

**SERIAL 14072 RFP RAPID RE-HOUSING AND EMERGENCY SHELTER SERVICES
Contract - Community Bridges**

DATE OF LAST REVISION: July 14, 2016

CONTRACT END DATE: September 30, 2016

CONTRACT PERIOD THROUGH ~~JUNE~~ SEPTEMBER 30, 2015 2016

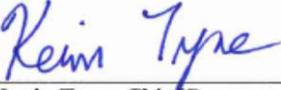
TO: All Departments

FROM: Office of Procurement Services

SUBJECT: Contract for **RAPID RE-HOUSING AND EMERGENCY SHELTER SERVICES**

Attached to this letter is published an effective purchasing contract for products and/or services to be supplied to Maricopa County activities as awarded by Maricopa County on **October 16, 2014**.

All purchases of products and/or services listed on the attached pages of this letter are to be obtained from the vendor holding the contract. Individuals are responsible to the vendor for purchases made outside of contracts. The contract period is indicated above.



Kevin Tyne, Chief Procurement Officer
Office of Procurement Services

IG/at
Attach

Copy to: Office of Procurement Services
Amy Jacobson, Human Services



CONTRACT PURSUANT TO RFP

SERIAL 14072 -RFP

This Contract is entered into this 16th day of October, 2014 by and between Maricopa County ("County"), a political subdivision of the State of Arizona, and Community Bridges Inc., an Arizona corporation ("Contractor") for the provision of Rapid Re-Housing with Navigation Services.

1.0 CONTRACT TERM:

1.1 This Contract is for the term of **a total of twenty (20 months)** ~~Eight (8) months~~, beginning on the 16th day of October, 2014 and ending the 30th day of ~~June~~ **September, 2015 2016**.

1.2 The County may, at its option and with the agreement of the Contractor, renew the term of this Contract for additional terms up to a maximum of (2) years, (or at the County's sole discretion, extend the contract on a month-to-month bases for a maximum of six (6) months after expiration). The County shall notify the Contractor in writing of its intent to extend the Contract term at least thirty (30) calendar days prior to the expiration of the original contract term, or any additional term thereafter.

2.0 PRICE ADJUSTMENTS:

Any request for a reasonable price adjustment must be submitted sixty (60) days prior to the current Contract expiration. Requests for adjustment in cost of labor and/or materials must be supported by appropriate documentation. If County agrees to the adjusted price, County shall issue written approval of the change. The reasonableness of the request will be determined by comparing the request with the (Consumer Price Index) or by performing a market survey.

3.0 PAYMENTS:

3.1 As consideration for performance of the duties described herein, County shall pay Contractor the sum(s) stated in Exhibit "A."

3.2 Payment shall be made upon the County's receipt of a properly completed invoice.

3.3 INVOICES:

3.3.1 The Contractor shall submit one (1) legible copy of their detailed invoice before payment(s) can be made. At a minimum, the invoice must provide the following information:

- Company name, address and contact
- County bill-to name and contact information
- Contract serial number
- County purchase order number
- Invoice number and date
- Payment terms
- Date of service or delivery

- Quantity
- Contract Item number(s)
- Description of Purchase (services)
- Extended price
- Total Amount Due

3.3.2 Problems regarding billing or invoicing shall be directed to the County as listed on the Purchase Order.

3.3.3 Payment shall be made to the Contractor by Accounts Payable through the Maricopa County Vendor Express Payment Program. This is an Electronic Funds Transfer (EFT) process. After Contract Award the Contractor shall complete the Vendor Registration Form located on the County Department of Finance Vendor Registration Web Site (<http://www.maricopa.gov/Finance/Vendors.aspx>).

3.3.4 EFT payments to the routing and account numbers designated by the Contractor will include the details on the specific invoices that the payment covers. The Contractor is required to discuss remittance delivery capabilities with their designated financial institution for access to those details.

3.4 TAX: (SERVICES)

No tax shall be levied against labor. It is the responsibility of the Contractor to determine any and all taxes and include the same in proposal price.

3.5 STRATEGIC ALLIANCE for VOLUME EXPENDITURES (\$AVE):

3.5.1 The County is a member of the \$AVE cooperative purchasing group. \$AVE includes the State of Arizona, many Phoenix metropolitan area municipalities, and many K-12 unified school districts. Under the \$AVE Cooperative Purchasing Agreement, and with the concurrence of the successful Respondent under this solicitation, a member of \$AVE may access a contract resulting from a solicitation issued by the County. If you **do not** want to grant such access to a member of \$AVE, **please so state** in your proposal. In the absence of a statement to the contrary, the County will assume that you do wish to grant access to any contract that may result from this Request for Proposal.

3.6 INTERGOVERNMENTAL COOPERATIVE PURCHASING AGREEMENTS (ICPA's)

3.6.1 County currently holds ICPA's with numerous governmental entities throughout the State of Arizona. These agreements allow those entities, with the approval of the Contractor, to purchase their requirements under the terms and conditions of the County Contract. Please indicate on Attachment A, your acceptance or rejection regarding such participation of other governmental entities. Your response will not be considered as an evaluation factor in awarding a contract

4.0 AVAILABILITY OF FUNDS:

4.1 The provisions of this Contract relating to payment for services shall become effective when funds assigned for the purpose of compensating the Contractor as herein provided are actually available to County for disbursement. The County shall be the sole judge and authority in determining the availability of funds under this Contract. County shall keep the Contractor fully informed as to the availability of funds.

4.2 If any action is taken by any state agency, Federal department or any other agency or instrumentality to suspend, decrease, or terminate its fiscal obligations under, or in connection with, this Contract, County may amend, suspend, decrease, or terminate its obligations under, or in connection with, this Contract. In the event of termination, County shall be liable for payment only for services rendered prior to the effective date of the termination, provided that such services are performed in accordance with the provisions of this Contract. County shall give written notice

of the effective date of any suspension, amendment, or termination under this Section, at least ten (10) days in advance.

5.0 DUTIES:

- 5.1 The Contractor shall perform all duties stated in Exhibit "A", or as otherwise directed in writing by the Procurement Officer.
- 5.2 During the Contract term, County shall provide Contractor's personnel with adequate workspace for consultants and such other related facilities as may be required by Contractor to carry out its contractual obligations.

6.0 TERMS and CONDITIONS:

6.1 INDEMNIFICATION:

- 6.1.1 To the fullest extent permitted by law, Contractor shall defend, indemnify, and hold harmless County, its agents, representatives, officers, directors, officials, and employees from and against all claims, damages, losses and expenses, including, but not limited to, attorney fees, court costs, expert witness fees, and the cost of appellate proceedings, relating to, arising out of, or alleged to have resulted from the negligent acts, errors, omissions, mistakes or malfeasance relating to the performance of this Contract. Contractor's duty to defend, indemnify and hold harmless County, its agents, representatives, officers, directors, officials, and employees shall arise in connection with any claim, damage, loss or expense that is caused by any negligent acts, errors, omissions or mistakes in the performance of this Contract by the Contractor, as well as any person or entity for whose acts, errors, omissions, mistakes or malfeasance Contractor may be legally liable.
- 6.1.2 The amount and type of insurance coverage requirements set forth herein will in no way be construed as limiting the scope of the indemnity in this paragraph.
- 6.1.3 The scope of this indemnification does not extend to the sole negligence of County

6.2 INSURANCE:

- 6.2.1 Contractor, at Contractor's own expense, shall purchase and maintain the herein stipulated minimum insurance from a company or companies duly licensed by the State of Arizona and possessing a current A.M. Best, Inc. rating of B++. In lieu of State of Arizona licensing, the stipulated insurance may be purchased from a company or companies, which are authorized to do business in the State of Arizona, provided that said insurance companies meet the approval of County. The form of any insurance policies and forms must be acceptable to County.
- 6.2.2 All insurance required herein shall be maintained in full force and effect until all work or service required to be performed under the terms of the Contract is satisfactorily completed and formally accepted. Failure to do so may, at the sole discretion of County, constitute a material breach of this Contract.
- 6.2.3 Contractor's insurance shall be primary insurance as respects County, and any insurance or self-insurance maintained by County shall not contribute to it.
- 6.2.4 Any failure to comply with the claim reporting provisions of the insurance policies or any breach of an insurance policy warranty shall not affect the County's right to coverage afforded under the insurance policies.
- 6.2.5 The insurance policies may provide coverage that contains deductibles or self-insured retentions. Such deductible and/or self-insured retentions shall not be applicable with respect to the coverage provided to County under such policies. Contractor shall be

solely responsible for the deductible and/or self-insured retention and County, at its option, may require Contractor to secure payment of such deductibles or self-insured retentions by a surety bond or an irrevocable and unconditional letter of credit.

6.2.6 County reserves the right to request and to receive, within 10 working days, certified copies of any or all of the herein required insurance certificates. County shall not be obligated to review policies and/or endorsements or to advise Contractor of any deficiencies in such policies and endorsements, and such receipt shall not relieve Contractor from, or be deemed a waiver of County's right to insist on strict fulfillment of Contractor's obligations under this Contract.

6.2.7 The insurance policies required by this Contract, except Workers' Compensation, and Errors and Omissions, shall name County, its agents, representatives, officers, directors, officials and employees as Additional Insureds.

6.2.8 The policies required hereunder, except Workers' Compensation, and Errors and Omissions, shall contain a waiver of transfer of rights of recovery (subrogation) against County, its agents, representatives, officers, directors, officials and employees for any claims arising out of Contractor's work or service.

6.2.9 Commercial General Liability:

Commercial General Liability insurance and, if necessary, Commercial Umbrella insurance with a limit of not less than \$2,000,000 for each occurrence, \$2,000,000 Products/Completed Operations Aggregate, and \$4,000,000 General Aggregate Limit. The policy shall include coverage for bodily injury, broad form property damage, personal injury, products and completed operations and blanket contractual coverage, and shall not contain any provision which would serve to limit third party action over claims. There shall be no endorsement or modification of the CGL limiting the scope of coverage for liability arising from explosion, collapse, or underground property damage.

6.2.10 Automobile Liability:

Commercial/Business Automobile Liability insurance and, if necessary, Commercial Umbrella insurance with a combined single limit for bodily injury and property damage of not less than \$2,000,000 each occurrence with respect to any of the Contractor's owned, hired, and non-owned vehicles assigned to or used in performance of the Contractor's work or services under this Contract.

6.2.11 Workers' Compensation:

6.2.11.1 Workers' Compensation insurance to cover obligations imposed by federal and state statutes having jurisdiction of Contractor's employees engaged in the performance of the work or services under this Contract; and Employer's Liability insurance of not less than \$1,000,000 for each accident, \$1,000,000 disease for each employee, and \$1,000,000 disease policy limit.

6.2.11.2 Contractor waives all rights against County and its agents, officers, directors and employees for recovery of damages to the extent these damages are covered by the Workers' Compensation and Employer's Liability or commercial umbrella liability insurance obtained by Contractor pursuant to this Contract.

6.2.12 Errors and Omissions Insurance:

Errors and Omissions insurance and, if necessary, Commercial Umbrella insurance, which will insure and provide coverage for errors or omissions of the Contractor, with limits of no less than \$1,000,000 for each claim.

6.2.13 Certificates of Insurance.

6.2.13.1 Prior to commencing work or services under this Contract, Contractor shall furnish the County with valid and complete certificates of insurance, or formal endorsements as required by the Contract in the form provided by the County, issued by Contractor's insurer(s), as evidence that policies providing the required coverage, conditions and limits required by this Contract are in full force and effect. Such certificates shall identify this contract number and title.

6.2.13.2 In the event any insurance policy (ies) required by this contract is (are) written on a "claims made" basis, coverage shall extend for two years past completion and acceptance of Contractor's work or services and as evidenced by annual Certificates of Insurance.

6.2.13.3 If a policy does expire during the life of the Contract, a renewal certificate must be sent to County fifteen (15) days prior to the expiration date.

6.2.14 Cancellation and Expiration Notice.

Insurance required herein shall not be permitted to expire, be canceled, or materially changed without thirty (30) days prior written notice to the County.

6.3 INSPECTION OF SERVICES:

6.3.1 The Contractor shall provide and maintain an inspection system acceptable to County covering the services under this Contract. Complete records of all inspection work performed by the Contractor shall be maintained and made available to County during contract performance and for as long afterwards as the Contract requires.

6.3.2 County has the right to inspect and test all services called for by the Contract, to the extent practicable at all times and places during the term of the Contract. County shall perform inspections and tests in a manner that will not unduly delay the work.

