

Rodney A. Cook Director

January 25, 2024

BCC Agenda Date/Item:

Board of County Commissioners Clackamas County

> Approval of a Personal Services Contract with Native American Youth and Family Center for Emergency Family Shelter. Contract value not to exceed \$1,960,789.81 for one year. Funding through Metro Supportive Housing Services Measure funds. No County General Funds are involved.

Previous Board	January 23, 2024 - Briefed at Issues					
Action/Review						
Performance	1. This funding aligns with H3S's Strate	1. This funding aligns with H3S's Strategic Business Plan goal to increase self-				
Clackamas	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	Yes			
Contact Person	Vahid Brown, HCDD Deputy Director	Contact Phone	(971) 334-			
			9870			

**EXECUTIVE SUMMARY**: On behalf of the Housing and Community Development Division (HCDD), Health, Housing and Human Services requests approval of a Contract with the Native American Youth and Family Center for an Emergency Family Shelter program assisting households experiencing homelessness in Clackamas County.

Native American Youth and Family Center (NAYA) is a non-profit organization that provides culturally specific service to the Native community with the mission to enhance the diverse strengths of Native American youth and families through cultural identity and education. For many decades, NAYA has served Native Americans with social services such as housing navigation, food, energy, domestic violence resources, rental assistance, and a culturally specific high school. NAYA recently created a new Housing and Stabilization Services Department, which oversees their shelter operations.

The emergency shelter program administered by NAYA will provide time-limited emergency shelter for families experiencing homelessness, working toward the goal of moving participants to safe, stable, permanent housing resources. NAYA will serve no less than 56 family households annually, utilizing 8 household units at their site-based shelter location in Clackamas County. All families will receive services to support their transition to permanent housing, including rental subsidy and case management services.

Clackamas County will fund this contract through \$1,960,789.81 Supportive Housing Services Funds. No County General funds are involved.

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**RECOMMENDATION:** Staff respectfully recommends that the Board grant approval for the agreement with the Native American Youth and Family Center and authorize Chair Smith to sign on behalf of Clackamas County.

Respectfully submitted,

Rodney A. Cook

Rodney A. Cook Director of Health Housing and Human Services



# CLACKAMAS COUNTY PERSONAL SERVICES CONTRACT Contract #11400

This Personal Services Contract (this "Contract") is entered into between **Native American Youth and Family Center**, an Oregon nonprofit corporation ("Contractor"), and Clackamas County, a political subdivision of the State of Oregon ("County"), on behalf of its Department of Health, Housing, and Human Services ("H3S"), though the Housing and Community Development Division ("HCDD").

#### ARTICLE I.

1. Effective Date and Duration. This Contract shall become effective upon signature of both parties. Unless earlier terminated or extended, this Contract shall expire on June 30, 2024.

The Contract may be extended, upon execution of a written amendment(s) by both parties, for up to four (4) one-year terms with contract term ending no later than March 2027.

Prior to consideration of any additional optional renewal, the County will provide Contractor with an allocation amount of funds County has determined are available for the one-year renewal term. Upon receipt of the allocation amount, the Contractor will submit a proposed annual budget to the County based on that amount. The County may either agree to the proposed annual budget and exercise the renewal, negotiate with Contractor to use a different proposed annual budget, or reject the proposed annual budget and decline to renew the Contract.

- 2. Scope of Work. Contractor shall provide the following services: Emergency shelter services ("Work"), further described in Exhibit A, attached hereto, and incorporated by this reference herein.
- **3.** Consideration. The County agrees to pay Contractor, from available and authorized funds, a sum not to exceed One Million, Nine Hundred Sixty Thousand, Seven Hundred and Eighty Nine dollars and Eighty One Cents (\$1,960,789.81), for accomplishing the Work required by this Contract. Consideration rates are on a reimbursement basis in accordance with the budget attached hereto as **Exhibit C** and incorporated by this reference herein. If any interim payments to Contractor are made, such payments shall be made only in accordance with the schedule and requirements in Exhibit C.

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

Contractor understands and agrees that the County's obligation to pay Contractor for performing the Work under this Contract is expressly contingent upon the County receiving sufficient funds, as determined by the County in its sole administrative discretion, from the Metro Regional government ("Metro") under the supportive housing services program tax, approved as ballot measure 26-210.

4. Invoices and Payments. Unless otherwise specified, Contractor shall submit monthly invoices for Work performed. Invoices shall describe all Work performed with particularity, by whom it was performed, and shall itemize and explain all expenses for which reimbursement is claimed. The invoices shall include the total amount billed to date by Contractor prior to the current invoice. If Contractor fails to present invoices in proper form within sixty (60) calendar days after the end of the month in which the services were rendered, Contractor waives any rights to present such invoice thereafter and to receive payment therefor. Payments shall be made in accordance with ORS 293.462 to Contractor following the County's review and approval of invoices submitted by Contractor. Contractor shall not submit invoices for, and the County will not be obligated to pay, any amount in excess of the maximum compensation amount set forth above. If this maximum compensation amount is increased by amendment of this Contract, the amendment must be fully effective before Contractor performs Work subject to the amendment.

Invoices shall reference the above Contract Number and be submitted to: <u>HCDD-AP@clackamas.us</u>

- 5. Travel and Other Expense. Authorized: Yes No If travel expense reimbursement is authorized in this Contract, such expense shall only be reimbursed at the rates in the County Contractor Travel Reimbursement Policy, hereby incorporated by reference and found at: <u>https://www.clackamas.us/finance/terms.html</u>.Travel expense reimbursement is not in excess of the not to exceed consideration.
- 6. Contract Documents. This Contract consists of the following documents, which are listed in descending order of precedence and are attached and incorporated by reference, this Contract, Exhibit A, Exhibit B, Exhibit C, Exhibit D, Exhibit E, Exhibit F, and Exhibit G.

7.	Contractor	and	County	Contacts.

Native American Youth and Family Center	Clackamas County
Contractor Administrator: Erika Silver	Housing and Community Development
Phone: (503) 446-5343	Division Administrator: Vahid Brown
Email: ErikaS@nayapdx.org	Phone: (971) 334-9870
	Email: vbrown@clackamas.us

Payment information will be reported to the Internal Revenue Service ("IRS") under the name and taxpayer ID number submitted. (See I.R.S. 1099 for additional instructions regarding taxpayer ID numbers.) Information not matching IRS records will subject Contractor payments to backup withholding.

# ARTICLE II.

1. ACCESS TO RECORDS. Contractor shall maintain books, records, documents, and other evidence, in accordance with generally accepted accounting procedures and practices, sufficient to reflect properly all costs of whatever nature claimed to have been incurred and anticipated to be incurred in the performance of this Contract. County and their duly

authorized representatives shall have access to the books, documents, papers, and records of Contractor, which are directly pertinent to this Contract for the purpose of making audit, examination, excerpts, and transcripts. Contractor shall maintain such books and records for a minimum of six (6) years, or such longer period as may be required by applicable law, following final payment and termination of this Contract, or until the conclusion of any audit, controversy or litigation arising out of or related to this Contract, whichever date is later.

- 2. AVAILABILITY OF FUTURE FUNDS. Any continuation or extension of this Contract after the end of the fiscal period in which it is written is contingent on a new appropriation for each succeeding fiscal period sufficient to continue to make payments under this Contract, as determined by the County in its sole administrative discretion.
- **3.** CAPTIONS. The captions or headings in this Contract are for convenience only and in no way define, limit, or describe the scope or intent of any provisions of this Contract.
- 4. COMPLIANCE WITH APPLICABLE LAW. Contractor shall comply with all applicable federal, state, and local laws, regulations, executive orders, and ordinances, as such may be amended from time to time.
- **5. COUNTERPARTS.** This Contract may be executed in several counterparts (electronic or otherwise), each of which shall be an original, all of which shall constitute the same instrument.
- 6. GOVERNING LAW. This Contract, and all rights, obligations, and disputes arising out of it, shall be governed and construed in accordance with the laws of the State of Oregon and the ordinances of Clackamas County without regard to principles of conflicts of law. Any claim, action, or suit between County and Contractor that arises out of or relates to the performance of this Contract shall be brought and conducted solely and exclusively within the Circuit Court for Clackamas County, for the State of Oregon. Provided, however, that if any such claim, action, or suit may be brought in a federal forum, it shall be brought and conducted solely and exclusively within the United States District Court for the District of Oregon. In no event shall this section be construed as a waiver by the County of any form of defense or immunity, whether sovereign immunity, governmental immunity, immunity based on the Eleventh Amendment to the Constitution of the United States or otherwise, from any claim or from the jurisdiction of any court. Contractor, by execution of this Contract, hereby consents to the personal jurisdiction of the courts referenced in this section.

# 7. INDEMNITY, RESPONSIBILITY FOR DAMAGES.

- **a. Responsibility for Damages**. Contractor shall be responsible for all damage to property, injury to persons, and loss, expense, inconvenience, and delay which may be caused by, or result from, any act, omission, or neglect of Contractor, its subcontractors, agents, or employees.
- **b.** Indemnification of County. Contractor agrees to indemnify and defend the County, and its officers, elected officials, agents, and employees, from and against

all claims, actions, losses, liabilities, including reasonable attorney and accounting fees, and all expenses incidental to the investigation and defense thereof, arising out of or based upon Contractor's acts or omissions in performing under this Contract.

However, neither Contractor nor any attorney engaged by Contractor shall defend the claim in the name of County, purport to act as legal representative of County, or settle any claim on behalf of County, without the approval of the Clackamas County Counsel's Office. County may assume its own defense and settlement at its election and expense.

c. Indemnification and Defense of Metro. The Contractor agrees to indemnify, defend, save, and hold harmless Metro Regional Government ("Metro"), and its officers, elected officials, agents, and employees from and against all claims, actions, losses, liabilities, including reasonable attorney and accounting fees, and all expenses incidental to the investigation and defense thereof, arising out of or based upon Contractor's acts or omissions in performing under this Agreement.

However, neither Contractor nor any attorney engaged by Contractor shall defend the claim in the name of Metro, nor purport to act as legal representative of Metro, without first receiving from the Metro attorney's office authority to act as legal counsel for Metro, nor shall Contractor settle any claim on behalf of Metro without the approval of the Metro attorney's office. Metro may, at its election and expense, assume its own defense and settlement.

- 8. INDEPENDENT CONTRACTOR STATUS. The service(s) to be rendered under this Contract are those of an independent contractor. Although the County reserves the right to determine (and modify) the delivery schedule for the Work to be performed and to evaluate the quality of the completed performance, County cannot and will not control the means or manner of Contractor's performance. Contractor is responsible for determining the appropriate means and manner of performing the Work. Contractor is not to be considered an agent or employee of County for any purpose, including, but not limited to: (A) The Contractor will be solely responsible for payment of any Federal or State taxes required as a result of this Contract; and (B) This Contract is not intended to entitle the Contractor to any benefits generally granted to County employees, including, but not limited to, vacation, holiday and sick leave, other leaves with pay, tenure, medical and dental coverage, life and disability insurance, overtime, Social Security, Workers' Compensation, unemployment compensation, or retirement benefits.
- **9. INSURANCE.** Contractor shall secure at its own expense and keep in effect during the term of the performance under this Contract the insurance required, and minimum coverage indicated below. The insurance requirement outlined below does not in any way limit the amount of scope of liability of Contractor under this Contract. Contractor shall provide proof of said insurance and name the County as an additional insured on all required liability policies. Proof of insurance and notice of any material change should be submitted to the following address: <u>HousingServices@clackamas.us</u>.

Required - Workers Compensation: Contractor shall comply with the statutory workers' compensation requirements in ORS 656.017, unless exempt under ORS 656.027 or 656.126.

Required – Commercial General Liability: combined single limit, or the equivalent, of not less than \$1,000,000 per occurrence, with an annual aggregate limit of \$2,000,000 for Bodily Injury and Property Damage.

Required – Professional Liability: combined single limit, or the equivalent, of not less than \$1,000,000 per claim, with an annual aggregate limit of \$2,000,000 for damages caused by error, omission, or negligent acts.

