

**STREET OUTREACH AND ENGAGEMENT AGREEMENT
CITY OF SANTA ANA**

THIS STREET OUTREACH AND ENGAGEMENT AGREEMENT ("Agreement") is made and entered into on this ____ day of _____, 2021, by and between Kingdom Causes, Inc., dba City Net, a California nonprofit corporation ("Contractor"), and the City of Santa Ana, a charter city and municipal corporation organized and existing under the Constitution and laws of the State of California ("City").

RECITALS

- A. In April, 2021, the City released Request for Proposals #21-_____ ("RFP") for Homeless Outreach – Street Outreach and Engagement in the City of Santa Ana, which is service delivery for the specific purpose of reaching out to unsheltered homeless neighbors; connecting them with emergency shelter, housing, or critical services; and providing urgent, non-facility-based care. A true and correct copy of the RFP is attached hereto as **Exhibit A**.
- B. Contractor submitted a proposal that was selected by the City for this purpose. Contractor is qualified by experience, preparation, organization, staffing and management to operate programs on behalf of homeless individuals and is familiar with existing homeless services in the City.
- C. In undertaking the performance of this Agreement, Contractor represents that it is knowledgeable in its field and that any services performed by Contractor under this Agreement will be performed in compliance with such standards as may reasonably be expected from a professional firm in the field.

NOW THEREFORE, in consideration of the mutual and respective promises, and subject to the terms and conditions hereinafter set forth, the parties agree as follows:

1. SCOPE OF SERVICES

Contractor shall perform during the term of this Agreement, the tasks and obligations, including all labor, materials, tools, equipment, and incidental customary work, required to fully and adequately complete the services described and set forth in the Scope of Work attached hereto as **Exhibit B**.

2. COMPENSATION

- a. City agrees to pay, and Contractor agrees to accept as total payment for its services for City, the rates and charges detailed in the Budget attached hereto as **Exhibit C**. The total sum to be expended during the term of this Agreement shall not exceed **\$1,300,000**.
- b. Payment by City shall be made within forty-five (45) days following receipt of proper invoice evidencing work performed, subject to City accounting procedures.

Payment need not be made, or shall be refunded, for work that fails to meet the standards of performance set forth in the Recitals, which may reasonably be expected by City.

- c. The compensation required pursuant to this Agreement will be paid by City to Contractor from multiple federal, state, and local funding sources (each individually a "Funding Source" and cumulatively the "Funding Sources"), including, but not limited to, the following:
 - i. HHAP
 - ii. ARPA

Contractor will be required to enter into a separate funding agreement for each Funding Source. Contractor will be required to comply with all requirements of each Funding Source, as detailed in the separate funding agreements. The total amount of compensation in said funding agreements shall count toward the total amount due and owing from City to Contractor under this Agreement, not compensation in addition to the total amount of this Agreement. If Contractor does not execute any of the separate funding agreements, Contractor will forfeit that amount of funding from that Funding Source, and City will have the option to terminate this Agreement pursuant to the terms of Section 15, below. Additionally, in the event any Funding Source is reduced by 25% or more, City will have the option to terminate this Agreement pursuant to the terms of Section 15, below.

3. TERM

This Agreement shall commence on November 1, 2021, and continue through June 30, 2022, unless terminated earlier in accordance with Section 15 below. The term of this Agreement may be extended upon a writing executed by the City Manager and City Attorney.

4. INDEPENDENT CONTRACTOR

Contractor shall, during the entire term of this Agreement, be construed to be an independent contractor and not an employee of the City. This Agreement is not intended nor shall it be construed to create an employer-employee relationship, a joint venture relationship, or to allow the City to exercise discretion or control over the professional manner in which Contractor performs the services which are the subject matter of this Agreement; however, the services to be provided by Contractor shall be provided in a manner consistent with all applicable standards and regulations governing such services. Contractor shall pay all salaries and wages, employer's social security taxes, unemployment insurance and similar taxes relating to employees and shall be responsible for all applicable withholding taxes.

5. OWNERSHIP OF MATERIALS

This Agreement creates a non-exclusive and perpetual license for City to copy, use, modify, reuse, or sublicense any and all copyrights, designs, and other intellectual property

embodied in plans, specifications, studies, drawings, estimates, and other documents or works of authorship fixed in any tangible medium of expression, including but not limited to, physical drawings or data magnetically or otherwise recorded on computer diskettes, which are prepared or caused to be prepared by Contractor under this Agreement ("Documents & Data"). Contractor shall require all subcontractors to agree in writing that City is granted a non-exclusive and perpetual license for any Documents & Data the subcontractor prepares under this Agreement. Contractor represents and warrants that Contractor has the legal right to license any and all Documents & Data. Contractor makes no such representation and warranty in regard to Documents & Data which were provided to Contractor by the City. City shall not be limited in any way in its use of the Documents and Data at any time, provided that any such use not within the purposes intended by this Agreement shall be at City's sole risk.

6. INSURANCE

Contractor 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 and the results of that work by the Contractor, its agents, representatives, employees, or subcontractors.

a. **MINIMUM SCOPE AND LIMIT OF INSURANCE** Coverage shall be at least as broad as:

1. *Commercial General Liability (CGL)*: Insurance Services Office Form CG 00 01 covering CGL on an "occurrence" basis, including products and completed operations, property damage, bodily injury and personal & advertising injury with limits no less than \$2,000,000 per occurrence. If a general aggregate limit applies, either the general aggregate limit shall apply separately to this project/location (ISO CG 25 03 or 25 04) or the general aggregate limit shall be twice the required occurrence limit.
2. *Automobile Liability*: Insurance Services Office Form Number CA 0001 covering, Code 1 (any auto), or if Contractor has no owned autos, Code 8 (hired) and 9 (non-owned), with limit no less than \$1,000,000 per accident for bodily injury and property damage. (Not required if an automobile is not required to fulfill services.)
3. *Workers' Compensation*: insurance as required by the State of California, with Statutory Limits, and Employer's Liability Insurance with limit of no less than \$1,000,000 per accident for bodily injury or disease.
4. *Professional Liability (Errors and Omissions)*: Insurance appropriate to the Contractor's profession, with limit no less than \$2,000,000 per occurrence or claim, \$2,000,000 aggregate. (If applicable.)
5. *Sexual Abuse or Molestation (SAM) Liability*: If the work will include contact with minors, and the CGL policy referenced above is not endorsed to include affirmative coverage for sexual abuse or molestation, Contractor shall obtain and maintain a policy covering Sexual Abuse and Molestation with a limit no less than \$1,000,000 per occurrence or claim.

6. If the Contractor maintains broader coverage and/or higher limits than the minimums shown above, the City requires and shall be entitled to the broader coverage and/or the higher limits maintained by the Contractor. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to the City.
- b. Other Insurance Provisions – The insurance policies are to contain, or be endorsed to contain, the following provisions:
1. *Additional Insured Status:* The City, its officers, officials, employees, and volunteers are to be covered as additional insureds on the CGL policy with respect to liability arising out of work or operations performed by or on behalf of the Contractor including materials, parts, or equipment furnished in connection with such work or operations. General liability coverage can be provided in the form of an endorsement to the Contractor's insurance (at least as broad as ISO Form CG 20 10 11 85 or if not available, through the addition of both CG 20 10, CG 20 26, CG 20 33, or CG 20 38; and CG 20 37 forms if a later edition is used).
 2. *Primary Coverage:* For any claims related to this contract, the Contractor's insurance coverage shall be primary coverage at least as broad as ISO CG 20 01 04 13 as respects the City, its officers, officials, employees, and volunteers. Any insurance or self-insurance maintained by the City, its officers, officials, employees, or volunteers shall be excess of the Contractor's insurance and shall not contribute with it.
 3. *Notice of Cancellation:* Each insurance policy required above shall state that coverage shall not be canceled, except with notice to the City.
 4. *Waiver of Subrogation:* Contractor hereby grants to City a waiver of any right to subrogation which any insurer of said Contractor may acquire against the City by virtue of the payment of any loss under such insurance. Contractor agrees to obtain any endorsement that may be necessary to affect this waiver of subrogation, but this provision applies regardless of whether or not the City has received a waiver of subrogation endorsement from the insurer.
 5. *Self-Insured Retentions:* Self-insured retentions must be declared to and approved by the City. The City may require the Contractor to purchase coverage with a lower retention or provide proof of ability to pay losses and related investigations, claim administration, and defense expenses within the retention. The policy language shall provide, or be endorsed to provide, that the self-insured retention may be satisfied by either the named insured or City.
 6. *Acceptability of Insurers:* Insurance is to be placed with insurers authorized to conduct business in the state with a current A.M. Best's rating of no less than A:VII, unless otherwise acceptable to the City.
 7. *Claims Made Policies:* If any of the required policies provide coverage on a claims-made basis:
 1. The Retroactive Date must be shown and must be before the date of the contract or the beginning of contract work.

2. Insurance must be maintained and evidence of insurance must be provided for at least five (5) years after completion of the contract of work.
3. If coverage is canceled or non-renewed, and not replaced with another claims-made policy form with a Retroactive Date prior to the contract effective date, the Contractor must purchase "extended reporting" coverage for a minimum of five (5) years after completion of contract work.
8. *Verification of Coverage:* Contractor shall furnish the City with original Certificates of Insurance including all required amendatory endorsements (or copies of the applicable policy language effecting coverage required by this clause) and a copy of the Declarations and Endorsement Page of the CGL policy listing all policy endorsements to City before work begins. However, failure to obtain the required documents prior to the work beginning shall not waive the Contractor's obligation to provide them.
9. City reserves the right to require complete, certified copies of all required insurance policies, including endorsements required by these specifications, at any time.
10. *Special Risks or Circumstances:* City reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances.

7. INDEMNIFICATION

Contractor agrees to defend, and shall indemnify and hold harmless the City, its officers, agents, employees, contractors, special counsel, and representatives from liability: (1) for personal injury, damages, just compensation, restitution, judicial or equitable relief arising out of claims for personal injury, including death, and claims for property damage, which may arise from the negligent operations of the Contractor, its subcontractors, agents, employees, or other persons acting on its behalf which relates to the services described in section 1 of this Agreement; and (2) from any claim that personal injury, damages, just compensation, restitution, judicial or equitable relief is due by reason of the terms of or effects arising from this Agreement. This indemnity and hold harmless agreement applies to all claims for damages, just compensation, restitution, judicial or equitable relief suffered, or alleged to have been suffered, by reason of the events referred to in this Section or by reason of the terms of, or effects, arising from this Agreement. The Contractor further agrees to indemnify, hold harmless, and pay all costs for the defense of the City, including fees and costs for special counsel to be selected by the City, regarding any action by a third party challenging the validity of this Agreement, or asserting that personal injury, damages, just compensation, restitution, judicial or equitable relief due to personal or property rights arises by reason of the terms of, or effects arising from this Agreement. City may make all reasonable decisions with respect to its representation in any legal proceeding. Notwithstanding the foregoing, to the extent Contractor's services are subject to Civil Code Section 2782.8, the above indemnity shall be limited, to the extent required by Civil Code Section 2782.8, to claims that arise out of, pertain to, or relate to the negligence, recklessness, or willful misconduct of the Contractor.