6.3.3 If any of the services do not conform to Contract requirements, County may require the Contractor to perform the services again in conformity with Contract requirements, at no increase in Contract amount. When the defects in services cannot be corrected by re-performance, County may:

6.4.3.1 Require the Contractor to take necessary action to ensure that future performance conforms to Contract requirements; and

6.4.3.2 Reduce the Contract price to reflect the reduced value of the services performed.

6.3.4 If the Contractor fails to promptly perform the services again or to take the necessary action to ensure future performance in conformity with Contract requirements, County may:

6.4.4.1 By Contract or otherwise, perform the services and charge to the Contractor any cost incurred by County that is directly related to the performance of such service; or

6.4.4.2 Terminate the Contract for default.

6.4 INQUIRIES AND NOTICES:

All notices given pursuant to the terms of this Contract shall be addressed to:

For County:

Maricopa County
Office of Procurement Services
ATTN: Contract Administration
320 West Lincoln Street
Phoenix, Arizona 85003-2494

Administrative telephone inquiries shall be addressed to:

Laura Ayala, Procurement Officer, 602-506-3842
Ayalal002@mail.maricopa.gov

For Contractor:
Community Bridges, Inc.
1855 W. Baseline Rd. #101
Mesa, AZ 85202

Phone: 480-831-7566

6.5 REQUIREMENTS CONTRACT:

6.5.1 Contractor signifies its understanding and agreement by signing this document that this Contract is a requirements contract. This Contract does not guarantee any purchases will be made (minimum or maximum). Orders will only be placed when County identifies a need and issues a purchase order or a written notice to proceed.

6.5.2 County reserves the right to cancel purchase orders or notice to proceed within a reasonable period of time after issuance. Should a purchase order or notice to proceed be canceled, the County agrees to reimburse the Contractor for actual and documented costs incurred by the Contractor. The County will not reimburse the Contractor for any avoidable costs incurred after receipt of cancellation, or for lost profits, or shipment of product or performance of services prior to issuance of a purchase order or notice to proceed.

6.5.3 Purchase orders will be cancelled in writing.

6.6 TERMINATION FOR CONVENIENCE:

The County reserves the right to terminate the Contract, in whole or in part at any time, when in the best interests of the County without penalty or recourse. Upon receipt of the written notice, the Contractor shall immediately stop all work, as directed in the notice, notify all subcontractors of the effective date of the termination and minimize all further costs to the County. In the event of termination under this paragraph, all documents, data and reports prepared by the Contractor under the Contract shall become the property of and be delivered to the County upon demand. The Contractor shall be entitled to receive just and equitable compensation for work in progress, work completed and materials accepted before the effective date of the termination.

6.7 TERMINATION FOR DEFAULT:

6.7.1 In addition to the rights reserved in the Contract, the County may terminate the Contract in whole or in part due to the failure of the Contractor to comply with any term or condition of the Contract, to acquire and maintain all required insurance policies, bonds,

licenses and permits, or to make satisfactory progress in performing the Contract. The Procurement Officer shall provide written notice of the termination and the reasons for it to the Contractor.

6.7.2 Upon termination under this paragraph, all goods, materials, documents, data and reports prepared by the Contractor under the Contract shall become the property of and be delivered to the County on demand.

6.7.3 The County may, upon termination of this Contract, procure, on terms and in the manner that it deems appropriate, materials or services to replace those under this Contract. The Contractor shall be liable to the County for any excess costs incurred by the County in procuring materials or services in substitution for those due from the Contractor.

6.7.4 The Contractor shall continue to perform, in accordance with the requirements of the Contract, up to the date of termination, as directed in the termination notice.

6.8 **TERMINATION BY THE COUNTY:**

If the Contractor should be adjudged bankrupt or should make a general assignment for the benefit of its creditors, or if a receiver should be appointed on account of its insolvency, the County may terminate the Contract. If the Contractor should persistently or repeatedly refuse or should fail, except in cases for which extension of time is provided, to provide enough properly skilled workers or proper materials, or persistently disregard laws and ordinances, or not proceed with work or otherwise be guilty of a substantial violation of any provision of this Contract, then the County may terminate the Contract. Prior to termination of the Contract, the County shall give the Contractor fifteen- (15) calendar day's written notice. Upon receipt of such termination notice, the Contractor shall be allowed fifteen (15) calendar days to cure such deficiencies.

6.9 **STATUTORY RIGHT OF CANCELLATION FOR CONFLICT OF INTEREST:**

Notice is given that pursuant to A.R.S. §38-511 the County may cancel this Contract without penalty or further obligation within three years after execution of the contract, if any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the County is at any time while the Contract or any extension of the Contract is in effect, an employee or agent of any other party to the Contract in any capacity or consultant to any other party of the Contract with respect to the subject matter of the Contract. Additionally, pursuant to A.R.S §38-511 the County may recoup any fee or commission paid or due to any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the County from any other party to the contract arising as the result of the Contract.

6.10 **OFFSET FOR DAMAGES;**

In addition to all other remedies at law or equity, the County may offset from any money due to the Contractor any amounts Contractor owes to the County for damages resulting from breach or deficiencies in performance under this contract.

6.11 **ADDITIONS/DELETIONS OF SERVICE:**

6.11.1 The County reserves the right to add and/or delete materials to a Contract. If a service requirement is deleted, payment to the Contractor will be reduced proportionately, to the amount of service reduced in accordance with the bid price. If additional materials are required from a Contract, prices for such additions will be negotiated between the Contractor and the County.

6.11.2 The County reserves the right of final approval on proposed staff for all Task Orders. Also, upon request by the County, the Contractor will be required to remove any employees working on County projects and substitute personnel based on the discretion of the County within two business days, unless previously approved by the County.

6.12 RELATIONSHIPS:

In the performance of the services described herein, the Contractor shall act solely as an independent contractor, and nothing herein or implied herein shall at any time be construed as to create the relationship of employer and employee, partnership, principal and agent, or joint venture between the District and the Contractor.

6.13 SUBCONTRACTING:

The Contractor may not assign this Contract or subcontract to another party for performance of the terms and conditions hereof without the written consent of the County, which shall not be unreasonably withheld. All correspondence authorizing subcontracting must reference the Proposal Serial Number and identify the job project.

6.14 AMENDMENTS:

All amendments to this Contract shall be in writing and approved/signed by both parties. Maricopa County Office of Procurement Services shall be responsible for approving all amendments for Maricopa County.

6.15 ACCESS TO AND RETENTION OF RECORDS FOR THE PURPOSE OF AUDIT AND/OR OTHER REVIEW:

6.15.1 In accordance with section MCI 371 of the Maricopa County Procurement Code the Contractor agrees to retain all books, records, accounts, statements, reports, files, and other records and back-up documentation relevant to this Contract for six (6) years after final payment or until after the resolution of any audit questions which could be more than six (6) years, whichever is latest. The County, Federal or State auditors and any other persons duly authorized by the Department shall have full access to, and the right to examine copy and make use of, any and all said materials.

6.15.2 If the Contractor's books, records, accounts, statements, reports, files, and other records and back-up documentation relevant to this Contract are not sufficient to support and document that requested services were provided, the Contractor shall reimburse Maricopa County for the services not so adequately supported and documented.

6.15.3 If at any time it is determined by the County that a cost for which payment has been made is a disallowed cost, the County shall notify the Contractor in writing of the disallowance. The course of action to address the disallowance shall be at sole discretion of the County, and may include either an adjustment to future claim submitted by the Contractor by the amount of the disallowance, or to require reimbursement forthwith of the disallowed amount by the Contractor by issuing a check payable to Maricopa County.

6.16 ORDERING AUTHORITY.

6.16.1 Respondents should understand that any request for purchase of materials or services shall be accompanied by a valid purchase order, issued by Office of Procurement Services, or by a Certified Agency Procurement Aid (CAPA).

6.16.2 Maricopa County departments, cities, other counties, schools and special districts, universities, nonprofit educational and public health institutions may also purchase from under this Contract at their discretion and/or other state and local agencies (Customers) may procure the products under this Contract by the issuance of a purchase order to the Respondent. Purchase orders must cite the Contract number.

6.16.3 Contract award is in accordance with the Maricopa County Procurement Code. All requirements for the competitive award of this Contract have been met. A purchase order for the products is the only document necessary for Customers to purchase and for the Respondent to proceed with delivery of materials available under this Contract.

6.16.4 Any attempt to represent any product not specifically awarded under this Contract is a violation of the Contract. Any such action is subject to the legal and contractual remedies available to the County, inclusive of, but not limited to, Contract cancellation, suspension and/or debarment of the Respondent.

6.17 VERIFICATION REGARDING COMPLIANCE WITH ARIZONA REVISED STATUTES §41-4401 AND FEDERAL IMMIGRATION LAWS AND REGULATIONS:

6.17.1 By entering into the Contract, the Contractor warrants compliance with the Immigration and Nationality Act (INA using e-verify) and all other federal immigration laws and regulations related to the immigration status of its employees and A.R.S. §23-214(A). The contractor shall obtain statements from its subcontractors certifying compliance and shall furnish the statements to the Procurement Officer upon request. These warranties shall remain in effect through the term of the Contract. The Contractor and its subcontractors shall also maintain Employment Eligibility Verification forms (I-9) as required by the Immigration Reform and Control Act of 1986, as amended from time to time, for all employees performing work under the Contract and verify employee compliance using the E-verify system and shall keep a record of the verification for the duration of the employee's employment or at least three years, whichever is longer. I-9 forms are available for download at USCIS.GOV.

6.17.2 The County retains the legal right to inspect contractor and subcontractor employee documents performing work under this Contract to verify compliance with paragraph 6.17.1 of this Section. Contractor and subcontractor shall be given reasonable notice of the County's intent to inspect and shall make the documents available at the time and date specified. Should the County suspect or find that the Contractor or any of its subcontractors are not in compliance, the County will consider this a material breach of the contract and may pursue any and all remedies allowed by law, including, but not limited to: suspension of work, termination of the Contract for default, and suspension and/or debarment of the Contractor. All costs necessary to verify compliance are the responsibility of the Contractor.

6.18 CONTRACTOR LICENSE REQUIREMENT:

6.18.1 The Respondent shall procure all permits, insurance, licenses and pay the charges and fees necessary and incidental to the lawful conduct of his/her business, and as necessary complete any required certification requirements, required by any and all governmental or non-governmental entities as mandated to maintain compliance with and in good standing for all permits and/or licenses. The Respondent shall keep fully informed of existing and future trade or industry requirements, Federal, State and Local laws, ordinances, and regulations which in any manner affect the fulfillment of a Contract and shall comply with the same. Contractor shall immediately notify both Office of Procurement Services and the using agency of any and all changes concerning permits, insurance or licenses.

6.18.2 Respondents furnishing finished products, materials or articles of merchandise that will require installation or attachment as part of the Contract, shall possess any licenses required. A Respondent is not relieved of its obligation to possess the required licenses by subcontracting of the labor portion of the Contract. Respondents are advised to contact the Arizona Registrar of Contractors, Chief of Licensing, at (602) 542-1525 to ascertain licensing requirements for a particular contract. Respondents shall identify which license(s), if any, the Registrar of Contractors requires for performance of the Contract.

6.19 CERTIFICATION REGARDING DEBARMENT AND SUSPENSION

- 6.19.1 The undersigned (authorized official signing for the Contractor) certifies to the best of his or her knowledge and belief, that the Contractor, defined as the primary participant in accordance with 45 CFR Part 76, and its principals:
- 6.19.1.1 are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal Department or agency;
 - 6.19.1.2 have not within 3-year period preceding this Contract been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
 - 6.19.1.3 are not presently indicted or otherwise criminally or civilly charged by a government entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (2) of this certification; and
 - 6.19.1.4 have not within a 3-year period preceding this Contract had one or more public transaction (Federal, State or local) terminated for cause of default.
- 6.19.2 Should the Contractor not be able to provide this certification, an explanation as to why should be attached to the Contact.
- 6.19.3 The Contractor agrees to include, without modification, this clause in all lower tier covered transactions (i.e. transactions with subcontractors) and in all solicitations for lower tier covered transactions related to this Contract.

6.20 GOVERNING LAW:

This Contract shall be governed by the laws of the state of Arizona. Venue for any actions or lawsuits involving this Contract will be in Maricopa County Superior Court or in the United States District Court for the District of Arizona, sitting in Phoenix, Arizona

6.21 ORDER OF PRECEDENCE:

In the event of a conflict in the provisions of this Contract and Contractor's license agreement, if applicable, the terms of this Contract shall prevail.

6.22 INFLUENCE

As prescribed in MC1-1202 of the Maricopa County Procurement Code, any effort to influence an employee or agent to breach the Maricopa County Ethical Code of Conduct or any ethical conduct may be grounds for Disbarment or Suspension under MC1-902.

An attempt to influence includes, but is not limited to:

- 6.22.1 A Person offering or providing a gratuity, gift, tip, present, donation, money, entertainment or educational passes or tickets, or any type valuable contribution or subsidy.
- 6.22.2 That is offered or given with the intent to influence a decision, obtain a contract, garner favorable treatment, or gain favorable consideration of any kind.

