

Andrea Ford

Agency Director

September 16, 2026

Honorable Board of Supervisors
County of Alameda
1221 Oak Street, Suite 536
Oakland, CA 94612

SUBJECT: APPROVE A STANDARD SERVICES AGREEMENT WITH CALICO CENTER FOR THE PROVISION OF EXPANDED FORENSIC INTERVIEW SERVICES TO CHILDREN AND YOUTH

Dear Board Members:

RECOMMENDATION(S):

- A. Approve a Standard Services Agreement (Procurement Contract No. 30989) under sole source procurement with The Child Abuse, Listening, Interviewing, and Coordination Center (CALICO Center) (Principal: Kelsi Perttula; Location: San Leandro) to provide expanded forensic interview services to children and youth for all instances of physical and sexual abuse for the term of 10/1/26 – 9/30/29, in the amount of \$5,329,484; and
- B. Adopt a resolution to waive competitive bidding with respect to this agreement with the CALICO Center.

DISCUSSION/SUMMARY:

The Alameda County Social Services Agency (ACSSA) requests your Board's approval of a Standard Services agreement which expands forensic interview services provided by The Child Abuse, Listening, Interviewing, and Coordination Center (CALICO). CALICO is an accredited member of the National Children's Alliance and the only child advocacy center serving Alameda County. As such, CALICO is charged with facilitating Alameda County's Multidisciplinary Team response to child abuse. The expanded services would include child and youth forensic interviews for all instances of physical abuse and sexual abuse, regardless of whether the perpetrators are being criminally charged. It was recommended by an outside evaluator, Dr. Miranda, that DCFS use a forensic interview center for all physical abuse interviews, as it is documented to strengthen the outcomes of investigations.

CALICO provides a safe environment for child victims to share their experiences via a multidisciplinary approach bringing together child welfare workers, law enforcement, and prosecutors. This expanded contract will assure that child victims will be interviewed

by CALICO's trained forensic interviewers, while being discretely observed by investigating team members such as a social worker and police officer. This practice will eliminate the need to interview the child victim multiple times, thereby reducing the stress and trauma of retelling their stories.

CALICO will serve DCFS referred, children and adolescents, ages 2-17 who were subject to sexual or physical abuse, severe neglect, drug endangerment, or witness to a homicide or great bodily injuries or threats of great bodily injuries, or victims of sexual exploitation. This contract will expand the number of available forensic interviewers without a negative impact to CALICO's current operations and reduce the re-traumatization of children and youth who have experienced abuse and severe neglect.

SELECTION CRITERIA/PROCESS:

CALICO Center is the only organization in Alameda County that provides a child and youth-centered Forensic Interview Center. An operational agreement between CALICO Center, ACSSA, the District Attorney, other county partners, including multiple law enforcement agencies, affirms that CALICO and the follow and partnering agencies intend to work together toward their mutual goal of achieving justice and for children in Alameda County, who are victims or witnesses of abuse and neglect, and their families. To this end, the General Services Agency approved a Finding of Non-Competition – Sole Source #12408, on 9/24/26, for the approximate contract term of 10/1/26 – 9/30/29, which indicates that CALICO Center is a single source of supply for these services.

Your Board is being asked to adopt a resolution waiving competitive bidding with respect to CALICO Center as the provider of these services.

CALICO Center is a non-profit community-based organization, supplying direct services to County residents, and is exempt from SLEB requirements.

FINANCING:

Funding for this agreement is from federal and state funding and has been included in the ACSSA's Fiscal Year 2026-27 Approved budget and will be requested in future budget years.

VISION 2036 GOALS:

Expanded Forensic Interview services for physical abuse meet the 10X goal pathways to **Health for All**, and Crime-Free County in support of our shared visions of **Thriving & Resilient Populations**, and **Prosperous & Vibrant Economy**.

Sincerely,

DocuSigned by:

CFBDBF387EBC493...
Andrea Ford
Agency Director

Attachments:

1. Contract for Board Signature
2. Resolution



Procurement Contract No. 30989

QUESTIONNAIRE FOR DETERMINING THE WITHHOLDING STATUS

INSTRUCTIONS: This questionnaire is to be completed by the County department for services contracts and must be included as part of the contract package. Be sure to answer all of the questions in Sections I and II and to complete the certifications on page 2. Sections III and IV contain supplemental questions to be answered for contractors in certain service categories.

CONTRACTOR NAME: CALICO CENTER DEPT #: Children and Family Services

TITLE/SERVICE: Facilitation of County Multi-Disciplinary Response to Child Abuse

DEPT. CONTACT: Michelle Love PHONE: 510-268-2727

I. INFORMATION ABOUT THE CONTRACTOR**YES NO**

1. Is the contractor a corporation or partnership? ☒ ☐
2. Does the contractor have the right per the contract to hire others to do the work agreed to in the contract? ☒ ☐
3. If the answer to BOTH questions is YES, provide the employer ID number here: **94-3256781**

No other questions need to be answered. Withholding is not required.

4. If the answer to question 1 is NO and 2 is YES, provide the individual social security number here:

No other questions need to be answered. Withholding is not required.

5. If the answer to question 2 is NO, continue to Section II.

II. RELATIONSHIP OF THE PARTIES**YES NO**

1. Does the County have the right to control the way in which the work will be done, i.e., will the County be able to specify the sequence of steps or the processes to be followed if it chooses to do so? ☐ ☐
2. Is the contractor restricted from performing similar services for other businesses while he is working for the County? ☐ ☐
3. Will the contractor be working for more than 50% of the time for the County (50% = 20 hrs/wk; 80 hrs/mo)? ☐ ☐
4. Is the relationship between the County and the contractor intended to be ongoing? ☐ ☐

III. FOR CONSULTANTS, PROJECT MANAGERS, PROJECT COORDINATORS**YES NO**

1. Is the contractor being hired for a period of time rather than for a specific project? ☐ ☐



Procurement Contract No. 30989

2. Will payment be based on a wage or salary (as opposed to a commission or lump sum)? ☐ ☐

IV. FOR PHYSICIANS, PSYCHIATRISTS, DENTISTS, PSYCHOLOGISTS

YES NO

1. Will the agreement be with an individual who does not have an outside practice? ☐ ☐
2. Will the contractor work more than an average of ten hours per week? ☐ ☐
- IF THE ANSWER TO QUESTION 2 IS YES, ANSWER QUESTION 3.
3. Will the County provide more than 20% of the contractor's income? ☐ ☐
4. If the answer to either question 2, or if required, question 3 is NO, the entire answer is NO. ☐ ☐

A "YES" answer to any of the questions in Section II, or, if applicable, Sections III or IV constitutes justification for paying the contractor through the payroll system as an "employee for withholding purposes." All contracts that require withholding must be emailed to the Auditor-Controller Board Approved Contracts Unit (rachelle.webber@acgov.org), for processing and payment through the payroll System.

CERTIFICATIONS:

I hereby certify that the answers to the above questions accurately reflect the anticipated working relationship for this contract.

Signed by:

Kelsi Perttula

777A628C0902416

Contractor Signature

Kelsi Perttula

9/30/2026

Date

DocuSigned by:

Erika Odhiambo

9505E523A50F423...

Agency/Department Head/Designee Signature

Erika Odhiambo

9/30/2026

Date



Procurement Contract No. 30989

COUNTY OF ALAMEDA STANDARD SERVICES AGREEMENT

This Agreement, dated as of October 1, 2026, is by and between the County of Alameda, hereinafter referred to as the “County”, and CALICO CENTER, hereinafter referred to as the “Contractor”.

WITNESSETH

Whereas, County desires to obtain Facilitation of County Multi-Disciplinary Response to Child Abuse services which are more fully described in Exhibit A hereto; and

Whereas, Contractor is professionally qualified to provide such services and is willing to provide same to County; and

Now, therefore it is agreed that County does hereby retain Contractor to provide Facilitation of County Multi-Disciplinary Response to Child Abuse Services, and Contractor accepts such engagement, on the General Terms and Conditions hereinafter specified in this Agreement, and the following described exhibits, all of which are incorporated into this Agreement by this reference:

Exhibit A:	Program Description and Performance Requirements
Attachment A:	Client Grievance Policy
Attachment B:	Language Access Requirements for Contractors
Attachment C:	Confidentiality
Attachment D:	CALICO Confidentiality Agreement
Attachment E:	CALICO Intake Form
Attachment F:	Ten Step Investigative Interview
Attachment G:	CALICO Client Grievance
Attachment H:	Initial Caregiver Survey
Attachment I:	Youth Feedback Survey
Exhibit B:	Payment Terms
Exhibit B-1:	Program Budget
Exhibit C:	Insurance Requirements
Exhibit D:	Debarment and Suspension Certification
Exhibit E:	Audit Requirements
Exhibit F:	HIPAA Business Associate Agreement (Intentionally Omitted)
Exhibit G:	Additional Contract Provisions – Federal Provisions
Exhibit G-1:	Certification for Contracts, Grants, Loans, and Cooperative Agreements
	Certification Regarding Lobbying (Appendix A, 44 C.F.R. Part 18)
Exhibit H:	The Iran Contracting Act (ICA) of 2010



Procurement Contract No. 30989

The term of this Agreement shall be from October 1, 2026 through September 30, 2029.

The compensation payable to Contractor hereunder shall not exceed five million, three hundred twenty-nine thousand, four hundred eighty-four dollars (\$5,329,484.00) for the term of this Agreement. The County neither warrants nor guarantees any minimum compensation to the Contractor under this Agreement. Payment to Contractor shall be based on actual services performed on behalf of the County.



Procurement Contract No. 30989

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the day and year first above written.

COUNTY OF ALAMEDA

By: _____
Name: _____
President of the Board of
Title: Supervisors
Date: _____

CALICO CENTER

Signed by:
By: Kelsi Perttula
777A628C0002416...
Name: Kelsi Perttula
Title: Board President
Date: 9/30/2026

Approved as to Form:
ANDREA WEDDLE, INTERIM COUNTY COUNSEL

By: Signed by: Samantha Stonework-Hand 9/30/2026
8834795D68B440E...
Samantha Stonework-Hand
Assistant County Counsel

By signing above, the signatory warrants and represents that he/she executed this Agreement in his/her authorized capacity and that by his/her signature on this Agreement, he/she or the entity upon behalf of which he/she acted, executed this Agreement.



GENERAL TERMS AND CONDITIONS

1. **INDEPENDENT CONTRACTOR:** No relationship of employer and employee is created by this Agreement; it being understood and agreed that Contractor is an independent contractor. Contractor is not the agent or employee of the County in any capacity whatsoever, and County shall not be liable for any acts or omissions by Contractor nor for any obligations or liabilities incurred by Contractor.

Contractor shall have no claim under this Agreement or otherwise, for seniority, vacation time, vacation pay, sick leave, personal time off, overtime, health insurance medical care, hospital care, retirement benefits, social security, disability, Workers' Compensation, or unemployment insurance benefits, civil service protection, or employee benefits of any kind.

Contractor shall be solely liable for and obligated to pay directly all applicable payroll taxes (including federal and state income taxes) or contributions for unemployment insurance or old age pensions or annuities which are imposed by any governmental entity in connection with the labor used or which are measured by wages, salaries or other remuneration paid to its officers, agents or employees and agrees to indemnify and hold County harmless from any and all liability which County may incur because of Contractor's failure to pay such amounts.

In carrying out the work contemplated herein, Contractor shall comply with all applicable federal and state workers' compensation and liability laws and regulations with respect to the officers, agents and/or employees conducting and participating in the work; and agrees that such officers, agents, and/or employees will be considered as independent contractors and shall not be treated or considered in any way as officers, agents and/or employees of County.

Contractor does, by this Agreement, agree to perform his/her said work and functions at all times in strict accordance with currently approved methods and practices in his/her field and that the sole interest of County is to insure that said service shall be performed and rendered in a competent, efficient, timely and satisfactory manner and in accordance with the standards required by the County agency concerned.

Notwithstanding the foregoing, if the County determines that pursuant to state and federal law Contractor is an employee for purposes of income tax withholding, County may upon two weeks' notice to Contractor, withhold from payments to Contractor hereunder federal and state income taxes and pay said sums to the federal and state governments.

2. **INDEMNIFICATION:** To the fullest extent permitted by law, Contractor shall hold harmless, defend and indemnify the County of Alameda, its Board of Supervisors, employees and agents from and against any and all claims, losses, damages, liabilities

**Procurement Contract No. 30989**

and expenses, including but not limited to attorneys' fees, arising out of or resulting from the performance of services under this Agreement, provided that any such claim, loss, damage, liability or expense is attributable to bodily injury, sickness, disease, death or to injury to or destruction of property, including the loss therefrom, or to any violation of federal, state or municipal law or regulation, which arises out of or is any way connected with the performance of this agreement (collectively "Liabilities") except where such Liabilities are caused solely by the negligence or willful misconduct of any indemnitee. The County may participate in the defense of any such claim without relieving Contractor of any obligation hereunder. The obligations of this indemnity shall be for the full amount of all damage to County, including defense costs, and shall not be limited by any insurance limits.

In the event that Contractor or any employee, agent, or subcontractor of Contractor providing services under this Agreement is determined by a court of competent jurisdiction or the Alameda County Employees' Retirement Association (ACERA) or California Public Employees' Retirement System (PERS) to be eligible for enrollment in ACERA and PERS as an employee of County, Contractor shall indemnify, defend, and hold harmless County for the payment of any employee and/or employer contributions for ACERA and PERS benefits on behalf of Contractor or its employees, agents, or subcontractors, as well as for the payment of any penalties and interest on such contributions, which would otherwise be the responsibility of County.

3. **INSURANCE AND BOND:** Contractor shall at all times during the term of the Agreement with the County maintain in force, at minimum, those insurance policies and bonds as designated in the attached Exhibit C, and will comply with all those requirements as stated therein. The County and all parties as set forth on Exhibit C shall be considered an additional insured or loss payee if applicable. All of Contractor's available insurance coverage and proceeds in excess of the specified minimum limits shall be available to satisfy any and all claims of the County, including defense costs and damages. Any insurance limitations are independent of and shall not limit the indemnification terms of this Agreement. Contractor's insurance policies, including excess and umbrella insurance policies, shall include an endorsement and be primary and non-contributory and will not seek contribution from any other insurance (or self-insurance) available to County. Contractor's excess and umbrella insurance shall also apply on a primary and non-contributory basis for the benefit of the County before County's own insurance policy or self-insurance shall be called upon to protect it as a named insured.
4. **PREVAILING WAGES:** Pursuant to Labor Code Sections 1770 et seq., Contractor shall pay to persons performing labor in and about Work provided for in Contract not less than the general prevailing rate of per diem wages for work of a similar character in the locality in which the Work is performed, and not less than the general prevailing rate of per diem wages for legal holiday and overtime work in said locality, which per diem wages shall not be less than the stipulated rates contained in a schedule thereof which has been ascertained and determined by the Director of the State Department of Industrial



Procurement Contract No. 30989

Relations to be the general prevailing rate of per diem wages for each craft or type of workman or mechanic needed to execute this contract.

5. **WORKERS' COMPENSATION:** Contractor shall provide Workers' Compensation insurance, as applicable, at Contractor's own cost and expense and further, neither the Contractor nor its carrier shall be entitled to recover from County any costs, settlements, or expenses of Workers' Compensation claims arising out of this Agreement.
6. **CONFORMITY WITH LAW AND SAFETY:**
 - a. In performing services under this Agreement, Contractor shall observe and comply with all applicable laws, ordinances, codes and regulations of governmental agencies, including federal, state, municipal, and local governing bodies, having jurisdiction over the scope of services, including all applicable provisions of the California Occupational Safety and Health Act. Contractor shall indemnify and hold County harmless from any and all liability, fines, penalties and consequences from any of Contractor's failures to comply with such laws, ordinances, codes and regulations.
 - b. Accidents: If a death, serious personal injury, or substantial property damage occurs in connection with Contractor's performance of this Agreement, Contractor shall immediately notify the Alameda County Risk Manager's Office by telephone. Contractor shall promptly submit to County a written report, in such form as may be required by County of all accidents which occur in connection with this Agreement. This report must include the following information: (1) name and address of the injured or deceased person(s); (2) name and address of Contractor's sub-Contractor, if any; (3) name and address of Contractor's liability insurance carrier; and (4) a detailed description of the accident and whether any of County's equipment, tools, material, or staff were involved.
 - c. Contractor further agrees to take all reasonable steps to preserve all physical evidence and information which may be relevant to the circumstances surrounding a potential claim, while maintaining public safety, and to grant to the County the opportunity to review and inspect such evidence, including the scene of the accident.
7. **DEBARMENT AND SUSPENSION CERTIFICATION:** (Applicable to all agreements funded in part or whole with federal funds and contracts over \ \$25,000).
 - a. By signing this agreement and Exhibit D, Debarment and Suspension Certification, Contractor/Grantee agrees to comply with applicable federal suspension and debarment regulations, including but not limited to 7 Code of



Procurement Contract No. 30989

Federal Regulations (CFR) 3016.35, 28 CFR 66.35, 29 CFR 97.35, 34 CFR 80.35, 45 CFR 92.35 and Executive Order 12549.

- b. By signing this agreement, Contractor certifies to the best of its knowledge and belief, that it and its principals:
 - (1) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntary excluded by any federal department or agency;
 - (2) Shall not knowingly enter into any covered transaction with a person who is proposed for debarment under federal regulations, debarred, suspended, declared ineligible, or voluntarily excluded from participation in such transaction.
8. **PAYMENT:** For services performed in accordance with this Agreement, payment shall be made to Contractor as provided in Exhibit B hereto.
9. **TRAVEL EXPENSES:** Contractor shall not be allowed or paid travel expenses unless set forth in this Agreement.
10. **TAXES:** Payment of all applicable federal, state, and local taxes shall be the sole responsibility of the Contractor.
11. **OWNERSHIP OF DOCUMENTS:** Contractor hereby assigns to the County and its assignees all copyright and other use rights in any and all proposals, plans, specification, designs, drawings, sketches, renderings, models, reports and related documents (including computerized or electronic copies) respecting in any way the subject matter of this Agreement, whether prepared by the County, the Contractor, the Contractor's sub-Contractors or third parties at the request of the Contractor (collectively, "Documents and Materials"). This explicitly includes the electronic copies of all above stated documentation.

