

June 27, 2024

BCC Agenda Date/Item: _____

Housing Authority Board of Commissioners
 Clackamas County

Approval of an amendment increasing the value and extending the term of a personal services contract with Impact NW for continued Peer Support and Housing Specialist services for Housing Authority program participants. Amendment value is \$364,924.83 for one year. Agreement increased to one year and 10 months. Funding is through Supportive Housing Services Measure funding. No County General Funds are involved.

Previous Board Action/Review	8/17/23 - Original contract approved - 20230817 I.A 6/25/24 - Amendment #1 briefed at Issues		
Performance Clackamas	1. This funding aligns with H3S's Strategic Business Plan goal to increase self-sufficiency for our clients. 2. This funding aligns with the County's Performance Clackamas goal to ensure safe, healthy, and secure communities		
Counsel Review	Yes	Procurement Review	No
Contact Person	Chris Aiosa	Contact Phone	971-442-0817

EXECUTIVE SUMMARY: The Housing Authority of Clackamas County (HACC), a component unit within the Housing and Community Development Division of the Health, Housing and Human Services Department, requests approval of an Amendment #1 to contract #11166 with Impact NW (INW), to fund peer support & housing specialist services to participants of Housing Authority programs through June 30, 2025.

Programs include Public Housing and Housing Choice Vouchers, which has about 2,500 clients. Clients are selected from the wait list, which includes many families who are homeless and/or have barriers to housing. Pairing resident services and other supportive services for these families leads to greater housing stability.

The 1.5 FTE Peer Support specialist and 1 FTE housing specialist provided by Impact NW will continue to work in collaboration with HACC's Resident Services Team to support residents in their housing.

The Peer Support Specialists and Housing Specialist will support residents in housing with a focus on:

- Increasing housing stability and preventing evictions
- Promoting resident economic stability, self-reliance, and quality of life
- Connecting vulnerable residents to additional support services
- Assisting residents in navigating complex systems

For Filing Use Only

- Assisting Youth in advancement and self-sufficiency.
- Building community within our public housing properties
- Tracking interventions and outcomes

This amendment adds \$364,924.83 of Supportive Housing Services Measure funding and extends the current programing through June 30, 2025.

RECOMMENDATION: Staff requests that the Housing Authority Board approve Amendment #1 to contract #11166 with Impact NW to continue the provision of services by Impact NW for an additional year.

Respectfully submitted,

Rodney A. Cook

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Director of Health Housing and Human Services

AMENDMENT #1
TO THE CONTRACT DOCUMENTS WITH IMPACT NW FOR PEER SUPPORT AND
HOUSING CASE MANAGEMENT SERVICES
Contract #11166

This Amendment #1 is entered into between **Impact NW** (“Contractor”) and Housing Authority of Clackamas County (“HACC”) and shall become part of the Contract documents entered into between both parties on **August 17, 2023** (“Contract”).

The Purpose of this Amendment #1 is to make the following changes to the Contract:

1. ARTICLE I, Section 1. **Effective Date and Duration** is hereby amended as follows:
The Contract termination date is hereby changed from June 30, 2024, to June 30, 2025

2. ARTICLE I, Section 2. **Scope of Work** is hereby amended as follows:

During the extended term of this Contract, Contractor shall perform the Work, as amended in the revised **Exhibit A to this Amendment #1**, attached hereto and incorporated by reference herein.

3. ARTICLE I, Section 3. **Consideration** is hereby amended as follows:

In consideration for Contractor performing Work during the extended term of this Contract, HACC will pay Contractor an amount not to exceed three hundred sixty-four thousand nine hundred twenty-four dollars and eighty-three cents (\$364,924.83).

Consideration is on a reimbursement basis in accordance with the budget set forth in **Exhibit B to this Amendment #1**, attached hereto and incorporated by this reference herein, and the terms of the Contract.

Budget line items within categories may be changed with written agreement by both parties. HACC may approve, in writing, adjustments to budget line-item amounts provided the maximum Contract amount is not exceeded.

The total Contract compensation will not exceed \$723,422.43.