If a Person attempts to influence any employee or agent of Maricopa County, the Chief Procurement Officer, or his designee, reserves the right to seek any remedy provided by the

Maricopa County Procurement Code, any remedy in equity or in the law, or any remedy provided by this contract.

Additionally, the Contractor shall avoid any action that might create or result in the appearance of:

- 6.22.3 Inappropriate use or divulging of information gathered or discovered pursuant to the performance of its duties under the contract.
- 6.22.4 Acted on behalf of the County without appropriate authorization.
- 6.22.5 Provided favorable or unfavorable treatment to anyone.
- 6.22.6 Made a decision on behalf of the County that exceeded its authority, could result in partiality, or have a political consequence for the County.
- 6.22.7 Misrepresent or otherwise impeded the efficiency, authority, actions, policies, or adversely affect the confidence of the public or integrity of The Department.
- 6.22.8 Loss of impartiality when advising The Department.

6.23 PUBLIC RECORDS:

All Offers submitted and opened are public records and must be retained by the Records Manager at the Office of Procurement Services. Offers shall be open to public inspection after Contract award and execution, except for such Offers deemed to be confidential by the Office of Procurement Services. If an Offeror believes that information in its Offer should remain confidential, it shall indicate as confidential, the specific information and submit a statement with its offer detailing the reasons that the information should not be disclosed. Such reasons shall include the specific harm or prejudice which may arise. The Records Manager of the Office of Procurement Services shall determine whether the identified information is confidential pursuant to the Maricopa County Procurement Code.

6.24 INCORPORATION OF DOCUMENTS:

The following are to be attached to and made part of this Contract:

- 6.24.1 Exhibit A, Respondent Narrative Responses: Scope of Services
- 6.24.2 Exhibit B, Scope Work

IN WITNESS WHEREOF, this Contract is executed on the date set forth above.

CONTRACTOR

Frank Scarpati
AUTHORIZED SIGNATURE

Dr. Frank Scarpati / CEO / President
PRINTED NAME AND TITLE

1855 W. Baseline Rd, Suite 101 Mesa, AZ 85202
ADDRESS

10/20/14
DATE

MARICOPA COUNTY

[Signature]
CHIEF PROCUREMENT OFFICER,
OFFICE OF PROCUREMENT SERVICES

10/27/14
DATE

APPROVED AS TO FORM:

[Signature]
LEGAL COUNSEL

27 October 2014
DATE

EXHIBIT A**RESPONDENT NARRATIVE RESPONSES: SCOPE OF SERVICES**

~~Attachment A Narrative Responses
Community Bridges, Inc.
Section A.5 Itemized Service Budget Final Revised~~

	Oct 19 to Dec 20, 2014	Dec 21, 2014 to June 30, 2015	Full 9 Month Project Budget	Total Contract Amount	Gap to Be Paid by COP Directly to Landlords
-					
Salary	\$47,627	\$46,980	\$94,607	\$94,607	-
ERE @31.8%	\$15,145	\$14,939	\$30,084	\$30,084	-
Vehicle Lease	\$4,725	\$9,450	\$14,175	\$14,175	-
HMIS License	\$1,200	\$0	\$1,200	\$1,200	-
Cell Phone	\$630	\$1,260	\$1,890	\$1,890	-
Supplies	\$7,041	\$0	\$7,041	\$7,041	-
Mileage	\$5,032	\$10,080	\$15,112	\$15,112	-
Clinical Operations Fee 4%	\$3,256	\$3,308	\$6,564	\$6,564	-
Contract with HOM, Inc.	\$124,600	\$136,500	\$261,100	\$181,577	-
<i>Utility Deposits</i>	\$8,750	\$0	\$8,750	\$8,750	-
<i>Leasing Deposits/Fees</i>	\$31,500	\$0	\$31,500	\$31,500	-
<i>Rental Payments</i>	\$51,450	\$136,500	\$187,950	\$108,427	\$79,523
<i>UA Payments</i>	\$8,400	\$0	\$8,400	\$8,400	-
<i>Lease Up Fee</i>	\$24,500	\$0	\$24,500	\$24,500	-
Contract with HSC-AZ	\$56,750	\$0	\$56,750	\$56,750	-
<i>Client Move In Assistance</i>	\$45,500	\$0	\$45,500	\$45,500	-
<i>Client Assessment</i>	\$11,250	\$0	\$11,250	\$11,250	-
-	-	-	-	-	-
Total 9-Month Project Cost	\$266,006	\$222,517	\$488,523	\$409,000	\$79,523
-	-	-	-	-	-
By Revenue Source	-	-	-	-	-
ESG-RRH	\$206,000	\$105,000	\$311,000	\$311,000	\$0
Unrestricted Funds	\$60,006	\$117,517	\$177,523	\$98,000	\$79,523
Total By Revenue Source	\$266,006	\$222,517	\$488,523	\$409,000	\$79,523

**Attachment A Narrative Responses
Community Bridges, Inc.
Section A.5 Budget Narrative Second Revised**

The proposed program budget is based on the following assumptions and calculations:

Salary

Three fulltime certified Peer Support Specialist (Navigator II) positions at \$14.50/hour.

$\$14.50/\text{hour} \times 2,080 \text{ hours} \times 3.0 \text{ FTE} = \$90,480 \text{ annually}$ (\$62,640 for 18 pay periods of grant)

4.5 pay periods from Oct 19 thru Dec 20, 2014 = \$15,660

13.5 pay periods from Dec 21, 2014 thru June 30, 2015 = \$46,980

Start Up Only: Five fulltime certified Peer Support Specialist (Navigator II) positions at \$14.50/hour and direct supervision time for Oct 19th thru Dec 20th only.

Five Navigators

$\$14.50/\text{hour} \times 360 \text{ hours} \times 5.0 \text{ PSS} = \$26,100 \text{ one time only}$

4.5 pay periods from Oct 19 thru Dec 20, 2014 = \$26,100

Direct Supervision (28% of Director and Manager time) Oct thru Dec only

$\$33.83/\text{hour} \times 102 \text{ hours} = \$3,451 \text{ Director of Peer Support and Outreach Services}$

$\$23.69/\text{hour} \times 102 \text{ hours} = \$2,416 \text{ Manager of Peer Support and Outreach Services}$

Employee Related Expenses = 31.79868% of salary based on the following expenses:

Worker's Compensation = 1.78% of salary

FICA = 6.2% of salary

Medicare Cost = 1.45% of salary

SUTA = \$56/employee

401K Potential Contribution Match = 4% of salary

Employee Insurance = \$441.08/employee/month

4.5 pay periods from Oct 19 thru Dec 20, 2014 = $\$15,660 \times .3179868 = \$4,980$

13.5 pay periods from Dec 21, 2014 thru June 30, 2015 = $\$46,980 \times .3179868 = \$14,939$

Start Up Only: ERE for five fulltime certified Peer Support Specialist (Navigator II) positions and the Supervisory Support for Oct thru Dec only.

4.5 pay periods from Oct 19 thru Dec 20, 2014 = $\$26,100 \times .3179868 = \$8,299$

$\$3,451 + \$2,416 = \$5,867 \times .3179868 = \$1,866$

Vehicle Lease

CBI will lease three vans for the program at \$525/month per van.

$\$525/\text{month} \times 12 \times 3 = \$18,900$

Oct thru Dec 2014 = $\$525 \times 3 \times 3 = \$4,725$

Jan thru June 2015 = $\$525 \times 6 \times 3 = \$9,450$

HMIS License

An HMIS licenses is \$150 per person for a full year. All Navigators will need HMIS access. $\$150 \times 8 \text{ Navigators} = \$1,200.$

Cell Phone

One cell phone lease is \$70/month x 12 months x 3 employees = \$2,520

Oct thru Dec 2014 = $\$70 \times 3 \times 3 = \630

Jan thru June 2015 = $\$70 \times 6 \times 3 = \$1,260$

Supplies

Total Cost for One Laptop with Associated Costs (below) = \$2,347 x 3 = \$7,041 (all in first month of contract)
 Laptop Hardware: \$800.00
 Docking Station: \$240.00
 Each Monitor: \$139.00
 Software: \$400.00
 Laptop Charger: \$89.00
 Verizon Wireless Card Hardware: \$79.00
 Verizon Wireless Card Subscription for 1 year contract: \$600.00

Mileage

Mileage cost is based on an average of 50 miles/day x 180 work days x Fed Mileage Rate (0.56/mi) per employee.

Oct thru Dec 2014 = 60 days x 50 miles x 3 x .56 = \$5,040
 Jan thru June 2015 = 120 days x 50 miles x 3 x .56 = \$10,080

Clinical Operations Oversight 4%

Clinical staff provide direct oversight of the Navigators. The fee for this service is 4% of the direct cost of providing Navigation services.

Oct thru Dec 2014 = \$81,400 x 4% = \$3,256
 Jan thru June 2015 = \$82,709 x 4% = \$3,308

Contract with HOM, Inc.

CBI will contract with HOM, Inc. to manage the RRH assistance. The \$261,100 budget includes the following estimates:

Utility Deposits — \$250/participant x 35 participants = \$8,750.

Leasing Deposits/Fees — \$900/participant x 35 participants = \$31,500.

Rental Payments — \$735/month x 35 participants x 2 months (Nov — Dec 2014) = \$51,450.
 ————— \$650/month x 35 participants x 6 months (Jan June 2015) = \$136,500.

Note: The lower RRH rent amount in the second 6 months assumes that the client will have some source of income and will pay a small amount of the rent.

UA Payments — \$120/month x 35 participants x 2 months = \$8,400.

Note: No UA is included for the period of Jan thru June 2015 based on the assumption that the client will have some source of income and will pay for utilities.

Lease Up Fee — HOM charges a flat fee of \$700/participant to provide the housing related services included in this proposal. \$700 x 35 participants = \$24,500.

Note: A portion of the HOM, Inc. budget includes rent payments made directly to landlords by the City of Phoenix.

Contract with HSC-AZ

CBI will contract with HSC to provide the VI-SPDAT assessment and manage the list of assessed clients, as well as coordinate the move-in process with the clients.

Client Move In Assistance — The budget includes \$1,300/participant x 35 participants, which includes about \$1,000 per participant for furniture, furnishings etc. and \$300 per participant for HSC to coordinate the process and pay moving costs. The total cost is \$45,500.

Client Assessment — This fee is for HSC to administer the initial client assessment and manage the prioritized list of clients. It is based on an estimated 250 clients times a one time fee of \$45/client = \$11,250.

Section A.5 Itemized Service Budget Actual (Amendment 1)

	Oct 19, 2014 to Feb 28, 2015 Actual	Mar 1—June 30, 2015 Projected	Total FY 14/15 Contract Amount	April—June 2015 Expansion	Total 15/16 Contract Amount
-					
Salary	\$100,218	\$32,130	\$132,348	\$29,462	\$132,282
ERE	\$25,293	\$9,433	\$34,726	\$9,281	\$41,469
Vehicle Lease	\$5,697	\$4,800	\$10,497	\$3,150	\$25,200
HMIS License	\$750	\$0	\$750	\$300	\$600
Cell Phone	\$2,277	\$941	\$3,218	\$420	\$3,744
Fingerprints	\$67	\$0	\$67	\$0	\$0
Mileage	\$9,459	\$4,800	\$14,259	\$2,555	\$29,900
Housing Costs—ESG	\$141,014	\$76,794	\$217,808	\$0	\$45,805
<i>Utility Deposits</i>	\$1,342	\$307	\$1,649	\$0	\$0
<i>Leasing Deposits/Fees</i>	\$27,102	\$1,018	\$28,120	\$0	\$0
<i>Rental Payments</i>	\$77,732	\$73,777	\$151,509	\$0	\$45,805
<i>UA Payments</i>	\$538	\$1,692	\$2,230	\$0	-
<i>Lease Up Fee</i>	\$34,300	\$0	\$34,300	\$0	\$0
Total ESG Project Cost	\$284,775	\$128,898	\$413,673	\$0	\$279,000
-	-	-	-	-	-
Housing Costs—Client Rent	\$0	\$48,144	\$48,144	\$21,355	\$239,506
<i>Rental Payments</i>	\$0	\$48,144	\$48,144	\$10,955	\$239,506
<i>Leasing Deposits/Fees</i>	\$0	\$0	\$0	\$4,800	\$0
<i>Lease Up Fee</i>	\$0	\$0	\$0	\$5,600	\$0
Rents for Over Income Clients	\$0	\$340	\$340	\$0	\$0
Client Move In Assistance	\$42,900	\$18,200	\$61,100	\$10,400	\$0
Clinical Operations Fee 4.5%	\$4,320	\$3,468	\$7,788	\$2,033	\$10,494
-	-	-	-	-	-
Total Unrestricted Cost	\$47,220	\$70,152	\$117,372	\$78,955	\$250,000
-	-	-	-	-	-
By Revenue Source	-	-	-	-	-
ESG-RRH	\$284,775	\$128,898	\$413,673	\$0	\$279,000
Unrestricted Funds	\$47,220	\$70,152	\$117,372	\$78,955	\$250,000
Total By Revenue Source	\$331,995	\$199,050	\$531,045	\$78,955	\$529,000
Sources of Funds	FY 14/15				FY 15/16
County ESG	\$311,000		\$531,045	Estimated	\$130,000
COP ESG	\$101,000		\$78,955		\$149,000
DES Unrestricted	\$98,000		\$610,000		\$0
County CSBG	\$100,000	Rent = \$29,161/mon, Gap = \$40,468/1.4 months rent			\$0
County (undefined)	\$0	Housed until 4/30/16			\$250,000
Total Contract	\$610,000	54 clients for 3 Nava + 1 supervisor			\$529,000

