

## **Exhibit A**

### **Scope of Work**

PROVIDER shall implement the Interim Housing Program at two shelters in San Leandro. Under this Agreement, PROVIDER will assume fiscal agent responsibilities to provide direct services to clients, coordinate programs and activities, and operate Interim Housing Services from October 1, 2022, through June 30, 2023. As the fiscal agent, PROVIDER will assume budget oversight, evaluation, and reporting responsibilities. At the minimum PROVIDER will ensure that the following service components will be provided:

1. Provide low-barrier, compassionate, and non-judgmental shelter and case management to individuals experiencing homelessness; assistance to rapidly secure and obtain permanent housing.
2. Provide interim housing services at two locations to provide unhoused individuals with a safe and supported environment. Sister Me Home is a 20-bed safe house that serves up to 200 people a year. This is a place of refuge for women and children fleeing domestic violence. This interim housing resource supports women and children that are homeless and at risk of homelessness. San Leandro Shelter Provide homeless individuals with shelter accommodations and makes all efforts to maximize utilization of shelter bed nights by homeless individuals and families. The shelter serves about 100 women and children each year, in about 60 households, of which 40% are children. Services will be coordinated with the Coordinated Entry System to ensure that occupants are receiving supportive services necessary to become self-reliant, self-sufficient, and able to secure a more permanent housing situation. The San Leandro Shelter is a 30-bed homeless shelter. Funds shall be used for the operations and administration of the projects.
3. Provide interim housing, case management and services that will include the following activities and support services: The San Leandro Shelter and Sister Me Home residents will receive stabilization services that range from meals, on-site case management, individual therapy, life skills coaching, domestic violence and parenting support groups, evening children's activities, and access to health care and other services. In addition, residents will be receiving support with housing navigation services with the goal of helping individuals move from the shelter to transitional and permanent housing. Housing support services includes but is not limited to:
  - a. Assessing participants to address housing histories and barriers, including gathering positive references, credit history, rental history, prior convictions, criminal history, outstanding debts, and outstanding warrants. Will use housing history to inform preparation of work.
  - b. Get to know members or potential members of the participant's household including pets and companion animals.
  - c. Assess for potential to reconnect with family/friends for housing.
  - d. Assess eligibility for permanent housing resources.
  - e. Assess the participant's financial and resources situation and potential budget for housing.
  - f. Help participants create tenant resumes that include I.D, Social Security cards, proof of citizenship, child custody, and other key information to use of housing applications.
4. Conduct an intake and orientation session with each participant, which should include, when applicable.

- a. An overview of shelter programs, rules and regulations, immediate eviction violations, rights and responsibilities, grievance procedure, CalFresh policy and daily meal schedule.
- b. All required check-in procedures and review of service agreement or information release documents to be signed.
- c. Provide one shelter bed, per shelter occupant, for each day of use.
- d. Complete occupant termination documentation form for all occupants who leave the shelter.
- e. Comply with the Alameda County Emergency Shelter Standards (adopted April 2022). Case management services will be accessible to sheltered individuals. Case management will take place at both shelters. Contractor shall utilize the County's Coordinated Entry System (CES). Coordinated Entry System (CES) will fill (20) Sister Me Home and (30) San Leandro Shelter beds with referrals made by the designated CE entity.
- f. Target Population includes adults and children experiencing homelessness, utilizing prioritization of eligible individuals based on criteria other than "first-come-first-serve," including, but not limited to, the duration or chronicity of homelessness, vulnerability to early mortality, or high utilization of crisis services. Prioritization includes County-specific triage tools, developed through local data, to identify high-cost, high- need homeless residents.
- g. Provider will accept referrals for individuals experiencing homelessness in Alameda County on the Crisis Queue and referred through the Mid County Resource Center. The shelter will work with community services and utilize CES to accept referrals.
- h. The contractor agrees to the following program measures:
  - i. Serve a target of (20) unduplicated individuals within the Sister Me Home Domestic Violence Shelter and serve a target of (30) unduplicated individuals at any point in time, within the San Leandro Shelter.
  - ii. 80% of participants accessing mainstream benefits within the Sister Me Home Domestic Violence Shelter and the San Leandro Shelter.
  - iii. Target average length of participation in shelter: 180 days or less within the Sister Me Home Domestic Violence Shelter and the San Leandro Shelter.
  - iv. 30% of enrolled participants exiting to permanent housing within the Sister Me Home Domestic Violence Shelter and the San Leandro Shelter.
  - v. 75% of enrolled participants increasing or maintaining income within the Sister Me Home Domestic Violence Shelter and the San Leandro Shelter.
- i. Reporting & Evaluation Requirements: For every participant, Contractor will:
  - i. Provide the City of San Leandro with a dedicated point of contact for data quality and reporting (a 'data lead').
  - ii. Complete all entry/exit Universal Data Elements (UDEs) in HMIS.
  - iii. Provide real-time (within twenty-four hours) data entry of all participants served into the HMIS. At a minimum, this includes the HMIS intake and project entries/exits, and services provided, as applicable.
  - iv. Provide an HMIS "Annual Performance Report (APR)" report for the duration of the monthly period, reflecting the unduplicated total of persons served (including homeless persons or persons at imminent risk of homelessness served). APR