Required – Automobile Liability: combined single limit, or the equivalent, of not less than \$1,000,000 per accident for Bodily Injury and Property Damage.

Required – Abuse & Molestation endorsement with limits not less than \$1,000,000 per occurrence if not included in the Commercial General Liability policy.

The policy(s) shall be primary insurance as respects to the County. Any insurance or selfinsurance maintained by the County shall be excess and shall not contribute to it. Any obligation that County agree to a waiver of subrogation is hereby stricken.

- **10. LIMITATION OF LIABILITIES.** This Contract is expressly subject to the debt limitation of Oregon counties set forth in Article XI, Section 10, of the Oregon Constitution, and is contingent upon funds being appropriated therefore. Any provisions herein which would conflict with law are deemed inoperative to that extent. Except for liability arising under or related to Article II, Section 13 or Section 20 neither party shall be liable for (i) any indirect, incidental, consequential or special damages under this Contract or (ii) any damages of any sort arising solely from the termination of this Contact in accordance with its terms.
- 11. NOTICES. Except as otherwise provided in this Contract, any required notices between the parties shall be given in writing by personal delivery, email, or mailing the same, to the Contract Administrators identified in Article 1, Section 6. If notice is sent to County, a copy shall also be sent to: Clackamas County Procurement, 2051 Kaen Road, Oregon City, OR 97045. Any communication or notice so addressed and mailed shall be deemed to be given five (5) days after mailing, and immediately upon personal delivery, or within 2 hours after the email is sent during County's normal business hours (Monday Thursday, 7:00 a.m. to 6:00 p.m.) (as recorded on the device from which the sender sent the email), unless the sender receives an automated message or other indication that the email has not been delivered.
- 12. OWNERSHIP OF WORK PRODUCT. All work product of Contractor that results from this Contract (the "Work Product") is the exclusive property of County. County and Contractor intend that such Work Product be deemed "work made for hire" of which County shall be deemed the author. If for any reason the Work Product is not deemed "work made for hire," Contractor hereby irrevocably assigns to County all of its right, title, and interest in and to any and all of the Work Product, whether arising from copyright, patent, trademark or trade secret, or any other state or federal intellectual property law or doctrine. Contractor shall execute such further documents and instruments as County may reasonably request in

order to fully vest such rights in County. Contractor forever waives any and all rights relating to the Work Product, including without limitation, any and all rights arising under 17 USC § 106A or any other rights of identification of authorship or rights of approval, restriction or limitation on use or subsequent modifications. Notwithstanding the above, County shall have no rights in any pre-existing Contractor intellectual property provided to County by Contractor in the performance of this Contract except to copy, use and re-use any such Contractor intellectual property for County use only.

- **13. REPRESENTATIONS AND WARRANTIES.** Contractor represents and warrants to County that (A) Contractor has the power and authority to enter into and perform this Contract; (B) this Contract, when executed and delivered, shall be a valid and binding obligation of Contractor enforceable in accordance with its terms; (C) Contractor shall at all times during the term of this Contract, be qualified, professionally competent, and duly licensed to perform the Work; (D) Contractor is an independent contractor as defined in ORS 670.600; and (E) the Work under this Contract shall be performed in a good and workmanlike manner and in accordance with the highest professional standards. The warranties set forth in this section are in addition to, and not in lieu of, any other warranties provided.
- 14. SURVIVAL. All rights and obligations shall cease upon termination or expiration of this Contract, except for the rights and obligations set forth in Article II, Sections 1, 6, 7, 10, 12, 13, 14, 15, 17, 20, 21, 25, 27, 28, and 31, and all other rights and obligations which by their context are intended to survive. However, such expiration shall not extinguish or prejudice the County's right to enforce this Contract with respect to: (a) any breach of a Contractor warranty; or (b) any default or defect in Contractor performance that has not been cured.
- **15. SEVERABILITY.** If any term or provision of this Contract is declared by a court of competent jurisdiction to be illegal or in conflict with any law, the validity of the remaining terms and provisions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if the Contract did not contain the particular term or provision held to be invalid.
- 16. SUBCONTRACTS AND ASSIGNMENTS. Contractor shall not enter into any subcontracts for any of the Work required by this Contract, or assign or transfer any of its interest in this Contract by operation of law or otherwise, without obtaining prior written approval from the County, which shall be granted or denied in the County's sole discretion. In addition to any provisions the County may require, Contractor shall include in any permitted subcontract under this Contract a requirement that the subcontractor be bound by this Article II, Sections 1, 7, 8, 13, 16 and 27 as if the subcontractor were the Contractor. County's consent to any subcontract shall not relieve Contractor of any of its duties or obligations under this Contract.
- **17. SUCCESSORS IN INTEREST.** The provisions of this Contract shall be binding upon and shall inure to the benefit of the parties hereto, and their respective authorized successors and assigns.

- 18. TAX COMPLIANCE CERTIFICATION. The Contractor shall comply with all federal, state and local laws, regulation, executive orders and ordinances applicable to this Contract. Contractor represents and warrants that it has complied, and will continue to comply throughout the duration of this Contract and any extensions, with all tax laws of this state or any political subdivision of this state, including but not limited to ORS 305.620 and ORS chapters 316, 317, and 318. Any violation of this section shall constitute a material breach of this Contract and shall entitle County to terminate this Contract, to pursue and recover any and all damages that arise from the breach and the termination of this Contract, and to pursue any or all of the remedies available under this Contract or applicable law.
- **19. TERMINATIONS.** This Contract may be terminated for the following reasons: (A) by mutual agreement of the parties or by the County (i) for convenience upon thirty (30) days written notice to Contractor, or (ii) at any time the County fails to receive funding, appropriations, or other expenditure authority as solely determined by the County; or (B) if contractor breaches any Contract provision or is declared insolvent, County may terminate after thirty (30) days written notice with an opportunity to cure.

Upon receipt of written notice of termination from the County, Contractor shall immediately stop performance of the Work. Upon termination of this Contract, Contractor shall deliver to County all documents, Work Product, information, works-in-progress and other property that are or would be deliverables had the Contract Work been completed. Upon County's request, Contractor shall surrender to anyone County designates, all documents, research, objects or other tangible things needed to complete the Work.

- **20. REMEDIES.** If terminated by the County due to a breach by the Contractor, then the County shall have any remedy available to it in law or equity. If this Contract is terminated for any other reason, Contractor's sole remedy is payment for the goods and services delivered and accepted by the County, less any setoff to which the County is entitled.
- **21. NO THIRD PARTY BENEFICIARIES.** County and Contractor are the only parties to this Contract and are the only parties entitled to enforce its terms. Nothing in this Contract gives, is intended to give, or shall be construed to give or provide any benefit or right, whether directly, indirectly or otherwise, to third persons unless such third persons are individually identified by name herein and expressly described as intended beneficiaries of the terms of this Contract.
- **22. TIME IS OF THE ESSENCE.** Contractor agrees that time is of the essence in the performance of this Contract.
- **23. FOREIGN CONTRACTOR.** If the Contractor is not domiciled in or registered to do business in the State of Oregon, Contractor shall promptly provide to the Oregon Department of Revenue and the Secretary of State, Corporate Division, all information required by those agencies relative to this Contract. The Contractor shall demonstrate its legal capacity to perform these services in the State of Oregon prior to entering into this Contract.

- **24. FORCE MAJEURE.** Neither County nor Contractor shall be held responsible for delay or default caused by events outside the County or Contractor's reasonable control including, but not limited to, fire, terrorism, riot, acts of God, or war. However, Contractor shall make all reasonable efforts to remove or eliminate such a cause of delay or default and shall upon the cessation of the cause, diligently pursue performance of its obligations under this Contract.
- **25. WAIVER.** The failure of County to enforce any provision of this Contract shall not constitute a waiver by County of that or any other provision.
- **26. PUBLIC CONTRACTING REQUIREMENTS.** Pursuant to the public contracting requirements contained in Oregon Revised Statutes ("ORS") Chapter 279B.220 through 279B.235, Contractor shall:
  - a. Make payments promptly, as due, to all persons supplying to Contractor labor or materials for the prosecution of the work provided for in the Contract.
  - b. Pay all contributions or amounts due the Industrial Accident Fund from such Contractor or subcontractor incurred in the performance of the Contract.
  - c. Not permit any lien or claim to be filed or prosecuted against County on account of any labor or material furnished.
  - d. Pay the Department of Revenue all sums withheld from employees pursuant to ORS 316.167.
  - e. As applicable, the Contractor shall pay employees for work in accordance with ORS 279B.235, which is incorporated herein by this reference. The Contractor shall comply with the prohibitions set forth in ORS 652.220, compliance of which is a material element of this Contract, and failure to comply is a breach entitling County to terminate this Contract for cause.
  - f. If the Work involves lawn and landscape maintenance, Contractor shall salvage, recycle, compost, or mulch yard waste material at an approved site, if feasible and cost effective.
- **27. NO ATTORNEY FEES.** In the event any arbitration, action or proceeding, including any bankruptcy proceeding, is instituted to enforce any term of this Contract, each party shall be responsible for its own attorneys' fees and expenses.
- **28. CONFIDENTIALITY.** Contractor acknowledges that it and its employees and agents may, in the course of performing their obligations under this Contract, be exposed to or acquire information that the County desires or is required to maintain as confidential, including information that is protected under applicable law, including Personal Information (as "<u>Personal Information</u>" is defined in ORS 646A.602(11)).

Contractor agrees to hold any and all information that it is required by law or that the County marks as "Confidential" to be held in confidence ("<u>Confidential Information</u>"), using at least the same degree of care that Contractor uses in maintaining the confidentiality of its own confidential information, and will use the Confidential Information for no purpose other than in the performance of this Contract, and to advise each of its employees and agents of their obligations to keep Confidential Information confidential.

Contractor agrees that, except as directed by the County, Contractor will not at any time during or after the term of this Contract, disclose, directly or indirectly, any Confidential Information to any person, and that upon termination or expiration of this Contract or the County's request, Contractor will turn over to the County all documents, papers, records and other materials in Contractor's possession which embody Confidential Information.

Contractor acknowledges that breach of this Contract, including disclosure of any Confidential Information, or disclosure of other information that, at law or in good conscience or equity, ought to remain confidential, will give rise to irreparable injury to the County that cannot adequately be compensated in damages. Accordingly, the County may seek and obtain injunctive relief against the breach or threatened breach of the foregoing undertakings, in addition to any other legal remedies that may be available. Contractor acknowledges and agrees that the covenants contained herein are necessary for the protection of the legitimate business interests of the County and are reasonable in scope and content.

Contractor agrees to comply with all reasonable requests by the County to ensure the confidentiality and nondisclosure of the Confidential Information, including if requested and without limitation: (a) obtaining nondisclosure agreements, in a form approved by the County, from each of Contractor's employees and agents who are performing services, and providing copies of such agreements to the County; and (b) performing criminal background checks on each of Contractor's employees and agents who are performing services, and providing a copy of the results to the County.

Contractor shall report, either orally or in writing, to the County any use or disclosure of Confidential Information not authorized by this Contract or in writing by the County, including any reasonable belief that an unauthorized individual has accessed Confidential Information. Contractor shall make the report to the County immediately upon discovery of the unauthorized disclosure, but in no event more than two (2) business days after Contractor reasonably believes there has been such unauthorized use or disclosure. Contractor's report shall identify: (i) the nature of the unauthorized use or disclosure, (ii) the Confidential Information used or disclosed, (iii) who made the unauthorized use or received the unauthorized disclosure, (iv) what Contractor has done or shall do to mitigate any deleterious effect of the unauthorized use or disclosure. Contractor has taken or shall take to prevent future similar unauthorized use or disclosure. Contractor shall provide such other information, including a written report, as reasonably requested by the County.

Notwithstanding any other provision in this Contract, Contractor will be responsible for all damages, fines and corrective action (including credit monitoring services) arising from disclosure of such Confidential Information caused by a breach of its data security or the confidentiality provisions hereunder.