8. INTELLECTUAL PROPERTY INDEMNIFICATION

Contractor shall defend and indemnify the City, its officers, agents, representatives, and employees against any and all liability, including costs, for infringement of any United States' letters patent, trademark, or copyright infringement, including costs, contained in the work product or documents provided by Contractor to the City pursuant to this Agreement.

9. RECORDS

Contractor shall keep records and invoices in connection with the work to be performed under this Agreement. Contractor shall maintain complete and accurate records with respect to the costs incurred under this Agreement and any services, expenditures, and disbursements charged to the City for a minimum period of three (3) years, or for any longer period required by law, from the date of final payment to Contractor under this Agreement. All such records and invoices shall be clearly identifiable. Contractor shall allow a representative of the City to examine, audit, and make transcripts or copies of such records and any other documents created pursuant to this Agreement during regular business hours. Contractor shall allow inspection of all work, data, documents, proceedings, and activities related to this Agreement for a period of three (3) years from the date of final payment to Contractor under this Agreement.

10. CONFIDENTIALITY

If Contractor receives from the City information which due to the nature of such information is reasonably understood to be confidential and/or proprietary, Contractor agrees that it shall not use or disclose such information except in the performance of this Agreement, and further agrees to exercise the same degree of care it uses to protect its own information of like importance, but in no event less than reasonable care. "Confidential Information" shall include all nonpublic information. Confidential Information includes not only written information, but also information transferred orally, visually, electronically, or by other means. Confidential Information disclosed to either party by any subsidiary and/or agent of the other party is covered by this Agreement. The foregoing obligations of non-use and nondisclosure shall not apply to any information that: (a) has been disclosed in publicly available sources; (b) is, through no fault of the Contractor, disclosed in a publicly available source; (c) is in rightful possession of the Contractor without an obligation of confidentiality; (d) is required to be disclosed by operation of law; or, (e) is independently developed by the Contractor without reference to information disclosed by the City.

11. CONFLICT OF INTEREST CLAUSE

Contractor covenants that it presently has no interests and shall not have interests, direct or indirect, which would conflict in any manner with performance of services specified under this Agreement.

12. NON-DISCRIMINATION

Contractor shall not discriminate because of race, color, creed, religion, sex, marital status, sexual orientation, age, national origin, ancestry, or disability, as defined and prohibited by applicable law, in the recruitment, selection, training, utilization, promotion, termination or other employment related activities. Contractor affirms that it is an equal opportunity employer and shall comply with all applicable federal, state and local laws and regulations.

13. EXCLUSIVITY AND AMENDMENT

This Agreement represents the complete and exclusive statement between the City and Contractor, and supersedes any and all other agreements, oral or written, between the parties. In the event of a conflict between the terms of this Agreement and any attachments hereto, the terms of this Agreement shall prevail. This Agreement may not be modified except by written instrument signed by the City and by an authorized representative of Contractor. The parties agree that any terms or conditions of any purchase order or other instrument that are inconsistent with, or in addition to, the terms and conditions hereof, shall not bind or obligate Contractor or the City. Each party to this Agreement acknowledges that no representations, inducements, promises or agreements, orally or otherwise, have been made by any party, or anyone acting on behalf of any party, which is not embodied herein.

14. ASSIGNMENT

Inasmuch as this Agreement is intended to secure the specialized services of Contractor, Contractor may not assign, transfer, delegate, or subcontract any interest herein without the prior written consent of the City and any such assignment, transfer, delegation or subcontract without the City's prior written consent shall be considered null and void. Nothing in this Agreement shall be construed to limit the City's ability to have any of the services that are the subject to this Agreement performed by City personnel or by other contractors retained by City.

15. TERMINATION

This Agreement may be terminated by the City upon thirty (30) days written notice of termination. In such event, Contractor shall be entitled to receive and the City shall pay Contractor compensation for all services performed by Contractor prior to receipt of such notice of termination, subject to the following conditions:

- a. As a condition of such payment, the Executive Director may require Contractor to deliver to the City all work product(s) completed as of such date, and in such case such work product shall be the property of the City unless prohibited by law, and Contractor consents to the City's use thereof for such purposes as the City deems appropriate.
- b. Payment need not be made for work which fails to meet the standard of performance specified in the Recitals of this Agreement.

16. WAIVER

No waiver of breach, failure of any condition, or any right or remedy contained in or granted by the provisions of this Agreement shall be effective unless it is in writing and signed by the party waiving the breach, failure, right or remedy. No waiver of any breach, failure or right, or remedy shall be deemed a waiver of any other breach, failure, right or remedy, whether or not similar, nor shall any waiver constitute a continuing waiver unless the writing so specifies.

17. JURISDICTION - VENUE

This Agreement has been executed and delivered in the State of California and the validity, interpretation, performance, and enforcement of any of the clauses of this Agreement shall be determined and governed by the laws of the State of California. Both parties further agree that Orange County, California, shall be the venue for any action or proceeding that may be brought or arise out of, in connection with or by reason of this Agreement.

18. PROFESSIONAL LICENSES

Contractor shall, throughout the term of this Agreement, maintain all necessary licenses, permits, approvals, waivers, and exemptions necessary for the provision of the services hereunder and required by the laws and regulations of the United States, the State of California, the City of Santa Ana and all other governmental agencies. Contractor shall notify the City immediately and in writing of its inability to obtain or maintain such permits, licenses, approvals, waivers, and exemptions. Said inability shall be cause for termination of this Agreement.

19. NOTICE

Any notice, tender, demand, delivery, or other communication pursuant to this Agreement shall be in writing and shall be deemed to be properly given if delivered in person or mailed by first class or certified mail, postage prepaid, or sent by fax or other telegraphic communication in the manner provided in this Section, to the following persons:

To City:

Clerk of the City Council
City of Santa Ana
20 Civic Center Plaza (M-30)
P.O. Box 1988
Santa Ana, CA 92702-1988
Fax: 714- 647-6956

With courtesy copies to:

Executive Director
Community Development Agency
City of Santa Ana
20 Civic Center Plaza (M-xx)
P.O. Box 1988
Santa Ana, California 92702
Fax:

To City Net:

Brad Fieldhouse
Executive Director
City Net
PO Box 90243
Long Beach, CA 90809
323-485-8881

A party may change its address by giving notice in writing to the other party. Thereafter, any communication shall be addressed and transmitted to the new address. If sent by mail, communication shall be effective or deemed to have been given three (3) days after it has been deposited in the United States mail, duly registered or certified, with postage prepaid, and addressed as set forth above. If sent by fax, communication shall be effective or deemed to have been given twenty-four (24) hours after the time set forth on the transmission report issued by the transmitting facsimile machine, addressed as set forth above. For purposes of calculating these time frames, weekends, federal, state, County or City holidays shall be excluded.

20. MISCELLANEOUS PROVISIONS

- a. Each undersigned represents and warrants that its signature herein below has the power, authority and right to bind their respective parties to each of the terms of this Agreement, and shall indemnify City fully, including reasonable costs and attorney's fees, for any injuries or damages to City in the event that such authority or power is not, in fact, held by the signatory or is withdrawn.
- b. All Exhibits referenced herein and attached hereto shall be incorporated as if fully set forth in the body of this Agreement.

{Signatures on following page}

IN WITNESS WHEREOF, the parties hereto have executed this Agreement the date and year first above written.

ATTEST:

CITY OF SANTA ANA


Daisy Gomez
Clerk of the Council

Kristine Ridge
City Manager

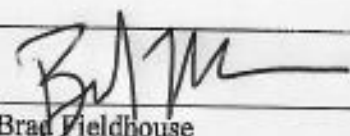
APPROVED AS TO FORM:

SONIA R. CARVALHO
City Attorney

CITY NET:

By: 

Ryan O. Hodge
Assistant City Attorney



Brad Fieldhouse
Executive Director
Tax ID# 57-1162424

RECOMMENDED FOR APPROVAL:

Steven A. Mendoza
Executive Director
Community Development Agency

EXHIBIT A
REQUEST FOR PROPOSALS



**REQUEST FOR PROPOSALS (RFP)
FOR**

**Homeless Services - Street Outreach and Engagement in the
City of Santa Ana**

RFP# 21-061

**CITY OF SANTA ANA
Community Development Agency
Homeless Services Division
20 Civic Center Plaza
Santa Ana, CA 92701**

**Terri Eggers
Homeless Services Manager
Tel: (714) 647-5378
teggers@santa-ana.org**

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City of Santa Ana

RFP: Homeless Services - Street Outreach and Engagement

NOTICE INVITING PROPOSALS

NOTICE IS HEREBY GIVEN THAT PROPOSALS will be received from qualified non-profit service providers (who provide services for individuals that are homeless) to provide street outreach and engagement of homeless neighbors in the City of Santa Ana.

Responses to Request for Proposals (RFP) will be accepted until May 7, 2021 **at 2:00 P.M.** Proposals received after this date/time will not be considered. It is the responsibility of the eligible respondent to ensure that any proposals submitted have sufficient time to be received by the City of Santa Ana prior to the proposal due date and time.

MAILED, DELIVERED BY HAND, OR COURIERED PROPOSALS WILL BE ACCEPTED TO THE FOLLOWING CONTACT PERSON:

City of Santa Ana
Terri Eggers, Homeless Services Manager
Community Development Agency
20 Civic Center Plaza, M-25, 6th Floor
Santa Ana, CA 92701

E-MAILED RFP RESPONSES WILL NOT BE ACCEPTED!

All notifications, updates, and addenda will be posted on the City's RFP Bid page at <http://planetbids.com>.

Eligible Respondents shall be responsible for monitoring the site and project contact's email to obtain information regarding this RFP. Failure to respond to required updates may result in a determination of nonresponsive proposal.

City of Santa Ana***RFP: Homeless Services - Street Outreach and Engagement*****EXECUTIVE SUMMARY**

The City of Santa Ana's Community Development Agency (CDA) is seeking proposals from eligible respondents to enter into a public-private partnership to provide street outreach and engagement to homeless neighbors in the city. The term of the agreement will be for two years with two, one-year extensions.

