

**AMENDMENT NO. 2 TO 2017-2018 GENERAL FUND AGREEMENT**  
**Catholic Community Services**  
**Phase 2 Stabilization Site Management and Coordination of Provider 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**, (hereinafter called the “CITY”) and **Catholic Community Services**, a Washington Non-profit Corporation (hereinafter called the “CONTRACTOR”).

**WHEREAS** the CITY and the CONTRACTOR entered into a Contract for site management at the Phase 2 Stabilization Site (herein “Contract”) effective June 15, 2017, and

**WHEREAS** the CITY and the CONTRACTOR entered into Amendment No. 1 to the Contract effective June 15, 2017, for the purpose of increasing the compensation allowed under the Contract and amending the indemnification clause, subrogation rights, and due date for the Final Standard Operating Procedures in Exhibit A, and

**WHEREAS** the CITY has learned through its experience with the Stability Site that providing supportive services such as mental health and substance abuse treatment addresses one of the many barriers that keep residents of the site from securing housing and stability, and

**WHEREAS** 67% of Stability Site residents have reported living with mental health disorders and 23% have reported living with substance use disorders, it is clear that providing access to mental health and substance abuse treatment services is a key component to stability and self-sufficiency for these individuals, and

**WHEREAS** the CITY and the CONTRACTOR wish to amend the Contract to change the focus of the Site from one of mainly housing to a Site where services for mental health and chemical dependency are key, increase the compensation allowed under the Contract, extend the end date of the Contract, revise the Scope and Schedule of Work, and add a new Project Reimbursement Request,

**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.C. under the Contract is hereby increased by \$1,884,000 from \$901,593 to \$2,785,593.
3. The Scope and Schedule of Work, authorized under Exhibit A of the Contract, is hereby amended to reflect the revised Scope and Schedule of Work attached as Exhibit A to this Amendment and to include the following changes:
  - Revised contract title to include “Coordination of Provider Services”
  - Removed last sentence from **Security** section regarding daily report.
  - Added sections for **Site Operations** and **Site Services**.
  - Removed **Mail** section.

- Revised **Staffing Plan** table to reflect changes in staffing and remove section for on-call staff.
  - Added section for **Temporary Additional Services**.
  - Revised **Incoming residents** and **Target group** sections to remove references to Phase I.
  - Revised **Standard Operating Procedures** language and removed **Deliverables related to SOP**.
  - Revised **Total unduplicated number of Tacoma residents funded by this contract each year** to reflect capacity changes due to pallet shelters.
  - Revised **Duration of service** to reflect extension to December 31, 2018.
  - Remove **Equity & Inclusion** section.
  - Revised **Outputs** to add 2018 column.
  - Removed **Cost Reimbursement** section and added **Billing Structure** section.
  - Revised **Budget** table to add column for 2018 and revise budget line item descriptions to match 2018 breakdown.
4. Add new Project Reimbursement Request, attached as Exhibit B-1 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

CATHOLIC COMMUNITY SERVICES

\_\_\_\_\_  
Elizabeth Pauli  
City Manager

\_\_\_\_\_  
Authorized Representative of  
Catholic Community Services

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

\_\_\_\_\_  
Linda Stewart  
Director  
Neighborhood & Community Services

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

1323 S Yakima Ave  
Tacoma, WA 98405

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

Tax Identification Number: 91-1585652  
UBI Number: 601098379

Approved as to form:

\_\_\_\_\_  
Debra Casparian  
Deputy City Attorney

Attest:

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

## EXHIBIT A

### SCOPE AND SCHEDULE OF WORK 2017-2018 General Fund

#### Catholic Community Services Phase 2 Stabilization Site Management and Coordination of Provider Services

##### Scope of Service:

Catholic Community Services (CCS) will conduct a program designed to meet the priority and goal of *Homelessness and Household Stability: Programs focus on addressing the unmet needs of at risk/vulnerable populations struggling with mental health and/or substance use disorders* and criteria established in the City of Tacoma's Human Services Strategic Plan.

##### 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

CCS shall coordinate provider services for resident's mental health and/or substance use disorder treatment. CCS will also provide 24/7 site and operating management at the Phase 2 Stability site, a City-leased facility. CCS shall maintain, and provide to the City when/as requested, all management, supervision, manpower, training, equipment, supplies, licenses, certificates, insurance, pre-employment screenings, reports, files, and any other resources necessary to accomplish overall coordination of services, site management, and operating the contract, as described and required within this Scope and Schedule of Work (SOW) and any revisions to SOW as specified in contract modifications.