The provisions in this Section shall operate in addition to, and not as limitation of, the confidentiality and similar requirements set forth in the rest of the Contract, as it may otherwise be amended. Contractor's obligations under this Contract shall survive the expiration or termination of the Contract, as amended, and shall be perpetual.

- **29. CRIMINAL BACKGROUND CHECK REQUIREMENTS.** Contractor shall be required to have criminal background checks (and in certain instances fingerprint background checks) performed on all employees, agents, or subcontractors that perform services under this Contract. Only those employees, agents, or subcontractors that have met the acceptability standards of the County may perform services under this Contract or be given access to Personal Information, Confidential Information or access to County facilities.
- 30. REPORTING REQUIREMENTS. In performance of the Work, Contract shall:
  - a. Execute a Homeless Management Information System ("HMIS") Participation Agreement for purposes of using regionally administered HMIS software through a contract with regional partners and ensuring such use is in accordance with the HMIS provider's policies and procedures. County anticipates a new HMIS regional structure and contract will be implemented and upon such implementation and transfer, Contractor shall, if determined by County to be necessary, execute a new HMIS Participation Agreement;
  - b. Participate in the HMIS or, for domestic violence service providers, an HMIS comparable database. As used herein, "participation" means:
    - i. Completing all necessary initial HMIS data entry training within one month of Contract execution;
    - ii. Collecting participant demographics and enter data electronically into HMIS into appropriate HMIS providers, which will be determined by HCDD;
    - iii. Complying with current HMIS Policy and Procedures and adhere to all HMIS reporting requirements;
    - iv. Ensuring that data entry into HMIS occurs in an accurate and timely manner within three (3) business days of program entry date;
    - v. Correcting data quality, missing information, and null data errors as specified by HCDD's SHS Data team within 14 days after the end of each fiscal quarter or as requested;
    - vi. Collecting and entering universal data elements, which include demographic information on all clients at entry, and all required SHS elements required by HUD, Metro, or other applicable federal, state, or local funding sources;
    - vii. Complying with all confidentiality policies and procedures regarding HMIS and the use of participant data;
    - viii. Ensuring only authorized Contractor staff, trained by HCDD, access the HMIS software.
  - c. Work with HCDD to improve on performance targets.
  - d. Work cooperatively with HCDD to prepare an annual participant feedback report.
  - e. Submit to monitoring for contract compliance.

**31. MERGER.** THIS CONTRACT CONSTITUTES THE ENTIRE AGREEMENT BETWEEN THE PARTIES WITH RESPECT TO THE SUBJECT MATTER REFERENCED THEREIN. THERE ARE NO UNDERSTANDINGS, AGREEMENTS, OR REPRESENTATIONS, ORAL OR WRITTEN, NOT SPECIFIED HEREIN REGARDING THIS CONTRACT. NO AMENDMENT, CONSENT, OR WAIVER OF TERMS OF THIS CONTRACT SHALL BIND EITHER PARTY UNLESS IN WRITING AND SIGNED BY ALL PARTIES. ANY SUCH AMENDMENT, CONSENT, OR WAIVER SHALL BE EFFECTIVE ONLY IN THE SPECIFIC INSTANCE AND FOR THE SPECIFIC PURPOSE GIVEN. CONTRACTOR, BY THE SIGNATURE HERETO OF ITS AUTHORIZED REPRESENTATIVE, IS AN INDEPENDENT CONTRACTOR, ACKNOWLEDGES HAVING READ AND UNDERSTOOD THIS CONTRACT, AND CONTRACTOR AGREES TO BE BOUND BY ITS TERMS AND CONDITIONS.

By their signatures below, the parties to this Contract agree to the terms, conditions, and content expressed herein.

Native American Youth and Family Center		<b>Clackamas County</b>	
Docusigned by: Oscar Arana	1/3/2024		
Authorized Signature	Date	Signature	Date
Oscar Arana, Interim CEO		Name:	
Name / Title (Printed)			
38826285		Title:	
Oregon Business Registry #			
		Approved as to Form:	
Domestic Nonprofit Corp, Entity Type / State of Forma		LA	01/04/2024
		County Counsel	Date

Attachments: Exhibit A – Scope of Work; Exhibit B – Guiding Principles and Expectations; Exhibit C – Budget; Exhibit D – HMIS Forms; Exhibit E – Experiencing or At Imminent Risk; Exhibit F – Flex Funding Policy; Exhibit G – Definitions.

# EXHIBIT A PERSONAL SERVICES CONTRACT SCOPE OF WORK

#### **Emergency Shelter: Native American Youth and Family Center**

Native American Youth and Family Center ("Contractor") is a non-profit organization which provides culturally specific service to the Native community with the mission to enhance the diverse strengths of Native American youth and families through cultural identity and education. For many decades contractor has served Native Americans with social services such as housing navigation, food, energy, domestic violence resources, rental assistance, and a culturally specific high school. Contractor recently created a new Housing and Stabilization Services Department which, in addition to other existing services, will oversee the new shelter operations.

The Emergency Shelter program, which is the subject of this Contract, will provide time-limited emergency shelter, working toward a goal of moving participants to safe, stable permanent housing resources within an average of 45 days from move-in. Allowing for an average shelter stay of 90 days, with the goal that most households will move to more stable housing within 45 days, Contractor will serve not less than 8 household units at a time and assist at least 56 households experiencing homelessness annually, allowing for time to clean and maintain rooms between family occupancy, with interim stability and support at their site-based shelter location. While 45 days is the goal, it is not a time limit, and there is shared recognition of the specific needs of households sometimes exceeding a 45-day stay.

This program is a site-based shelter which will serve families with at least one child under the age of 18 and primarily assist families with at least one member that identifies as Native American, American Indian, Alaska Native, or Indigenous. The program will be performed within the Metro jurisdictional boundary.

Each household must be comprised of a minimum of two persons with one being a chronological adult and one being a chronological minor; however, there is no limit to the maximum size of any household. The sole exception to this is when the youngest family member is 18 years of age and still enrolled in and attending high school; in such situations, as long as the 18-year-old maintains enrollment and attendance in high school the family can remain in our shelter program.

Contractor's programming acknowledges that family is inclusive of but not limited to biological parents and their biological children. Contractor accepts the widest array of families into their shelter programming including but not limited to blended families; grandparents as custodial figures; adult siblings as the custodial figure; aunts and uncles as the custodial figure; multi-generational families; families with legally married parents; families with parents who cohabitate; families comprised of all gender and gender identities; documented and undocumented family members; biological and non-biological families.

Referrals for this program will come from the Clackamas County Coordinated Housing Access (CHA), outreach programs, and Contractor and its network of referral partners. Referrals will prioritize households experiencing homelessness, who have a connection to Clackamas County,

and have at least one member that identifies as Native American, American Indian, Alaska Native, or Indigenous.

Housing First Aid/diversion must be meaningfully attempted with each household requesting shelter, before enrolling in the shelter program. Shelter beds must be prioritized for the people with the highest safety and health vulnerabilities (and their household members). Contractor will work with the HST to establish and/or approve prioritization policies.

Families will be provided with the option to sleep together; families will not be separated unless they choose to sleep separately. Children & youth residing in shelter will receive assistance attending former or neighborhood school. Emergency shelter programs must provide a place to stay 24 hours/day, 365 days a year. Short closures of up to 14 days a year are allowed for deep cleaning, staff training and major repairs and maintenance.

All shelter program participants will receive housing navigation and placement services, longterm supportive housing case management, and rental assistance to connect with and help maintain permanent housing. The HST will facilitate connections, as needed.

On-site amenities must include, but are not limited to:

- Access to telephone, computer, and internet
- Restroom facilities, including toilets, showers, and hygiene supplies
- Laundry facilities
- Access to storage for personal belongings
- Access to a place to stay 24hrs/day
- Mail access

Emergency Shelter services offered must include, but are not limited to:

- Provide temporary emergency shelter in Milwaukie, OR, to un-housed families in Clackamas County and connect these families with permanent housing and other positive exit destinations as quickly as possible. At least 8 shelter units will be maintained at this location and will serve at least 56 households annually for the duration of the contract.
- Complete an intake assessment.
- If not already completed, complete CHA assessment with each participant within 3 days of move-in.
- Housing first aid/shelter diversion prior to and during program entry
- Work with each participant to obtain appropriate documents to access housing, employment, and other needed services, considering the needs of immigrant populations.
- Individualized resource referral and connection, including mental and physical health, as needed.
- Housing advocacy

- Wraparound services led by case managers providing connections to physical and behavioral health, peer support, family mediation, and other services.
- Host culturally specific events for Native American shelter guests to foster a sense of community and belonging among program participants.

Navigation services must include, but are not limited to:

- Provision of housing navigation and permanent housing placement services to approximately 56 total households annually for the duration of the contract.
- Of these approximately **56 households, approximately 8 households annually**, primarily those who qualify as Population B, will receive rapid rehousing (RRH) placement and supports. These supports include but are not limited to:
  - Navigation, placement, rental assistance, and supportive services to help households move from temporary housing or homelessness to permanent housing. Housing types may include private market rentals and affordable housing units. The goal is to provide the lightest touch necessary to support households in achieving long term housing stability.
  - After housing placement, rental subsidy and case management is provided to stabilize households. Participant portion of the rent will follow rapid rehousing rent assistance best practices to move the participant toward paying 100% of their rental costs as soon as possible. Rental subsidy will not necessarily be a percentage. Providers shall consider the income information for the last 30 days collected at intake to determine the percentage or amount each program participant must pay while receiving assistance. The determination will be documented in the client file. Each provider must create a RRH rent calculation policy and submit to the Housing Services Team (HST) for approval.
- Of the approximately 56 households, approximately 48 households annually, primarily those who qualify as Population A, will be navigated into permanent supportive housing, after which Contractor will provide supportive housing case management, as further specified below.
- Assessment of housing barriers, needs, and preferences.
- Support and flexible funds to address immediate housing barriers.
- Assistance responding to program requirements to secure long term rent assistance, when appropriate
- Housing search assistance, including researching available units, contacting landlords, accompanying participants on apartment tours, etc.
- Landlord engagement, establishing relationships with landlords to facilitate participant placement.
- Housing advocacy on behalf of participants to increase successful move-in rates
- Assistance with housing application preparation, housing application appeals and reasonable accommodation requests necessary to obtain housing.

Supportive Housing Case Management services must include, but are not limited to:

- Provision of supportive housing case management to approximately 48 households annually for the duration of the contract
- Intensive, relationship based, and trauma informed one-on-one case management focused on housing stabilization and lease compliance offered at least monthly (and in most cases, weekly). Case Management services must be tailored to meet the needs and desires of each household, including but should not be limited to:
  - Identify and leverage existing individual/family strengths, expertise, and assets through a strength-based assessment.
  - Create a housing stability action plan and housing goals for each household, including wraparound services, which are determined by participants and focused on housing success.
  - Evaluate progress, as defined by the participant, and adjust plan as needed.
  - Ensure each participant has a monthly plan to pay their portion of the rent/utilities; money management support.
  - Assistance responding to housing voucher program requirements, such as RLRA and HUD long term rent assistance vouchers, including inspections and paperwork completion.
  - Act as a landlord contact and assist in landlord relationship development.
  - o Education on tenant and landlord rights and responsibilities
  - o Regular communication with the tenant and property management
  - Early intervention and support to address issues that could jeopardize housing stability.
  - Problem solving and crisis management.
  - Connection to independent living supports and/or provision of life skills training, as needed.
  - Support with connecting to all eligible mainstream benefits.
  - Connections to education and employment opportunities
  - Assistance, or connections to assistance, with applying for SSI/SSDI using the SOAR model, and other benefits, when appropriate.
  - Appropriate use of flexible funding to support housing stability and wellness goals.
  - Assistance with house cleaning and unit maintenance as needed to ensure lease compliance.
  - Coordination and connections with other supportive services as needed.
  - Plan to "graduate" from housing subsidy and/or intensive housing case management services, as appropriate using moving on policy.