Contractor also hereby assigns to the County and its assignees all copyright and other use rights in any Documents and Materials including electronic copies stored in Contractor's Information System, respecting in any way the subject matter of this Agreement.

Contractor shall be permitted to retain copies, including reproducible copies and computerized copies, of said Documents and Materials. Contractor agrees to take such further steps as may be reasonably requested by County to implement the aforesaid assignment. If for any reason said assignment is not effective, Contractor hereby grants the County and any assignee of the County an express royalty – free license to retain and use said Documents and Materials. The County's rights under this paragraph shall

**Procurement Contract No. 30989**

apply regardless of the degree of completion of the Documents and Materials and whether or not Contractor's services as set forth in Exhibit "A" of this Agreement have been fully performed or paid for.

In Contractor's contracts with other Contractors, Contractor shall expressly obligate its Sub-Contractors to grant the County the aforesaid assignment and license rights as to that Contractor's Documents and Materials. Contractor agrees to defend, indemnify, and hold the County harmless from any damage caused by a failure of the Contractor to obtain such rights from its Contractors and/or Sub-Contractors.

Contractor shall pay all royalties and license fees which may be due for any patented or copyrighted materials, methods or systems selected by the Contractor and incorporated into the work as set forth in Exhibit "A", and shall defend, indemnify and hold the County harmless from any claims for infringement of patent or copyright arising out of such selection. The County's rights under this Paragraph 11 shall not extend to any computer software used to create such Documents and Materials.

12. **CONFLICT OF INTEREST; CONFIDENTIALITY:** The Contractor covenants that it presently has no interest, and shall not have any interest, direct or indirect, which would conflict in any manner with the performance of services required under this Agreement. Without limitation, Contractor represents to and agrees with the County that Contractor has no present, and will have no future, conflict of interest between providing the County services hereunder and any other person or entity (including but not limited to any federal or state wildlife, environmental or regulatory agency) which has any interest adverse or potentially adverse to the County, as determined in the reasonable judgment of the Board of Supervisors of the County.

The Contractor agrees that any information, whether proprietary or not, made known to or discovered by it during the performance of or in connection with this Agreement for the County will be kept confidential and not be disclosed to any other person. The Contractor agrees to immediately notify the County by notices provided in accordance with Paragraph 13 of this Agreement, if it is requested to disclose any information made known to or discovered by it during the performance of or in connection with this Agreement. These conflict of interest and future service provisions and limitations shall remain fully effective five (5) years after termination of services to the County hereunder.

13. **NOTICES:** All notices, requests, demands, or other communications under this Agreement shall be in writing. Notices shall be given for all purposes as follows:

Personal delivery: When personally delivered to the recipient, notices are effective on delivery.

**Procurement Contract No. 30989**

First Class Mail: When mailed first class to the last address of the recipient known to the party giving notice, notice is effective three (3) mail delivery days after deposit in a United States Postal Service office or mailbox. **Certified Mail:** When mailed certified mail, return receipt requested, notice is effective on receipt, if delivery is confirmed by a return receipt.

Overnight Delivery: When delivered by overnight delivery (Federal Express/Airborne/United Parcel Service/DHL WorldWide Express) with charges prepaid or charged to the sender's account, notice is effective on delivery, if delivery is confirmed by the delivery service. **Telex or facsimile transmission:** When sent by telex or facsimile to the last telex or facsimile number of the recipient known to the party giving notice, notice is effective on receipt, provided that (a) a duplicate copy of the notice is promptly given by first-class or certified mail or by overnight delivery, or (b) the receiving party delivers a written confirmation of receipt. Any notice given by telex or facsimile shall be deemed received on the next business day if it is received after 5:00 p.m. (recipient's time) or on a non-business day.

Addresses for purpose of giving notice are as follows:

To County: COUNTY OF ALAMEDA
 Department of Children and Family Services
lovemi@acgov.org
 Attn: Michelle Love

To Contractor: CALICO CENTER
 524 ESTUDILLO AVE, SAN LEANDRO, CA 94577
kelsi.perttula@csueastbay.edu
 Attn: Kelsi Perttula

Any correctly addressed notice that is refused, unclaimed, or undeliverable because of an act or omission of the party to be notified shall be deemed effective as of the first date that said notice was refused, unclaimed, or deemed undeliverable by the postal authorities, messenger, or overnight delivery service.

Any party may change its address or telex or facsimile number by giving the other party notice of the change in any manner permitted by this Agreement.

14. **USE OF COUNTY PROPERTY:** Contractor shall not use County property (including equipment, instruments and supplies) or personnel for any purpose other than in the performance of his/her obligations under this Agreement.
15. **EQUAL EMPLOYMENT OPPORTUNITY PRACTICES PROVISIONS:** Contractor assures that he/she/it will comply with Title VII of the Civil Rights Act of 1964 and that no person shall, on the grounds of race, creed, color, disability, sex, sexual orientation, national origin, age,



Procurement Contract No. 30989

religion, Vietnam era Veteran's status, political affiliation, or any other non-merit factor, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under this Agreement.

- a. Contractor shall, in all solicitations or advertisements for applicants for employment placed as a result of this Agreement, state that it is an "Equal Opportunity Employer" or that all qualified applicants will receive consideration for employment without regard to their race, creed, color, disability, sex, sexual orientation, national origin, age, religion, Vietnam era Veteran's status, political affiliation, or any other non-merit factor.
 - b. Contractor shall, if requested to so do by the County, certify that it has not, in the performance of this Agreement, discriminated against applicants or employees because of their race, creed, color, disability, sex, sexual orientation, national origin, age, religion, Vietnam era Veteran's status, political affiliation, or any other non-merit factor.
 - c. If requested to do so by the County, Contractor shall provide the County with access to copies of all of its records pertaining or relating to its employment practices, except to the extent such records or portions of such records are confidential or privileged under state or federal law.
 - d. Contractor shall recruit vigorously and encourage minority - and women-owned businesses to bid its subcontracts.
 - e. Nothing contained in this Agreement shall be construed in any manner so as to require or permit any act, which is prohibited by law.
 - f. The Contractor shall include the provisions set forth in paragraphs A through E (above) in each of its subcontracts.
16. **DRUG-FREE WORKPLACE:** Contractor and Contractor's employees shall comply with the County's policy of maintaining a drug-free workplace. Neither Contractor nor Contractor's employees shall unlawfully manufacture, distribute, dispense, possess or use controlled substances, as defined in 21 U.S. Code § 812, including, but not limited to, marijuana, heroin, cocaine, and amphetamines, at any County facility or work site. If Contractor or any employee of Contractor is convicted or pleads nolo contendere to a criminal drug statute violation occurring at a County facility or work site, the Contractor within five days thereafter shall notify the head of the County department/agency for which the contract services are performed. Violation of this provision shall constitute a material breach of this Agreement.
17. **AUDITS; ACCESS TO RECORDS:** The Contractor shall make available to the County, its authorized agents, officers, or employees, for examination any and all ledgers, books of

**Procurement Contract No. 30989**

accounts, invoices, vouchers, cancelled checks, and other records or documents evidencing or relating to the expenditures and disbursements charged to the County, and shall furnish to the County, its authorized agents, officers or employees such other evidence or information as the County may require with regard to any such expenditure or disbursement charged by the Contractor.

The Contractor shall maintain full and adequate records in accordance with County requirements to show the actual costs incurred by the Contractor in the performance of this Agreement. If such books and records are not kept and maintained by Contractor within the County of Alameda, California, Contractor shall, upon request of the County, make such books and records available to the County for inspection at a location within County or Contractor shall pay to the County the reasonable, and necessary costs incurred by the County in inspecting Contractor's books and records, including, but not limited to, travel, lodging and subsistence costs. Contractor shall provide such assistance as may be reasonably required in the course of such inspection. The County further reserves the right to examine and reexamine said books, records and data during the three (3) year period following termination of this Agreement or completion of all work hereunder, as evidenced in writing by the County, and the Contractor shall in no event dispose of, destroy, alter, or mutilate said books, records, accounts, and data in any manner whatsoever for three (3) years after the County makes the final or last payment or within three (3) years after any pending issues between the County and Contractor with respect to this Agreement are closed, whichever is later.

18. **DOCUMENTS AND MATERIALS:** Contractor shall maintain and make available to County for its inspection and use during the term of this Agreement, all Documents and Materials, as defined in Paragraph 11 of this Agreement. Contractor's obligations under the preceding sentence shall continue for three (3) years following termination or expiration of this Agreement or the completion of all work hereunder (as evidenced in writing by County), and Contractor shall in no event dispose of, destroy, alter or mutilate said Documents and Materials, for three (3) years following the County's last payment to Contractor under this Agreement.
19. **TIME OF ESSENCE:** Time is of the essence in respect to all provisions of this Agreement that specify a time for performance; provided, however, that the foregoing shall not be construed to limit or deprive a party of the benefits of any grace or use period allowed in this Agreement.
20. **TERMINATION:** The County has and reserves the right to suspend, terminate, or abandon the execution of any work by the Contractor without cause at any time upon giving to the Contractor prior written notice. In the event that the County should abandon, terminate, or suspend the Contractor's work, the Contractor shall be entitled to payment for services provided hereunder prior to the effective date of said suspension, termination, or abandonment. Said payment shall be computed in accordance with Exhibit B hereto, provided that the maximum amount payable to



Procurement Contract No. 30989

Contractor for its Facilitation of County Multi-Disciplinary Response to Child Abuse Services shall not exceed \$5,329,484.00 payment for services provided hereunder prior to the effective date of said suspension, termination or abandonment.

21. SMALL LOCAL AND EMERGING BUSINESS (SLEB) PARTICIPATION:

SMALL, LOCAL AND EMERGING BUSINESS (SLEB) PARTICIPATION: Contractor is approved by County to participate in contract without SLEB participation. As a result, there is no requirement to be certified or subcontract with another business in order to satisfy the County's Small and Emerging Locally owned Business provision. The approval is based on: Contractor as a non-profit community-based organization (CBO) is a SLEB Exempted Entity.

However, if circumstances or the terms of the contract should change, Contractor may be required to immediately comply with the County's Small and Emerging Local Business provisions, including but not limited to:

- a. Contractor must be a certified small or emerging local business(es) or subcontract a minimum 20% with a certified small or emerging local business(es).
- b. SLEB subcontractor(s) is independently owned and operated (i.e., is not owned or operated in any way by Prime), nor do any employees of either entity work for the other.
- c. Small and/or Emerging Local Business participation and current SLEB certification status must be maintained for the term of the contract. Contractor shall ensure that their own certification status and/or that of participating subcontractors (as is applicable) are maintained in compliance with the SLEB Program.
- d. Contractor shall not substitute or add any small and/or emerging local business(s) listed in this agreement without prior written approval from the County. Said requests to substitute or add a small and/or emerging local business shall be submitted in writing to the County department contract representative identified under Item #13 above. Contractor will not be able to substitute the subcontractor without prior written approval from the Alameda County Auditor Controller Agency, Office of Contract Compliance & Reporting (OCCR).
- e. All SLEB participation, except for SLEB prime contractor, must be tracked and monitored utilizing the Elation compliance System.

**Procurement Contract No. 30989**

County will be under no obligation to pay contractor for the percent committed to a SLEB (whether SLEB is a prime or subcontractor) if the work is not performed by the listed small and/or emerging local business.

For further information regarding the Small Local Emerging Business participation requirements and utilization of the Alameda County Contract Compliance System contact OCCR via e-mail at ACSLEBcompliance@acgov.org.

22. **FIRST SOURCE PROGRAM:** For contracts over \$100,000, Contractor shall provide County ten (10) working days to refer to Contractor, potential candidates to be considered by Contractor to fill any new or vacant positions that are necessary to fulfill their contractual obligations to the County that Contractor has available during the contract term before advertising to the general public.
23. **CHOICE OF LAW:** This Agreement shall be governed by the laws of the State of California.
24. **WAIVER:** No waiver of a breach, failure of any condition, or any right or remedy contained in or granted by the provisions of this Agreement shall be effective unless it is in writing and signed by the party waiving the breach, failure, right, or remedy. No waiver of any breach, failure, right or remedy shall be deemed a waiver of any other breach, failure, right or remedy, whether or not similar, nor shall any waiver constitute a continuing waiver unless the writing so specifies.
25. **ENTIRE AGREEMENT:** This Agreement, including all attachments, exhibits, and any other documents specifically incorporated into this Agreement, shall constitute the entire agreement between County and Contractor relating to the subject matter of this Agreement. As used herein, Agreement refers to and includes any documents incorporated herein by reference and any exhibits or attachments. This Agreement supersedes and merges all previous understandings, and all other agreements, written or oral, between the parties and sets forth the entire understanding of the parties regarding the subject matter thereof. The Agreement may not be modified except by a written document signed by both parties.
26. **HEADINGS** herein are for convenience of reference only and shall in no way affect interpretation of the Agreement.
27. **ADVERTISING OR PUBLICITY:** Contractor shall not use the name of County, its officers, directors, employees or agents, in advertising or publicity releases or otherwise without securing the prior written consent of County in each instance.
28. **MODIFICATION OF AGREEMENT:** This Agreement may be supplemented, amended, or modified only by the mutual agreement of the parties. No supplement, amendment, or

**Procurement Contract No. 30989**

modification of this Agreement shall be binding unless it is in writing and signed by authorized representatives of both parties.

29. **ASSURANCE OF PERFORMANCE:** If at any time County believes Contractor may not be adequately performing its obligations under this Agreement or that Contractor may fail to complete the Services as required by this Agreement, County may request from Contractor prompt written assurances of performance and a written plan acceptable to County, to correct the observed deficiencies in Contractor's performance. Contractor shall provide such written assurances and written plan within ten (10) calendar days of its receipt of County's request and shall thereafter diligently commence and fully perform such written plan. Contractor acknowledges and agrees that any failure to provide such written assurances and written plan within the required time is a material breach under this Agreement.
30. **SUBCONTRACTING/ASSIGNMENT:** Contractor shall not subcontract, assign, or delegate any portion of this Agreement or any duties or obligations hereunder without the County's prior written approval.
 - a. Neither party shall, on the basis of this Agreement, contract on behalf of or in the name of the other party. Any agreement that violates this Paragraph shall confer no rights on any party and shall be null and void.
 - b. Contractor shall use the subcontractors identified in Exhibit A and shall not substitute subcontractors without County's prior written approval.
 - c. Contractor shall require all subcontractors to comply with all indemnification and insurance requirements of this agreement, including, without limitation, Exhibit C. Contractor shall verify subcontractor's compliance.
 - d. Contractor shall remain fully responsible for compliance by its subcontractors with all the terms of this Agreement, regardless of the terms of any agreement between Contractor and its subcontractors.
31. **SURVIVAL:** The obligations of this Agreement, which by their nature would continue beyond the termination on expiration of the Agreement, including without limitation, the obligations regarding Indemnification (Paragraph 2), Ownership of Documents (Paragraph 11), and Conflict of Interest (Paragraph 12), shall survive termination or expiration.
32. **SEVERABILITY:** If a court of competent jurisdiction holds any provision of this Agreement to be illegal, unenforceable, or invalid in whole or in part for any reason, the validity and enforceability of the remaining provisions, or portions of them, will not be affected, unless an essential purpose of this Agreement would be defeated by the loss of the illegal, unenforceable, or invalid provision.



33. **PATENT AND COPYRIGHT INDEMNITY:** Contractor represents that it knows of no allegations, claims, or threatened claims that the materials, services, hardware or software ("Contractor Products") provided to County under this Agreement infringe any patent, copyright or other proprietary right. Contractor shall defend, indemnify and hold harmless County of, from and against all losses, claims, damages, liabilities, costs expenses and amounts (collectively, "Losses") arising out of or in connection with an assertion that any Contractor Products or the use thereof, infringe any patent, copyright or other proprietary right of any third party. County will: (1) notify Contractor promptly of such claim, suit, or assertion; (2) permit Contractor to defend, compromise, or settle the claim; and, (3) provide, on a reasonable basis, information to enable Contractor to do so. Contractor shall not agree without County's prior written consent, to any settlement, which would require County to pay money or perform some affirmative act in order to continue using the Contractor Products.
 - a. If Contractor is obligated to defend County pursuant to this Paragraph 33 and fails to do so after reasonable notice from County, County may defend itself and/or settle such proceeding, and Contractor shall pay to County any and all losses, damages and expenses (including attorney's fees and costs) incurred in relationship with County's defense and/or settlement of such proceeding.
 - b. In the case of any such claim of infringement, Contractor shall either, at its option, (1) procure for County the right to continue using the Contractor Products; or (2) replace or modify the Contractor Products so that that they become non-infringing, but equivalent in functionality and performance.
 - c. Notwithstanding this Paragraph 33, County retains the right and ability to defend itself, at its own expense, against any claims that Contractor Products infringe any patent, copyright, or other intellectual property right.
34. **OTHER AGENCIES:** Other tax supported agencies within the State of California who have not contracted for their own requirements may desire to participate in this contract. The Contractor is requested to service these agencies and will be given the opportunity to accept or reject the additional requirements. If the Contractor elects to supply other agencies, orders will be placed directly by the agency and payments made directly by the agency.
35. **EXTENSION:** This agreement may be extended for incremental periods for up to Two years by mutual agreement of the County and the Contractor.
36. **SIGNATORY:** By signing this agreement, signatory warrants and represents that he/she executed this Agreement in his/her authorized capacity and that by his/her signature on this Agreement, he/she or the entity upon behalf of which he/she acted, executed this Agreement.



