

**FIRST AMENDMENT TO STREET OUTREACH AND  
ENGAGEMENT AGREEMENT CITY OF SANTA ANA**

THIS FIRST AMENDMENT to Street Outreach and Engagement Agreement is entered into on July 19, 2022, 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. The parties entered into the Street Outreach and Engagement Agreement (A-2021-196) on October 6, 2021, by which Contractor agreed to provide 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 ("Agreement"). The term of the Agreement was set to expire on December 31, 2020.
- B. On June 21, 2022, the City agreed to extend the term of the Agreement until July 31, 2022. Accordingly, the Agreement is current and in effect.
- C. The parties now wish to amend the Agreement to extend the term of the Agreement, append to the Scope of Services, and to increase the compensation to be expended under the Agreement to cover costs during the extended term.

**NOW THEREFORE**, in consideration of the mutual and respective promises, and subject to the terms and conditions of the Agreement, except as hereinafter modified, the parties agree to the following:

- 1. **Section 1, Scope of Services**, shall be amended to replace the Scope of Work attached to the Agreement as Exhibit B with the Scope of Work attached herewith as Exhibit B-1.
- 2. **Section 2(a), Compensation**, shall be amended to increase the compensation for services provided under this Agreement by \$2,483,599.59. The total amount to be expended during the term of this Agreement, including any extension period, shall not exceed \$3,783,599.59. The Budget attached to the Agreement as Exhibit C shall be replaced with the Budget attached herewith as Exhibit C-1.
- 3. **Section 3, Term**, shall be amended to extend the term of the Agreement through June 30, 2023.
- 4. Except as modified by this First Amendment, all terms and conditions of the Agreement shall remain in full force and effect.

*{signatures on following page}*



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

**ATTEST**

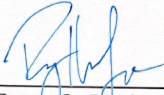
**CITY OF SANTA ANA**

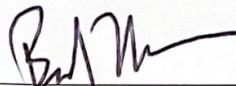
\_\_\_\_\_  
DAISY GOMEZ  
Clerk of the Council

\_\_\_\_\_  
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 B-1

### SCOPE OF WORK

#### Project Overview

The purpose of this project is to develop a comprehensive scope of work for the construction of a new building. The project is located at 1234 Main Street, Suite 500, in the City of New York. The building is to be constructed on a 10,000 square foot lot. The project is estimated to cost \$10,000,000. The project is to be completed within 12 months.

The project is to be completed in three phases. Phase 1 is the construction of the foundation and the first floor. Phase 2 is the construction of the second floor and the roof. Phase 3 is the construction of the interior and exterior finishes. The project is to be completed in three phases. Phase 1 is the construction of the foundation and the first floor. Phase 2 is the construction of the second floor and the roof. Phase 3 is the construction of the interior and exterior finishes.

The project is to be completed in three phases. Phase 1 is the construction of the foundation and the first floor. Phase 2 is the construction of the second floor and the roof. Phase 3 is the construction of the interior and exterior finishes. The project is to be completed in three phases. Phase 1 is the construction of the foundation and the first floor. Phase 2 is the construction of the second floor and the roof. Phase 3 is the construction of the interior and exterior finishes.

Project Schedule	
Project Start Date	1/1/2020
Project End Date	12/31/2020
Project Duration	12 Months
Project Budget	\$10,000,000

#### Project Objectives

The project is to be completed in three phases. Phase 1 is the construction of the foundation and the first floor. Phase 2 is the construction of the second floor and the roof. Phase 3 is the construction of the interior and exterior finishes. The project is to be completed in three phases. Phase 1 is the construction of the foundation and the first floor. Phase 2 is the construction of the second floor and the roof. Phase 3 is the construction of the interior and exterior finishes.

The project is to be completed in three phases. Phase 1 is the construction of the foundation and the first floor. Phase 2 is the construction of the second floor and the roof. Phase 3 is the construction of the interior and exterior finishes. The project is to be completed in three phases. Phase 1 is the construction of the foundation and the first floor. Phase 2 is the construction of the second floor and the roof. Phase 3 is the construction of the interior and exterior finishes.