Street outreach is service delivery for the specific purpose of reaching out to unsheltered homeless neighbors; connecting them with emergency shelter, housing, or critical services; and providing urgent, non-facility-based care. These activities are intended to help homeless neighbors to begin the process of obtaining appropriate supportive services, including assistance in obtaining permanent housing, medical health treatment, mental health treatment, counseling supervision and other services essential for achieving independent living.

Engagement services are activities to locate, identify, and build relationships with unsheltered homeless people to offer immediate support, intervention, and connections with homeless assistance programs and/or mainstream social services and other housing programs. Specific activities may include:

- Conducting an initial assessment of client needs and eligibility;
- Providing informal crisis counseling;
- Addressing urgent physical needs, such as providing meals, blankets, clothes, or toiletries;
- Actively connecting and providing information and referrals to needed services;
- Making formal referrals/transport into shelter, including those in the Orange County CoC..

Funding will be provided by the City of Santa Ana through various funding sources outlined within this RFP. Only non-profit organizations currently providing services to individuals experiencing homelessness and which meet the minimum submission requirements will be considered.

Santa Ana expects respondents to be fully ready to provide outreach and engagement services effective June 15, 2021.

City of Santa Ana**RFP: Homeless Services - Street Outreach and Engagement****BACKGROUND**

According to the 2019 Orange County Point-In-Time Count, the Orange County's homeless population increased from 4,792 to 6,860 from the 2017 Point-In-Time Count. Santa Ana's portion of the county's homeless is reported to be 1,769.

As the County Seat, the City of Santa Ana has been on the frontline of addressing Orange County's homelessness. As a result, the City has invested resources and created programs to address the needs and impacts of homelessness throughout the City. Since 2018, the City has launched the following projects and initiatives to address the growing homeless population:

Homeless Services Manager: Hired to coordinate and address the City's homeless efforts through internal and external collaborations at the local, state and federal level.

Interdepartmental Team: Created to execute projects and initiatives addressing homelessness.

Quality of Life Team: Designed a multidisciplinary team comprised of staff from the Santa Ana Police Department, Public Works Agency, Parks and Recreation, Community Development Agency, and Orange County Health Care Agency outreach workers. This team address homelessness concerns in the community related to municipal code violations, property storage, proper use of public/private property and provision of supportive services to individuals experiencing homelessness.

Advocating for Regional Collaborative: Active participation with Federal District Judge David Carter, and responding to lawsuits on the establishment of homeless shelter and anti-encampment laws.

Four Point Homeless Strategic Plan: Crafted a draft plan outlining over 30 recommendations to address homelessness, including outreach and supportive services, affordable housing needs, strategic policy development and more.

Point-in-Time Count: Planned and executed a City Point-In-Time count that surveyed the homeless population in Santa Ana within less than 24 hours to gather robust data supporting the increase of homelessness in Santa Ana.

Operation Civic Center Plaza: Outreached to 234 individuals in the Civic Center encampment to refer to shelter and resources in an effort to transition out of the Civic Center plaza and into stable housing.

Declaration of an Emergency: On August 21, 2018 City Council approved a resolution declaring a shelter crisis related to homelessness.

City of Santa Ana**RFP: Homeless Services - Street Outreach and Engagement**

28-day Design, construction, and implementation of the LINK: Santa Ana Interim Emergency Homeless Shelter in October 2018 which operates as a 200 bed best practices emergency shelter for men, women, couples and families with children.

Carnegie Shelter: The City is currently in the process of building a permanent Homeless Navigation Center to open this summer.

Permanent Supportive Housing: The City continues to provide permanent housing opportunities for homeless individuals. There are now 434 permanent supportive units in Santa Ana.

**Changes in Homeless Population
Orange County Point-in-Time (PIT) Count and Survey
2017 - 2019**

	City of Santa Ana 2017	City of Santa Ana 2019	Increase from 2017 to 2019 in Santa Ana	City of Santa Ana Initiated PIT 2018
Unsheltered	466	830	364	1,030
Sheltered	534	939	405	587
Total	1,000	1,769	769	1,617

City of Santa Ana***RFP: Homeless Services - Street Outreach and Engagement*****ELIGIBLE RESPONDENTS**

An Eligible Respondent is a qualified non-profit service provider that has verifiable experience serving the homeless population as it relates to the qualifications outlined in this RFP.

It is understood the selected Respondent acting as an individual, partnership, corporation or other legal entity, is of professional status, licensed to perform in the State of California and for all applicable professional discipline(s) requiring licensing and will be governed by the professional ethics in its relationship to the City of Santa Ana.

It is also understood that all reports, information, and/or data prepared or assembled by the Respondent for this RFP, or under a contract awarded pursuant to this RFP may be made available to any individual or organization under the California Public Records Act (CPRA), subject to limitations and exemptions in the CPRA. Each Respondent shall be financially solvent, and shall be competent to perform the services required under this RFP document.

Proposals will only be considered from Respondents which meet the following prerequisites:

- Have a minimum of three (3) consecutive years of successfully managing and operating homeless programs and delivering relevant services of a similar type and scope as described in the Scope of Work.
- Have not filed for bankruptcy under any business name over the past five (5) years.
- Have the current organizational experience and staff capacity to provide effective outreach and engagement homeless services as detailed in this RFP.

City of Santa Ana***RFP: Homeless Services - Street Outreach and Engagement*****AVAILABLE FUNDING**

The City anticipates that there will be funding for the provision of street outreach and engagement homeless services. Funding sources may include: Homeless Housing, Assistance and Prevention Program (HHAP-1 and HHAP-2), ESG, CDBG, PLHA or a variety of homeless-related funding.

Funds used may have varying requirements including both quarterly and annual reporting for both the City and the Respondent. The basic program regulations governing management and financial systems for the Community Development Block Grant and Emergency Solutions Grant are disseminated by the Federal government in 24 CFR Part 570, Subparts J and K. The Homeless Housing, Assistance and Prevention Program is disseminated by the California Business, Consumer Services, Homeless Coordinating and Financing Council.

The City's Community Development Agency will administer the Agreement on behalf of the City. All requirements of the applicable local, state, federal, or private funding sources will apply to projects selected under this RFP. Respondent will submit a request for reimbursement each month after the commencement date, with an itemized accounting and reasonable substantiation of the expenses actually incurred. Payment shall be made within forty-five (45) days following receipt of proper invoice evidencing fees, costs or services performed, subject to City accounting procedures.

City of Santa Ana***RFP: Homeless Services - Street Outreach and Engagement*****RFP TIMELINE**

Santa Ana expects proposals to be project-ready with the intent of having the outreach and engagement services available to homeless neighbors on June 15, 2021. The following is the tentative timeline for the RFP process.

Release of RFP	April 26, 2021
Proposal Submittal Deadline	May 7, 2021 at 2:00 PM
Panel Interviews (if necessary)	May 12, 2021
City Council Approval	June 15, 2021
Program Operation	June, 2021

City of Santa Ana***RFP: Homeless Services - Street Outreach and Engagement*****PROPOSAL SELECTION PROCESS****Proposal Selection Process**

The City shall establish a proposal evaluation committee to review and score proposals received. All proposals will be scored based on the criteria in this RFP. Additional information may be requested by the City evaluation committee prior to making a funding recommendation. Recommendations from the City evaluation committee may be brought to the Santa Ana City Council for an award of funding.

The City shall not be liable for any costs incurred in response to this RFP, including but not limited to, costs for any interviews, presentations, or other follow-up information necessary as part of the selection process.

All costs shall be borne by the organization responding to this RFP. The organization responding to this RFP shall hold the City harmless from any liability, claim, and expense whatsoever incurred by or on behalf of the organization.

City of Santa Ana**RFP: Homeless Services - Street Outreach and Engagement****SCOPE OF SERVICES****Overview**

The proposed project will provide homeless street outreach, case management and referral services to all individuals experiencing homelessness, including individuals and families with children. The goal is to meet Santa Ana's homeless population where they are with supportive resource intervention in the field. These supportive services will be designed to provide a pathway for individuals, youth and families, experiencing homelessness on the streets of Santa Ana to securing shelter and permanent housing.

Project Requirements

Respondents to this RFP should specify programs and services for homeless individuals that, based on evidence, successfully promote the principles of Housing First and contribute to the regional goals of ensuring instances of homelessness are rare, brief, and non-recurring. All services must be easily accessible and evaluated for effectiveness on a regular basis. Effectiveness shall be measured using the Project Outcomes outlined in this RFP.

The table below outlines the minimum requirements for the project.

PROJECT ELEMENT	
Hours of Operation	<ul style="list-style-type: none"> • Minimum Hours of M-F – 40 hours per week • Hotline Hours 7 days a week • Outreach services available outside of regular business hours on an as needed basis.
Target Population	<ul style="list-style-type: none"> • Housing and Urban Development (HUD) criteria for defining homelessness including Individuals, couples, families with children and transitional aged youth (TAY) populations

City of Santa Ana**RFP: Homeless Services - Street Outreach and Engagement**

Program Components	<ul style="list-style-type: none"> • Provide placement in emergency shelter, transitional housing, permanent housing or family reunification as a primary goal. • Case Management • Outreach and Engagement Specialists • Client support services • Transportation/Shuttle Services • HMIS Participation and Documentation • Participation in the Coordinated Entry System (CES) • Coordination with the City of Santa Ana Housing Authority, referrals to County, State and Federal programs, as well as nonprofit and social service agencies, as appropriate • Follow best practice models such as progressive engagement, motivational interviewing, and other strength based practices • Eligibility screening and referral processes to shelters, recuperative care programs, drug rehabilitation centers, crisis stabilization units, mental health clinics, medical health facilities and additional appropriate County Behavioral Health, Health Care and Social Services programs that are made available from public and private sectors
General Standards	<ul style="list-style-type: none"> • Adequate staffing with appropriate on-going staff training • Designated point-of-contact who is available at all times to address issues that may arise and willingness to coordinate security issues with the Santa Ana Police Department • Means for clients to provide input into programs • Data entry, analysis and reporting in the HMIS. • Monthly reports to the City. • Respondent will maintain all appropriate documentation.

PROJECT OUTCOMES

The performance outcomes for this project will be measured by the table below. Additionally, the Respondent and all partner organizations will be responsible for complying with standards for Homeless Assistance, Homeless Management Information System (HMIS), and CES.

All outreach and engagement activities will be documented in monthly, quarterly and year-end reports in a format determined by the City of Santa Ana. Respondent staff will work closely with

City of Santa Ana**RFP: Homeless Services - Street Outreach and Engagement**

the City on programming and in providing all the necessary documentation for invoicing and accounting.