Procurement Contract No. 30989

[END OF GENERAL TERMS AND CONDITIONS]



Procurement Contract No. 30989

EXHIBIT A
PROGRAM DESCRIPTION AND PERFORMANCE REQUIREMENTS

Contracting Department	Alameda County Social Services Agency: Department of Children and Family Services
Contractor Name	CALICO CENTER
Contractor Unique Entity ID	E3EJGPZJMAH5
Type of Services	Facilitation of County Multi-Disciplinary Response to Child Abuse

I. Federal Award Information**A. Federal Agency Name:**

ACF

B. Federal Award Identification Number (FAIN):

2601CAFOST

C. Federal Award Date(s):

Open-Ended

D. Assistance Listing Number and Title:

93.658

E. Federal Award Project Description:

Title IV-E Foster Care Program

II. Program Name

Facilitation of County Multi-Disciplinary Response to Child Abuse

III. Contracted Services

Contractor is CALICO Center, the accredited Children's Advocacy Center serving Alameda County as defined in California Penal Code section 11164.4

Contractor shall be an accredited member of the National Children's Alliance and a member of Children's Advocacy Centers of California facilitating Alameda County's MDT

**Procurement Contract No. 30989**

response to child abuse as defined in the Alameda County Child Abuse Protocol. For a referred child CALICO shall conduct forensic interviews, coordinate forensic medical evaluations, and initiate referrals for mental health evaluations and treatment. In addition, CALICO shall provide family support to any non-offending parent and/or guardian.

IV. Program Information and Requirements**A. Program Goals:**

Contractor shall provide a supportive environment to interview children and facilitate a collaborative response to child abuse investigations in which the needs of children take precedence.

B. Target Population:

Contractor shall interview DCFS-referred children and adolescents ages 2 -17 who were subject to any of the following types of abuse or neglect:

1. Sexual abuse
2. Physical abuse
3. Severe neglect
4. Drug endangerment (based on the Alameda County Drug-Endangered Children Protocol)
5. Witness to a homicide, great bodily injury, or threats of great bodily injury

At the discretion of the DCFS, the following cases may be referred:

1. Sexual exploitation
2. Children exhibiting extreme sexualized behavior inappropriate to the age and/or developmental level of the child (when a disclosure has not been made)
3. Children or adolescents who have sexually offended against infants, children or adolescents (to explore possible victimization of the juvenile offender)
4. Children or adolescents exposed to an individual suspected abusing a child and/or of viewing, possessing, distributing or manufacturing child pornography

C. Standard for Referral:

DCFS shall make a referral to Contractor under this Agreement when there is reasonable suspicion of abuse or neglect outlined in Section IV. B. (Target Population). DCFS is responsible for conducting the initial response to allegations of child maltreatment and obtaining the minimal facts necessary to determine further investigation by a CALICO interview is required.

**Procurement Contract No. 30989**

Once sufficient minimal facts have been obtained by DFCS to determine that a forensic interview is warranted, investigative questioning regarding the allegations should cease by DCFS and the case should be referred for a specialized forensic interview in accordance with this agreement.

D. Program Requirements:

Contractor shall maintain accreditation as a member of the National Children's Alliance, its status as a member of Children's Advocacy Centers of California, and as a children's advocacy center as defined in Penal Code section 11164.4. Contractor must comply with all regulations and requirements to maintain that status.

Contractor shall accept all referrals for forensic interviews from DCFS for both acute and non-acute cases.

1. For acute cases, Contractor shall schedule a forensic interview within 24 business hours of receiving the referral.
2. For non-acute cases, Contractor shall schedule a forensic interview within 7 calendar days of receiving the referral.
3. This timeline may be excused in instances such as staffing crises, multiple victims in one case, interpreter availability or other extraordinary circumstances. Contractor shall inform DCFS as soon as practicable when interviews will not be scheduled according to this timeline and the reasons for the delay in scheduling.
4. If the volume of referrals exceeds Contractor's capacity to meet the timelines in items 1. and 2., Contractor shall notify DCFS and shall work with DCFS to identify solutions that ensure children continue to receive timely forensic interviews.

E. Services Provided:**1. Intake and Referral Coordination**

Contractor shall:

- a. Receive and process referrals from DCFS during business hours, with defined procedures for expedited and exigent requests consistent with Section V of the Protocol;
- b. Coordinate scheduling among DCFS, and when appropriate with law enforcement, the District Attorney's Office, Community Care Licensing, and medical partners, including confirming that the appropriate investigative or protective agency has been notified before an interview is scheduled;



Procurement Contract No. 30989

- c. Maintain a dedicated Intake Coordinator function to absorb increased referral volume and to track referral-to-interview intervals as a reported performance measure; and
- d. Distinguish acute cases (suspected incident within seventy-two (72) hours or safety in the home) from non-acute cases and coordinate the sequencing of forensic interview and medical evaluation accordingly.

2. Forensic Interview Services

Contractor shall provide trained Forensic Interviewers (FI) to conduct forensic interviews with children and adolescents. Each FI shall attend the Child Forensic Interviewing Training, (a state-recognized, competency-based forensic interviewer training that includes child development). Each FI shall also complete a minimum of 3 hours per every 2 years of CEU/CME-recognized education in the field of child maltreatment and/or forensic interviewing. Finally, each FI shall participate in a monthly Peer Review to review and critique CALICO videos and forensic interviews.

FI assignment guidelines:

- a. An FI shall be assigned to conduct a forensic interview based on the staff schedule, with some exceptions;
- b. The same FI shall interview all victims from the same family or case when possible;
- c. Subsequent interviews of a victim shall be conducted by the FI who conducted the initial interview when possible;
- d. Interviews conducted in Spanish shall be scheduled when a Spanish-speaking FI is available; and
- e. Other circumstances approved by DCFS Program Staff or Executive Director on a case-by-case basis.

3. Use of Interpreters:

If the forensic interview referred to CALICO by DCFS needs to be conducted in a language other than English or Spanish, DCFS shall secure and compensate the appropriate interpreter(s). Every attempt should be made to secure a court-certified interpreter. Family members, friends or other neutral professionals may not serve as interpreters. DCFS or the Executive Director must clear any exception to this policy. Alameda County's language line service can also provide interpreters for non-English telephone conversations. If an interview is conducted in Spanish and the professional(s) observing the interview does/do not understand Spanish,



Procurement Contract No. 30989

CALICO will make every attempt to provide a second bilingual (Spanish/English) staff member to serve as an interpreter in the observation room.

4. Pre-Interview Briefing

Prior to the forensic interview, the investigating team, which may include the FI, assigned Deputy District Attorney (DDA), County Counsel (OCC), Detective, Child Welfare Worker (CWW) and Community Care Licensing (CCL) representative, shall meet and share a brief history and background of the case, information about the allegation, and details of any relevant family dynamics. Information must be shared if it is pertinent to ensure the safety of the child.

5. Observation of Interview

Only investigating team members may witness a forensic interview. Upon approval of the investigating team, and with proper identification, the following persons may also witness the interview, depending on the unique needs of the case:

- a. Any person whose presence will aid the investigation or who is necessary to the understanding and completion of the interview.
- b. Another CALICO FI or the Executive Director in order to provide supervision and feedback to the FI.
- c. Other DAs, Victim/Witness Advocates, CWWs, OCC, or law enforcement officers for the purposes of training and/or professional development.
- b. Medical residents from Children's, Highland or Washington Hospitals under the supervision and approval of the medical director.
- c. Other professionals, if approved by the onsite District Attorney or Executive Director, for the purposes of training or professional development.
- d. Any individual observing the interview who is not a CALICO employee or part of the investigating team shall sign a confidentiality agreement prior to witnessing the interview (See Attachment D, CALICO Confidentiality Agreement). The names and agency affiliations of all persons witnessing an interview shall be recorded on the CALICO Intake Form (see Attachment E). Interviews may be observed remotely, via secure virtual meeting spaces or other secure remote-viewing technology.

6. Forensic Interview

CALICO shall conduct non-biased, forensically sound interviews based on current, best practices for child-abuse investigations. The interviews shall be modeled on Dr. Tom Lyon's "Ten-Step Interview" approach or other approved evidence based training (See Attachment F, Ten Step Investigative Interview). The interviews shall



Procurement Contract No. 30989

incorporate a phased approach and open-ended questions and minimize the use of forced-choice questions and the introduction of externally derived information. The use of gingerbread-figure drawings and dolls shall be limited to clarifying a child's word for body parts and/or body positions.

There are cases when physical evidence has been obtained by the investigative MDT prior to the Forensic Interview (e.g. photos, videos, or text messages). The team and FI should collaborate prior to the interview, or when scheduling the interview, to determine whether or not the evidence can and should be presented during the interview. Thoughtful consideration should include, but is not limited to, the following issues:

- a. The impact showing the evidence to the child may have on psychological wellbeing of the child,
- b. Which pieces of evidence reflect potential penal code violations,
- c. Which pieces of evidence are necessary to be introduced into the interview, and which may be repetitive,
- d. Whether the evidence can be sanitized before being shown to the child,
- e. How evidence will be handled and documented by the FI,
- f. When during the interview the evidence will be introduced

The introduction of evidence into an interview shall be discussed on a case-by-case basis; that is, simply because there is evidence available does not mean the FI has to present it during the interview. The FI shall always have the child's best interest at the forefront when presenting evidence to the child. Further, the FI will continue to utilize forensically sound interviewing techniques to maximize child's narratives while minimizing potential emotional impact when showing evidence to the child. It is never the purpose of the interview to get information at the expense of the child's emotional and psychological well-being.

7. Post-Interview Briefing

Upon completion of the forensic interview, the investigating team shall determine what further investigation should occur, whether or not a forensic medical evaluation is warranted, what child protection issues exist, and the need for therapeutic intervention. After the post-interview team briefing, the law enforcement officer or CWW or both shall meet with the caregiver(s) in a private space regarding any criminal or child protection issues. The DDA shall confer meet with the caregiver(s), if necessary, to explain criminal charging and court processes.



8. Alleged Offenders

Alleged offenders or their attorneys are never allowed at CALICO. However, juvenile suspects are allowed at CALICO for the purpose of interviewing that child to determine if they were abused, and Attorneys of Record for dependency cases (including attorneys for the alleged offender) may view interview recordings at CALICO or via a secure cloud storage system maintained by CALICO (see section on Video Viewing). The name of the suspect(s) and the person(s) accompanying the child to CALICO are requested at intake to ensure CALICO staff are aware of who may and may not be onsite. If, during an interview, the victim discloses that the offender or the offender's attorney is present in the facility, the MDT will ensure that they are removed from the premises and the victim does not go home with that person. The MDT may also remove from CALICO's premises any person who is otherwise disrupting the interview process. If an arrest is warranted, all attempts will be made to make the arrest outside of the CALICO facility. If needed or in an emergency at its main office, CALICO shall call the San Leandro Police Department, the local law enforcement agency, for assistance.

9. Additional Forensic Interviews of Same Child

CALICO supports utilizing multiple, non-duplicative interviews when necessary, as determined by the MDT. There may be circumstances where an additional forensic interview(s) could be beneficial for the child, including but not limited:

- a. More rapport building is needed for the child and more time to be comfortable with the interviewer and interviewing process,
- b. There are concerns for or statements from the child that reflect poly-victimization,
- c. The child has a developmental, cognitive, or communication impairment,
- d. It appears to be in the best interest of the child to break the interview in multiple sessions due to physical or medical limitations of the child,
- e. The child has disclosed additional abusive conduct following the original interview.

In these situations, CFS and the FI shall collaborate on whether an additional interview may be beneficial for the child. In scheduling additional interviews, there shall not be a set number of additional interviews, rather it shall be determined when the DCFS believes they have a complete narrative from that child at that time.



Procurement Contract No. 30989

It is recommended that the same FI conduct any subsequent interviews with the child when this can be arranged. However, CALICO recognizes that might not always be possible due to staffing and scheduling variances.

10. Harm to Oneself or Others

If while awaiting, participating in or immediately following an interview, but before leaving the premises, a child, or adolescent discloses suicidal ideation or threatens to harm him/herself or others, the interview shall cease and an immediate assessment of the disclosure shall be made by the attending law enforcement officer and, if the officer is not present, by the child welfare worker. If, pursuant to Welfare and Institutions Code section (WIC) 5150, a medical/mental health evaluation is warranted, CALICO staff will assist the law enforcement officer in any manner deemed necessary, including educating the parent/guardian of WIC 5150 procedures. If no officer is in attendance, and the CWW feels a medical/mental health evaluation is warranted, the San Leandro Police Department will be notified if the child is at CALICO in San Leandro, and the onsite Sheriff's Deputy will be notified if the child is at the Family Justice Center.

In any action leading or pursuant to WIC 5150, the safety of all persons is paramount. Contractor shall not leave any child, adolescent who has disclosed suicidal ideation or threatened to harm him/herself or others alone until an assessment of such person by a law enforcement officer or child welfare worker has determined the child is not a risk to him/herself or others. CALICO shall maintain an office policy outlining specific procedures staff should take when this type of situation arises.

11. Referrals for Forensic Medical Evaluations

a. Sexual Abuse Medical Evaluation

In cases outlined below, the Contractor shall work with DCFS to contact and coordinate with the relevant law enforcement jurisdiction to make the referral for a sexual abuse medical evaluation.

Contractor shall make a referral in consultation with DCFS for a medical evaluation if during a forensic interview the interviewee discloses abuse that involves skin-to-skin contact (in non-acute cases, for children under 14 years of age only), penetration or exchange of bodily fluids, or acts suggestive of such, regardless of how much time has elapsed since the incident(s).

Referrals should be made as follows:



Acute Cases (the last suspected incident of abuse happened within 72 hours)

- i. Children under 14 years of age shall be referred to the Center for Child Protection (CCP) at UCSF Benioff Children's Hospital Oakland.
- ii. All other individuals shall be referred to the Sexual Assault Response Team (SART) at Highland Hospital for an adult exam.
- iii. Contact CCP or SART to consult on any case with any questions prior to sending an infant, child, or adolescent for an exam, including for events that happened more than 72 hours prior.

Non-acute Cases (the last suspected incident of abuse was greater than 72 hours ago)

- i. CCP will perform non-acute medical evaluations of infant, children and adolescents when the individual is not sexually active and the sex acts under investigation are the only sex acts committed against the individual.
- ii. Any other individual with disclosure of non-acute sexual assault shall be referred to a primary medical physician for medical care.

b. Physical Abuse and Neglect

In cases where there exists an obvious injury or significant concern of injury that may not be immediately evident, Contractor in consultation with DCFS shall contact CCP for guidance on the need for a medical evaluation. Particular attention should be given to young children, especially those under four years of age.

When appropriate, medical evaluations shall be provided by the victim's health care provider or by referral to CCP-Children's Hospital Oakland.

12. Family Advocacy Services

The Family Advocate III shall supervise the family advocacy team, establish clinical standards for engagement with non-offending caregivers, carry the most complex cases, and provide clinical consultation to forensic interviewers.

- a. For each referral, Contractor shall provide a trained Family Advocate (FA) to offer in-person and follow-up services to non-offending caregivers and other family members, as appropriate. All attempts shall be made to provide support services in the language preferred by the family. When needed, the FA shall arrange for interpreter services or use the Alameda County language



Procurement Contract No. 30989

line. All services to a family shall be provided by the same FA, whenever possible.

- b. Contractor shall provide family advocacy services to every referred family and, wherever possible, through a consistent advocate as described in Section VII of the Protocol. Services shall include, at minimum:
 - i. crisis intervention and support;
 - ii. psycho-education regarding the dynamics of abuse and the effects of trauma on children;
 - iii. orientation to the dependency and criminal systems and to the multidisciplinary response;
 - iv. assistance completing California Victim Compensation Program (VCP) applications;
 - v. assistance obtaining emergency services, including protective orders, housing, food, and Medi-Cal;
 - vi. referral for mental health and medical treatment, including referrals to the Center for Child Protection and to community-based providers under linkage agreement; and
 - vii. structured telephone follow-up after the interview.
- c. The FA shall ensure that each family receives a packet with basic information about CALICO and partner agencies, Cal VCP, and child sexual abuse. The packet may be provided to the family at CALICO or at UCSF Benioff Children's Hospital Oakland, depending on where the child and family are scheduled first. The FA shall provide a copy of the CALICO Intake Form to the Victim/Witness Assistance Division of the District Attorney's Office.

13. Case Review

Contractor shall designate a staff member or partner to act as the facilitator of DCFS-focused Case Review meetings. Case review meetings will be held monthly at a time and day agreed upon by Contractor and DCFS. They may be held virtually at the team's preference. Core members shall include the CALICO **FI** and **Family Advocate**, representatives from DCFS, and representatives from the Office of the County Counsel, County of Alameda. Other members may include representatives from the District Attorney's Office, supervisory representatives from law enforcement, UCSF Benioff Children's Hospital Oakland's Center for Child Protection, Victim/Witness Assistance Division (of the District Attorney's Office), Probation and Behavioral Health Care Services.

**Procurement Contract No. 30989**

CALICO may convene special-topic Case Review meetings that include different core members, and case selection, review and follow-up procedures. PAC members shall approve such meetings and receive periodic updates.

a. Case Selection

DCFS may submit cases for review in consultation with the designated Contractor's staff member. A case may be selected because it presents a particular problem (e.g., child recantation or a culturally insensitive response), addresses a system-wide concern (e.g. child prostitution and inter-agency coordination), or highlights a strength that can be learned from. At a minimum, cases presented at case review shall:

- i. Be of particular interest to the selecting or submitting party; and/or
- ii. Benefit from collaborative discussion; and/or
- iii. Demonstrate an inter-agency or intra-agency failure, challenge or success.