City Net

**Exhibit A: Scope of Work**  
**2022-2023 Santa Ana Multidisciplinary Response Team (SMaRT)**

**Project Overview**

Building on the successful 2021 pilot project, and utilizing ESG and HHAP funding, City Net will provide street outreach and engagement services through the Santa Ana Multidisciplinary Response Teams (SMART) in 2022 and 2023.

In partnership with the Santa Ana Police Department, Santa Ana Community Development, and city departments such as Code Enforcement and Public Works, City Net will staff and deploy SMART teams in responding to homeless calls for service through street outreach and engagement, 14 hours per day, seven days a week. The SMART Teams will address non-emergency homeless calls to increase outreach focused on providing services, addressing mental health, connecting clients to housing and helping more people out of homelessness.

Through live dispatch (during operational hours) City Net will deploy multi-disciplinary teams of homeless services professionals to respond to homeless services calls received from the Santa Ana Police Department dispatch, My Santa Ana app (application, online and phone referrals), direct community calls through the City Net Outreach Line, and through proactive engagement by SMART teams.

**Deliverables** (see endnotes for descriptions of terms below)

	Monthly Goal	Annual Goal
<b>Outreach Contacts<sup>i</sup></b>	300	3,600
<b>COVID-19 Engagements<sup>ii</sup></b>	250	3,000
<b>Phone Calls Dispatched</b>	850	10,200
<b>Case Management<sup>iii</sup></b>	85	1,020
<b>Street Exits<sup>iv</sup></b>	70.83	850

**Description of Services**

***Street Outreach***

Street outreach is service delivery to engage homeless neighbors through the process of rapport-building for the purpose of connecting them with emergency shelter, housing, critical services, and providing urgent, non-facility-based care such as medical health treatment, mental health treatment, counseling and other services essential for achieving independent living. Street outreach activities help homeless neighbors begin the process of obtaining appropriate supportive services, including assistance in obtaining permanent housing. Street outreach can be viewed as a “service in itself” and “a process of building a personal connection that may play a role in helping a person improve his or her housing, health status, or social support network” which “involves creativity, flexibility, may take





City Net

**Exhibit A: Scope of Work**  
**2022-2023 Santa Ana Multidisciplinary Response Team (SMaRT)**

months or years, and involves establishing a relationship” to connect a client to services<sup>1</sup>. Outreach is integrated into the County Coordinated Entry System (CES) and Homeless Management Information System (HMIS) to provide entrance to and service navigation within the Continuum of Care (CoC) and its resources.

*Engagement*

Engagement services are activities to locate, identify, and build relationships with homeless neighbors to offer 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 into the city and/or CoC shelter and housing system

*Case Management*

Case management activities 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
- 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

*Housing Navigation*

City Net will partner with local agencies and will deploy its own housing navigators who will acquire documentation and complete forms required for housing. Housing navigation also involves housing search which includes attending property owner meetings, setting appointments, and assisting with paperwork related to housing applications. Other services include coordinating moving arrangements for the client and setting up utilities, as well as mediation with property owners on behalf of the client.

---

<sup>1</sup> Olivet J, Bassuk E, Elstad E, Kenney R & Jassil L (2010) Outreach and Engagement in Homeless Services: A Review of the Literature. The Open Health Services and Policy Journal, 3, 53-70





City Net

**Exhibit A: Scope of Work**  
**2022-2023 Santa Ana Multidisciplinary Response Team (SMaRT)**

*Transportation*

Through use of privately leased vans and/or transportation services, City Net will engage in:

- 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

*Emergency Health/Mental Health*

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.

*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 food banks and service agencies in the community as their primary resource for emergency needs.