ORIGINAL CONTRACT	\$ 358,497.60
<u>AMENDMENT #1</u>	<u>\$ 364,924.83 + Scope</u>
TOTAL AMENDED CONTRACT	\$ 723,422.43

4. ARTICLE I, Section 4. **Invoices and Payments** is hereby amended as follows:
Invoices shall reference contract # 11166 and be submitted to haccap@clackamas.us and emiller@clackamas.us

[Signature Pages to Follow]

Except as expressly amended above, all other terms and conditions of the Contract shall remain in full force and effect. By signature below, the parties agree to this Amendment #1, effective upon the date of the last signature below.

Impact NW

 6-5-24

Authorized Signature Date

Andy Nelson

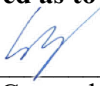
Printed Name

Housing Authority of Clackamas County

Chair, Tootie Smith
Commissioner, Paul Savas
Commissioner, Martha Schrader
Commissioner, Mark Shull
Commissioner, Ben West
Commissioner, Ann Leenstra

Tootie Smith, Chair Date

Approved as to Form:



County Counsel Date

**EXHIBIT A
PERSONAL SERVICES CONTRACT
SCOPE OF WORK**

RECOVERY PEER SUPPORT AND HOUSING STABILIZATION SERVICES

Impact NW (INW) will provide housing stabilization services and addiction recovery peer support through a team of Housing and Recovery Services Specialists (INW personnel) who will work from the Housing Authority of Clackamas County (HACC) offices and who will be available to all residents currently living in these public housing buildings or receiving other HACC services; especially those in need of housing stabilization services in the form of short term eviction prevention case management, rapid rehousing, and resource navigation and/or those interested in receiving peer support services in overcoming addictive behaviors.

INW personnel will focus on building relationships with residents and address their needs through individualized assessment and action planning; recovery support; housing stabilization, including navigation and placement; resource navigation; and direct connection and warm hand-off to community resources. INW personnel will also offer support groups and classes aimed at developing life skills leading to recovery from the disease of addiction.

INW Responsibilities

INW personnel will be expected to work closely with the Resident Services Team and its Resident Services Supervisor (RSS), 3rd party property management staff, and other community partners providing support services to the residents. They will adhere to the Guiding Principles and Expectations listed in Exhibit B and maintain active communication with RSS, including but not limited to ongoing communications regarding best practices, program policies, information tracking, reporting and participant vulnerabilities. INW will provide RSS with information regarding the days and times during which their peer support/housing stabilization services will be readily available and INW personnel accessible by phone, text, email and in person. Any changes in operations or schedule will be communicated to RSS and engaged participants in a timely manner. Additionally, INW personnel will actively participate in training, coordination, case conferencing, community building events, and other meetings as reasonably required by RSS. All INW services will be restricted to the Metro jurisdictional boundary.

- Eligibility

Any adult resident or client referred by the RSS team, in need of housing stabilization or recovery support, will be considered eligible for INW services under his contract. INW will submit program guidelines, outlining the referral process and detailing program participation expectations, to RSS within 45 days of contract execution.

- Referral

INW will only accept referrals submitted by the RSS via the Apricot Referral Form up to the program caseload capacity. INW personnel providing recovery support are expected to carry a caseload of 25 active households, Housing Specialists up to 15 households at the time.

- Services (individual and group)

Services offered by INW personnel to the residents must be voluntary, based on participant's stated needs and preferences, and must include but are not limited to:

- Continuous engagement with residents and relationship building;
- Completion of a strength based assessment, identification of household goals and needs and creation of an individualized action plan;
- Assistance in identification and removal of barriers to continue permanent housing placement;
- Information and assistance in connecting to mainstream services and benefits (e.g., SNAP, Oregon Health Plan enrollment, day centers, food pantries);
- Assistance obtaining appropriate documents to continue housing stability, employment, and other needed services, with consideration for the needs of vulnerable populations;
- Individualized resource navigation, referral and connection, including mental and physical health, as needed;
- Outreach; support for unhoused clients connected to the current clients of HACC programs who are staying at HACC properties and seeking services;
- Coordination and implementation of warm hand-off with other providers;

- Flex funds utilization - all uses of flexible funds for client services must adhere to the Clackamas County Supportive Housing Services Flexible Funding Use Guidelines, attached hereto as Exhibit G.

