# AGREEMENT FOR CONSULTANT SERVICES BETWEEN CITY OF TEMECULA AND MDG ASSOCIATES, INC.

# COMMUNITY DEVELOPMENT BLOCK GRANT (CDBG) ADMINISTRATION SERVICES

THIS AGREEMENT is made and effective as of July 1, 2019, between the City of Temecula, a municipal corporation (hereinafter referred to as "City"), and MDG Associates, Inc., a Corporation (hereinafter referred to as "Consultant"). In consideration of the mutual covenants and conditions set forth herein, the parties agree as follows:

### 1. TERM

This Agreement shall commence on **July 1, 2019**, and shall remain and continue in effect until tasks described herein are completed, but in no event later than **July 1, 2022**, unless sooner terminated pursuant to the provisions of this Agreement.

The City may, upon mutual agreement, extend the contract for **two (2)** additional **one (1)** year terms. In no event shall the contract be extended beyond **July 1, 2024**.

# 2. <u>SERVICES</u>

Consultant shall perform the services and tasks described and set forth in Exhibit A, attached hereto and incorporated herein as though set forth in full. Consultant shall complete the tasks according to the schedule of performance which is also set forth in Exhibit A.

# 3. PERFORMANCE

Consultant shall at all times faithfully, competently and to the best of his or her ability, experience, and talent, perform all tasks described herein. Consultant shall employ, at a minimum, generally accepted standards and practices utilized by persons engaged in providing similar services as are required of Consultant hereunder in meeting its obligations under this Agreement.

#### 4. PAYMENT

- a. The City agrees to pay Consultant monthly, in accordance with the payment rates and terms and the schedule of payment as set forth in Exhibit B, Payment Rates and Schedule, attached hereto and incorporated herein by this reference as though set forth in full, based upon actual time spent on the above tasks. Any terms in Exhibit B, other than the payment rates and schedule of payment, are null and void. This amount shall not exceed Eighty Thousand Six Hundred Dollars and Zero Cents (\$ 80,600.00), for each fiscal year, not to exceed Two Hundred Forty One Thousand Eight Hundred Dollars and Zero Cents (\$241,800.00) for the term of the agreement, unless additional payment is approved as provided in this Agreement.
- b. Consultant shall not be compensated for any services rendered in connection with its performance of this Agreement which are in addition to those set forth herein, unless such additional services are authorized in advance and in writing by the City Manager. Consultant shall be compensated for any additional services in the amounts and in the manner as agreed to by City Manager and Consultant at the time City's written authorization is given to Consultant for the performance of said services.

c. Consultant will submit invoices monthly for actual services performed. Invoices shall be submitted between the first and fifteenth business day of each month, for services provided in the previous month. Payment shall be made within thirty (30) days of receipt of each invoice as to all non-disputed fees. If the City disputes any of Consultant's fees, it shall give written notice to Consultant within thirty (30) days of receipt of an invoice of any disputed fees set forth on the invoice. For all reimbursements authorized by this Agreement, Consultant shall provide receipts on all reimbursable expenses in excess of Fifty Dollars (\$50) in such form as approved by the Director of Finance.

# 5. SUSPENSION OR TERMINATION OF AGREEMENT WITHOUT CAUSE

- a. The City may at any time, for any reason, with or without cause, suspend or terminate this Agreement, or any portion hereof, by serving upon the Consultant at least ten (10) days prior written notice. Upon receipt of said notice, the Consultant shall immediately cease all work under this Agreement, unless the notice provides otherwise. If the City suspends or terminates a portion of this Agreement such suspension or termination shall not make void or invalidate the remainder of this Agreement.
- b. In the event this Agreement is terminated pursuant to this Section, the City shall pay to Consultant the actual value of the work performed up to the time of termination, provided that the work performed is of value to the City. Upon termination of the Agreement pursuant to this Section, the Consultant will submit an invoice to the City, pursuant to Section entitled "PAYMENT" herein.

#### 6. DEFAULT OF CONSULTANT

- a. The Consultant's failure to comply with the provisions of this Agreement shall constitute a default. In the event that Consultant is in default for cause under the terms of this Agreement, City shall have no obligation or duty to continue compensating Consultant for any work performed after the date of default and can terminate this Agreement immediately by written notice to the Consultant. If such failure by the Consultant to make progress in the performance of work hereunder arises out of causes beyond the Consultant's control, and without fault or negligence of the Consultant, it shall not be considered a default.
- b. If the City Manager or his delegate determines that the Consultant is in default in the performance of any of the terms or conditions of this Agreement, it shall serve the Consultant with written notice of the default. The Consultant shall have ten (10) days after service upon it of said notice in which to cure the default by rendering a satisfactory performance. In the event that the Consultant fails to cure its default within such period of time, the City shall have the right, notwithstanding any other provision of this Agreement, to terminate this Agreement without further notice and without prejudice to any other remedy to which it may be entitled at law, in equity or under this Agreement.

#### 7. OWNERSHIP OF DOCUMENTS

a. Consultant shall maintain complete and accurate records with respect to sales, costs, expenses, receipts and other such information required by City that relate to the performance of services under this Agreement. Consultant shall maintain adequate records of services provided in sufficient detail to permit an evaluation of services. All such records shall be maintained in accordance with generally accepted accounting principles and shall be clearly identified and readily accessible. Consultant shall provide free access to the representatives of City or its designees at reasonable times to such books and records, shall give City the right to

examine and audit said books and records, shall permit City to make transcripts there from as necessary, and shall allow inspection of all work, data, documents, proceedings and activities related to this Agreement. Such records, together with supporting documents, shall be maintained for a period of three (3) years after receipt of final payment.

b. Upon completion of, or in the event of termination or suspension of this Agreement, all original documents, designs, drawings, maps, models, computer files containing data generated for the work, surveys, notes, and other documents prepared in the course of providing the services to be performed pursuant to this Agreement shall become the sole property of the City and may be used, reused or otherwise disposed of by the City without the permission of the Consultant. With respect to computer files containing data generated for the work, Consultant shall make available to the City, upon reasonable written request by the City, the necessary computer software and hardware for purposes of accessing, compiling, transferring and printing computer files.