The following three general Performance Group Activities are critical to the site management and performance: Site Services, Security, and Site Operations. In addition to operating in accordance and compliance with the Standard Operating Procedures, CCS will provide the following specific services in support of the three Performance Group Activities:

##### Site Services

CCS shall provide the following site services, comparable to best-in-industry practices.

- **Documentation of care:** Documentation for all residents to show understanding of and consent to rules developed by CCS congruent with normal sheltering operations.

- **Coordination point for mental health and substance use disorder service providers:** For an average of 67% of individuals living with mental health issues and average of 23% of residents living with substance use disorders, CCS shall provide or coordinate delivery of services related to mental health and/or substance use assessment of individuals.
- **Coordination point for outside service providers:** Provide or coordinate delivery of services related to employment and health and welfare activity.
- **Meals:** CCS will coordinate with volunteers and community groups to make arrangements to provide food to residents at least once daily. CCS will provide a weekly food report containing the number of times food was provided to residents each day as part of the “We are the People Stability Site Weekly Report.”
- **Supportive service activities:**
  - Case Management: obtaining ID/personal documentation, accessing public assistance, medical, mental health and/or substance use treatment. Regular check-in and documented contact with residents, including refusal of service. Files will be kept on site, secure, and available for City staff to review.
  - Coordinated Entry services (directly or via Access Point 4 Housing).
  - Certified Peer Support: Role models exhibiting competency in personal recovery and use of coping skills, serving as a consumer advocate, and providing consumer information and peer support for residents.
- **Follow-up Care for Housed Residents:** Each Peer Support Specialist and Case Manager will continue peer support/case management for up to three months after residents have exited the site. This will include weekly or bi-weekly meetings based on the client’s needs. These meetings will decrease in intensity as the client stabilizes and continues without crisis in housing.

### Security

- Request proper emergency and police response according to Standard Operating Procedure (SOP) Manual.
- Assist individuals as needed to maintain a stable and safe environment, de-escalate and mitigate conflict, and protect City property and material assets.
- Patrol, observe, and report around site perimeter, including City-authorized off-site parking area and areas directly adjacent to the site, in accordance with Standard Operating Procedures.
- CCS will notify City of Tacoma in writing of any major security incidents within 24 hours of incident occurring.

### Site Operations

Operation of the site, including, but not limited to: labor, equipment, utilities, general services, operation of equipment, environment, safety, health & quality, configuration management, and waste management activities required to run the Stability site in a safe and secure manner. CCS shall continuously analyze site activities to identify standards and practices that may be implemented in support of City project goals and

shall be responsible for reporting insufficient or problematic operations of utilities on site.

The following are key activities for the site operations:

- General Management, Administration, and Oversight
- Waste Management/Energy Efficiency
  - CCS shall manage and perform waste minimizations and waste management activities, including waste prevention and recycling of all garbage, including food.
- Utility Operations
  - CCS shall manage utility operations that include coordination for all electric, propane, potable water/sewer, water, and utility services.
- Maintenance
  - CCS shall coordinate maintenance activities with City-contracted maintenance company, including but not limited to: facilities, custodial services, energy repairs and/or projects, modifications, and special project services for the site.

The following will be provided by the City of Tacoma and will be managed by CCS to the extent outlined in this scope:

*City Responsibilities*

- Management of contractors identified in SOP Manual, as it pertains to performance issues and resolution of disputes.
- Payment to City contractors and maintenance of site equipment, including all utilities and equipment provided by City\* and the cost associated with all repairs of City-owned/leased equipment.

\*Equipment includes, but is not limited to: big tent, pallet shelters, hand washing station, showers, laundry station, office building, and latrines.

*CCS Responsibilities*

- Contact contractors when service is needed immediately. For non-urgent matters, CCS shall contact the City to arrange for maintenance service needs.
- Report insufficient or problematic operations of utilities on site.

**Staffing Plan:** CCS will ensure that there is adequate staffing to maintain supervision of residents and services and provide security during periods of staff and shift transitions. CCS may change the coverage hours or utilize different staffing patterns to meet operational need. Any permanent modification of the staffing plan must be at the mutual written consent of both parties. CCS will provide monthly staffing reports in accordance with the SOP Manual. The following table denotes staffing level by shift:

Shift	Days	Hours	Position	Qty
8:00 AM to 4:00 PM	Mon-Fri	8	Supervisor*	1

8:00 AM to 6:00 PM	Sat-Sun	10	Supervisor Weekend*	0.5
8:00 AM to 4:00 PM	Mon-Fri	8	Admin Assistant	1
8:00 AM to 4:00 PM	Mon-Fri	8	Case Manager	2
8:00 AM to 4:00 PM	Mon-Fri	8	Peer Support Specialist	2
8:00 AM to 4:00 PM	Sun-Sat	8	Lead Program Generalist*	1
8:00 AM to 4:00 PM	Sun-Sat	8	Program Generalist	1
8:00 AM to 4:00 PM	Sun-Sat	8	Security Specialist	2
4:00 PM to 12:00 AM	Sun-Sat	8	Lead Program Generalist*	1
4:00 PM to 12:00 AM	Sun-Sat	8	Program Generalist	1
4:00 PM to 12:00 AM	Sun-Sat	8	Security Specialist	2
12:00 AM to 8:00 AM	Sun-Sat	8	Lead Program Generalist*	1
12:00 AM to 8:00 AM	Sun-Sat	8	Program Generalist	1
12:00 AM to 8:00 AM	Sun-Sat	8	Security Specialist	2

\*Denotes position with operating authority and material responsibility for each shift.

**Person In Charge:** CCS shall designate and maintain an experienced and capable Person In Charge on site at all times, with the primary responsibility of ensuring that the site is well managed, the staff and residents are safe, and the impacts of the site on neighboring residents and businesses are minimized. Lead staff and supervisors are authorized as a Person In Charge. The CCS Person In Charge will be the primary point of contact for all City interactions.

**Temporary Additional Services:** During the term of the contract, City may request temporary additional services (TAS) beyond the basic service requirements. TAS are the short-term, non-recurring needs for service, such as an increase in hours to existing or subsequently added positions to include case management, supportive services, etc. TAS will be outlined in the SOP Manual. Unless a task or responsibility related to the operation of the site is specifically written into the SOP Manual as the responsibility of CCS, that task or responsibility, and the costs associated with it, remain the responsibility of City.

**Incoming residents:** Incoming residents will be individuals directly referred from designated partnering organizations. "Walk-ins" or "Self-referrals" are not allowed.\* Phase 2 site residents, visitors, and service providers will receive badges for differentiation.

\*CCS has the right to allow a resident back in to the site after being banned through its grievance policy outlined in the SOP Manual.

**Standard Operating Procedures:** CCS will work with City staff to develop and maintain a Standard Operating Procedures (SOP) Manual that includes, but is not limited to: media relations and response, access control, visitors to the Stability Site, service provider reporting on mutually agreed upon metrics, personal storage, food, safety and security, shower facility usage, toilet facility usage, laundry facility usage, garbage/recycling, maintenance, emergency response (police and fire), resident behavior, weapons policy, and mail service. CCS will continuously update policies and procedures as needed and use them for onsite operations. CCS will publish and submit the revised SOP Manual to City no more than once per quarter; however, the initial 2018 revision will be due to City by January 31, 2018.

**Total unduplicated number of Tacoma residents funded by this contract each year (annual number served with this funding):** The site capacity is estimated to be 81 spots (61 spots inside the large tent and 20 spots outside the tent). This number may change based on changes to the site layout. The number of individual residents will vary based on the number of couples who occupy a single spot. Site capacity above 100 individual residents will only occur after mutual written agreement between CCS and the City. All residents in the Stability site will be contacted and offered services.

**Location of service delivery:** Phase 2 Stability Site: 1423 Puyallup Ave, Tacoma WA 98421

**Time of service:** 24 hrs per day, Sunday through Saturday

**Duration of service:** June 15, 2017 – December 31, 2018

**Target group:**

- (1) Homeless individuals
- (2) Individuals located at Phase 2 Stability Site
- (3) Individuals located at Phase 2 Stability Site living with mental health and/or substance use disorder
- (4) Individuals referred to Phase 2 Stability Site from designated partnering agencies

**Income level:** No Income Limits

**Service area:** City of Tacoma

<b>Outputs</b>	<b>2017</b>	<b>2018</b>
Total unduplicated number of residents served (maximum number served)	100	150
<b>Service-related outputs (Reported based on a duplicated count of actual services provided each month)</b>		

*\*Additional service-related outputs will be mutually agreed upon between CCS and the City. In addition to the annual outputs, CCS staff will submit weekly reports to the City to ensure activities are in line with Phase 2 mission.*

**Collaboration:**

CCS will convene and coordinate on-site service provision by other service providers, e.g. mental health professionals, employment services, housing navigation, public health services, emergency shelter providers, legal advocacy, etc., to provide wrap-around services that empower individuals to move towards stable housing. The City may request that CCS enter into Memorandums of Understanding (MOU) or Agency Agreements to formalize its support, role, and responsibilities with other funded (and non-funded) partners.