Prior to the meeting, CALICO staff will email those participating to discuss selected cases. Participants shall familiarize themselves with selected cases prior to the Case Review meeting and bring relevant information to the meeting.

b. Review Process

During Case Review, members shall address the reason(s) for which the case was selected for review and other relevant concerns. Members are encouraged to examine cases from a broad perspective, including that of other agencies, and to understand actions and responses from the child and family's points of view. Depending on the case, members shall:

- i. Review interview outcomes;
- ii. Discuss, plan and monitor the process of criminal and dependency investigations and/or prosecution;
- iii. Discuss the need for and review existing medical evaluations;
- iv. Discuss child protection and safety issues;
- v. Discuss emotional support, mental health and treatment needs of the child and non-offending family members and strategies for meeting those needs;
- vi. Assess the family's reactions and response to the child's disclosure and to involvement in the criminal justice and/or child protection systems;



Procurement Contract No. 30989

- vii. Review criminal and dependency case dispositions;
- viii. Make provisions for court education and court support;
- ix. Discuss relevant cultural, gender, and other diversity issues; and
- x. Facilitate communication and collaborative efforts between participants

c. Follow-up

CALICO and the MDT partners, including DCFS, in attendance at a Case Review shall ensure that recommendations made or concerns identified during Case Review are communicated to the appropriate parties. At a subsequent Case Review meeting, the case review facilitator shall provide to the group any relevant follow-up information or case resolution.

d. Record Keeping and Confidentiality

Minutes shall not be kept of Case Review meetings, but CALICO shall maintain a record of those individuals attending and the cases reviewed. Members shall respect rights of confidentiality; information shared during Case Review shall not be disseminated outside of Case Review except to facilitate the goals of the Case Review and to further the particular case.

F. CALICO Client Files

1. Contractor shall maintain a file for each client in a locked filing cabinet. Electronic elements of a client file will be kept on either [Guardify.com](https://www.guardify.com) or [Evidence.com](https://www.evidence.com) cloud-based storage. Each client file shall contain a CALICO Intake Form, (with identifying information about the child and suspect, date of interview and a one or two sentence summary of the forensic interview), and the following documents, when applicable:
 - a. Copies of interview drawings
 - b. Copies of written notes used in the interview
 - c. Video Release and Viewing Log
 - d. Copies of identification and documentation from individuals viewing the client video
 - e. Copies of subpoenas
 - f. Family support documentation
2. CALICO Recordings

CALICO shall make and maintain a recording of each interview through **Axon Evidence**. Axon Evidence is a cloud-based **Digital Evidence Management System (DEMS)** created and managed by Axon. The **Forensic Interviewer** shall label each



Procurement Contract No. 30989

recording with the client's name, date of interview, interviewer name, and police case-record number, when applicable. Axon evidence will keep record of who the interviews have been shared with and an inventory of access will be maintained through Axon Evidence.

3. Video Viewing

CALICO shall provide secure remote viewing of CALICO interviews to any of the following:

- a. Child Welfare Workers,
- b. Attorneys and Investigators for Community Care Licensing
- c. Family Court Evaluators appointed by the Alameda County Superior Court, with a court order directing CALICO to allow the evaluator to view the CALICO interview.
- d. Attorneys of Record in dependency proceedings, pursuant to Alameda County Local Rule of Court 5.530 (*see Attachment H*). Attorneys for the Minors shall only be allowed to view the CALICO interview(s) of their client(s). Attorneys for the Parents shall only be allowed to view the CALICO interview(s) of the child(ren) of their client(s). Any viewing outside these parameters shall be allowed only by Juvenile Court order, after the Juvenile Court has determined that such viewing is relevant and/or necessary.

When parties are requesting or being provided a remote viewing, they request the CALICO interview link by emailing view@calicocenter.org and provide an email and a cellphone number. Before being allowed access to the recording, persons specified in a., b. and c. above must electronically agree to CALICO's confidentiality policy. For remote viewings, the documents and information will be stored within the viewing system.

CALICO interviews may be shown to representatives from MDT partner agencies and other professionals involved with the prevention, investigation and treatment of child abuse for the purpose of training and/or education. CALICO interviews used for educational/training purposes may be altered by CALICO or to CALICO's satisfaction, in order to ensure that the facial image and last name of any child shown will be unavailable as a source of identification. CALICO interviews used for such purposes will not depict a child for whom there is an active criminal or dependency action.



Confidentiality and Videos

Confidentiality of all information obtained through CALICO shall be maintained as provided by California law.

Pursuant to Alameda County Local Rule of Court 5.530, no individual copy of a video is to be provided to any party or attorney. Relevant counsel – but not the private parties – may view the video at CALICO. Upon court order, CALICO will provide a copy of the video to the Court and will retrieve such copy at the Court's request. Upon case disposition, all but one copy of the video shall be destroyed and the remaining copy shall remain at CALICO for at least five years.

4. Case Tracking

CALICO shall maintain an electronic, case-tracking database that includes at a minimum the following information:

- a. Victim data: age, ethnicity, disability, gender, languages spoken, city of residence and law enforcement jurisdiction,
- b. Suspect data: identifying information about the offender, including the type of abuse allegation, relationship to the interviewed child, and age,
- c. Interview data: date of interview, interviewer name, interviewing site, and MDT members present,
- d. Medical data: date and location of forensic medical exam
- e. Family support: services offered and mental health services referrals.
Caregiver satisfaction may be tracked in the Outcome Measurement System website, designed by the National Children's Alliance.

The CALICO Executive Director shall ensure that the case-tracking database is up-to-date and accurate. They shall appoint a staff member to perform data entry and engage the services of an outside consultant, as necessary, to assist with report preparation.

G. Hours of Operation:

CALICO maintains regular business hours between 8:30am and 5:00pm Monday through Friday. Emergency forensic interviews can be scheduled after hours, weekends, and holidays by calling 1-888-570-0623.

All after-hours requests will be triaged by CALICO staff based on the circumstances



Procurement Contract No. 30989

and urgency of the case. Priority consideration will be given to cases involving an alleged or suspected perpetrator who is in custody, circumstances in which the child's immediate safety or protection is uncertain or cannot be assured, or other circumstances in which a delay in the forensic interview may affect the child's safety, well-being, or the investigation. The need for an after-hours interview will be assessed by CALICO staff on a case-by-case basis.

H. Service Delivery Sites

Forensic interviews, family advocacy, and other services are performed at CALICO's main office in San Leandro, CA and the satellite office in the Family Justice Center in Oakland, CA. The location of the interview is subject to the discretion of CALICO staff in consultation .

CALICO (Main Office)
524 Estudillo Avenue
San Leandro, CA 94577

Alameda County Family Justice Center (Satellite Office)
470 27th Street
Oakland, CA 94612

I. Minimum Staffing Qualifications:

Contractor shall have and maintain current job descriptions on file with the Department for all personnel whose salaries, wages, and benefits are reimbursable in whole or in part under this agreement. Job descriptions shall specify the minimum qualifications for services to be performed and shall meet the requirements of the Department. Contractor shall submit revised job descriptions meeting the approval of the Department prior to implementing any changes or employing persons who do not meet the minimum qualifications on file with the Department.

J. Contractor project team will consist of the following Key Personnel and subcontractors, as applicable during the contract term:

Name	Title	Telephone	Email Address
TBD	Executive Director	510-895-0702	
TBD	Deputy Executive Director	510-895-0702	
Kristy Brodeur Dermody	Forensic Interviewer III	510-895-0702	kristy@calicocenter.org
Mara Brainerd	Intake Coordinator	510-895-0702	mara@calicocenter.org



Procurement Contract No. 30989

Contractor agrees that it shall not transfer or reassign the individuals identified above as Key Personnel or substitute subcontractors without the express written agreement of County, which agreement shall not be unreasonably withheld. Should such individual or individuals in the employ of Contractor no longer be employed by Contractor during the term of this Agreement, Contractor shall make a good faith effort to present to County an individual with greater or equal qualifications as a replacement subject to County's approval, which approval shall not be unreasonably withheld. DCFS will designate a DCFS Liaison(s) to be the point person(s) for questions and communications with CALICO.

K. Training and Professional Development

Contractor shall continue compliance with training standards as described in the NCA National Standards in order to maintain NCA Accreditation and Sections V and XIII of the Protocol for Forensic Interviewers and:

1. Host an annual Collaborative Training addressing cross-agency issues identified by the MDT during the year and to support continuing education and training as required by the National Children's Alliance (NCA), the children's advocacy center accrediting institution;
2. Provide onboarding and ongoing training for its forensic interviewers and family advocates sufficient to maintain NCA standards; and
3. Provide training to DCFS staff on the referral criteria in Section 1, the minimal-facts approach for first responders as described in section IV of the Protocol, and the mechanics of referral, scheduling, and pre-briefing.

V. Contract Deliverables and Requirements

A. Data, Evaluation, and Reporting

Contractor shall:

1. Maintain case-level data in its case-tracking database, including referral source, jurisdiction, abuse type, demographics, and service utilization as described in Section XI of the Protocol;
2. Administer exit surveys to children and adolescents interviewed and satisfaction surveys to caregivers as described in Section XII of the Protocol; and
3. Report to DCFS on referral volume, referral-to-interview time interval, and service utilization, by type(s) of abuse, jurisdiction, as well as sex and gender of the child.

Alameda County Social Services Agency has adopted the Results-Based Accountability (RBA) framework to strengthen our partnerships and improve contract performance.

**Procurement Contract No. 30989**

The RBA framework utilizes performance measures to track the benefits and improve the impact of services by focusing on three critical questions: How much work was done? How well was it done? Are clients better off?

Contractor shall provide the following services/deliverables to support the services outlined in Section V below. Performance measures are quarterly and are to be reported on the dates and times outlined below.

Performance Measure	Targets	How to Calculate
Performance Measure 1 – How Much? Number of youths who receive a forensic interview and the associated services.	N/A	Count of unduplicated youth served in contract year
Performance Measure 2 – How much? Number of intakes performed per year	N/A	Count of intakes performed per year
Performance Measure 3 – How much? Number of caregivers who received a family resource packet	N/A	Count the number of caregivers who received a resource packet per year.
Performance Measure 4 - How Well? Client and caregiver feedback surveys	80%	Percentage of caregivers who select “Somewhat Agree” or “Strongly Agree” on Questions #1 and #4 on the Initial Caregiver Survey (attachment E) Percentage of clients who select “Very Good” or “Good” on the Youth Feedback Survey (attachment F)
Better Off	75%	# youth referred to a therapeutic resource # youth who are actively on a wait list or started receiving mental health services.
Definitions	None	



Procurement Contract No. 30989

Reporting Timeframe & Data Collection Plan	All data on the above performance measures will be entered by the contractor into Clear Impact Scorecard, a web-based performance reporting software: https://clearimpact.com/scorecard/. Data is required to be entered on a Quarterly basis as detailed below Q1: October 15 Q2: January 15 Q3: April 15 Q4: July 15
---	--

VI. Reporting and Evaluation Requirements

Contractor shall provide the following services reports:

Monthly: monthly service activity report along with the invoice for services rendered that contains the following information:

- A. Number of intakes completed
- B. Number of forensic interviewers completed
- C. Number of caregivers met with

Quarterly:

- A. RBA performance deliverables, as outlined above
- B. Overview of DCFS-focused case reviews held outlining: the number of cases reviewed and attendees

Annually:

Contractor shall submit an biannual fundraising report to DCFS by January 15 and July 15 (Q2 & Q4), summarizing fundraising activities during the prior year, including grant opportunities identified, proposals submitted, funding awarded or declined, and Board of Directors fundraising activities.

VII. Entirety of Agreement

Contractor shall abide by all provisions of the Standard Services Agreement General Terms and Conditions, all Exhibits, and all Attachments that are associated with and included in this contract.

Contractor agrees to the supplemental terms and conditions contained in the following attachments to this Exhibit A:

**VIII. Contractor Responsibilities – Client Grievance Policy**

ACSSA Contractors are required to have a Client Grievance Policy in place and to disclose the policy to all ACSSA clients during the Client Intake Process. As evidence that a Client Grievance Policy is in place and all ACSSA clients provided services by the Contractor have been made aware of its existence, Contractor must obtain the signature of each ACSSA client on a copy of the policy acknowledging they were made aware of it, understand it, and received a copy of the signed document. Contractor must also place a copy of the signed document in each client's case file and make the files available for review by County staff upon request. See Attachment A for a sample ACSSA Grievance Policy. An MS Word file of the ACSSA Grievance Policy Template is available through your ACSSA Contract Liaison.

IX. County Responsibilities

Contractor's performance under this Agreement is dependent upon the following. County shall:

- A. Ensure that a DCFS representative with sufficient knowledge of the case participates in the pre-interview briefing and is available to observe the forensic interview, as required by Section V of the Protocol;
- B. In a case with a reasonable possibility of criminal prosecution the DCFS will make every reasonable attempt to coordinate with law enforcement prior to speaking with an alleged perpetrator;
- C. Provide Contractor with anticipated referral volume and notify Contractor in advance of any policy or practice change reasonably expected to alter referral volume materially so that Contractor Key Personnel prepare for any change in services.

X. Language Access Requirement for Contractors

Please see Attachment B for more information regarding Limited English Proficient (LEP) client language access requirements for contractors with Alameda County.

XI. Confidentiality Contract Provisions

Please see Attachment C for more information regarding Confidentiality provisions.



Procurement Contract No. 30989

Attachment A

CLIENT GRIEVANCE POLICY

WHAT TO DO IF YOU HAVE A GRIEVANCE

If you have a complaint about the performance of **CALICO CENTER** staff, and/or you feel you have been treated unfairly, the following are the steps you should take to have your complaint heard:

1. Talk privately to the person with whom you have the problem. We encourage you to try first to work out the problem in an open and informal way.
2. If you do not feel comfortable talking with the person with whom you have the problem, or you do talk with them and are not satisfied with the outcome, you may make an appointment to speak with or submit a written complaint (which may be in your own language) to **CALICO CENTER's** Executive Director or designee.

If you have good cause to use another medium to communicate your complaint, such as a tape recording, you may do so. The Executive Director or designee shall meet with you or provide you with a written response to your written complaint within ten (10) working days of the meeting or receipt of your written complaint.

3. Or, if you prefer, you may bypass the above steps and immediately contact the funding agency below:

Alameda County Social Services Agency
Contracts Office
2000 San Pablo Ave., 4th Floor
Oakland, CA 94612
Email: ContractsCustomer@acgov.org

I certify that the information in this document was explained to my satisfaction in my own language and a copy of this form was given to me. I understand that by signing below, I hereby authorize **CALICO CENTER** to release all my information pertaining to my grievance to the Alameda County Social Services Agency.

 Client's Name (Printed)

 Date

 Client's Signature



Procurement Contract No. 30989

ANEXO A

POLITICA PARA QUEJAS DE CLIENTES**QUÉ HACER SI USTED TIENE UNA QUEJA**

Si tiene una queja acerca del desempeño del personal de **CALICO CENTER** o siente que se le ha tratado injustamente, tendrá que seguir los siguientes pasos para que su queja sea escuchada:

1. Hable en privado con la persona con quien tiene el problema. Le recomendamos que trate de solucionar el problema de una manera abierta e informal.
2. Si no se siente cómodo hablando con la persona con quien tiene el problema, o habla con esa persona y no está satisfecho/a con los resultados, puede hacer una cita para hablar con el director ejecutivo de **CALICO CENTER** o su representante, o enviarle la queja por escrito (la cual puede ser en su propio idioma). Si tiene una buena razón para utilizar otro medio de comunicar su queja, como una cinta de grabación, lo podrá hacer. El director ejecutivo o el representante se reunirá con usted o le proveerá una respuesta por escrito a su queja en el plazo de diez (10) días hábiles a partir de su cita o de haber recibido su queja por escrito.
3. O, si usted prefiere, puede evitar los pasos previos y contactar, inmediatamente, al siguiente organismo de financiación:

Agencia de Servicios Sociales del Condado de Alameda
Contracts Office
2000 San Pablo Ave., 4th Floor
Oakland, CA 94612
Correo electrónico: ContractsCustomer@acgov.org

Certifico que la información en este documento fue explicada para mi entera satisfacción y en mi propio idioma, y que se me dio una copia de este formulario. Comprendo que al firmar abajo autorizo a **CALICO CENTER** a que divulgue a la Agencia de Servicios Sociales del Condado de Alameda toda mi información en relación con mi queja.

Nombre del cliente (en la letra de imprenta)

Fecha

Firma del cliente

**LANGUAGE ACCESS REQUIREMENTS FOR CONTRACTORS**

- I. The Alameda County Social Services Agency (ACSSA) has developed and adopted a Master Plan on Language Access to ensure its limited-English proficient (LEP) clients are provided with language accessible services and communications. Under the plan's provisions, community-based organizations (CBOs)/contractors whose services are contracted by the ACSSA:
 - A. Shall clearly disclose language access capabilities in relationship to the population served.
 - B. Shall have a plan in place—available for review upon request by County staff for referring clients whose language needs the contractor can't accommodate.
 - C. Shall permit County staff to conduct ongoing monitoring of contracted services for compliance with provisions of the County's Language Access Plan.
 - D. Shall provide the County with a list and copies of all printed contract-related marketing/promotional/education-related materials (including languages materials are printed in).
- II. The ACSSA shall aid contracted CBOs in expanding language interpretation services through:
 - A. Providing CBOs/contractors with training, materials and instruction on how to effectively refer LEP clients to appropriate language resources.
 - B. Including service-marketing plan requirements in requests for proposals (RFPs) and contracts with CBOs that propose to offer language services (including appropriate outreach and notification of programs and services) to the LEP community and customers.
 - C. Developing a monitoring process of contracted services to ensure high-quality language accessible services are always provided to LEP clients.
 - D. Providing CBOs/contractors with access to telephone interpreters, a 24-hours-a-day, 365-days-a-year telephone language interpretation service in over 100+ languages — to supplement on-site language access services.