PERFORMANCE OUTCOME	MEASURE
Outreach Contacts	Number of Contacts per month
Case Management	Number of Individuals
Outreach Line Calls	Number of Calls and Hours of Operation
Street Exits	How many individuals were taken off of the street each month
Mental Health Assessments	Number of individuals assessed and connected to mental health programs
Efficient and Effective Use of Resources	Spending with Documentation
Data Quality	Missing or Incomplete Data
	Timeliness of Data Entry
Demographics	Daily Clients

PROPOSAL EVALUATION & SCORING

Proposals will be evaluated based on the following criteria:

- Completeness and accuracy of the completed proposal forms, and requested narratives.
- Applicant has demonstrated organization's experience serving persons experiencing homelessness and working with community partners to assist clients with obtaining shelter and securing permanent housing as quickly as possible.

City of Santa Ana**RFP: Homeless Services - Street Outreach and Engagement**

- Ability of project design to achieve desired project outcomes.

100 points total are possible. A minimum of 80 points is required for consideration of project award. Applications will be scored based on the following:

MAXIMUM POINTS	EVALUATION CATEGORY
25	Organization Experience and Capacity
30	Program Design and Outcomes
20	Service Delivery Method and Staffing
15	Organization Program Budget
10	Project Sustainability
100	Total Points Possible

City of Santa Ana**RFP: Homeless Services - Street Outreach and Engagement**

MINIMUM SUBMISSION REQUIREMENTS

All project proposals must contain the following minimum submission requirements:

I. **Organization Experience and Capacity**

A. **Nonprofit Organization:** Respondents and partners must have achieved IRS Section 501(c)(3) tax exempt nonprofit status and California Revenue and Taxation Code tax exempt nonprofit status before the start of the contract with Santa Ana. Respondents must have been in existence for at least three (3) years.

- 1) Two (2) years of annual financial statements;
- 2) Nonprofit organizations are required to submit an accountant's compilation report of financial statements.
- 3) References: Minimum of two (2) references associated with current contracts demonstrating successful ability to complete the responsibilities outlined in this RFP.

B. **System Coordination:** Respondent and partners must coordinate and participate in the following manner or with the following agencies:

- 1) 2-1-1 Database
- 2) Coordinated Entry System (CES). Respondents of this RFP and related service providers will be required to utilize and participate in CES as determined by the City.
- 3) Memoranda of Understanding (MOU): If partnering with third-party organizations for any portion of the proposed project, a MOU must be submitted, outlining the details of each partnership.
- 4) Utilization of Homeless Management Information System (HMIS): Service providers will enter and maintain client data in the approved HMIS, as well as obtain and report required programmatic information and data on a monthly and annual basis.

C. **Housing First:** Respondents and partners must demonstrate a commitment to ensuring the services created through award of this solicitation, follow the principles of Housing First as outlined by HUD and the U.S. Interagency Council on Homelessness.

- 1) Target Population: Respondents and partners must demonstrate a commitment to assist individuals and households who meet the U.S. Department of Housing and Urban Development's (HUD) definition for homeless and chronically homeless.

City of Santa Ana***RFP: Homeless Services - Street Outreach and Engagement***

- 2) **Compliance and Performance History:** Respondents and partners must demonstrate compliance with prior City funding awards and consistent conformance with all applicable rules and regulations. The Respondent's prior projects over the previous five (5) years must not have resulted in either financial loss to the City of Santa Ana or audit findings.
- 3) **Financial Considerations:** Respondents must demonstrate an absence of suspensions/debarments, suits/liens/judgments, and criminal or fraud evidence.
- 4) **Ability to pay for invoices up front and be reimbursed,** as some of the grant funds may be reimbursement only.

City of Santa Ana**RFP: Homeless Services - Street Outreach and Engagement****PROPOSAL REQUIREMENTS**

A complete Proposal package shall be submitted on PlanetBids on or before the deadline listed on the cover of this RFP.

Additionally, four (4) hard copies of the electronic submission on PlanetBids shall be delivered to the City of Santa Ana to the location noted on the Notice Inviting Proposals. Hard copy Proposals and Deposits shall be submitted per instructions on PlanetBids.

One of the hard copies shall be marked as "ORIGINAL" and shall be wet signed by a company official with the power to bind the company and submitted to the City of Santa Ana. Please be explicit in identifying the appropriate contractual person with legal authority to bind the company for contract execution purposes.

Font size shall be minimum 11-point Arial. Proposal exhibits shall be maximum 11" x 17".

All project proposals must contain the following sections and information to be considered responsive:

I. Organization Experience and Capacity - (25 points)

- A. Team.** Describe the team members and their duties as part of the team. Resumes of key staff should be included. If more than one nonprofit is partnering in the service delivery describe the role of each entity. Documentation to be included in the Exhibits for each entity:
 - 1) An organizational chart showing lines of responsibility
 - 2) Documentation that each entity is certified by the U.S. Internal Revenue Service as a 501(c)(3) tax exempt non-profit corporation
 - 3) Documentation that each entity is in good standing with both local, state and federal compliance.
- B. Experience.** Describe the team's experience providing supportive services to individuals experiencing homelessness, with an emphasis on experience gained in the last five years on projects similar to the proposed homeless outreach and engagement. Describe team's experience working in the coordinated entry system. Provide data and information about performance outcomes for similar projects assuring exits to permanent housing.
- C. Capacity.** Describe the team's administrative and managerial capacity to oversee the work necessary to successfully execute the proposed project. Provide evidence of

City of Santa Ana**RFP: Homeless Services - Street Outreach and Engagement**

Respondent team's financial strength and ability to raise private capital for the proposed uses.

- D. **References.** Include a list of at least two references from public agency partners with full names, title, contact phone and email information, and identification of the projects.

II. **Program Design and Outcomes – (30 points)**

- A. **Program Description.** Detailed narrative describing the proposed outreach and engagement program and explaining how the organization will ensure that the targeted populations can be served. Please make sure to address the following information:

- 1) **Continuum of Care System.** Explain how the program will be integrated into the larger Continuum of Care system.
- 2) **HMIS.** Describe organization's experience working in HMIS and your plan to comply with HMIS requirements.
- 3) **Permanent Housing.** Describe how clients will be connected to permanent affordable housing through the use of rapid rehousing or other systems.
- 4) **Client Referral Process.** Describe how referred clients will be linked with other organizations and service providers in compliance with its use of the Coordinated Entry System and to ongoing services, including physical and behavioral health care and job readiness.
- 5) **Types of Services.** Describe the type of services to be provided including, but not limited to: housing location and navigation, outreach and engagement, case management, residential services, substance abuse counseling and crisis intervention services.
- 6) **Program Outcomes.** Describe how program outcomes listed in the table will be met.
- 7) **Case Management.** Describe the level and frequency of case management and explain how these case management services will increase stability.
- 8) **COVID-19.** Describe modifications to address the pandemic.

City of Santa Ana**RFP: Homeless Services - Street Outreach and Engagement****III. Service Delivery Method and Staffing – (20 points)**

- A. Provide information detailing the proposed number of staff (FTE) for each program service, coordination with substance abuse counselors/graduate students and programs provided, management plan including hiring and training policies..
- B. Provide a Staff Responsibility Matrix.

IV. Organization Program Budget – (15 points)

- A. Clearly identify the costs/uses associated with each service provided.
- B. Provide line item cost of services including in-kind values.

V. Project Sustainability – (10 points)

- A. Narrative description addressing the sustainability of the project.

VI. Required Exhibits and Attachments

Respondent shall complete and return the following Exhibits attached herewith:

- Exhibit A - Contractor's Statement
- Exhibit B - Certification of Nondiscrimination
- Exhibit C - Non-Collusion Affidavit

Respondent shall submit the following attachments:

- 501c(3) letter and evidence in good standing for each partner
- Two years of audited financial statements (including management letters)
- Minimum of two (2) references associated with current homeless shelter contracts
- Memorandums of Understanding (MOU) with Third Party Organizations (if applicable)
- Organizational Chart, including key staffing for the proposed project
- Staff Resumes & Job Descriptions

Please include any additional information you deem essential to a proper evaluation of your proposal and which is not solicited in any of the preceding sections. Creative and innovative ideas can be addressed through-out the proposal. Applicants are cautioned this does not constitute an invitation to submit large amounts of extraneous material; appendices should be relevant and brief.

City of Santa Ana**RFP: Homeless Services - Street Outreach and Engagement****GENERAL INFORMATION****1) City Reserve's the Right to:**

- a) No obligation to pay costs incurred in preparation of a response to this RFP.
- b) All data, documents and other products used, developed or produced during response preparation to the RFP will become property of the City.
- c) Reject, replace or approve any and all Respondents.

- 2) Coordination:** Coordination by the awarded Provider with the City, as well as other Contractor and agencies will be required to achieve satisfactory and timely delivery of the required work. Coordination may include, but not be limited to, coordination with impacted businesses, neighborhood and civic groups, local and/or state agency boards and staff, or attendance at Commission meetings or City Council meetings.

The City will decide the manner in which the coordination efforts will be conducted. At the City's option, coordination efforts may be performed by the City Homeless Services Manager. When coordination efforts require agreements, such agreements shall be coordinated with the City.

- 3) Business License:** The selected Respondent may be required to obtain a City of Santa Ana business license within 30 days of selection and must provide a copy to the City project manager or designee prior to commencing any work in Santa Ana.
- 4) Authorized Signer:** The signer of the proposal must declare in writing that the only person, persons, company or parties interested in the proposal as principals are named therein; that the proposal is made without collusion with any other person, persons, company or parties submitting a proposal; that it is in all respects fair and in good faith without collusion or fraud; and, that the signer of the proposal has full authority to bind the Consultant.

5) Addendum:

Any changes in RFP from the date of release to the date of submittal of inquiries/questions will be summarized in an addendum or amendment to the RFP.

Notification of such addendum or amendment shall be posted on PlanetBids at <https://pbsystem.planetbids.com/portal/20137/portal-home> as set forth in the Notice Inviting Proposals. Addenda shall become part of the agreement documents.

City of Santa Ana

RFP: Homeless Services - Street Outreach and Engagement

- 6) **Public Record:** Proposals will become public record after submission. Interested offers may submit a written request to receive the results of the evaluation. City will make best efforts to maintain Respondent information identified as proprietary information confidential, to the extent allowed under the California Public Records Act. Submit your request to, City of Santa Ana Community Development Agency, Attn: Terri Eggers, Homeless Services Manager, 20 Civic Center Plaza M-25, Santa Ana, CA 92701.

