

June 20, 2024

BCC Agenda Date/Item: _____

Housing Authority Board of Commissioners
 Clackamas County

Approval of an amendment increasing the value and extending the term of a personal services contract with the Mental Health & Addiction Association of Oregon providing Peer Support services to Housing Authority program participants. Amendment value is \$108,509.88 for one year. Agreement value is increased to \$217,318.92 for one year and eight months. Funding is through Supportive Housing Services Measure funding. No County General Funds are involved.

Previous Board Action/Review	October 19, 2023 - Original contract approved – 20231019 I.E June 18, 2024 - Amendment #1 briefed at Issues		
Performance Clackamas	1. Which indicator of success does this item affect? This agreement ensures healthy, safe and secure communities by increasing housing stability for housing authority participants.		
Counsel Review	Yes	Procurement Review	No
Contact Person	Chris Aiosa	Contact Phone	971-442-0817

EXECUTIVE SUMMARY: The Housing Authority of Clackamas County (HACC), a component unit within the Housing and Community Development Division of the Health, Housing and Human Services Department, is requests approval of Amendment #1 to contract #11356 with the Mental Health & Addiction Association of Oregon (MHA AO), to fund peer support services for participants of Housing Authority programs through June 30, 2025.

These MHA AO services support residents of Hillside Manor. Clients are primary elderly and/or disabled, many of whom are formerly homeless and/or have barriers to housing stability. These services are delivered by a peer support specialists and lead to greater housing stability for residents.

Peer support specialist provided by MHA AO work in collaboration with HACC’s Resident Services Team to assist with:

- Increasing housing stability and preventing evictions.
- Promoting resident economic stability, self-reliance, and quality of life.
- Connecting vulnerable residents to additional support services.
- Assisting residents in navigating complex systems.
- Assisting youth in advancement and self-sufficiency.
- Building community.
- Tracking interventions and outcomes.

Amendment #1 adds \$108,509.88 of Supportive Housing Services Measure funding and extends the current programing through June 30, 2025, to continue current service levels for an additional year.

For Filing Use Only

RECOMMENDATION: Staff request that the Housing Authority Board approve Amendment #1 to contract #11356 with MHA AO extending peer services to Housing Authority program participants for an additional year.

Respectfully submitted,

A handwritten signature in black ink that reads "Rodney A. Cook". The signature is written in a cursive style.

Rodney A. Cook
Director of Health Housing and Human Services

AMENDMENT #1
TO THE CONTRACT DOCUMENTS WITH The Mental Health Association of Oregon dba The
Mental Health & Addiction Association of Oregon FOR Peer support services
Contract #11356

This Amendment #1 is entered into between **The Mental Health Association of Oregon dba The Mental Health & Addiction Association of Oregon** (“Contractor” or “MHAAO”) and Housing Authority of Clackamas County (“HACC”) and shall become part of the Contract documents entered into between both parties on **October 19, 2023** (“Contract”).

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

1. ARTICLE I, Section 1. **Effective Date and Duration** is hereby amended as follows:
The Contract termination date is hereby changed from June 30, 2024, to June 30, 2025
2. ARTICLE I, Section 2. **Scope of Work** is hereby amended as follows:
During the extended term of the Contract, Contractor shall perform Work, as amended in the revised scope of work, attached hereto as **Exhibit A to this Amendment #1**, and incorporated by this reference herein.
3. ARTICLE I, Section 3. **Consideration** is hereby amended as follows:

In consideration for Contractor performing Work during the extended term of this Contract, County will pay Contractor an amount not to exceed \$108,509.88.

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

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

The total Contract compensation will not exceed \$225,158.97.

ORIGINAL CONTRACT	\$ 108,809.04
<u>AMENDMENT #1</u>	<u>\$ 108,509.88</u>
TOTAL AMENDED CONTRACT	\$ 217,318.92

4. ARTICLE I, Section 4. **Invoices and Payments** is hereby amended as follows:
Invoices shall reference the above Contract Number and be submitted to haccap@clackamas.us and emiller@clackamas.us
5. ARTICLE I, Section 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 as amended and enclosed, Exhibit B, Exhibit C, Exhibit D and Addendum.

