



Amendment No. 2
to
Agreement No. CT 4700 20072800922
for
Social Services
between
FII-NATIONAL
dba
FAMILY INDEPENDENCE INITIATIVE
and the
CITY OF AUSTIN

(RISE Bridge/ RISE 2.0 Programs)

- 1.0** The City of Austin and the Grantee hereby agree to the Agreement revisions listed below.
- 2.0** The total amount for this Amendment to the Agreement is **Two Million One Hundred Seventy Seven Thousand and Thirty Four dollars (\$2,177,034)**. The total Agreement amount is recapped below:

Term	Agreement Change Amount	Total Agreement Amount
Basic Term: (July 1, 2020 – August 31, 2020)	n/a	\$ 500,000
Amendment No. 1: Add One-Time Funds to Agreement and Extend Agreement to October 31, 2020 (July 1, 2020 – Oct. 31, 2020)	\$ 9,611,444	\$ 10,111,444
Amendment No. 2: Add One-Time Funds to Agreement and Extend Agreement to January 15, 2021 (July 1, 2020 – Jan. 15, 2021)	\$ 2,177,034	\$ 12,288,478

- 3.0** The following changes have been made to the original Agreement EXHIBITS:

Exhibit A.1 -- Program Work Statement (Deliverables) is deleted in its entirety and replaced with a new **Exhibit A.1 -- Program Work Statement (Deliverables)**. *[Revised 11/3/2020]*

- 4.0** MBE/WBE goals were not established for this Agreement.
- 5.0** Based on the criteria in the City's Living Wage Resolution No. 20160324-020, the Living Wage requirement does not apply to this Agreement.
- 6.0** By signing this Amendment, the Grantee certifies that the Grantee and its principals are not currently suspended or debarred from doing business with the Federal Government,

as indicated by the Exclusion records found at SAM.gov, the State of Texas, or the City of Austin.

7.0 All other Agreement terms and conditions remain the same.

BY THE SIGNATURES affixed below, this Amendment is hereby incorporated into and made a part of the above-referenced Agreement.

GRANTEE

Signature:



FII-NATIONAL DBA FAMILY
INDEPENDENCE INITIATIVE
Jesus Gerena, Chief Executive Officer
663 13th Street, Suite 200
Oakland, CA 94612

Date: 11/04/2020

CITY OF AUSTIN

Signature:

City of Austin
Purchasing Office
PO Box 1088
Austin, TX 78767

Date:

City of Austin – Austin Public Health

Work Statement for Deliverables

Relief in a State of Emergency (RISE) 2.0 Funding

1.0 Introduction/Overview and Purpose

On June 4, 2020, Council passed Resolution #20200604-049 and Resolution #20200604-040 that authorizes the City Manager to negotiate and execute contracts to service providers to offer direct financial assistance to the community impacted by COVID-19. This will be accomplished by implementing a simplified, centralized application(s) and intake process available for awarding funds to individuals based on a lottery, or similar process, or client- based direct assistance programs to ease the burden of application process for qualified residents. The Relief in a State of Emergency (RISE) 2.0 will target direct financial relief to be provided in September through January of 2021.

The Council 's policy objective is easing the burden of the application process for qualified residents impacted by COVID19 with the goals of:

- An application period of at least 7 days over at least 1-2 weekend;
- An application accessible online and by phone, widespread outreach and plain-language instructions and information;
- Options to accommodate speakers of languages other than English throughout the application and service period;
- Simplified ways to provide required documentation and reduce levels of documentation required;
- Consistent applicant eligibility guidelines across service providers;
- Sufficient notifications to ensure applicants are up to date on the process;
- Ensuring any client-based direct assistance programs partner with organizations that can show they have access and trust with large numbers of persons in priority populations; and
- Other considerations as appropriate.”

2.0 Statement of Work

Through this agreement, the FII-National will administer secure online portal with an application approved by Austin Public Health, random select eligible recipients to receive financial assistance and distribute financial assistance.