**For households receiving Supportive Housing Case Management services,** subject to availability of funds, as determined by Clackamas County's Housing Services Team (HST) in its sole administrative discretion, the Housing Authority of Clackamas County ("HACC") will pay the rental subsidy costs through the Regional Long-term Rental Assistance (RLRA) program or other applicable voucher program. HST will provide coordination to support smooth transitions between housing navigation/placement and supportive housing case management.

<u>In addition</u> to the services listed above, Contractor agrees to provide an Emergency Shelter program under the following terms:

- Households with at least one child under the age of 18 will be eligible for services.
- Shelters may not categorically exclude persons fleeing domestic violence.
- Households utilizing the shelter will be approved for 45-day stays with opportunities to apply for an additional 45-day extension (totaling an average of 90 days) if necessary.
- Shelters may not require shelter guests to be clean and sober or pass urinalysis or breath testing. However, shelters may have rules disallowing alcohol or drug possession or use on shelter premises. Additionally, shelters must incorporate harm reduction into their service delivery.
- Shelters may have rules to ensure a safe environment, but these rules must be in plain language and as streamlined as possible. Shelter rules must align with Fair Housing law pertaining to emergency shelters.
- Contractor will document and certify eligibility of each adult household member as either Population A or Population B, in accordance with Exhibit E, attached hereto and incorporated by this reference herein.
- Open shelter beds must be accessible on weekends and holidays.
- Facility will be staffed with at least one staff member during business hours and overnight staff and/or security will be provided to ensure the safety of shelter guests.
- Shelters must comply with all relevant health, fire and life safety codes from the local fire marshal and the jurisdiction with permitting authority.
- 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 F, and incorporated by this reference herein.

Outcome	Goal	Data Source
Data Accuracy	95% data completeness in HMIS	HMIS
Housing First Aid/Diversion	At least 10% of those referred to or seeking	HMIS
	shelter are provided with Housing First Aid to	
	find other safe, temporary shelter or long-term	
	options, diverting them from entering the	
	shelter.	
Optimal Occupancy	At least 95% occupancy, based on stated	HMIS or
	shelter capacity.	client roster
Effective Services	Average length of program participation	HMIS
	below 90 days, with a goal to reduce to 45	
	days.	
Ending Homelessness	At least 75% of households who exit shelter to	HMIS
	a permanent or transitional (more than 90 day	
	stay) housing option.	

#### **Goals and Benchmarks**

Ending Homelessness	At least 85% of households who exit to	HMIS
	permanent housing, remain in permanent	
	housing as of 6 month follow-up assessment	

#### Benchmarks and timeline

- 1. Make all reasonable efforts to hire and have 100% staff within 90 days of contract execution.
- 2. Complete HMIS and CHA training for at least one staff member within 90 days of contract execution
- 3. Complete Housing First Aid/Diversion training within 90 days of contract execution
- 4. Submit agency program manual and policies within 180 days of contract execution including safety and grievance policies (including safety and grievance policies).
- 5. Staff will participate in Built For Zero (BFZ) Case Conferencing within 30 days of being hired.
- 6. Staff complete RLRA training and attend an RLRA Orientation within 30 days of being hired.

The program 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
  - Monitoring meeting with HST to identify barriers and possible solutions
- Second time missing a benchmark
  - Another monitoring meeting which will result in a mutually agreed upon Performance Improvement Plan (PIP)
- Third time missing a benchmark
  - Another monitoring meeting, including an evaluation of PIP, with all remedies, up to and including Contract termination, available.

HST will use HMIS and training enrollment data to verify benchmark achievement. Contractor is expected to notify HST through email within 14 days once staff are hired and if there are challenges in meeting any of the benchmarks above.

## HST Benchmark and Timeline Responsibilities:

- 1. Incorporate and adhere to the guiding principles and expectations set forth in Exhibit B, incorporated by this reference herein.
- 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" pulled and analyzed from HMIS, including equity data

- 5. Provide HMIS access, training, and support
- 6. Provide connections to CHA and Housing First Aid/diversion training
- 7. Coordinate, support, and/or facilitate provider meetings, including case conferencing meetings, as needed
- 8. Provide information, access, and/or support for staff to attend Equity, Inclusion, and continuing education trainings
- 9. Connect all contracted programs with the overall system of services for people experiencing homelessness
- 10. Support both formal and informal partnerships between provider organizations, including those newly formed
- 11. 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
  - j. Peer support
  - k. Family mediation
- 12. Identify unmet needs, gaps in services and system barriers and address these with the system of providers
- 13. Provide case staffing, either in a group of service provider peers or one-on-one, as needed
- 14. Assist with program access prioritization, as needed
- 15. Incorporate participant voice in SHS programming decisions
- 16. Maintain effective working relationships with contracted providers
- 17. Attend training and community/systems meetings
- 18. Provide or assist with creation of necessary participant/program forms
- 19. 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.
- 20. Coordinate with Contractor to participate in by-name-list case conferencing meetings
- 21. Apply the process as outlined in the Benchmark section described above

## **Reporting Requirements**

Contractor Reporting Responsibilities:

- 1. Participate in the HMIS or, for domestic violence service providers, an HMIS comparable database
  - a. Complete all necessary initial HMIS data entry training within one month of contract execution
  - b. Collect participant demographics and enter data electronically into appropriate HMIS providers, which will be determined by HST
  - c. comply with current HMIS Policy and Procedures and adhere to all HMIS reporting requirements

- d. Ensure that data entry into HMIS occurs in an accurate and timely manner within three (3) business days of program entry date
- e. Correct data quality, missing information, and null data errors as specified by HST Data team within 14 days after the end of each fiscal quarter or as requested.
- f. Collect all universal data elements, which include demographic information on all household members at program start
- g. Comply with all confidentiality policies and procedures regarding HMIS and the use of participant data
- h. Ensure only authorized Contractor staff, trained by HST, shall access the HMIS software
- 2. Complete narrative sections of semi-annual "progress reports" within 30 days of receipt
- 3. Semi-annual "progress reports" will include, at a minimum, but not limited to the following data categories:
  - a. HMIS data quality: % missing
  - b. Participant demographic data, including race and ethnicity
    - i. All data points listed below will include a breakdown of demographic characteristics related to race and ethnicity
  - c. Average cost per household served (successfully and total)
  - d. Program-specific elements
    - i. Percent of households provided Housing First Aid and diverted from shelter services
    - ii. Bed/Unit Utilization average percentage
    - iii. Average length of program participation
    - iv. Rate of exit from shelter to permanent housing
    - v. Rate of permanent housing maintenance, using 6-month follow-up reports
  - e. Narrative responses to questions
    - i. What are some unexpected challenges you faced or strengths you have discovered as an agency? (consider including participant success stories)
    - ii. How is your agency working towards ensuring low-barrier programming? Have you seen a need to adjust services to make them more accessible?
    - iii. Please explain how you have been leading with race while reducing homelessness overall in the community.
    - iv. Has your agency made progress toward "building connections and coordinating with multiple systems of care to build a community of resources, easily accessible to all"? If yes, please describe how the need for the new connection was identified and the process of building the connection.
- 4. Work with HST to continually improve on performance targets
- 5. Conduct post-program-exit follow-up assessments at 6 and 12 months post-exit a. Enter the results into HMIS
- 6. Prepare an annual participant feedback report
- 7. Submit to monitoring for contract compliance

HST will:

1. Work with Contractor to continuously monitor demographics and outcomes, and 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. Use HMIS data to create and provide semi-annual "progress report" to Contractor
- 5. Work with Contracted providers to continually improve on performance targets
- 6. Work with Contractor to identify strengths and weaknesses apparent in programming through data
- 7. Review and identify strengths and weaknesses from participant feedback report with Contractor
- 8. Monitor for contract compliance

# EXHIBIT B PERSONAL SERVICES CONTRACT GUIDING PRINCIPLES AND EXPECTATION

# Equity:

The Clackamas County Housing Services Team (HST) promotes racial and ethnic justice and seeks to end disparities in housing access. Clackamas County and the HST recognizes that culturally responsive and culturally specific services can eliminate structural barriers and provide a sense of safety and belonging, which will lead to better outcomes. Clackamas County and the HST recognizes that advancing equity also includes having cultural competencies to provide services to other historically marginalized communities such as LGBTQ2SIA+, youth, people with disabilities, and immigrants and refugees. To further equity goals, Contractor must develop/implement the following:

- A plan to ensure culturally responsive service delivery that is respectful of all participants.
- A plan assuring access to services for people who do not speak the primary language of the service provider.
- A process to work with the HST to continuously monitor the demographics of those accessing services using the HMIS (or an HMIS comparable database for domestic violence service providers).
- A quality improvement plan, informed by quantitative and qualitative data analysis, to address evidence of differential access, based on race, ethnicity, disability, gender identity, sexual orientation, or other protected class status.
- Ensure that staff and volunteers have knowledge and experience to participate in the effort to increase equity and decrease housing disparities.
- Ensure that staff and volunteers have access to equity and inclusion training on an ongoing basis.

## Outcomes:

The SHS program is intended to end chronic homelessness in Clackamas County. In addition, HST aims to make homelessness rare, brief, and not reoccurring for all who live in Clackamas County. Programs must work in coordination to ensure housing options are safe, stable, and provide housing choice to meet the needs of each individual. The work of ending racial disparities in housing and ending homelessness is one and the same.

In addition to ending homelessness, Metro-wide outcome goals of the SHS program include:

- Advance housing equity by providing access to services and housing to Black, Indigenous and people of color at higher rates than their representation among those experiencing homelessness.
- House individuals and families, and support housing retention, at greater rates than those newly experiencing homelessness, to reduce the overall population of people experiencing homelessness.

- Reduce the average length of time anyone in Clackamas County experiences homelessness until people are offered housing options immediately upon becoming homeless.
- Strengthen housing retention so that, once stably housed, returns to the experience of homelessness are extremely rare.
- Housing programs promote long-term stability, measured by successful program "graduation" to permanent housing and/or housing retention.
- Increase culturally specific organization capacity with increased investments and expanded organizational reach for culturally specific organizations and programs.
- SHS-funded organizations increase equity by hiring staff that is diverse by race, ethnicity, languages spoken, sexual orientation, gender identity, disability status, age, and lived experience.
- Increase safety, stability, and healing for everyone who has experienced homelessness using person- centered, trauma-informed service approaches and connections with mental and physical healthcare.
- Other measures, as determined by Metro, Tri-County data team, and/or Clackamas County Housing Services Team, will be added.

# Coordination:

Partnership and coordination are key components to ending homelessness. A coordinated system makes finding resources easy for potential program participants and allows the entire system to work more smoothly. When done well, a holistic, coordinated approach improves outcomes system-wide.

The following are effective coordination principles and practices that must be followed. When followed, they ensure system-wide coordination:

- Coordinated Housing Access (CHA) must be utilized to effectively coordinate all housing services. It must be easily accessible and allow participants to complete a single assessment to access all services in the housing continuum.
- Demonstrated partnerships, at all levels of programming, between programs and organizations. Partnerships can be demonstrated through formal contracts, MOUs, system-wide planning participation, and providing infrastructure programming in a coordinated way (including outreach, immediate housing, housing navigation, CHA, and Housing First Aid/diversion).
- Build connections and coordinate with multiple systems of care (i.e., housing, workforce, education, foster care, DHS, domestic violence, community justice, health, mental health, and addictions) to build a community of resources, easily accessible to all.
- Strengthen system capacity by supporting CHA, Housing First Aid/diversion, outreach, and navigation.
- Participate in coordinated system development and implementation, including identifying, addressing, and following-up on unmet needs, gaps in services, and system barriers.

#### Services:

All services focus on building relationships and service engagement through person-centered, culturally responsive, trauma-informed, strengths-based practices. Services should align with the Housing First model (see Addendum – Definitions). The purpose of these relationships is to support each household to achieve housing stability through individualized planning and connections with community resources.

