

**SERIAL 14072 RFP RAPID RE-HOUSING AND EMERGENCY SHELTER SERVICES
Contract - New Life Center**

DATE OF LAST REVISION: July 02, 2015

CONTRACT END DATE: June 30, 2016

CONTRACT PERIOD THROUGH JUNE 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.

Wes Baysinger, Chief Procurement Officer
Office of Procurement Services

IG/mm
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 New Life Center an Arizona corporation ("Contractor") for the provision of Emergency Shelter Program.

1.0 CONTRACT TERM:

- 1.1 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~~ **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 \$1,000,000 for each occurrence, \$1,000,000 Products/Completed Operations Aggregate, and \$2,000,000 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:

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

6.3.3.2 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:

6.3.4.1 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

6.3.4.2 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:
New Life Center
P.O. Box 5005
Goodyear, AZ 85338

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 **Contractors agree to accept verbal notification of cancellation from the County Procurement Officer with written notification to follow. By submitting a bid in response to this Invitation for Bids, the Contractor specifically acknowledges to be bound by this cancellation policy.**

~~6.5.4 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.

The Subcontractor's rate for the job shall not exceed that of the Prime Contractor's rate, as bid in the pricing section, unless the Prime Contractor is willing to absorb any higher rates. The Subcontractor's invoice shall be invoiced directly to the Prime Contractor, who in turn shall pass-through the costs to the County, without mark-up. A copy of the Subcontractor's invoice must accompany the Prime Contractor's invoice.

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 Contract.

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 AUDIT DISALLOWANCES:

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 and the required course of action, which shall be at the option of the County either to adjust any future claim submitted by the Contractor by the amount of the disallowance or to require repayment of the disallowed amount by the Contractor forthwith issuing a check payable to Maricopa County.

6.25 VALIDITY:

The invalidity, in whole or in part, of any provision of the Contract shall not void or affect the validity of any other provision of the Contract.

6.26 RIGHTS IN DATA:

The County shall have the use of data and reports resulting from a Contract without additional cost or other restriction except as may be established by law or applicable regulation. Each party shall supply to the other party, upon request, any available information that is relevant to a Contract and to the performance thereunder

6.27 INCORPORATION OF DOCUMENTS:

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

6.27.1 Exhibit A, Respondent Narrative Responses: Scope of Services

6.27.2 Exhibit B, Scope Work

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

CONTRACTOR



AUTHORIZED SIGNATURE

PAUL DENNIS, EXECUTIVE DIRECTOR

PRINTED NAME AND TITLE

P.O. BOX 5005 GARDEN AZ 85338

ADDRESS

10/22/14

DATE

MARICOPA COUNTY

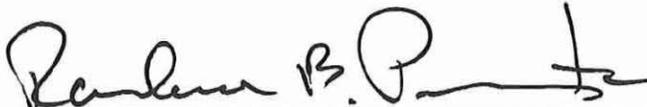


CHIEF PROCUREMENT OFFICER,
OFFICE OF PROCUREMENT SERVICES

10/29/14

DATE

APPROVED AS TO FORM:



LEGAL COUNSEL

27 October 2014

DATE

EXHIBIT A

RESPONDENT NARRATIVE RESPONSES: SCOPE OF SERVICES

ITEMIZED SERVICE BUDGET

CONTRACT SERVICE: Emergency Shelter Services

CONTRACTOR: New Life Center

CONTRACT PERIOD: 7/01/2014 to 6/30/2015

RCS = Rate Chargeable to Service

*A = % Administrative Functions

*D = % Direct Service Functions

I. CONTRACTOR OPERATING COSTS

A. PERSONNEL

Position Number	TOTAL FTE Level	Position Title	TOTAL Salary for Period	TOTAL FTE Level for Contract Service	Percent (%) of Allocated Functions of Position* A + D = Total %	TOTAL COST for Contract Service	Cost of Contract Service to Other Resources
1	0		\$0	0.0	100+ 0 =100%	\$0	\$0
2	0		\$0	0.0	100+ 0 =100%	\$0	\$0
3	0		\$0	0.0	100+ 0 =100%	\$0	\$0
4	0		\$0	0.0	100+ 0 =100%	\$0	\$0
5	0		\$0	0.0	100+ 0 =100%	\$0	\$0
Total FTE's:				0.0	TOTAL:	\$0	\$0