# 8. INDEMNIFICATION

The Consultant agrees to defend, indemnify, protect and hold harmless the City of Temecula, Temecula Community Services District, and/or the Successor Agency to the Temecula Redevelopment Agency, its officers, officials, employees and volunteers from and against any and all claims, demands, losses, defense costs or expenses, including attorney fees and expert witness fees, or liability of any kind or nature which the City of Temecula, Temecula Community Services District, and/or the Successor Agency to the Temecula Redevelopment Agency, its officers, agents, employees or volunteers may sustain or incur or which may be imposed upon them for injury to or death of persons, or damage to property arising out of Consultant's negligent or wrongful acts or omissions arising out of or in any way related to the performance or non-performance of this Agreement, excepting only liability arising out of the negligence of the City of Temecula, Temecula Community Services District, and/or the Successor Agency to the Temecula Redevelopment Agency.

# 9. <u>INSURANCE REQUIREMENTS</u>

Consultant shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property, which may arise from or in connection with the performance of the work hereunder by the Consultant, its agents, representatives, or employees.

- 1) <u>Minimum Scope of Insurance</u>. Coverage shall be at least as broad as: Insurance Services Office Commercial General Liability form No. CG 00 01 11 85 or 88.
- 2) Insurance Services Office Business Auto Coverage form CA 00 01 06 92 covering Automobile Liability, code 1 (any auto). If the Consultant owns no automobiles, a non-owned auto endorsement to the General Liability policy described above is acceptable.
- 3) Worker's Compensation insurance as required by the State of California and Employer's Liability Insurance. If the Consultant has no employees while performing under this Agreement, worker's compensation insurance is not required, but Consultant shall execute a declaration that it has no employees.
- 4) Professional Liability Insurance shall be written on a policy form providing professional liability for the Consultant's profession.

- a. <u>Minimum Limits of Insurance</u>. Consultant shall maintain limits no less than:
- 1) General Liability: One Million (\$1,000,000) per occurrence for bodily injury, personal injury and property damage. If Commercial General Liability Insurance or other form with a general aggregate limit is used, either the general aggregate limit shall apply separately to this project/location or the general aggregate limit shall be twice the required occurrence limit.
- 2) Automobile Liability: One Million (\$1,000,000) accident for bodily injury and property damage.
- 3) Worker's Compensation as required by the State of California; Employer's Liability: One Million Dollars (\$1,000,000) per accident for bodily injury or disease.
- 4) Professional Liability Coverage: One Million Dollars (\$1,000,000) per claim and in aggregate.
- b. <u>Deductibles and Self-Insured Retentions</u>. Any deductibles or self-insured retentions shall not exceed Twenty Five Thousand Dollars and No Cents (\$25,000).
- c. <u>Other Insurance Provisions</u>. The general liability and automobile liability policies are to contain, or be endorsed to contain, the following provisions:
- 1) The City of Temecula, the Temecula Community Services District, the Successor Agency to the Temecula Redevelopment Agency, their officers, officials, employees and volunteers are to be covered as insured's, as respects: liability arising out of activities performed by or on behalf of the Consultant; products and completed operations of the Consultant; premises owned, occupied or used by the Consultant; or automobiles owned, leased, hired or borrowed by the Consultant. The coverage shall contain no special limitations on the scope of protection afforded to the City of Temecula, the Temecula Community Services District, the Successor Agency to the Temecula Redevelopment Agency, their officers, officials, employees or volunteers.
- 2) For any claims related to this project, the Consultant's insurance coverage shall be primary insurance as respects the City of Temecula, the Temecula Community Services District, the Successor Agency to the Temecula Redevelopment Agency, their officers, officials, employees and volunteers. Any insurance or self-insured maintained by the City of Temecula, Temecula Community Services District, and/or the Successor Agency to the Temecula Redevelopment Agency, its officers, officials, employees or volunteers shall be excess of the Consultant's insurance and shall not contribute with it.
- 3) Any failure to comply with reporting or other provisions of the policies including breaches of warranties shall not affect coverage provided to the City of Temecula, the Temecula Community Services District, and the Successor Agency to the Successor Agency to the Temecula Redevelopment Agency, their officers, officials, employees or volunteers.
- 4) The Consultant's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.
- 5) Each insurance policy required by this agreement shall be endorsed to state in substantial conformance to the following: If the policy will be canceled before the expiration date the insurer will notify in writing to the City of such cancellation not less than thirty (30) days' prior to the cancellation effective date.

- 6) If insurance coverage is canceled or, reduced in coverage or in limits the Consultant shall within two (2) business days of notice from insurer phone, fax, and/or notify the City via certified mail, return receipt requested of the changes to or cancellation of the policy.
- d. <u>Acceptability of Insurers</u>. Insurance is to be placed with insurers with a current A.M. Best rating of A-:VII or better, unless otherwise acceptable to the City. Self insurance shall not be considered to comply with these insurance requirements.
- e. <u>Verification of Coverage</u>. Consultant shall furnish the City with original endorsements effecting coverage required by this clause. The endorsements are to be signed by a person authorized by that insurer to bind coverage on its behalf. The endorsements are to be on forms provided by the City. All endorsements are to be received and approved by the City before work commences. As an alternative to the City's forms, the Consultant's insurer may provide complete, certified copies of all required insurance policies, including endorsements affecting the coverage required by these specifications.

# 10. <u>INDEPENDENT CONTRACTOR</u>

- a. Consultant is and shall at all times remain as to the City a wholly independent contractor. The personnel performing the services under this Agreement on behalf of Consultant shall at all times be under Consultant's exclusive direction and control. Neither City nor any of its officers, employees, agents, or volunteers shall have control over the conduct of Consultant or any of Consultant's officers, employees, or agents except as set forth in this Agreement. Consultant shall not at any time or in any manner represent that it or any of its officers, employees or agents are in any manner officers, employees or agents of the City. Consultant shall not incur or have the power to incur any debt, obligation or liability whatever against City, or bind City in any manner.
- b. No employee benefits shall be available to Consultant in connection with the performance of this Agreement. Except for the fees paid to Consultant as provided in the Agreement, City shall not pay salaries, wages, or other compensation to Consultant for performing services hereunder for City. City shall not be liable for compensation or indemnification to Consultant for injury or sickness arising out of performing services hereunder.

#### 11. LEGAL RESPONSIBILITIES

The Consultant shall keep itself informed of all local, State and Federal ordinances, laws and regulations which in any manner affect those employed by it or in any way affect the performance of its service pursuant to this Agreement. The Consultant shall at all times observe and comply with all such ordinances, laws and regulations. The City, and its officers and employees, shall not be liable at law or in equity occasioned by failure of the Consultant to comply with this section.

