

**COUNTY OF SANTA CLARA – AMENDMENT TO SERVICE AGREEMENT****This is an amendment to an existing Agreement**

Purchase Order Number:	4300016661	Amendment Number:	3	Effective Date (Will be the date executed by Authorized County Representative):	
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Maximum Financial Obligation (Prior to this Amendment):	\$ 900,000.00	Amended Maximum Financial Obligation (If dollar amount is changing):	\$ 1,350,000.00
Current Agreement End Date:	6/30/2021	New Agreement End Date:	6/30/2022

**For County Use Only – SAP**

	Account Assignment	Plant Number	General Ledger (Expense Code)	Cost Center (Dept Code)	Amount	WBS (Capital Project Code)	Internal Order (“PCA” code – optional)
<b>Line 1</b>	H	0217	5255500	3217	\$450,000		
<b>Line 2</b>	Select...						
<b>Line 3</b>	Select...						
<b>Line 4</b>	Select...						
<b>Line 5</b>	Select...						

**Parties to Agreement**

Legal notices and invoices pertaining to this Agreement shall be sent to the appropriate contact person listed below. Notices shall be in writing and served either by personal delivery or sent by certified or registered mail, postage prepaid, addressed as follows. Notice shall be deemed effective on the date that the notice is personally delivered or, if mailed, three (3) days after deposit in the mail. Either party may designate a different person and/or address for the receipt of notices by sending written notice to the other party, which shall not require an amendment to this Agreement.

**Contractor**

Contractor Name (As Displayed In SAP):	Catholic Charities of Santa Clara County
Contact Person:	Eila Latif
Street Address *:	2625 Zanker Road
City, State, Zip *:	San Jose, CA 95134
Telephone Number *:	408-325-5286
Email Address *:	eila@catholiccharitiesscc.org
SCC Vendor Number (As Assigned In SAP):	1002065

\* To be completed for Independent Contractors Only – DO NOT COMPLETE FOR DEPENDENT CONTRACTORS

**COUNTY OF SANTA CLARA - AMENDMENT TO SERVICE AGREEMENT****This is an amendment to an existing Agreement**

<b>County of Santa Clara</b>		
Agency / Department:	CEO - Office of Reentry Services	Department Number: 0217
Program Manager or Contract Monitor Name:	Javier Aguirre	
Street Address:	151 W. Mission Street	
City, State, Zip:	San Jose, CA 95110	
Telephone Number:	408-535-4283	
Fiscal Contact (Accounts Payable Contact):	Yuman Sun	
Contract Preparer:	Jennifer Roth	

**Signatures**

Amendment is not valid until signed by Contractor, County Counsel and the County Authorized Representative. The Agreement as amended constitutes the entire agreement of the parties concerning the subject matter herein and supersedes all prior oral and written agreements, representations and understandings concerning such subject matter. By signing below, signatory warrants and represents that he/she executed this Amendment in his/her authorized capacity, that he/she has the authority to bind the entity listed below to contractual obligations and that by his/her signature on this Amendment, the entity on behalf of which he/she acted, executed this Amendment.

Agency/Department Manager:	DocuSigned by: Javier Aguirre 3D6CF8C897CF45C...	Date:	6/29/2021
Agency/Department Fiscal Officer:	DocuSigned by: Tony Filice 618FF65583F6473...	Date:	6/29/2021
County Counsel Approval as to Form and Legality: <i>(Signature required on all contracts before execution by Contractor or County Authorized Representative)</i>	DocuSigned by: Christopher A. Capozzi 339E9095CD794A8...	Date:	6/29/2021
Contractor:	DocuSigned by: Louise Anyapour, CFO 800801A6B26F444...	Date:	6/29/2021
County Authorized Representative: <i>(Procurement Department; President, Board of Supervisors; or Delegated Authority)</i>		Date:	
Office of the County Executive: <i>(Signature required when Board approved contract by a Delegation of Authority)</i>	DocuSigned by: Jeffrey V. Smith 21E905DBD1084D7...	Date:	6/30/2021
Signed and certified that a copy of this document has been delivered by electronic or other means to the President, Board of Supervisors.	Attest:  Megan Doyle Clerk of the Board of Supervisors <i>(Signature required when Board approved contract)</i>	Date:	

**COUNTY OF SANTA CLARA – AMENDMENT TO SERVICE AGREEMENT****This is an amendment to an existing agreement****Reason(s) for Amending the Service Agreement****✓ Amend Term of Agreement**

The term of this Agreement is hereby extended through June 30, 2022.