To further these services goals, Contractor must follow the following proven practices:

- All services are low barrier, not requiring pre-requisites to become eligible for services or housing.
- Housing First Aid/Diversion is attempted at every program "door," including Street outreach, all immediate housing programs, and permanent housing programs, when appropriate.
- Households experiencing or at risk of homelessness must be able to move directly into supportive housing and/or permanent housing without first accessing immediate housing programs. Households must also be presented with available immediate housing options.
- Families will be provided with the option to sleep/stay together; Families will not be separated unless they choose to sleep/stay separately.
- Vulnerable populations are prioritized.
  - Vulnerable populations include those with long homeless histories, incomes below 30% AMI, and one or more disabilities.
  - Due to a long history of systemic racism, oppression, and everyday micro and macro-aggressions, Black, Indigenous, and People of Color are also more vulnerable to the experience of homelessness.
- Services are voluntary, non-intrusive, and provide minimal disruption to meet the expressed needs and desires of the participant.
- Services are highly flexible and tailored to meet the needs of each household.

## Participant Voice:

Each individual is the expert in their own life. To build the best system, people with lived experience of homelessness must help to shape the services designed to end homelessness.

Contractor must incorporate the following guidelines into all programs:

- Participants lead development of their own individual service plans.
- Ensure that all services are voluntary and that no participant is required to participate in a particular activity in order to receive services.
- Integrate participant (or those who choose not to participate) in decisionmaking at every level, including program/service development, delivery, and evaluation.
- People with lived experience, who participate in decision-making and program development, are paid for their time.

- Have written procedures and policies, as well as an accessible and transparent grievance process, that ensure staff and volunteers provide respectful and effective services.
- Board of directors must include at least one person with lived experience of homelessness.

#### System-wide Service Delivery Expectations (in addition to any items above):

Contractor shall perform the following:

- Participate in the HMIS or, for domestic violence service providers, an HMIS comparable database.
- Provide services free of charge to participants or utilizing a pre-approved sliding scale fee.
- Include sustainable, environmentally friendly practices in business operations and the delivery of services (for example, providing onsite recycling, and encouraging reduction of waste through electronic records whenever possible).
- Confidential information must be protected in compliance with applicable federal, state, and local privacy rules.
- Maintain an effective working relationship. HST will have formal relationships with service providers through contracts and will also expect contractors to maintain ongoing communication with the HST about programs and performance, and to engage in community planning and training opportunities.
- All services must be delivered in a wholly secular manner, and programs may not require participation in religious activities for program eligibility purposes.
- Have a written termination and/or exclusion policy that appropriately protects the interests of participants by: (1) applying a trauma and equity lens to evaluating rule violations; (2) avoiding termination whenever reasonably possible; (3) informing the participant in clear terms of the reason for their termination and/or exclusion from the program; and (4) outlines the process for grieving the decision. Except in the most extreme situations, termination and exclusion policies should allow for re-entry into the program under appropriate conditions.
- Ensure that staff and volunteers have access to continuing education opportunities.
- Attend training and community/system networking meetings as reasonably required by HST

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# EXHIBIT C PERSONAL SERVICES CONTRACT BUDGET

Budget								
Line Item Category	<b>Narrative/Description</b> Please provide a detailed description of each line item	Funds Requested						
	Safety off the Streets							
	Personnel							
	Shelter advocate staff (4.26 FTE, \$27.50 hr, 30% fringe)	\$	316,431.54					
	On call shelter advocates (1 FTE, \$27.50/hour, 30% fringe)	\$	74,360.00					
	Shift differentials (7pm-7am - \$1.00/hour differential)	\$	5,694.00					
	Assistant Manager (1 FTE, \$68k annual, 30% fringe)	\$	88,400.00					
	Manager (1 FTE, \$78k annual, 30% fringe)	\$	101,400.00					
	Alcohol & Drug/Behavioral Health Peer Support (\$29/hour, 30% fringe)	\$	78,416.00					
	Department Director (.1 FTE, \$120000 annual, 30% fringe)	\$	15,600.00					
	Youth Services (1 FTE, \$29/hour, 30% fringe)	\$	78,416.00					
	Safety off the Streets Personnel Subtotal:	\$	758,717.54					
	Program Operations - Materials and Services							
	Staff training and appreciation	\$	7,500.00					
	Travel	\$	3,000.00					
	Supplies	\$	12,000.00					
	Security	\$	24,000.00					
	rent @ 7,250/month	\$	87,000.00					
	utilities @ \$5,500/month	\$	66,000.00					
	food	\$	18,000.00					
	insurance	\$	5,000.00					
	Equipment rental (copier, 1 laser printer)	\$	1,176.00					
	Janitorial	\$	15,500.00					
	repair and maintenance	\$	15,000.00					
	5% operating contingency for first operating year	\$	12,500.00					
	Program Operations Subtotal:	\$	266,676.00					
	Client Services							
	Internet/phone	\$	3,500.00					
	replenishing items after families move out	\$	19,600.00					
	special occasions (kids/guests birthdays, holidays)	\$	6,250.00					
	Chxi San kids play groups	\$	25,000.00					
	staff phone (monthly service 9@65/month)	\$	7,020.00					

Client Services Subtotal: Indirect Administration	\$	71,370.00
Federally approved indirect rate 14.9%	\$	163,417.77
Indirect Administration Subtotal:	\$	163,417.77
Safety off the Streets Subtotal:	\$	1,260,181.31
Permanent Supportive Housing Navigation/Placemer	nt/Ret	ention
Personnel		
Housing Navigators (1.5 FTE, \$29 hr, 30% fringe)	\$	117,624.00
Housing Retention Family Advocates 1.5 FTE @ \$29/hr, 30% fringe	\$	117,624.00
Personnel Subtotal:	\$	235,248.00
Program Operations - Materials and Services	*	
Program Operations Subtotal:	\$	-
Client Services	1	
Barrier Removal and housing navigation assistance	\$	30,000.00
Client Services Subtotal:	\$	30,000.00
Indirect Administration		
Federally approved indirect rate 14.9%	\$	39,521.95
Indirect Administration Subtotal:	\$	39,521.95
Housing Navigation/Placement/Retention Subtotal:	\$	304,769.95
Rapid Rehousing Navigation/Placement/Rete	ntion	
Personnel		
Housing Navigators (.5 FTE, \$29 hr, 30% fringe)	\$	39,208.00
Housing Retention Family Advocates .5 FTE @ \$29/hr	\$	39,208.00
	\$	78,416.00
Personnel Subtotal:		
Personnel Subtotal: Program Operations - Materials and Services		
Program Operations - Materials and Services		
Program Operations - Materials and Services Program Operations Subtotal:	\$	-
Program Operations - Materials and Services Program Operations Subtotal: Client Services		-
Program Operations - Materials and Services Program Operations Subtotal: Client Services Rent, deposit, and housing navigation assistance	\$	- 199,500.00 <b>199 500 00</b>
Program Operations - Materials and Services Program Operations Subtotal: Client Services Rent, deposit, and housing navigation assistance Client Services Subtotal:		- 199,500.00 <b>199,500.00</b>
Program Operations - Materials and Services         Program Operations Subtotal:         Client Services         Rent, deposit, and housing navigation assistance         Client Services Subtotal:         Client Services Subtotal:         Indirect Administration	\$ \$	199,500.00
Program Operations - Materials and Services         Program Operations Subtotal:         Client Services         Rent, deposit, and housing navigation assistance         Client Services Subtotal:         Client Services Subtotal:         Indirect Administration         Federally approved indirect rate 14.9%	\$ \$ \$	<b>199,500.00</b> 41,409.48
Program Operations - Materials and Services         Program Operations Subtotal:         Client Services         Rent, deposit, and housing navigation assistance         Client Services Subtotal:         Indirect Administration         Federally approved indirect rate 14.9%         Indirect Administration Subtotal:	\$ \$ \$ \$	199,500.00 41,409.48 41,409.48
Program Operations - Materials and Services         Program Operations Subtotal:         Client Services         Rent, deposit, and housing navigation assistance         Client Services Subtotal:         Client Services Subtotal:         Indirect Administration         Federally approved indirect rate 14.9%	\$ \$ \$	<b>199,500.00</b> 41,409.48

One time or Less Recurrent Costs	
Creating a Welcoming Indigenous environment	\$ 40,000.00
phones (9@899)	\$ 8,091.00
Kids indoor toys	\$ 5,000.00
Laptops (9 @ \$1500/each)	\$ 13,500.00
Program Operations Subtotal:	\$ 66,591.00
Indirect Administration	
Federally approved indirect rate 14.9%	\$ 9,922.06
Indirect Administration Subtotal:	\$ 9,922.06
Capacity Building Subtotal:	\$ 76,513.06
Total Funds Requested:	\$ 1,960,789.81

#### EXHIBIT D PERSONAL SERVICES CONTRACT HMIS FORMS

#### **HMIS DATA FORM**

ENTRY

OGRAM:		COVID-19 (Yes/No)		START DATE:	
2	FOR	MS ARE DUE TO HM	IS PROGRAM AIDE V	WITHIN 2 DAYS OF PI	ROJECT START DA
ENT SEARCH	(1)	(2)	(3)	(4)	(5)
	Head of HH	Other HH Member	Other HH Member	Other HH Member	Other HH Membe
HMIS Client ID #:					
NAME(s):					
Social Security:					
U.S. Military Veteran? (Adults only):					
No					
Yes					
Client Doesn't Know					
Client Refused					
Relationship to Head of HH*:				:	
Date of Birth:	//	//	//	//	//
Gender:					
Female					
Male					
Trans Female (MTF or Male to Female)					
		1,00000			- 11 -  E.J.
Trans Male (FTM or Female to Male)					
Gender Non-Conforming (i.e. not exclusively male or female)					
Client refused					
Race: (CHECK ALL THAT APPLY)					
American Indian or Alaska Native					
Asian					
Black or African American					
Native HAW or Other Pacific Islander					
White					
Client doesn't know					
Client refused					
Ethnicity: (Hispanic/Latino)					
Hispanic/Latino (HUD)					
Non-Hispanic/Non-Latino (HUD)					
Client doesn't know					
Client refused					
Relationship to Head of Household:					
Self (head of household)					
Head of household's child					
Head of household's spouse or partner		_	_		
Head of household's other relation member					
(other relation to head of household)					
Other: non-relation member				Ō	

\*See KEY for acceptable responses.

Page 1

HMIS Data Entry Form (V14 04-21-2020)

	(1)	(2)	(3)	(4)	(5)
HMIS ROI Start Date: End Date: Witness:	UYes DNo	□Yes □No	□Yes □No 	□Yes □No 	□Yes □No 
OHCS Release Granted? Start Date: End Date:	□Yes □No 	□Yes □No 	□Yes □No 	□Yes □No 	□Yes □No 
umentation:					
Signed Statement from Client					
Verbal Consent					
Verification from Other Institution					
Covered by Health Insurance? (ALL CLIEN	ITS)				
Yes					
No					
Client doesn't know					
Client refused If 'Yes', Source of Health Insurance					
Medicaid	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC
Medicare					
State Children's Health Insurance					□Yes □No □DNC
Program (CHIP)					
Veteran's Administration (VA) Medical Services	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC
Employer-Provided Health Insurance	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC
Health Insurance obtained through COBRA	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC
Private Pay Health Insurance	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC
State Health Insurance for Adults (OHP)	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC
Indian Health Service Program	11-0000 00-0000 00-000000000	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC
Other (Describe)					
Does the client have a disabling cond	dition? (Required fo	r all household men	ibers)		
Yes					
No					
Client doesn't know					
Client refused					
Disability Type: (Required for all ho	usehold members)				
Alcohol Abuse (HUD)		□Yes □No □CDK	□Yes □No □CDK	□Yes □No □CDK	□Yes □No □CDK
Expected to be of long duration?	□Yes □No	□Yes □No	□Yes □No	□Yes □No	□Yes □No
If, Yes expected to substantially impairs ability to live independently?	□Yes □No □CDK □CR	□Yes □No □CDK	□Yes □No □CDK	□Yes □No □CDK	□Yes □No □CDK

Notes on Disability:

Drug Abuse (HUD)	□Yes □No □CDK				
	□CR	□CR	□CR	□CR	□CR
Expected to be of long duration?	□Yes □No				
If, Yes expected to substantially impairs	□Yes □No □CDK				
ability to live independently?	□CR	□CR	□CR	□CR	□CR
Notes on Disability:					

