

**AMENDMENT I TO AGREEMENT A-24-247**

This Amendment, hereinafter referred to as Amendment I, is made and entered into this  
November 4, 2025, by and between the **County of Fresno**, a Political  
 Subdivision of the State of California, hereinafter referred to as "County," and  
**WestCare California, Inc.; a California Non-Profit Corporation, whose address is 1900 N.  
 Gateway Blvd., Suite 100, Fresno CA 93727**, hereinafter referred to as "Subrecipient."

**RECITALS:**

A. The parties entered into that certain Agreement, identified as County Agreement No. A-24-247, effective July 1, 2024, for Homeless Rapid Rehousing Services in partnership with the Fresno Madera Continuum of Care (FMCoC) and the County's Department of Social Services (DSS); and

B. The parties have identified a need to make necessary adjustments to the Agreement to ensure ongoing programmatic alignment and compliance with State mandates regarding participant eligibility for Rapid Rehousing Services by removing language concerning a 30% Area Median Income (AMI) threshold needed for assistance; and

C. The parties desire to amend the Agreement regarding changes as stated below and restate the Agreement in its entirety.

The parties therefore agree as follows:

1. That, effective upon execution of this Amendment I, Exhibit C of the Agreement is hereby deleted in its entirety and replaced with the attached Revised Exhibit C, which is attached hereto and incorporated herein by this reference.

2. All references in existing County Agreement No. A-24-247 to "Exhibit C" shall hereafter refer to the Revised Exhibit C attached to this Amendment I.

3. The Subrecipient represents and warrants to the County that:

a. The Subrecipient is duly authorized and empowered to sign and perform its obligations under this Amendment I.

b. The individual signing this Amendment I on behalf of the Subrecipient is duly authorized to do so and his or her signature on this Amendment I legally binds the Subrecipient to the terms of this Amendment I.

4. County and Subrecipient agree that this Amendment I is sufficient to amend Agreement No. A-24-247 and, that effective upon execution, the original Agreement and this Amendment I, shall together be considered the Agreement.

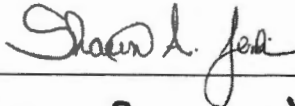
5. The Agreement, as hereby amended by this Amendment I, is ratified and continued. All provisions, terms, covenants, conditions and promises contained in this Agreement not amended herein shall remain in full force and effect. This Amendment I shall become effective upon execution on the first day written hereinabove.

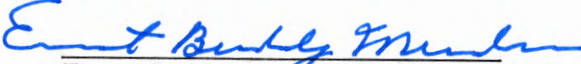
[SIGNATURE PAGE FOLLOWS]

1 The parties hereto have executed this Amendment I to Agreement A-24-247 as of the day and year first  
2 hereinabove written.

3 Subrecipient:  
4 WestCare California, Inc.

County Of Fresno:

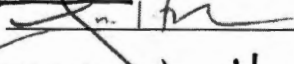
5   
6 Print Name Shawn Jenkins

  
Ernest Buddy Mendes, Chairman of the Board of  
Supervisors of the County of Fresno

7 Title: \_\_\_\_\_  
8 Chief Operating Officer (COO)

9 *Attesting to the authority of the*  
10 *COO to execute this Amendment I*  
11 *pursuant to Resolution WCCA*  
12 *2025-02*

Attest:  
Bernice E. Seidel  
Clerk of the Board of Supervisors  
County of Fresno, State of California

11  10/15/2025  
12 Print Name: Jim Hanna

By:   
Deputy

13 Title: \_\_\_\_\_  
14 Corporate Secretary

15  
16 Mailing Address:

17 1900 N. Gateway Blvd., Suite 100  
18 Fresno CA 93727  
19 Contact: Shawn Jenkins, COO – Western Region  
20 Phone No.: (619) 324-9764

21 FOR ACCOUNTING USE ONLY:

22 Fund/Subclass: 0001/10000  
23 Organization: 56107114  
24 Account/Program: 7870

25 SB: jcd  
26  
27  
28

## Revised Exhibit C

### SCOPE OF SERVICES

ORGANIZATION:	WestCare California, Inc. (WestCare)		
SERVICES:	Rapid Rehousing Services		
ADDRESS:	1900 N Gateway Blvd., Suite 100, Fresno, CA 93727		
TELEPHONE:	(559) 251-4800		
CONTACT:	Shawn Jenkins, Chief Operating Officer		
CONTRACT PERIOD:	JULY 1, 2024 - JUNE 30, 2025	\$632,578	(Base)
	JULY 1, 2025 - JUNE 30, 2026	\$650,926	(Base)
	JULY 1, 2026 - JUNE 30, 2027	\$685,112	(Optional)
	JULY 1, 2027 - JUNE 30, 2028	\$715,992	(Optional)
	JULY 1, 2028 - JUNE 30, 2029	\$751,655	(Optional)

---

#### **I. SERVICE DESCRIPTION**

To combat homelessness within the Fresno Madera Continuum of Care (FMCoC), WestCare will provide a Rapid Rehousing program (also referred to as “Home Sweet Home”) focused on helping individuals and families experiencing homelessness to return to permanent housing as quickly as possible. WestCare will provide immediate, temporary medium-term financial assistance combined with housing identification services and case management to help unhoused participants achieve long-term stability and permanent housing.

