

## AMENDMENT NO. 1 TO PROFESSIONAL SERVICES CONTRACT

**THIS AMENDMENT** is made and entered into effective as of the 15th day of November, 2015 (“Effective Date”), by and between the **CITY OF TACOMA**, Department of Neighborhood and Community Services (hereinafter called the “CITY”) and **COMPREHENSIVE LIFE RESOURCES** (hereinafter called the “CONTRACTOR”).

**WHEREAS**, the CITY and CONTRACTOR entered into a Professional Services Contract (the “Contract”) with the CONTRACTOR for programs that include Diversion Beds, Positive Interactions, New Beginnings and Life Connections in the amount of \$1,058,108.00 on January 1, 2015; and

**WHEREAS**, due to the desire of the City to expand the Positive Interactions program to include services on Sundays, expansion of community clean-ups and increased advertising, the Parties desire to amend the Contract to increase the total price thereof by the sum of \$121,720.00.

**NOW, THEREFORE**, the parties hereby agree as follows:

1. Section 3. C. of the Contract is amended and replaced as follows:
  - A. The total price to be paid by CITY for CONTRACTOR’S full and complete performance of the Scope of Work hereunder shall not exceed \$1,179,828.00 without the written consent of the CITY. Said price shall be the total compensation for CONTRACTOR’S performance hereunder including, but not limited to, all work, deliverables, materials, supplies, equipment, subcontractor’s fees, and all reimbursable travel and miscellaneous or incidental expenses to be incurred by CONTRACTOR.
2. The Scope of Work for the Positive Interactions Program, authorized under Exhibit “A-2” to the Contract, is hereby amended to include an increase in the Time of Service from 40 hours to 56 hours of dedicated staff seven days a week. Each Business Outreach Specialist will work a flexible schedule that ensures a total of 8 – 11 hours of physical (in-person) coverage Monday – Sunday, (anticipated work hours are M-Sun 8am – 5pm), and 24/7 telephone response (on-call duty provided 7 days a week)

The Scope of Work is also amended to include the following budget revisions:

- \$4,000.00 for operational expenses (Phone, mileage, office space, laptop, misc supplies);
- \$9,724.00 for 24/7 on-call employee phone response
- \$19,377.00 for staff salary increases to ensure staff retention
- \$2,800.00 for 3000 promotional magnets for businesses
- \$7,879.25 to begin increased services November 15, 2015
- \$8,630.00 in indirect administration fees
- \$20,000.00 for expansion of community clean-ups (including encampments)

EXCEPT AS EXPRESSLY MODIFIED HEREBY, ALL OTHER TERMS AND CONDITIONS OF THE CONTRACT SHALL REMAIN THE SAME AND IN FULL FORCE AND EFFECT.

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

**CITY OF TACOMA**  
Neighborhood & Community Services

**COMPREHENSIVE LIFE RESOURCES**

\_\_\_\_\_  
Nadia Chandler Hardy,  
Assistant to the City Manager and  
Neighborhood & Community Services  
Director

\_\_\_\_\_  
Authorized Representative of  
Comprehensive Life Resources

Print Name: \_\_\_\_\_

Title: \_\_\_\_\_

Tax ID.: \_\_\_\_\_

Approved:

\_\_\_\_\_  
Andrew Cherullo  
Finance Director

Approved as to Form and legality:

\_\_\_\_\_  
Deputy City Attorney

Attest:

\_\_\_\_\_  
Doris Sorum  
City Clerk

**CONTRACT AMENDMENT #1  
EXHIBIT "A-2"**

**SCOPE AND SCHEDULE OF WORK  
2015-2016 MENTAL HEALTH SUBSTANCE USE DISORDERS  
Comprehensive Life Resources  
Positive Interactions**

**Scope of Service:**

**COMPREHENSIVE LIFE RESOURCES** hereinafter "Contractor" will conduct a program designed to meet the priority and goal of ***Reduce chronic homelessness: Support innovative programming designed to reduce the impacts of chronic homelessness for Tacoma businesses*** established in the City of Tacoma's Human Services Strategic Plan. The program will be in compliance with all applicable requirements set forth by the City in its funding philosophy and policies.

Positive Interactions will expand the City's street outreach to businesses negatively impacted by homelessness. The Positive Interactions team will work directly with local businesses that have been negatively impacted by homelessness-related issues. Positive Interactions will respond to homelessness-related issues, concerns and needs.

Positive Interactions will specifically focus on offering a comprehensive and collaborative approach to providing resources and services to many of the City's most visible individuals facing chronic homelessness.

The goal is to quickly respond to the needs of the businesses, of the community, and most importantly the needs of the individuals experiencing homelessness. By providing this tailored support, businesses will become less impacted from blight and will be able to provide the community with a safe and welcoming environment.

The success of Positive Interactions will hinge upon the building of relationships within the community. This will include both relationships with local businesses and key partners from the homeless services and mental health/substance use disorder systems. Positive Interactions will navigate the homeless service and mental health/substance use disorder systems and quickly connect individuals to needed services. This will include attending neighborhood business district meetings, local business staff meetings, surrounding community meetings and one-on-one meetings with business owners.

Positive Interactions will coordinate with businesses to remedy issues related to blight and identify strategies to keep their businesses clear of future issues or homeless-related activity. This will include coordinating the clean-up of homeless encampments and/or debris left behind.