**City Net Data Collection Policy**

The information City Net collects about individuals and families who access our services is confidentially stored in a local electronic database called the Homeless Management Information System (HMIS). HMIS securely records information (data) about people accessing housing and homeless services, which may include, but is not limited to, names and contact information, birthdates, demographic information, self-reported medical information, Veteran status, disability status, etc. Under the HMIS Data-Sharing Agreement, the individual client data of those who consent to have their information stored in HMIS is only viewable by qualified staff at each participating agency. In order to participate in HMIS, leaders at each agency must sign an Agency Agreement that





City Net

### **Exhibit A: Scope of Work 2022-2023 Santa Ana Multidisciplinary Response Team (SMaRT)**

includes a commitment to protecting client data and maintaining confidentiality, and agency staff must pass multiple trainings that each go over the importance of client privacy.

City Net is accountable to our HMIS Data-Sharing partners, to the local County, to our local Continuum of Care, and to the Department of Housing and Urban Development (HUD) to maintain the privacy and security of the confidential personal information we collect about our clients and their families. Aside from these legal and funding-related obligations, we also believe we have an ethical responsibility to our clients to not share their personal data in ways to which they've not agreed. To ensure City Net's commitment to excellent data collection, privacy and security, analysis and reporting practices, City Net does not authorize external agencies to complete these functions on our behalf except in very limited circumstances and only with prior written approval and with City Net's full participation in all data reporting and analysis. This is so that City Net can responsibly provide context and analysis for the data City Net collects within collaborative efforts to coordinate the most effective services for our homeless neighbors, better understand homelessness in our community, assess the types of resources needed in our local area, and participate in generating aggregate statistical reports to HUD, which help to improve policy and bring adequate funding of services for the most vulnerable populations in our community, and so City Net can assure its ethical and legal responsibilities to homeless neighbors to not share their data in ways to which they have not agreed.

---

<sup>i</sup> 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.

<sup>ii</sup> 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.





City Net

**Exhibit A: Scope of Work**  
**2022-2023 Santa Ana Multidisciplinary Response Team (SMaRT)**

- 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.

This number can be duplicated in any given reporting period.

- iii 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.
- iv 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.



**EXHIBIT C-1**

**BUDGET**





**Santa Ana SMART Budget**  
**July 1, 2022 - June 30, 2023**

**Santa Ana SMART, July 1, 2022 - June 30, 2023**

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

**2-3 teams, M-F 7:00am to 9:00pm, 1 team Sa-Su, 9:00am to 9:00pm**

<b>Labor</b>						
<b>Title/Role</b>	<b>Description</b>	<b>Fully Loaded Compensation</b>	<b>Hrs/week</b>	<b>Wks</b>	<b>FTE</b>	<b>TOTAL</b>
SMART Program Supervisor	Project supervision, staff management	\$43.21	40	52.00	1.00	\$89,869.73
Dispatch Supervisor	Call center supervisor	\$36.29	20	52.00	0.50	\$37,741.60
Lead Dispatch Case Manager	Live call response leader	\$30.50	20	52.00	0.50	\$31,714.80
Dispatch Case Managers	Live call response	\$26.32	40	52.00	2.00	\$109,491.20
Lead Outreach Case Managers	Outreach and Engagement (O+E) shift leaders	\$30.50	40	52.00	2.00	\$126,859.20
Outreach Case Managers	O+E, case management	\$28.41	40	52.00	10.00	\$590,928.00
MSW Clinicians	O+E, case management	\$38.51	40	52.00	4.00	\$320,403.20
Lead Safety Coordinator	Lead safety for O+E teams	\$32.00	20	52.00	0.50	\$33,280.00
Safety Coordinators	Safety for O+E teams	\$26.60	40	52.00	4.00	\$221,312.00
Executive leadership	Project oversight, quality control, communications, problem solving	\$79.50	4	52.00	0.10	\$16,536.00
Finance and billing	Payroll, billing	\$29.26	8	52.00	0.20	\$12,172.16
Human resources	Staff recruiting, hiring, training, disputes	\$29.68	4	52.00	0.10	\$6,173.44
Operations	Inventory, purchasing, technical support	\$25.98	4	52.00	0.10	\$5,403.84
Community Engagement	Resource development, communications	\$25.98	4	52.00	0.10	\$5,403.84
Data Analyst	HMIS data entry, reporting, compliance	\$26.00	30	52.00	0.75	\$40,560.00
<b>Labor Subtotal:</b>					<b>25.85</b>	<b>\$1,647,849.01</b>