City of Santa Ana**RFP: Homeless Services - Street Outreach and Engagement****AGREEMENT INFORMATION**

- 1) Hold Harmless:** To the fullest extent permitted by law, Contractor shall indemnify, defend and hold harmless City, Homeless Division, its officers, agents and employees (collectively, the "Indemnified Parties") from and against any and all claims (including, without limitation, claims for bodily injury, death or damage to property), demands, obligations, damages, actions, causes of action, suits, losses, judgments, fines, penalties, liabilities, costs and expenses (including, without limitation, attorney's fees, disbursements and court costs) of every kind and nature whatsoever (individually, a Claim; collectively, "Claims"), which may arise from or in any manner relate (directly or indirectly) to any work performed or services provided under this Contract (including, without limitation, defects in workmanship and/or materials) or Contractor's presence or activities conducted performing the work (including the negligent and/or willful acts, errors and/or omissions of Contractor, its principals, officers, agents, employees, vendors, suppliers, Contractor, subcontractor, anyone employed directly or indirectly by any of them or for whose acts they may be liable for any or all of them). Notwithstanding the foregoing, nothing herein shall be construed to require Contractor to indemnify the Indemnified Parties from any Claim arising from the sole negligence or willful misconduct of the Indemnified Parties. Nothing in this indemnity shall be construed as authorizing any award of attorney's fees in any action on or to enforce the terms of the Agreement. This indemnity shall apply to all claims and liability regardless of whether any insurance policies are applicable. The policy limits do not act as a limitation upon the amount of indemnification to be provided by the Contractor.
- 2) Termination:** The City reserves the right to terminate the contract, without penalty, for cause immediately or without cause.

 - a. In the event Contractor fails or refuses to timely perform any of the provisions of the Agreement in the manner required, or if Contractor violates any provision of the Agreement, Contractor shall be deemed in default. City shall provide written notice of such default to Contractor Agency. Contractor shall cure said default within a period of two (2) working days. If such cure is not completed in a timely manner, City may assess liquidated damages or terminate the Agreement forthwith by giving written notice to Contractor Agency. City may, in addition to the other remedies provided in the Agreement or authorized by law, terminate this Agreement by giving written notice of termination. Contractor shall be responsible for all costs incurred by City, including replacement costs of equipment and labor required to provide service during Contractor default.

City of Santa Ana**RFP: Homeless Services - Street Outreach and Engagement**

- b. This agreement may be terminated without cause by City and/or Homeless Division upon thirty (30) days written notice delivered to the Contractor either personally or by mail. Upon termination, City and/or Homeless Division shall pay to Contractor that portion of compensation specified in the Agreement that is earned and unpaid prior to the effective date of termination.
- 3) **Contractor Option for Termination:** The Contractor may request termination of the contract when conditions during the contract make it impossible to perform or when prevented from proceeding with the contract by act of God, by law or official action of a public Homeless Division or in the event on nonpayment by the City or Homeless Division. Such request will require one-hundred and eighty (180) days written notice prior to contract termination date requested. In the event of nonpayment of undisputed sums by the City and/or Homeless Division, Contractor shall give the City and/or Homeless Division thirty (30) working days to cure the alleged breach.
- 4) **Employment Opportunities for Santa Ana Residents:** Contractor shall solicit and advertise employment opportunities to Santa Ana residents. The City shall inform the Contractor of areas to publicize recruitment opportunities, such as the Santa Ana WORK Center and community centers. Such effort and procedure will be provided to the City for review.
- 5) **Compliance with Applicable Laws and Regulations:** Contractor shall perform all requirements under the contract in strict observance of and in compliance with all applicable environmental, traffic, safety and any other laws, regulations, ordinances, codes and any other legislative or statutory requirements.
 - a. Contractor warrants that the performance of services under the contract shall be compliant with the current requirements of the Occupational Safety and Health Act (OSHA) and as it may be amended or updated throughout the term of the contract.

City of Santa Ana**RFP: Homeless Services - Street Outreach and Engagement****INSURANCE REQUIREMENTS**

Prior to undertaking performance of work under this Agreement, Contractor shall maintain and shall require its subcontractor, if any, to obtain and maintain insurance as described below:

- 1) **Commercial General Liability Insurance.** Contractor shall maintain commercial general liability insurance, which shall include, but not be limited to protection against claims arising from bodily and personal injury, including death resulting there from and damage to property, resulting from any act or occurrence arising out of Contractor's operations in the performance of this Agreement, including, without limitation, acts involving vehicles. The amounts of insurance shall be not less than the following: single limit coverage applying to bodily and personal injury, including death resulting there from, and property damage, in the total amount of \$2,000,000 per occurrence, \$2,000,000 in the aggregate.
- 2) **Business automobile liability insurance,** or equivalent form, with a combined single limit of not less than \$2,000,000 per occurrence. Such insurance shall include coverage for owned, hired and non-owned automobiles.
- 3) **Worker's Compensation Insurance.** In accordance with the provisions of Section 3300 of the Labor Code, Contractor is required to be insured against liability for worker's compensation or to undertake self-insurance. Prior to commencing the performance of the work under this Agreement, Contractor agrees to obtain and maintain any employer's liability insurance with limits not less than \$1,000,000 per accident.
- 4) The following requirements apply to the insurance to be provided by Contractor pursuant to this section:
- 5) Commercial general liability and business automobile insurance policies shall (a) name the City, Homeless Division, its officers, employees, agents, volunteers and representatives as additional insured(s); (b) be primary and not contributory with respect to insurance or self-insurance programs maintained by the City and Homeless Division; and (c) contain standard separation of insureds provisions. Insurance must include 30 Days' Notice of Cancellation with 10 Days' Notice for Non-Payment of Premium in accordance with policy provisions and an additional insured endorsement. Contractor shall maintain all insurance required above in full force and effect for the entire period covered by this Agreement.
- 6) Certificates of insurance shall be furnished to the City Risk Management and Homeless Division upon execution of this Contract and shall be approved in form by the City Attorney and Risk Management Division. Certificates and policies shall state that the policies shall

City of Santa Ana***RFP: Homeless Services - Street Outreach and Engagement***

not be canceled or reduced in coverage or changed in any other material aspect without thirty (30) days prior written notice to the City and Homeless Division.

- 7) If Contractor fails or refuses to produce or maintain the insurance required by this section or fails or refuses to furnish the City and the Homeless Division with required proof that insurance has been procured and is in force and paid for, the City and Homeless Division shall have the right, at the City's/Homeless Division's election, to forthwith terminate the Contract. Such termination shall not affect Contractor's right to be paid for its time and materials expended prior to notification of termination. Contractor waives the right to receive compensation and agrees to indemnify the City and the Homeless Division for any work performed prior to approval of insurance by the City and Homeless Division.

City of Santa Ana**RFP: Homeless Services - Street Outreach and Engagement****EXHIBIT A - CONTRACTOR'S STATEMENT**PROPOSAL AND CONTRACT AGREEMENTCONTRACTOR'S STATEMENT

Contractor understands and agrees that this written RFP (or any part thereof specifically designated and accepted by the City of Santa Ana and the Community Development Agency, Homeless Services Division, hereinafter collectively referred to as the City) shall constitute the entire agreement between Contractor and the City only after it has been accepted by the City Council, endorsed by the Clerk of the Council with her signature and official seal noting here on the action of approval of the Council, signed by the Executive Director or his/her duly authorized agent, and signed by the City Attorney, denoting her approval of the form of this document, and its execution, and when it or an exact copy of it has been either delivered to Contractor or deposited with the United States Postal Service properly addressed to the Contractor with the correct postage affixed thereto.

Contractor understands that a proposal is required for the entire work, that the estimated quantities set forth in the RFP schedule are solely for the purpose of comparing proposals, and that final compensation under the contract will be based upon the actual quantities of work satisfactorily completed.

All terms contained in the Specifications, the Certification of Non-Discrimination by Contractor, and the Workers' Compensation Insurance Certificate are to be incorporated by reference into this Agreement and are made specifically as part of this RFP.

 ORGANIZATION NAME

 SIGNATURE

 PRINT NAME

 TITLE

 DATE

City of Santa Ana**RFP: Homeless Services - Street Outreach and Engagement****EXHIBIT B - CERTIFICATION OF NON-DISCRIMINATION**PROPOSAL AND CONTRACT AGREEMENTCONTRACTOR'S CERTIFICATION OF NON-DISCRIMINATION

The undersigned Contractor or corporate officer, during the performance of this contract, certifies as follows:

1. The Contractor shall not discriminate against any employee or applicant for employment because of race, color, religion, sex, or national origin. The Contractor shall take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to their race, color, religion, sex, or national origin. Such action shall include, but not be limited to, the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided setting forth the provisions of this nondiscrimination clause.
2. The Contractor shall, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, or national origin.
3. The Contractor shall send to each labor union or representative of workers with which he has a collective bargaining agreement or other contract or understanding, a notice to be provided advising the said labor union or workers' representatives of the Contractor's commitments under this section, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.
4. The Contractor shall comply with all provisions of Executive Order 11246 of September 24, 1965, and of the rules, regulations, and relevant orders of the Secretary of Labor.
5. The Contractor shall furnish all information and reports required by Executive Order 11246 of September 24, 1965, and by rules, regulations, and orders of the Secretary of Labor, or pursuant thereto, and will permit access to his/her books, records, and accounts by the administering agency and the Secretary of Labor for purposes of investigation, to ascertain compliance with such rules, regulations, and orders.
6. In the event of the Contractor's non-compliance with the nondiscrimination clauses of this contract or with any of the said rules, regulations, or orders, the contract may be canceled, terminated, or suspended in whole or in part and the Contractor may be declared ineligible

City of Santa Ana**RFP: Homeless Services - Street Outreach and Engagement**

for further Government contracts or federally assisted construction/services contracts in accordance with procedures authorized in Executive Order 11246 of September 24, 1965, and such other sanctions may be imposed and remedies invoked as provided in Executive Order 11246 of September 24, 1965, or by rule, regulations, or order of the Secretary of Labor, or as otherwise provided by law.

7. The Contractor shall include the portion of the sentence immediately preceding paragraph (1) and the provisions of paragraphs (1) through (7) in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued pursuant to Section 204 of Executive Order 11246 of September 24, 1965, so that such provisions will be binding upon each subcontract or purchase order as the administering agency may direct as means of enforcing such provisions, including sanctions for noncompliance; provided, however, that in the event the Contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction by the administering agency, the
8. Contractor may request that the United States enter into such litigation to protect the interests of the United States.
9. Pursuant to California Labor Code Section 1735, as added by Chapter 643 Stats. 1039, and as amended,

No discrimination shall be made in the employment of persons because of race, religious creed, color national origin, ancestry, physical handicaps, mental condition, marital status, or sex of such persons, except as provided in Section 1420, and any Contractor violating this Section is subject to all the penalties imposed for a violation of the Chapter.