- **Data management, Reporting and Evaluation**

Resident/client data will be tracked using the Apricot database, an INW internal case management documentation tool. Upon having the household referred to INW, a new household profile will be created for the electronic file. INW personnel will document demographic composition of the household, contact information, strength based assessment, and action plan, as well as case note all interactions with residents, services offered, and flex fund usage by the household.

A client satisfaction survey to provide feedback will be offered to the household enrolled in INW programing 6 months after their first engagement. Data from this survey will be collected in the Airtable database that INW uses to monitor client feedback.

Quarterly data reports must be submitted to the RSS by October 15th for the period of July 1st - September 30th, by January 15th for the period of October 1st - December 31st, by April 15th for the period of January 1st - March 31st, and by July 15th for the period of April 1st - June 30th. The report must contain the following information:

- Number of households served;
- Demographics on household members including:
 - Household composition
 - Race and ethnicity
 - Age categories
- Number and percentage of people served that were connected with at least on resource;
- Number and percentage of households served will retain rental housing at their current unit 6 months after intervention;
- Cost of flex funds spent;
- The last data report of the year, first due on July 15th, 2025, will contain follow up data showing housing retention rates for the residents/clients served by INW Housing Specialists.

Client Satisfaction Survey report must be submitted to the RSS by July 15th for the period of July 1st - June 30th. The report must contain the following information:

- Number and percentage of people will respond to follow-up survey;
- Number and percentage of follow up surveys will reflect effective service provision;

- **Outcomes and Goals**

Outcome	Goal	Data Source
Resource Connection	75% of households served will be connected with at least one resource	Family Metrics until 12/31/24/Apricot Report as of 1/1/25
Eviction Prevention/Rapid Rehousing	80% of households served will retain rental housing at 12 month mark after intervention	Family Metrics until 12/31/24/Apricot Report as of 1/1/25
Rapid Rehousing	Connect with unauthorized guests within 3 days of referral.	Family Metrics until 12/31/24/Apricot Report as of 1/1/25
Participant Voice	70% of households will respond to the CSS	Airtable Report
Effective Services	85% of households will positively reflect on service provision in the CSS	Airtable Report

- **Benchmarks and Timeline**

- Hire and have 100% of contracted staff on board within 90 days of execution of Amendment #1;
- Complete Coordinated Housing Access (CHA) training for at least one staff member within 90 days of execution of Amendment #1;
- Complete Housing First Aid/Diversion training within 90 days of execution of Amendment #1;
- Complete and submit for approval first draft of agency program manual within 30 days of execution of Amendment #1 (including safety and grievance policies).

INW must work toward meeting the goals, follow the timeline, and meet each benchmark above, as indicated. Unmet benchmarks and lack of progress toward meeting goals will result in the following progressive action:

- First time missing a benchmark/not making progress on goals - monitoring meeting with RSS to identify barriers and possible solutions;
- Second time missing a benchmark/not making progress on goals - another monitoring meeting and creation of a mutually agreed upon Performance Improvement Plan (PIP);
- Third time missing a benchmark/not making progress on goals - another monitoring meeting, including an evaluation of PIP, with all remedies, up to and including Contract termination, available.