<b>Operations and Program Expenses</b>		
<b>Item</b>	<b>Description</b>	<b>TOTAL</b>
Client Services	Client transport (7 vehicles): vehicle lease, gas, vehicle insurance, maintenance	\$168,000.00
Client Services	Rapid rehousing fees	\$63,814.10
Client Services	Emergency Shelter motel vouchers	\$63,000.00
Client Services	Medical services/telemedicine equipment for Families Together Orange County	\$10,000.00
Client Services	LCSW contract for disabling condition documentation and mental health services	\$81,982.00
Rent	Office space and office equipment/furniture rental	\$37,224.00
Equipment	Phones, computers (hardware and software) and equipment	\$105,778.20
Materials and Supplies	Personal Protective Equipment (PPE) for staff and clients (masks, gloves, face shields, proximity suits, trash bags, etc.) with replacements	\$9,600.00
Materials and Supplies	Uniforms, copies, forms, office supplies, equipment, etc.	\$22,489.50
Materials and Supplies	IT support and client management software licenses	\$27,142.50
Materials and Supplies	Financial audit	\$9,306.00
Materials and Supplies	Liability Insurance	\$11,632.50
<b>Administrative Expenses Subtotal:</b>		<b>\$609,968.80</b>

<b>Administration</b>		
<b>Category</b>	<b>Description</b>	<b>TOTAL</b>
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.)	\$225,781.78
<b>Administration subtotal:</b>		<b>\$225,781.78</b>
<b>Project TOTAL</b>		<b>\$2,483,599.59</b>



**FIRST AMENDMENT TO HOMELESS HOUSING, ASSISTANCE AND  
PREVENTION SUBCONTRACTOR AGREEMENT**

THIS FIRST AMENDMENT to the Homeless Housing, Assistance and Prevention Subcontractor Agreement is entered into on July 19, 2022, by and between Kingdom Causes, Inc., dba City Net, a California nonprofit corporation ("Subcontractor"), 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. The parties entered into Agreement No. A-2021-197-01, dated October 6, 2021, by which Contractor agreed to use Homeless Housing, Assistance and Prevention Program ("HHAP") funds to provide homeless street outreach and engagement in the City of Santa Ana ("Agreement").
- B. In accordance with the terms and conditions of said Agreement, the Parties desire to amend: Section 1 – Scope of Services, to update the Scope of Work; Section 2 – Term, to extend the term of said Agreement; and Section 3 – Disbursement and Funds, to increase the maximum amount of Compensation for said Agreement.

**NOW THEREFORE**, in consideration of the mutual and respective promises, and subject to the terms and conditions of said Agreement, except as herein modified, the parties agree as follows:

- 1. **Section 1, SCOPE OF SERVICES**, shall be amended to replace the Scope of Work attached to the Agreement as Exhibit B with the Scope of Work attached herewith as Exhibit B-1.
- 2. **Section 2, TERM**, shall be amended to extend the term of the Agreement through June 30, 2023. The term of the Agreement shall also cover any services provided since July 1, 2022. If necessary, the term of this Agreement may be extended upon a writing executed by the City Manager and the City Attorney.
- 3. **Section 3(a), DISBURSEMENT AND FUNDS**, shall be amended to increase the maximum amount of compensation by \$349,999.08, such that the total sum to be expended under said Agreement shall not exceed \$649,999.08 during the term of said Agreement. This total not to exceed amount of compensation is not guaranteed to Subcontractor. Rather, Subcontractor will only be paid for sufficient services provided during the term of said Agreement. Once said Agreement is terminated, the City shall not be responsible for any further payments to Subcontractor other than payment for services provided by Subcontractor during the term of the Agreement.
- 4. Except as modified by this First Amendment, all terms and conditions of said Agreement shall remain in full force and effect.