Attachment C

CONFIDENTIALITY—CONTRACT PROVISIONS

Confidentiality: Contractor agrees to maintain the confidentiality of any information which may be obtained with this work. Contractor shall comply with whatever special requirements in this regard as are described or referred herein as in Exhibit A to this Agreement. Confidential information is defined as all information disclosed to Contractor which relates to County's past, present and future activities, as well as activities under this Agreement. Contractor will hold all such information in trust and confidence. Upon cancellation or expiration of this Agreement, Contractor will return to County all written or descriptive matter which contains any such confidential information. County shall respect the confidentiality of information furnished by Contractor to County as specified in Exhibit A or as otherwise provided by law.

Pursuant to contract provisions to protect confidential client data file records against any and all unauthorized practices as stated heretofore, the Contractor will:

1. Assume responsibility for all personnel having access to the client list in regard to the confidential nature of client information. Safeguard measures are required to protect civil and criminal sanctions for non-compliance as contained in applicable statutes.
2. Restrict access to client information to those authorized employees and officials who require access in the performance of their delivery of services under this contract.
3. Work with the information under the control of authorized personnel in a manner to protect the confidentiality of client data file records and in such a manner to protect against unauthorized retrieval by computer, remote terminals, or any unauthorized means.
4. Use Alameda County Social Services Agency (ACSSA) confidential client information provided to contractor for the purposes covered under the terms of this agreement. Any and all disclosure of client data file records, transactions or transmissions will be made only with prior written consent and authorization from the ACSSA.
5. Return to ACSSA any and all client confidential information contained in hard copy or computer files/disc generated by this agreement as required for confidential destruction. All such files are the legal sole property of the ACSSA.
6. Ensure project compliance with written corrective action plans as may be mandated by the County.



Procurement Contract No. 30989

Attachment D



524 Estudillo Ave, San Leandro, CA 94577 tel: 510-895-0702 fax: 510-895-0706
email: info@calicoenter.org web: www.calicoenter.org

Child Abuse Listening,
Interviewing &
Coordination Center

CALICO Confidentiality Agreement

I agree to keep confidential any confidential information about CALICO, its employees, clients, volunteers, donors and vendors. Upon receipt of requests for information pertaining to any of the above I will divulge information only to individuals with a legal right to receive such information.

If I have any doubt as to whether or not the requested information should be divulged I will not do so until I have discussed the request with the Executive Director. If necessary, the Executive Director will seek further counsel.

I understand that all records and files maintained by CALICO are confidential and are the property of CALICO. I will not disclose said records or files to any outside party without the express permission of the Executive Director.

I understand that confidential information includes, but is not limited, to financial records, any and all personnel and payroll records, donation records, mailing lists and documents, videotapes, cassette tapes or information regarding CALICO clients, operations, procedures, and practices.

I understand that confidential information obtained by me during or through employment or volunteering with CALICO may not be used for the purpose of furthering current or future outside employment or activities or for personal gain. I understand that CALICO reserves the right to use all legal or equitable remedies to prevent the use of confidential information and to recover damages incurred as a result of the use of confidential information.

ATTACH A COPY
OF PHOTO ID
TO THIS FORM



Signature: _____

Print Name: _____

Company: _____

Email: _____

Phone: (____) _____

Date: _____

Confidentiality Agreement
Revised 10/25/2013





CALICO

SL

INTAKE FORM

INTERVIEW

Date: ____/____/____ Day: M T W Th F

Time: ____ ☐ AM ☐ PM

Previously at CALICO? ☐ Y ☐ N (VERIFIED IN DATABASE ☐)

If yes, date: ____/____/____ Interviewer: _____

Referring Agency: _____

Referring Person: _____

Phone: _____ ☐ cell ☐ work

Phone: _____ ☐ cell ☐ work

Who will bring the client to CALICO? _____

MOTHER/CAREGIVER DOB: ____/____/____

Mother: First _____ Last _____

Address: _____

City, State, Zip: _____

Phone: _____ ☐ cell ☐ home

Phone: _____ ☐ cell ☐ home

Is mother: ☐ Hispanic or Latino/a ☐ Non-Hispanic or Latino/a

Race/Ethnicity: ☐ African American/Black ☐ White ☐ Asian

☐ Native Hawaiian/Other Pacific Islander ☐ American Indian/Alaskan

☐ Native ☐ Middle Eastern/North African ☐ Asian & White ☐ Amer.

☐ Indian & White ☐ African Amer./Black & White ☐ Amer. Indian/Alaskan

☐ Native & African Amer./Black ☐ Other/Multi-racial: _____

Primary Language: ☐ English ☐ Spanish ☐ Other: _____

Is it ok to call? ☐ Y ☐ N

Is child currently living with mother? ☐ Y ☐ N

If Not Living with Mother: DOB: ____/____/____

Caregiver: First _____ Last _____

Relation to Client: _____

Address: _____

City, State, Zip: _____

Phone: _____ ☐ cell ☐ home

Is caregiver: ☐ Hispanic or Latino/a ☐ Non-Hispanic or Latino/a

Race/Ethnicity: ☐ African American/Black ☐ White ☐ Asian

☐ Native Hawaiian/Other Pacific Islander ☐ American Indian/Alaskan

☐ Native ☐ Middle Eastern/North African ☐ Asian & White ☐ Amer.

☐ Indian & White ☐ African Amer./Black & White ☐ Amer. Indian/Alaskan

☐ Native & African Amer./Black ☐ Other/Multi-racial: _____

Primary Language: ☐ English ☐ Spanish ☐ Other: _____

Is it ok to call? ☐ Y ☐ N

Will caregiver be at CALICO? ☐ Y ☐ N

CLIENT

Name: First _____ Last _____

Date of Birth: ____/____/____ Age: _____

Sex: ☐ Female ☐ Male ☐ Other Pronouns: _____

Is client: ☐ Hispanic or Latino/a ☐ Non-Hispanic or Latino/a

Race/Ethnicity: ☐ African American/Black ☐ White ☐ Asian

☐ Native Hawaiian/Other Pacific Islander ☐ American Indian/Alaskan

☐ Native ☐ Middle Eastern/North African ☐ Asian & White ☐ Amer.

☐ Indian & White ☐ African Amer./Black & White ☐ Amer. Indian/Alaskan

☐ Native & African Amer./Black ☐ Other/Multi-racial: _____

Primary Language: ☐ English ☐ Spanish ☐ Other: _____

Known Developmental Disability? ☐ Y ☐ N If yes, which?

☐ Autism or Asperger's Syndrome ☐ Intellectual Disability

☐ Cerebral Palsy ☐ Down Syndrome

Other Conditions? _____

ALLEGATION

ABUSE TYPE:

☐ Sexual (SA) ☐ Physical ☐ Neglect ☐ CSEC ☐ DEC

☐ Witness to DV ☐ Witness Other Violence _____

☐ Child Porn in Household ☐ Unknown _____

☐ Other: _____

SUSPECT (1) IN DATABASE: ☐ Y ☐ N

Name: First _____ Last _____

Date of Birth: ____/____/____ or Age: _____

If SA and male between 8-13yrs is he Pubertal? ☐ Y ☐ N

Relationship to Client: _____

Is suspect: ☐ Hispanic or Latino/a ☐ Non-Hispanic or Latino/a

Race/Ethnicity: ☐ African American/Black ☐ White ☐ Asian

☐ Native Hawaiian/Other Pacific Islander ☐ American Indian/Alaskan

☐ Native ☐ Middle Eastern/North African ☐ Asian & White ☐ Amer.

☐ Indian & White ☐ African Amer./Black & White ☐ Amer. Indian/Alaskan

☐ Native & African Amer./Black ☐ Other/Multi-racial: _____

SUSPECT (2) IN DATABASE: ☐ Y ☐ N

Name: First _____ Last _____

Date of Birth: ____/____/____ or Age: _____

If SA and male between 8-13yrs is he Pubertal? ☐ Y ☐ N

Relationship to Client: _____

Is suspect: ☐ Hispanic or Latino/a ☐ Non-Hispanic or Latino/a

Race/Ethnicity: ☐ African American/Black ☐ White ☐ Asian

☐ Native Hawaiian/Other Pacific Islander ☐ American Indian/Alaskan

☐ Native ☐ Middle Eastern/North African ☐ Asian & White ☐ Amer.

☐ Indian & White ☐ African Amer./Black & White ☐ Amer. Indian/Alaskan

☐ Native & African Amer./Black ☐ Other/Multi-racial: _____

(PLEASE COMPLETE MDT SECTION ON BACK) →



MDT		LE: Police Case Number: _____	Jurisdiction: _____
Name: _____		Attending? ☐ Y ☐ N	If no, why not? _____
Is this a charged case? ☐ Y ☐ N		Name of DA: _____	☐ X-Reporting to CFS/APS
CFS/APS: Did the abuse happen in the client's home? ☐ Y ☐ N (APS: 510-577-3500)		☐ X-Reporting to LE	
☐ Yes! Name: _____		Attending? ☐ Y ☐ N	If no, why not? _____
CCL: Is a day care or group home involved? ☐ Y ☐ N (CCL Child: 510-622-2602 / CCL Adult: 510-286-4201)			
Name: _____		Attending? ☐ Y ☐ N	If no, why not? _____
MED: Did client have forensic exam at CHO or Highland? ☐ Y ☐ N		If yes, where? _____	When? _____
☐ CCP Acute ☐ CCP Non-acute ☐ Highland Hospital Acute			
		Date: ____/____/____	Initials: _____

PEOPLE OBSERVING INTERVIEW

Name: _____	Agency: _____
Name: _____	Agency: _____
Name: _____	Agency: _____

INTERVIEW INFORMATION Case Review? ☐ Y ☐ N

Interviewer Name: _____ Length of the interview: ____ hour ____ minutes

Interview conducted in: ☐ English ☐ Spanish ☐ Other _____

Is a forensic exam indicated per protocol?
☐ YES, Acute ☐ YES, Non-Acute ☐ NO LE Authorization: _____

If yes, have you notified CCP? ☐ Y ☐ N CCP results to LE Email: _____

If no, why not? _____

Siblings Interviewed at CALICO:	Other Related Victims Interviewed at CALICO:
_____	_____
_____	_____
_____	_____

Summary of Interview: _____

FAMILY SUPPORT INFORMATION

Was a family-check in completed? ☐ Y ☐ N If yes, by whom: ☐ Alexis ☐ Bianca ☐ Other: _____

If no, why not: _____

Cal VCP application:

Client: ☐ Provided ☐ Completed at CALICO ☐ Completed Elsewhere ☐ Not Done
Caregiver: ☐ Provided ☐ Completed at CALICO ☐ Completed Elsewhere ☐ Not Done
Was an exit interview completed? ☐ Y ☐ N Was an income/demographic survey completed? ☐ Y ☐ N
Was Caregiver OMS completed? ☐ Y ☐ N Was grievance form signed? ☐ Y ☐ N

X:\Calico Admin\Agency Forms and Documents\Intake Forms\Draft 2 Intake Form.doc



Ten Step Investigative Interview

Thomas D. Lyon, J.D., Ph.D. tlyon@law.usc.edu © 2021 (Version 3)
(Adaptation of the NICHD Investigative Interview Protocol)

A. INSTRUCTIONS

1. DON'T KNOW instruction

If I ask you a question and you don't know the answer, then just say, "I don't know."
So if I ask you "What is MY DOG'S name?" what do you say?
OK, because you don't know.
But what if I ask you "Do YOU have a dog?"
OK, because you do know.

2. DON'T UNDERSTAND instruction

If I ask you a question and you don't know what I MEAN or what I'm SAYING, you can say, "I don't know what you mean." I will ask it a DIFFERENT way.
So if I ask you "Where is your PATELLA?" what do you say?
That's because "patella" is a hard word. So I would say, "Where is your KNEE?"

3. YOU'RE WRONG instruction

Sometimes I make mistakes or say the wrong thing. When I do, you can tell me that I am wrong.
So if I say, "You are THIRTY years old," what do you say?
OK, so how old are you?

4. IGNORANT INTERVIEWER instruction

I don't know what's happened to you.
I won't be able to tell you the answers to my questions.

5. PROMISE TO TELL THE TRUTH

It's really important that you tell me the truth.
Do you PROMISE that you WILL tell me the truth?

B. NARRATIVE PRACTICE & RAPPORT-BUILDING

6. PRACTICE NARRATIVES

Follow-up answers with NEXT and MORE invitations: "you said [X]; what happened NEXT" and you said [X]; tell me MORE about [X]"

a. LIKE TO DO/DON'T LIKE TO DO

First, I'd like you to tell me about things you LIKE to do.

Pick an action-oriented activity the child mentioned and follow up with "You said you like to [activity]. Tell me EVERYTHING that happened the last time you [activity].
e.g., "You said you like to play soccer. Tell me everything that happened the last you played soccer."

Now tell me about the things you DON'T LIKE to do.

Follow up with "You said you don't like to [activity]. Tell me EVERYTHING that happened the last time you [activity]."

b. LAST BIRTHDAY

Now tell me about your last birthday. Tell me EVERYTHING that happened.



Ten Step Investigative Interview (con't.)

C. ALLEGATION PHASE

7. ALLEGATION

(If child discloses abuse, go directly to ALLEGATION FOLLOW UP. Determine IN ADVANCE which allegation questions you will ask.)

- a. **Tell me why I came to talk to you.**
Or, Tell me why you came to talk to me.
It's really important for me to know why I came to talk to you/you came to talk to me.
- b. **I heard you saw**
e.g., "I heard you saw a policeman last week. Tell me what you talked about."
- c. **Someone's worried**
e.g., "I heard the policeman is worried that something may have happened to you? Tell me what he is worried about."
- d. **Someone bothered you**
e.g., "I heard that someone might have bothered you. Tell me everything about that."
- e. **Something wasn't right**
e.g., "I heard that someone may have done something to you that wasn't right. Tell me everything about that."

8. ALLEGATION FOLLOW UP

You said that [repeat allegation verbatim]. Tell me everything that happened.
e.g., "You said that Uncle Bill hurt your pee-pee. Tell me everything that happened."

9. Follow up with invitations: NEXT, MORE, HAPPENED

NEXT: "You said [X]; what happened NEXT?"

MORE: "You said [X]; tell me MORE about [X]"

HAPPENED: e.g. "What was the FIRST thing that HAPPENED?" "Tell me everything that HAPPENED in the [room mentioned by child]."

EXHAUST INVITATIONS before moving to Wh-

Avoid yes/no and forced-choice questions.

10. MULTIPLE INCIDENTS

Tell me everything that HAPPENED the LAST time...

Tell me everything that HAPPENED the FIRST time...

Tell me everything that HAPPENED the time you REMEMBER the MOST...

Tell me everything that HAPPENED the WORST time...

Tell me everything that HAPPENED a DIFFERENT time...

Did (repeat allegation) happen ONE time or MORE than one time?

Only ask this question if you are unclear if the child is talking about multiple incidents



CALICO

524 Estudillo Ave, San Leandro, CA 94577 tel: 510-895-0702 fax: 510-895-0706
email: info@calicoenter.org web: www.calicoenter.org

Child Abuse Listening,
Interviewing &
Coordination Center

CLIENT GRIEVANCE POLICY WHAT TO DO IF YOU HAVE A GRIEVANCE

If you have a complaint about the performance of **CALICO Center's** staff, and/or you feel you have been treated unfairly, the following are the steps you should take to have your complaint heard:

1. Talk privately to the person with whom you have the problem. We encourage you to try first to work out the problem in an open and informal way.
2. If you do not feel comfortable talking with the person with whom you have the problem, or you do talk with them and are not satisfied with the outcome, you may make an appointment to speak with or submit a written complaint (which may be in your own language) to **CALICO Center's** Executive Director or designee. If you have good cause to use another medium to communicate your complaint, such as a tape recording, you may do so. The Executive Director or designee shall meet with you or provide you with a written response to your written complaint within ten (10) working days of the meeting or receipt of your written complaint.
3. Or, if you prefer, you may bypass the above steps and immediately contact the funding agency below:

Alameda County Social Services Agency
Contracts Office
2000 San Pablo Ave., 4th Floor
Oakland, CA 94612
Email: ContractsCustomer@acgov.org

I certify that the information in this document was explained to my satisfaction in my own language and a copy of this form was given to me. I understand that by signing below, I hereby authorize **CALICO Center** to release all my information to the Alameda County Social Services Agency pertaining to my grievance.

Client's Name (printed)

Client's Signature

Date



Attachment H

Date Completed _____

Initial Caregiver Survey

Thank you for taking a few minutes to tell us about your experience with **CALICO.**

The information you provide will help us improve our services and better assist our clients. Your answers are confidential and will not be traced back to you, nor can this information be used in any legal proceedings. Your participation in the survey is voluntary – if you do not wish to answer a question, please leave it blank. If you have questions while completing the survey, please speak with the nearest staff member. For questions following this visit, please contact **CALICO.**

What is your child's sex?

- ☐ Female ☐ Male ☐ Prefer not to say

What is your child's race/ethnicity? Check all that apply.

- ☐ Black or African American ☐ Hispanic or Latino ☐ White/Caucasian
☐ American Indian or Alaska Native ☐ East or Southeast Asian ☐ Native Hawaiian or Other Pacific Islander
☐ South Asian ☐ Multi-racial ☐ Another race / ethnicity (please specify):

What is your child's age?