Positive Interactions may also work with the businesses to come up with monitoring plans tailored to the unique needs of each situation that include:

- Clearly defined issue or concern to be addressed
- Identification of stakeholders and partners
- Monitoring schedule
- Action steps to be completed
- Group agreement on what success will look like

Here is a list of what businesses can expect from Positive Interactions:

- After hours, on the weekends, when there is a need:
    - Quick response to calls coming in from Tacoma’s business community.
    - Dedicated phone line connecting businesses to the Positive Interactions team
    - Response within 2 hours (longer for late night calls)
  - Tailored response to the needs of local businesses:
    - Developing a monitoring plan
    - Assisting with area clean-up
    - CPTED review of the property
    - Attending meetings/speaking directly with staff
  - Quick response to the needs of individuals experiencing homelessness:
    - Engagement and de-escalation services
    - Housing and Shelter options
    - Mental health and drug and alcohol treatment services
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**Positive Interactions** is required to dedicate a staff person who will participate in the City’s monthly MHSUD Collaboration meeting held the third Tuesday of each month from 9:00 a.m. – 11:00 a.m. at Tacoma Police Headquarters.

**Location of service delivery:** Businesses and streets in the City of Tacoma

**Location of Emphasis:** As “Hot Spots” are identified within the City of Tacoma, 1 FTE is to dedicate their fulltime schedule to working with businesses and individuals struggling with homelessness in those “hot spot” areas. When no “hot spot” is identified, all work is to be distributed equally between the 3 FTE.

**Time of service:** **Each** Business Outreach Specialist will work a flexible schedule that ensures a total of 8 – 11 hours of physical (in-person) coverage Monday – Sunday, (anticipated work hours are M-Sun 8am – 5pm), and

24/7 telephone response (on-call duty provided 7 days a week)

**Duration of service:**

Year round

**Target group:**

- (1) City of Tacoma residents and businesses
- (2) Visible individuals experiencing homelessness on the streets and property of Tacoma businesses

**Income level:**

Low-income

**Service area:**

City of Tacoma

**Annual Outputs**

<b>Annual Outputs</b>	<b>2015</b>	<b>2016</b>
Total unduplicated number of Tacoma residents served (individuals entering or transitioning into program)	60	150
<b>Service-related outputs:</b>		
Number of individual businesses receiving outreach and engagement	250	700
Hours of outreach and engagement provided to individual businesses (3FTE)	Track	2000
Hours of outreach and engagement provided to individuals experiencing homelessness	Track	2000
<b>Contractor agrees to track the following information monthly:</b>		
Referrals to Shelters (identify shelters)	Track	Track
Referrals to PATH team	Track	Track

**Memorandum(s) of Understanding:**

The City of Tacoma is creating a coordinated and comprehensive system of care for individuals struggling with mental health and/or chemical dependency and funded under the .1% mental health chemical dependency sales tax revenue fund. The City of Tacoma requires Contractor to formalize its letter of support and enter into a memorandum of understanding (or Agency Agreement) with the following agency/program:

**MOU/Agency Agreement: Point Defiance AIDS Projects Needle Exchange (by March 1, 2015)**

**Outcomes**

The CONTRACTOR will meet with City staff by March 1, 2015 to establish outcomes and an outcomes reporting plan. The monitoring of said outcomes will begin by March 1, 2015. The Contractor will work with the City to establish protocols for data entry, data transfer and data sharing. The Contractor shall comply with all requests for reports and will submit an annual Outcomes Report as developed by the City and Contractor. The

Contractor shall promptly forward all required reporting forms, completed in prescribed detail and submitted on the dates set forth by the City. The Contractor will participate in all mandatory trainings related to the City's Outcomes Based Evaluation system development work.

### **System Alignment**

At the CITY'S discretion, programs may be required to participate in systems development, alignment and impact discussions. Results from these discussions may be formalized and incorporated into a contracted program's scope of work. Refer to section 1B of the contract.

### **Payment Points**

The CITY will implement a payment point structure that accommodates both the need for a billing system that associates reimbursement with service deliverables and the need for programs to have a consistent revenue stream. Sixty (60%) of the budget will be distributed equally over the course of the contract period (2.5% each month). The remainder of the budget will be allocated to payment points associated with service deliverables, as defined in Exhibit "D". The program will be compensated upon completion of each deliverable.

**Budget (Expenses charged to this contract)**

Projected Budget	2015	2016	Total Biennium
Personnel (specify FTE/Position)	<b>\$126,862.68</b>	<b>\$180,527.57</b>	<b>\$307,390.25</b>
Business Outreach Specialist - 3FTEs	\$85,294.29	\$120,515.71	\$205,810.00
Homeless Services Director (.30 FTE)	\$25,500.00	\$25,500.00	\$51,000.00
Data Administrator .20 FTE	\$6,800.00	\$6,800.00	\$13,600.00
After-Hours "On-call" stipend	\$1,389.14	\$8,334.86	\$9,724.00
Staffing Costs Early Start (Nov 16th)	\$7,879.25	\$ -	\$7,879.25
Salary Staff Increases and Retention Incentives	\$ -	\$19,377.00	\$19,377.00
Non-personnel	<b>\$41,682.82</b>	<b>\$52,646.93</b>	<b>\$94,329.75</b>
Cellular Communications (2)	\$1,500.00	\$1,500.00	\$3,000.00
Transportation (cl and staff)	\$2,700.00	\$2,700.00	\$5,400.00
Administration	\$15,232.82	\$21,396.93	\$36,629.75
Advertising (Magnets)		\$2,800.00	\$2,800.00
Clean-ups	\$21,250.00	\$21,250.00	\$42,500.00
Phone, Mileage, Office Space, Laptop, Misc. General	\$1,000.00	\$3,000.00	\$4,000.00
<b>Total</b>	<b>\$168,545.50</b>	<b>\$233,174.50</b>	<b>\$401,720.00</b>