IN WITNESS WHEREOF, the Parties hereto have executed this First Amendment to said Agreement on the date and year first written above.

**ATTEST**

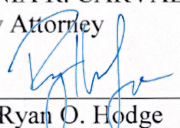
**CITY OF SANTA ANA**

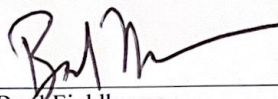
\_\_\_\_\_  
DAISY GOMEZ  
Clerk of the Council

\_\_\_\_\_  
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

**RECOMMENDED FOR APPROVAL**

\_\_\_\_\_  
STEVEN A. MENDOZA  
Executive Director  
Community Development Agency









City Net

**Exhibit A: Scope of Work**  
**2022-2023 Santa Ana Multidisciplinary Response Team (SMaRT)**

**Project Overview**

Building on the successful 2021 pilot project, and utilizing ESG and HHAP funding, City Net will provide street outreach and engagement services through the Santa Ana Multidisciplinary Response Teams (SMART) in 2022 and 2023.

In partnership with the Santa Ana Police Department, Santa Ana Community Development, and city departments such as Code Enforcement and Public Works, City Net will staff and deploy SMART teams in responding to homeless calls for service through street outreach and engagement, 14 hours per day, seven days a week. The SMART Teams will address non-emergency homeless calls to increase outreach focused on providing services, addressing mental health, connecting clients to housing and helping more people out of homelessness.

Through live dispatch (during operational hours) City Net will deploy multi-disciplinary teams of homeless services professionals to respond to homeless services calls received from the Santa Ana Police Department dispatch, My Santa Ana app (application, online and phone referrals), direct community calls through the City Net Outreach Line, and through proactive engagement by SMART teams.

**Deliverables** (see endnotes for descriptions of terms below)

	Monthly Goal	Annual Goal
<b>Outreach Contacts<sup>i</sup></b>	300	3,600
<b>COVID-19 Engagements<sup>ii</sup></b>	250	3,000
<b>Phone Calls Dispatched</b>	850	10,200
<b>Case Management<sup>iii</sup></b>	85	1,020
<b>Street Exits<sup>iv</sup></b>	70.83	850

**Description of Services**

***Street Outreach***

Street outreach is service delivery to engage homeless neighbors through the process of rapport-building for the purpose of connecting them with emergency shelter, housing, critical services, and providing urgent, non-facility-based care such as medical health treatment, mental health treatment, counseling and other services essential for achieving independent living. Street outreach activities help homeless neighbors begin the process of obtaining appropriate supportive services, including assistance in obtaining permanent housing. Street outreach can be viewed as a “service in itself” and “a process of building a personal connection that may play a role in helping a person improve his or her housing, health status, or social support network” which “involves creativity, flexibility, may take





City Net

## **Exhibit A: Scope of Work**

### **2022-2023 Santa Ana Multidisciplinary Response Team (SMaRT)**

months or years, and involves establishing a relationship” to connect a client to services<sup>1</sup>. Outreach is integrated into the County Coordinated Entry System (CES) and Homeless Management Information System (HMIS) to provide entrance to and service navigation within the Continuum of Care (CoC) and its resources.

#### *Engagement*

Engagement services are activities to locate, identify, and build relationships with homeless neighbors to offer 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 into the city and/or CoC shelter and housing system

#### *Case Management*

Case management activities 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
- 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

#### *Housing Navigation*

City Net will partner with local agencies and will deploy its own housing navigators who will acquire documentation and complete forms required for housing. Housing navigation also involves housing search which includes attending property owner meetings, setting appointments, and assisting with paperwork related to housing applications. Other services include coordinating moving arrangements for the client and setting up utilities, as well as mediation with property owners on behalf of the client.