 FIRM

 SIGNED AND PRINTED NAME

 TITLE

 DATE

City of Santa Ana

RFP: Homeless Services - Street Outreach and Engagement

EXHIBIT C – NON-COLLUSION AFFIDAVIT

PROPOSAL AND CONTRACT AGREEMENT

NON-COLLUSION AFFIDAVIT

(Title 23 United States Code Section 112 and
Public Contract Code Section 7106)

To the CITY OF SANTA ANA COMMUNITY DEVELOPMENT AGENCY

In accordance with Title 23 United States Code Section 112 and Public Contract Code 7106 the CONTRACTOR declares that the bid is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation; that the bid is genuine and not collusive or sham; that the CONTRACTOR has not directly or indirectly induced or solicited any other CONTRACTOR to put in a false or sham bid, and has not directly or indirectly colluded, conspired, connived or agreed with any CONTRACTOR or anyone else to put in a sham bid, or that anyone shall refrain from bidding; that the CONTRACTOR has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the bid price of the CONTRACTOR or any CONTRACTOR, or to fix any overhead, profit, or cost element of the bid price, or of that of any other CONTRACTOR, or to secure any advantage against the public body awarding the contract of anyone interested in the proposed contract; that all statements contained in the bid are true; and, further, that the CONTRACTOR has not, directly or indirectly, submitted his or her bid price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, or paid, and will not pay, any fee to any corporation, partnership, company association, organization, bid depository, or to any member or agent thereof to effectuate a collusive or sham bid.

Note: The above Non-collusion Affidavit is part of the Proposal. Signing this Proposal on the signature portion thereof shall also constitute signature of this Non-collusion Affidavit. CONTRACTORS are cautioned that making a false certification may subject the certifier to criminal prosecution.

Signature and Notary Seal on the next page

City of Santa Ana

RFP: Homeless Services - Street Outreach and Engagement

PROPOSAL AND CONTRACT AGREEMENT

NON-COLLUSION AFFIDAVIT

SIGNATURE PAGE

FIRM

SIGNED AND PRINTED NAME

TITLE

DATE

State of California

County of _____

Subscribed and sworn to (or affirmed) before me on this _____ day of _____, 20____, by

_____, proved to me on the basis of satisfactory evidence to be the person(s)

who appeared before me.

Notary Public Signature

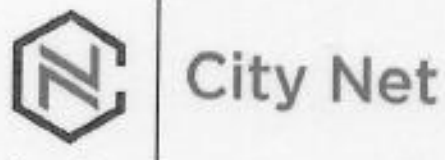
Notary Public Seal

City of Santa Ana

RFP: Homeless Services - Street Outreach and Engagement

EXHIBIT B

SCOPE OF WORK



City Net

2021-2022 Santa Ana Homeless Street Outreach Diversion Pilot Scope of Work

Project Overview

City Net respectfully proposes an innovative response to traditional street outreach and engagement in the form of a Homeless Street Outreach Diversion (HSOD) pilot project.

The HSOD provides an immediate response to calls for service to the city and to the Santa Ana Police Department (SAPD) that deal with quality-of-life issues that do not rise to the level of criminal activity or public safety. These calls for service generally regard homelessness, individuals dealing with mental health concerns and substance abuse.

The city of Santa Ana will divert calls from SAPD and from other city agencies to HSOD teams to provide street outreach and engagement services that were previously provided by SAPD. The goal is to transition calls to subject matter experts who are highly trained in their profession of homeless services, crisis intervention, mental health, addiction and medical services in order to provide the best response to those in need. These experts rely on trauma informed techniques to de-escalate situations and bring them to a non-violent resolution. HSOD teams only request the SAPD to respond if the situation presents criminal activity or public safety concerns.

Multi-disciplinary teams consist of homeless services outreach workers, safety coordinators, and a dedicated live call center with trained dispatchers. Teams have direct access to professionals in the fields of medical health, mental health and behavioral health to provide specialized interventions in the field as needed without the need for an additional call. Teams will work across the city seven days a week from 7:00 am-9:00 pm responding to the community's needs for homeless services interventions.

Goals

1. Exit homeless neighbors from the streets of Santa Ana.
2. Divert homeless services calls that do not rise to the level of criminal activity or public safety from the city and from SAPD to multi-disciplinary team of homeless services professionals.
3. Provide safe COVID information and interventions to vulnerable homeless neighbors.
4. Develop a pilot for a regional response to homelessness that connects homeless neighbors to housing solutions throughout the region, through full participation in the Orange County Continuum of Care (CoC).



City Net

2021-2022 Santa Ana Homeless Street Outreach Diversion Pilot Scope of Work

Deliverables (see endnotes for descriptions of terms below)

City Net will provide street outreach and engagement services to 9,000 (duplicated) homeless neighbors in Santa Ana, with 750 (unduplicated) persons linked to shelter and housing.

	Monthly Goal	Annual Goal
Outreach Contacts ⁱ	750	5,250
COVID-19 Engagements ⁱⁱ	500	3,500
Phone Calls Dispatched	500	3,500
Case Management ⁱⁱⁱ	40	280
Street Exits ^{iv}	60	420

Types of Services

City Net street outreach services include services in the following categories: engagement services, case management, emergency health, emergency mental health, transportation, services for special populations, and COVID-19 services.

These activities are intended to help homeless neighbors obtain appropriate supportive services, including assistance in obtaining permanent housing, medical health treatment, mental health treatment, counseling, supervision, and other services essential for achieving independent living. Supportive services may include providing access to and assistance in obtaining:

- Medicaid/Medi-Cal
- Women, Infants and Children (WIC)
- Food Stamps/Cal-Fresh/EBT
- Federal-State Unemployment Insurance Program
- Social Security Disability Insurance (SSDI)
- Supplemental Security Income (SSI)
- General Relief (GR)
- Other mainstream resources such as housing, health, social services, employment, education services and youth programs that an individual or family may be eligible to receive.

Engagement Services

Engagement Services are activities to locate, identify, and build relationships with unsheltered homeless individuals to offer immediate support, intervention, and connections with homeless assistance programs and/or mainstream social services and other housing programs. Specific activities include:

- Conducting an initial assessment of client needs and eligibility
- Providing informal crisis counseling
- Addressing urgent physical needs, such as providing meals, blankets, clothes, or toiletries
- Actively connecting and providing information and referrals to needed services.

City Net – Local Field Office: 2030 E. 4th Street, Santa Ana, CA 92705



City Net

2021-2022 Santa Ana Homeless Street Outreach Diversion Pilot Scope of Work

Case Management

Case management activities to assess housing and service needs and arrange, coordinate and/or monitor the delivery of individualized services. Specific activities include:

- Assessment and intake using HMIS
- Conducting initial evaluations including, verifying and documenting eligibility
- Counseling
- Developing/securing/coordinating services
- Helping obtain Federal, State, and local benefits
- Monitoring and evaluating program participant progress in particular programs
- Providing information and referrals to other providers
- Developing an individualized housing stabilization plan that leads to the attainment of stable permanent housing.

Emergency Health

City Net will refer homeless neighbors to emergency health services to the extent that other customary emergency health services and treatments are unavailable or inaccessible to the homeless neighbor. An example of emergency health services to which City Net will refer homeless neighbors is outpatient treatment of urgent medical conditions by licensed medical professionals in community-based settings (e.g., streets, parks, and campgrounds) to those eligible participants unwilling or unable to access emergency shelter or an appropriate healthcare facility. City Net may assist healthcare professionals in the case management aspects of the following activities:

- Assessing health problems and developing treatment plans
- Assistance in understanding health needs
- Providing directly or assisting to obtain appropriate emergency medical treatment
- Providing medication and follow-up services.

Emergency Mental Health

City Net will refer homeless neighbors to emergency mental health services to the extent that other customary emergency mental health services and treatments are unavailable or inaccessible to the homeless neighbor. An example of emergency health services to which City Net will refer homeless neighbors is outpatient treatment of urgent mental health conditions by licensed professionals in community-based setting (e.g., streets, parks, and campgrounds) to those eligible participants unable or unwilling to access emergency shelter or an appropriate mental health care facility. City Net may assist mental healthcare professionals in the case management aspects of the following activities:

- Crisis intervention
- Prescription of psychotropic medications
- Explanation about the use and management of medications
- Combinations of therapeutic approaches to address multiple problems.

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Transportation

Occasionally, City Net may engage in transportation activities, including:

- Transporting unsheltered people to emergency shelters, emergency health, emergency mental health, or other service facilities
- Provision of public transportation for participants
- Transportation costs (bus tickets, gas, minor car repairs, etc.) to assist homeless neighbors to relocate out of the region, provided they have permanent housing there.
- Assisting program participants to use public transportation.

Services for Special Populations

Services for special populations are essential services that have been tailored to address the special needs of homeless youths, victims of domestic violence, dating violence, sexual assault, or stalking, including connections to services offered by rape crisis centers, domestic violence shelters, and other organizations that serve persons who meet the HUD homeless definition and have special needs.

Food and Emergency Services

Food and other emergency services will be given to clients primarily as they first move into housing and for emergency circumstances. During the duration of their tenancy, clients will be connected to food banks and service agencies in the community as their primary resource for emergency needs.

COVID-19 Services

COVID-19 has caused widespread concern for the health and safety of those experiencing homelessness, as well as concern for the environment and safety of greater community members and visitors. Living unsheltered may allow people to increase physical distance between themselves and others. However, sleeping outdoors does not provide protection from the environment, personal safety, adequate access to hygiene and sanitation facilities, or connection to services and healthcare.