- ☐ 0 to 5 ☐ 6 to 10 ☐ 11 to 17 ☐ 18 and above

Please select the option that most closely reflects your experience with the Center for each of the following statements.					
	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	I Don't Know
1. I believe my child felt safe at the Center.	☐	☐	☐	☐	☐
Comments? (Optional):					
2. The Center staff made sure I understood the reason for our visit to the Center.	☐	☐	☐	☐	☐
Comments? (Optional):					
3. When I came to the Center, my child and I were greeted and received attention in a timely manner.	☐	☐	☐	☐	☐
Comments? (Optional):					
4. I was given information about the services and programs provided by the Center.	☐	☐	☐	☐	☐
Comments? (Optional):					
5. My questions were answered to my satisfaction.	☐	☐	☐	☐	☐
Comments? (Optional):					
6. The process for the interview of my child at the Center was clearly explained to me.	☐	☐	☐	☐	☐
Comments? (Optional):					
7. I was given information about possible behaviors I might expect from my child in the days and weeks ahead.	☐	☐	☐	☐	☐
Comments? (Optional):					
8. The staff members at the Center were friendly and pleasant.	☐	☐	☐	☐	☐
Comments? (Optional):					
9. After our visit at the Center, I feel I know what to expect with the situation facing my child and me.	☐	☐	☐	☐	☐
Comments? (Optional):					
10. The Center staff provided me with resources to support my child and respond to his or her needs in the days and weeks ahead.	☐	☐	☐	☐	☐
Comments? (Optional):					

Please continue to next page!



11. Did someone at the Center give you information about how to get services like counseling or family support for your child? This could include:

- Giving you the name and phone number of a person or an agency
- Introducing you to a service professional
- Making an appointment for your child

☐ Yes ☐ No ☐ I Don't Know ☐ My child did not need services

12. Did someone at the Center give you information about how to get services like counseling or family support for yourself?

☐ Yes ☐ No ☐ I Don't Know ☐ I did not need services

13a. Would you have liked additional services for your child that were not offered by the Center?

☐ Yes ☐ No ☐ I Don't Know

13b. If yes, what types of services would you have liked for your child?

14a. Would you have liked additional services for yourself that were not offered by the Center?

☐ Yes ☐ No ☐ I Don't Know

14b. If yes, what types of services would you have liked for yourself?

15. What did you appreciate the most about your experience at the Center?

16a. Was there anything that the Center staff could have done to better help you or your child?

☐ Yes ☐ No ☐ I Don't Know

16b. If yes, please tell us what the Center staff could have done better to help.

17. Is there anything else that you would like to share with us about your experience at the Center?





Attachment I



Date Completed _____

Youth Feedback Survey

We want to hear from you! Your answers will help us improve our services.
There are no right or wrong answers. You can skip any question you do not want to answer.
You can stop any time you want. This is completely private.

Please circle the answer that best describes how you feel.

1. What were the people at the center like?



Very nice



Nice



Not so nice



Not nice at all



Not sure

2. Did they help you understand what to expect at the center?



Very helpful



Helpful



Not so helpful



Not helpful at all



Not sure

3. Were they good at listening to you?



Very good



Good



Not so good



Not good at all



Not sure

4. How good were they at answering your questions?



Very good



Good



Not so good



Not good at all



Not sure



Didn't have questions

5. Did they help you feel safe?



Very helpful



Helpful



Not so helpful



Not helpful at all



Not sure

6. Did they care about you?



A lot



A little



Not so much



Not at all



Not sure

7. What did you like about the center?

8. What did you not like about the center?

9. One last question... How old are you? _____ Years

Thanks for your help!

**EXHIBIT B****PAYMENT TERMS**

Contracting Department	Alameda County Social Services Agency: Department of Children and Family Services
Contractor Name	CALICO CENTER
Contractor Unique Entity ID	E3EJGPZJMAH5
Type of Services	Facilitation of County Multi-Disciplinary Response to Child Abuse

I. Budget**A. Federal Award Contract Information**

- 1. Total Contract Amount:**
\$5,329,484.00
- 2. Estimated Federal Funding Percentage of Total Contract Amount:**
50%
- 3. Estimated State Funding Percentage of Total Contract Amount:**
30%
- 4. Estimated Other Funding Percentage of Total Contract Amount:**
20%

B. Estimated Contract Amount per Fiscal Year:

FY 1 (\$1,746,032.00)

FY 2 (\$1,765,247.00)

FY 3 (\$1,818,205.00)

C. Funded Program Budget – Exhibit B-1

Contractor shall use all payments solely in support of the program budget, set forth as follows:

- II.** County will use its reasonable efforts to make payment to Contractor upon successful completion and acceptance of the services listed in Exhibit A listed within thirty (30) days upon receipt and approval of invoice.



Procurement Contract No. 30989

III. Total payment under the terms of this Agreement will not exceed the total amount of \$5,329,484.00. This cost includes all taxes and all other charges.

IV. Budget Revision Procedures:

Contractor shall be reimbursed in accordance with the contract budget as detailed in Exhibit B-1. Any budget adjustments, revisions to the service categories and service units within the contract must be approved by ACSSA Program Department prior to submitting invoices for payment to the County.

Contractor must submit a formal written (via e-mail) request for budget adjustment to SSAInvoices@acgov.org for any contract budget adjustment with justification for requested expenditure revisions inclusive of specific impacts to current services being delivered. The request will be forwarded to the ACSSA Program Department for approval.

No supplemental billing will be accepted without Contractor's prior notification and approval by ACSSA Program Department of the need and justification for revisions of the service categories, service units or contract budget (line-items or unit costs).

The County Auditor Controller's Office will not pay for unauthorized service categories, service units and budget line-items that are revised or rendered by Contractor that are not approved by ACSSA Program Department and/or for claimed services that contract program monitoring findings indicate have not been provided.

V. Invoicing Procedures

A. Invoice Submission Requirements

Invoices will include details of charges billed and a description of work performed in each billing period. Invoices will be sent on a monthly basis (in arrears). The ACSSA Finance Department has established a centralized Payments Unit. ***Please submit all invoices to the ACSSA Payables unit through CATS vendor portal:*** <https://alamedacounty.agiloft.com/logins/alamedacounty-login.htm>.

This unit will be your point of contact for all payment and invoicing matters. If you need additional assistance, please contact Beverly Warren, Financial Services Officer, at brwarren@acgov.org.

Invoices must contain the following elements:

1. Must be on company letterhead that includes name, address, and contact information.



Procurement Contract No. 30989

2. For Community Based Organizations, it must be signed by the head of the organization, i.e., Executive Director, CEO, etc.
3. The document must contain the title *Invoice*.
4. The date of the invoice.
5. A description of services.
6. The date range for services provided.
7. If needed, itemization of any sales tax and delivery/postage charges.
8. The Purchase Order (PO) number provided by the County.
9. The total amount owed.
10. Remittance instructions/address.
11. A cc indication at the bottom of the invoice with names of people who received courtesy copies.
12. The CEO or Executive Director must be included in the cc.
13. All data as required by your contract, including participant's full name, addition date, termination date, total additions and terminations, applicable charges, type of notification sent, vendor number, payee name, and invoice contract information.

B. Terms and Conditions of Payment

Reimbursement

1. Contractor shall invoice the County on a monthly basis during the contract period for actual expenses incurred. Every quarter the invoice must be accompanied by the required quarterly report described in Exhibit A-1.
2. Contractor shall submit itemized invoices, with the following supporting documentation as appropriate:
 - a. Personnel costs: payroll records and time and effort documentation that accurately reflect work performed, approved by a supervisor with knowledge of the work
 - b. Fringe benefits: documentation of the rate or method used to calculate charges;
 - c. Non-personnel costs: vendor invoices, receipts, and proof of payment; and
 - d. Travel (if necessary for training or to provide services): documentation consistent with Contractor's written travel policy and prior County approval.
3. Reimbursement is limited to the actual expenses and in accordance to the items and costs as set forth in the Budget. If there are savings in any approved expenses, Contractor may submit a budget modification request to re-allocate



Procurement Contract No. 30989

the funds, subject to the approval by the County. If the re-allocation request is denied, the funds may be requested to be rolled over into the next Fiscal Year contract, subject to approval by the County.

4. County shall process invoices submitted for reimbursement by the contractor within thirty (30) working days of receipt, review, and approval of invoice, required report and other requested documentation.

C. Invoicing Instructions:

In order for the County to meet year end closing deadlines, Contractors must submit their May invoice and any prior late invoices by June 10. The June invoice must be submitted by July 15.

VI. Funding

- A. The parties to this Agreement recognize that there are funding uncertainties at the Federal, State and County levels which may impact the County's dollar allocations for contracted services. It is mutually agreed that the total dollar amount of this Agreement may be reduced and/or adjusted by the County during the term of the Agreement due to reductions in Federal, State or County funding. Should such a reduction or adjustment be required, the County shall provide the Contractor with written notice at least 90 days prior to the effective date of such reduction or adjustment. Total payment under the terms of this Agreement will not exceed the total amount of \$5,329,484. This cost includes all taxes and all other charges.
- B. Contractor shall expend all funds received hereunder in accordance with this Agreement.
- C. Contractor shall use its best efforts to seek, identify, apply for, and obtain alternate and additional funding including third-party grants and or supplementary funding from State and/or Federal and/or Private sources. These efforts must include:
 1. Identifying and vetting compatible local, state, federal, and private foundation grant opportunities, as well as community fundraising.
 2. Drafting, packaging, and submitting highly competitive grant proposals in a timely manner to meet all funder deadlines.
 3. Preparing budget justifications, narrative goals, and performance metrics aligned with the Contractor's mission and purpose.
 4. Evidence of robust fundraising efforts by the CALICO organization. Contractor shall submit a biannual fundraising report to DCFS on January 15 and July 15 (Q2



Procurement Contract No. 30989

and Q4 of the reporting requirements), summarizing fundraising capacity and activities during the prior two quarters, including grant opportunities identified, proposals submitted, funding awarded or declined, and fundraising activities.

5. Contractor's obligations under this section shall be measured by its fundraising efforts, as documented in the annual fundraising report and evaluated by DCFS, not by the amount of funding secured. If DCFS determines that Contractor made good-faith efforts as described in items i through v but sufficient funding is not secured, the parties shall meet to renegotiate the scope of work, service levels, or budget. Failure to demonstrate good-faith fundraising efforts may be grounds for termination only after DCFS has provided written notice of the deficiency and Contractor has been given ninety (90) days to cure it.
- D. Funding under this Agreement will not duplicate funding from other sources.. Should Contractor obtain additional future funding, Contractor may submit a budget modification request under IV to reallocate the County funds before reduction of invoices is made.
 - E. Contractor shall solicit voluntary contributions in accordance with the requirements allowed as a 501(3)(c) tax-exempt charitable organization.

VII. Funding and Reporting Requirements

Failure to submit the required performance data and/or reports can delay the processing of invoices for reimbursement.

VIII. Schedule

Upon notice to proceed from County, Contractor shall perform in accordance with established schedules and all terms of this Agreement.



Procurement Contract No. 30989

**EXHIBIT B-1
PROGRAM BUDGET**

CALICO Social Services Expansion Budget				
Three-Year Contract Budget FY2027-FY2029				
	Base Year	3%	3%	
Budget Category / Position	FY2027	FY2028	FY2029	3-Year Total
Executive Director 1 FTE @ \$200,000	200,000	206,000	212,180	618,180
Deputy Executive Director 1 FTE @ \$140,000	140,000	144,200	148,526	432,726
Family Advocate III 1 FTE @ \$125,000	125,000	128,750	132,613	386,363
Family Advocate I 1 FTE @ \$95,000	95,000	97,850	100,786	293,636
Family Advocate II 0.39 FTE @ \$110,000	42,920	44,208	45,534	132,661
Family Advocate I 0.33 FTE @ \$95,000	31,722	32,674	33,654	98,050
Senior Forensic Interviewer III 0.25 FTE @ \$125,000	31,322	32,262	33,230	96,813
Senior Forensic Interviewer III 0.30 FTE @ \$125,000	37,620	38,749	39,911	116,280
Forensic Interviewer I 1 FTE @ \$95,000	95,000	97,850	100,786	293,636
Forensic Interviewer I 1 FTE @ \$95,000	95,000	97,850	100,786	293,636
Forensic Interviewer I 0.27 FTE @ \$110,000	29,660	30,550	31,466	91,676
Intake Coordinator 1 FTE @ \$90,000	90,000	92,700	95,481	278,181
Office Administrator 0.32 FTE @ \$85,000	27,065	27,877	28,713	83,655
Salary Subtotal	1,040,309	1,071,518	1,103,664	3,215,491
Employee Fringe Benefit (35%)	364,108	375,031	386,282	1,125,422
Personnel Cost Subtotal	1,404,417	1,446,550	1,489,946	4,340,913
Office Space	69,600	71,688	73,839	215,127
Office Space Utilities	7,350	7,571	7,798	22,718
Startup Costs - Initial Trainings	28,000			28,000
Ongoing Training Costs	18,000	18,540	19,096	55,636



Procurement Contract No. 30989

Operating Cost Subtotal	122,950	97,799	100,732	321,481
Total Direct Cost	1,527,367	1,544,348	1,590,679	4,662,394
Modified Total Direct Cost	1,457,767	1,472,660	1,516,840	4,447,267
Indirect Cost (15%)	218,665	220,899	227,526	667,090
TOTAL CONTRACT AMOUNT	1,746,032	1,765,247	1,818,205	5,329,484
Budget Assumptions				
Employee Fringe Benefit Rate	35%			
Indirect Cost Rate (applied to MTDC)	15%			

STAFFING

Contractor shall staff the services required with the following positions. Contractor shall add seven (7) new positions and shall make equity adjustments to six (6) existing positions so that incumbent staff are compensated at the levels required to recruit and retain at the scope of service required by this Agreement.

Contractor shall recruit and onboard new positions on a phased basis following the effective date of this Agreement. Contractor shall notify the DCFS Liaison of the anticipated hiring schedule within thirty (30) days of the effective date.

Salaries set by this agreement shall not limit the Board of Directors of CALICO from further remuneration to employees, whether by salary increases or by bonuses.

New positions:

Position	Salary Range	Target Salary
Executive Director	\$140,000–\$200,000	\$200,000
Deputy Executive Director	\$100,000–\$140,000	\$140,000
Family Advocate III (LCSW)	\$110,000–\$125,000	\$125,000
Forensic Interviewer I	\$85,000–\$95,000	\$95,000
Forensic Interviewer I	\$85,000–\$95,000	\$95,000
Intake Coordinator	—	\$90,000
Family Advocate I	\$85,000–\$95,000	\$95,000



Equity adjustments to existing positions:

Position	Target Salary	Current Contractor Contribution
Senior Forensic Interviewer III	\$125,000	\$93,678
Senior Forensic Interviewer III	\$125,000	\$87,380
Forensic Interviewer I	\$110,000	\$80,340
Office Administrator (40%)	\$85,000	\$57,935
Family Advocate II	\$110,000	\$67,080
Family Advocate I	\$95,000	\$63,278

Loaded cost of salary plus taxes and benefits at thirty-five percent (35%) for all positions can be seen in Exhibit B.



EXHIBIT C
COUNTY OF ALAMEDA
MINIMUM INSURANCE REQUIREMENTS

Without limiting any other obligation or liability under this Agreement, the Contractor, at its sole cost and expense, shall secure and keep in force during the entire term of the Agreement or longer, as may be specified below, the following minimum insurance coverage, limits and endorsements:

TYPE OF INSURANCE COVERAGES		MINIMUM LIMITS
A	Commercial General Liability Premises Liability; Products and Completed Operations; Contractual Liability; Personal Injury and Advertising Liability	\$1,000,000 per occurrence (CSL) Bodily Injury and Property Damage
B	Commercial or Business Automobile Liability All owned vehicles, hired or leased vehicles, non-owned, borrowed and permissive uses. Personal Automobile Liability is acceptable for individual contractors with no transportation or hauling related activities	\$1,000,000 per occurrence (CSL) Any Auto Bodily Injury and Property Damage
C	Workers' Compensation (WC) and Employers Liability (EL) Required for all contractors with employees	WC: Statutory Limits EL: \$1,000,000 per accident for bodily injury or disease
D	Professional Liability/Errors & Omissions Includes endorsements of contractual liability and defense and indemnification of the County	\$1,000,000 per occurrence \$2,000,000 project aggregate
E	<u>Endorsements and Conditions:</u> ADDITIONAL INSURED: All insurance required above with the exception of Professional Liability, Commercial or Business Automobile Liability, Workers' Compensation and Employers Liability, shall be endorsed to name as additional insured: County of Alameda, its Board of Supervisors, the individual members thereof, and all County officers, agents, employees, volunteers, and representatives. The Additional Insured endorsement shall be at least as broad as ISO Form Number CG 20 38 04 13. DURATION OF COVERAGE: All required insurance shall be maintained during the entire term of the Agreement. In addition, Insurance policies and coverage(s) written on a claims-made basis shall be maintained during the entire term of the Agreement and until 3 years following the later of termination of the Agreement and acceptance of all work provided under the Agreement, with the retroactive date of said insurance (as may be applicable) concurrent with the commencement of activities pursuant to this Agreement. REDUCTION OR LIMIT OF OBLIGATION: All insurance policies, including excess and umbrella insurance policies, shall include an endorsement and be primary and non-contributory and will not seek contribution from any other insurance (or self- insurance) available to the County. The	



	primary and non-contributory endorsement shall be at least as broad as ISO Form 20 01 04 13. Pursuant to the provisions of this Agreement insurance effected or procured by the Contractor shall not reduce or limit Contractor’s contractual obligation to indemnify and defend the Indemnified Parties. 4. INSURER FINANCIAL RATING: Insurance shall be maintained through an insurer with a A.M. Best Rating of no less than A:VII or equivalent, shall be admitted to the State of California unless otherwise waived by Risk Management, and with deductible amounts acceptable to the County. Acceptance of Contractor’s insurance by County shall not relieve or decrease the liability of Contractor hereunder. Any deductible or self-insured retention amount or other similar obligation under the policies shall be the sole responsibility of the Contractor. 5. SUBCONTRACTORS: Contractor shall include all subcontractors as an insured (covered party) under its policies or shall verify that the subcontractor, under its own policies and endorsements, has complied with the insurance requirements in this Agreement, including this Exhibit. The additional Insured endorsement shall be at least as broad as ISO Form Number CG 20 38 04 13. 6. JOINT VENTURES: If Contractor is an association, partnership or other joint business venture, required insurance shall be provided by one of the following methods: Separate insurance policies issued for each individual entity, with each entity included as a “Named Insured” (covered party), or at minimum named as an “Additional Insured” on the other’s policies. Coverage shall be at least as broad as in the ISO Forms named above. Joint insurance program with the association, partnership or other joint business venture included as a “Named Insured”. 7. CANCELLATION OF INSURANCE: All insurance shall be required to provide thirty (30) days advance written notice to the County of cancellation. 8. CERTIFICATE OF INSURANCE: Before commencing operations under this Agreement, Contractor shall provide Certificate(s) of Insurance and applicable insurance endorsements, in form and satisfactory to County, evidencing that all required insurance coverage is in effect. The County reserves the rights to require the Contractor to provide complete, certified copies of all required insurance policies. The required certificate(s) and endorsements must be sent as set forth in the Notices provision.
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Certificate C-2

Form 2003-1 (Rev. 7/15/14)



EXHIBIT D
COUNTY OF ALAMEDA
DEBARMENT AND SUSPENSION CERTIFICATION

(Applicable to all agreements funded in part or whole with federal funds and contracts over \$25,000).