Or see Attachment \_\_\_\_\_ as incorporated by this reference

**✓ Amend Contract Specifics**

*Note: A new Agreement should be created if the Scope of Services is significantly modified or expanded.*

Attachment A-3 hereby replaces Attachment A-2 in its entirety.

Or see Attachment A-3 as incorporated by this reference

**Amend Maximum Financial Obligation**

A.	Maximum Financial Obligation prior to this Amendment: (Same as on page 1)	\$ 900,000.00
B.	Amount of increase or decrease: (Explain below)	\$ 450,000.00
C.	Revised Maximum Financial Obligation: (A +/- B will equal C)	\$ 1,350,000.00

**Explanation of increase / decrease (include new payment terms if applicable):**

Additional funds in the amount of \$450,000.00 are hereby added to continue services through June 30, 2022, increasing the total Maximum Financial Obligation to \$1,350,000.00.



Or see Attachment B-2 as incorporated by this reference

**COUNTY OF SANTA CLARA - AMENDMENT TO SERVICE AGREEMENT****This is an amendment to an existing agreement****Amend Standard Provisions**

Or see Attachment \_\_\_\_\_ as incorporated by this reference  
 Or Section VI. Standard Provisions is replaced in its entirety by Attachment \_\_\_\_\_

**Other (please explain below)**

Or see Attachment \_\_\_\_\_ as incorporated by this reference

**Contract History**

Total financial obligation from prior fiscal year(s):	\$ 900,000.00
Financial obligation in current fiscal year:	\$ 450,000.00
Cumulative total of all agreements with this Contractor within Budget Unit for same type of services (including this amendment):	\$ 1,350,000.00

**Insurance**

✓	Insurance does not require changes
	Insurance Exhibit is replaced by Exhibit B _____ attached and incorporated by this reference.

## STATEMENT OF WORK

### Employment Services

#### A. GOALS AND OBJECTIVES

##### 1. Goals

In line with the vision and mission of the Office of Reentry Services (ORS), Catholic Charities of Santa Clara County (Contractor) shall strive to achieve the following outcomes for the population released from custody:

- a. Reduce the rate of recidivism.
- b. Increase their self-sufficiency and well-being.
- c. Provide accessible services.

##### 2. Objectives

Contractor shall provide employment services to increase client's employability and marketable skills through job readiness training, job search assistance, and job placement.

- a. Ensure clients who are in custody shall have the necessary tools and understanding in the following areas:
  - i. Resume development
  - ii. Job search, placement, and retention support for 90 days, retention tracking for 180 days
  - iii. Interviewing
  - iv. Employment rights/disclosure of criminal information
  - v. Workplace etiquette
  - vi. Financial literacy
  - vii. Effective communication
- b. Provide clients who are released from custody social and economic support by assisting in their job search and development and ultimately place them in permanent employment.

#### B. TARGET POPULATION

1. The Contractor shall serve currently incarcerated clients and formerly incarcerated clients who are recently released from custody who have been approved by the County.
2. Eligibility Criteria
  - a. Eligible Clients
    - i. In Custody: Must be incarcerated clients at County Correctional facilities who have known release dates and who shall have spent at least 30 days in custody by the time they are released. To be enrolled, clients must be on track to be unemployed at release with no permanent housing option in place and must plan to reside in Santa Clara County.