**Attachment A Narrative Responses
Community Bridges, Inc.
Itemized Service Budget for Contract Amendment**

	Total 16/17 July - Sept. Contract Amount
Salary	\$17,883
ERE	\$4,690
Vehicle Lease	\$3,534
HMIS License	\$300
Cell Phone	\$468
Mileage	\$2,400
Clinical Operation Fee	\$1,297
Housing Costs	\$86,587
<i>Utility Deposits (included in rental pymts)</i>	<i>\$0</i>
<i>Leasing Deposits/Fees (included in rental pymts)</i>	<i>\$0</i>
<i>Rental Payments</i>	<i>\$50,862</i>
<i>UA Payments (included in rental pymts)</i>	<i>\$0</i>
<i>Lease Up Fee</i>	<i>\$9,725</i>
<i>Move in costs</i>	<i>\$26,000</i>
Total ADOH Project Cost	\$117,159

Attachment A Narrative Responses
Community Bridges, Inc.
Section A.5 Budget Narrative Second Revised

July 1, 2016 thru September 30, 2016

Effective July 1, 2016

This Narrative shall supersede Amendment #1

The program budget is based on the following assumptions and calculations:

FY 16-17 July1, 2016 thru Sept 30, 2016 Contract

Salary

520 hours x 1 Navigator x \$18.52/hour average = \$9,630

Average rate includes base wage rate, overtime, night shift differential, and bilingual pay

520 hours x 1 Navigator x \$15.87 average rate = \$8,253

Average rate includes base wage rate, overtime, night shift differential, and bilingual pay

Total Salary = \$9,630 + \$8,253 = **\$17,883**

Employee Related Expenses = 31.79868% of salary based on the following expenses:

Worker's Compensation = 1.78% of salary

FICA = 6.2% of salary

Medicare Cost = 1.45% of salary

SUTA = \$56/employee

401K Potential Contribution Match = 4% of salary

Employee Insurance = \$441.08/employee/month, increasing to \$496/employee on average starting April 1st, 2015.

Not all employees choose the 401K option and some employees have health insurance elsewhere.

Actual ERE for this contract:

520 hours x 1 Navigator x \$4.92/hour = \$2,558

520 hours x 1 Navigator x \$4.10/hour = \$2,132

Total ERE = \$2,558 + \$2,132 = **\$4,690**

Vehicle Lease

CBI will lease two vehicles at \$589/month per vehicle on average. \$589 x 2 vehicles x 3 months = **\$3,534**

HMIS License

An HMIS licenses is \$150 per person for a full year.

\$150 x 2 Navigators = **\$300.**

Cell Phone

One cell phone lease is \$78/month on average x 2 x 3 months = **\$468.**

Mileage

Mileage cost is based on an average of 34 miles/day/person x 65 work days/person x Fed Mileage Rate (0.54/mi) per employee. **Total cost = \$2,400**

Clinical Operations Oversight 4.5%

Clinical staff provide direct oversight of the Navigators. The fee for this service is 4.5% of the direct cost of providing Navigation services. The cost is projected to be **\$1,297** for extended contract.

Contract with HOM, Inc.

CBI will contract with HOM, Inc. to manage the RRH assistance. CBI will house at least 23 individuals including 3 individuals housed in FY 15/16.

Utility Deposits – These costs are included in the estimated rent payments.

Leasing Deposits/Fees - These costs are included in the estimated rent payments.

Rental Payments – The budget uses an average rent of \$700/month x 3 months or \$2,100/person housed. This average includes security deposits, leasing fees, utility deposits, and utility payments. There is no way to estimate the budget impact of rent de-escalation without knowing the client's acuity. As individuals move off of rent assistance, CBI will add new clients to the caseload, as funding allows, up to a staffing ratio of 15 clients to one Navigator.

UA Payments – These costs are included in the estimated rent payments.

Lease Up Fee – HOM charges a flat fee of \$400/participant to provide the housing related orientation and other lease up activities and \$25/month/person for housing administration. Estimated contract cost includes 20 new clients x \$400/each = \$8,000 plus \$25/month x 3 months x 23 individuals = **\$9,725**

Client Move In Assistance – The budget includes \$1,300/participant x 20 new participants, which includes about \$1,000 per participant for furniture, furnishings etc. and \$300 per participant for HSC to coordinate the process and pay moving costs. Estimated contract cost is **\$26,000**

AMENDMENT No. 1
To
SERIAL 14072-RFP RAPID RE-HOUSING AND EMERGENCY SHELTER SERVICES
Between
Community Bridges, Inc.
&
Maricopa County, Arizona

WHEREAS, Maricopa County, Arizona ("County") and Community Bridges ("Contractor") have entered into a Contract for the purchase of Rapid Re-housing and Navigation Services ("Agreement") effective October 16, 2014. County Contract No: 14072-RFP.

WHEREAS, County and Community Bridges have agreed to further modify the Agreement by changing certain terms and conditions;

NOW, THEREFORE, in consideration of the foregoing, and for other good and valuable consideration, receipt of which is hereby acknowledged, the parties hereto agree as follows:

- A. Renew the contract and adjust the contract end date:
 - i. End date June 30, 2016
- B. Value Increase in the amount of \$350,00.00
- C. Allow the Director of Human Services Department to approve by written Amendment certain authority.
- D. Delete Men's Overflow Shelter and replace with homeless individual at the Human Services Campus or other as identified by the County's Human Service Department.

Please see below for revisions:

- A. Renew and adjust contract term:
~~This Contract is for a term of Eight (8) months, beginning on the 16th day of October, 2014 and ending the 30th day of June, 2015.~~
This contract is for a term of a total of twenty (20) months, beginning on the 16 day of October, 2014 and ending on the 30th of June 2016.
- B. Increase Contract Amount:
Updated information will be added to this contract.
Section A.5 Itemized Service For Contract Amendment
Section A.5 Budget Narrative Contract Amendment
See Below:

Section A.5 Budget Narrative Contract Actual (Amendment 1)

The proposed program budget is based on the following assumptions and calculations:

FY 14-15 Oct thru June 30, 2015 Original Contract

Salary

1,440 hours x 3 Navigators x \$16.38/hour average = \$70,776

Average rate includes base wage rate, overtime, night shift differential, and bilingual pay

Start Up Only: Five fulltime certified Peer Support Specialist (Navigator II) positions at \$14.50/hour and direct supervision time for Oct 19th thru Dec 31st.

Five Navigators

400 hours x 5.0 PSS x \$20.50 average rate = \$40,993 ramp up time only

Average rate includes base wage rate, overtime, night shift differential, and bilingual pay

5 pay periods from Oct 19 thru Dec 30, 2014 = \$40,993

Direct Supervision (28% of Director and Manager time) Oct thru Dec only
 \$33.83/hour x 203 hours = \$6,866 *Director of Peer Support and Outreach Services*
 \$23.69/hour x 332 hours = \$7,857 *Manager of Peer Support and Outreach Services*
 \$22.27/hour x 263 hours = \$5,856 *Peer Navigator Supervisor*
 Total Salary = \$70,776 + \$40,993 + \$20,579 = **\$132,348**

Employee Related Expenses = 31.79868% of salary based on the following expenses:

Worker's Compensation = 1.78% of salary
 FICA = 6.2% of salary
 Medicare Cost = 1.45% of salary
 SUTA = \$56/employee
 401K Potential Contribution Match = 4% of salary
 Employee Insurance = \$441.08/employee/month, increasing to \$496/employee on average starting April 1st, 2015.

Not all employees choose the 401K option and some employees have health insurance elsewhere. Actual ERE for this contract thru the end of Feb is 25.24%

ERE is projected to be 26.24% for the contract with the current three employees= **\$34,726.**

Vehicle Lease

CBI will lease three vans for the program at \$525/month per van. Vehicle costs have averaged \$389/month. Projected cost for contract is \$10,497.

HIMIS License

An HMIS licenses is \$150 per person for a full year. Only five Navigators needed an HMIS license. \$150 x 5 Navigators = **\$750.**

Cell Phone

One cell phone lease is \$78/month on average. Cost is projected to be **\$3,217.51.**

Mileage

Mileage cost is based on an average of 50 miles/day x 180 work days x Fed Mileage Rate (0.56/mi) per employee. The Fed mileage rate increased to .575/mile on Jan 1st. The projected cost is **\$14,258.96** for the original contract.

Clinical Operations Oversight 4.5%

Clinical staff provide direct oversight of the Navigators. The fee for this service is 4.5% of the direct cost of providing Navigation services. The cost is projected to be \$7,788 for the original contract.

Contract with HOM, Inc.

CBI will contract with HOM, Inc. to manage the RRH assistance. CBI housed **46** individuals exceeding the contract requirement of **35** individuals housed. Some clients moved from one unit to another and may incurred deposits more than once.

Utility Deposits – Estimated contract cost is \$1,649.40 based on actual costs thru March 2015.

Leasing Deposits/Fees - Estimated contract cost is \$28,120.00 based on actual costs thru March 2015.

Rental Payments - Estimated contract cost is \$199,993.33 based on \$103,041.33 actual costs thru March 2015 and projected rents of \$24,238/month (\$96,952) for April, May, June and July, for 46 clients.

UA Payments - Estimated contract cost is \$2,229.87 based on actual costs thru March 2015.

Lease Up Fee – HOM charges a flat fee of \$700/participant to provide the housing related services included in this proposal. Estimated contract cost is \$34,300 based on actual costs thru March 2015.

Client Move In Assistance – The budget includes \$1,300/participant x 35 participants, which includes about \$1,000 per participant for furniture, furnishings etc. and \$300 per participant for HSC to coordinate the process and pay moving costs. Estimated contract cost is \$61,100 based on actual costs thru March 2015.

FY 14/15 April thru June Program Expansion

Salary

Two Navigator Supervisors (one is a trainee to learn the coordination function currently performed by the consultant and take over as supervisor in FY 15/16) at \$18.52/hour.

560 hours x \$18.52/hour x 2 FTE = \$20,742

On call stipend = \$100/month x 3 months x 2 FTE = \$600

One Navigator

\$14.50/hour x 560 hours x 1.0 PSS = \$8,120

Total Salary for Expansion = **\$29,462**

Employee Related Expenses = 31.50% of salary \$29,462 x .315 = \$9,281

Vehicle Lease

\$525/month x 3 months x 2 vehicles = \$3,150

HMIS License

\$150 x 2 Navigators = **\$300**

Cell Phone

\$70/month x 2 phones x 3 months = **\$420**

Mileage

741 miles/month x 3 months x 2 staff = 4,446 miles x .575/mile = \$2,555

Clinical Operations Oversight 4.5%

Clinical staff provide direct oversight of the Navigators. \$45,178 operating costs x 4.5% = \$2,033

Contract with HOM, Inc.

CBI will contract with HOM, Inc. to manage the RRH assistance.

Rental Payments – Eight new clients can be housed in the expansion – 5 clients for May and June, 3 clients for mid-April, May and June. Rent estimate is \$626/month on average and will include utility deposits and utility payments when needed.

Leasing Deposits/Fees - \$600/client x 8 clients = \$4,800

Lease Up Fee – HOM charges a flat fee of \$700/participant to provide the housing related services included in this proposal. \$700/client x 8 clients = \$5,600

Client Move In Assistance – The budget includes \$1,300/participant x 35 participants, which includes about \$1,000 per participant for furniture, furnishings etc. and \$300 per participant for HSC to coordinate the process and pay moving costs. \$1,300/client x 8 clients = \$10,400

FY 15/16 Contract Budget

Salary

Three Navigators

2,080 hours x 3 Navigators x \$14.83/hour average = \$92,560

One Supervisor

2,080 hours x 1 FTE x \$19.10/hour = \$39,722

Hourly rate includes on call stipend

Employee Related Expenses

ERE is 31.35% of salary x \$132,282 x .3135 = \$41,469

Vehicle Lease

\$525 per month x 4 vehicles x 12 months = \$25,200

HMIS License Renewal

\$150/employee x 4 staff = \$600

Cell Phone

\$78/month x 4 phones x 12 months = \$3,744

Mileage

50 miles/day x 260 work days x 4 staff x \$.575/mile = \$29,900

Clinical Oversight Fee

4.5% of operating costs = \$233,195 x 4.5% = \$10,494

Housing Costs – Rent Payments

\$24,153/month x 11 months for the 46 original clients + \$626/month x 8 clients x 12 months = \$325,779
minus the funding shortage of \$40,468 – \$285,311

C. Amend to allow the County, at any time, by written Amendment executed by the Director or designee, makes changes within the general scope of this Agreement in any one or more of the following areas:

i. Scope of Work additions:

- 1. Which do not increase or decrease the amount of total contract amount.
- 2. Modify the project timeline as long as the last day of the project timeline is within the end date of the contract; or
- 3. Modify terms consistent with any change to scope of work required by Federal, State regulations, or County ordinances or policies.

ii. Administrative requirements such as changes in reporting periods, frequency of reports, or report formats required by HUD or the County, policies or requirements. It is responsibility of the Contractor to ensure the latest documents are consulted and followed.

iii. All copies of changes and amendments must be submitted to the Office of Procurement Services.

