

AMENDMENT NO. 1 TO HUMAN SERVICES DIVISION SERVICES AGREEMENT
The Salvation Army
Phase 2 Stabilization Services

THIS AMENDMENT is made and entered into effective as of the 1st day of January, 2018 ("Effective Date"), by and between the **CITY OF TACOMA**, Department of Neighborhood and Community Services (hereinafter called the "CITY") and **The Salvation Army** (hereinafter called the "CONTRACTOR").

WHEREAS the CITY and the CONTRACTOR entered into a Contract for Phase 2 Stabilization Services for individuals and families experiencing homelessness (herein "Contract") effective July 11, 2017, and

WHEREAS the CITY and the CONTRACTOR desire to amend the Contract in order to increase the compensation allowed under the Contract, increase the number of individuals served, and extend the end date of the Contract,

NOW, THEREFORE, in consideration of the mutual promises and obligations hereinafter set forth, the parties agree as follows:

1. The end date of the Contract listed in Section 2.A. is hereby extended from December 31, 2017, to December 31, 2018.
2. The amount listed in Section 3.A. under the Contract is hereby increased by \$455,953 from \$199,952 to \$655,905.
3. The Scope and Schedule of Work, authorized under Exhibit A-1 of the Contract, is hereby amended to reflect the revised Scope and Schedule of Work attached as Exhibit A-1 to this Amendment and to include the following changes:
 - i. Change referral language to reflect referrals from Phase 2 Stability Site and The Rescue Mission encampment outreach team.
 - ii. Remove **Meal Coordination** task.
 - iii. Increase the **Total unduplicated number of Tacoma residents funded by this contract**.
 - iv. Revise the **Duration of service** to show an end date of December 31, 2018.
 - v. Revise the **Output Goals** to add a column for 2018.
 - vi. Revise **Documentation Requirements for Reimbursement** section to include reimbursements for unauthorized or undocumented absences.
 - vii. Revise the **Budget** to add a column for 2018.
4. Add new **Project Reimbursement Request**, attached as Exhibit B-2 to this Amendment and incorporated herein.

5. All other terms of the Contract, together with all exhibits, are hereby ratified and shall remain in full force and effect, unaltered by this Amendment.

IN WITNESS WHEREOF, the Parties hereto have executed this Amendment effective as of the Effective Date first written above.

CITY OF TACOMA
Neighborhood and Community
Services/Human Services

THE SALVATION ARMY

Elizabeth Pauli
City Manager

Authorized Representative of Contractor

Approved:

Print Name: _____

Title: _____

Tax ID.: _____

Linda Stewart
Director
Neighborhood and Community Services

Approved:

Finance Director

Approved as to Form:

Deputy City Attorney

Attest:

Doris Sorum
City Clerk

**EXHIBIT A-1
SCOPE AND SCHEDULE OF WORK
2017-2018 General Fund**

**The Salvation Army
Phase 2 Stabilization Services**

Scope of Service:

The Salvation Army (TSA) will provide services designed to meet the priority and goal of *Homelessness and Household Stability: Address the unmet need of at risk/vulnerable populations struggling with homelessness* and criteria identified in the Issue Statement for *Homelessness and Household Stability*.

Alignment with Tacoma’s Vision 2025 Priorities

- **Human & Social Needs: Increase Housing Security (2A)**
 - Tacoma residents want everyone to have shelter and to feel secure in their housing options.
- **Human & Social Needs: Improve services to youth and vulnerable populations (2B)**
 - Tacoma cherishes its youth and other vulnerable residents; providing service to them is a priority.

Under this contract, TSA will:

- Give priority access for shelter, diversion services, and housing navigation services to City of Tacoma’s Phase 2 Stability Site individuals identified as most at risk if they remain homeless as defined by Pierce County Coordinated Entry systems (e.g., medical issues, mental health issues, pregnancy, imminent risk of danger, etc.), second priority will be given to those individuals directly referred from The Rescue Mission encampment outreach team.
- Execute a Memorandum of Understanding (MOU) with Catholic Community Services and The Rescue Mission that includes criteria for referrals. TSA will provide copies of the executed agreements to the City by January 1, 2018.

These services and tasks will be provided in association with Phase 2 of the City of Tacoma’s Emergency Aid and Sheltering Program:

Service	Task
Expanded sheltering capacity for vulnerable individuals as defined by Pierce County Coordinated Entry systems and referred from Phase 2 Stability Site or The Rescue Mission	Provide up to 20 beds (two units for up to six individuals each and one unit for up to eight individuals), accommodating pets as agreed in individual shelter resident agreements. Shelter residents will receive three meals per day (breakfast, lunch, and dinner). All meals shall meet the 2015-2020 USDA dietary guidelines for Americans. Upon request by the City, TSA shall provide copies of the meal menus for each day requested. Shelter accommodations will be maintained to minimum standards as outlined in Tacoma Municipal Code 2.01.