- ii. Community: Must be criminal justice involved adults, 18 years or older, who self-referred or referred by County staff or partners. Contractor may serve clients who have been released from custody within the last 30 days and who have been approved by County staff. To qualify, clients must be unemployed, lack permanent housing and must reside in Santa Clara County.
3. Eligibility criteria of target populations are subject to change and subject to the approval of the County and Contractor to allow the program to best serve and to adapt to the needs of the target population. Changes to the established criteria may be based upon characteristics, location, referral source and the caseload capacity of the Contractor.

#### **C. SITES AND LOCATIONS**

The Contractor shall provide employment services within the relevant areas of Santa Clara County including the County Correctional facilities, the RRC, partner's site, and locations as may be assigned by the County.

#### **D. PROGRAM REQUIREMENTS**

1. Contractor shall provide employment services described in Section A to the target population noted in Section B.
  - a. Services shall be provided in-person unless otherwise approved by the County or the County and the Contractor agree that services cannot be provided in-person due to emergency conditions.
    - i. In the event of local or national emergency, Contractor shall be able to provide services by virtual video or telephone conference. Video and telephone conferencing formats must be Health Insurance Portability and Accountability Act (HIPAA) compliant. When deciding on a video and telephone platform, the Contractor must adhere to privacy protocols such as, and not limited to, ensuring the provider is using a private space that is not in the line of sight or hearing of other participants, staff, or others not privy to such information. If a breach occurs or is believed to have occurred, the County Contract Monitor and affected participants shall be notified in writing.
    - ii. When the video or telephone conferencing format is implemented, statistical data must be collected on how many clients use that platform and how many will not or cannot. If the Contractor does not plan to offer services when the County and the Contractor agree that in-person services cannot be provided due emergency conditions, the Contractor will need to explain in writing to the County how clients will receive services in the interim.

#### **2. Referrals**

Contractor shall accept new clients until enrollment capacity is full. When space in a full caseload becomes available, Contractor shall immediately seek new referrals and enroll additional clients until caseload capacity is full. Active caseloads include the number of clients enrolled with an open case up to discharge (when case is closed). Contractor should serve a minimum of 120 clients per year.

- a. In Custody: Contractor shall make arrangements with the County Correctional facilities to schedule and conduct job readiness sessions to referred clients.
- b. Community: Contractor shall receive referrals from the County through the Referral Tracking System (RTS) or through established referral channels. Contractor may also enroll clients who are eligible through internal outreach processes. Clients enrolled without an RTS profile shall be encouraged to visit the RRC.

Referral policies or procedures are subject to change and subject to the review and approval of both the County and the Contractor.

### 3. Discharge and Completion

- a. Successful Completion. Client has successfully completed the program if the client is placed into employment.
- b. Unsuccessful Discharge. Client may be terminated from program if:
  - i. Client no longer wishes to receive services (self-discharge).
  - ii. Contractor has made three attempts to engage and client has been non-responsive for one week.
  - iii. Client is re-arrested or becomes noncompliant or antagonistic.
  - iv. In an event characterized beyond the control of, undisclosed and unknown to the Contractor such as client information as to location, health, and welfare conditions.

### 4. The length of the program shall be from **July 1, 2021** to **June 30,2022**.

- a. The County shall evaluate each client's needs and progress to determine the appropriate extension of the length of program services and the types of the program available.

### 5. Hours of Operation

- a. Hours of operation are contingent upon client need.
- b. In addition, for clients being released on weekends, contractor shall be available to provide the same quality of services to those who are released on weekdays.

### 6. Staffing Requirements

- a. Contractor's staff working directly with clients must have experience working with the target population, knowledge of relevant community resources, and the capacity to work on active caseloads during the contract period.
- b. Contractor's staff working directly with clients shall familiarize themselves with other services offered by ORS and the community to make appropriate referrals.
- c. Full-time staff are expected to work 40 hours per week.
- d. Contractor shall provide the assigned County Contract Monitor with a list of employees who shall be performing services under this contract and include the following information by June 30, 2021:
  1. Employee's name;

2. The employee's position/ title and role within the program; and,
3. The County ORS program/ service and contract purchase order number that the employee is working under.