D. Revise the scope of work in the RFP to delete Men's Overflow Shelter and replace with homeless individuals at the Human Services Campus or other as identified by the County's Human Service Department.

IN WITNESS WHEREOF, this Amendment is executed on the date executed.

COMMUNITY BRIDGES:

Frank Scarpati
Authorized Signature

Dr. Frank Scarpati President/CEO
Printed Name and Title

1855 W. Baseline Rd, Suite 101
Address Mesa, AZ 85202

3/31/2015
Date

MARICOPA COUNTY:

[Signature]
Chief Procurement Officer

3/31/15
Date

EXHIBIT B**SCOPE OF WORK****A. Program Component:****1. Please indicate the program component the agency is applying for:**

- Rapid Rehousing
 Emergency Shelter Operations

2. Provide detailed statement of all of the programs and services proposed, including conclusions and generalized recommendations.

Community Bridges, Inc., in partnership with the Human Services Campus and HOM, Inc. will provide rapid re-housing and navigation services and/or diversion services for up to 85 participants living at the Men's Overflow Shelter (MOS) in Phoenix. CBI's Homeless Navigation service will provide intensive, targeted intervention to homeless participants based on their acuity score as determined using the VI-SPDAT assessment tool. Three certified Peer Support Specialists (Navigators) will identify and establish relationships with homeless individuals from the MOS, facilitate their voluntary relocation into housing using rapid re-housing assistance for non-SMI participants or assistance from the regional behavioral health authority for seriously mentally ill (SMI) participants. An additional five Navigators will work with the program for the first two and a half months to identify and move people into housing by November 2014.

CBI will contract with HOM, Inc. to manage the rapid re-housing subsidy. HOM, Inc.'s services will include determining client program eligibility and orientation for RRH, provide Landlord Courtesy Listing and customized housing search assistance, negotiating the contract and gross rent amounts and lease terms in accordance with HUD-published Fair Market Rents (FMRs) with landlords, conducting housing quality standards (HQS) inspections, performing lead based paint assessments, and making monthly rental payments for participants. HOM, Inc. is Arizona's leading provider of scattered site, tenant based rental assistance to individuals and families experiencing homelessness. HOM has 20 years experience in administering housing programs for homeless and special needs populations. HOM is proficient in all program administration requirements including determining income eligibility, verifying annual income, assisting participants in securing assisted leases from private landlords, and performing rent reasonableness evaluation and housing quality standards inspections.

CBI's Navigators assist participants with the housing search and application process, as well as moving into housing. The most important role of the Navigators is to provide the support and advocacy necessary for participants to stay in their housing and plan a path to permanent housing stability. Once housed, Navigators complete a full SPDAT assessment for each participant and use the results as the basis for creating an individualized housing and service plan. The Navigator monitors participants' progress on achieving the goals in the plan and reassesses the participant every quarter.

Navigators provide continuing contact with participants to monitor their transition from the MOS and the streets into housing and assist them with accessing needed benefits and services such as AHCCCS, social security, disability, behavioral and mental health treatment, legal assistance, medical care, education, employment-related services, identification and transportation. Navigators link participants to CBI's system of care for behavioral health and substance issues as needed. Navigators also assist participants in maintaining positive relationships with landlords and problem-solving when necessary to maintain their housing. In addition, Navigators helps participants keep medical and other appointments, follows up with appeals processes or other advocacy needs for the individual's care. Participants receive multiple contacts at varying degrees of frequency, sometimes several times per week, depending on the participant's current need.

CBI also will partner with the Human Services Campus (HSC) to compile and coordinate the list of MOS participants that may be appropriate for RRH, PSH, or diversion services based on their VI-SPDAT assessment score. HSC serves as the Maricopa County Coordinated Assessment pilot site for homeless individuals in Maricopa County and as such administers the VI-SPDAT assessment tool. HSC will also identify and obtain items such as furnishings, furniture, appliances, food, and clothing participants need to move into their new housing, and coordinate the delivery of these items for participants moving in to their new housing.

3. Describe the services, service delivery model, timeline, and target population for the proposed program component.

CBI's Navigators will use skills such as motivational interviewing and assertive outreach with a housing first, harm reduction approach to serve the target population. The Housing First model seeks to place individuals in permanent housing as quickly as possible without making access to housing contingent upon conditions such as sobriety or employment, or their willingness to participate in a predefined set of services. Central to the Housing First approach is the tenet that support services including behavioral health and management of chronic health conditions as well as other social services can be more effective when people are in stable housing first. Services are primarily delivered after the participant enters housing and the service mix is based on the individual needs and willingness of the participant. The defining characteristic of the Housing First approach is that housing retention is not contingent on a participant's compliance with services. The focus of Housing First is to help the participant comply with the housing lease agreement and provide services and supports necessary for a participant to comply successfully with the lease (*What is Housing First?*, National Alliance to End Homelessness, November 9, 2006)

Harm Reduction is an approach to addressing drug and alcohol abuse aimed at reducing the harm associated with substance use. Harm reduction includes a range of outcomes from safe use to managed use to abstinence. The approach recognizes that individuals proceed through the stages of recovery at their own pace and that interventions should be tailored to the specific recovery stage of each person. Harm reduction incorporates the goals and motivations of the individual and provides services and resources in a non-judgmental, non-coercive way.

Motivational interviewing (MI) is a counseling style designed to help individuals explore their motivation and commitment to change. The MI approach involves engaging in collaborative, egalitarian interactions with individuals as peers rather than an expert giving advice and information to a client. MI affirms an individual's right to and capacity for self-direction. The method assists an individual in looking inward to explore their ambivalence about change as well as to recognize their own resourcefulness, understanding and skills to make changes. Ultimately, the MI process helps individuals resolve their ambivalence, strengthen their motivation for change, and develop the confidence needed to make changes.

Assertive Outreach involves meeting individuals in non-traditional settings, which essentially means going to where they are rather than waiting for them to come to a specific location for services. A second element of assertive outreach is engagement defined as the process of building a trusting relationship with individuals to facilitate their access to needed services. The purpose of assertive outreach is to reach people who might otherwise be ignored or underserved, and assist them in accessing the services needed to improve their physical and mental health, social functioning and reintegration into the community.

Taken together, these four evidence-based practices have proven effective in reaching hard to serve adults who are homeless and have substance abuse, mental health, and chronic health conditions. Adults who are chronically homeless often have a mistrust of service providers and are reluctant to make contact. Assertive outreach is designed to meet people where they are both geographically and emotionally (i.e. meeting their need for connection, reassurance and support (Olivet, 2010)). A connection with a caring human being, not just tangible resources, is necessary to overcome the sense of alienation often present with people who are chronically homeless (Olivet, 2010).

Assertive Outreach is effective in engaging and linking persons who are homeless with substance use disorders to substance abuse treatment services (Fisk, 2006). A review of the literature on outreach and engagement recommends that outreach activities should be included in programs for people with mental illness, addictions, and co-occurring disorders, and linked to Rapid Re-housing and Housing First programs. Additionally, motivational interviewing is one of the suggested training topics for outreach workers (Olivet, 2010). Motivational interviewing and harm reduction are implemented commonly in Healthcare for the Homeless settings also (Goyer, 2011).

In addition, people who are homeless with mental illnesses are more likely to recover and achieve residential stability if they have access to supported housing programs (National Coalition for the Homeless, July 2009). The National Coalition for the Homeless also states that stable housing during and after treatment decreases the risk of relapse; therefore, treatment should be combined with supported housing opportunities. Finally, a 2013

Activity/Responsible Person	Month											
	1	2	3	4	5	6	7	8	9	10	11	12
sustainability.												
CBI Navigators update participants SPDATs at 3, 6, 9, and 12 months and revise service plans accordingly.		X	X	X	X	X	X	X	X	X	X	X

Target Population

The Human Services Campus provides basic needs and homeless services for more than 1,100 individuals each day. As the Coordinated Assessment pilot site for single adults in Maricopa County, the Campus partners have implemented a common assessment tool, the VI-SPDAT, to determine the most appropriate housing intervention based on acuity. To date, more the 3,800 unduplicated individuals have been assessed using the VI-SPDAT. Based on the data collected, 15% (717 participants) scored 10+ on the VI-SPDAT, 55% (2,581 participants) scored between 5 – 9 on the VI-SPDAT, and 30% (1,359 participants) scored between 0 – 4 on the assessment. The target population for this proposal are those participants that are using the MOS.

- 4. For Rapid Re-housing respondents, estimate how many individuals will be served (estimated 250 in the MOS), propose overall plan placing individuals, provide amount of estimated assistance per individual, duration and estimate amount of rental assistance and wrap around support services per individual.**

CBI proposes to serve 85 participants from the following acuity categories:

- 10 - Participants with SPDAT scores 10+
- 10 - Participants who are Seriously Mentally III (SMI) or SMI Eligible.
- 25 - Participants with SPDAT scores 5-9
- 40 - Participants with SPDAT scores 0-4

An estimated twenty-five participants will receive rapid re-housing assistance and an estimated ten SMI participants will receive housing assistance through the RBHA.

As described above in the activity timeline, the plan for placing individuals is to house those participants eligible for RRH assistance by November 2014. Participants who are SMI would be housed within the first three months. Participants eligible for diversion will be served throughout the contract period.

Participants eligible for RRH assistance would on average receive \$250 in utility deposits, \$900 in lease deposits and fees, \$735/month in rent assistance for two months and \$635 in rent assistance for an additional 6 months, and \$120 in utility assistance for two months. The budget is based on an assumption that the participant will generate some source of income and contribute to rent and utilities after two months. In addition, each RRH participant will receive an average of \$1,000 worth of furniture, furnishings and other items needed to support their move into housing. Total support for one participant receiving RRH assistance is \$3,640 on average, plus the navigation services and clinical support needed. The Navigation service will be available to participants for the full nine months of the contract.

- 5. Please provide itemized service budget and budget narrative including all costs and fund sources.**

An itemized service budget and budget narrative are included as attachments to this proposal.

- 6. Describe the agency’s experience in providing the proposed services and/or working with the target population. Qualifications of project personnel should be elaborated on Attachment K, Staff Experience Worksheet.**

Since 2004, CBI has accumulated a wealth of experience providing outreach, peer support, housing placement and/or housing retention support to the homeless population in the Valley as represented by the following programs:

- **Project H3:** In April 2010, CBI participated as part of the team of over 200 volunteers working in Phoenix, Mesa, Glendale and the Sunnyslope area to find and gather information from homeless individuals living on the streets. The survey team identified 262 individuals experiencing street homelessness, 106 of which

were determined to be medically vulnerable. In August, 2010, the Department of Economic Security (DES) contracted with CBI to provide homeless navigator services to 15-20 individuals in Maricopa County who are living on the streets and ranked as one of the top 50 most medically vulnerable individuals according to the Vulnerability Index. CBI provided the Homeless Navigation services for the Phoenix H3 project since 2010. More than 90% of those housed through Project H3 remained in housing longer than one year.

Project H3 Vets: A team of thirteen Navigators worked with community agencies such as the Veteran's Administration to provide navigation services for 225 veterans through Project H3 Vets. The program achieved a 92% housing retention rate. Project H3 Vets received national recognition as Phoenix became the first city in the nation to reach functional zero for ending chronic homelessness among veterans.

- **Blueprints Program:** Five Navigators worked with participants at the CASS shelter through CBI's Blueprints program to link participants in need of behavioral health services to CBI's behavioral health services and transition back to the community after receiving CBI services. Our Blueprints Peer Support Program has received national recognition from the Substance Abuse and Mental Health Services Administration (SAMHSA) for our demonstrated success in helping our participants maintain their recovery, support ongoing participation in treatment, find employment and secure housing. Currently, CBI has one case manager and 4.5 FTE Emergency Medical Technicians (EMT) serving at the CASS shelter and one Blueprints Navigator at the HSC welcome center. The EMT's at CASS provide 24/7 coverage and can link clients to hospitals when needed.
- **Arizona Housing Inc.:** Seven Navigators work in four of Arizona Housing Inc.'s permanent housing locations to help tenants retain their housing.

