

**ARLINGTON COUNTY, VIRGINIA**

**AGREEMENT NO. 507-12  
AMENDMENT NUMBER 10**

This **Amendment Number 10** (“Amendment”) is made on **April 15, 2021** and amends **Agreement Number 507-12**, dated **April 17, 2012**, and made between **Social Solutions Global, Inc.** (“Contractor”) and the **County Board of Arlington County, Virginia** (“County”).

The County and the Contractor agree to amend the main contract called for under the Main Agreement as follows:

- 1. EXERCISE THE FINAL SUBSEQUENT CONTRACT TERM UNDER PARAGRAPH 3 AS FOLLOWS:**  
The contract is hereby renewed for an additional twelve (12) month period starting April 18, 2021 through April 17, 2022, subject to any modifications as provided for in the Contract Documents (final Subsequent Contract Term).
- 2. ADD THE FOLLOWING TO THE SCOPE OF WORK, EXHIBIT A, AS REVISED IN AMENDMENT 8:**
  - i. ADD THE FOLLOWING PARAGRAPH TO “ADDITIONAL CUSTOM SUPPORT”:**

The Contractor shall provide additional custom support services that shall include:

1. Monthly calls: Up to twelve (12) hours/year to coordinate and address outstanding tickets and any upcoming system updates. Hours in “Additional Custom Support Package” will be used as requested by County for technical assistance that is outside bug fixes or broken functionality of the County-configured system. Custom support hours shall not to be used to maintain compliance of HUD mandated changes.
2. Bi-weekly calls to address reporting related issues: Six (6) hours/year to address compliance with Housing and Urban Development (HUD) and/or State mandated reporting during data submission periods. These support calls must be utilized as follows:
  - a. Addressing upcoming HUD and/or State changes and verify data preparation and reporting requirements.
  - b. Analyzing and validating all data requirements prior to releasing HUD and/or State reports to the County for use. The Contractor’s Technology Support team shall ensure end-user testing and provide an analysis of the HMIS data sets to ensure HUD and/or State requirements are met and configured properly. A data readiness report shall be provided by the Contractor’s Technology Support team to the County to review any error rate(s) present in data prior to data extract for submission.

**ii. ADD THE FOLLOWING PARAGRAPH TO “ON-GOING PRODUCTION MAINTENANCE AND SUPPORT”:**

The Contractor shall develop and implement the following customized program module and reporting features in the Homeless Management Information System, HMIS, for enhanced Continuum of Care (CoC) services. All build out activities shall commence once the Contractor and County mutually agree on a project management and work plan.

1. Housing Locator Program Build: The Contractor shall develop and implement a new HMIS program “Housing Locator Program”, using established controls and technical requirements. The Housing Locator Program must be configured, tested and get final approval from the County before going live. County staff will test the program and provide feedback to the Contractor. The Contractor shall correct any errors encountered during testing. The Contractor must complete the following tasks within the proposed allotted hours at the fixed prices as established within this Amendment 10 (as outlined in #3 below):

	<b>Tasks</b>	<b>Allotted Hours</b>
1	Create a new module in HMIS to fulfill all requirements and needs for the Housing Locator program. The module will be located under the DHS site in the Homeless Management Information System, HMIS, and will require custom program elements.	3
2	Create custom dashboards that meet the Housing Locator program needs. The dashboards must be customizable and allow County staff to update, change, or remove items.	10
3	Enable <i>Participant Functionality</i> to allow participant referrals, participant program history, and participant TouchPoint access of all records once enrolled into the new Housing Locator program.	3
4	Link and/or create custom TouchPoint(s) (HMIS assessments) to include Landlord Services, Housing Inspections, date and time checking, Housing Preference(s), and a checklist to capture all required data for the Housing Locator	3
5	Create an HMIS inventory management module to capture all Landlord(s) and Commercial Property Owner(s). The inventory module will include all current units available within the CoC. The module must allow access to any availabilities, enrollments, exits, amenities, rental costs, and housing structure data for the Housing Locator.	10
6	Create custom HMIS program reports for the program. The custom reports must capture any and all pending, current placements, total placements, success rates, start and end dates of enrollment, Landlord services and inspections, and housing availability report, and when appropriate disaggregate by race.	6

7	Provide user training for Housing Locator module	3
8	Other custom build modules as needed: The County may request other custom build modules. The County will work with the Contractor on specification and implementation. Once the scope of the work is defined, the Contractor must provide the County with a detailed cost, time, and work plan. No work shall proceed without an executed amendment.	