The contractor, under penalty of perjury, certifies that, except as noted below, contractor, its principals, and any named and unnamed subcontractor:

- Is not currently under suspension, debarment, voluntary exclusion, or determination of ineligibility by any federal agency;
- Has not been suspended, debarred, voluntarily excluded or determined ineligible by any federal agency within the past three years;
- Does not have a proposed debarment pending; and
- Has not been indicted, convicted, or had a civil judgment rendered against it by a court of competent jurisdiction in any matter involving fraud or official misconduct within the past three years.

If there are any exceptions to this certification, insert the exceptions in the following space.

For any exception noted, indicate to whom it applies, initiating agency, and dates of action.

Exceptions will not necessarily result in denial of award, but will be considered in determining contractor responsibility.

Notes: Providing false information may result in criminal prosecution or administrative sanctions. The above certification is part of the Community Based Organization Master Contract. Signing this Contract on the signature portion thereof shall also constitute signature of this Certification.

CONTRACTOR: **CALICO CENTER**

PRINCIPAL:	Kelsi Perttula	TITLE:	Board President of CALICO
SIGNATURE:	Signed by: <i>Kelsi Perttula</i> 777A628C0002416...	DATE:	9/30/2026



EXHIBIT E

AUDIT REQUIREMENTS

The County contracts with various organizations to carry out programs mandated by the Federal and State governments or sponsored by the Board of Supervisors. Under the Single Audit Act Amendments of 1996 (31 U.S.C.A. §§ 7501-7507) and Board policy, the County has the responsibility to determine whether organizations receiving funds through the County have spent them in accordance with applicable laws, regulations, contract terms, and grant agreements. To this end, effective with the first fiscal year beginning on and after December 26, 2014, the following are required.

I. AUDIT REQUIREMENTS

A. Funds from Federal Sources:

1. Non-Federal entities which are determined to be subrecipients by the supervising department according to 2 CFR § 200.331 and which expend annual Federal awards in the amount specified in 2 CFR § 200.501 are required to have a single audit performed in accordance with 2 CFR § 200.514.
2. When a non-Federal entity expends annual Federal awards in the amount specified in 2 CFR § 200.501(a), currently \$1,000,000, under only one Federal program (excluding R&D) and the Federal program's statutes, regulations, or terms and conditions of the Federal award do not require a financial statement audit of the auditee, the non-Federal entity may elect to have a program-specific audit conducted in accordance with 2 CFR § 200.507 (Program Specific Audits).
3. Non-Federal entities which expend annual Federal awards less than the amount specified in 2 CFR § 200.501(e), currently \$1,000,000, are exempt from the single audit requirements for that year except that the County may require a limited-scope audit in accordance with 2 CFR § 200.503.

B. Funds from All Sources:

Non-Federal entities which expend annual funds from any source (Federal, State, County, etc.) through the County in an amount of:

1. \$100,000 or more must have a financial audit in accordance with the U.S. Comptroller General's Generally Accepted Government Auditing Standards (GAGAS) covering all County programs.



Procurement Contract No. 30989

2. Less than \$100,000 are exempt from these audit requirements except as otherwise noted in the contract.

Non-Federal entities that are required to have or choose to do a single audit in accordance with 2 CFR Subpart F, Audit Requirements are not required to have a financial audit in the same year. However, Non-Federal entities that are required to have a financial audit may also be required to have a limited-scope audit in the same year.

C. General Requirements for All Audits:

1. All audits must be conducted in accordance with Generally Accepted Government Auditing Standards issued by the Comptroller General of the United States (GAGAS).
2. All audits must be conducted annually, except for biennial audits authorized by 2 CFR § 200.504 and where specifically allowed otherwise by laws, regulations, or County policy.
3. The audit report must contain a separate schedule that identifies all funds received from or passed through the County that is covered by the audit. County programs must be identified by contract number, contract amount, contract period, and amount expended during the fiscal year by funding source. An exhibit number must be included when applicable.
4. If a funding source has more stringent and specific audit requirements, these requirements must prevail over those described above.

II. AUDIT REPORTS

A. For Single Audits

1. Within the earlier of 30 calendar days after receipt of the auditor's report or nine months after the end of the audit period, the auditee must electronically submit to the Federal Audit Clearinghouse (FAC) the data collection form described in 2 CFR § 200.512(b) and the reporting package described in 2 CFR § 200.512(c). The auditee and auditors must ensure that the reporting package does not include protected personally identifiable information. The FAC will make the reporting package and the data collection form available on a web site and all Federal agencies, pass-through entities and others interested in a reporting package and data collection form must obtain it by accessing the FAC. As required by 2 CFR § 200.512(a)(2), unless restricted by Federal statutes or regulations, the auditee must make copies available for public inspection.



2. A notice of the audit report issuance along with a copy of the management letter with its corresponding response should be sent to the County supervising department within ten calendar days after it is submitted to the FAC. The County supervising department is responsible for forwarding a copy of the audit report, management letter, and corresponding responses to the County Auditor within one week of receipt.

B. For Audits other than Single Audits

A copy of the audit report package, including all attachments and any management letter with its corresponding response, should be sent to the County supervising department within six months after the end of the audit year, or other time frame as specified by the department. The County supervising department is responsible for forwarding a copy of the audit report package to the County Auditor within one week of receipt.

III. AUDIT RESOLUTION

Within 30 days of issuance of the audit report, the entity must submit to its County supervising department a corrective action plan consistent with 2 CFR § 200.511(c) to address each audit finding included in the current year auditor's report. Questioned costs and disallowed costs must be resolved according to procedures established by the County in the Contract Administration Manual. The County supervising department will follow up on the implementation of the corrective action plan as it pertains to County programs.

IV. ADDITIONAL AUDIT WORK

The County, the State, or Federal agencies may conduct additional audits or reviews to carry out their regulatory responsibilities. To the extent possible, these audits and reviews will rely on the audit work already performed under the audit requirements listed above.



Procurement Contract No. 30989

EXHIBIT F
HIPAA BUSINESS ASSOCIATE AGREEMENT
INTENTIONALLY OMITTED



EXHIBIT G

ADDITIONAL CONTRACT PROVISIONS – FEDERAL PROVISION

Funds used for payment of this Contract may be from or subject to reimbursement by state and/or federal funds. Some of these funding sources require additional contractual obligations and County and Contractor hereby agree to the following additional terms and conditions. The parties agree to each of these terms for reasons including, but not limited to, meeting all contracting requirements as set forth in 2 C.F.R. § 200.326 and 2 C.F.R. Part 200, Appendix II. These terms supplement the General Terms and Conditions.

I. General Provisions

- A. **Remedies.** In the event of a breach by Contractor of any term or provision of this Agreement, the County shall have the right to pursue all available remedies at law or equity, including recovery of damages and specific performance of this Agreement. The parties hereto agree that monetary damages would not provide adequate compensation for any losses incurred by reason of a breach by Contractor of any of the provisions of this Agreement and hereby further agrees that, in the event of any action for specific performance in respect of such breach, Contractor shall waive the defense that a remedy at law would be adequate. Except as expressly provided elsewhere in this Agreement, each party's rights and remedies under this Agreement are cumulative and in addition to, not exclusive of or in substitution for, any rights or remedies otherwise available to that party.

- B. **Termination.** The County may suspend, terminate, or abandon the execution of any work by the Contractor under this Contract with or without cause at any time upon giving the Contractor prior written notice. In the event that the County should abandon, terminate, or suspend the Contractor's work, the Contractor shall be entitled to payment for services provided hereunder prior to the effective date of said suspension, termination, or abandonment, but in no event shall Contractor be entitled to more than the not to exceed amount of the Contract, or if applicable, the portion of the Contract being terminated.

- C. **Equal Employment Opportunity.** During the performance of this contract, Contractor agrees as follows:
 1. The Contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, gender identity, or national origin. The Contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to their race, color, religion, sex, sexual orientation, gender identity, or national origin. Such action shall include, but not be limited to the following: Employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or



Procurement Contract No. 30989

termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided setting forth the provisions of this nondiscrimination clause.

2. The Contractor will, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin.
3. The Contractor will not discharge or in any other manner discriminate against any employee or applicant for employment because such employee or applicant has inquired about, discussed, or disclosed the compensation of the employee or applicant or another employee or applicant. This provision shall not apply to instances in which an employee who has access to the compensation information of other employees or applicants as a part of such employee's essential job functions discloses the compensation of such other employees or applicants to individuals who do not otherwise have access to such information, unless such disclosure is in response to a formal complaint or charge, in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or is consistent with the contractor's legal duty to furnish information.
4. The Contractor will send to each labor union or representative of workers with which it has a collective bargaining agreement or other contract or understanding, a notice to be provided advising the labor union or workers' representatives of the contractor's commitments under section 202 of Executive Order 11246 of September 24, 1965 and shall post copies of the notice in conspicuous places available to employees and applicants for employment.
5. The Contractor will comply with all provisions of Executive Order 11246 of September 24, 1965, and of the rules, regulations, and relevant orders of the Secretary of Labor.
6. The Contractor will furnish all information and reports required by Executive Order 11246 of September 24, 1965, and by rules, regulations, and orders of the Secretary of Labor, or pursuant thereto, and will permit access to their books, records, and accounts by the administering agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations, and orders.



Procurement Contract No. 30989

7. In the event of the Contractor's noncompliance with the nondiscrimination clauses of this Contract or with any of the said rules, regulations, or orders, this Contract may be canceled, terminated, or suspended in whole or in part and the Contractor may be declared ineligible for further Government contracts or federally assisted construction contracts in accordance with procedures authorized in Executive Order 11246 of September 24, 1965, and such other sanctions may be imposed and remedies invoked as provided in Executive Order 11246 of September 24, 1965, or by rule, regulation, or order of the Secretary of Labor, or as otherwise provided by law.

8. The Contractor will include the portion of the sentence immediately preceding paragraph 1 and the provisions of paragraphs 1 through 8 in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued pursuant to section 204 of Executive Order 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or vendor. The Contractor will take such action with respect to any subcontract or purchase order as the County may direct as a means of enforcing such provisions, including sanctions for noncompliance: Provided, however, that in the event a contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction by the administering agency, the contractor may request the United States to enter into such litigation to protect the interests of the United States.

Contractor further agrees that it will be bound by the above equal opportunity clause with respect to its own employment practices when it participates in federally assisted construction work: Provided, that if the Contractor so participating is a State or local government, the above equal opportunity clause is not applicable to any agency, instrumentality or subdivision of such government which does not participate in work on or under the contract.

The Contractor agrees that it will assist and cooperate actively with the administering agency and the Secretary of Labor in obtaining the compliance of contractors and subcontractors with the equal opportunity clause and the rules, regulations, and relevant orders of the Secretary of Labor, that it will furnish the administering agency and the Secretary of Labor such information as they may require for the supervision of such compliance, and that it will otherwise assist the administering agency in the discharge of the agency's primary responsibility for securing compliance.



Procurement Contract No. 30989

The Contractor further agrees that it will refrain from entering into any contract or contract modification subject to Executive Order 11246 of September 24, 1965, with a contractor debarred from, or who has not demonstrated eligibility for, Government contracts and federally assisted construction contracts pursuant to the Executive Order and will carry out such sanctions and penalties for violation of the equal opportunity clause as may be imposed upon contractors and subcontractors by the administering agency or the Secretary of Labor pursuant to Part II, Subpart D of the Executive Order. In addition, the Contractor agrees that if it fails or refuses to comply with these undertakings, the administering agency may take any or all of the following actions: Cancel, terminate, or suspend in whole or in part this grant (contract, loan, insurance, guarantee); refrain from extending any further assistance to the applicant under the program with respect to which the failure or refund occurred until satisfactory assurance of future compliance has been received from such Contractor and refer the case to the Department of Justice for appropriate legal proceedings.

These provisions are included in addition to the Equal Employment Opportunity Practices Provisions in the General Terms and Conditions and Contractor shall abide by both provisions.

- D. **Rights to Inventions Made Under a Contract or Agreement.** If this Contract is funded in whole or part by a Federal award of funds and the Contract and/or funding meets the definition of “funding agreement” under 37 CFR § 401.2 (a) and the Contractor (the “recipient or subrecipient”) wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that “funding agreement,” the recipient or subrecipient must comply with the requirements of 37 CFR Part 401, “Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements,” and any implementing regulations issued by the awarding agency. This requirement applies to “funding agreements,” but it does not apply to the Public Assistance, Hazard Mitigation Grant Program, Fire Management Assistance Grant Program, Crisis Counseling Assistance and Training Grant Program, Disaster Case Management Grant Program, and Federal Assistance to Individuals and Households – Other Needs Assistance Grant Program, as FEMA awards under these programs do not meet the definition of “funding agreement.”
- E. **Clean Air Act and the Federal Water Pollution Control Act.** The following provisions apply for all contracts in excess of ,000:
 - 1. **Clean Air Act** (42 U.S.C. 7401–7671q).



Procurement Contract No. 30989

- a. The Contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act, as amended, 42 U.S.C. § 7401 et seq.
- b. The Contractor agrees to report each violation of the Clean Air Act to the County and understands and agrees that the County will, in turn, report each violation as required to assure notification to the Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.
- c. The Contractor agrees to include these requirements in each subcontract exceeding ,000 financed in whole or in part with Federal assistance.

2. Federal Water Pollution Control Act (33 U.S.C. 1251–1387).

- a. The Contractor agrees to comply with all applicable standards, orders, or regulations issued pursuant to the Federal Water Pollution Control Act, as amended, 33 U.S.C. 1251 et seq.
- b. The Contractor agrees to report each violation of the Federal Water Pollution Control Act to the County and understands and agrees that the County will, in turn, report each violation as required to assure notification to the Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.
- c. The Contractor agrees to include these requirements in each subcontract exceeding ,000 financed in whole or in part with Federal assistance.

F. Debarment and Suspension. In addition to the debarment and suspension requirements in the General Terms and Conditions and executed Debarment certificate, the following terms shall apply:

1. This Contract is a covered transaction for purposes of 2 C.F.R. pt. 180 and 2 C.F.R. pt. 3000. As such, the Contractor is required to verify that none of the contractor's principals (defined at 2 C.F.R. § 180.995) or its affiliates (defined at 2 C.F.R. § 180.905) are excluded (defined at 2 C.F.R. § 180.940) or disqualified (defined at 2 C.F.R. § 180.935).
2. The Contractor must comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C, and must include a requirement to comply with these regulations in any lower tier covered transaction it enters.



Procurement Contract No. 30989

3. This certification is a material representation of fact relied upon by the County. If it is later determined that the contractor did not comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C, in addition to remedies available the County, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment.
 4. The Contractor agrees to comply with the requirements of 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C throughout the period of the Contract. The Contractor further agrees to include a provision requiring such compliance in its lower tier covered contracts.
- G. **Conflict of Interest.** By executing this Contract, Contractor certifies that it does not know of any fact which constitutes a violation of Section 66 of County's Charter; Title 9, Chapter 7 of the California Government Code (Section 87100 et seq.), or Title 1, Division 4, Chapter 1, Article 4 of the California Government Code (Section 1090 et seq.), and further agrees promptly to notify the County if it becomes aware of any such fact during the term of this Contract. In addition, Contractor shall be in full compliance with all other conflict of interest requirements, including those contained in 2 C.F.R. § 200.318.
- H. **Byrd Anti-Lobbying Amendment.** For any contract of ,000 or more, Contractor shall complete the required certification (included below) Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, officer or employee of Congress, or an employee of a Member of Congress in connection with obtaining any Federal contract, grant, or any other award covered by 31 U.S.C. § 1352. Each tier shall also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the recipient who in turn will forward the certification(s) to the County.
- I. **Procurement of recovered materials.**
1. In the performance of this contract, the Contractor shall make maximum use of products containing recovered materials that are EPA-designated items unless the product cannot be acquired—
 - a. Competitively within a timeframe providing for compliance with the Contract performance schedule;
 - b. Meeting Contract performance requirements; or
 - c. At a reasonable price.