B. EMPLOYEE RELATED EXPENSES

Various Fringe Benefits - Average Rate Percent	0.0000%	times	\$0	\$0	\$0
TOTAL:			\$0	\$0	\$0

(Staff salaries & EREs in Operating Costs are limited to 10 % of grant)

SECTION I TOTAL:	\$0	\$0
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II SHELTER OPERATION COSTS

ITEM	BASIS	TOTAL COST for Contract Service	Cost of Contract Service to Other Resources	MCHSD COST
Shelter Mortgage or Rent		\$0	\$0	\$0
Shelter Utilities		\$95,000	\$57,000	\$38,000
Shelter Maintenance/Repairs		\$24,000	\$22,000	\$2,000
Shelter Insurance		\$25,850	\$22,850	\$3,000
Shelter Materials & Supplies		\$124,000	\$122,000	\$2,000
Shelter Security		\$0	\$0	\$0
Shelter Equipment (MCHSD written approval required prior to purchase)		\$38,950	\$38,950	\$0
In-Kind Expenses		\$270,000	\$270,000	\$0
		\$0	\$0	\$0
SECTION II TOTAL:		\$577,800	\$532,800	\$45,000

III ESSENTIAL SERVICE COSTS (Be specific)

A. PERSONNEL

Position Number	Position Title	TOTAL Salary for Period	TOTAL FTE Level	Percent (%) of Position Time Working Directly with/on program Participant issues	TOTAL COST for Contract Service	Cost of Contract Service to Other Resources	MCHSD COST
1	Personnel to provide Emer Shltr Svs: 42.462 FTE	\$1,310,858	42.46	0.0%	\$1,381,029	\$1,381,029	\$0
2		\$0	0.00	0.0%	\$0	\$0	\$0
3		\$0	0.00	0.0%	\$0	\$0	\$0

4	\$0	0.00	0.0%	\$0	\$0	\$0	
5	\$0	0.00	0.0%	\$0	\$0	\$0	
Total FTE's:		42.46		TOTAL:	\$1,381,029	\$1,381,029	\$0

B. EMPLOYEE RELATED EXPENSES

ITEM	BASIS	TOTAL COST for Contract Service			
Various Fringe Benefits	Average Fringe Rate Percentage				
Various Fringe Benefits	26.5000%	\$310,000	\$365,683	\$365,683	\$0
TOTAL:			\$365,683	\$365,683	\$0

C. OTHER ESSENTIAL SERVICES (Be specific)

ITEM	BASIS	TOTAL COST for Contract Service	Cost of Contract Service to Other Resources	MCHSD COST
Professional & Outside Services		\$28,128	\$28,128	\$0
Travel-Fuel, insurance, maint on vehicles for resident transports & Bus tickets <i>Transport services include DES, medical, legal, job related, counseling, housing & children's daycare</i>		\$25,000	\$25,000	\$0
Telephones located at shelter: crisis lines, resident usage, case managers on behalf of residents. <i>Case Mgmt services include DES, medical, legal, job related, counseling, housing & child related</i>		\$15,000	\$15,000	\$0
Other Opr: Training, Ads, Fingerprinting, etc.		\$104,500	\$104,500	\$0
		\$0	\$0	\$0
		\$0	\$0	\$0
TOTAL:		\$172,628	\$172,628	\$0

SECTION III TOTAL:	\$1,919,340	\$1,919,340	\$0
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	TOTAL COST for Contract Service	Cost of Contract Service to Other Resources	Proposed Cost to MCHSD
IV. GRAND TOTAL SECTIONS I, II, III:	\$2,497,140	\$2,452,140	\$45,000
List All Administrative/Operating Cost REVENUE SOURCES:	TOTAL Revenue(s)	Total of Other Resources Revenue(s)	Total Proposed MCHSD revenue
MCHSD	\$45,000		\$45,000
DES	\$891,400	\$891,400	
DPS-VOCA	\$100,750	\$100,750	
Department of Education	\$110,000	\$110,000	
United Way	\$52,000	\$52,000	
United Way - Donor designated	\$40,000	\$40,000	
City of Goodyear	\$8,000	\$8,000	
City of Avondale	\$8,000	\$8,000	
City of Litchfield Park	\$1,675	\$1,675	
Corporate/Foundations	\$300,000	\$300,000	
Thrift Store Operations	\$115,000	\$115,000	
Fundraising: Community	\$555,315	\$555,315	
In-Kind Support	\$270,000	\$270,000	
	\$0	\$0	
V. TOTAL REVENUES:	\$2,497,140	\$2,452,140	\$45,000