Transportation	Transport Stability Site residents to and from the TSA shelter and to various community sites for medical/mental health appointments, employment services, etc. Stability Site residents who moved to TSA will receive priority service. Transportation will not be provided from the Stability Site or TSA shelter to private residences, to locations that do not provide a direct service to the resident, or to places that do not further the resident's goal for obtaining permanent housing.
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Additional supportive services will include:

- **Intake:** Intake of all residents will include signed documentation to show understanding of and consent to rules developed by TSA congruent with normal sheltering operations, HMIS and Coordinated Entry system verification, and acknowledgement of MHSUD assessments as a requirement of this housing.
- **Coordination with outside service providers:** TSA will work with a Mental Health and Substance Use Disorder services agency to conduct mental health and substance use assessment of individuals. Client files will be maintained by the mental health provider and ensure that a comprehensive release of information is included in the client file. TSA and partnering agencies providing services to individuals in the program will conduct case conferencing to ensure comprehensive and holistic supports.
- **Diversion:** Diversion services will provide for a variety of assistance, such as: short-term or medium-term rental assistance and housing relocation and stabilization services that include activities like mediation, security or utility deposits, utility payments, moving cost assistance, and employment navigation. In the event that the participant will be residing with others, TSA staff will connect with the primary person with whom the participant will be residing.
- **Case management:** All residents will have access to weekly case management services that include Coordinated Entry services, obtaining ID/personal documentation, accessing public assistance, medical, mental health and/or substance use treatment, and regular check-in and documented contact with residents, including documentation of all attempts to engage in services. Files will be kept on site, secure, and available for City staff to review.
- **Peer support:** Provide role models to Phase 2 residents, exhibiting competency in personal recovery and use of coping skills, serving as a consumer advocate, and providing consumer information and peer support for clients.
- **Housing navigation:** TSA will work to direct residents to agencies that can help to appropriately house program participants in one of the following types of permanent housing:
 - Permanent supportive housing (PSH)
 - Shared housing
 - Rapid re-housing
 - Residential substance-use and mental health treatment

- Subsidized housing
- Permanent affordable housing

TSA will provide documentation of permanent housing efforts and connections such as signed leases, applications to permanent affordable housing.

Incoming residents: Individuals moving from Phase 2 Stability Site will be transitioned on a schedule such that TSA staff can adequately monitor and assist individuals to settle in safely.

Program Discharge: TSA reserves the right to discharge program participants that pose a risk to themselves, residents, or staff. Discharge documentation will include the rationale for discharge and destination.

Funding from this contract will be used for direct service staff and expenses related to providing the services above. City of Tacoma staff will verify hours worked and services performed each month based on records provided by TSA.

Total unduplicated number of Tacoma residents funded by this contract:

Shelter: 2017: 40, 2018: 100
Transportation: 700

Location of service delivery: The Salvation Army
 1501 6th Ave, Tacoma, WA 98405

Time of service: 24 hours per day, Sunday through Saturday

Duration of service: **Transportation:** July 11, 2017 – Dec 31, 2018
Shelter Services: Aug 1, 2017 – Dec 31, 2018

Target group: (1) Vulnerable homeless individuals residing at Phase 2 Stability Site, or
 (2) Vulnerable homeless individuals referred to Phase 2 Stability Site from The Rescue Mission

Income level: No Income Limits

Service area: City of Tacoma

Output Goals	2017	2018
Total unduplicated shelter residents	40	100
Service-related outputs		
Total unduplicated Phase 2 residents receiving transportation services	200	500
Number of bed nights (20 beds x 85% occupancy)	2,601	6,205
Number of program participants permanently housed	20	50
Auxiliary Outputs – Track only		

Number of Phase 2 residents successfully diverted from shelter	Track	Track
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** Additional service-related outputs will be mutually agreed upon between TSA and the City of Tacoma. In addition to the annual outputs, TSA staff will participate in weekly meetings to review data, go over updates, discuss progress/challenges, and make sure activities are in line with Phase 2 mission*

Documentation Requirements for Reimbursement:

With the exception of the Professional Services, Driver, and Diversion Supportive Services budget line items, contract payment is on a per bed night basis. TSA will report the actual number of bed nights (one person per bed per night equals one bed night) to the City and be reimbursed \$66.64 per bed night. Reimbursement requests for the Professional Services, Diversion services, and Driver budget line items must be submitted to the CITY after allowable costs have been incurred. Back-up documentation is necessary when requesting reimbursement in order to verify services expenses.

Transportation: Transportation will be reimbursed on a per service-day fixed-rate. Back-up documentation will be in the form of a Transportation Log detailing dates and times of services, the number of individuals transported, the originating location, and the destination.

