

12. Support for Short-Term Housing – CONTRACTOR shall provide support for County's Short-Term Housing (Shelter Bed) Program by:

a. Providing space at the MSC facility for County staff to provide Short-Term Housing coordination services.

b. Keeping County apprised of issues and/or concerns related to County contracted Short-Term Housing facilities.

13. Transportation – CONTRACTOR shall provide transportation for Clients to and from emergency Short-Term Housing facilities (Shelter Beds) on an as needed basis, General Relief and Supplemental Security Income (SSI) offices, non-emergency medical and mental health services, and other service providers as necessary. CONTRACTOR shall provide assistance with mapping and accessing public transportation for Clients. Bus passes shall also be made available on an as needed basis, and CONTRACTOR shall offer bus passes and/or provide transportation to Clients at the end of the program day, to return them to their place of residence, as required. All bus passes shall be maintained in a secure location, and disbursement of bus passes shall be kept in a formal record keeping log and made available to ADMINISTRATOR upon request.

14. Independent Housing Fund (IHF) Program Services

a. CONTRACTOR shall be responsible for:

- 1) Managing funds allocated by COUNTY for IHF;
- 2) Preparing checks as requested by ADMINISTRATOR;
- 3) Notifying ADMINISTRATOR when checks are ready for disbursement;
- 4) Maintaining records of IHF expenditures;
- 5) Providing reports on IHF account activity monthly or as requested;
- 6) Reporting any returned checks to ADMINISTRATOR immediately upon receipt; and

7) Meeting monthly to reconcile CONTRACTOR records with ADMINISTRATOR records.

b. ADMINISTRATOR will be responsible for screening of applicants, selecting applicants, and coordinating the IHF Program.

15. Vocational and Pre-Vocational Services

a. CONTRACTOR shall offer work adjustment and vocational services for those Clients able to work, including job referrals for day labor, part-time, full-time, and permanent employment.

b. CONTRACTOR shall offer pre-vocational programs designed for lower functioning Clients, including cleaning duties, sorting clothes, food preparation and serving, bagging food, and maintaining shower and laundry schedules.

c. CONTRACTOR shall develop and utilize a job activity board. The board will be updated with assigned jobs for Clients on a daily basis.

16. Linkage to Behavioral Health Services

a. CONTRACTOR shall provide case management services to homeless persons in COUNTY who have mental health and/or substance abuse disorders and require linkage to appropriate services.

b. CONTRACTOR shall refer Clients, as appropriate, and track linkages with COUNTY Behavioral Health Services, recovery homes, and other substance abuse providers in the community.

c. CONTRACTOR shall meet regularly with ADMINISTRATOR to review established linkage procedures to all available services.

17. Housing Services – CONTRACTOR shall provide housing services to assist homeless mentally ill adults, including those at risk of becoming homeless, in evaluating, locating, and maintaining, safe permanent housing in the community. CONTRACTOR shall:

a. Coordinate housing services with ADMINISTRATOR's Plan Coordinators;

b. Develop, maintain, and post a list of housing resources for Clients from information that is available to the public; and

c. Provide support services to maintain independent living for Clients who have secured housing.

18. Benefits Assistance – CONTRACTOR shall assist Clients with benefits assessment, problem-solving, and/or acquisition (SSI, SSDI, etc.).

19. Substance Use Disorder (SUD) Services – Provide a space for SUD Services, which may include, but not be limited to, a room for private individual, group meetings, and 12-Step or similar group meetings.

20. Medical Services – CONTRACTOR shall provide initial Assessments of general medical status and maintain the ability to provide basic wound care or refer to another facility as needed.

21. Employment and Vocational Training Services – CONTRACTOR shall facilitate pre-employment and employment activities that may include, but are not limited to: job preparedness groups and individual evaluation; assistance with locating employment; skills identification; resume writing; dressing for success; interviewing and follow-up techniques and practice; job search including attendance at job fairs; job coaching; and other activities focused

on attaining and maintaining employment. Some or all vocational services may be provided onsite by CONTRACTOR or another provider with appropriate qualifications.