	(1)	(2)	(3)	(4)	(5)
Both Alcohol and Drug Abuse	□Yes □No □CDK				
(HUD)	□CR		□CR	□CR	□CR
Expected to be of long duration?	□Yes □No				
If, Yes expected to substantially impairs	□Yes □No □CDK				
ability to live independently?	□CR	□CR	□CR	□CR	□CR
Notes on Disability:					

Developmental (HUD)	□Yes □No □CDK				
	□CR		□CR	□CR	
Expected to be of long duration?	□Yes □No				
If, Yes expected to substantially impairs	□Yes □No □CDK				
ability to live independently?	□CR	□CR	□CR	□CR	□CR
Notes on Disability:					

HIV/AIDS (HUD)	□Yes □No □CDK				
	□CR	□CR	□CR		□CR
Expected to be of long duration?	□Yes □No				
If, Yes expected to substantially impairs	□Yes □No □CDK				
ability to live independently?	□CR	□CR	□CR	□CR	□CR
Notes on Disability:					

Mental Health Problem (HUD)	□Yes □No □CDK				
	□CR	□CR	□CR	□CR	□CR
Expected to be of long duration?	□Yes □No				
If, Yes expected to substantially impairs ability to live independently?	□Yes □No □CDK				
	□CR	□CR	□CR	□CR	□CR
Notes on Disability:					

Physical (HUD)	□Yes □No □CDK				
	□CR	□CR	□CR	□CR	□CR
Expected to be of long duration?	□Yes □No				
If, Yes expected to substantially impairs ability to live independently?	□Yes □No □CDK				
	□CR	□CR	□CR	□CR	□CR
Notes on Disability:					

Chronic Health Condition (HUD)	□Yes □No □CDK				
	□CR	□CR	□CR	□CR	□CR
Expected to be of long duration?	□Yes □No				
If, Yes expected to substantially impairs	□Yes □No □CDK				
ability to live independently?	□CR	□CR	□CR	□CR	□CR
Notes on Disability:					

ENTRY

[	(1)	(2)	(3)	(4)	(5)
Prior living situation to Project Start	Date: (HoH & Adul	ts only)			
Emergency shelter, including hotel or motel paid for with emegency shelter voucher (HUD)					
Place not meant for habitation (HUD)					
Foster care home or foster care group home (HUD)					
Hospital or other residiential non- psychiatric medical facility (HUD)					
Jail, prison or juvenile dention facility (HUD)					
Long-term care facility or nursing home (HUD)					
Psychiatric hospital or other psychiatric facility (HUD)					
Substance abuse treatment facility or detox center (HUD)					
Hotel or motel paid for without emergency shelter voucher (HUD)					
Owned by client, no ongoing housing subsidy (HUD)					
Owned by client, with ongoing housing subsidy (HUD)					
Permanent housing (other than RRH) for formerly homeless persons (HUD)					
Rental by client, no ongoing housing subsidy (HUD)					
Rental by client, with VASH subsidy (HUD)					
Rental by client, with GPD TIP subsidy (HUD)					
Rental by client, with other housing subsidy (including RRH) (HUD)					
Residential project or halfway house with no homeless criteria (HUD)					
Staying or living in a family member's room, apartment or house (HUD)					
Staying or living in a friend's room, apartment or house (HUD)					
Transitional housing for homeless persons (including homeless youth) (HUD)					
Other (Describe)					
Client doesn't know Client refused					

(1) (3) (4) (2) (5) Length of Stay in Previous Place: (HoH & Adults only) One night or less Two nights to six nights 1 week or more, but less than 1 month 1 month or more, but less than 90 days 1.2 90 days or more, but less than 1 year One year or longer Client doesn't know 

#### LENGTH OF TIME ON STREET OR IN AN EMERGENCY SHELTER (ES)

If client entering from ES or place not meant for habitation or stayed fewer than 7 days in previous residence, approximate date homelessness started

Date:	//	//	//	//	//				
If client entering from ES or place not meant for habitation or stayed fewer than 7 days in previous residence - regardless of where they stayed last night - number of times the client has been in ES or place not meant for habitation in the past three years: <i>(HoH &amp; Adults only)</i>									
Never in 3 years									
One time									
Two times									
Four or more times									
Client doesn't know									
Client refused									

If client entering from ES or place not meant for habitation or stayed fewer than 7 days in previous residence, total number of months homeless in ES or place not meant for habitation in the past three years (*HoH & Adults only*)

1 month (this time is the first month)		П	П	
2-12 months (please specify #)	 			
More than 12 months				
Client doesn't know				
Client refused				

#### Education Level - Last Grade Completed (All Adults and Heads of Household) :

Less than Grade 5			
Grade 5 - 6			
Grade 7 - 8			
Grade 9 - 11			
Grade 12/High School Diploma			
GED			
Some College			
Associate's Degree			
Bachelor's Degree			
Graduate Degree			
Vocational Certification			
Client doesn't know			
Client refused			

\*See KEY for acceptable responses.

HMIS Data Entry Form (V14 04-21-2020)

ENTRY

_					
[	(1)	(2)	(3)	(4)	(5)
Domestic Violence Victim/Survivor					
Yes					
No					
Client doesn't know					
Client refused					
If yes, domestic violence victim/survi		6-6	-	_	_
Within the past 3 months					
3 to 6 months ago					
6 months to 1 year ago					
One year ago or more					
Client doesn't know					
Client refused If yes for domestic violence, are you					
Yes					
No					
Client doesn't know					
Client refused					
Income from any source?: (HoH 8	Adults only)			-	-
Yes					
No	<u> </u>				
Client doesn't know Client refused					
Source of Income: (HoH & Adults					
Alimony or Other Spousal Support (HUD)	□Yes □No \$				
Child Support (HUD)	□Yes □No \$				
Earned Income (HUD)	□Yes □No \$				
General Assistance (HUD)	□Yes □No \$				
Other (HUD)	□Yes □No \$				
Pension or retirement income from another job (HUD)	□Yes □No \$				
Private Disability Insurance (HUD)	□Yes □No \$				
Self-Employment Wages	□Yes □No \$				
Retirement Income from Social Security (HUD)	□Yes □No \$				
SSDI (HUD)	□Yes □No \$				

\*See KEY for acceptable responses.

Page 6

□Yes □No

\$\_

□Yes □No

\$\_

HMIS Data Entry Form (V14 04-21-2020)

□Yes □No

\$\_

□Yes □No

\$\_

SSI (HUD)

\$

□Yes □No

	(1)	(2)	(3)	(4)	(5)
TANF Temporary Assistance for Needy Families (HUD)	15	□Yes □No \$	□Yes □No \$	□Yes □No \$	□Yes □No \$
Unemployment Insurance (HUD)	□Yes □No \$	□Yes □No \$	□Yes □No \$	□Yes □No \$	□Yes □No \$
VA Non-Service Connected Disability Pension (HUD)	□Yes □No \$	□Yes □No \$	□Yes □No \$	□Yes □No \$	□Yes □No \$
VA Service Connected Disability Compensation (HUD)	□Yes □No \$	□Yes □No \$	□Yes □No \$	□Yes □No \$	□Yes □No \$
Worker's Compensation (HUD)	□Yes □No \$	□Yes □No \$	□Yes □No \$	□Yes □No \$	□Yes □No \$
TOTAL MONTHLY INCOME	\$	\$	\$	\$	\$
Non-cash benefit from any source?:	(HoH & Adults only,	)			
Yes					
No					
Client doesn't know					
Client refused					

#### Source of Non-Cash Benefit: (HoH & Adults only)

Supplemental Nutrition Assistance Program (Food Stamps) (HUD)		□Yes □No	□Yes □No	□Yes □No	□Yes □No
WIC (HUD)	□Yes □No				
TANF Child Care Services (HUD)	□Yes □No				
TANF Transportation Services (HUD)	□Yes □No				
Other TANF-Funded Services (HUD)	□Yes □No				
Other Source (HUD)	□Yes □No				

Interviewer

**Interview Date** 

Case Manager

Date Data Entry Completed
		HMIS DATA FORM							
PROGRAM:			Ілт	ERIM REVIEW DATE:					
	FOR	MS ARE DUE TO HM	IS PROGRAM AIDE W	FERIM REVIEW DATE					
	(1)	(2)	(3)	(4)	(5)				
CLIENT SEARCH	Head of HH	Other HH Member	Other HH Member	Other HH Member	Other HH Member				
HMIS Client ID #:									
NAME(s):									
INTERIM REVIEW TYPE:	🗆 90-Day Review	🗖 90-Day Review	🗆 90-Day Review	🗖 90-Day Review	🗆 90-Day Review				
	🗆 6-Month Review	🛙 6-Month Review	G-Month Review	□ 6-Month Review	□ 6-Month Review				
	🗆 Annual	🗆 Annual	🗆 Annual	🗆 Annual	🗆 Annual				
	Assessment	Assessment	Assessment	Assessment	Assessment				
	🗆 Update	🗖 Update	🗖 Update	🗆 Update	🗆 Update				
ROI (Release of Information) TAB	N.		20 20						
Release Granted?		HMIS ROI STILL VA							
OHCS Release Granted?	Yes No	□Yes □No	□Yes □No	□Yes □No	□Yes □No				
Start Date:									
End Date:									
Documentation:									
Signed Statement from Client									
Verbal Consent Verification from Other Institution									
Covered by Health Insurance?				FOR ENTIRE FAMI					
Medicaid		□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC				
Medicare	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC				
State Children's Health Ins. (CHIP)	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC				
Veteran's Administration (VA) Medical Services	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC				
Employer-Provided Insurance.	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC				
Health Insurance through COBRA	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC				
Private Pay Health Insurance	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC				
State Health Ins. for Adults (OHP)	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC				
Indian Health Service Program	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC				
Other (Describe)									
Disability Type:		NO CHANGES IN D	ISABILITY FOR ENT	IRE FAMILY					
Alcohol Abuse (HUD)		□Yes □No	□Yes □No	□Yes □No	□Yes □No				
Drug Abuse (HUD)	□Yes □No	□Yes □No	□Yes □No	□Yes □No	□Yes □No				
Both Alcohol and Drug Abuse	□Yes □No	□Yes □No	□Yes □No	□Yes □No	□Yes □No				
Developmental (HUD)	□Yes □No	□Yes □No	□Yes □No	□Yes □No	□Yes □No				
HIV/AIDS (HUD)	□Yes □No	□Yes □No	□Yes □No	□Yes □No	□Yes □No				
Mental Health Problem (HUD)	□Yes □No	□Yes □No	□Yes □No	□Yes □No	□Yes □No				
Physical (HUD)	□Yes □No	□Yes □No	□Yes □No	□Yes □No	□Yes □No				
Chronic Health Condition (HUD)	□Yes □No	□Yes □No	□Yes □No	□Yes □No	□Yes □No				

INTERIM REVIEW

1

		(1)	(2)	(3)	(4)	(5)
Source of Income:			<b>NO CHANGES WIT</b>	H INCOME STATUS	AND AMOUNTS	
Alimony or Other Spousal Support	□Yes	□No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC
(HUD)	\$		\$	\$	\$	\$
Child Support (HUD)	□Yes	□No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNO
	\$		\$	\$	\$	\$
Earned Income (HUD)	10 - 10 X 22 20 00X	□No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNO
	\$		\$	\$	\$	\$
General Assistance (HUD)		□No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DN
	\$\$		\$	\$	\$	\$
Other (HUD)		□No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DN
• •	\$		\$	\$	\$	\$
Pension or retirement income	5.77	□No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DN(
from another job (HUD)			\$	\$	\$	\$
Private Disability Insurance (HUD)	The second second second	□No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DN
	\$		\$	\$	\$	\$
Retirement Income from Social		□No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DN
Security (HUD)			\$ □Yes □No □DNC	\$ □Yes □No □DNC	\$ □Yes □No □DNC	\$ □Yes □No □DN
Self Employment Wages	⊔res Ś			□Yes □No □DNC Ś		□Yes □No □DN Ś
			⊋ □Yes □No □DNC	> □Yes □No □DNC	⊃ □Yes □No □DNC	> □Yes □No □DN
SSDI (HUD)	Ś		s s s s s s s s s s s s s s s s s s s	Ś	Ś	Ś
			♀ □Yes □No □DNC	→ □Yes □No □DNC	→ □Yes □No □DNC	Yes DNo DDN
SSI (HUD)	Ś		s s	s	s	Ś
TANF Temporary Assistance for			Yes No DNC	Yes No DNC	Yes No DNC	
Needy Families (HUD)	21-002-002-002-00		s s	s s	s s	Ś
			□Yes □No □DNC	Yes No DNC	□Yes □No □DNC	□Yes □No □DN
Unemployment Insurance (HUD)	Ś		Ś	\$	Ś	\$
VA Non-Service Connected					□Yes □No □DNC	
Disability Pension (HUD)			Ś	Ś	Ś	\$
VA Service Connected Disability			□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DN
Compensation (HUD)	20		Ś	Ś	Ś	Ś
			□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	
Worker's Compensation (HUD)	\$		\$	\$	\$	\$
TOTAL MONTHLY INCOME	\$_		\$	\$	\$	\$
			90°			2 62 62