2. **Customized Reporting:** The Contractor shall build and implement the following customized reports within the allotted hours:

	Task	Allotted Hours
1	<b>Recidivism Rate Report:</b> The Recidivism Rate report must mimic the HUD System Performance Measure report configuration and algorithm but allow the report to generate across all different project types. The report function must allow an end-user to run the report for one or more program(s) in HMIS. The report must be defined using the HUD System Performance Measure Report Guidelines <sup>1</sup> on the definition of recidivism. The report must include breakdown of race and ethnicity as a fixed data element within the custom build.	15
2	<b>Racial Disparity/Equity Report:</b> The report must pull from demographics data of current and inactive clients across the entire HMIS system. The report must incorporate the percent of race and ethnicities in shelter, the exit destinations, and length of stay within the program. The report functionality must include report visualizations in the form of Pie Charts or graphs and provide a raw data drill down on the data sets. The client HUD assessment data will be required for the report. Location of client prior to program entry, income, health, length of stay in the program and exit destinations data elements will be needed from the HUD assessment data sets to be highlighted within the custom report.	15
3	<b>Other custom build reports</b> as needed: The County may request other custom build reports. The County will work with the Contractor on specification and implementation. Once the scope of the work is defined, the Contractor must provide the County with a detailed cost, time and work plan. No work shall proceed without an executed amendment.	

**3. ADD THE FOLLOWING TO THE PAYMENT SCHEDULE, EXHIBIT C, AS REVISED IN AMENDMENT 8:**

<sup>1</sup> HUD System Performance Measure Report Guidelines found at: <https://www.hudexchange.info/programs/coc/system-performance-measures/#guidance>

Payments are contingent upon review and acceptance of Deliverables by Arlington County DHS HMIS Lead Administrator.

The Contractor must submit itemized invoices listing deliverables and completion date as listed below. For support hours, the Contractor must invoice the additional customer support hours (18 hours, as listed in #2 of this Amendment) quarterly at the last day of each quarter.

<b>Deliverables</b>	<b>Expected Completion Date</b>	<b>Payment Schedule</b>	<b>Total Cost</b>
Housing Locator Module (CHERP)	July 1, 2021	Invoiced once completed	\$9,200
Recidivism Rate Report (CHERP)	October 1, 2021	Invoiced once completed	\$3,000
Racial Disparity/Equity Report (CHERP)	October 1, 2021	Invoiced once completed	\$3,000
18 Additional Customer Support hours (CHERP)	April 17, 2022	Invoiced quarterly for hours provided during the quarter (\$196.99/hr)	\$3,545.82
<b>TOTAL (NOT TO EXCEED)</b>			<b>\$18,745.82</b>

**4. REPLACE THE AUDIT PARAGRAPH 37 IN ITS ENTIRETY WITH THE FOLLOWING:**

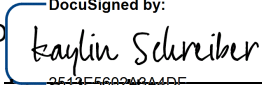
The Contractor must retain all books, records and other documents related to this Contract for at least five years, or such period of time required by the County's funding partner(s), if any, whichever is greater, after the final payment and must allow the County or its authorized agents to examine the documents during this period and during the Contract Term. The Contractor must provide any requested documents to the County for examination within 15 days of the request, at the Contractor's expense. Should the County's examination reveal any overcharging by the Contractor, the Contractor must, within 30 days of County's request, reimburse the County for the overcharges and for the reasonable costs of the County's examination, including, but not limited to, the services of external audit firm and attorney's fees; or the County may deduct the overcharges and examination costs from any amount that the County owes to the Contractor. If the Contractor wishes to destroy or dispose of any records related to this Contract (including confidential records to which the County does not have ready access) within five years after the final payment, or such period of time required by the County's funding partner(s), if any, whichever is greater, the Contractor must give the County at least 30 days' notice and must not dispose of the documents if the County objects.

The Purchasing Agent may require the Contractor to demonstrate that it has the necessary facilities, ability, and financial resources to comply with the Contract and furnish the service, material or goods specified herein in a satisfactory manner at any time during the term of this Contract.

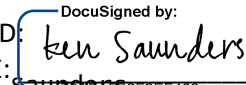
All other terms and conditions of the Main Agreement remain in effect.

WITNESS these signatures:

THE COUNTY BOARD OF ARLINGTON  
COUNTY, VIRGINIA

AUTHORIZED SIGNATURE:   
NAME: Kaylin Schreiber  
TITLE: Procurement Officer  
DATE: 4/14/2021

SOCIAL SOLUTIONS GLOBAL, INC.

AUTHORIZED SIGNATURE:   
NAME: Ken Saunders  
TITLE: CFO  
DATE: 4/14/2021