate Contractor's performance under this Contract.
- iii. Fiscal Compliance. County may, in its sole discretion, conduct fiscal compliance reviews to ensure that financial records, systems and procedures conform to Generally Accepted Accounting Principles and are in compliance with all County and State of Oregon audit and accounting requirements.
- iv. File Compliance. County may request periodic review of client files to ensure all required documentation is completed, services are being provided as contracted and client funds are being used in accordance with the County's flex fund policy.

5. ARTICLE II. Section 19. Terminations, is hereby amended to add the following:

This Contract may be terminated by Contractor for convenience upon ninety (90) days' written notice to County.

Except as expressly amended above, all other terms and conditions of the Contract shall remain in full force and effect. By signature below, the parties agree to this Amendment #1, effective upon the date of the last signature below.

211 Info

Clackamas County



6/11/2024

Authorized Signature

Date

_____, _____ Date

Dan Herman

Printed Name

Date

Approved as to Form:



County Counsel

06/11/2024

Date

**EXHIBIT A
PERSONAL SERVICES CONTRACT
SCOPE OF WORK**

Overflow CHA services M-Th, Friday, and weekend coverage.

211 Info (“Contractor”) will assist Clackamas County’s Coordinated Entry program in providing more accessible services to those seeking housing assistance or experiencing homelessness in Clackamas County by answering the CHA hotline, while following the practices and performance standards stated below:

Call Center Operations:

- Contractor will provide contact center answering services, as that term is defined in the DASPS-2431-15, for County’s CHA hotline.
- Contractor staff will be available to focus on inbound or outbound calls from 12:00 pm - 6:00 pm, and to focus on inbound calls from 6:00 pm – 8:00 pm, Monday-Thursday.
- Contractor staff will answer CHA calls live from 8 am to 8 pm on Fridays, Saturdays, Sundays, and holidays.

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Schedule	12 pm to 8 pm	12 pm to 8 pm	12 pm to 8 pm	12 pm to 8 pm	8 am to 8 pm	8 am to 8 pm	8 am to 8 pm

- Clackamas County Holidays are:
 - New Year's Day (January 1)
 - Martin Luther King Jr. Day (third Monday in January)
 - President's Day (third Monday in February)
 - Memorial Day (last Monday in May)
 - Juneteenth (June 19)
 - Independence Day (July 4)
 - Labor Day (first Monday in September)
 - Veteran's Day (November 11)
 - Thanksgiving Day (fourth Thursday in November)
 - Christmas Day (December 25)

Training and Development:

- Quarterly meetings between Contractor and County will be held to discuss performance and improvements; virtual attendance will be available.
- HMIS and CHA training attendance is required as needed for Contractor’s CHA manager; virtual attendance will be available.

- CHA training documentation and material will be shared with Contractor team for training purposes.

Language Access:

- Contractor will provide a language line to connect callers with interpreters if the caller's most comfortable language is a language other than English.

Data Quality and Performance Measurement:

- Contractor will maintain 95% accuracy in data quality. Contractor will require staff to perform daily self-auditing.
- HMIS data corrections must be made within one week of receiving audit results from Clackamas County.
- If conducting secret shopper calls, Clackamas team will share the time, date and number called from with 211Info CHA leadership within 24 hours so that they can share the call with staff as a training opportunity for improvement.

Other:

- Clackamas County leadership will support Contractor CHA Manager with regularly scheduled check ins and respond to email communications in a timely manner.

Staffing:

- The Contract covers 2 Full-Time Equivalent (FTEs) classified as Community Information Specialists and 1 Full-Time Equivalent (FTEs) classified as Program Manager.