22. Educational Services – CONTRACTOR shall provide, or cause to be provided, educational opportunities appropriate to this population such as stigma elimination, education on common mental illnesses, recovery principles, health and wellness classes, and assistance to continue formal or technical education. One (1) to two (2) opportunities shall be made available daily.

23. Showers, Clothing, Laundry – CONTRACTOR shall provide showers, changing areas, a change of clothes, and access to a washer and dryer to homeless Clients who have a need for them.

24. Mailing Address – CONTRACTOR shall establish a mailing address for persons that need an address in order to receive SSI or other benefits. CONTRACTOR shall be responsible for developing a system to protect and distribute the mail that is received at this address.

D. WORKLOAD STANDARDS - CONTRACTOR shall provide approximately twenty thousand eight hundred (20,800) units of service, which shall be achieved by serving a daily average of eighty (80) persons per day each day at the MSC location during the term of the Agreement.

E. PROGRAM OBJECTIVES - CONTRACTOR shall, at a minimum, track and monitor the following activities:

1. The total number of Clients who are referred to and linked to COUNTY Adult Behavioral Health clinics, Mental Health Services Act (MHSA) FSP programs, VA Mental Health and health related services and other community based mental health and other resources.

2. The total number of both duplicated and unduplicated Clients served by the MSC program, including but not limited to: Field case management, Housing, Veteran's, and Pre-Vocational Services.

3. The total number of Veteran contacts for the MSC program, Veterans enrolled in the MSC program, and enrolled Veteran's linked to Veteran's Administrative services.

4. The total number of community worker field contacts including both duplicated and unduplicated Clients, for the MSC program.

5. The total number of Clients who have obtained employment through the MSC program.

6. The total number of Clients who have utilized showers and obtained clothing through the MSC program.

7. The total number of Clients who have utilized mail services at the MSC program.

8. The total number of Clients, both duplicated and unduplicated, who have been transported to shelter beds from the MSC program; the total number of Clients, both duplicated and unduplicated, who have been transported to behavioral health, medical services, and other community resources; and those MSC Clients requiring transportation to their place of residence at the end of the program day.

9. The total number of bus passes provided to Clients from the MSC program.

10. The total number and type of in-service trainings provided to CONTRACTOR's staff.

11. The total number and type of psychosocial groups provided by CONTRACTOR.

12. The total number of interns/volunteers utilized to assist in providing services identified in this Exhibit A-2 to the Agreement.

13. The type and dollar amount of donations accepted by the MSC program.

14. The total number of Clients who used laundry services at the MSC program.

15. The total number of Clients who received snacks and refreshments at the MSC program.

16. The total number of Clients who received nursing consultations, assessments, basic nursing care, referrals, and linkage to medical care services for the MSC program.

17. The total number of nursing activities related to health prevention outreach, and well-being groups.

F PERFORMANCE OUTCOMES – During the term of the Agreement, CONTRACTOR shall be required to achieve performance outcomes, and track performance outcome statistics in monthly programmatic reports. Performance Outcomes may include, but not be limited to:

1. CONTRACTOR shall refer a minimum of two thousand (2,000) Clients from the MSC program to other supportive service agencies for one time and ongoing assistance. Such services shall include, but are not limited to: behavioral health services; drug and alcohol services; medical and health related services; food; identification cards; bus passes; and legal services;

2. CONTRACTOR shall provide field case management to, and enroll a minimum of one hundred twenty (120) veteran Clients and link a minimum of seventy-five (75) veteran Clients to Veteran's Affairs (VA) resources, including VA Mental Health services;

3. CONTRACTOR's MSC program shall link a minimum of one hundred (100) unduplicated Clients to their initial meeting with COUNTY Behavioral Health clinics, MHSA Full Service Partnership programs and other community mental health resources;

4. CONTRACTOR shall refer up to one hundred fifty (150) Clients to the MSC housing program and successfully link seventy-five (75) Clients to housing;

5. CONTRACTOR's MSC program shall provide pre-vocational services to one hundred fifty (150) Clients and successfully assist thirty (30) Clients in attaining competitive employment; and

6. CONTRACTOR shall, at a minimum, analyze Performance Outcome data on a quarterly basis from the start date of this Agreement, to determine the effectiveness of services offered by the program, and make programming recommendations or modifications, as required, which will ensure the services provided are meeting the needs of Clients, and also to ensure that Performance Outcomes are achieved. CONTRACTOR shall provide a report of the results of this analysis to ADMINISTRATOR on a quarterly basis, and shall also provide a final year-end analysis report that summarizes the overall status and achievement of Performance Outcomes established for this program.