---

<sup>1</sup> Olivet J, Bassuk E, Elstad E, Kenney R & Jassil L (2010) Outreach and Engagement in Homeless Services: A Review of the Literature. *The Open Health Services and Policy Journal*, 3, 53-70





City Net

**Exhibit A: Scope of Work**  
**2022-2023 Santa Ana Multidisciplinary Response Team (SMaRT)**

*Transportation*

Through use of privately leased vans and/or transportation services, City Net will engage in:

- 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

*Emergency Health/Mental Health*

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.

*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 food banks and service agencies in the community as their primary resource for emergency needs.

**City Net Data Collection Policy**

The information City Net collects about individuals and families who access our services is confidentially stored in a local electronic database called the Homeless Management Information System (HMIS). HMIS securely records information (data) about people accessing housing and homeless services, which may include, but is not limited to, names and contact information, birthdates, demographic information, self-reported medical information, Veteran status, disability status, etc. Under the HMIS Data-Sharing Agreement, the individual client data of those who consent to have their information stored in HMIS is only viewable by qualified staff at each participating agency. In order to participate in HMIS, leaders at each agency must sign an Agency Agreement that





City Net

## **Exhibit A: Scope of Work**

### **2022-2023 Santa Ana Multidisciplinary Response Team (SMaRT)**

includes a commitment to protecting client data and maintaining confidentiality, and agency staff must pass multiple trainings that each go over the importance of client privacy.

City Net is accountable to our HMIS Data-Sharing partners, to the local County, to our local Continuum of Care, and to the Department of Housing and Urban Development (HUD) to maintain the privacy and security of the confidential personal information we collect about our clients and their families. Aside from these legal and funding-related obligations, we also believe we have an ethical responsibility to our clients to not share their personal data in ways to which they've not agreed. To ensure City Net's commitment to excellent data collection, privacy and security, analysis and reporting practices, City Net does not authorize external agencies to complete these functions on our behalf except in very limited circumstances and only with prior written approval and with City Net's full participation in all data reporting and analysis. This is so that City Net can responsibly provide context and analysis for the data City Net collects within collaborative efforts to coordinate the most effective services for our homeless neighbors, better understand homelessness in our community, assess the types of resources needed in our local area, and participate in generating aggregate statistical reports to HUD, which help to improve policy and bring adequate funding of services for the most vulnerable populations in our community, and so City Net can assure its ethical and legal responsibilities to homeless neighbors to not share their data in ways to which they have not agreed.

---

<sup>i</sup> 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.

<sup>ii</sup> 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.





City Net

## Exhibit A: Scope of Work 2022-2023 Santa Ana Multidisciplinary Response Team (SMaRT)

- 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.
- This number can be duplicated in any given reporting period.

<sup>iii</sup> 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.

<sup>iv</sup> 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.



**FIRST AMENDMENT TO AMERICAN RESCUE PLAN ACT  
SUBCONTRACTOR AGREEMENT**

THIS FIRST AMENDMENT to the American Rescue Plan Act Subcontractor Agreement is entered into on July 19, 2022, by and between Kingdom Causes, Inc., dba City Net, a California nonprofit corporation ("Subcontractor"), 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. The parties entered into Agreement No. A-2021-197-02, dated October 6, 2021, by which Contractor agreed to use American Rescue Plan Act ("ARPA"), including Coronavirus State and Local Fiscal Recovery Fund ("SLFRF"), funds to provide homeless street outreach and engagement in the City of Santa Ana ("Agreement").
- B. In accordance with the terms and conditions of said Agreement, the Parties desire to amend: Section I – Scope of Services, to update the Scope of Work; Section 2 – Term, to extend the term of said Agreement; and Section 3 – Disbursement and Funds, to increase the maximum amount of Compensation for said Agreement.