#### **HMIS DATA FORM**

**INTERIM REVIEW** 

Non-cash benefit			<b>NO CHANGES WI</b>	IO CHANGES WITH NON-CASH BENEFITS					
Supplemental Nutrition Assistance Program (Food Stamps) (HUD)	□Yes	□No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC			
WIC (HUD)	□Yes	□No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC			
TANF Child Care Services (HUD)	□Yes	□No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC			
TANF Transportation Services	□Yes	□No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC			
Other TANF-Funded Services (HUD)	□Yes	□No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC			
Other Source (HUD)	□Yes	□No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC			
DV Victim/Survivor			NO CHANGES WI	TH DV STATUS					
Within the past 3 months									
3 to 6 months ago									
Currently fleeing?	ΠA	es □No	□Yes □No	□Yes □No	□Yes □No	□Yes □No			

Case Manager

Interview Date

Date Data Entry Completed

Initials

HMIS Data Form Annual Assessment (v8\_4-21-2020)

2

PROGRAM			1	PROJECT EXIT DATE:	
		FORMS ARE DUE TO H	IMIS PROGRAM AIDI	WITHIN 2 DAYS OF	PROJECT EXIT DATE
	(1) Head of HH	(2) Other HH Member	(3) Other HH Member	(4) Other HH Member	(5) Other HH Member
HMIS Client ID #:					
NAME(s):					
I		INCLUDE ALL HO		BERS IN EXIT	
Reason for Leaving:					
Completed Program					
Criminal activity / violence					
Death					
Disagreement with rules/persons					
Left for housing opp. Before completing program					
Needs could not be met					
Non-compliance with program					
Non-payment of rent					
Other					
Reached maximum time allowed					
Destination: (All Clients)		1			
Deceased (HUD)					
Emergency shelter, including hotel or motel paid for with emergency shelter voucher (HUD)					
Foster care home or foster care group home (HUD)					
Hospital (non-psychiatric) (HUD)					
المستعد المتعادين المقصص ومالمقدا			<u> </u>	12 14	
Hotel or motel paid for without emergency shelter voucher (HUD)					
emergency shelter voucher (HUD) Jail, prison or juvenile dention					
emergency shelter voucher (HUD) Jail, prison or juvenile dention Long-term care facility/nursing home					
emergency shelter voucher (HUD) Jail, prison or juvenile dention Long-term care facility/nursing home Owned by client, no ongoing housing subsidy (HUD)					
emergency shelter voucher (HUD) Jail, prison or juvenile dention Long-term care facility/nursing home Owned by client, no ongoing housing subsidy (HUD) Owned by client, with ongoing housing subsidy (HUD)					
emergency shelter voucher (HUD) Jail, prison or juvenile dention Long-term care facility/nursing home Owned by client, no ongoing housing subsidy (HUD) Owned by client, with ongoing housing subsidy (HUD) Permanent housing (other than RRH) for formerly homeless					
emergency shelter voucher (HUD) Jail, prison or juvenile dention Long-term care facility/nursing home Owned by client, no ongoing housing subsidy (HUD) Owned by client, with ongoing housing subsidy (HUD) Permanent housing (other than RRH) for formerly homeless Place not meant for habitation					
emergency shelter voucher (HUD) Jail, prison or juvenile dention Long-term care facility/nursing home Owned by client, no ongoing housing subsidy (HUD) Owned by client, with ongoing housing subsidy (HUD) Permanent housing (other than RRH) for formerly homeless Place not meant for habitation Psychiatric hospital or other psychiatric facility (HUD)					
emergency shelter voucher (HUD) Jail, prison or juvenile dention Long-term care facility/nursing home Owned by client, no ongoing housing subsidy (HUD) Owned by client, with ongoing housing subsidy (HUD) Permanent housing (other than RRH) for formerly homeless Place not meant for habitation Psychiatric hospital or other					
emergency shelter voucher (HUD) Jail, prison or juvenile dention Long-term care facility/nursing home Owned by client, no ongoing housing subsidy (HUD) Owned by client, with ongoing housing subsidy (HUD) Permanent housing (other than RRH) for formerly homeless Place not meant for habitation Psychiatric hospital or other psychiatric facility (HUD) Rental by client, no ongoing housing					

Notes: CDK=Client Doesn't Know CR=Client Refused DNC=Data Not Collected

HMIS Data Form EXIT (V10 4-21-2020)

_		HMIS DATA F		ALC: NO.	6000C	, E
	(1)	(2)	(3)	(4)	(5)	4
Rental by client, with other housing subsidy (including RRH) (HUD)						
Rental by client, with RRH or equivalent subsidy (HUD)						
esidential project or halfway house with no homeless criteria						
Staying or living with family, permanent tenure (HUD)						
Staying or living with family, temporary tenure, e.g., room, aprtment or house) (HUD)						
Staying or living with friends, permanent tenure (HUD)						
Staying or living with friends, temporary tenure, e.g., room, apartment or house) (HUD)						
Substance abuse treatment facility or detox center (HUD)						
Transitional housing for homeless persons (including homeless youth)						
Other (HUD)						
No exit interview completed (HUD)						
Client Doesn't Know (HUD)						
Client refused (HUD)						1

Covered by Health Insurance? (ALL CLIENTS)									
Yes									
No									
Client doesn't know									
Client refused									

If 'Yes', Source of Health Insurance

Medicaid	□Yes □N	No □DNC	□Yes	□No □DNC						
Medicare	□Yes □N	No □DNC	□Yes	□No □DNC						
State Children's Health Ins. (CHIP)	□Yes □N	No □DNC	□Yes	□No □DNC						
Veteran's Administration (VA) Medical Services	□Yes □N	No □DNC	□Yes	□No □DNC						
Employer-Provided Health Insuran.	□Yes □N	No □DNC	□Yes	□No □DNC						
Health Insurance through COBRA	□Yes □N	No □DNC	□Yes	□No □DNC						
Private Pay Health Insurance	□Yes □N	No □DNC	□Yes	□No □DNC						
State Health Ins. for Adults (OHP)	□Yes □N	No □DNC	□Yes	□No □DNC						
Indian Health Service Program	□Yes □N	No □DNC	□Yes	□No □DNC						
Other (Describe)										

Notes: CDK=Client Doesn't Know CR=Client Refused DNC=Data Not Collected

Page 2

	(1)	(2)	(3)	(4)	(5)
Does the Client have a Disabling Con	dition? (Required for	all household member	s)		
		NO CHANGES IN E	DISABLING FOR EN	TIRE FAMILY	
Yes					
No					
Client doesn't know					
Client refused					
Disability Type: (Required for all hou	usehold members)				
Alcohol Abuse (HUD)		□Yes □No	□Yes □No	□Yes □No	□Yes □No
Drug Abuse (HUD)	□Yes □No	□Yes □No	□Yes □No	□Yes □No	□Yes □No
Both Alcohol and Drug Abuse	□Yes □No	□Yes □No	□Yes □No	□Yes □No	□Yes □No
Developmental (HUD)	□Yes □No	□Yes □No	□Yes □No	□Yes □No	□Yes □No
HIV/AIDS (HUD)	□Yes □No	□Yes □No	□Yes □No	□Yes □No	□Yes □No
Mental Health Problem (HUD)	□Yes □No	□Yes □No	□Yes □No	□Yes □No	□Yes □No
Physical (HUD)	□Yes □No	□Yes □No	□Yes □No	□Yes □No	□Yes □No
Chronic Health Condition (HUD)	□Yes □No	□Yes □No	□Yes □No	□Yes □No	□Yes □No
In a man from any a surray 2. (11a	LL Q. Ashulas ambd				
Income from any source?: (Ho Yes			<b>_</b>		_
No					
Client doesn't know					
Client refused	1				
					<b>_</b>
Source of Income: (HoH & Adu Alimony or Other Spousal Support			□Yes □No □DNC		□Yes □No □DNC
(HUD)		□Yes □No □DNC \$	S S S S S S S S S S S S S S S S S S S	□Yes □No □DNC \$	S S S S S S S S S S S S S S S S S S S
	□Yes □No □DNC	Yes No DNC	Yes No DNC	Yes No DNC	P □Yes □No □DNC
Child Support (HUD)	\$	\$	\$	\$	\$
Earned Income (HUD)	□Yes □No □DNC \$	□Yes □No □DNC \$	□Yes □No □DNC \$	□Yes □No □DNC \$	□Yes □No □DNC \$
General Assistance (HUD)	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC
Other (HUD)	\$ □Yes □No □DNC \$	\$ □Yes □No □DNC \$	\$ □Yes □No □DNC \$	\$ □Yes □No □DNC \$	\$ □Yes □No □DNC \$
Pension or retirement income from another job (HUD)	· · · · · · · · · · · · · · · · · · ·	Yes □No □DNC \$	Yes No DNC	Yes No DNC	yes □No □DNC \$
Private Disability Insurance (HUD)	□Yes □No □DNC \$	□Yes □No □DNC \$	□Yes □No □DNC \$	□Yes □No □DNC \$	□Yes □No □DNC \$
Retirement Income from Social Security (HUD)	\$	□Yes □No □DNC \$	□Yes □No □DNC \$	□Yes □No □DNC \$	□Yes □No □DNC \$
Self Employment Wages	□Yes □No □DNC \$	□Yes □No □DNC \$	□Yes □No □DNC \$	□Yes □No □DNC \$	□Yes □No □DNC \$
SSDI (HUD)	Yes □No □DNC     \$			□Yes □No □DNC     \$      □Yes □No □DNC	
SSI (HUD) TANF Temporary Assistance for	□Yes □No □DNC \$ □Yes □No □DNC	Yes □No □DNC     \$      QYes □No □DNC	Service Servi	Yes □No □DNC     \$      QYes □No □DNC	□Yes □No □DNC \$ □Yes □No □DNC
Needy Families (HUD)	\$ Yes DNC DNC	\$ Yes DNo DDNC	\$ Yes DNo DDNC	\$ Yes DNo DDNC	\$ Yes DNO DNC
Unemployment Insurance (HUD)	\$	\$	\$	\$	\$
VA Non-Service Connected Disability Pension (HUD)	□Yes □No □DNC \$	□Yes □No □DNC \$	□Yes □No □DNC \$	□Yes □No □DNC \$	□Yes □No □DNC \$
VA Service Connected Disability Compensation (HUD)		□Yes □No □DNC \$	□Yes □No □DNC \$	□Yes □No □DNC \$	□Yes □No □DNC \$
Worker's Compensation (HUD)	□Yes □No □DNC \$	□Yes □No □DNC \$	□Yes □No □DNC \$	□Yes □No □DNC \$	□Yes □No □DNC \$
TOTAL MONTHLY INCOME	\$	\$	\$	\$	\$