# 12. RELEASE OF INFORMATION

a. All information gained by Consultant in performance of this Agreement shall be considered confidential and shall not be released by Consultant without City's prior written authorization. Consultant, its officers, employees, agents or subcontractors, shall not without written authorization from the City Manager or unless requested by the City Attorney, voluntarily provide declarations, letters of support, testimony at depositions, response to interrogatories or other information concerning the work performed under this Agreement or relating to any project

or property located within the City. Response to a subpoena or court order shall not be considered "voluntary" provided Consultant gives City notice of such court order or subpoena.

Consultant shall promptly notify City should Consultant, its officers, employees, agents or subcontractors be served with any summons, complaint, subpoena, notice of deposition, request for documents, interrogatories, request for admissions or other discovery request, court order or subpoena from any party regarding this Agreement and the work performed there under or with respect to any project or property located within the City. City retains the right, but has no obligation, to represent Consultant and/or be present at any deposition, hearing or similar proceeding. Consultant agrees to cooperate fully with City and to provide City with the opportunity to review any response to discovery requests provided by Consultant. However, City's right to review any such response does not imply or mean the right by City to control, direct, or rewrite said response.

#### 13. **NOTICES**

Any notices which either party may desire to give to the other party under this Agreement must be in writing and may be given either by (i) personal service, (ii) delivery by a reputable document delivery service, such as but not limited to, Federal Express, that provides a receipt showing date and time of delivery, or (iii) mailing in the United States Mail, certified mail, postage prepaid, return receipt requested, addressed to the address of the party as set forth below or at any other address as that party may later designate by Notice. Notice shall be effective upon delivery to the addresses specified below or on the third business day following deposit with the document delivery service or United States Mail as provided above.

**Mailing Address:** 

City of Temecula Attn: City Manager 41000 Main Street Temecula, CA 92590

To Consultant:

MDG Associates, Inc. Attn: Rudy Muñoz 10722 Arrow Route

Suite 822

Rancho Cucamonga, CA 91730

#### 14. ASSIGNMENT

The Consultant shall not assign the performance of this Agreement, nor any part thereof, nor any monies due hereunder, without prior written consent of the City. Upon termination of this Agreement, Consultant's sole compensation shall be payment for actual services performed up to, and including, the date of termination or as may be otherwise agreed to in writing between the City Council and the Consultant.

#### 15. **LICENSES**

At all times during the term of this Agreement, Consultant shall have in full force and effect. all licenses required of it by law for the performance of the services described in this Agreement.

#### 16. GOVERNING LAW

The City and Consultant understand and agree that the laws of the State of California shall govern the rights, obligations, duties and liabilities of the parties to this Agreement and also govern the interpretation of this Agreement. Any litigation concerning this Agreement shall take place in the municipal, superior, or federal district court with geographic jurisdiction over the City of Temecula. In the event such litigation is filed by one party against the other to enforce its rights under this Agreement, the prevailing party, as determined by the Court's judgment, shall be entitled to reasonable attorney fees and litigation expenses for the relief granted.

## 17. PROHIBITED INTEREST

No officer, or employee of the City of Temecula that has participated in the development of this agreement or its approval shall have any financial interest, direct or indirect, in this Agreement, the proceeds thereof, the Consultant, or Consultant's sub-contractors for this project, during his/her tenure or for one year thereafter. The Consultant hereby warrants and represents to the City that no officer or employee of the City of Temecula that has participated in the development of this agreement or its approval has any interest, whether contractual, non-contractual, financial or otherwise, in this transaction, the proceeds thereof, or in the business of the Consultant or Consultant's sub-contractors on this project. Consultant further agrees to notify the City in the event any such interest is discovered whether or not such interest is prohibited by law or this Agreement.

# 18. <u>ENTIRE AGREEMENT</u>

This Agreement contains the entire understanding between the parties relating to the obligations of the parties described in this Agreement. All prior or contemporaneous agreements, understandings, representations and statements, oral or written, are merged into this Agreement and shall be of no further force or effect. Each party is entering into this Agreement based solely upon the representations set forth herein and upon each party's own independent investigation of any and all facts such party deems material.

# 19. <u>AUTHORITY TO EXECUTE THIS AGREEMENT</u>

The person or persons executing this Agreement on behalf of Consultant warrants and represents that he or she has the authority to execute this Agreement on behalf of the Consultant and has the authority to bind Consultant to the performance of its obligations hereunder. The City Manager is authorized to enter into an amendment on behalf of the City to make the following non-substantive modifications to the agreement: (a) name changes; (b) extension of time; (c) non-monetary changes in scope of work; (d) agreement termination.

**IN WITNESS WHEREOF**, the parties hereto have caused this Agreement to be executed the day and year first above written.

CITY OF TEMECULA		MDG ASSOCIATES, INC. (Two Signatures of corporate officers required unless corporate documents authorize only one person to sign the agreement on behalf of the corporation.)			
By: Micha	nel S. Naggar, Mayor	Ву:	Rudy Muñoz, Preside	ent	
ATTEST:					
By: Randi	Johl, City Clerk	Ву:	Guadalupe Muñoz, C	hief Financial Officer	
APPROVED	AS TO FORM:				
By:Peter M. Thorson, City Attorney			SULTANT Associates Inc		
		MDG Associates, Inc. Attn: Rudy Muñoz 10722 Arrow Route Suite 822 Rancho Cucamonga, CA 91730 rmunoz@mdg-ldm.com			
				PM Initials: (U) Date: 7-19	

# **EXHIBIT A**

# Tasks to be Performed

All tasks to be performed are per the proposal provided by the Consultant attached hereto and incorporated herein as though set forth in full.

# **EXHIBIT B**

# **Payment Rates and Schedule**

Cost for services shall be as per Consultant's proposal attached hereto and incorporated herein as though set forth in full but in no event shall the total cost of services exceed \$241,800.00 for the total term of the Agreement unless additional payment is approved as provided in the Payment section of this Agreement.



# **City of Temecula**

# **PROPOSAL**

# Community Development Block Grant Program Administration

May 2019

**Corporate Headquarters** 

10722 Arrow Route, Suite 822 Rancho Cucamonga, CA 91730

> Telephone (909) 476 - 9696 Fax (909) 476 - 6086



May 29, 2019

City of Temecula Community Development Department 41000 Main Street Temecula, CA 92590

Subject:

Proposal to Provide Community Development Block Grant Program Administration Consulting Services

Dear Sir/Madam:

MDG Associates, Inc. (MDG) is pleased to submit a proposal to provide Community Development Block Grant Program Administration consulting services. MDG, along with its affiliate LDM Associates, Inc. (LDM), has been providing high-quality community development consulting services to municipal agencies and private clients for over 28 years. MDG specializes in the provision of grant management services with an emphasis on the U.S. Department of Housing and Urban Development (HUD) Community Planning and Development (CPD) funded programs. In addition to grants management services, MDG also provides administration and implementation services of housing and commercial rehabilitation programs, labor compliance monitoring, housing programs, and project management services.