Successfully collaborate with El Buen Samaritano, who will be providing phone assistance to individuals unable to complete the online application process.

Communicate regularly with phone bank agency

- Provide technical support to phone bank and the public by providing customer service phone line
- Securely share relevant data for phone bank to follow-up with those selected for award and additional follow-up.
- Provide weekly performance and quality assurance reports

1. Client/Household Data

The following information will be collected and verified during intake and will be retained in the clients electronic file for auditing purposes:

- Applicants must login to secured online portal to access, complete, and submit an application.
- Online portal must allow at least 20 applications to be taken from the same device (i.e., library kiosks, phone bank assistance terminals) within an hour and allow edits to own user id profile information prior to application submission.
- Require clients to certify all information is accurate/correct before final submission

Online portal must be accessible in English and Spanish through a secured website for accepting applications from community members with the following functionality:

Screen applicants based on a formula so that only eligible households are selected for financial assistance.

- September 14, 2020 – Online portal opens/phone bank starts application assistance
- September 21, 2020 – Portal closes and application assistance ends

Conduct a randomized selection process, screen applications to ensure only those eligible are notified of award and distribute financial assistance from September 22, 2020 through October 6, 2020.

Ability to provide real time email and/or text alerts for each of the following online activity triggers:

- once applicant registers
- once applicant submits application
- applicant who are disqualified from being entered into the randomize selection will be notified by 10/2
- once acceptance of all applications term closes
- if applicant is selected from randomized lottery, message body content to contain next steps to claim funds and a link to the customer satisfaction survey
- Allow system to confirm application completion by El Buen Samaritano

Ability to obtain personal identification (drop off ID, client's picture of self, upload of ID)

Ability to de-duplicate household / individuals.

Ability to disperse \$2000 in financial assistance through ACH transfers, virtual cards, pre-paid debit and credit cards to households.

Administrative capacity to comply with fiscal and compliance requirements and be able to disperse ACH deposits and credit cards to individuals without access to a bank account in a rapid and efficient manner.

Must document client eligibility requirements and keep internal controls in place to ensure data quality and integrity.

All activities including the disbursement of all funds in a rapid and efficient manner must be completed by January 15, 2021.

A. Program Services and Delivery

Direct Financial Assistance must begin as quickly as possible. Target relief to be provided in the months of September through January of 2021.

Direct Financial Assistance in the amount of \$2,000 per household via:

- Pre-Paid Debit or Credit Cards (VISA, Mastercard); OR
- Virtual Cards
- ACH transfers to client bank accounts

Provide support to individuals applying through the portal

Review all applications submitted through the portal for proof of eligibility

Deliver prepaid cards to El Buen Samaritano for individuals who applied through the phone bank and were selected for financial assistance.

Notify all applicants who were not selected for assistance, including those who applied through El Buen Samaritano's phone bank

Develop and maintain a data sharing agreement with El Buen Samaritano

B. System for Collecting and Reporting Program Data

The following data will be reported as part of the program.

- Number of people that submitted information
 - Through Portal
 - Through El Buen Samaritano

- Number of individuals not eligible for the lottery
 - Because received more than \$1000 financial assistance in the last 30 days
 - Because lived outside of the City of Austin and/or Travis County
 - Because household income is over 200% of FPL
 - Because under 18 years of age
 - Because applicant unable to provide adequate identification
 - Because the applicant does not have a financial impact due to COVID
- Total number awarded
- Aggregated demographic Data to include age, race, gender and ethnicity
 - those that applied
 - those that were awarded
- Aggregated zip Code Data
 - those that applied
 - those that were award
- # and % that indicated that someone in the household (all that applied)
 - either lost their job or had hours and/or income reduced due to COVID-19?
 - had to take unpaid leave to care for a vulnerable or infected relative?
 - had to take unpaid leave due to school or daycare closures?
 - Had to take unpaid leave while waiting for COVID-19 test result
 - had to take unpaid leave due to COVID-19 illness
- # and % that indicated that someone in the household (all that were awarded)
 - either lost their job or had hours and/or income reduced due to COVID-19?
 - had to take unpaid leave to care for a vulnerable or infected relative?
 - had to take unpaid leave due to school or daycare closures?
 - Had to take unpaid leave while waiting for COVID-19 test result
 - had to take unpaid leave due to COVID-19 illness
- # and % of ACH transfers
- # and % of Credit Cards
- # and % of Virtual Cards
- # and % of applicant's ineligible for the federal stimulus check, unemployment benefits and/or their current assistance is insufficient for current need