		HMIS DATA F	ORM		
	(1)	(2)	(3)	(4)	(5)
Non-cash benefit from any source?:	(HoH & Adults only)				
Yes					
No					
Client doesn't know					
Client refused					
ource of Non-Cash Benefit: (HoH & Supplemental Nutrition Assistance Program (Food Stamps) (HUD)		□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC
WIC (HUD)	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC
TANF Child Care Services (HUD)	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC
TANF Transportation Services	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC
Other TANF-Funded Services (HUD)	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC
Other Source (HUD)	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC	□Yes □No □DNC

Case Manager

Interview Date

Date Data Entry Completed

Initials

#### **HMIS DATA FORM**

#### SERVICE TRANSACTIONS TAB

	ALL HH MEMBERS	EHA	LIRHF \$ Amt Required	HUD	OTHER:
Service List (Check all that Apply)					
AIDS/HIV CONTROL					
CASE/CARE MANAGEMENT					
CHILD CARE PROVIDERS					
COVID-19					
EDUCATION					
EMPLOYMENT					
FOOD					
HEALTH CARE					
HOUSING COUNSELING (landlord/tenant counseling)					
HOUSING/SHELTER					
LANDLORD/TENANT ASSISTANCE					
LEGAL SERVICES					
LIFE SKILLS EDUCATION					
MATERIAL GOODS					
MENTAL HEALTH & SUBSTANCE ABUSE					
MOVING EXPENSE ASSISTANCE					
OUTREACH PROGRAMS					
RENT PAYMENT ASSISTANCE					
RENTAL DEPOSIT ASSISTANCE					
SUBSTANCE ABUSE					
TRANSPORTATION					
UTILITY ASSISTANCE					
UTILITY DEPOSIT ASSISTANCE/UTILITY ASSISTANCE					

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## EXHIBIT E Experiencing or at Imminent Risk of Long-Term Homelessness

Health, Housing & Human Services

Housing Authority of Clackamas County

Please note, this will be entered into HMIS

	Experiencing or at Imminent Risk of Long-Term Homelessness										
Name	Name of Head of Household: Date of screening:										
1.	1. □ Household is earning between 0-30% Area Median Income (AMI); <u>AND</u>										
2		Income imit	1 person	2 people	3 people	4 people	5 people	6 people	7 people	8 people	
	30%	6 AMI	\$20,300	\$23,200	\$26,100	\$29,000	\$31,350	\$35,580	\$40,120	\$44,660	
2.	<ul> <li>2. □ Head of household has a disabling condition. This can include a physical, psychological, or cognitive disability, a chronic illness, or an addiction;</li> <li>This can be self-certified. The disability does not need to be diagnosed or documented by</li> </ul>									ented by	
3.	<ul> <li>a third party; <u>AND</u></li> <li>3. Head of household is currently (client only needs to meet one of the following criteria):</li> <li>a.          <ul> <li>Literally homeless (staying in a tent, car, emergency shelter, transitional housing or hotel); <u>OR</u></li> </ul> </li> </ul>									,	
	b.	,	n institutio	n or publicl	y funded :	system of	care (e.g	., hospital	l, jail, pris	on, or fost	ter
	C.	homele	ess assista	<u>d</u> will becor ince and/or bled-up); <b>O</b>	has rece			•			
	<ul> <li>d.          Fleeing or attempting to flee domestic violence, dating violence, sexual assault, stalking, trafficking, or other dangerous or life-threatening conditions that relate to violence and lacks the resources or support networks to obtain other safe, permanent housing.     </li> </ul>										
				4 can be a mentation			rtified by	a suppo	rtive serv	/ices pro	vider. No

4. Head of household meets one or more of the following criteria:

- a. □ Has been literally homeless, institutionalized in a publicly funded system of care, and/or involuntarily doubled-up for a combined total of 12 or more months over the past 3 years;
   <u>OR</u>
- b. □ Was housed through another Homeless Assistance Housing Program in the last 3 years and is not currently being served in that program; **OR**
- c. □ Is being served in an intensive case management program (e.g., Assertive Community Treatment)

Priority Population A

☐ The head of household meets <u>all four of the above criteria</u>. The head of household is experiencing or at imminent risk of long-term homelessness.

Priority Population B

☐ The head of household <u>did not meet all four of the above criteria</u>. The head of household is applying for homeless services and at substantial risk of homelessness and/or is experiencing any form of homelessness.

Completing this screening does not necessarily mean eligibility for a specific program or service.

### **Certification Box**

I certify (name of head of household)	is in priority	
Population 🗆 A or 🔲 B (Check one).		
Staff Name:	Work Phone:	
Staff Signature:	Date:	
Stoff Agonov		
Staff Agency:		
Email:		

Note on Area Median Income (AMI): The Department of Housing and Urban Development (HUD) sets AMI limits every year. This form needs to be updated on an annual basis to reflect these changes (usually the new income limits come out in April). HUD develops AMI based on Median Family Income estimates and Fair Market Rent Area Definitions for each metropolitan area. Clackamas County is part of the Portland-Vancouver-Hillsboro, OR-WA MSA metropolitan area. This includes Clackamas, Clark, Columbia, Multnomah, Skamania, Washington & Yamhill Counties.

> Healthy Families. Strong Communities. 2051 Kaen Road, Oregon City, OR 97045 • Phone (503) 742-5300 • Fax (503) 742-5352 www.clackamas.us/community\_health

### EXHIBIT F PERSONAL SERVICES CONTRACT USE OF SHS CLIENT SERVICES FLEXIBLE FUNDING Revised: 2/2023

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 may include notes in the client's case file, 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.

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.

- I. Rental Screening Barrier Busting
  - Identification/documentation replacement-up to \$200/person
  - Rent Arrears (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

NAYA Contract #11400 - Exhibit F - Flexible Spending Policy - Page 1

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 <u>https://www.clackamas.us/socialservices/energy.html</u>
- Traffic fines and fees up to \$1000
  - must be tied to removing screening barrier to rental housing
- II. 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.
  - Pet deposits- for up to 2 pets-up to \$800
  - Utility payments—up to \$500
    - 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
  - Community Warehouse 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)
  - 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,

NAYA Contract #11400 – Exhibit F – Flexible Spending Policy – Page 2

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
- III. 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,
       <u>https://www.oregon.gov/puc/pages/oregon-lifeline.aspx;</u> Oregon Health Plan members can also receive a free phone via their care coordinator (with CareOregon or HealthShare). Info at:

https://www.healthplansinoregon.com/free-cell-phones-for-members-oforegon- health-plan/

- Educational/Life Skills services-up to \$300
  - Ex. Consumer/financial ed, health education, prevention programs, literacy, ESL/ELL, GED, tutoring, household management, conflict management, use of public transit, nutrition, meal prep, parental ed
  - 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 basis. This policy should <u>not</u> 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-
- Food (up to \$150/mo/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 basis. This policy should <u>not</u> 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
  - o 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
- Childcare
  - 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

## EXHIBIT G PERSONAL SERVICES CONTRACT DEFINITIONS

# Culturally Responsive and Culturally Specific Services

HCDD is using definitions of Culturally Responsive and Culturally Specific services developed through a collaborative Metro-wide work group.

## **Culturally Responsive**

Culturally responsive services are general services that have been adapted to honor and align with the beliefs, practices, culture and linguistic needs of diverse consumer / client populations and communities whose members identify as having particular cultural or linguistic affiliations by virtue of their place of birth, ancestry or ethnic origin, religion, preferred language, or language spoken at home. Culturally responsive services also refer to services provided in a way that is culturally responsive to the varied and intersecting "biological, social and cultural categories such as gender identity, class, ability, sexual orientation, religion, caste, and other axes of identity." Culturally responsive organizations typically refer to organizations that possess the knowledge and capacity to respond to the issues of diverse, multicultural communities at multiple intervention points. Culturally responsive organizations affirmatively adopt and integrate the cultural and social norms and practices of the communities they serve. These agencies seek to comprehensively address internal power and privilege dynamics throughout their service delivery, personnel practices, and leadership structure.

A culturally responsive organization is one that reflects the following characteristics:

- Prioritizes responsivity to the interests of communities experiencing inequities/racism and provides culturally grounded interventions [that] have been designed and developed starting from the values, behaviors, norms, and worldviews of the populations they are intended to serve, and therefore most closely connected to the lived experiences and core cultural constructs of the targeted populations and communities;
- Affirmatively adopts and integrates the cultural and social norms and practices of the communities they serve;
- Addresses power relationships comprehensively throughout its own organization, through both the types of services provided and its human resources practices. A keyway of doing this is engaging in critical analysis of the organization's cultural norms, relationships, and structures, and promoting those that support democratic engagement, healing relationships and environments;
- Values and prioritizes relationships with people and communities experiencing inequities universally, paying particular attention to communities experiencing racism and discrimination;
- Commits to continuous quality improvement by tracking and regularly reporting progress, and being deeply responsive to community needs; and
- Strives to eliminate barriers and enhance what is working.

Culturally responsive organizations seek to build change through these major domains:

NAYA Contract #11400 – Exhibit G – Definitions – Page 1

- Organizational commitment, leadership, and governance;
- Racial equity policies and implementation practice;
- Organizational climate, culture, and communications:
- Service-based equity and relevance;
- Workforce composition and quality;
- Community collaboration;
- Resource allocation and contracting practices; and
- Data metrics and continuous quality improvement.

# **Culturally Specific**

Culturally specific services are services provided for specific populations based on their particular needs, where the majority of members/clients are reflective of that community, and use language, structures, and settings familiar to the culture of the target population to create an environment of belonging and safety in which services are delivered. Culturally specific organizations typically refer to organizations with a majority of members/clients from a particular community. Culturally specific organizations also have a culturally focused organizational identity and environment, a positive record of successful community engagement, and recognition from the community served as advancing the best interests of that community.

Organizations providing Culturally Specific Services reflect the following characteristics:

- Programs are designed and continually shaped by community input to exist without structural, cultural, and linguistic barriers encountered by the community in dominant culture services or organizations AND designed to include structural, cultural, and linguistic elements specific to the community's culture which create an environment of accessibility, belonging and safety in which individuals can thrive.
- Organizational leaders, decision-makers and staff have the knowledge, skills, and abilities to work with the community, including but not limited to expertise in language, core cultural constructs and institutions; impact of structural racism, individual racism and intergenerational trauma on the community and individuals; formal and informal relationships with community leaders; expertise in the culture's explicit and implicit social mores. Organizational leaders and decision-makers are engaged in improving overall community well-being and addressing root causes.
- Intimate knowledge of lived experience of the community, including but not limited to the impact of structural or individual racism or discrimination on the community; knowledge of specific disparities documented in the community and how that influences the structure of their program or service; ability to describe the community's cultural practices, health and safety beliefs/practices, positive cultural identity/pride/resilience, immigration dynamics, religious beliefs, etc., and how their services have been adapted to those cultural norms.
- Provide multiple formal and informal channels for meaningful community engagement, participation, and feedback at all levels of the organization (from service complaints to community participation at the leadership and board level). Those channels are constructed within the cultural norms, practices, and beliefs of the community, and affirm the positive cultural identity/pride/resilience of the

community. Community participation can and does result in desired change.

- Commitment to a highly skilled and experienced workforce by employing robust recruitment, hiring and leadership development practices including but not limited to valuing and caring for community and/or lived experience; requirements for professional and personal references within the community; training standards professional development opportunities and performance monitoring.
- Commitment to safety and belonging through advocacy; design of services from the norms and worldviews of the community; reflect cultural constructs of the culturally specific community; understand and incorporate shared history; create rich support networks; engage all aspects of community; and address power relationships.

## 1) Housing First Principles:

- Few to no programmatic prerequisites to permanent housing entry
- Low barrier admission policies
- Rapid and streamlined entry into housing.
- Supportive services are voluntary but can and should be used to persistently engage tenants to ensure housing stability.
- Tenants have full rights, responsibilities, and legal protections.
- Practices and policies to prevent lease violations and evictions.
- Evictions from housing do not result in termination from the program.

For more information on housing first, visit: <u>https://endhomelessness.org/resource/housing-first/</u> and <u>https://www.hudexchange.info/resource/3892/housing-first-in-permanent-supportive-housing-brief/</u>