Circle the City: One Navigator is co-located at Circle the City Medical Respite Center to provide peer-based educational groups, employment resources/preparation and connection to community-based resources.

Health Care for the Homeless/Lodestar Day Resource Center: One Peer Support Navigator and one EMT work with the Health Care for the Homeless program and one Navigator and one EMT work at the Lodestar Day Resource Center to provide crisis transition services. Crisis transition services help participants complete or follow up on an AHCCCS application, secure or maintain housing, access medical care, access behavioral health or SMI evaluation, obtain community resources such as clothing, identification, food boxes, benefits, transportation etc.), access employment or vocational services, and link to community-based social support networks (12-step, Faith-based, NAMI, etc.). The Navigators at Health Care for the Homeless can also assist participants with medications.

Project Connect: The Navigator team also participates in Project Connect monthly events.

Project Stop: In 2013, CBI completed the Project Stop pilot program with the City of Phoenix. CBI responded to calls from Phoenix Police to assist with individuals on the Metro Light Rail that based on their behavior had a possible substance abuse and/or mental health issue. CBI's crisis team would attempt to engage the individuals and bring them into CBI's crisis system of care. CBI also assisted the City Prosecutor when the prosecutor has worked with participants that would benefit from substance abuse or mental health treatment.

City of Mesa Homeless Navigator: In FY 11/12 through FY 14/15, the City of Mesa funded a fulltime PSS Navigator to serve their community. In FY 13/14, the Navigator in Mesa has engaged 81 unduplicated individuals and assisted 17 to move into housing. The City of Mesa approved tenant-based rental assistance funds for ten housing units for FY 14/15.

City of Chandler Homeless Navigator: Beginning in FY 12/13, the City of Chandler provided partial funding for a PSS Navigator and CBI receives bridge funding from the Valley of the Sun United Way to make this position fulltime. Chandler provides tenant-based rental assistance funds for 15 units of housing for homeless individuals and families identified by the Navigator. In FY 13/14, the Navigator has engaged 64 participants and have 18 households moved into housing since the start of the program.

Community Mobile Outreach Teams: CBI provides mobile outreach teams 24/7, 365 days/year to assist police, fire and hospitals in Phoenix and the East and West valleys. CBI responds to requests from police and

fire departments to assess and triage individuals encountered on the streets that are incapacitated due to substance abuse. If the person is determined to be medically stable, he/she is transported to one of CBI's Access Points for further services. CBI also responds to requests from hospitals for transports to our facilities. In addition, CBI's Mobile Outreach Teams work with the cities to actively engage homeless individuals and triage them from the streets to one of our crisis stabilization facilities where they enroll in services to address their substance abuse and mental health needs. In addition, CBI operates an Access to Care line specifically for police and fire.

See the qualifications statement for the experience of HOM, Inc. and the Human Services Campus, CBI's partners for this proposal.

7. Provide statement and information of an all-inclusive best offer.

CBI proposes to serve 35 non-SMI participants, up to 10 SMI participants, and up to 40 participants needing referrals for diversion from the Men's Overflow Shelter (MOS) starting October 19, 2014 through June 30, 2015 for \$488,523. The requested amount includes \$206,000 of ESG-RRH funds expiring by December 31, 2014, \$105,000 of ESG-RRH funds expiring June 30, 2015, \$98,000 of unrestricted funds, and \$79,523 in rent payments made by the City of Phoenix directly to landlords on behalf of program participants.

Services will include prescreening using the VI-SPDAT assessment tool, engagement and navigation services including helping participants plan a path to permanent housing stability with three certified Peer Support Specialists (Navigators), and housing placement with Rapid Re-housing or regional behavioral health authority housing assistance. The proposal budget is for nine months and would have to be revised to a twelve month budget if the initial contract is renewed for a full year after June 30, 2015.

B. General Operations:

1. Describe how the agency will provide services that are appropriate to the language, culture, and geographic location of the target population.

CBI will use multiple strategies to ensure cultural competency of services including: a racially/ethnically diverse staff, bilingual staff and access to language assistance services, and partnerships with agencies that provide culturally specific treatment options to refer individuals as appropriate.

Community Bridges staff recruitment and retention policies require equal consideration of all candidates. Bilingual staff who qualify, receive an additional \$1 per hour after they pass a professionally administered language test when these skills are desired for certain job categories (i.e. intake specialists, nurses, counselors, and transition managers). Information is requested about whether the candidate has language skills in addition to English. Also, staff have access to language assistance services including in-person interpreters/translators, telephonic interpretation, video relay services, and any other language assistance service retained by CBI (Policy #L-1 Language Services attached).

Staff are retained through ongoing employee development, and supervision that includes mentoring, opportunities to refine skills, opportunities to expand experience by moving into other program areas, scholarships for staff seeking college degrees; financial assistance for getting and maintaining certifications and licensures; tuition assistance opportunities for professional development requirements, and an attractive compensation package.

The versatility of the organization has posited several unique opportunities to use our diverse staff in the development of culturally sensitive positions and to participate in committee's to enhance agency initiatives such as the LGBTQA Committee and implementation of Tribal Liaison/Navajo Navigation positions.

CBI recognized the need to address LGBTQ issues and concerns and to create a "safespace" for both LGBTQ participants and employees. CBI developed an internal LGBTQ Committee in October, 2012. The purpose of the committee was to ensure CBI programs and services are both inclusive and supportive. What began as a small four person committee increased to 25 staff members with statewide participation representing Ally, LGBT and diverse ethnic/racial backgrounds. The LGBTQA Committee has been instrumental in increasing education on transgender issues, developing a thorough LGBTQ resource list, and creating a "safespace" through visible and tangible support. Safespace signage and decals are evident throughout every CBI facility,

reminding both employees and client's that CBI advocates and supports members of the LGBTQ community. As part of an increased awareness initiative, educational modules addressing discrimination, harassment and historical content of the LGBTQ community also have been incorporated into the Peer Support Certification program. CBI values collaborative efforts and partners with local community organizations such as one•n•ten, and the LGBTQ Consortium on community events and outreach efforts.

The expansion of programs in rural Arizona necessitated creative and innovative strategies to meet the traditional needs of individuals and communities in rural Arizona. In partnership with Navajo Nation and other Tribal organizations, CBI developed both a Tribal Liaison position and Navajo Nation Navigators. CBI has a long history of working with several Native American tribes: Hopi, Navajo, White Mountain and San Carlos Apache, Gila River, Hualapai and Havasupai, and Tohono O'odham tribes. The Tribal Liaison plays an integral role in facilitating communication between tribal communities and CBI; ensuring support, awareness, collaboration and education.

2. Describe the policy in place to provide equal access to programs and services for individuals with disabilities, and what reasonable accommodations are in place in compliance with the Americans with Disabilities Act.

CBI conducts ongoing inspections for all of its sites to ensure compliance with Title III ADA guidelines. We monitor potential communication and architectural barriers in all of our public facilities through regular review by our Safety Officer and Director's of Quality Management and Facilities Operation. The review results are on file at our administrative office in Mesa. ADA compliance of our public facilities is a major priority that is monitored by the Commission for Accreditation of Rehabilitation Facilities (CARF) and the Arizona Department of Health Services-Division of Behavioral Health Services Licensure.

3. Explain how personnel, supervision, equipment, materials, and supplies necessary to perform the service requirements will be provided.

CBI will create a promotional opportunity for eight existing certified peer support specialists to serve this Maricopa County program. Three of these staff will work be assigned to the program for the full contract term and five of the staff will be assigned for the initial start up through December 20th and be phased out. Because of the need to expend a significant amount of funding before December 24, 2014, there is no time to recruit and train new employees for this program. CBI's extensive experience in providing peer support and navigation services means there is a pool of fully trained, certified peer support specialists experienced in working with the homeless population who will be prepared to implement the services proposed as soon as a contract is signed. In addition, the supervisory structure is in place as well.

CBI already has several Navigators located at the HSC who are supervised by the Navigation Supervisor. Scott Hall, the Manager of Peer Support and Outreach Services and Vicki Helland, the Director of the Peer Support and Outreach Services Division will also provide supervisory support and program oversight to ensure that program implementation occurs as planned and that the program accomplishes the desired outcomes.

CBI has a network of existing vendors and is prepared to lease three vans, purchase three computers and the associated costs (i.e. software, docking, monitor, and wireless card) and lease three cell phones to equip the three Navigators assigned for the full contract to perform their duties.

4. Provide copies of required licensures and/or certifications. Include numbers licensed to serve and renewal requirements.

All of CBI's clinical programs are licensed through the Arizona Department of Health Services – Division of Behavioral Health Licensure. Copies of the following licenses for CBI's facilities in Maricopa County are included with this proposal:

- Arizona Bridges to Recovery – Room A Outpatient Treatment Center
- Arizona Bridges to Recovery – Room B Behavioral Health Inpatient Facility – 14 beds
- ASPIRE Outpatient Treatment Center
- Central City Addiction Recovery Center - Behavioral Health Inpatient Facility – 16 beds
- Central City Addiction Recovery Center - Outpatient Treatment Center
- Center for Excellence Outpatient Treatment Center

- East Valley Access Point Outpatient Treatment Center
- East Valley Transition Point – Behavioral Health Residential Facility – 16 beds
- East Valley Addiction Recovery Center – Rooms B & C - Behavioral Health Inpatient Facility – 16 beds
- East Valley Addiction Recovery Center – Room A - Outpatient Treatment Center
- West Valley Access Point Outpatient Treatment Center
- West Valley Transition Point - Behavioral Health Residential Facility – 16 beds
- Health Care for the Homeless Outpatient Treatment Center

5. Certification of Local Approval: NA

6. Explain how your agency will match the funds provided by this grant. [Match can be cash, market value of any donated goods, fair rental value of any donated building, the value of any lease on a building, any salary paid to staff to directly carry out the program, and the value of time and services contributed by volunteers at a current rate of \$5 per hour (note: volunteers providing professional services such as medical or legal services are valued at the reasonable and customary rate in the community).]

CBI will use the services it currently provides at the HSC as an in-kind match for this program. These services are available to the participants who use the MOS and include the following:

- One Navigator and one EMT at the Lodestar Day Resource Center (\$53,458)
- One Navigator and one EMT at the Healthcare for the Homeless program (\$53,458)
- One Blueprints Navigator at the HSC Welcome Center (\$25,701)
- One case manager and 4.5 EMTs at the CASS shelter (\$147,010)

In addition, CBI will provide 100% of the direct supervision from December 21st through June 30, 2015 of the three Navigators for the program offered in this proposal and behavioral health clinical services at no charge to the grant. The dollar figures above are the salary and employee-related expenses for these positions for nine months.

C. Program Administration:

1. Describe the process for determining and documenting program eligibility. Please attach applicable written policies and procedures.

For the programs funded through this RFP, the Human Services Campus through the Coordinated Assessment process and CBI will collaboratively complete the verification process for determining homeless status and the eligibility for public benefits for any applicants served and document the results on the Rapid Re-Housing Eligibility Determination form (see attached). The HSC will initiate the verification process by administering the VI-SPDAT assessment. CBI's Navigators will assist participants with obtaining necessary documents when needed, to complete the verification process. Participants with VI-SPDAT scores that qualify for RRH assistance will be referred to the Navigators. The Navigators will link participants to HOM, Inc., who will complete the RRH eligibility assessment and the rent and housing assistance payment calculation.

2. Describe the process for securing confidential information of participants and staff. Please attach applicable written policies and procedures.

CBI's policy is to ensure that all information (whether or not recorded) about a patient, whether acquired verbally, through observation, in writing, acquired through a third party, and all information maintained in the patient's medical record is kept confidential. Release of patient information will be made only in accordance with State (ARS §46-454, 517.01 and .02, §36-664, §13-3620) and Federal law (42 USC 290dd-2) and regulation (CFR Section 42, Part 2).

CBI staff may not disclose any information to anyone regarding any patient whether the patient is currently or has ever been a patient at CBI unless the patient signs a written release of information or there is a duty to warn in cases of potential abuse. CBI's written policy on confidentiality and duty to warn (Policy # C-1 attached) outlines specific requirements

All of CBI's navigation and medical files are kept in locked cabinets at secure facilities in accordance with licensure regulations.

The Human Services Campus (HSC) enters all client information into the Homeless Management Information System (HMIS). All users are licensed and trained on the data entry and document scanning process. All forms signed by the client are scanned and uploaded into HMIS. Copies of client information are kept in a secure location. The HSC does not receive any medical records related to Coordinated Assessment.