### **Billing Structure**

Contract payment will be on a combination cost reimbursement and payment point structure (see Exhibit B-1 "Project Reimbursement Request").

- The budget for **Personnel** will be reimbursed on a cost reimbursement basis, to the extent that these costs fit within budgeted line items prescribed by the contract. Reimbursement requests for personnel must be submitted to the City after allowable costs have been incurred. Back-up documentation is necessary when requesting reimbursement for personnel costs in order to verify program expenses.
  - CCS will bill **Direct Service Personnel Costs** at a rate of \$29.02 per billable staffing hour. Total number of contracted staffing hours for contract is 48,334.
- The budget for non-personnel costs will be distributed equally over the course of the contract period (8.3% each month).

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

<b>Projected Budget</b>	<b>June 15, 2017 – Dec 31 2017</b>	<b>2018</b>
Personnel	\$775,689.00	\$1,503,798.00
Direct Service Personnel Costs (18.5 FTE)	\$0.00	\$1,402,306.00
Program Administration (Executive leadership, managers, etc.)	\$50,746.00	\$101,492.00
Supervision (1.0 FTE) (included in Direct Service Personnel Costs for 2018)	\$27,310.00	\$0.00
Direct Service Staff (11.0 FTE in 2017) (included in Direct Service Personnel Costs for 2018)	\$384,367.00	\$0.00
Security (7.0 FTE) (included in Direct Service Personnel Costs for 2018)	\$279,479.00	\$0.00
On-call (FTE as needed)	\$33,787.00	\$0.00
Non-personnel	\$125,904.00	\$380,202.00
Agency Indirect and Administrative Costs (13%, includes Agency Indirect, Shared Direct, Corporate Fee, Professional Fee, and Administrative Occupancy expense)	\$94,242.00	\$215,980.00
Insurance	\$1,500.00	\$1,500.00
Insurance Deductible (up to \$2,500.00 per incident claim x 2 claims)	\$5,000.00	\$5,000.00
Communications (Cell phone, Security Radios, Technology) (combined with Supplies for 2018)	\$10,162.00	\$0.00
Client Support/Assistance/Daily Meaningful Activities (Bus/train fare, DOL fees, etc.)	\$10,000.00	\$25,000.00
Supplies (Office and Operational supplies, etc.)	\$5,000.00	\$119,737.00
Mileage (case management)	\$0.00	\$6,864.00

Uniforms	\$0.00	\$6,121.00
<b>Total</b>	<b>\$901,593.00</b>	<b>\$1,884,000.00</b>

\*Includes wages, benefits, taxes, incentive pay, and differential pay

**EXHIBIT B-1  
Project Reimbursement Request**

**2018 General Fund  
Homelessness and Household Stability  
Cost Reimbursement/Payment Point**

Project: Phase 2 Stabilization Site Management and Coordination of Provider Services		<b>PROJECT REIMBURSEMENT REQUEST</b>				
Operating Agency: Catholic Community Services						
Project Term: <u>January 1, 2018 through December 31, 2018</u>						
City Umbrella Dept: <u>NEIGHBORHOOD &amp; COMM. SERVICES</u>		(4)	(5)	(6)	(7)	(8)
Payment Request Number: <u>    XX    </u>		Payment Point Amount (2018)	Reimburse- ment Request (Funds Billed)	Previous Funds Billed	Total Funds Billed by Agency (including this request) (5+6)	Budget remaining (2-7)
Payment to: Catholic Community Services						
Reimbursable costs through: <u>    XX    </u>						
(1)	(2)					
<b>Item Budget</b>		<b>Budget</b>				
Personnel Costs (18.5 FTE) (Billed at \$29.02/hr)		\$1,402,306.00	na	\$0.00	\$0.00	\$1,402,306.00
Program Administration		\$101,492.00	na	\$0.00	\$0.00	\$101,492.00
<b>Non-Personnel Payment Points</b>						
Monthly Payment Point for Non-Personnel Costs		\$380,202.00	\$31,683.50	\$0.00	\$0.00	\$380,202.00
<b>TOTAL</b>		<b>\$1,884,000.00</b>		<b>\$0.00</b>	<b>\$0.00</b>	<b>\$1,884,000.00</b>

**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.**

Prepared by: \_\_\_\_\_

City of Tacoma Contract & Program Auditor: \_\_\_\_\_

Date prepared: \_\_\_\_\_

City of Tacoma Accountant: \_\_\_\_\_

Director's signature: \_\_\_\_\_

City of Tacoma Management: \_\_\_\_\_