On-site assistance will be provided at 2550 W. Clinton Ave., Fresno, CA, also known as the “Hacienda” location, including 23 units for the exclusive use of rapid rehousing services. Units will provide stable, temporary housing with a Housing First approach utilized to remove barriers to housing and minimize time for individuals spent unhoused.

#### **II. TARGET POPULATION**

Populations targeted for Rapid Rehousing services are individuals or families who are experiencing homelessness in Fresno and Madera Counties, including those who lack a fixed, regular, and adequate nighttime residence, and any individual or family who has no other residence or lives in an emergency shelter or other place described as a place not meant for human habitation. Clients are to be enrolled and prioritized through the FMCoC Coordinated Entry System (CES). Those households that can exit homelessness with little or no assistance, or who are seeking a therapeutic residential environment, would not be prioritized for this program but are also not excluded.

#### **III. RAPID REHOUSING SERVICES**

To achieve the goal of reducing homelessness and fulfill program requirements, WestCare will provide the following services:

##### **A. Case Management:**

1. Active Case Management (ACM): ACM entails regular contact (at least twice weekly and sometimes daily) to stabilize the participant's housing situation and actively pursue additional community resources for the participant's benefit.

## Revised Exhibit C

- a. When ACM should be used: When a participant first enters the program, until the point that their Case Manager believes that their housing situation has been reasonably stabilized.
  2. Passive Case Management (PCM): PCM requires a staff member to contact the client in person (or other means as necessary) at least once per week to monitor the participant's housing stability. During this phase of service, the participant may contact the program at any time should they require assistance.
    - a. Note: Participants may be transferred from PCM back to ACM whenever necessary, as determined by either the Case Manager or Lead Case Manager.
  3. Long-Term Case Management: The Case Manager will provide connection to community resources and service options, including assessing housing and service needs and arranging, coordinating, and monitoring the delivery of individualized services, which will include:
    - a. Using the CES
    - b. Developing an individualized housing/service plan
    - c. Developing, securing, and coordinating services
    - d. Helping obtain federal, state, and local benefits
    - e. Providing information and linkages to other service providers
    - f. Tenant counseling
    - g. Monitoring and evaluating participant progress
  4. When a participant is being served by multiple case management providers, WestCare's Case Manager will collaborate with the other service providers to articulate and document roles and expectations of each, proactively communicate to coordinate and avoid duplication of services, and communicate the roles of each provider to the participant they are serving.
  5. WestCare will maintain a Staff-to-participant ratio of 12:1.
  6. Case management consists of successfully completing all the activities associated with the work for a given case, including immediate documentation of service notes in HMIS as reportable evidence of work, even if that work is an unsuccessful attempt to contact a participant.
    - a. Quality assurance will be completed on all documentation.
- B. Direct Financial Assistance:
1. WestCare will provide direct, medium-term financial assistance to remove immediate barriers to housing, including assistance for:
    - a. Rental assistance
    - b. Utility payments
    - c. Security/utility deposits
    - d. Moving and transportation costs
    - e. Landlord fees and background checks
    - f. Job certification and license
    - g. Work supplies, and
    - h. Interpreter services
  2. In accordance with US Code of Federal Regulations, Title 24, Section 578.37(1)(ii)(C), rental assistance shall be limited to no more than 24 months per household.
- C. Linkages to Relevant Resources:
1. The Case Manager will connect the participant with community resources that support housing retention and stability (e.g., peer support groups, no-cost community furniture providers, human services, benefits, food resources, childcare assistance, etc.).

## Revised Exhibit C

These may include:

- a. Education, basic literacy, and GED services
  - b. Vocational training
  - c. Job search assistance
  - d. Primary medical care
  - e. Legal assistance
  - f. Treatment for substance use and mental health disorders.
  - g. Obtaining entitlements and benefits (Medi-Cal, CalFresh, WIC, etc.)
  2. Leveraging CalAIM and the resources available through CalAIM will be implemented either directly or with a partnership during this program's first 24 months.
- D. Site-based Rapid Rehousing:
1. Under a master lease, WestCare will provide Rapid Rehousing units in Central Fresno, to house low-income and no-income individuals and families experiencing homelessness. Under this agreement, WestCare will assume property management responsibilities for those units, and it will lease them to clients of the program.
  2. WestCare will provide housing identification services to assist participants in locating appropriate and financially sustainable housing, accommodating the client's needs and preferences.
- E. Housing First Approach:
1. WestCare will prioritize the housing, health, and well-being of participants seeking shelter without regard to gender, sexual orientation, and/or disability in compliance with Housing First policies and always with the ultimate goal of resolving the client's housing crisis situation quickly and efficiently. There will be no preconditions or barriers for obtaining service, as provided in California Welfare and Institutions Code, Chapter 6.5, Section 8255, part (d).
- F. Collect Client Share of Costs:
1. Clients are expected to contribute a portion of their income monthly to rent and utility costs in all instances, except in those instances where a client has zero-income as verified by WestCare.