RSS Responsibilities

1. Incorporate and adhere to the guiding principles and expectations set forth above
 2. Adhere to all applicable Fair Housing laws
 3. Support Contractor in creating policy manual, including sharing examples among Contracted providers
 4. Provide semi-annual “data progress reports”, including equity data
 5. Provide connections to CHA and Housing First Aid/diversion training
 6. Coordinate, support, and/or facilitate provider meetings, including case conferencing meetings, as needed
 7. Provide information, access, and/or support for staff to attend Equity, Inclusion and continuing education trainings
 8. Connect all contracted programs with the overall system of services for people experiencing homelessness
 9. Support both formal and informal partnerships between provider organizations, including those newly formed
 10. Facilitate connections to broader systems of care, including but not limited to:
 - a. Housing
 - b. Workforce
 - c. Education
 - d. Foster care
 - e. Department of Human Services
 - f. Domestic Violence
 - g. Community corrections
 - h. Healthcare, both physical and mental
 - i. Substance use Disorder treatment
 11. Identify unmet needs, gaps in services and system barriers and address these with the system of providers
 12. Provide case staffing, either in a group of service provider peers or one-on-one, as needed
 13. Assist with program access prioritization, as needed
 14. Incorporate participant voice in SHS programming decisions
 15. Maintain effective working relationships with contracted providers
 16. Attend training and community/systems meetings
 17. Provide or assist with creation of necessary participant/program forms
 18. Support Contractor in identifying and re-matching households that either need a lower or higher level of service than originally anticipated. Re-matching may happen within contracted provider programs or across contracted providers.
 19. Coordinate with Contractor to participate in by-name-list case conferencing meetings
 20. Apply the process as outlined in the Benchmark section described above
- Reporting Requirements

RSS Responsibilities

1. Work with Contractor to continuously monitor demographics and outcomes, & to create any necessary quality improvement plans
2. Assist with achieving desired program outcomes and improving those outcomes
3. Communicate with Contractor in a timely manner when additional data metrics are determined

4. Work with Contracted providers to continually improve on performance targets
5. Work with Contractor to identify strengths and weaknesses apparent in programming through data
6. Review and identify strengths and weaknesses from participant feedback report with Contractor

Exhibit B to Amendment #1
Budget

RNP CLACKCO FY25 BUDGET 2.5FTE Direct Service	
Personnel	
2.5FTE Program Specialist II/III, 0.5FTE Program Supervisor, 0.069FTE Program Director	\$ 179,314.00
Fringe 36.8%	\$ 65,987.55
Total Personnel	\$ 245,301.55
Operations	
Mileage	\$ 3,000.00
Printing/Photocopy \$64.40/on site FTE (Program Supervisor, Program Director)	\$ 36.44
Insurance \$278.99/FTE	\$ 856.22
Cell Phone \$22/mo/FTE excluding Program Director	\$ 792.00
Laptops/Printers - 1+accessories	\$ 1,400.00
IT Allocation \$1,239.72/FTE	\$ 3,804.70
Office Supplies	\$ 1,500.00
Occupancy \$2,784.00/on site FTE (Program Supervisor, Program Director)	\$ 1,584.10
Total Operations	\$ 12,973.46
Client Assistance	
Flex Funds	\$ 50,000.00
Total Client Assistance	\$ 50,000.00
Capacity Building	
Trainings	\$ 2,000.00
Total Capacity Building	\$ 2,000.00
Administration	
Indirect Administration 16.3%	\$ 54,649.83
Total Administration	\$ 54,649.83
TOTAL CONTRACT	\$ 364,924.83

EXHIBIT G
Use of SHS Client Services
Flexible funding

Flexible Funding in the SHS program may be used to pay for supportive services or items that address specific needs of program participants. SHS flexible funding must only be used to assist program participants to obtain and maintain permanent housing. All SHS providers will follow procurement law and use reasonable discretion to make economical purchasing choices. **This list below includes guidelines and policies that should be used to inform program budgeting for use of client services flexible funding, recommended caps for specific expenditures, and some resources to seek first before using client services flexible funding.**

All uses of SHS client services flexible funding must fall within one of the following three categories:

- 1) Outreach – including safety on the streets/survival assistance (refer to your contract’s scope of work for further specific guidelines on outreach-related flexible funding use)
- 2) Obtaining permanent housing – including removal of barriers to obtaining permanent housing, acquiring necessary documents, filing and application fees, moving and furnishings, etc.
- 3) Maintaining permanent housing – including supportive services such as skills training, credit counseling, benefits acquisition, etc.; and eviction prevention costs, such as rent and utility arrears.

