

**CONTRACT NO. KC-119-24  
CONTRACT AMENDMENT A**

This Contract Amendment (“Amendment”) is between Kitsap County, a Washington state political subdivision, having its principal offices at 614 Division Street, Port Orchard, Washington 98366 (“County”) and Kitsap Community Resources having its principal office at 845 8th Street, Bremerton, WA 98337 (Contractor).

In consideration of the mutual benefits and covenants contained herein, the parties agree that their Contract, numbered as Kitsap County Contract No. KC-119-24A (“Contract”) executed on January 8, 2024, is amended as follows:

1. SECTION 1. EFFECTIVE DATE OF CONTRACT: The termination date is extended from December 31, 2024 to December 31, 2025. For a new contract term of January 1, 2024 – December 31, 2025.
2. ATTACHMENT B: STATEMENT OF WORK: Is replaced in its entirety to update the contract Time Period.
3. Compensation. This Contract Amendment provides a maximum of \$625,950 for administration and emergency relief.
4. ATTACHMENT C: BUDGET SUMMARY: Is replaced in its entirety.

Insurance. If this Amendment extends the expiration date of the Contract, then the Contractor shall provide an updated certificate of insurance evidencing that any required insurance coverages are in effect through the new contract expiration date. The Contractor shall submit the certificate of insurance to: Kitsap County Risk Management Division, 614 Division Street, MS-7, Port Orchard, WA 98366

Terms Unchanged. Except as expressly provided in this Amendment, all other terms and conditions of the original Agreement, and any subsequent amendments, addenda or modifications thereto, remain in full force and effect.

Authorizations. The signatories to this Amendment represent that they have been appropriately authorized to enter into this Amendment on behalf of the Party for whom they sign, and that no further action or approvals are necessary before execution of this Amendment.

Counterparts/Electronic Signature. The Contract may be executed in several counterparts, each of which will be deemed an original, but all of which together will constitute one and the same agreement. A facsimile, email, or other electronically delivered signatures of the parties shall be deemed to constitute original signatures and deemed to constitute duplicate originals.

*Signature on next page*

DATED this 30<sup>th</sup> day of Jan, 2025.

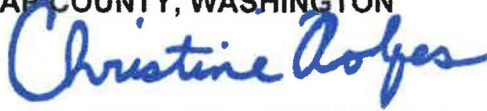
DATED this 27 day of January, 2025.

KITSAP COMMUNITY RESOURCES



ANTHONY IVES, Executive Director

BOARD OF COUNTY COMMISSIONERS  
KITSAP COUNTY, WASHINGTON



CHRISTINE ROLFES, Chair



ORAN ROOT, Commissioner



KATHERINE T. WALTERS, Commissioner

ATTEST:



Dana Daniels, Clerk of the Board



## **ATTACHMENT B: STATEMENT OF WORK**

Time Period: January 1, 2025 through December 31, 2025

Because of the variety of programs available to veterans through federal, state, and other entities, this program shall be solely known as the: **Kitsap County Veterans Assistance Fund (VAF)**.

The purpose of this contract is to provide indigent veterans with a 'one-stop' location, which will provide quick access to programs and services to those qualified who are living at the prescribed federal poverty level or less. The contract also provides a mechanism to distribute monies for temporary emergency assistance from the Kitsap County Veterans Assistance Fund to help meet temporary needs.

The County and the Contractor approach this contract with an understanding there needs to be a certain amount of flexibility and collaboration between both parties to ensure unforeseen circumstances can be resolved in an expeditious manner in accordance with the current policies and procedures governing responsive, effective, and efficient administration of the fund.

The Contractor will consult with Kitsap County officials, volunteer Veteran Service Officers from recognized Veteran organizations, other Kitsap County community service providers, and local businesses in developing and improving the delivery of services

### **A. Required Core Services of the Contractor**

The Contractor will provide core services for indigent veterans living in Kitsap County as described in the Policy and Procedures Manual for Helping Veterans in Need in Kitsap County (policy manual) located here on the Kitsap County Web Page - [Policies and Procedures signed Reso 2022.pdf \(kitsapgov.com\)](#); Kitsap County Ordinance 2.92, Veterans Assistance; and Chapter 73.08, Revised Code of Washington. All veterans seeking service will be assessed to determine eligibility for assistance, which includes:

1. Eligibility for temporary emergency assistance from the Veterans Assistance Fund.
2. Eligibility for all low-income programs and assistance provided by the Contractor.
3. For veterans meeting VAF criteria, issuing the appropriate warrants or vouchers to meet the emergent needs of the applicant.
4. All veterans, whether eligible for access the VAF or not, will be referred to the Contractor's other programs as well as other outside agencies which are deemed appropriate to address the Veterans' short and long term needs.
5. Veterans who qualify for the VAF will be given service priority over other veterans for the purpose of this contract.
6. If the needs of VAF-qualified veterans are beyond the scope of Policy Manual, Chapter 3; and other resources are not available, the Contractor can make recommendations to the County's Veteran Assistance Program (VAP) Coordinator for additional assistance in individual cases on behalf the veteran.

7. Arrange transportation to KCR offices if necessary to provide services to VAF-qualified veterans who do not have transportation or may have difficulty traveling due to disabilities or health issues. In extraordinary circumstances, site visits may be necessary to assist the veteran after approval of the contractor's senior level manager in accordance with the organization's policies. Under no circumstances should the contractor representative visit a veteran's home alone.

8. Make contact with Kitsap County Jail staff once a week to coordinate a visit to the Jail when VAF-qualified veterans are incarcerated and request assistance.

9. Services described under this agreement will be available every day during the Contractor's normal work week. The principal employee or "Fund Administrator" will be a veteran, dedicated exclusively to serving and managing an active case load comprised of VAF-qualified veterans and their families. A non-veteran employee trained as a "Family Development Specialist" may be used in case of absence of the veteran employee.

## **B. Other Requirements of the Fund Administrator.**

1. Keep the Kitsap County Veterans Program (VAP) Coordinator advised of any inconsistencies, impediments, or problems that may occur in the distribution of funds and/or make recommendations for policy manual amendments. This includes notifying the VAP Coordinator within one business day of the Fund Administrator's planned or unplanned absence of over three business days and identifying the individual serving as the "relief" and their contact information during the absence.

2. Meeting and Event Support. The Fund Administrator shall attend:

- Veterans Advisory Board meetings in the months of July and November as arranged with the VAP Coordinator. Attendance at other monthly VAB meetings is welcomed and encouraged.
- Two Veteran Stand Down events each year.
- Each Veterans Housing Options Group meeting.

3. Seek, obtain, and document prior approval from the VAP Coordinator for any disbursement request or combination of requests that exceeds VAF limits. Formal prior approval is also required for any requested item or service that is not specifically defined in the governing policies and procedures manual.

4. Forms will be developed cooperatively between the Contractor, the VAP Coordinator, and other entities that may have to use them. Printed materials related to this contract will include the full name of the program, "Kitsap County Veterans Assistance Fund".

## **C. Customer Service**

1. Maintain at least one active phone line with 24/7 voice mail access to receive phone calls from current and potential clients. The phone line must be published in resource materials. Care must be taken to assure the voice mail box(es) used to receive calls do not reach full capacity, preventing the caller from leaving a message.

2. Respond to 97% of all phone calls to the published phone line (and cell phone if that

option is available) within one business day of receipt. Three attempts at speaking directly with the caller is an acceptable response. If unable to speak with the caller, then leaving voice mail for the veterans with the contractor representative's name, phone number with extension, with a brief message shall be documented.

3. Respond to 95% of the veterans visiting Kitsap Community Resources offices requesting assistance within one business day after the visit. Reaching out via phone to speak with the veteran, leaving voice mail, and documenting the attempts within one business day of the visit will satisfy this requirement.

4. Acknowledge 95% of email messages from veterans within two business days. Email may be acknowledged with a return email or a phone call as detailed in paragraph C.2. above that is documented in the client's case file.

5. 95% of approved Veterans Assistance Fund applications will be paid to authorized providers within 7 business days after the application is approved by the fund administrator or the VAP Coordinator during contingency operations outlined in paragraph F below.

6. All requests affecting family members and especially children must be adjudicated without delay.

#### **D. Reports.**

1. Maintain and operate a computerized data base that includes the demographic information listed below. The data base must be capable of generating a variety of reports based on selection of fields.