shall be extracted from the County's HMIS and shall not exceed 5% of null values in Questions 6a-f of the APR (Data Quality Sections).

- v. APRs must be submitted for each individual project type (i.e., Rapid Re-housing, Homeless Prevention, or relevant project) reports as demonstrated within the Quarterly Outcomes Reporting:
  1. Brief Description of Contract Services Specific to each quarter.
  2. Number of Unduplicated Participants Served in each quarter.
  3. Brief narrative to highlight accomplishments specific to each quarter.
  4. Brief narrative to highlight challenges specific to the quarter.
  5. Ensure HMIS projects correctly identify appropriate funding sources for segmentation at the participant level to facilitate State-level reporting requirements (i.e., Homeless Housing, Assistance and Prevention (HHAP) funding for shelter support, separated by individual project.) County HHAP funder) shall have on-demand access to Building Future's HMIS data and will regularly, but no less frequently than monthly, pull these data sets to create program performance dashboards on program outcomes listed above. Building Futures agrees to work iteratively with the City of San Leandro and the County staff if data quality issues are identified during the course of reporting evaluation and dashboard creation, and to correct all data entry errors identified by City and/or County staff in a timely manner. In the event HMIS is not available for a prolonged period, Contractor agrees to work with City and/or County staff to develop a comparable interim data collection solution. This interim solution shall pertain to all provisions in this Exhibit that otherwise refer to HMIS data collection, until such time as HMIS becomes sufficiently available and staff can be trained to use it. Building Futures further agrees to ensure that all data recorded in this interim solution is eventually transferred to HMIS when it becomes available for use. Contractor further agrees to ensure that all data recorded in this interim solution is eventually transferred to HMIS when it becomes available for use. Provide spending reports and accompanying documentation, with format and frequency as required by other funding sources. Contractor must undertake continuous quantitative and qualitative (extracted from HMIS) evaluation of the Scope of Services as specified in this Agreement and shall share quarterly and annual written reports as demonstrated within HMIS.
  6. Capture data for Domestic Violence shelter reporting requirements for HHAP funds on all participants served and all significant services rendered, inputted and extracted from an HMIS-comparable database system, including:
    - a. Number of individuals and households served by various sub-population breakdowns.
    - b. Captures exit destination of populations covered by the APR (all, veterans, youth)