## IV. SUBRECIPIENT RESPONSIBILITIES

WestCare shall:

- A. Be a member in good standing of the FMCoC or join the FMCoC within 30 days of award announcement: paying annual dues, regularly attending meetings, and contributing to the work of the FMCoC. See FMCoC Bylaws/Governance Charter, Article III for General Membership Information at: [fresnomaderahomeless.org/overview](https://fresnomaderahomeless.org/overview)
- B. Accept referrals to the program exclusively through the FMCoC CES.
  1. When needed, WestCare will prioritize program participants through the FMCoC CES in consultation with participating CES agencies using the approved CES assessment tool utilized by the FMCoC.
- C. Ensure all units at the 2550 W. Clinton Ave. "Hacienda" site are occupied within 60 days of contract execution, and ensure that no unit is subsequently unoccupied for greater than 60 consecutive days.
  1. Should a unit remain unoccupied for greater than 60 days, the unit may not be billed to this agreement without an exception granted by the County with written approval.
- D. Complete a verification of income, with all sources of household income (including zero-income households) for each household member aged 18 or older verified and documented at intake and every three (3) months to determine a client's share of costs. Third-party documentation is the preferred form of verification.

## **Revised Exhibit C**

- E. Enter participant information into the Homeless Management Information System (HMIS) within three (3) days in compliance with State of California Homeless Housing, Assistance, and Prevention Program (HHAP) and United States Department of Housing and Urban Development (HUD) data collection, management, and reporting standards.
- F. Comply or otherwise be aligned with the core components of Housing First, pursuant to California Welfare and Institutions Code section 8255, subdivision (b), for all services provided.
- G. Engage clients in an inclusive manner, including utilizing interpreters when needed to ensure linguistic and cultural boundaries are addressed and overcome.
- H. Meet regularly with County staff, monthly or as often as needed, for contract management, service coordination, problem resolution, information sharing, training, review of outcomes and invoices, and monitoring of services.
- I. Provide annual Civil Rights training to staff at the beginning of every calendar year and provide relevant verification to the County of Fresno by April 1.
- J. Maintain Satisfactory Performance – Per Section 1.2 of the Agreement, optional renewals are dependent upon Subrecipient's satisfactory performance and will include the following:
  - 1. Satisfactory performance outcomes.
  - 2. CalAIM utilization - which shall be defined as follows:
    - a. Becoming a CalAIM provider of Enhanced Care Management and Community Supports;
    - b. Having a specific plan with a CalAIM provider (approved by the County) to leverage available resources; or
    - c. Making satisfactory progress (as approved by the County) toward becoming a CalAIM provider or partnering with an existing CalAIM provider to leverage available resources.
  - 3. Maintain Membership in good standing with the FMCoC.

### **V. DSS RESPONSIBILITIES**

To serve as an effective partner and monitor of services, the Fresno County Department of Social Services (DSS) will:

- A. Meet with WestCare monthly, or as often as needed according to their contract monitoring plan, for service coordination, problem/issue resolution, information sharing, training, and review and monitoring of services.
- B. In addition to monitoring progress and outcomes through regular meetings and monthly activity reports, annual site visits will be conducted for inspection of client files, and observation of daily on-site activities.

### **VI. PERFORMANCE OUTCOMES**

WestCare shall provide complete and accurate monthly activity reports to the County of Fresno, in a report format approved by the County, within 30 days following the month in which the services are rendered.

WestCare shall meet the following expectations:

- Provide rapid rehousing services to a minimum of twenty-three (23) unduplicated households in Fresno and Madera Counties annually.
- Provide rapid rehousing services in Fresno and Madera Counties to approximately two (2) duplicated households, or households carried over from the previous year, annually.

## **Revised Exhibit C**

WestCare shall meet the following outcomes:

- Participants will be housed at the program's project site within one (1) day after entry into the program.
- A minimum of 80% of participants will safely exit to permanent housing within twelve (12) months of program entry.
- Six (6) months after exiting the program to permanent housing, at least 60% of participants will remain in permanent housing.
- Twelve (12) months after exiting the program to permanent housing, at least 50% of participants will remain in permanent housing.