#### 7. Training Requirements

Contractor's staff shall attend any trainings required to access and provide services to the clients.

- a. **Referral Tracking System.** Contractor may be entering client derived data into the ORS RTS system ("RTS"). Users must undergo training of RTS and must execute the RTS User Agreement to be provided by ORS. Failure to comply with the RTS User Agreement shall be considered a breach of this agreement and shall be a basis for the County to amend or terminate this Agreement.
- b. **Homeless Management Information System (HMIS).** Contractor and its employees working on this project shall participate in trainings as required by the County and must utilize the Homeless Management Information System (HMIS).
- c. **Security Clearance and PREA Training.** Prior to beginning of any services in custody, Contractor's personnel must complete a Department of Justice background clearance (Live Scan). Contractor shall work with the designated County staff on obtaining background clearance.

If the results of the background check are favorable, the County shall notify the Contractor to arrange for a PREA Training. If the results of the background check are unfavorable, the County shall notify the Contractor to arrange for replacement personnel. If replacement personnel cannot be found, the County may terminate the Agreement.

#### 8. Contractor meetings

- a. **Quarterly Contractor Meetings.** Contractor shall attend quarterly contractor meetings as scheduled by the County.
  - b. **Program Meetings.** Contractor and County shall schedule regular meetings to discuss program progress, risks, issues, and challenges.
9. Contractor shall provide language/translation services for clients and/or their families who may have limited English proficiency (LEP) skills. Contractor shall inform LEP clients of their eligibility of benefits, programs, and services in a language they understand. Contractor agrees to assess all points of contact, telephone, in-person, mail, and electronic communication its staff has with LEP clients to determine the best method of providing notice of language assistance services. Contractor shall translate outreach materials and explain how LEP individuals can access available language assistance services. Methods to inform LEP individuals about language assistance services may include, but are not limited to: translating outreach materials into other language; updating non-English content in key languages on the main page of its program's website; providing public service messages in non-English media describing its programs; forms, brochures, and/or language access posters placed in conspicuous locations describing in multiple languages the availability of language assistance services; the use of I-Speak language identification cards; and by including instructions in non-English language on telephone menus.



- 10.** The Contractor shall report and document all major and/or sensitive incidents (“critical incidents”) to the County pursuant to the procedures and timing outlined below. The County, in its sole discretion, may require the Contractor to conduct all necessary follow-up after reporting critical incidents. If there is any doubt about whether an incident should be reported, the default shall be for the Contractor to report the incident to the County.
- a. A “critical incident” generally refers to an unanticipated and unusual event or occurrence which (1) impacts or poses a risk to the health or safety of the participants, if any, and/or Contractor’s staff; or (2) represents a significant deviation from the standard of care for the participants, if any, served by the Contractor. Critical incidents include, but are not limited to the following allegations and/or events:
- i. Boundary violation (*e.g.*, inappropriate contact/communication/or other interaction between a service provider and participants, if any, served by the Contractor).
  - ii. Sexual assault or misconduct.
  - iii. Physical, psychological, or emotional abuse or neglect.
  - iv. Attempted suicide.
  - v. Death.
  - vi. Serious injury or death related to the services provided under the contract.
  - vii. Serious injury or death of any person on property owned, leased, or operated by the Contractor, including but not limited to facilities, parks, sidewalks, roads, and parks.
  - viii. Serious damage to the property of another related to the services provided by the Contractor under this Agreement.
  - ix. Event requiring significant medical intervention (*e.g.*, emergency medical services, inpatient stay, complications from psychotropic medication regimen, overdose, 5150).
  - x. Notice that the District Attorney’s Office shall or has filed a criminal charge against participants and their child(ren), if any, served by the Contractor.
  - xi. Notice that the District Attorney’s Office shall or has filed a criminal charge against any staff member of Contractor.
  - xii. Use of or possession of a weapon by participants and their child(ren), if any, served by the Contractor or by Contractor’s staff.
  - xiii. Any phone calls made to 911 or law enforcement.
  - xiv. Criminal conduct involving Contractor personnel.
  - xv. Any other incident outside the realm of normal events that may have an adverse effect on the client, or the integrity and operation of the program.
  - xvi. Any event that has a significant possibility of resulting in a claim or lawsuit against the Contractor that is related to this Agreement.
  - xvii. Any event that has a possibility of receiving public or media attention.