Our consulting team is comprised of highly qualified professional staff with expertise in all aspects of CDBG Program administration and implementation. The team's emphasis and capabilities are in the management (administrative and financial) of grants funded through HUD's Community Planning and Development (CPD) Programs. These programs include Community Development Block Grant (CDBG), HOME Investment Partnerships (HOME) and Emergency Solutions Grant (ESG) in addition to one-time entitlement grants such as the Neighborhood Stabilization Programs, Homelessness Prevention and Rapid Rehousing Program (HPRP), and Community Development Block Grant – Disaster Recovery (CDBG-DR).

The following is the information of the official authorized person to bind the firm:

MDG Associates, Inc. Rudy E. Munoz, President 10722 Arrow Route, Suite 822 Rancho Cucamonga, CA 91730 (909) 476-9696 rmunoz@mdg-ldm.com

You may contact me at your convenience should you have any questions regarding this proposal.

Respectfully Submitted,

Rudy E. Muñoz President

**Enclosure: Proposal** 

# CITY OF TEMECULA PROPOSAL COMMUNITY DEVELOPMENT BLOCK GRANT PROGRAM ADMINISTRATION

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**Resumes of Key Personnel** 

#### SECTION I. DESCRIPTION OF FIRM, QUALIFICATIONS AND EXPERIENCE

MDG Associates, Inc. (MDG) was established in 1991 and has undergone steady growth since its inception. MDG is a corporation registered in the State of California. MDG is a registered Minority Business Enterprise (MBE) and a Small Disadvantaged Business (SDB/DBE). In response to our clients' needs, MDG provides a wide variety of Community Development consulting services including, but not limited to: grants management; administration and implementation of housing and commercial rehabilitation programs; labor compliance monitoring; administration of other housing programs; and project management services.

MDG Associates, Inc. is comprised of individuals with a wide variety of expertise including the services requested by the City. Currently, MDG has 28 staff members. Thirteen of the 28 staff members are knowledgeable and experienced in the administration of CDBG, HOME, and ESG in addition to projects funded under these programs. MDG has eight staff members that are knowledgeable and experienced in the administration of housing and commercial rehabilitation programs utilizing the funding mentioned above sources in addition to CalHome funds through the California Department of Housing and Community Development.

We provide administrative and management services to cities and counties that are seeking a consultant that can act as an extension of their staff and look after their best interest.

#### **Grants Management:**

MDG currently provides administration and implementation services for the Community Development Block Grant (CDBG), HOME Investment Partnerships (HOME), Emergency Solutions Grant (ESG), Community Development Block Grant-Disaster Recovery (CDBG-DR), and Neighborhood Stabilization Programs (NSP). MDG also administers activities funded under the programs above.

MDG and its affiliate LDM are currently under direct contract with 30 cities and three (3) counties with HUD CPD funds totaling approximately \$80.5 million. Our services include the day-to-day implementation of their CPD grants and programs funded with the aforementioned grant funds. In addition, we provide services to other cities and counties on specific tasks such as IDIS input, subrecipient monitoring, federal labor standards (Davis-Bacon) compliance, monitoring CDBG/HOME and ESG grants, the preparation of HUD Section 108 Loan Guarantee applications, preparation of Consolidated Plan/Annual Action Plans/ and Consolidated Annual Performance and Evaluation Report (CAPER).

MDG staff maintains an excellent relationship with the local HUD field offices as well as at the headquarters level (Washington D.C.). Our staff has been providing training to grantees throughout the country on behalf of HUD Headquarters. The training has been in the areas of "Basically CDBG," Assessment of Fair Housing (AFH), Disaster Recovery Grant Reporting (DRGR), eCon Planning Suite, CPD Maps, and the Integrated Disbursement Information System (IDIS). Our staff currently assists grantees through the HUD Resource Exchange Ask a Question (AAQ) portal in the areas of CDBG, HOME, and DRGR.

Our staff currently provides technical assistance (TA) to grantees throughout the country on behalf of HUD Headquarters in conjunction with the CPD Programs as well as HUD's reporting systems, the IDIS and DRGR systems.

Our staff is knowledgeable in several computer programs including all of the Microsoft Office software, Microsoft Project, Adobe programs and HUD's online reporting databases. These include the Integrated Disbursement and Information System (IDIS), Disaster Recovery Grant Reporting System (DRGR), Recovery Act Management and Performance System (RAMPS), Performance and Accountability for Grants in Energy System (PAGE), HUD Environmental Review Online System (HEROS), and FederalReporting.gov.

#### **Housing Rehabilitation:**

MDG along with its affiliate LDM is currently under contract with 15 cities throughout Southern California for the management and implementation of their housing rehabilitation programs, including mobile homes. During the prior year, the firm processed and completed the rehabilitation of approximately 225 residential single-family dwellings and mobile homes. The funds utilized for the implementation of the rehabilitation programs included U.S. Department of Housing and Urban Development (HUD) funds such as CDBG and HOME funds as well as California Department of Housing and Community Development (HCD) funds such as State HOME and CalHome funds. Through the years, MDG has developed systems for different types of programs including, but not limited to, emergency repair programs, rental rehabilitation programs, owner-occupied – single family rehabilitation program, and mobile home repair programs. Responsibilities under these programs include, but are not limited to, the overall administration of the program; reviewing applications for eligibility; environmental review record and clearances; loan underwriting and loan document preparation for loan-based programs; initial, progress and final inspections; responding to contractor questions during the bidding process; construction management and oversight; review and process contractor payment request; and preparing regulatory reports for HUD and HCD.

#### **Labor Compliance (Davis-Bacon Act):**

We are currently under contract to provide Labor Compliance services to 14 cities in Southern California. Our typical scope of work includes preparation and review of bid documents for compliance with Federal labor standards and requirements including Davis-Bacon and Related Acts, Section 3, and DOL regulations; attend pre-construction meeting and present information on Davis-Bacon and Section 3 requirements; review submitted bid documents for compliance; establish and maintain contractor and subcontractor labor files; conduct employee field interviews and document posting compliance; reconcile weekly certified payroll reports and supporting documentation; monitor contractors for Section 3 accomplishments; schedule labor compliance file reviews prior to release of retention funds; and address and resolve any underpayment or deficiency issues.