2. Provide a monthly disposition report no later than the first Tuesday of each month on all applicants to the VAP Coordinator that includes:

##### **a. General information**

- Number of total applications received.
- Number of new applicants (first time requesting assistance).
- Number of returning applicants.
- Number of applications accepted.
- Number of applications denied and why.
- Number of non-VAF-qualified applicants referred to other programs, noting program types.
- Number of VAF-qualified applicants referred to other programs, noting program types.
- Race/Ethnicity
- Gender
- Age

##### **b. VAF - qualified —individual data**

- Veteran's full name.
- Veteran's last four digits of social security number.
- Name of vendor issued check or voucher on Veteran's behalf.
- Type of service being paid for.
- Dollar amount for each type of service.
- Date of issuance of service.

- Referral to other programs.
- Date first accessed the VAF.
- Total disbursement amount over the past 12 months

When the first Tuesday of the month falls after a holiday or is the first day of the month then the report shall be submitted by the close of business the next business day.

3. The Contractor will use the data collected to compile a summarized monthly report in Microsoft Excel for the Veterans Advisory Board that does not compromise the confidentiality of individual applicants.

4. The Contractor will not release any program information under this contract to the media or the public without the approval of the VAP Coordinator or their supervisor.

5. If a review of records by the County indicates the Contractor erred in awarding VAF funds, the Contractor will reimburse the County for the award amount only.

6. Upon signature of this agreement, the Contractor will provide the County with all Contractor information/data required by Policy Manual Chapter 5, Paragraph 4.

**E. Program Review.** The contractor shall participate in two reviews of the program in the months of May and November each year as coordinated between the contractor's Fund Administrator and the Kitsap County Veteran Program Coordinator. The review will consist of an examination of client files to evaluate compliance with the program policies and procedures, examine client feedback regarding the program, and examine the application process with perceived barriers.

**F. Grievance/Appeal Process for Clients.**

The Contractor will have an internal grievance or appeal process available to applicant Veterans who feel their treatment or denial of VAF assistance was not appropriate. If the Veteran does not find the results of the internal review satisfactory, the Contractor will direct the Veteran to the VAP Coordinator for final review of his or her grievance.

**G. Contingency Operations.** On the rare occasion the contractor's VAF fund administrator is not available or available staff cannot meet timely voucher processing timelines, the contractor shall have a process in place that will recognize the approval of VAF applications by the Kitsap County VAP Coordinator so that vouchers can be issued without delay to meet emergent needs of the veterans in the most expeditious manner possible. The VAP Coordinator shall capture and report required data so that the contractor's internal data reporting systems can be updated at the earliest possible time after approval of the application.

**ATTACHMENT C: BUDGET SUMMARY**

**Kitsap County Veterans Assistance Program Budget KC-119-24-A**

**January 1, 2025 – December 31, 2025**

	1/1/2024 – 12/31/2024	1/1/2025 – 12/31/2025	1/1/2024 - 12/31/2025
	KC-119-24	KC-119-24-A	
<b>Staff / Operations</b>	<b>Amount</b>	<b>Amount</b>	<b>Total Amount</b>
Wages			
Fringe			
Program Support (Supplies, Postage, Mileage, Telephone, Training)			
Space			
<b>Staff Sub-Total</b>	<b>\$91,150</b>	<b>\$94,000</b>	<b>\$185,150</b>
Indirect Rate 8.8%	<b>\$62,162</b>	<b>\$55,083</b>	<b>\$117,245</b>
<b>Program Operations Total</b>	<b>\$153,312</b>	<b>\$149,083</b>	<b>\$302,395</b>
Direct Emergency Assistance Total	<b>\$553,098</b>	<b>\$476,867</b>	<b>\$1,029,965</b>
<b>Total Contract</b>	<b>\$706,410</b>	<b>\$625,950</b>	<b>\$1,332,360</b>

## Debarred Contractors List

A debarred contractor may not bid on, or have a bid considered on, any public works contract. You can search and filter this list using the options presented below.

Company Name:  Principal:  From:  To:   
WA UBI Number:  RCW:  Penalty Due:  Wage Due:   
License Number:

[Download all debarment data](#)

Show  per page Showing 0 records

Company Name	UBI	License	Principals	Status	RCW	Debar Begins	Debar Ends	Penalty Due	Wages Due
There are no records that match your search criteria.									

Show  per page Showing 0 records