**NOW THEREFORE**, in consideration of the mutual and respective promises, and subject to the terms and conditions of said Agreement, except as herein modified, the parties agree as follows:

- 1. **Section 1, SCOPE OF SERVICES**, shall be amended to replace the Scope of Work attached to the Agreement as Exhibit B with the Scope of Work attached herewith as Exhibit B-1.
- 2. **Section 2, TERM**, shall be amended to extend the term of the Agreement through June 30, 2023. The term of the Agreement shall also cover any services provided since July 1, 2022. If necessary, the term of this Agreement may be extended upon a writing executed by the City Manager and the City Attorney.
- 3. **Section 3(a), DISBURSEMENT AND FUNDS**, shall be amended to increase the maximum amount of compensation by \$2,133,600.51, such that the total sum to be expended under said Agreement shall not exceed \$3,133,600.51 during the term of said Agreement. This total not to exceed amount of compensation is not guaranteed to Subcontractor. Rather, Subcontractor will only be paid for sufficient services provided during the term of said Agreement. Once said Agreement is terminated, the City shall not be responsible for any further payments to Subcontractor other than payment for services provided by Subcontractor during the term of the Agreement.
- 4. Except as modified by this First Amendment, all terms and conditions of said Agreement shall remain in full force and effect.



IN WITNESS WHEREOF, the Parties hereto have executed this First Amendment to said Agreement on the date and year first written above.

**ATTEST**

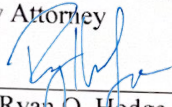
**CITY OF SANTA ANA**

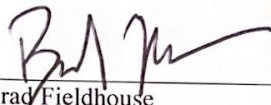
\_\_\_\_\_  
DAISY GOMEZ  
Clerk of the Council

\_\_\_\_\_  
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

**RECOMMENDED FOR APPROVAL**

\_\_\_\_\_  
STEVEN A. MENDOZA  
Executive Director  
Community Development Agency



## SCOPE OF WORK





City Net

**Exhibit A: Scope of Work**  
**2022-2023 Santa Ana Multidisciplinary Response Team (SMaRT)**

**Project Overview**

Building on the successful 2021 pilot project, and utilizing ESG and HHAP funding, City Net will provide street outreach and engagement services through the Santa Ana Multidisciplinary Response Teams (SMART) in 2022 and 2023.

In partnership with the Santa Ana Police Department, Santa Ana Community Development, and city departments such as Code Enforcement and Public Works, City Net will staff and deploy SMART teams in responding to homeless calls for service through street outreach and engagement, 14 hours per day, seven days a week. The SMART Teams will address non-emergency homeless calls to increase outreach focused on providing services, addressing mental health, connecting clients to housing and helping more people out of homelessness.

Through live dispatch (during operational hours) City Net will deploy multi-disciplinary teams of homeless services professionals to respond to homeless services calls received from the Santa Ana Police Department dispatch, My Santa Ana app (application, online and phone referrals), direct community calls through the City Net Outreach Line, and through proactive engagement by SMART teams.

**Deliverables** (see endnotes for descriptions of terms below)

	Monthly Goal	Annual Goal
<b>Outreach Contacts<sup>i</sup></b>	300	3,600
<b>COVID-19 Engagements<sup>ii</sup></b>	250	3,000
<b>Phone Calls Dispatched</b>	850	10,200
<b>Case Management<sup>iii</sup></b>	85	1,020
<b>Street Exits<sup>iv</sup></b>	70.83	850

**Description of Services**

***Street Outreach***

Street outreach is service delivery to engage homeless neighbors through the process of rapport-building for the purpose of connecting them with emergency shelter, housing, critical services, and providing urgent, non-facility-based care such as medical health treatment, mental health treatment, counseling and other services essential for achieving independent living. Street outreach activities help homeless neighbors begin the process of obtaining appropriate supportive services, including assistance in obtaining permanent housing. Street outreach can be viewed as a “service in itself” and “a process of building a personal connection that may play a role in helping a person improve his or her housing, health status, or social support network” which “involves creativity, flexibility, may take