All providers must maintain supportive documentation that any use of client services flexible funding falls within these three categories. For expenses that fall outside the spending guidelines listed below, please document the justification for the variance in such expenses as they relate to the three eligible categories above; this should include a tracking sheet in each participant file listing the item or service purchased and the total cost, and should include notes in the client’s case file indicating the reason for the purchase as well as supporting documentation from a medical provider, ledgers of unpaid debts to a housing provider, etc. Any questions on eligible use or supporting documentation can be directed to HousingServices@clackamas.us. Requests directed to Housing Services must explain how the need is connected to obtaining or maintaining housing as well as reasonable efforts made to explore available community resources to satisfy the need.

Housing Services staff will periodically monitor agency client services flex fund utilization to ensure that supportive documentation has been maintained. Failure to maintain supportive documentation will lead to progressive corrective action, which may include contract termination.

Rental Screening Barrier Busting

- Identification/documentation replacement-*up to \$200/person*
 - Rent Arrears, property debt or property damage (up to \$5,000/household)- if needed to remove screening barrier and access rental housing
 - Be sure to consult COVID-related rental arrears legal guidance to determine if rental arrears accumulated during CY2020 and CY2021 may be used in landlord screening. Housing Rights and Resources maintains up-to-date info on these and other protections:
<https://www.clackamas.us/socialservices/housingassistance.html>
 - Utility arrears (*up to \$1000/household*)- if needed to remove screening barrier and access rental housing or to set up utilities in rental housing
 - Before making a payment, consult with Clackamas Energy Assistance Program: contacts at <https://www.clackamas.us/socialservices/energy.html>
 - Housing Related Costs
 - Rental Application fees-*up to \$150/household*
 - Holding deposits-*up to \$400/household*
 - Utility deposits-*up to \$500/household*
 - Rental/Security deposits – work with RLRA team **first** to problem solve based on client specific needs to ensure compliance with the HACC Move Policy and in cases where the landlord will not accept a promissory note on a new move-in. If a participant needs to move due to health and/or safety and no other resources exist, flex funds can be used to pay for the security deposit. Check with HACC voucher program **first** to confirm if deposit assistance is available prior to using flex funds.
 - Traffic fines and fees up to *\$1000*
 - must be tied to removing barriers to housing stability or income development
 - Pet deposits- for up to 2 pets-*up to \$800*
 - Pet supplies for service animals if necessary to maintain housing, ie flea medicine to keep unit clean or Licensing if required for housing
 - Utility payments—*up to \$500*
 - Agencies can use flex funds to support participants to get caught up with their utilities, if they agree to enroll in the Utility Payment Program with Clackamas County Money Management. If they do not agree to enroll, then that would no longer be an option and they would need to pay their past due utilities without program assistance
- Exception to this rule:**
- If it is a one-time issue and otherwise, they are able to manage their utilities moving forward, they would not be required to enroll in the program
 - If they do not qualify to enroll in the program i.e., they do not meet the minimum utility check amount requirement
 - There is a utility allowance built into in the HACC rent calculation document *for heat, water, sewer, garbage and power to the rental unit*. Ensure the participant has an on-going plan to cover utility costs

- Unpaid tenant portion of rent: up to \$500
 - Must be a one-time or short-term prevention strategy
- Moving costs-up to *\$500 in total/household*
 - May include: truck rental, moving company, and/or moving supplies
 - If hiring a moving company, agency must receive 3 quotes before contracting with lowest price (3-5 comparable mover quotes on file as reference)
- Community Warehouse (CW) participation costs, including delivery fee-up to *\$500/household*
- Mattress (when unavailable at Community Warehouse) - up to *\$400*
 - For mattresses at a higher cost, please document need (such as medical need that could not be paid for with health insurance)
- The purchase of basic household move-in items is allowed, in the event of extended delay times for accessing the Community Warehouse or if the CW has limited on-hand capacity of supplies or if the participant does not need full access to the CW (only needs a few items that are collectively less expensive than the CW access fee).
- Mediation between landlords and program participants-up to *\$300*
 - See also free landlord mediation services provided through the County's Resolutions Services: <https://www.clackamas.us/ccrs/eviction-prevention-mediation>
- Temporary short-term housing provision- up to \$150 per night
 - Diversion should be used in all cases to find the most cost efficient, trauma-informed, and suitable option for each participant
 - If Emergency Shelter is the best intervention, attempts must be made first utilize existing Emergency Shelter units or vouchers
 - Hotel/motel costs may be paid out of flex funding if all other options have been exhausted, including diversion, and this is the best option for the individual
 - Costs up to \$150 per night
 - **Must seek re-authorization at least monthly with Housing Services team to continue to pay for this cost**