G. CONTRACTOR shall establish a written smoking policy, which shall be reviewed and approved by ADMINISTRATOR that specifies designated areas as the only areas where smoking is permitted.

H. CONTRACTOR shall establish a Good Neighbor Policy, which shall be reviewed and approved by ADMINISTRATOR. The policy shall include, but not be limited to, a reporting procedure, staff training to address neighbor complaints, and a resolution process.

I. CONTRACTOR shall ensure that Annual Compliance Training is completed as set forth in Subparagraph C. of the Compliance Paragraph of the Agreement.

J. ADMINISTRATOR shall provide, or cause to be provided, training and ongoing consultation to CONTRACTOR's staff to assist CONTRACTOR in ensuring compliance with ADMINISTRATOR's standard of care, P&P's, documentation standards and any state regulatory requirements.

K. CONTRACTOR shall update annually, and provide to ADMINISTRATOR, a copy of the room and board list compiled and maintained based upon Client experience and utilization.

L. CONTRACTOR shall not conduct any proselytizing activities, regardless of funding sources, with respect to any individual(s) who have been referred to CONTRACTOR by COUNTY under the terms of the Agreement. Further, CONTRACTOR agrees that the funds provided hereunder will not be used to promote, directly or indirectly, any religion, religious creed or cult, denomination or sectarian institution, or religious belief.

M. CONTRACTOR shall document all adverse incidents affecting the physical and/or emotional welfare of Clients, including but not limited to, serious physical harm to self or others, serious destruction of property, and developments, which may raise liability issues with COUNTY, and shall advise ADMINISTRATOR of any special incidents, conditions, or issues

that adversely affect the quality or accessibility of Client related services provided under the Agreement, as set forth in the Notices Paragraph of the Agreement.

N. ADMINISTRATOR shall assist CONTRACTOR in monitoring CONTRACTOR's program to ensure compliance with workload standards and productivity.

O ADMINISTRATOR shall monitor CONTRACTOR's completion of corrective action plans.

P. ADMINISTRATOR shall monitor CONTRACTOR's compliance with P&P.

Q. CONTRACTOR shall ensure that all chart documentation complies with COUNTY guidelines and standards. CONTRACTOR shall ensure that all chart documentation is completed within the appropriate timelines.

R. CONTRACTOR shall attend meetings as requested by ADMINISTRATOR, including but not limited to:

1. Monthly management meetings with ADMINISTRATOR to discuss contract performance issues including, but not limited to, whether the program is or is not progressing satisfactorily in achieving all the terms of the Agreement, and if not, what steps will be taken to achieve satisfactory progress, compliance with P&P, review of statistics and clinical services. The frequency of management meetings may be adjusted on an as needed basis;

2. Staff training for individuals conducted by ADMINISTRATOR; and

3. Other staff training as requested by ADMINISTRATOR.

S. CONTRACTOR shall develop all requested and required program specific P&P, and provide to ADMINISTRATOR for review, input, and approval prior to training staff on said P&P and prior to accepting any Client admissions to the program.

T. CONTRACTOR and ADMINISTRATOR may mutually agree, in writing, to modify the Services Paragraph of this Exhibit A-2 to the Agreement.