- 3. Provide materials (e.g. policy manual) which include at a minimum purpose, population served, program description, non-discrimination policy, fingerprinting procedures, confidentiality statement, and program/shelter regulations, rules & procedures? If materials are not available, please explain why.**

CBI maintains an extensive clinical policy manual that includes policies governing its Navigators and Navigator programs. The following policies from the clinical policy manual are included with this proposal:

- A-3 Anti-Discrimination/Anti-Harassment Policy
- C-1 Code of Ethics Policy
- C-3 Confidentiality/Duty to Warn Policy
- C-4 Clinical Supervision & Continuing Education
- CC-6 Coordination of Care – Crisis Navigator Policy
- E-1 Employee Qualifications and Records
- F-2 Fingerprint Clearance Policy
- L-1 Language Services
- S-4 Staffing Requirements

D. Personnel:

- 1. Does your agency maintain written job descriptions for each position which includes job responsibilities, qualifications and salary range? If no explain why not. If yes, note what the description contains.**

CBI maintains written job descriptions for all of its positions. Each job description includes the minimum level of credentials needed for the position, the administrative and clinical supervisor for the position, a general position description, specific functions and duties of the position, the skills needed to perform the assigned duties, the general requirements, educational and work experience, and the ongoing education and training requirements.

CBI's compensation and classification is designed to reflect each position's unique responsibilities, requirements and influence. The total compensation package is meant to provide a framework by which CBI can attract, retain, and develop highly motivated and talented staff by directly relating our organization's achievements and successes to the achievements and successes of staff. The Human Resources Department manages the established compensation structure and assigns pay based on the grade levels established.

- 2. Describe staffing structure to include hours and coverage. If program is not staffed 24/7, please describe procedures to address off-hour emergencies.**

CBI's current organization chart is included with this proposal. The Navigators requested in this proposal would be included within the Peer Support and Outreach Services program area under the supervision of Vicki Helland, the Division Director. The Navigators included in this proposal would work eight hour shifts, five days per week with overlapping schedules to provide maximum availability for participants including weekends.

CBI operates an Access to Care Line and mobile outreach teams throughout Maricopa County, all of which are available 24/7 for after hours emergencies. In addition, CBI has staff stationed at the Human Services Campus 24/7 that can link a participant to needed resources after hours.

- 3. Describe staff training requirements, frequency, and annual training budget. Please include overview of employee orientation if applicable.**

At CBI, a Peer Support Specialist (Navigator) is a Credentialed Behavioral Health Technician (CBHT), who meets one of the following minimum levels of qualification:

- Has a master's degree or bachelor's degree in a field related to behavioral health,

- Is a registered nurse, is a physician assistant who is not working as a medical practitioner,
- Has a bachelor's degree and at least one year of full-time behavioral health work experience;
- Has an associate's degree and at least two years of full-time behavioral health work experience,
- has a verified general equivalency diploma (GED) or high school diploma *with a minimum of 2 years of mixed behavioral and physical health work experience and/or 2 years of substance abuse/mental health recovery oriented service*. Recovery oriented service experience will be verified whenever possible however respect must be paid to confidential aspects of different community resources who are based in anonymity. Must also have completed 160 hours of behavioral health, substance abuse or physical health training post high school education or via continuing education units through on-line learning management systems, college courses or conferences and seminars.

CBI's Navigators are individuals who have personal histories in recovery from substance abuse and mental health disorders, and many also have been homeless. All of CBI's Navigators complete a peer support certification program that includes 106 hours of training to develop skills such as motivational interviewing, assessment and triage, ASSIST suicide prevention, and patient care planning. Their education is enhanced through monthly clinical oversight and biweekly team meetings. Navigators also attend community-based trainings on topics related to homelessness and recovery.

In addition, each Navigator is responsible for completing continuing education and clinical supervision regardless of professional level or certification. The following are required to be completed by the Arizona Administrative Code:

- **American Heart Association CPR and First Aid** – renewed annually for Maricopa County staff.
- **Handle with Care** – Renewal every 6 months for Maricopa County staff.
- **Cultural Competency** – Live class first year of employment. Annual renewal via Essential Learning.
- **T/RBHA Training Requirements** – Must meet all requirements for training and education courses as prescribed by designated T/RBHA service area within required timelines.
- **Professional Continuing Education** – 24 Hours annually and as outlined in Title 4 Chapter 6 of the Arizona Administrative Code.
- **Additional Professional Continuing Training:** - As outlined in Community Bridges annual agency-wide Training Plan
- **Certified Peer Support Specialist** – All Peer Support Positions must be a Certified Peer Support Specialist via the Community Bridges training program within 120 days of hire.
- **Clinical Supervision** - 1.0 hour for every 40 hours worked *Independent and Non Independent will develop a clinical supervision plan with their direct and/or clinical supervisor. Must meet the criteria outlined in A.A.C. R4-6-210, 211, and 212 in addition to A.A.C. R-4-6-403, 404, 503, 504, 603, 604, 705, and 706 as applicable to the employee's license.

CBI trains an average of 20 Peer Support Specialists annually. The 40-hour classroom portion of the training costs about \$616 per trainee, which includes materials, trainers, guest speakers, and the trainees' replacement covering the shift while the trainee is in training.

E. Facilities – Emergency Shelter Only: NA

F. Operations – Emergency Shelter Only: NA

G. Assessment:

- 1. Describe the time frame your agency uses for initial assessments. If initial assessments are not completed within five days of program entry, explain why. Also describe your policies and procedures for assessing, prioritizing and reassessing individuals' and families' needs for essential services related to emergency shelter or housing placement.**

The Human Services Campus is the Regional Coordinated Assessment Site for single adults experiencing homelessness in Maricopa County. Certified staff conduct assessments for new and returning clients upon entry. New clients arriving after close of business will be assessed the next business day. All assessed clients populate the community priority housing list. Clients also receive an orientation and connection to appropriate Campus resources based on the needs of the individual.

Reassessment using the VI-SPDAT should be conducted at six month intervals. Highly acute clients with an initial VI-SPDAT score of ten or more, will be referred to a SPDAT Squad Case Manager who will conduct a new VI-SPDAT.

The HSC works closely with the Maricopa Association of Governments Continuum of Care on the development of policies and procedures for Coordinated Assessment.

CBI Navigators will complete a full SPDAT once a client moves into housing. The full SPDAT will be used to develop the individualized housing and service plan with the client to assist in planning for permanent housing stability. The Navigator will review and update the SPDAT with the client at 3 months, 6 months, 9 months and one year after the initial assessment is completed.

- 2. Describe what your agency includes in the documentation of assessments. Also explain the assessment tools(s) utilized and its purpose.**

The HSC uses the VI-SPDAT as the pre-assessment screening tool and inputs all assessment data into our local HMIS. The purpose of the VI-SPDAT assessment is to prioritize our housing resources to the most acute clients experiencing homelessness on the Campus. Staff are also required to complete a client release of information in accordance with local HMIS policy.

CBI will use the full SPDAT to assess participants' needs in supporting a path to permanent housing stability. Navigators document their SPDAT assessment results as well as the results from other tools such as the independent living skills assessment, and daily client engagement forms in HMIS. The full SPDAT includes an assessment of the following domains: Self-Care and Daily Living Skills, Social Relationships and Networks, Meaningful Daily Activity, Personal Administration and Money Management, Managing Tenancy, Physical Health and Wellness, Mental Health and Wellness & Cognitive Functioning, Medication, Interaction with Emergency Services, Involvement in High Risk and/or Exploitive Situations, Substance Use, Abuse and/or Trauma, Risk of Personal Harm/Harm to Others, Legal, and History of Homelessness and Housing. These domains are all areas that could undermine permanent housing stability if there are significant issues left unaddressed. Specific objectives would be included in the participant's housing and services plan for any domains that could undermine housing stability.

If a participant enters a CBI clinical facility, these data are entered into CBI's data system (Claimtrak).

- 3. Upon implementation of the CoC's centralized or coordinated assessment system, any ESG-funded Program will be required to utilize this system, with the exception of a victim services provider and programs serving Men's Overflow Shelter participants. Describe how your agency will modify its assessment process to meet the CoC requirements.**

CBI's Navigators are trained to use the VI-SPDAT and full SPDAT assessment tools. CBI has positioned itself to be fully functional with the Coordinated Assessment system at the Human Services Campus as the system transitions from a pilot program to full implementation. At some point, Navigators will discontinue the use of the self-sufficiency matrix and use the full SPDAT tool for their case management tool.

4. Describe the intake process of placing individuals and families into rapid rehousing, engagement of the landlord/owner and explain how records will be kept.

CBI will contract with HOM, Inc. to administer the RRH functions. HOM's process includes the following activities:

Initial Briefing

The Navigator attends the housing orientation with the participant and assists with paperwork as needed.

- Applicants receive a comprehensive briefing packet containing important program information
- Applicants and adult household members accurately complete all required forms and documents.

Eligibility Assessment

HOM, Inc. conducts the eligibility assessment.

- No *initial* income eligibility requirements for 0-3 months of assistance.
- Participant eligibility will be determined in accordance §576.401(b)(i)(ii) prior to assistance being provided in months 4 -12. Annual income will be determined in accordance with 24 CFR 5.609.
- Third party written verification confirms the applicant's reported income, assets, and expenses

Rental Assistance Calculation

HOM, Inc. completes the rental assistance calculation.

- Initial tenant rent calculation is based on applicant's written/verbal reporting of their assets, expenses and income during the intake/briefing
- Verified income information is used to properly calculate the Tenant Rent and Housing Assistance Payment (HAP)
- Final Total Tenant Payment (TTP) is calculated after a unit has been located and all verification forms have been returned to HOM, Inc.

Housing Search

CBI's Navigators assist participants with the housing search.

- Participants are free to choose a dwelling of his/her choice in the community, but are provided with necessary and appropriate information to make an ideal selection. For this proposal, HOM, Inc. will provide the participants with a narrowly defined list of landlords who will work with this program and the population to be served that may have limiting issues such as felon status or sex offender.
- Participants and case managers are provided with a list of participating Landlords
- Participants are provided with a Landlord Information Packet containing an overview of the programs and the paperwork required for the initiation of rental assistance.
- Landlord and Participant complete the Request for Rental Assistance and the Landlord/Participant Participation Agreement.

Inspection and Lease Up

HOM, Inc. conducts the inspection and lease up activities. CBI's Navigators assist participants with completing the tenant application and other paperwork from the Landlord.

- Lead Based Paint Screening is conducted in accordance with The Lead Based Paint Poisoning Prevention Act (42 U.S.C. 4821-4846), the Residential Lead Based Paint Hazard Reduction Act of 1992 (42 U.S.C. 4851-4856), and implementing regulations in 24 CFR Part 35, Subparts A, B, H, J, K, M, and R prior to lease execution.
- Housing quality inspections are conducted in accordance with 24 C.F.R. § 982.4 Subpart I - Housing Quality Standards, Subsidy Standards, Inspection and Maintenance prior to lease execution.
- Rent reasonableness is confirmed by comparing Gross Rent to similar unassisted units based on the Request for Tenancy Approval paperwork, from information maintained by HOM, Inc. in a Rent Reasonableness database and from the Arizona Regional Multiple Listing Service (ARMLS).
- A Landlord Confirmation Worksheet is used to communicate all terms of the assisted tenancy to the Landlord.
- "Tip Sheets" are provided to landlords to alert them to common reasons for failed HQS inspections
- Landlord and Tenant execute the lease agreement and send an executed copy to HOM, Inc.
- Rental assistance agreement is generated and copies sent to the landlord for execution.

Recordkeeping

HOM, Inc. maintains a file on all program participants. These files include original documents of housing applications; third-party written verifications of income, assets, and expenses; rental assistance calculation worksheets, HQS inspection reports, rent reasonableness determinations, lease agreements, rental assistance agreements and other forms and documentation necessary to audit and monitor the provision of rental assistance for program participants. HOM uses a housing management software system to manage its housing programs, called Housing Data Systems (HDS). HDS features include all components of rental assistance administration, including tracking of tenant, unit, landlord and service provider information, the ability to process payments via ACH, a handheld inspections module, and an expansive list of standard and custom housing program reports. HDS is used by over 300 public and Indian housing authorities across the country.

H. Individualized Client Services:**1. Describe the Navigation or Case Management component of the program.**

CBI's Navigators provide case management, emotional support, mentoring, advocacy, and transportation for homeless participants. Navigators are trained and certified peer support specialists, which means the Navigators have worked in their own substance abuse or mental health recovery for one year or more and have been trained in skills such as motivational interviewing, assessment and triage, ASSIST suicide prevention, and patient care planning.