During the pandemic, City Net's street outreach and engagement staff are ensuring that unsheltered homeless neighbors have access to services and updated information about COVID-19, by working to:

- Provide information to educate people about COVID-19: where they can get tested, how it spreads, health impacts, common symptoms, and other features of the disease.
- Use health messages and materials developed by credible public health sources, such as local and state public health departments or the Centers for Disease Control and Prevention (CDC).
- Provide educational materials about COVID-19 for non-English speakers, those with low literacy or intellectual disabilities, and people who are hearing or vision impaired.
- Ensure communication with clients about changes in homeless services policies and/or changes in physical location of services such as food, water, hygiene facilities, regular healthcare, and behavioral health resources.
- Provide health and hygiene interventions:

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- Recommend that all clients wear masks any time they are around other people, noting exceptions such as young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated, or otherwise unable to remove the mask without assistance.
- Provide clients with hygiene materials including items such as hand sanitizer, soap, shampoo, cleansing wipes, socks, blankets, non-perishable snacks, bottled water, sunscreen, gloves, toothbrush, toothpaste, and other items depending on client needs.
- Discourage clients from spending time in crowded places or gathering in large groups, for example at locations where food, water, or hygiene supplies are being distributed.
- If it is not possible for clients and staff to avoid crowded places, encourage spreading out (at least 6 feet between people) to the extent possible.
- Encourage proper waste disposal to prevent spread of disease and minimize risk.
- Continue providing linkages to homeless services, housing, medical, mental health, and substance use treatment, including provision of medication-assisted therapies.
- Maintain up-to-date contact information and areas frequented for each person.
- Coordinate, integrate, and leverage resources to maximize impact of services for individuals who are experiencing homelessness.
- Engage individuals and families not yet working with a CES Partner Agency, with a primary focus on unsheltered families and individuals in encampments.
- Conduct frequent visits to encampments known to have persons experiencing homelessness throughout the city.

General Approach

City Net engages in street outreach services for homeless neighbors as described below.

Housing First

All City Net programs are informed by and consistent with Housing First principals. Housing First is an approach to serving people experiencing homelessness that recognizes a homeless person must first be able to access a decent, safe place to live, that does not limit length of stay (permanent housing), before stabilizing, improving health, reducing harmful behaviors, or increasing income. Under the Housing First approach, anyone experiencing homelessness is connected to a permanent home as quickly as possible, and programs remove barriers to accessing the housing, like requirements for sobriety or absence of criminal history. It is based on Maslow's hierarchy of needs: people must access necessities—like a safe place to live and food to eat—before being able to achieve quality of life or pursue personal goals. Finally, Housing First values choice not only in where to live, but whether to participate in services.

Trauma-Informed Care

City Net assumes that individuals and families who are homeless have been exposed to trauma. Research has shown that individuals who are homeless are likely to have experienced some form of previous trauma;



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homelessness itself can be viewed as a traumatic experience; and being homeless increases the risk of further victimization and retraumatization.

Therefore, our programs, policies and procedures are designed not only to respond to the immediate crisis of homelessness, but also to contribute to the longer-term healing of homeless individuals. Trauma-Informed Care (TIC) offers a framework for providing services to traumatized individuals within a variety of service settings, including homelessness service settings.

Since trauma also influences how people approach and respond to services, City Net strives to recognize trauma symptoms, acknowledge the role that trauma has played in clients' lives, and better understand and address the needs of those with trauma histories. The goal of this approach is to avoid retraumatization and exacerbation of trauma symptoms.

This change in understanding can be illustrated by the difference between the questions "What's wrong with you?" vs. "What has happened to you?" While the terms violence, trauma, abuse, and post-traumatic stress disorder (PTSD) are frequently used interchangeably, it is useful to think of trauma as a response to violence or other overpowering negative experience such as abuse. Trauma refers to both the event and the particular response to an event. PTSD is one type of disorder resulting from trauma. Becoming "traumatized" varies greatly among individuals, and not everyone exposed to a potential traumatic event will be traumatized. Trauma begins with an event or experience that overwhelms normal coping mechanisms. There are physical and psychological reactions—which are normal—in response. Retraumatization refers to the psychological and/or physiological experience of being "triggered," i.e., when an environmental cue related to the trauma—such as a smell or a sound—triggers a full fight-or-flight response. Although environmental triggers cannot be eliminated, City Net seeks to create an environment—both a physical environment, and a framework of compassionate understanding in which the trauma survivor feels safe.

Motivational Interviewing

City Net employs Motivational Interviewing (MI) techniques in its programs. MI is a counseling method that helps people resolve ambivalent feelings and insecurities to find the internal motivation they need to change their behavior. It is a practical, empathetic, and short-term process that takes into consideration how difficult it is to make life changes.

The core components of MI are to:

- Express and show empathy towards clients
- Support and articulate discrepancies between clients' goals and choices that take them away from goals
- Deal with resistance without confrontation
- Support self-efficacy

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- Support client autonomy

Continuum of Care Participation

Since the inception of our work in Santa Ana in 2016 (when we were contracted to offer meals, supportive services and case management at the Courtyard in a county contract), City Net has been a full participant in the Orange County Continuum of Care (CoC).

City Net staff are regular participants in CoC Coordinated Entry System (CES) case conferencing meetings, data committee meetings, street outreach and engagement committee meetings, among others.

In addition, City Net Chief Program Officer Jessica Bruce co-chairs the CoC Street Outreach Committee, and City Net Executive Vice President Matt Bates is an elected member of the CoC Board of Directors, and an appointee to the Systems, Policies and Procedures committee and is a CoC Board of Directors representative on the Commission to End Homelessness.

HMIS

All clients in this proposed project will be entered into/screened through the Orange County Homeless Management Information System (HMIS) and, as appropriate for prospective candidates, the Coordinated Entry System (CES). City Net staff are trained in these systems, and our written policies and procedures state their work must be coordinated through these systems.

In addition to assuring that resources flow to the most vulnerable homeless individuals (through CES), these systems also provide a safeguard against duplication of services because we can see in HMIS what other services and benefits the client is receiving, as well as the agency who may be providing these services. Our case managers and housing navigators are trained to reach out to their counterparts at these other agencies to confirm provision of services, to case conference, and to clarify any questions around potential duplication.

Of relevance to this proposal, in Orange County, City Net has provided assessments and intakes to thousands of clients in partnership with the county, including in the following projects:

- Orange County Flood Control Channel (outreach, engagement, bridge housing)
- Courtyard Transitional Center (case management, connections to housing)
- HEAP/HDAP (outreach and engagement, assessments, housing)
- Santa Ana Armory (shelter operations, case management)

Permanent Housing

Case managers link clients to the Coordinated Entry System (CES) to provide ongoing engagement, document collection, and case management services to facilitate a match to an appropriate permanent

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housing resource. Case managers also provide services in the context of CES, which is voluntary and client-centered, with the goal of identifying strengths and client-directed goals, while promoting health, recognition, and well-being with a focus on linking the client to a permanent housing resource and providing the necessary services needed to promote housing stability.

Client Referral Process

In accordance with our street outreach and engagement policies and procedures, City Net staff record all assessments and subsequent services in the Homeless Management Information System (HMIS), which requires them to enter and maintain timely and complete client data.

City Net Case Managers and Housing Navigators are oriented to and trained in resources, homeless services, and organizations for collaboration and referral. They are highly trained to connect residents to shelter and housing resources, including in case managing clients from the streets into permanent supportive housing through CES. Staff representatives attend the local CoC meetings-- Homeless Provider Forum, Case Management Forum, Implementation Committees and the like. Resource lists are updated regularly and kept on-site. Protocols for offering and accepting referrals from other agencies are reviewed by staff, updated, shared, and kept in a manual in the City Net offices.

City Net will refer homeless neighbors to emergency health and/or emergency mental health services to the extent that other customary emergency health services and treatments are unavailable or inaccessible to the homeless neighbor. A referral example is outpatient treatment of urgent medical conditions by licensed medical professionals in community-based settings (e.g., streets, parks, and campgrounds) to those eligible participants unwilling or unable to access emergency shelter or an appropriate healthcare facility.



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Staff Responsibility Matrix

Staff Responsibility Matrix RFP #21-061 2021 Santa Ana Street Outreach and Engagement		Case Managers	Dispatch Case Managers	Housing Navigator(s)	Program Supervisor (s)	Director of Programs	Chief Program Officer	HMIS Data Specialist	Operations Manager	Finance Manager	Human Resources Manager	Executive Vice President	President
Task													
Development of Project Management, Operations and Public Safety Plan (MOPS)		C	C	C	C	R	A	I	I	I	I	C	C
Personnel recruitment/training/retention					I	C	A				R	C	C
Personnel scheduling/deployment					R	A	I						
Street Outreach		R	R	I	A	C	I	I					
Engagement		R	R	I	A	C	I	I					
Case management		R	I	I	A	C	I	I					
Emergency Health/Mental Health		R	R	I	A	C	I	I					
Transportation (for clients)		R	I	I	A	C	I	I					
Services for Special Populations		R	R	I	A	C	I	I					
Food and Emergency Services		R	I	I	A	C	I	I					
Client housing navigation		I	R	R	A	C	I	I					
HMIS data entry/management		R	R	R	C	C	I	A					
CoC Participation		I	I	I			R				A		
CES Participation		I	I	I		R	A						
Project compliance-- program outcomes		I	I	I	I	C	R	I				C	A
Project compliance-- finance								I	R			C	A
IT, equipment and other technical support		I	I		C	A		R					
Invoicing/Billing								I	R			C	A
Reports		I	I	I	I	I	I	R	I	I	I	A	C
Key Responsible (R): Those who do the work to achieve the task. Accountable (A): The one ultimately accountable for the correct and thorough completion of the deliverable or task, and the one to whom Responsible staff are accountable. There is only one person accountable for each task or deliverable. Consulted (C): Those whose opinions are sought; and with whom there is two-way communication. Informed (I): Those who are kept up-to-date on progress, often only on completion of the task or deliverable; and with whom there is just one-way communication.													

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Program Performance Outcomes Matrix

<u>Program Performance Outcome Matrix</u> 2021-2022 Santa Ana Homeless Street Outreach Diversion		Case Managers	Dispatch Case Managers	Housing Navigator(s)	Program Supervisor (s)	Director of Programs	Chief Program Officer	HMIS Data Specialist	Operations Manager	Finance Manager	Executive Vice President	President
Performance Outcome	Outcome Metric											
Outreach Contacts	750 Outreach Contacts/month	R	R		A	C	I				I	I
Outreach Contacts	500 COVID engagements/month	R	R		A	C	I				I	I
Case management	40/month	R		R	A	C	I				I	I
Phone Calls Dispatched	500 calls dispatched/month		R		A	C	I				I	I
Street Exits	60 street exits/month	R	R	R	A	C	I				I	I
Mental Health Assessments	10 mental health assessments/quarter	R	R	R	A	C	I				I	I
Efficient/Effective Use of Resources	Spending with 100% documentation	R	R	R	I	I	C		R	A	I	I
Data Quality	100% Completeness and timeliness of data	R	R	R	I	I	C	A			I	I
Demographics	All client demographic information logged	R	R	R	I	C	I	A			I	I
Key Responsible (R): Those who do the work to achieve the task. Accountable (A): The one ultimately accountable for the correct and thorough completion of the deliverable or task, and the one to whom Responsible staff are accountable. There is only one person accountable for each task or deliverable. Consulted (C): Those whose opinions are sought; and with whom there is two-way communication. Informed (I): Those who are kept up-to-date on progress, often only on completion of the task or deliverable; and with whom there is just one-way communication.												