## **Section 3:**

Our staff is experienced in the implementation of Section 3 employment, contracting and training requirements. Currently, we monitor labor compliance activities on 15 projects with a combined construction value of over \$12.5 million. Of these projects, ten (10) are Section 3-covered projects with contracts in excess of \$100,000.

### SECTION II. ASSIGNED STAFF QUALIFICATIONS

#### MANAGEMENT AND STAFFING

The members of our consulting group proposed to provide CDBG Administration services include Mr. Rudy Muñoz, President; N. Dean Huseby, Senior Associate; and Frank Perez, Associate. Rudy Muñoz is the authorized signatory for contracts on behalf of MDG Associates and oversees the assigned consulting team for all contracts. N. Dean Huseby will be the City's direct contact for the CDBG Program and will manage the delivery of the CDBG consulting services to the City, including the programs compliance with other federal requirements and the implementation of funded programs. And finally, Mr. Frank Perez, Associate, will be assisting in most of the day-to-day implementation of the CDBG program.

Additional staff will assist on an as needed to address other elements such as cross-cutting requirements to include Davis-Bacon labor compliance monitoring, Section 3, program monitoring, etc.

**Rudy Muñoz, President** - Rudy Muñoz is the President and founder of MDG Associates, Inc. With more than 33 years of experience in the community development field, Mr. Muñoz' primary focus is on assisting municipalities with all aspects of the administration and implementation of their HUD-funded CPD Programs. These include, but are not limited to the Community Development Block Grant (CDBG), HOME Investment Partnership Act (HOME), Neighborhood Stabilization Program (NSP) and Community Development Block Grant – Disaster Recovery (CDBG-DR) programs.

Mr. Muñoz works hand-in-hand with municipalities on the development of implementation strategies and tools that facilitate the management of their CPD programs; providing training for the HUD CPD Programs, and at times implementing the day-to-day functions of the programs. These functions include all phases of the program implementation from the initial development of Consolidated Plans and Action Plans for the various programs up to the programmatic and financial closeout of projects and grants. He assists grantees in developing HUD mandated Policies and Procedures for the overall management and oversight of the various CPD Programs as well as individual activities funded under these programs such as Housing Rehabilitation, Commercial Rehabilitation, and Homebuyer Programs.

Mr. Muñoz is a Certified HOME Specialist and is a subcontractor to national Technical Assistance (TA) providers through HUD's OneCPD and Community Compass initiatives. Through the initiatives, he provides TA and training to municipalities throughout the U.S. in CDBG, HOME, NSP, and CDBG-Disaster Recovery Programs. He currently provides training at the national level in "Basically CDBG", Assessment to Fair Housing (AFH), Integrated Disbursement and Information Systems (IDIS), and the Disaster Recovery Grant Reporting System (DRGR). He is a beta tester for HUD on the Disaster Recovery Grant Reporting system. Because of his fluency in Spanish, he has provided many of the aforementioned training in Spanish for the Commonwealth of Puerto Rico and its municipalities.

Prior to his time with LDM and MDG, Mr. Muñoz worked for several municipalities in Southern California. Mr. Munoz received a Bachelor of Architecture (BArch) from California Polytechnic University in Pomona.

**N. Dean Huseby, Senior Associate -** Mr. Dean Huseby recently joined MDG Associates, Inc., and currently serves as a Senior Associate. With more than 32 years of experience in the planning and implementation of federal grants, both as a grantee and as a HUD CPD Representative. These include all of the programs offered by the U.S. Department of Housing and Urban Development – Office of Community Planning and Development, Mr. Huseby will be assisting municipalities with all aspects of Community Development Block Grant (CDBG), HOME Investment Partnership (HOME) and Emergency Solutions Grant (ESG) management.

Mr. Huseby's emphasis is on the day-to-day implementation of HUD CPD Programs and the development of systems to facilitate in the implementation of these programs. His prior work as a HUD CPD Representative provides additional insight into the areas of focus for the HUD field office. These areas include the development of Consolidated Plans, Analysis of Impediments to Fair Housing Choice and numerous program policy and procedure documents to facilitate the implementation of the housing and community development projects resulting from these plans. His responsibilities include the management and implementation of CPD programs for cities in Southern California. Mr. Huseby is a Certified HOME Specialist (Regulations) and is a national technical assistance provider through HUD's OneCPD technical assistance initiative.

Prior to joining MDG, Mr. Huseby was a HUD CPD Representative with the Los Angeles Field Office where he managed one of the heaviest workloads in the Los Angeles field office. Oversaw one urban county and eight metropolitan cities, including the City of San Diego in the areas of CDBG, HOME, ESG and HOPWA totaling approximately \$30 million in grant funds. In addition, responsibilities included the oversight of 20 Continuum of Care (CoC) grants totaling approximately \$10 million and assisted in the oversight of the early phases of the NSP Program.

**Frank Perez, Associate** - Mr. Frank Perez joined MDG Associates, Inc. in 2011 and currently serves as an associate on the Housing and Community Development team. With more than eight (8) years of experience in the planning and implementation of federal grants including those offered by the U.S. Department of Housing and Urban Development – Office of Community Planning and Development (CPD), Mr. Perez assists municipalities with all aspects of Community Development Block Grant (CDBG) administration and implementation.

Mr. Perez focuses on the day-to-day aspects of CPD program administration and compliance, including Consolidated Plan and Action Plan development and implementation, Integrated Disbursement and Information System (IDIS) functionality and management, labor standards enforcement, subrecipient management, monitoring, and capacity building, compliance with federal reporting requirements including the Consolidated Annual Performance and Evaluation Report (CAPER), and all other aspects of program administration, implementation and compliance.

The resumes of the staff members are included in the Resume of Key Personnel section of this document.

#### SECTION III. FIRM'S METHODOLOGY, APPROACH AND SCOPE OF WORK

#### **METHODOLOGY**

MDG implements a team approach for the administration of the HUD entitlement grant programs. This approach allows us to control costs to the City by having lower level staff complete tasks that do not require a senior level staff member to complete. This team approach also allows us to assign individuals with expertise in certain areas to complete those tasks. The work program for each City varies depending on the City's needs. MDG performs a majority of the tasks on-site whenever possible with tasks not requiring our presence at the City being performed from our office.

MDG has established systems for the administration of CDBG Program. The key to the systems is establishing a detailed calendar used in the implementation of the programs. The schedule includes a start date, due date, item description, reference to the established Policy and Procedure Manual section and the assigned consultant. As a result of the successful systems that we have developed for the administration of CPD Programs, we have been selected by HUD headquarters as part of a workgroup through the OneCPD Technical Assistance Program to establish systems that will assist grantees in their administration of CPD Programs.