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

Mental Health & Addiction Association of Oregon

Janie Gullickson

Authorized Signature Date

Janie Gullickson 6/5/2024
Printed Name

Housing Authority of Clackamas County

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

Tootie Smith, Chair Date

Approved as to Form: 06/05/2024
[Signature]

County Counsel Date

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

The Mental Health Association of Oregon dba The Mental Health & Addiction Association of Oregon (MHAAO) is an inclusive, peer-run organization dedicated to promoting self-directed recovery and wellness for all, honoring lived experiences. MHAAO's expertise lies in providing and managing peer-delivered services, including supporting people experiencing the intersections of behavioral health challenges and houselessness/housing insecurity.

As one of Oregon's oldest and largest peer-run agencies, MHAAO has over a decade of experience providing trauma-informed, culturally responsive peer support across the tri-county area. MHAAO is a contracted provider of peer-delivered services connected to several housing programs, including the Housing Authority of Clackamas County (HACC). In MHAAO's current partnership with the HACC, a certified Peer Support Specialist assists residents in achieving housing stability by building trusting relationships, bridging resources, advocating on their behalf, and helping them navigate multiple systems. MHAAO has the experience and capacity required to provide peer support services as described in this program.

Peer Support Services Program Design

MHAAO will provide peer supportive services through peer support specialists who will work from the Hillside Manor offices and will be available to all residents living in housing (545 total households) and who wish to receive peer support services. In this role, MHAAO staff will focus on building relationships with residents and property managers and address the needs of the most vulnerable residents. Services will be restricted to within the Metro jurisdictional boundary. Services will be performed in accordance with Exhibit B.

As a member of the HACC's Resident Services Team, the Peer Support Specialist will advocate on behalf of their peers to remain in housing, connect residents to a range of services and resources, and support residents' financial stability, health, and well-being. Peer support is rooted in empowerment and self-direction; assisting residents in building and practicing self-advocacy skills and developing natural supports. Peer support activities may include, but are not limited to:

- Connections to physical and behavioral health services;
- Navigating multi-system involvement (ex. child welfare, food, medical benefits, courts, and community service);
- Individual Development Account (IDA) creation, connections to job training programs, and skills training in money management and budgeting;
- Community activities, workshops, and events;
- Support in other areas of daily living, such as nutrition, transportation, and accessing clothing and household necessities.

Peer support specialists will be expected to attend community relationship-building events at least monthly and provide services to at least 35 residents per year. Participant data will be tracked using the Family Metrics and Yardi databases and excel will be used to track contacts. Participants will be offered a follow-up survey to provide feedback within 12 months after the first engagement.

MHAAO will provide HACC with information regarding the days and times during which their peer support services will be readily available. HACC will communicate in a timely manner any changes in operations or schedule.

Services offered must be voluntary, based on participant’s stated needs and preferences, and must include but are not limited to:

- Continuous engagement with residents who choose services, relationship building
- Assistance in identification and removal of barriers to continue permanent housing placement
- Information and assistance in connecting to mainstream services and benefits (e.g., SNAP, Oregon Health Plan enrollment, day centers, food pantries)
- Offer Housing First Aid or rapid resolution conversations, when appropriate
- Assistance obtaining appropriate documents to continue housing stability, employment, and other needed services, with consideration for the needs of immigrant/vulnerable populations.
- Individualized resource referral and connection, including mental and physical health, as needed.

In addition to the above, MHAAO agrees to accomplish the above work under the following terms:

- Utilize a trauma informed approach along with proper peer language
- Actively participate in trainings, coordination, case conferencing and other meetings
- Work in partnerships with HACC Resident Services, HACC Property mgmt. and 3rd party property management
- Maintain active communication with HACC Resident Services Supervisor, including but not limited to ongoing communications regarding best practices, program policies, information tracking, and participant vulnerabilities.
- Participate in HACC community events such as food markets, health events, and initiatives
- Be accessible and reachable through various means, including but not limited to walk-in, phone, text and email
- Have rules to ensure a safe environment for all staff and clients. These rules must be in plain language and as streamlined as possible.