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Reporting

City Net will submit dashboard reports M-F that provide daily totals from the previous day and cumulative totals from project inception. The following data elements will be included:

- Outreach Contacts
- Case Management
- Street Exits
- COVID-19 Engagements
- Mental Health Assessments
- Medical Assistance
- Calls Dispatched

A sample report is copied here:

MAY 4, 2021

ANAHEIM, CALIFORNIA



City Net

COMMUNITY
CARE
RESPONSE TEAM

CUMULATIVE YEAR-TO-DATE TOTALS

1683

OUTREACH CONTACTS

733

COVID-19 ENGAGEMENTS

388

STREET EXITS

830

MENTAL HEALTH ASSESSMENTS

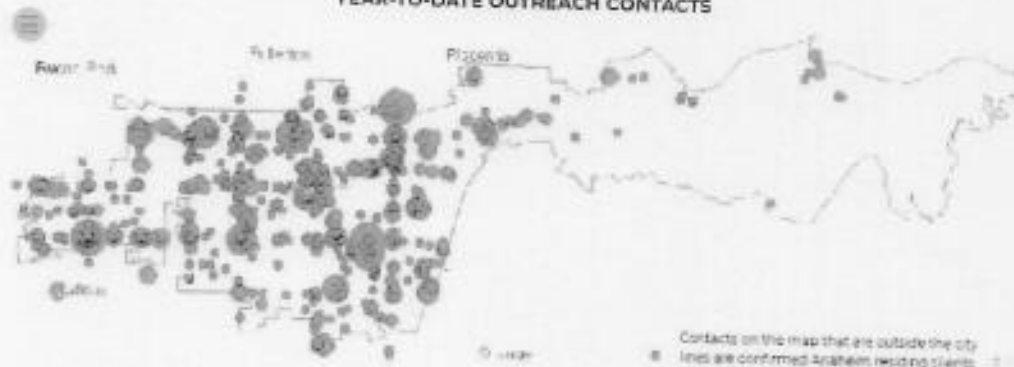
4

MEDICAL ASSISTANCE

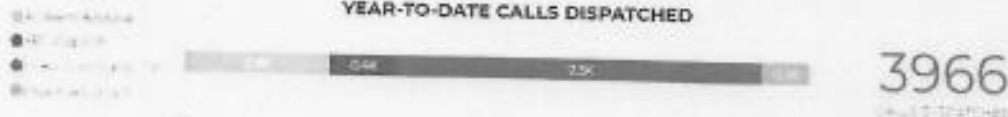
8

CASE MANAGEMENT

YEAR-TO-DATE OUTREACH CONTACTS



YEAR-TO-DATE CALLS DISPATCHED



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¹ Outreach Contacts reflect the number of interactions for the specific purpose of reaching out to unsheltered homeless neighbors in a process of building trust and offering support toward the long-term goal of connecting them with emergency shelter, housing, or critical services; and providing urgent, non-facility-based care. These activities are intended to help homeless neighbors to obtain appropriate supportive services, including assistance in obtaining permanent housing, medical health treatment, mental health treatment, counseling, supervision, and other services essential for achieving independent living; housing stability case management; and other Federal, State, local, or private assistance available to assist the program participant in obtaining housing stability. This number can be duplicated in any given reporting period.

² COVID-19 Engagements reflect the number of interactions by City Net's street outreach and engagement staff to ensure that unsheltered homeless neighbors have access to services and updated information about COVID-19, by working to:

- Provide information to educate people about COVID-19: where they can get tested, how it spreads, health impacts, common symptoms, and other features of the disease.
- Use health messages and materials developed by credible public health sources, such as local and state public health departments or the Centers for Disease Control and Prevention (CDC).
- Provide educational materials about COVID-19 for non-English speakers, those with low literacy or intellectual disabilities, and people who are hearing or vision impaired.
- Ensure communication with clients about changes in homeless services policies and/or changes in physical location of services such as food, water, hygiene facilities, regular healthcare, and behavioral health resources.
- Provide health and hygiene interventions:
 - o Recommend that all clients wear masks any time they are around other people, noting exceptions such as young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated, or otherwise unable to remove the mask without assistance.
 - o Provide clients with hygiene materials including items such as hand sanitizer, soap, shampoo, cleansing wipes, socks, blankets, non-perishable snacks, bottled water, sunscreen, gloves, toothbrush, toothpaste, and other items depending on client needs.
 - o Discourage clients from spending time in crowded places or gathering in large groups, for example at locations where food, water, or hygiene supplies are being distributed.
 - o If it is not possible for clients and staff to avoid crowded places, encourage spreading out (at least 6 feet between people) to the extent possible.
- Encourage proper waste disposal to prevent spread of disease and minimize risk.
- Continue providing linkages to homeless services, housing, medical, mental health, and substance use treatment, including provision of medication-assisted therapies.
- Maintain up-to-date contact information and areas frequented for each person.
- Coordinate, integrate, and leverage resources to maximize impact of services for individuals who are experiencing homelessness.
- Engage individuals and families not yet working with a CES Partner Agency, with a primary focus on unsheltered families and individuals in encampments.
- Conduct frequent visits to encampments known to have persons experiencing homelessness throughout the city.
- Record all assessments and subsequent services in the Homeless Management Information System (HMIS). Enter and maintain timely and complete client data.
- Link clients to the Coordinated Entry System (CES) to provide ongoing engagement, document collection, and case management services to facilitate a match to an appropriate housing resource.
- Case Management in the context of CES, which is voluntary and client-centered, with the goal of identifying strengths and client-directed goals, while promoting health, recognition, and well-being with a focus on linking the client to a permanent housing resource and providing the necessary services needed to promote housing stability.

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This number can be duplicated in any given reporting period.

* Reflects the current number of homeless neighbors who are voluntarily engaged in a formal, written case management relationship with City Net. Clients sign permission to allow City Net case managers to work with them to achieve progress on a mutually agreed upon plan to attain housing and supportive services. Case managers follow-up with housed clients for 6 months after housing to ensure a successful placement. Active cases are engaged once a week on average and are considered inactive after 90 days of no contact. This is an unduplicated number that changes over time as former clients exit case management and new clients enroll.

** Street Exits are defined by HUD and enumerated in the HUD systems performance report, and City Net uses these designations for all street exits achieved through the efforts of two or more agencies working together within the context of the homeless collaborative in the city. HUD designates some of these street exits as "temporary" and some as "permanent", and City Net exercises discretion to count as exited those homeless neighbors who have a reasonable plan in place to move from temporary shelter to permanent housing. Street exits may also reflect duplicated numbers as individuals may enter, then exit, then reenter shelter/housing multiple times during the reporting period, and HUD guidelines require that City Net count these as multiple street exits even when referring to a single individual.

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EXHIBIT C

BUDGET



City Net

Santa Ana Homeless Diversion Pilot Budget
Nov 1, 2021 - Jun 30, 2022

Santa Ana Homeless Diversion Pilot Project, November 1, 2021 - June 30, 2022 (34.42 weeks)

Live phone response, 7 days/week, 9:00am to 9:00pm

2-3 teams (2 case managers + 1 safety coordinator), M-F 7:00am to 9:00pm, 1 team Sa-Su, 9:00am to 9:00pm

Labor						
Title/Role	Description	Fully Loaded Compensation	Hrs/ week	Wks	FTE	TOTAL
CCRT Program Supervisor	Project supervision	\$43.21	40	30.14	1.00	\$52,089.88
Dispatch Supervisor	Call center supervisor	\$34.00	20	30.14	0.50	\$10,247.60
Lead Dispatch Case Manager	Live call response leader	\$30.50	40	30.14	0.50	\$18,382.39
Dispatch Case Managers	Live call response	\$25.68	40	30.14	2.00	\$61,919.62
Lead Outreach Case Managers	Outreach and Engagement (O+E) shift leaders	\$30.50	40	30.14	2.00	\$73,529.54
Outreach Case Managers	O+E, case management	\$27.72	40	30.14	10.00	\$334,192.32
MSW Clinicians	O+E, case management	\$37.57	40	30.14	4.00	\$181,177.57
Lead Safety Coordinator	Lead safety for O+E teams	\$32.00	40	30.14	0.50	\$19,289.60
Safety Coordinators	Safety for O+E teams	\$26.60	40	30.14	4.00	\$128,275.84
Executive leadership	Project oversight, quality control, communications, problem solving	\$77.25	4	30.14	0.10	\$9,313.26
Finance and billing	Payroll, billing	\$28.53	8	30.14	0.20	\$6,879.15
Human resources	Staff recruiting, hiring, training, disputes	\$28.96	4	30.14	0.10	\$3,491.42
Operations	Inventory, purchasing, technical support	\$25.98	4	30.14	0.10	\$3,132.15
Community Engagement	Resource development, communications	\$25.98	4	30.14	0.10	\$3,132.15
Data Analyst	HMIS data entry, reporting, compliance	\$25.98	30	30.14	0.75	\$17,618.34
Labor Subtotal:					25.85	\$922,670.82
Operations and Program Expenses						
Item	Description	TOTAL				
Client Services	Client transport (6 vehicles): vehicle lease, gas, vehicle insurance, maintenance	\$67,200.00				
Client Services	Rapid rehousing fees	\$31,847.87				
Client Services	Emergency Shelter motel vouchers	\$31,500.00				
Client Services	Medical services/telemedicine equipment for Families Together Orange County	\$5,000.00				
Client Services	LCSW contract for disabling condition documentation and mental health services	\$40,991.00				
Rent	Office space and office equipment/furniture rental	\$21,714.00				
Equipment	Phones, computers (hardware and software) and equipment	\$27,142.50				
Materials and Supplies	Personal Protective Equipment (PPE) for staff and clients (masks, gloves, face shields, proximity suits, trash bags, etc.) with replacements	\$4,800.00				
Materials and Supplies	Uniforms, copies, forms, office supplies, equipment, etc.	\$10,857.00				
Materials and Supplies	IT support and client management software licenses	\$10,857.00				
Materials and Supplies	Financial audit	\$1,809.50				
Materials and Supplies	Liability Insurance	\$5,428.50				
Administrative Expenses Subtotal:						\$259,147.37
Administration						
Category	Description	TOTAL				
Indirect Costs	At 10%: includes general expenses incurred by City Net but not directly borne by the project (utilities, taxes, other type of required insurance not listed above, legal, staff development, contingencies, etc.)	\$118,181.82				
Administration subtotal:						\$118,181.82
Project TOTAL						\$1,300,000.00