Other General Uses

- Basic Hygiene/medical needs-up to *\$100/person/year*
 - Ex. Menstruation products, toilet paper, first aid kit and/or supplies, toiletries etc.
- Survival assistance-up to \$500/household-
 - Includes costs to support program participants' ability to survive the elements while identifying temporary and/or permanent housing options.
 - Ex. Tent, sleeping bag, hand/foot warmers, socks, shoes, warm weather gear, food/water, sunscreen, backpack etc.
- Assistance applying for benefits-up to *\$500/applicant*
 - Ex. Fees to attorneys or others to assist with completing an SSI/SSDI application
- Cell phone bill-up to *\$200/household*
 - Before paying with SHS funds, households must apply for reduced cost phone

programs. Example: Oregon Lifeline, <https://www.oregon.gov/puc/pages/oregon-lifeline.aspx>; Oregon Health Plan members can also receive a free phone via their care coordinator (with Care Oregon or HealthShare). Info at: <https://www.healthplansinoregon.com/free-cell-phones-for-members-of-oregon-health-plan/>

- Educational/Life Skills services-up to \$800
 - Ex. Consumer/financial education, health education, prevention programs, literacy, ESL/ELL, GED, tutoring, household management, conflict management, use of public transit, nutrition, meal prep, parental education
 - Ex. buying required books, supplies, and/or instructional material associated with education
- Transportation
 - Bus passes (*monthly*)-\$100/person
 - If qualified, agency must assist individuals in applying for honored citizen or other reduced cost bus passes; apply via <https://trimet.org/fares/honoredcitizen.htm>
 - Check with local partners about TriMet partnerships to offset the cost of bus passes (example, Clackamas Service Center and The Father's Heart)
 - Gas cards (*up to \$100 monthly*)
 - When transportation is at least 70% associated with participants work, healthcare needs, grocery shopping, accessing services, and other essential functions
 - SHS funding can only pay for gas cards on an as-needed bases. This policy should **not** be read to mean that every participant with a vehicle automatically receives \$100 a month
 - Car repair or maintenance, not to exceed 10% of Blue Book value of the vehicle-
 - Case Managers should perform their due diligence to ensure vehicles are registered, drivers are insured, and have a valid driver's license
 - Car registration and/or insurance, including SR-22 insurance
- Food (*up to \$150/month/household*)
 - Food paid for by SHS should be supplemental to SNAP benefits and accessing food banks and other free or reduced cost food programs
 - SHS funding can only pay for food on an as-needed bases. This policy should **not** be read to mean that every participant/household automatically receives \$150 a month in food assistance
- Employment assistance and job training- in-person or online- up to \$100/*working-age person*
 - Ex. Training in particular software or computer skills, on-the-job instruction, employment assistance programs, reasonable stipends for job training
- Costs or fees associated with participating in necessary healthcare services- up to \$100
 - *Contact Clackamas County Behavioral Health for appointments*
 - Ex. mental or physical health costs, program fees, etc.
- Credit Counseling- up to \$75

- Assistance with resolving personal credit issues
- Engagement services- costs to support engagement with program participants-up to *\$150/household*
- Child Care
 - Cost of establishing childcare or providing childcare vouchers
 - Costs for food, as required by a childcare provider
- Storage unit costs- -up to *\$200/household*
 - *Storage unit costs should only be covered for a short time* (generally 3 months max) until a participant can be reunited with their possessions