- b. When the Contractor, or an employee or agent of the Contractor, knows or has reason to believe that a critical incident has occurred or may have occurred, the Contractor must notify the program monitor as soon as possible but no later than twenty-four (24) hours from when the incident occurred. Consistent with federal and state laws and grant requirements, the Contractor must include the following information in all incident reports: name and contact information of the submitting individual; name and email address of the best contact for immediate access to a Contractor staff member who can answer questions regarding the incident; an indication of whether press coverage is likely; an incident description, including date, time, and location of the incident; the names and job titles of Contractor personnel involved in the incident; and a description of any action taken in response to the incident.

#### E. PERFORMANCE TARGETS AND MEASURES

Employment Services Program	Performance Targets	Metrics to be reported through Monthly Progress Report
<b>IN CUSTODY/COMMUNITY</b>		
Job readiness Classes	1. Provide 5 workshops in custody or at partner locations in the community	1. Number of classes with corresponding schedules 2. Number of clients attended per class and schedule
<b>COMMUNITY</b>		
Job Readiness Sessions	1. 120 enrolled clients per fiscal year	1. Number of enrolled clients 2. Number of enrolled clients who completed the sessions 3. Number and type of sessions by location (Elmwood, Main Jail, RRC, or other agreed upon location).
Job Placement	1. 84 of the enrolled clients are placed into employment	1. Number of clients placed into employment 2. Type of placement and conditions 3. Date of placement 4. Title and position of placement 5. Duration of placement 6. Starting wage amount
Job Retention	1. 54 of clients placed into employment retained job for a period of ninety (90) days	1. Number of clients placed into employment provided retention services 2. Duration of service(s) 3. Outcome

**F. DATA REPORTING REQUIREMENTS/ EVALUATION**

1. Contractor shall collect and report the following individual-level data in relation to the performance targets and metrics noted in Section E. Additionally, Contractor shall provide other data as required by the County. This includes collection of:
  - a. Name
  - b. Personal File Number (PFN)
  - c. Date of birth
  - d. Referral date
  - e. Service start (enrollment) date
  - f. Assessment/screening and case plan data
  - g. Service end (discharge) date
  - h. Discharge outcome
  - i. Demographic information
  - j. Itemized breakdown of service linkage/navigation activities
2. Satisfaction surveys shall be administered to participants at the end of the programming they receive from the Contractor. The frequency of the satisfaction surveys will be administered at least quarterly and the timeline may be revised by mutual approval of the County and Contractor.
3. The County shall evaluate and document the performance through:
  - a. Monthly progress reports.
    - i. Contractor shall provide a Monthly Progress Report, on the template provided by the County. Progress reports are due within 15 days after the month of service.
  - b. On-site review by the County or County consultants.
  - c. Contractor self-evaluation.
    - i. Contractor shall provide a Quarterly Self-Evaluation Report, on the template provided by the County. Quarterly Self-Evaluation Reports are due within 15 days after every quarter of service.
  - d. Individual Service plan.
    - i. Contractor shall submit all completed individual service plans at the end of each Quarter.
    - ii. Contractor shall submit individual service plans at the end of each Fiscal Year for clients who are still active at the end of the fiscal year. This plan must detail the measures planned or taken to avoid interruption of services to clients.

**G. PAYMENT SCHEDULE**

1. Maximum compensation paid to Contractor under this Agreement must not exceed maximum financial obligation (MFO) indicated in Attachment B-3 of this Agreement.