Diversion: Diversion funds reimbursement documentation will include the name of the individual, the supportive services type, i.e. rental assistance, utility payment, etc., the location or destination of the individual, and to whom payment was made. City Diversion Funds are funds of last resort. Case Managers will document the alternative funding sources that have been researched/explored to cover the request. No cash assistance will be provided directly to the individual without written consent from the City. All reimbursements shall be documented on **Exhibit C Diversion Fund Request** along with back-up documentation and accompany the monthly invoice.

Shelter and All other Services: The costs and expenses incurred by TSA to deliver all other services provided pursuant to this agreement, including by way of example and not limitation, shelter, meals, intake, case management and coordination, shall be compensated based upon the daily bed night rate multiplied by the number of bed nights occupied by a vulnerable individual on a daily basis.

Daily attendance sheets will be scanned and emailed to the Homelessness and Household Stability Contract and Program Auditor Jason McKenzie (JMcKenzie@ci.tacoma.wa.us) at the CITY daily weekdays by 10 a.m. Weekend (Friday, Saturday, and Sunday) attendance sheets will be scanned and emailed to the CITY on Monday by 10 a.m. Attendance sheets need to have the resident's signature for every night they stay in shelter. Residents that arrive to shelter after 3 a.m. are considered absent for the evening.

When a resident does not stay the night in shelter, they cannot be counted as present, unless it is an authorized absence, such as a hospital stay, arrest, working during the Amendment No. 1 to Human Services Division Services Agreement

evening, etc. The City will consider authorized absences as a bed night and will reimburse TSA for those authorized absences. Documentation, such as hospital discharge documents, legal documents, or a work schedule will be submitted once the resident returns. If adequate documentation is not submitted, the resident will remain absent. Residents are allowed up to 14 days of authorized absences in order to remain in the program with proper documentation. The City will reimburse TSA for up to two consecutive unauthorized or undocumented absences.

Monthly Performance Reporting: TSA will meet with City staff and provide monthly performance updates with regards to numbers served, authorized and unauthorized absences, individual housing plan progression, transitions and exits from program, and the destination of individuals leaving shelter. Additional performance metrics may be included as mutually agreed upon between TSA and the City of Tacoma.

Budget (Expenses charged to this contract)

Projected Budget	July 11 – Dec 31	2018
Personnel	\$192,952.00	\$454,953.00
Program Administration/Indirect (Admin, Mileage, Insurance) (7%)**	\$12,550.00	\$29,938.00
Supervision (.5 FTE)**	\$8,840.00	\$21,087.00
Direct Service Staff**	\$104,520.00	\$249,330.20
Program Support Staff (Cook, etc.) (1.3 FTE)**	\$7,800.00	\$18,607.00
Employee Benefits**	\$39,631.00	\$94,539.00
Driver (1.0 FTE including benefits)*	\$19,611.00	\$41,451.80
Non-personnel	\$7,000.00	\$1,000.00
Diversion Funds*	\$7,000.00	\$1,000.00
Total	\$199,952.00	\$455,953.00

* Paid on a reimbursement request basis with appropriate backup documentation

** Reimbursement of these budget line items is on a bed night basis.

Calculations:

Total Contract Amount: \$655,905.00

Contract amount minus Driver and Diversion funds: \$ 586,842.20

Estimated number of bed nights @ 85% occupancy (20 beds x 518 nights x 0.85):

8,806

Reimbursement per bed night: \$66.64

**EXHIBIT B-2
PROJECT REIMBURSEMENT REQUEST
2018 General Fund
Homelessness & Household Stability
Project Reimbursement**

Project: Phase 2 Stabilization Shelter Services		PROJECT REIMBURSEMENT REQUEST			
Operating Agency: The Salvation Army - Tacoma					
Project Term: <u>January 1, 2018 through December 31, 2018</u>					
City Umbrella Dept: <u>NEIGHBORHOOD & COMM. SERVICES</u>		(2)	(3)	(4)	(5)
Payment Request Number: <u> XX </u>		Budget Amount (2017)	Reimburse- ment Request (Funds Billed)	Previous Funds Billed	Total Funds Billed by Agency (including this request) (3+4)
Payment to: The Salvation Army - Tacoma					
Reimbursable costs through: <u> XX </u>					
(1)					
Item Budget					
Transportation (\$159.43/day x 260 days)		\$41,451.80	\$0.00	\$0.00	\$0.00
Bednight (Per Diem @ \$66.64)		\$413,501.20	\$0.00	\$0.00	\$0.00
Diversion Services		\$1,000.00	\$0.00	\$0.00	\$0.00
TOTAL		\$455,953.00	\$0.00	\$0.00	\$0.00

AGENCY: I certify that the materials have been furnished, the services rendered or the labor performed as described, and that the claim is just, due and an unpaid obligation against the City of Tacoma.

**** NOTE: Supporting financial documentation and/or evidence of service deliverables completion required for all requested reimbursement.**

Prepared by: _____ City of Tacoma Contract & Program Auditor: _____
 Date prepared: _____ City of Tacoma Accountant: _____
 Director's signature: _____ City of Tacoma Management: _____