Our philosophy is that it is our responsibility to provide training and technical assistance to subrecipients receiving CDBG funds from the City to achieve their goal to implement successful programs that benefit the low- and moderate-income residents of the City.

#### **APPROACH**

MDG proposes to provide service on-site and at its home office as required by the City. We anticipate becoming an extension of City staff and would provide flexible scheduling which meets the needs of the City. In addition, we would make ourselves available to attend City Council meetings as requested by staff. We will make ourselves available during non-scheduled hours should the need arise by providing staff with our cell phone numbers.

Based on prior experience, we propose to be in attendance at City Hall typically one day per week or as needed to properly administer the program. The balance of the services provided will be performed at our corporate office in the City of Rancho Cucamonga. We anticipate becoming an extension of City staff and would provide flexible scheduling which meets the needs of the Community Development Department. We will make ourselves available to attend meetings as requested by staff.

#### **SCOPE OF WORK**

In the administration and implementation of the U.S. Department of Housing and Urban Development (HUD) CDBG entitlement grant program, MDG proposes to provide staffing and other resources as required to perform the scope of work requested by the City, but not limited to:

A. General administration of the CDBG program for the upcoming three fiscal years (2019-20, 2020-21, 2021-22) including:

- Coordination with City staff in the identification, management, and completion of all CDBG funded projects including preparation or review of federal funding requirements, requests for proposals, monitoring reports, public notices, etc.
- Preparation of all reports as required by HUD including, but not limited to a one-year Action Plan and annual grant funding application, Consolidated Annual Performance Evaluation Report (CAPER) document, quarterly financial reports, etc.
- Preparation of necessary environmental review forms and documents for CDBG projects.
- Setup and maintenance of IDIS records including preparation of requested reports.
- Preparation and/or review of draw down requests for reimbursement of expended funds on a quarterly basis or as directed.
- Coordination with HUD field office staff, other City staff, and variuous CDBG related constituencies.
- Any such other activities as required to properly administer the CDBG Program.

#### B. Administration of sub-recipient contracts including:

- Prepare a Notice of Funding Availability (NOFA) on an annual basis for social service funding. Work with City staff to prepare a funding plan for the recommended social service providers.
- In coordination with the NOFA, prepare and hold two technical workshops for prospective applicants.
- Hold a technical workshop for sub-recipients in July of each program year to review obligations and compliance requirements.
- Prepare files and contracts for each of the funded social service and fair housing service providers and provide technical guidance to sub-recipients as necessary to ensure proper data collection and program compliance as mandated by HUD.
- Review and process all sub-recipient invoices.
- Monitor all sub-recipients on an annual basis or sooner as necessary.

In addition, MDG proposes to provide advice and strategies to assist the City with achieving its housing and community development goals in a manner fully compliant with HUD regulations and requirements.

#### **SECTION IV. REFERENCES**

The following list represents our client list for whom we have provided similar services.

#### **HUD Entitlement Cities:**

#### City of Fontana - Brent Mickey, Housing Development Manager

Services Provided: CDBG/HOME/CDBG-R/NSP Program TA; Analysis of Impediments to Fair Housing (AI); Consolidated Plan/Action Plan/CAPER preparation; Davis-Bacon/Section 3 Compliance; Policies and Procedures for FTHB and Hosing Rehabilitation Programs

Date of Contract: 2009 to Present

Contact Person: Phone Number: (909) 350-6657; email address: bmickey@fontana.org

# City of Upland - Liz Chavez, Manager of Development Services

Services Provided: CDBG Program Technical Assistance; CalHome and RDA funded Housing Rehabilitation Program Implementation (4 separate programs); RDA funded Commercial Rehabilitation Program Implementation; CalHome and RDA funded Homebuyer Assistance Program; Project/Construction Management; Davis-Bacon and Section 3 Compliance; Analysis of Impediments; Planning Services; Analysis of Impediments to Fair Housing (AI); Consolidated Plan/Action Plan/CAPER preparation; affordable housing monitoring.

Date of Contract: 2004 to Present

Phone Number: (909) 931-4146; email address: <a href="mailto:lchavez@ci.upland.ca.us">lchavez@ci.upland.ca.us</a>

#### City of Hesperia - Rod Yahnke, Economic Development Manager

Services Provided: CDBG Program Administration and Technical Assistance; CDBG funded Housing Rehabilitation Program Implementation; Davis-Bacon and Section 3 Compliance; Consolidated Plan/Action Plan/CAPER preparation. Analysis of Impediments to Fair Housing (AI) preparation. NSP Program Technical Assistance.

Date of Contract: 2003 to 2008 and 2013 to Present

Phone Number: (760) 970-1907; email address: <a href="mailto:ryahnke@cityofhesperia.us">ryahnke@cityofhesperia.us</a>

# City of Irvine - Mr. Steve Holtz, Manager of Neighborhood Services

Services Provided: CDBG/HOME/CDBG-R/HPRP Program Administration and Technical Assistance; Redevelopment Consultation; CDBG funded Housing Rehabilitation Program Implementation; Analysis of Impediments to Fair Housing (AI); Five-Year Consolidated Plan/Action Plan/CAPER preparation; Davis-Bacon and Section 3 Compliance.

Date of Contract: 2001 to Present

Phone Number: (949) 724-6612; email address: sholtz@ci.irvine.ca.us

#### City of Newport Beach - James Campbell, Deputy Director, Community Development Department

Services Provided: CDBG Program Technical Assistance; Davis-Bacon and Section 3 Compliance; Analysis of Impediments; Consolidated Plan/Action Plan/CAPER preparation; affordable housing monitoring.

Date of Contract: 2000 to Present

Phone Number: (949) 644-3210; email address: <a href="mailto:icampbell@newportbeachca.gov">icampbell@newportbeachca.gov</a>

### City of Palmdale - Mike Miller, Director of Neighborhood Services

Services Provided: CDBG/HOME/CDBG-R/NSP Program Administration and Technical Assistance; Redevelopment Consultation; Analysis of Impediments to Fair Housing (AI); Consolidated Plan/Action Plan/CAPER preparation; 5 Year Implementation Plan (Redevelopment); Davis-Bacon and Section 3 Compliance; affordable housing monitoring.