2. Contractor shall be paid by County for its actual, reasonable, necessary, and allowable costs incurred up to the maximum compensation, for the performance of services according to Attachment B-3, of this Agreement.
3. The MFO is not guaranteed and the County does not guarantee that it shall engage the Contractor for any minimum number of workshops, presentations, consultations, and/ or other related program tasks. Contractor shall be compensated for services rendered and/ or expenses incurred in accordance with Attachment B-3, 'Budget and Budget Narrative', hereto attached and incorporated by this reference. If Contractor provides any tasks, deliverables, goods, services, or other work, other than as specified in this Agreement, the same will be deemed to be a gratuitous effort on the part of Contractor, and Contractor shall have no claim whatsoever against the County.
4. Client Support budget may not exceed the amount indicated in Attachment B-3 of this Agreement. Approved expenses include, client transportation (e.g., bus tokens/passes), minor car repairs as approved by the Office of Reentry services, employment preparation, education, grooming, housing, household goods, clothing, living expenses, medical/dental/vision treatments, storage, program incentives, food, and childcare. Client support funds shall not be used for Contractor's staff expenditures.
5. The County shall not pay for any traveling, lodging, or meal expenses incurred by the Contractor.
6. The Contractor must submit monthly electronic invoice and must be accompanied by the Monthly Progress Report. Invoices and Progress Reports are due 15 days after each month of services. The Contractor shall use the template as provided by the County. If the invoice and supporting documents are in proper form, appropriately payable under this Agreement, and have been reviewed and approved by the appropriate County Executive's Office staff, then County shall make payment to Contractor within 30 days net after receipt of invoice.
7. The County and Contractor may agree to modify the budget to reflect the service delivery needs of the County while not exceeding the Maximum Financial Obligation of this Agreement. The County has the authority to make minor budget adjustments that do not increase nor decrease the total amount of this agreement, and further, that do not alter the agreed-to service description and expected outcome (scope of service). Minor budget adjustments must not exceed 40% of the total amount of this agreement and must be approved by Contractor, County Agency/Department Manager (Contract Monitor) and the County Agency/Department Fiscal Officer. The budget adjustment must be submitted on a budget template, or in excel format, and must be signed by all approvers and attached to the contract.

<b>BUDGET FY2021</b>	
AGENCY NAME: Catholic Charities of Santa Clara County	
PROGRAM: Employment Services for Office of Reentry (ORS) clients	
Fiscal Year 2021	
<b>I. DIRECT COSTS</b>	<b>Proposed Budget FY 2021</b>
<b>A. PERSONNEL</b>	
Division Director .06 FTE	\$ 8,243
Deputy Division Director .20 FTE	\$ 24,283
Program Supervisor .20 FTE	\$ 13,382
Employment Specialist/ Vocational Case Manager 1.0 FTE	\$ 57,044
Employment Representative 2.0 FTE	\$ 109,999
Peer Mentor .70 FTE	\$ 28,000
Program Financial Analyst .06	\$ 4,511
Program Assistant .06 FTE	\$ 2,924
<b>SUBTOTAL</b>	<b>\$ 248,386</b>
<b>B. FRINGE BENEFITS</b>	
Benefits at 32.85%	\$ 81,594
<b>SUBTOTAL</b>	<b>\$ 81,594</b>
<b>C. OTHER DIRECT COSTS</b>	
Program supplies	\$ 2,370
Training	\$ 400
Telephone	\$ 2,500
IT/Communications	\$ 3,000
Occupancy	\$ 28,150
AWARDS client intake database	\$ 1,500
Equipment	\$ 1,200
Client Support	\$ 6,000
Insurance	\$ 2,900
Employee Mileage	\$ 3,000
Tattoo Removal	\$ 1,500
<b>SUBTOTAL</b>	<b>\$ 52,520</b>
<b>II. INDIRECT COSTS</b>	
Administrative Support	\$ 67,500
<b>SUBTOTAL</b>	<b>\$ 67,500</b>
<b>GRAND TOTAL</b>	<b>\$ 450,000</b>