Goals and Benchmarks

Outcome	Goal	Data Source
Resource Connection	75% of people served will be connected with at least one resource	Family Metrics/Excel Log
Eviction Prevention	80% of households served will retain rental housing at their current unit 6 months after intervention	Family Metrics/Excel Log
Participant Voice	At least 70% of people will respond to follow-up survey	Follow-up survey
Effective Services	At least 85% of follow up surveys will reflect effective service provision	Follow-up survey

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/not making progress on goals
 - Monitoring meeting with HACC to identify barriers and possible solutions
- Second time missing a benchmark/not making progress on goals

- Another monitoring meeting which will result in a mutually agreed upon Performance Improvement Plan (PIP)
- Third time missing a benchmark/not making progress on goals
 - Another monitoring meeting, including an evaluation of PIP, with all remedies, up to and including Contract termination, available.

Reporting Requirements

Contractor will:

1. Enter all relevant data into Family Metrics and excel referral log as appropriate
2. Coordinate with Resident Services supervisor to submit quarterly report with the following items:
 - a. Number of households served
 - b. Demographics on household members including:
 - i. Household composition
 - ii. Race and ethnicity
 - iii. Age categories
 - c. % of people served that were connected with at least on resource
 - d. % of households served will retain rental housing at their current unit 6 months after intervention
 - e. % of people will respond to follow-up survey
 - f. % of follow up surveys will reflect effective service provision
 - g. Average cost per household served annually, if requested
3. Conduct post-program follow-up assessments at 6 months after first contact
4. Report the results in quarterly report, if requested
5. Prepare an annual participant feedback report, if requested
6. Submit to monitoring for contract compliance

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

Exhibit B Budget

	FY25 Budget
REVENUE	
Grants	108,509.88
Services and Training	0.00
Registrations and Sponsorship	0.00
Contributions	0.00
Restricted grants/contributions	0.00
Other Revenue	0.00
Interest Income	0.00
TOTAL REVENUE	108,509.88
EXPENSES	
Payroll Expense	69,715.38
Payroll Taxes	7,703.55
Benefits	11,273.26
Workers Comp	745.95
Employee Appreciation & Rewards	140.60
Total Payroll & Related	89,578.73
Liability Insurance	472.23
Professional Services (Miscellaneous)	0.00
CPA Services	365.55
Payroll Services	286.81
Legal Services	0.00
Janitorial Services	74.67
Sub-contracting / Pass-through expenses	0.00
Total Professional Services	1,199.27
Local & National Travel	712.14
Peerpocalypse Registration and Travel	1,368.78
Total Travel & Related	2,080.92
Continuing Education/Training	463.96
Supplies	1,800.00
Peer Needs	500.00
Software Dues & Subscriptions	945.51
Office Rent - Main	0.00
Office Rent - WaCo	0.00
Other Rentals	0.00
Utilities	24.20
Phone	592.81
Computers & Equipment	1,200.00
Fees & Licenses & Permits	177.15
Printing & Postage	82.78
RecoveryLink (Database Dues & Subs)	0.00
Furniture & Equipment	0.00
Repairs & Maintenance	0.00
Bank + CC Charges	0.00
Marketing and Sponsorships	0.00
Miscellaneous	0.00
Total Other Program Expenses	5,786.42
TOTAL DIRECT (OPERATING) EXPENSES	98,645.35
INDIRECT RATE CHARGE - 10%	9,864.53
CLIENT ASSISTANCE	
Internship Stipends	0.00
Expense Reimbursement	0.00
Service Recipient Additional Resources	0.00
TOTAL CLIENT ASSISTANCE (NO INDIRECT)	0.00
TOTAL EXPENSES	108,509.88
TOTAL REVENUE OVER (UNDER) EXPENSES	0.00