Procurement Contract No. 30989

2. Information about this requirement, along with the list of EPA-designated items, is available at EPA's Comprehensive Procurement Guidelines web site, <https://www.epa.gov/smm/comprehensive-procurement-guideline-cpg-program>.
3. The Contractor also agrees to comply with all other applicable requirements of Section 6002 of the Solid Waste Disposal Act.

J. Access to Records.

1. The Contractor agrees to provide the County, the Federal Awarding Agency, the Comptroller General of the United States, or any of their authorized representatives access to any books, documents, papers, and records of the Contractor which are directly pertinent to this contract for the purposes of making audits, examinations, excerpts, and transcriptions.
2. The Contractor agrees to permit any of the foregoing parties to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed.
3. The Contractor agrees to provide the Federal Awarding Agency or its authorized representatives access to construction or other work sites pertaining to the work being completed under the contract.
4. In compliance with the Disaster Recovery Act of 2018, the County and the Contractor acknowledge and agree that no language in this Contract is intended to prohibit audits or internal reviews by the Federal Awarding Agency or the Comptroller General of the United States.

K. Changes. The cost of any change, modification, change order, or constructive change must be allowable, allocable, within the scope of a funding grant or cooperative agreement, and reasonable for the completion of project scope. Changes can be made by either party to alter the method, price, or schedule of the work without breaching the Contract by entering a written amendment executed by authorized representatives. The Contract may not be modified except by a written document signed by both parties. It is mutually understood and agreed that no alterations or variations of the terms of this Contract shall be valid unless made in writing and signed by the parties hereto, and that no oral understanding or agreement not incorporated herein, shall be binding on any of the parties hereto.

L. Seal, Logo, And Flags. The Contractor shall not use the Department of Homeland Security, or any other Federal, state or local seals, logos, crests, or



Procurement Contract No. 30989

reproductions of flags or likenesses of agency officials without specific Federal Awarding Agency pre-approval.

- M. **Compliance with Federal Law, Regulations, and Executive Orders.** This is an acknowledgement that Federal financial assistance may be used to fund all or a portion of the contract. The Contractor will comply with all applicable Federal law, regulations, executive orders, Federal Awarding Agency policies, procedures, and directives.
- N. **No Obligation of Federal Government.** The Federal Government is not a party to this contract and is not subject to any obligations or liabilities to the non-Federal entity, contractor, or any other party pertaining to any matter resulting from the Contract.
- O. **Program Fraud and False or Fraudulent Statements or Related Acts.** The Contractor acknowledges that 31 U.S.C. Chap. 38 (Administrative Remedies for False Claims and Statements) applies to the Contractor's actions pertaining to this Contract.
- P. **Local Preferences:** To the extent that any local preferences are prohibited by funding, SLEB and other local preferences and policies have already been or are waived.
- Q. **Contract Work Hours and Safety Standards Act (40 U.S.C. 3701–3708).** For all contracts in excess of ,000 that involve the employment of mechanics or laborers, the following provisions, from 29 C.F.R §5.5(b) shall apply:
 - 1. Overtime requirements. No contractor or subcontractor contracting for any part of the contract work which may require or involve the employment of laborers or mechanics shall require or permit any such laborer or mechanic in any workweek in which he or she is employed on such work to work in excess of forty hours in such workweek unless such laborer or mechanic receives compensation at a rate not less than one and one-half times the basic rate of pay for all hours worked in excess of forty hours in such workweek.
 - 2. Violation; liability for unpaid wages; liquidated damages. In the event of any violation of the clause set forth in paragraph (1) of this section the contractor and any subcontractor responsible therefor shall be liable for the unpaid wages. In addition, such contractor and subcontractor shall be liable to the United States (in the case of work done under contract for the District of Columbia or a territory, to such District or to such territory), for liquidated damages. Such liquidated damages shall be computed with respect to each individual laborer or mechanic, including watchmen and guards, employed in violation of the clause set forth in



Procurement Contract No. 30989

paragraph (1) of this section, in the sum of for each calendar day on which such individual was required or permitted to work in excess of the standard workweek of forty hours without payment of the overtime wages required by the clause set forth in paragraph (1) of this section.

3. Withholding for unpaid wages and liquidated damages. The County shall upon its own action or upon written request of an authorized representative of the Department of Labor withhold or cause to be withheld, from any moneys payable on account of work performed by the contractor or subcontractor under any such contract or any other Federal contract with the same prime contractor, or any other federally-assisted contract subject to the Contract Work Hours and Safety Standards Act, which is held by the same prime contractor, such sums as may be determined to be necessary to satisfy any liabilities of such contractor or subcontractor for unpaid wages and liquidated damages as provided in the clause set forth in paragraph (2) of this section.
4. Subcontracts. The contractor or subcontractor shall insert in any subcontracts the clauses set forth in paragraph (1) through (4) of this section and a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime Contractor shall be responsible for compliance by any subcontractor or lower tier subcontractor with the clauses set forth in paragraphs (1) through (4) of this section.

R. **Domestic Preferences for Procurements.** As appropriate and to the extent consistent with law, the contractor and their subcontractor(s), to the greatest extent practicable, provide a preference for the purchase, acquisition, or use of goods, products, or materials produced in the United States (including but not limited to iron, aluminum, steel, cement, and other manufactured products). The requirements of this section must be included in all subawards including all contracts and purchase orders for work or products under this award. For purposes of this section:

1. "Produced in the United States" means, for iron and steel products, that all manufacturing processes, from the initial melting stage through the application of coatings, occurred in the United States.
2. "Manufactured products" means items and construction materials composed in whole or in part of non-ferrous metals such as aluminum; plastics and polymer-based products such as polyvinyl chloride pipe; aggregates such as concrete; glass, including optical fiber; and lumber.

S. **Prohibition on Contracting for Covered Telecommunications Equipment and Services.**



Procurement Contract No. 30989

1. Definitions. As used in this clause, the terms backhaul; covered foreign country; covered telecommunications equipment or services; interconnection arrangements; roaming; substantial or essential component; and telecommunications equipment or services have the meaning as defined in FEMA Policy 405-143-1, Prohibitions on Expending FEMA Award Funds for Covered Telecommunications Equipment or Services (Interim), as used in this clause—
2. Prohibitions.
 - a. Section 889(b) of the John S. McCain National Defense Authorization Act for Fiscal Year 2019, Pub. L. No. 115-232, and 2 C.F.R. § 200.216 prohibit the head of an executive agency on or after Aug.13, 2020, from obligating or expending grant, cooperative agreement, loan, or loan guarantee funds on certain telecommunications products or from certain entities for national security reasons.
 - b. Unless an exception in paragraph (3) of this clause applies, the contractor and its subcontractors may not use grant, cooperative agreement, loan, or loan guarantee funds from the Federal Emergency Management Agency to:
 - (1) Procure or obtain any equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology of any system;
 - (2) Enter into, extend, or renew a contract to procure or obtain any equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology of any system;
 - (3) Enter into, extend, or renew contracts with entities that use covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system; or
 - (4) Provide, as part of its performance of this contract, subcontract, or other contractual instrument, any equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system.



3. Exceptions.

- a. This clause does not prohibit contractors from providing—
 - (1) A service that connects to the facilities of a third-party, such as backhaul, roaming, or interconnection arrangements; or
- b. By necessary implication and regulation, the prohibitions also do not apply to:
 - (1) Covered telecommunications equipment or services that:
 - (a) Are *not used* as a substantial or essential component of any system; and
 - (b) Are *not used* as critical technology of any system.
 - (2) Other telecommunications equipment or services that are not considered covered telecommunications equipment or services.

4. Reporting requirement.

- a. In the event the contractor identifies covered telecommunications equipment or services used as a substantial or essential component of any system, or as critical technology as part of any system, during contract performance, or the contractor is notified of such by a subcontractor at any tier or by any other source, the contractor shall report the information in paragraph (4)(b) of this clause to the recipient or subrecipient, unless elsewhere in this contract are established procedures for reporting the information.
- b. The Contractor shall report the following information pursuant to paragraph (4)(a) of this clause:
 - (1) Within one business day from the date of such identification or notification: The contract number; the order number(s), if applicable; supplier name; supplier unique entity identifier (if known); supplier Commercial and Government Entity (CAGE) code (if known); brand; model number (original equipment manufacturer number, manufacturer part number, or wholesaler number); item description; and any readily available information about mitigation actions undertaken or recommended.



Procurement Contract No. 30989

- (2) Within 10 business days of submitting the information in paragraph (4)(b)(i) of this clause: Any further available information about mitigation actions undertaken or recommended. In addition, the contractor shall describe the efforts it undertook to prevent use or submission of covered telecommunications equipment or services, and any additional efforts that will be incorporated to prevent future use or submission of covered telecommunications equipment or services.

5. Subcontracts. The Contractor shall insert the substance of this clause, including this paragraph (5), in all subcontracts and other contractual instruments.

- T. **License and Delivery of Works Subject to Copyright and Data Rights.** In order to comply with 2 C.F.R. § 200.315, Contractor grants to the County, a paid-up, royalty-free, nonexclusive, irrevocable, worldwide license in data first produced in the performance of this contract to reproduce, publish, or otherwise use, including prepare derivative works, distribute copies to the public, and perform publicly and display publicly such data. For data required by the contract but not first produced in the performance of this contract, the Contractor will identify such data and grant to the County or acquires on its behalf a license of the same scope as for data first produced in the performance of this contract. Data, as used herein, shall include any work subject to copyright under 17 U.S.C. § 102, for example, any written reports or literary works, software and/or source code, music, choreography, pictures or images, graphics, sculptures, videos, motion pictures or other audiovisual works, sound and/or video recordings, and architectural works. Upon or before the completion of this contract, the Contractor will deliver to the County data first produced in the performance of this contract and data required by the contract but not first produced in the performance of this contract in formats acceptable by the County.

- U. **Affirmative Socioeconomic Steps for Subcontracts.** As a condition for the approval of any subcontract, the prime contractor is required to take all necessary steps identified in 2 C.F.R. § 200.321(b)(1)-(5) to ensure that small and minority businesses, women's business enterprises, and labor surplus area firms are used when possible.

- II. **Construction and Repair Work.** The following provisions apply to construction or repair work:

Compliance with the Davis-Bacon Act and Copeland "Anti-Kickback" Act. For all prime construction contracts in excess of ,000 the following terms shall apply:

- A. **Davis-Bacon Act**



Procurement Contract No. 30989

1. All transactions regarding this Contract shall be done in compliance with the Davis-Bacon Act (40 U.S.C. 3141-3144, and 3146-3148) and the requirements of 29 C.F.R. pt. 5 as may be applicable. The Contractor shall comply with 40 U.S.C. 3141-3144, and 3146-3148 and the requirements of 29 C.F.R. pt. 5 as applicable.
2. Contractors are required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor.
3. Additionally, contractors are required to pay wages not less than once a week.

B. Copeland "Anti-Kickback" Act

1. Contractor shall comply with 18 U.S.C. § 874, 40 U.S.C. § 3145, and the requirements of 29 C.F.R. pt. 3 as may be applicable, which are incorporated by reference into this contract.
2. The Contractor or subcontractor shall insert in any subcontracts the clause above and such other clauses as the Federal Awarding Agency may by appropriate instructions require, and a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime Contractor shall be responsible for the compliance by any subcontractor or lower tier subcontractor with all of these contract clauses.
3. A breach of the contract clauses above may be grounds for termination of the contract, and for debarment as a contractor and subcontractor as provided in 29 C.F.R. § 5.12.



Procurement Contract No. 30989

EXHIBIT G-1

Certification for Contracts, Grants, Loans, and Cooperative Agreements

CERTIFICATION REGARDING LOBBYING (APPENDIX A, 44 C.F.R. PART 18)

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Contractor, CALICO CENTER, certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 U.S.C. Chap. 38, Administrative Remedies for False Claims and Statements, apply to this certification and disclosure, if any.

CONTRACTOR: **CALICO CENTER**

PRINCIPAL: Kelsi Perttula

TITLE: 9/30/2026

SIGNATURE: Kelsi Perttula
777A628C0002416...

DATE: 9/30/2026



Procurement Contract No. 30989

EXHIBIT H
COUNTY OF ALAMEDA
THE IRAN CONTRACTING ACT (ICA) OF 2010

The California Legislature adopted the Iran Contracting Act (ICA) to respond to policies of Iran in a uniform fashion (PCC § 2201(q)). The ICA prohibits persons engaged in investment activities in Iran from bidding on, submitting proposals for, or entering into or renewing contracts with public entities for goods and services of one million dollars (\$1,000,000) or more (PCC § 2203(a)). A person who “engages in investment activities in Iran” is defined in either of two ways:

1. The person provides goods or services of twenty million dollars (\$20,000,000) or more in the energy sector of Iran, including a person that provides oil or liquefied natural gas tankers, or products used to construct or maintain pipelines used to transport oil or liquefied natural gas, for the energy sector of Iran; or
2. The person is a financial institution (as that term is defined in 50 U.S.C. § 1701) that extends twenty million dollars (\$20,000,000) or more in credit to another person, for 45 days or more, if that person will use the credit to provide goods or services in the energy sector in Iran and is identified on a list created by the California Department of General Services (DGS) pursuant to PCC § 2201(b) as a person engaging in the investment activities described in paragraph 1 above.

By signing below, I hereby certify that as of the time of bidding or proposing for a new contract or renewal of an existing contract, neither I nor the company I own or work for are identified on the DGS list of ineligible persons and neither I nor the company I own or work for are engaged in investment activities in Iran in violation of the Iran Contracting Act of 2010.

If either I or the company I own or work for are ineligible to bid or submit a proposal or to renew a contract, but I believe I or it qualifies for an exception listed in PCC § 2202(c), I have described in detail the nature of the exception:

CONTRACTOR: **CALICO CENTER**

PRINCIPAL: Kelsi Perttula

TITLE: Board President of CALICO

SIGNATURE: *Kelsi Perttula*
777A628C0902416...

DATE: 9/30/2026

**A RESOLUTION AUTHORIZING THE WAIVER OF THE COUNTY'S
PURCHASING PROCEDURES FOR CALICO TO PROVIDE EXPANDED
CHILD ADVOCACY, FORENSIC INTERVIEWING, AND
MULTI-DISCIPLINARY RESPONSE SERVICES IN ALAMEDA COUNTY**

RESOLUTION NUMBER R-2026_____

WHEREAS, the Child Abuse Listening, Interviewing, and Coordination Center (CALICO) is an accredited member of the National Children's Alliance and the only child advocacy center in Alameda County that provides trauma-informed forensic interviews, child advocacy, multidisciplinary coordination, and crisis intervention to children and youth ages 2–17 who have experienced physical abuse, sexual abuse, severe neglect, drug endangerment, sexual exploitation, or exposure to severe violence;

WHEREAS, CALICO maintains long-standing operational partnerships with the Alameda County Social Services Agency (ACSSA), the District Attorney's Office, mental-health providers, medical partners, and multiple law enforcement agencies, ensuring coordinated trauma-informed responses and strengthening investigative outcomes for child victims; and

WHEREAS, the independent investigation mandated by the Board recommended that ACSSA's Department and Children and Family Services (DCFS) expand the use of forensic interviews for physical abuse investigations to increase investigative consistency, improve prosecution outcomes, and reduce trauma to children and youth; and

WHEREAS, the CALICO contract expands forensic interview services to include interviews for all instances of physical abuse thereby reducing redundant interviewing and minimizing trauma for child victims; and

WHEREAS, CALICO's expanded services will increase the number of trained forensic interviewers and related staff available to support County investigations without negatively impacting existing operations, strengthening the County's capacity for timely forensic interviews, family advocacy, and multidisciplinary coordination with law-enforcement and prosecutorial partners; and

WHEREAS, the General Services Agency (GSA), through Sole Source No. 12408, has determined that CALICO is the single qualified provider of forensic interviewing and multidisciplinary child-advocacy services in Alameda County due to its unique expertise, specialized staff, and established inter-agency protocols; and

WHEREAS, the Board finds that no other provider possesses the required forensic-interviewing expertise, multidisciplinary integration, and established operational agreements necessary to deliver expanded forensic interviewing and child-advocacy services without disruption; and

WHEREAS, the need to obtain expanded services so that DCFS may use forensic interviews for all physical abuse allegations is urgent given its mission is to ensure that children and youth at risk of abuse and neglect receive timely, coordinated, and compassionate services that protect children, strengthen families, and are focused on safety, permanency, and well-being, the Board has determined that the public interest would not be served by requiring a bid solicitation process in this situation; and

WHEREAS, Alameda County Administrative Code ("Administrative Code") Sections 4.12.010, 4.12.020 and 4.12.070 require the solicitation of bids for contracts that are more than \$100,000 except in unusual cases where the governing board has, by resolution, found and determined that the public interest would not be served by complying with the competitive solicitation process.

NOW, THEREFORE, BE IT RESOLVED as follows:

1. The findings stated in the recitals to this Resolution are restated in full and adopted by reference.
2. The requirements in Administrative Code Sections 4.12.010 to .020 for competitive solicitation of bids are hereby waived for the selection of CALICO as the provider of expanded forensic interviewing, child advocacy, and multidisciplinary coordination services, based on County Counsel's review and GSA's Sole Source determination.

Adopted by the Board of Supervisors of the County of Alameda, State of California, on _____, 2026 by the following called vote:

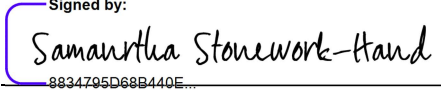
AYES:
NOES:
EXCUSED:

President of the Board of Supervisors
County of Alameda, State of California

ATTEST:
Clerk of the Board of Supervisors,
County of Alameda

By: _____

APPROVED AS TO FORM:
Andrea Wedell, Interim County
Counsel

By:  Signed by:
8834795D68B440E...
Samantha Stonework-Hand
Assistant County Counsel