Changes may be made to this Work Statement based on need and when mutually agreed upon between FII National and Austin Public Health in writing.

3.0 Deliverables and Payment Schedule

Payment requests will be due every week.

Deliverable #	Deliverable	Supporting Documentation Required	Deliverable	Payment Amount
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	Description		Due Date	
#1	Client Eligibility	Policies and procedures for determining which clients are eligible to receive assistance.	Upon contract execution	\$2,000,000
	Data Management	Inter-agency data sharing agreement. Policy and procedures to accurately track, maintain and secure client level data.		
	Insurance	Insurance Certificate with all required coverages		
	Gift Card and ACH Transfer Policies	Policies and procedures to track awarded RISE funding and securing, tracking, and disbursing gift cards. Policy for ACH transfers, if applicable.		
#2	Data Management	Visual Description of portal General Ledger/Expense Report	September 8, 2020	\$2,000,000
#3	Disbursements from September 21, 2020 through October 5, 2020	Report on meeting between portal and phone bank agencies– Minutes, updates, issue.	Once you have expended a minimum of \$2,000,000	Less than or equal to the total amount expended (as long as FII total on hand does not exceed \$4,000,000 of City of Austin funds)
	Data Management	Data Sets (Visual Description) of online portal with data required of individuals selected for award. Reports on all systems for collecting and Reporting Program Data in section 2B of the Work Statement		
	Log of clients served	General Ledger/Expense Report		
#4	Disbursements from September 23, 2020 through October 5, 2020	Reports on all systems for collecting and Reporting Program Data in section 2B of the Work Statement	Once you have expended a minimum of \$2,000,000	Less than or equal to the total amount expended (as long as FII total on hand does not exceed \$4,000,000 of City of Austin funds), does not to exceed an overall contract total of \$12,288,478
	Data Management	General Ledger/Expense Report		

#5	<p>Disbursements from October 2020 through November 2020</p> <p>Data Management</p>	<p>Reports on all systems for collecting and Reporting Program Data in section 2B of the Work Statement</p> <p>General Ledger/Expense Report</p>	<p>Once you have expended a minimum of \$2,000,000</p>	<p>Less than or equal to the total amount expended (as long as FII total on hand does not exceed \$4,000,000 of City of Austin funds), does not to exceed an overall</p>
#6	<p>Disbursements from November, 2020 through January 15 2021</p> <p>Close Out Report Client Satisfaction Survey</p> <p>FINAL reconciliation of all funds provided</p>	<p>2020 RISE Aggregated Demographics and Financial Log all cash transfers made.</p> <p>Submit a Closeout Report summarizing:</p> <ul style="list-style-type: none"> • Successes • Challenges • Program Impact • Unmet Needs • Trends <p>Up to 90% of clients served complete a satisfaction survey.</p> <p>General Ledger Detail report from Grantee's financial management system that reconciles all funds.</p>	<p>January 15, 2021</p> <p>\$2Mil will be fully expended between that date they received the funds and 12-30-2020. Any billing thereafter will be for admin cost.</p>	<p>Less than or equal to the total amount expended (as long as FII total on hand does not exceed \$4,000,000 of City of Austin funds), does not to exceed an overall contract total of \$12,288,478</p>