<b>BUDGET NARRATIVE</b>	
<b>Personnel Cost</b>	
<b>Position Title</b>	<b>Position Responsibilities</b>
Division Director, .06 FTE	The Division Director of Economic Development Services directs agency programs focused on economic development and self reliance for low income persons, including immigrants, refugees, people with mental illness and the unemployed. Monitors all department budgets and fund development for the division. Provides leadership and oversees implementation of division goals and program targets.
Deputy Division Director, (Employment .20 FTE	Oversees employment services and vocational training, monitors program budgets; Provides activity implementation, supervision,
Program Supervisor. (Employment .20 FTE	Provides referral tracking and maintaining outcome measures. Facilitates delivery of services for wellness and employment services
Employment Specialist/ Case Manager, 1.0 FTE	Provides vocational case management to reentry adults. Maintains a caseload of 15 – 20 clients and co-facilitate groups. Provide job coaching, support and train consumers on/ off-site employment settings. Provides transportation to clients when needed. Guides part-time Peer Mentor.
2 Employment Representatives @ 1.0 FTE each	Develop employment opportunities. Provides support in job preparation, securing employment and ongoing support through individual and group job counseling. Coordinate employment positions in competitive employment settings for consumers. Transport consumers as needed for job search, ongoing development of employer relationship for unsubsidized employment opportunities and matching clients for appropriate employment.
Peer Mentor .70 FTE	Provides outreach, engagement, peer counseling, support and role modeling for reentry clients. Assists the Case Manager and the
Program Financial Analyst .06 FTE	Provides assistance with resource allocation and provides program's financial performance, analysis, monitoring and reporting.
Program Assistant .06 FTE	Provides administrative and quality improvement support. General reception duties including receiving, screening and directing visitors answering telephone calls and routing calls appropriately, and providing information about CCSCC and/or alternate resources. Provides clerical support for the program as needed.
Fringe Benefits	All staff benefits are calculated at 32.85%. Includes health plan, life and disability insurance, retirement, employer payroll taxes, unemployment insurance, workers' compensation, and educational reimbursement.
<b>Operating Costs</b>	
<b>Item</b>	<b>Description</b>
Supplies – Food	Cost of meeting refreshments, client meetings, class graduation and celebrations.
Supplies - Office	Cost of consumable office supplies.

Supplies - Program	Cost of supplies related to program implementation and instructional material. Cost of printing and paper to carry out service work.
Educational Training/ Essential Learning	Training for staff and general workshops for clients.
Telephone	Costs of cell phone reimbursement and land line.
IT Support & Communication Services	Costs of IT department support, systems maintenance, and internet access.
Occupancy	Costs of rent, utilities and maintenance for staff offices/ meeting space at Zanker Road main office site and Gilroy satellite office. Increase in Agency calculated occupancy charge now shows the true cost of space for staff, consumers and programming needs.
Awards Client Information Database	Cost of AWARDS client information database and its upkeep. Increase of Agency calculated allocation shows true cost of program use of database.
Equipment	Cost of utilizing, purchasing, and/or maintaining scanner, printer, copy machine, fax line and computers.
Transportation - Employee Mileage	Mileage expenses and/or staff calculated at 0.58 cents per mile. Transportation to locations include client's place of employment, Reentry Resource Center school, vocational centers, home visits, meeting places, training facilities.
Client Assistance/Support (Incentives/ Internship)	Cost associated with client's immediate needs, such as transportation, food at meetings and program graduation, costs associated with school/ training, internship, interview clothing and "tools of the trade" to start employment. This charge has decreased from existing contract.
Insurance	General liability insurance and is allocated based on staff salaries.
Tattoo Removal	Costs associated to help with removal of client's visible life threatening tattoos.
Administrative Support Overhead / indirect costs @ 15%	Administrative support services (Fiscal, HR, Compliance, Facilities, Security, Executive).