Date of Contract: 2000 to Present

Phone Number: (661) 267-5126; email address: MikeM@cityofpalmdale.org

#### City of Paramount - Karina Lam Liu, Finance Director

Services Provided: CDBG/CDBG-R/NSP/HOME Program Administration; Redevelopment Consultation; CDBG and HOME funded Housing Rehabilitation and Commercial Rehabilitation Program Implementation; Homebuyer Assistance Program; Analysis of Impediments to Fair Housing (AI); Consolidated Plan/Action Plan/CAPER preparation; 5 Year Implementation Plan (Redevelopment); Davis-Bacon Compliance; and affordable housing monitoring.

Dates of Contract: 2003 to Present

Phone Number: (562) 220-2210; email address: Klam@ParamountCity.com

#### City of Corona - Cynthia Lara, Administrative Services Manager

Services Provided: CDBG Program Administration and HOME Technical Assistance including all aspects of the CDBG Program as well as assistance with affordable housing projects and Davis-Bacon Compliance Monitoring.

Date of Contract: 2010 to Present

Phone Number: (951) 739-4963; email address: Cynthia.Lara@ci.corona.ca.us

#### **SECTION V. FEE PROPOSAL**

We propose to perform the services related to the general administration of the CDBG program, administration of sub-recipient contracts and Davis-Bacon compliance on an hourly basis in accordance with the rate schedule below. Based on our experience, we anticipate having one Senior Associate (Dean Huseby) provide 12 hours of service weekly with an Associate (Frank Perez) provide an additional 10 hours of service weekly.

We proposed to have Mr. Perez in attendance on-site one day per week to complete all of the file management, reporting and invoice processing functions. Mr. Huseby would be in attendance as necessary to go over all the higher level administrative needs and as requested by City Staff. Additional subject matter expert staff members would be available to the City as requested. This would include Labor Compliance, Section 3, IDIS, and environmental experts that would assist as necessary.

The following additional information to the Line Item Pricing is being submitted as part of our proposal. MDG proposes to perform the Scope of Services on an hourly basis, billed in quarter-hour increments based on the billing rates listed on the attached Rate Schedule (See Exhibit "A") that are effective July 1, 2019. Should the City choose to extend the agreement for additional years beyond the first year, the Rate Schedule below provides the effective rates through June 2022.

#### LITIGATION STATEMENT:

As requested in the RFP, MDG does not have any past or current litigations.

## EXHIBIT "A"

# MDG Associates, Inc.

# **SCHEDULE OF HOURLY BILLING RATES**

Rates effective as of July 1, 2019

Staff Person		Hourly Rate			
Title	2019-2020	2020-2021	2021-2022		
President/Senior Vice President	\$115.00	\$118.00	\$121.00		
Vice President	\$110.00	\$113.00	\$116.00		
Director	\$105.00	\$108.00	\$111.00		
Manager	\$100.00	\$102.50	\$105.50		
Senior Associate	\$95.00	\$97.50	\$100.00		
Associate	\$85.00	\$87.50	\$90.00		
Senior Project Assistant	\$70.00	\$72.00	\$74.00		
Project Assistant	\$65.00	\$67.00	\$69.00		
Secretary	\$45.00	\$46.50	\$48.00		

## **REIMBURSABLE ITEMS:**

Project Supplies At Cost plus 10% surcharge (if applies)
Prints/Reproductions At Cost plus 10% surcharge (if applies)
Postage/Delivery At Cost plus 10% surcharge (if applies)



**Resumes of Key Personnel** 

#### **PROFESSIONAL EXPERIENCE:**

# MDG Associates, Inc. – Rancho Cucamonga, CA President: 1991 - Present

Founder of MDG Associates, Inc., a community development consulting firm that provides services to municipal agencies. Focus on assisting municipal agencies with all aspects of the administration and implementation of HUD funded CPD Programs. These include, but are not limited to the Community Development Block Grant (CDBG), HOME Investment Partnership Act (HOME), Neighborhood Stabilization Program (NSP) and Community Developmet Block Grant – Disaster Recovery (CDBG-DR) programs.

Works hand-in-hand with municipalities on the development of implementation strategies and tools that facilitate the management of their CPD programs; provides training for the HUD CPD Programs; if requested provides day-to-day implementation functions of the programs. This includes the development of Consolidated Plans and Action Plans for various programs through programmatic and financial closeout of projects and grants. Assists grantees in developing HUD mandated Policies and Procedures for the management and oversight of various CPD Programs as well as implementation of individual activities such as Housing Rehabilitation, Commercial Rehabilitation, and Homebuyer Programs.

Works as a subcontractor to several national Technical Assistance (TA) providers through HUD's Community Compass initiatives. Through the initiative, provides TA and staff capacity buildding to municipalities throughout the U.S. in the CDBG, HOME, NSP (1, 2, and 3) and CDBG-DR. Provides in class training and TA in two of HUDs reporting systems; the Integrated Disbursement and Information Systems (IDIS), and the Disaster Recovery Grant Reporting System (DRGR). Assists HUD Headquarters as a beta tester for the updates to the Disaster Recovery Grant Reporting system.

Provides training and TA in federal cross-cutting elements inlcuding Financial Management Systems (Uniform Administrative Systems), Davis-Bacon and Related Acts (DBRA), and Assessment of Fair Housing (AFH). Has provided many of the aforementioned training in Spanish for the Commonwealth of Puerto Rico and its municipalities.

#### City of Huntington Park - Assistant Director of Comm. Development/Redevelopment

Assisted the Director of Community Development in the administration of the department. Directly responsible for the day-to-day administration and management of municipal staff on the CDBG and HOME programs, current and advanced planning functions and code enforcement activities. Acted as Secretary to the City's Planning Commission.

#### City of Montclair - Associate Planner

Assisted in the day-to-day planning functions including, but not limited to, California Environmental Quality Act (CEQA) review, Design Review, Subdivisions, Annexations, and Development proposals. Responsible for reviewing and processing Zone Changes, Variances, Conditional Use Permits, and other entitlements.

#### **Booth-Good Architects - Project Assistant**

Under the direction of the Project Architect, assisted in the design development, and preparation of design development and construction drawings for a variety of building types including single-family residential, multi-family residential and commercial developments.