City Net

**Exhibit A: Scope of Work**  
**2022-2023 Santa Ana Multidisciplinary Response Team (SMaRT)**

months or years, and involves establishing a relationship” to connect a client to services<sup>1</sup>. Outreach is integrated into the County Coordinated Entry System (CES) and Homeless Management Information System (HMIS) to provide entrance to and service navigation within the Continuum of Care (CoC) and its resources.

*Engagement*

Engagement services are activities to locate, identify, and build relationships with homeless neighbors to offer 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 into the city and/or CoC shelter and housing system

*Case Management*

Case management activities 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
- 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

*Housing Navigation*

City Net will partner with local agencies and will deploy its own housing navigators who will acquire documentation and complete forms required for housing. Housing navigation also involves housing search which includes attending property owner meetings, setting appointments, and assisting with paperwork related to housing applications. Other services include coordinating moving arrangements for the client and setting up utilities, as well as mediation with property owners on behalf of the client.

---

<sup>1</sup> Olivet J, Bassuk E, Elstad E, Kenney R & Jassil L (2010) Outreach and Engagement in Homeless Services: A Review of the Literature. The Open Health Services and Policy Journal, 3, 53-70





City Net

**Exhibit A: Scope of Work  
2022-2023 Santa Ana Multidisciplinary Response Team (SMaRT)**

*Transportation*

Through use of privately leased vans and/or transportation services, City Net will engage in:

- 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

*Emergency Health/Mental Health*

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.

*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 food banks and service agencies in the community as their primary resource for emergency needs.

**City Net Data Collection Policy**

The information City Net collects about individuals and families who access our services is confidentially stored in a local electronic database called the Homeless Management Information System (HMIS). HMIS securely records information (data) about people accessing housing and homeless services, which may include, but is not limited to, names and contact information, birthdates, demographic information, self-reported medical information, Veteran status, disability status, etc. Under the HMIS Data-Sharing Agreement, the individual client data of those who consent to have their information stored in HMIS is only viewable by qualified staff at each participating agency. In order to participate in HMIS, leaders at each agency must sign an Agency Agreement that





City Net

**Exhibit A: Scope of Work**  
**2022-2023 Santa Ana Multidisciplinary Response Team (SMaRT)**

includes a commitment to protecting client data and maintaining confidentiality, and agency staff must pass multiple trainings that each go over the importance of client privacy.

City Net is accountable to our HMIS Data-Sharing partners, to the local County, to our local Continuum of Care, and to the Department of Housing and Urban Development (HUD) to maintain the privacy and security of the confidential personal information we collect about our clients and their families. Aside from these legal and funding-related obligations, we also believe we have an ethical responsibility to our clients to not share their personal data in ways to which they've not agreed. To ensure City Net's commitment to excellent data collection, privacy and security, analysis and reporting practices, City Net does not authorize external agencies to complete these functions on our behalf except in very limited circumstances and only with prior written approval and with City Net's full participation in all data reporting and analysis. This is so that City Net can responsibly provide context and analysis for the data City Net collects within collaborative efforts to coordinate the most effective services for our homeless neighbors, better understand homelessness in our community, assess the types of resources needed in our local area, and participate in generating aggregate statistical reports to HUD, which help to improve policy and bring adequate funding of services for the most vulnerable populations in our community, and so City Net can assure its ethical and legal responsibilities to homeless neighbors to not share their data in ways to which they have not agreed.

---

<sup>i</sup> 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.

<sup>ii</sup> 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.





**Exhibit A: Scope of Work**  
**2022-2023 Santa Ana Multidisciplinary Response Team (SMaRT)**

- 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.

This number can be duplicated in any given reporting period.

<sup>iii</sup> 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.

<sup>iv</sup> 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.