Regardless of whether a participant is in recovery from alcohol or drug problems, these nine principles guide how CBI's Navigators carry out their work:

- #1 - Respect is the cornerstone when meeting people where they are at without judgment, as well as doing so with great patience and compassion.
- #2 - Persons in recovery choose services and are included in the program decisions and program development efforts.
- #3 - Focus on individual as a whole person, while including and/or developing natural supports: A person in recovery is held as nothing less than the whole, being capable, competent and respected for their opinions and choices.
- #4 - Empower individuals taking steps toward independence and allowing risk taking without fear or failure: A person in recovery finds independence through exploration, experimentation, evaluation, contemplation and action.
- #5 - Integration, collaboration, and participation with the community of one's choice : A person in recovery is a valued, contributing member of society and, as such, is deserving of and beneficial to the community. Community service and volunteerism is valued.
- #6 - Partnership between individuals, staff and family members/natural supports for shared decision making with a foundation of trust: A person in recovery, as with any member of society, finds strength and support through partnerships.
- #7- Persons in recovery define their own success: Persons in recovery are the experts about themselves, defining their own goals and desired outcomes.
- #8 - Strengths-Based, flexible, responsive services reflective of an individual's cultural preferences: A person in recovery can expect and deserves flexible, timely, and responsive services that are accessible, available, reliable, accountable, as well as sensitive to cultural values and needs. A person in recovery is and should be a source of his/her own strength and resiliency.
- #9 - Hope is the foundation for the journey towards recovery: A person in recovery has the capacity for hope that thrives best in associations that foster hope. A person in recovery is held as boundless in potential and possibility.

Based on the results of the full SPDAT assessment, Navigators will assist participants in identifying their willingness to address issues, identify the resources and steps needed to address them, and encourage and support them to take the necessary actions to support permanent housing stability.

Participants receiving RRH will likely have a different level of need than the chronically homeless clients that CBI currently serves, especially those that score 5-9 vs. those scoring 10+ on the VI-SPDAT. Case plans are customized to the individual based on the issues presented, and the participant's willingness and ability to take action. The path to permanent housing stability is a process of change through which an individual achieves improved health, wellness, and quality of life. Navigators provide assistance in a myriad of ways, some examples of which are listed below based on the participant's functioning on the full SPDAT domains.

- **Self-Care and Daily Living Skills:** The Navigator completes an independent living skills assessment at move-in to address frequently overlooked basic living skills necessary for safety and health of participants. Navigators teach basic living skills primarily by example, such as teaching home cleanliness by cleaning with the client.
- **Social Relationships and Networks:** Help participant's identify their social support needs, link to networks such as 12-step, faith community, family, etc. and provide emotional support as needed.
- **Meaningful Daily Activity:** Help participants identify their interests and social and emotional needs. Connect participants to recreational, social, volunteerism, employment, or educational opportunities as needed.
- **Personal Administration and Money Management:** Connect participants to employment, job training, applying for benefits when appropriate, teach how to develop budgets, set up rent auto pay, connect to resources to repair credit problems, and connect participants to payees when necessary.
- **Managing Tenancy:** Assist with the housing application process, housing orientation and lease up process. Accompany participants in their housing search. Facilitate problem solving with landlords. Educate participants about their responsibilities to comply with their lease requirements.
- **Physical Health and Wellness:** Assist participants with health insurance applications, keep participants connected to their routine medical care, transport to appointments, assist with identifying a primary care provider and educate about how to access primary care.
- **Mental Health and Wellness & Cognitive Functioning:** Assist participants with getting an SMI evaluation if needed, or enter CBI's system of clinical care for behavioral health care. Transport to appointments, provide emotional support.
- **Medication:** Keep participants connected to their medications, assist with obtaining medications when needed.
- **Interaction with Emergency Services:** Keep participants connected to their routine medical care, transport to appointments, identifying a primary care provider
- **Involvement in High Risk and/or Exploitive Situations:** The appropriate support may include assisting clients to enter CBI's substance abuse and mental health treatment services and/or connecting with an existing behavioral health provider.
- **Substance Use:** The appropriate support may include assisting clients to enter CBI's substance abuse and mental health treatment services and/or connecting with an existing behavioral health provider.
- **Abuse and/or Trauma:** Educate participants about safety planning, or link participants to community domestic violence providers, link to behavioral health/counseling services through CBI's system of care or other community providers.
- **Risk of Personal Harm/Harm to Others:** Link participants to counseling services through CBI's system of care or other community providers.

- Legal: Navigators will accompany participants to court or appointments with probation officers or prosecutors to address legal issues, when necessary.
- History of Homelessness and Housing: Educate and support participants in addressing issues that could threaten their housing.

Participant case plans change throughout the process as desired objectives are achieved, new issues are identified, or a participant becomes willing to address previously identified issues. The Navigator reviews the case plan with participants at least once a month and updates the SPDAT assessment every 90 days. The end goal is always to address issues that ultimately support stability in permanent housing.

2. Describe the process for developing, monitoring and documenting progress on an individualized plan for each participant. Include client engagement strategies, plan components, and frequency of client interaction.

Once a pre-assessment has been completed and a client has been referred for RRH assistance, the Navigator assists with the housing orientation, search, lease up, and move-in process as described in question 6. After a participant moves into housing, the Navigator will initiate a full SPDAT assessment with the participant. The SPDAT will assist the Navigator and the participant in identifying other needs they would like to address that will support a path to permanent housing stability.

The Navigator reviews the SPDAT at 3 months, 6 months, 9 months, and one year after move-in. The quantity and depth of the issues the participant presents will determine the amount of follow up contact the Navigator provides. Some participants require phone calls or home visits bi-weekly for support; others require more frequent contact.

The common thread for the four evidence-based practices used by Navigators – Harm Reduction, Housing First, Motivational Interviewing, and Assertive Outreach and Engagement - is the focus on developing trusting and respectful relationships that honor the unique identity and experiences of the people served. CBI serves all individuals in a dignified manner. CBI draws on its expertise and diverse staff to ensure that all services are targeted towards the underrepresented/underserved and are provided in an environment of respect and dignity for all. CBI uses assessment tools that are adapted from American Society of Addiction Medicine (ASAM) as well as standardized assessments to assess the whole person for any needs related to substance use, mental health and physical health.

In addition, CBI's extensive use of certified Peer Support Specialists throughout its system of care, supports its focus on relationship-building with its participants. Navigators are peer support specialists who have demonstrated leadership skills and a passion for those they serve. CBI recognizes the need for self-care and offers a generous paid time off (PTO) plan. CBI takes every measure possible to provide support and offer employee assistance programs (EAP) as an option when needed.

3. Describe the process for assisting participants through community information and referral.

CBI has a crisis transition team stationed at the Lodestar Day Resource Center that can provide up to 14 days of crisis transition services to participants at the campus. Participants who score 0-4 on the VI-SPDAT will be referred to CBI's staff stationed at the Lodestar Day Resource Center (LDRC). These staff can provide crisis transition services to help participants obtain clothing, identification, benefits, and links to community resources such as substance abuse and mental health services, assistance with employment search, and links to housing such as recovery homes, assisted living, and Arizona Housing Inc. permanent housing.

4. Describe the process for connecting participants to mainstream benefits such as SNAP, SSI, TANF, etc.

A key component to keeping participants on a path to permanent housing stability is to keep participants connected to their routine medical care, which decreases the use of hospitals and the crisis system, their medications, behavioral health provider if applicable, and connected to their benefits such as social security, health insurance and Veteran's benefits. The Navigator assists participants in completing applications for benefits, keeping appointments for services and benefits, completing necessary paperwork, or pursuing an appeal of a decision about benefits.

The HSC also has a SOAR Program onsite and will refer eligible clients to the SOAR Program for a pre-screen evaluation to assess entry in the SOAR Program for Social Security Administration resources.

5. Describe the process for assisting participants with transportation, job placement and job training.

Navigators can assist participants with job training and job placement by helping them prepare resumes or prepare for job interviews, assist with obtaining and completing job applications, as well as transporting participations to submit applications or to a job interview. Navigators refer participants to job training, typically to Goodwill Training Center or St. Joseph the Worker.

The HSC staff will make referrals for clients needing to access job placement opportunities. Transportation and placement opportunities will be assessed individually.

6. Describe the process for assisting participants in transitioning to permanent housing.

Participants with a VI-SPDAT score that is eligible for RRH assistance, are referred to HOM, Inc. for complete the housing eligibility process and housing program orientation. Navigators assist participants in compiling the information needed for the housing application and accompany participants to the housing orientation.

After completing orientation, the Navigator assists the participant in deciding where to search for housing, which housing locations to visit for potential rental, and coaches the participant on the questions to ask the landlord. The Navigators accompany participants on visits to inspect various housing units. Once the participant locates a housing unit he wants to rent, the Navigator coordinates with the landlord and HOM, Inc. to conduct the HQS inspection. The Navigator will also accompany the participant to sign his lease and coordinate with the HSC to arrange for move-in to the new housing. Arranging for move-in includes securing furniture and furnishings and transportation to deliver these to the new housing. CBI arranges a move-in welcoming party to celebrate the participant's transition into housing. The Navigator also acts as a liaison with HOM, inc. staff to communicate any issues with the housing or changes in the household. After move-in, the Navigator will visit the participant in his new housing within 24 hours and as frequently as needed to support a successful transition.

I. Emergency Shelter Food Service: NA

J. Service Evaluation:

1. Provide at least four agency outcome performance measures that quantifiably measure performance and results of your services.

CBI will track the following measures for this grant:

1. The number of participants that successfully transition from the MOS to permanent housing.
2. How long participants remain in housing.
3. The number of participants that obtain a source of income (by income source).
4. The number of other participant accomplishments by type of accomplishment (i.e. obtained a benefit or health insurance, addressed a medical or behavioral health issue, addressed a legal issue, addressed a credit problem, and successful exits from the program.)

2. Describe the method your agency uses for tracking the stated outcomes including Client and Staff Satisfaction Surveys and how often those surveys are conducted.

The CBI Navigator will review a participant's case plan at least every 30 days and update their SPDAT assessment every 3 months. Navigators keep contact and progress notes for each participant contact, which they enter into HMIS daily. Data about services received also are entered into HMIS. A client satisfaction survey for navigation services is given to clients at the close of services.

3. Establish standards for quality of services such as:

- Staff performs intake with client within 12 hours of client's entry to the program.**
- Shelter case manager is in contact with client within 24 hours of intake.**
- Case manager is available during evening hours for working participants.**

Develop and implement a service evaluation tool to measure the effectiveness of the delivery of services (client satisfaction survey).

List the documents that will be used to track evaluation of services.

- HSC staff conduct a VI-SPDAT pre-assessment within 24 hours of entry.
- CBI Navigators visit a participant within 24 hours after the participant moves into housing.
- CBI Navigators initiate a SPDAT assessment within three days after a participant moves into housing.
- CBI Navigators review a participant's individualized housing and services case plan with the participant at least every 30 days.
- CBI Navigators update a participant's SPDAT assessment every 3 months.
- CBI Navigators are available on weekends for working participants.

K. Lead Based Paint:

1. **Describe how your agency ensures that any owned or leased property built before 1978 has a certification of inspection from a certified laboratory, and in accordance with the Housing and Urban Department guidelines for lead based paint.**

HOM, Inc. conducts Lead Based Paint Screening in accordance with The Lead Based Paint Poisoning Prevention Act (42 U.S.C. 4821-4846), the Residential Lead Based Paint Hazard Reduction Act of 1992 (42 U.S.C. 4851-4856), and implementing regulations in 24 CFR Part 35, Subparts A, B, H, J, K, M, and R prior to lease execution. The Lead Based Paint screening tool used by HOM, Inc. is included with this proposal.

L. Reporting:

1. **Describe your agency’s process for participation in HMIS, or if a victim services provider, a system that is a comparable database that collects client-level data over time and generates unduplicated aggregate reports based on the data.**

CBI's Navigators are licensed for and trained to use HMIS to document their program activities. Navigators enter client data, outcomes, and client contact notes into HMIS and pull reports on outcomes, services received from HMIS.

2. **If not a victim services provider and not currently using HMIS, describe how your agency will proceed with contributing data to HMIS per 24 CFR 576.107. Such HMIS would be designated by the Continuum of Care.**

Not applicable. CBI uses HMIS.

3. **Describe how the records will be kept to demonstrate rental assistance agreement and payments were made to the landlord/owners. That utility Allowance document the monthly allowance for utilities (excluding telephone) used to determine compliance with the rent restriction.**

In addition to maintaining a written file with all required rental assistance paperwork and documentation, HOM, Inc. uses Housing Data Systems (HDS) software to manage its housing programs. HDS is an industry-leading affordable and subsidized housing program management software solution that performs all functions required to administer rental assistance. HUD Fair Market Rents and local public housing authority utility allowances are maintained in HDS so that rental assistance is calculated properly for selected units and owners. HDS is used to conduct initial move-ins, interim re-certifications and annual re-certifications, maintaining participant eligibility information and performing monthly rental assistance payment processing. Extensive reporting is available to document rental assistance calculations and payments made to owners on behalf of participants.

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PRICING SHEET: NIGP CODE 95237

PAYMENT TERMS: NET 30

Vendor Number: W000012349 X

Certificates of Insurance Required

Contract Period: To cover the period ending ~~June~~ **September 30, 2015 2016.**