#### **EDUCATION:**

**Bachelor of Architecture (5-Year Degree)**California State Polytechnic University, Pomona

#### **AFFILIATIONS/ REGISTRATIONS:**

ICBO - International Conference of Building Officials NAHRO- National Association of Housing and Redevelopment Officials AIA - Prior Associate member of the American Institute of Architects Licensed California General Contractor - California License No.681042 ICBO - Earthquake Retrofit of Wood Frame Homes Certification Certified HOME Program Regulations, HUD (Technical Assistance Provider)

#### **PROFESSIONAL EXPERIENCE:**

# MDG Associates, Inc. Rancho Cucamonga, CA Senior Associate: 2015 - Present

Serves as the lead consultant with assigned clients and is responsible to coordinate the work of assigned consultants to ensure work flow efficiency and quality. Provides technical assistance to clients including cities, counties, and housing developers to enhance client capacity to administer federal and state grant programs. Areas of specialization include compliance monitoring (grant programs, subrecipients), audit preparation, CDBG, HOME and Continuum of Care (CoC) technical assistance, policy and procedure development and the implementation of special HUD programs.

Responsible for the preparation of Five-Year Consolidated Plans, Analysis of Impediments to Fair Housing Choice (AI), Annual Action Plans and Consolidated Annual Performance and Evaluation Reports in connection with U.S. Department of Housing and Urban Development (HUD) programs including but not limited to the Community Development Block Grant (CDBG), HOME Investment Partnerships (HOME), Neighborhood Stabilization Program (NSP) and Emergency Solutions Grant (ESG).

As a HOME Program Certified Specialist, provides technical assistance to HUD grantees through the HUD OneCPD and Community Compass Technical Assistance program on all phases of program planning, grants management, program design, implementation, monitoring and reporting.

# U.S. Department of Housing and Urban Development (HUD) – Los Angeles, CA Community Planning and Development Representative: 2002 - 2015

Managed one of the heaviest workloads in the Los Angeles field office. Oversaw one urban county and eight metropolitan cities, including the City of San Diego in the areas of CDBG, HOME, ESG and HOPWA totaling approximately \$30 million in grant funds. In addition, responsibilities included the oversight of 20 Continuum of Care (CoC) grants totaling approximately \$10 million and assisted in the oversight of the early phases of the NSP Program.

Volunteered to oversee troublesome HUD grantees with all of the grantees now being among the top performers in the Los Angeles field office region. This was accomplished by providing technical assistance individually and in groups, in the field or over the phone. Conducted two-day Basic CDBG workshops for grantees. Worked with IT staff at HUD in creating and overseeing the daily management of the local web page for the LA field office. Set up the Los Angeles HUD filed office Listserv to keep HUD staff and grantees informed of new information that was necessary or useful in the administration of their programs.

## City of Fresno - Fresno, CA Management Analyst: 1999 - 2002

Managed the City's CDBG Program including citizen participation and the preparation of the Consolidated Plan, Annual Action Plans, and Performance Reports in addition to overseeing the day-to-day operations of the programs. Assisted in creating the first Continuum of Care for the homeless agencies to apply for HUD funds. Wrote a Citizen Participation plan for the City preventing the City from litigation. Supervised two employees.

#### County of Fresno – Fresno, CA Program Manager: 1975 – 1998

Managed the County's HUD Programs for 23 years. Oversaw the preparation of the Consolidated Plan, Annual Action Plan and Annual Performance Report. Oversaw the day-to-day operations of the CDBG and HOME programs in addition to supervising four employees. Chief staff member to a 30-member citizen advisory board. Actively involved with developing CDBG programs in 14 cities and 25 towns. Served as Public Information Officer for the County and set up dozens of public relations events during my tenure, which included members of Congress, the State legislature and local officials.

#### City of Hanford – Hanford, CA Planner I/II: 1971 – 1975

Prepared staff reports for the Planning Commission for General Plan amendments, rezonings, Conditional Use Permits, Variances, subdivision and parcel maps. Addressed public planning questions. Conducted environmental reviews, performed drafting duties, accomplished an aggressive annexation program. Successfully completed over 30 annexations including four inhabited annexation, which required undergoing the election process. Oversaw the special mid-decade census counts.

## City of Brea - Brea, CA Planning Intern: 1969 - 1971

Prepared Planning Commission presentations, answered public planning questions

#### **EDUCATION:**

# BA in Public Administration with emphasis in Urban Planning

California State University at Fullerton

#### **AFFILIATIONS/ REGISTRATIONS:**

Certified HOME Program Regulations, HUD (Technical Assistance Provider) 2005-2006 graduate of the PIH/CPD Leadership Development Program.

#### **PROFESSIONAL EXPERIENCE:**

# MDG Associates, Inc. – Rancho Cucamonga, CA Associate: 2011 - Present

Provides Community Development Block Grant (CDBG) consulting services to U.S. Department of Housing and Urban Development (HUD) grantees. Assists clients in the design and implementation of NOFA processes, development of Annual Action Plans, preparation of environmental reviews, preparation of written agreements, review of performance reports, approval of payment requests, Integrated Disbursement and Information System (IDIS) data entry and management, and preparation of the Consolidated Annual Performance and Evaluation Report. Areas of specialization include subrecipient management, program monitoring and nonprofit capacity building.

Responsible for Davis-Bacon and Related Acts (DBRA) prevailing wage compliance and monitoring, including bid document preparation, HUD-11 Employee Field Interviews, review of certified payroll reports, identification and resolution of labor standards violations, MBE/WBE and Section 3 compliance and reporting. Assists in the monitoring of CDBG funded projects for compliance with HUD regulations. Conducts subrecipient programmatic and financial monitoring of CDBG funded projects to determine compliance with HUD regulations. Also, responsible for reviewing applications for participation in rehabilitation programs to verify compliance with CDBG program requirements.

#### Accurate Background, Customer Service Manager

Managed customer service call center for pre-employment background check organization. Ensured all aspects of a client's background check met federal reporting guidelines, contained accurate information, and ensured all technical questions were address regarding a client's background check. Ensured all productivity accomplishments were recorded monthly, quarterly, and yearly. Specialized in the implementation of I-9 (E-Verify) program platform for the organizations customer service center, ensuring that all clients had a digital platform to enter and view requests, ask questions through a chat session, and provide technical assistance about their accounts. Account manager for customer service requests for the organizations largest client, Starbucks.

## **Target Corporation, Executive Team Leader**

Plan, organize, and supervise sales-floor, logistics, and guest services teams in various store locations throughout Orange County. Implemented best practices, monitored team productivity, report generation and statistical review, performance management to ensure efficiency and productivity levels were meeting company standards.

#### **Relevant Student Course Work**

Econometrics, Labor Economics and Business Finance, Business Accounting, Financial Investment, Business Decisions, Economic Development, and Money and Banking.

Computer Skills: Microsoft Office (Word, Excel, Outlook, and Power Point, Adobe)

Bilingual: English/Spanish

#### **EDUCATION:**

**Bachelor in Business Economics & Administrative Studies** 

University of California, Riverside