- c. Captures exit destination of populations not covered by the APR (CH, race, ethnicity, gender)
7. Numbers reported should be persons served by the entire project regardless of how much of the project was funded by HHAP. Quarterly Reporting Deadlines: Quarter 2 from 10/01/2022 - 12/31/2022. Quarter 3 from 01/01/2023 - 03/31/2023. Quarter 4 from 04/01/2023 - 06/30/2023.
8. The City and/or County staff liaison will facilitate program monitoring, which may include a review of operations, participant eligibility, participant records, including any required releases or documentation for federal/county funding, backup documentation for reporting progress towards meeting service and outcome objectives, coordination and communication with Building Futures, the City of San Leandro and Alameda County, and coordination with service providers who come to the site or serve as participant referrals.
9. Fiscal monitoring may include review of the contractor's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals.
10. Compliance monitoring will include review of Personnel Manual, Policy Manuals or Documentation, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs.
11. The City and/or County staff liaison will visit the project site periodically to review records and observe activities. The Contractor will provide participants' names, addresses, and telephone numbers to designated City and/or County staff liaison(s) in accordance with applicable laws and regulations.
12. Contractor agrees that only the following reasons, adapted from the 2022 Alameda County Shelter Standards Section A.36, may be used as a basis for discharge from the shelter. Only the following reasons may be used as a basis for discharge from a shelter facility:
  - a. Possession of a weapon at the facility
  - b. Possession of illegal drugs on premises. If alcohol or drugs are found, participant should be given the opportunity to dispose of the prohibited substance or leave the shelter for that night if they do not wish to dispose of the prohibited substance. A violation of this policy cannot be a reason for discharge unless the violation compromises the health or safety of other participants or staff, or repeatedly interferes with the rights of other participants to peaceful enjoyment of the facility.
  - c. Assault or other violent behavior
  - d. Theft
  - e. Destruction of property

- f. Restraining order precludes continued residence.
- g. Participant behavior endangers the health or safety of participants or staff.
- h. Repeated interference with the rights of other participants to peaceful enjoyment of the facility.
- i. Presence of infectious disease that significantly increases the risk of harm to other participants. Note that participants with lice or scabies or exhibiting symptoms of TB should be allowed to stay in shelter and sent to a health care provider for treatment as soon as possible. Precautions should be taken to avoid the spread as feasible. Noncompliance with treatment or containment measures that endangers other participants may be cause for discharge.
- j. Participant requires care and supervision to manage their activities of daily living (feeding, toileting, selecting proper attire, grooming, maintaining continence, putting on clothes, bathing, walking, and transferring) without appropriate supports available on-site. Individuals discharged due to care and supervision needs cannot be discharged to the streets.
- k. Participants may be discharged for refusing to work towards a housing plan and/or refusing multiple housing opportunities; however, evidence must be present that shelter and respite staff actively attempted to engage the participants in services designed to support an exit to stable permanent housing with consideration given to each participants barriers to engagement. Contractor may not impose arbitrary lengths of stay for participants who are otherwise compliant with these protocols. Any discharge for a violation of these protocols must be fully documented (for example, in agency case notes) and made available to the City and/or County, upon request. Participants who are discharged shall be afforded the opportunity to file a grievance. Contractor agrees to establish a grievance policy for the shelter and respite programs that shall comport with any Alameda County Coordinated Entry System grievance policy guidelines. While participants may be encouraged to get a TB test, lack of a test cannot be used as a reason for discharge. If a participant exhibits symptoms of TB and does not comply with testing and treatment recommendations, the participant may be discharged to protect the health and safety of other participants and staff.
- l. Contractor will maintain all required licenses and special permits issued by federal, state, and local agencies related to the services it provides.

- m. Contractor shall conform to all federal and state laws relating to confidentiality of patients' medical information, including but not limited to HIPAA and HITECH when applicable.

**Exhibit B**  
**Compensation Schedule & Reimbursable Expenses**

City shall pay Contractor Consultant an amount not to exceed the total sum of \$835,665 for all services to be performed pursuant to this Agreement, which includes an additional \$238,700 to the amended #1 contract amount of \$596,965. See details of an additional \$238,700 in the chart below. The total sum stated above shall be the total which City shall pay for the services to be rendered by Contractor Consultant pursuant to this Agreement. Payments will be made quarterly, following the successful review of grant outcomes in the quarterly and final reports. Detailed invoices are required. City shall not pay any additional sum for any expense or cost whatsoever incurred by Contractor in rendering services pursuant to this Agreement.

Personnel	\$ 200,000
Program Operations	\$17,000
Indirect	\$21,700
<b>Grand Total</b>	<b>\$238,700</b>