VI. STAFFING

A. CONTRACTOR shall include bilingual/bicultural services to meet the needs of threshold languages as determined by ADMINISTRATOR. Whenever possible, bilingual/bicultural staff should be retained. Any clinical vacancies occurring at a time when bilingual and bicultural composition of the clinical staffing does not meet the above requirement must be filled with bilingual and bicultural staff unless ADMINISTRATOR consents, in writing, to the filling of those positions with non-bilingual staff. Salary savings resulting from such vacant positions may not be used to cover costs other than salaries and employees benefits unless otherwise authorized in writing, in advance, by ADMINISTRATOR.

B. CONTRACTOR shall make its best effort to provide services pursuant to the Agreement in a manner that is culturally and linguistically appropriate for the population(s) served. CONTRACTOR shall maintain documents of such efforts which may include; but not be limited to: records of participation in COUNTY-sponsored or other applicable training; recruitment and hiring policies and procedures (P&P); copies of literature in multiple languages and formats, as appropriate; and descriptions of measures taken to enhance accessibility for, and sensitivity to, individuals who are physically challenged.

C. CONTRACTOR shall notify ADMINISTRATOR, in writing, within seventy-two (72) hours, of any staffing vacancies or filling of vacant positions that occur during the term of the Agreement.

D. CONTRACTOR shall notify ADMINISTRATOR, in writing, at least seven (7) days in advance, of any new staffing changes; including promotions, temporary FTE changes and internal or external temporary staffing assignment requests that occur during the term of the Agreement.

E. CONTRACTOR shall, at a minimum, provide the following staffing pattern expressed in Full-Time Equivalent (FTE) continuously throughout the term of the Agreement. One (1) FTE will be equal to an average of forty (40) hours work per week.

PROGRAM	<u>FTE</u>
Program Director	1.00
Assistant Program Director	1.00
Back to Work Specialist	1.00
Case Manager	4.00
Counselor	3.00
Counselor/Outreach Worker	1.00
Data Analyst	1.00
Dual Diagnosis Specialist	1.00
Facility Manager	1.00
Housing Specialist	1.00
Program Assistant	1.00
Regional Clinical Supervisor	0.50
Registered Nurse	0.50

Veteran Liaison	1.00
Veteran Outreach Worker	1.00
Subcontractor	<u>2.10</u>
TOTAL PROGRAM FTEs	21.10
TOTAL CONTRACT FTEs	21.10

F. CONTRACTOR may augment the above paid staff with volunteers upon written approval of ADMINISTRATOR.

G. CONTRACTOR shall maintain personnel files for each staff member, including the management and other administrative positions, both direct and indirect, which will include, but not be limited to, and application for employment, qualifications for the position, documentation of bicultural/bilingual capabilities (if applicable), pay rate and evaluations justifying pay increases.

H. CONTRACTOR shall ensure that all staff are trained and have a clear understanding of all ADMINISTRATOR and CONTRACTOR P&P related to the services provided under the Agreement. CONTRACTOR shall provide signature confirmation of the P&P training for each staff member, and place it in their personnel files.

I. CONTRACTOR shall provide effective administrative management of the budget, staffing, recording, and reporting portion of the Agreement. If administrative responsibilities are delegated to subcontractors, CONTRACTOR must ensure that any subcontractor(s) possess the qualifications and capacity to perform all delegated responsibilities. These responsibilities include, but are not limited to, the following:

1. Designate the responsible position(s) in your organization for managing the funds allocated to this program;
2. Maximize the use of the allocated funds;
3. Ensure timely and accurate reporting of monthly expenditures;
4. Maintain appropriate staffing levels;
5. Request budget and/or staffing modifications to the Agreement;
6. Effectively communicate and monitor the program for its success;
7. Track and report expenditures electronically;
8. Maintain electronic and telephone communication between key staff and the ADMINISTRATOR; and
9. Act quickly to identify and solve problems.

J. CONTRACTOR shall not engage in, or permit any of its employees or subcontractors, to conduct research activity on COUNTY Clients without obtaining prior written authorization from ADMINISTRATOR.

K. CONTRACTOR and ADMINISTRATOR may mutually agree, in writing, to modify the Staffing Paragraph of this Exhibit A-2 to the Agreement.

//
//
//
//
//
//
//
//
//
//