RESPONDENT NARRATIVE RESPONSES: SCOPE OF SERVICES
BUDGET FISCAL 2016

ITEMIZED SERVICE BUDGET

CONTRACT SERVICE: Emergency Shelter Services

CONTRACTOR: New Life Center

CONTRACT PERIOD: 7/01/2015 to 6/30/2016

RCS = Rate Chargeable to Service

*A = % Administrative Functions

*D = % Direct Service Functions

I. CONTRACTOR OPERATING COSTS

A PERSONNEL

	TOTAL FTE Level	Position Title	TOTAL Salary for Period	TOTAL FTE Level for Contract Service	Percent (%) of Allocated Functions of Position* A + D = Total %	TOTAL COST for Contract Service	Cost of Contract Service to Other Resources
1	0		\$0	0.0	100+ 0 =100%	\$0	\$0
2	0		\$0	0.0	100+ 0 =100%	\$0	\$0
3	0		\$0	0.0	100+ 0 =100%	\$0	\$0
4	0		\$0	0.0	100+ 0 =100%	\$0	\$0
5	0		\$0	0.0	100+ 0 =100%	\$0	\$0
			Total FTE's:	0.0	TOTAL:	\$0	\$0

B EMPLOYEE RELATED EXPENSES

Various Fringe Benefits - Average Rate Percent	0.0000%	times	\$0	\$0	\$0
			TOTAL:	\$0	\$0

(Staff salaries & EREs in Operating Costs are limited to 10 % of grant)

SECTION I TOTAL:	\$0	\$0
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II SHELTER OPERATION COSTS

ITEM	BASIS	TOTAL COST for Contract Service	Cost of Contract Service to Other Resources	MCHSD COST
Shelter Mortgage or Rent		\$0	\$0	\$0
Shelter Utilities		\$95,000	\$60,000	\$35,000
Shelter Maintenance/Repairs		\$24,000	\$20,000	\$4,000
Shelter Insurance		\$25,850	\$22,850	\$3,000
Shelter Materials & Supplies		\$124,000	\$121,000	\$3,000
Shelter Security		\$0	\$0	\$0
Shelter Equipment (MCHSD written approval required prior to purchase)		\$35,000	\$35,000	\$0
In-Kind Expenses		\$270,000	\$270,000	\$0
		\$0	\$0	\$0
SECTION II TOTAL:		\$573,850	\$528,850	\$45,000

III ESSENTIAL SERVICE COSTS (Be specific)

A PERSONNEL

Position Number	Position Title	TOTAL Salary for Period	TOTAL FTE Level	Percent (%) of Position Time Working Directly with/on program Participant issues	TOTAL COST for Contract Service	Cost of Contract Service to Other Resources	MCHSD COST
1	Personnel to provide Emer Shltr Svs: 43.46 FTE	\$1,400,212	42.46	0.0%	\$1,400,212	\$1,400,212	\$0
2		\$0	0.00	0.0%	\$0	\$0	\$0
3		\$0	0.00	0.0%	\$0	\$0	\$0

4	\$0	0.00	0.0%	\$0	\$0	\$0	
5	\$0	0.00	0.0%	\$0	\$0	\$0	
Total FTE's:		42.46		TOTAL:	\$1,400,212	\$1,400,212	\$0

B. EMPLOYEE RELATED EXPENSES

ITEM	BASIS	TOTAL COST for Contract Service			
Various Fringe Benefits	Average Fringe Rate Percentage				
Various Fringe Benefits	26.6000%	\$372,456	\$372,456	\$372,456	\$0
TOTAL:		\$372,456	\$372,456	\$372,456	\$0

C. OTHER ESSENTIAL SERVICES (Be specific)

ITEM	BASIS	TOTAL COST for Contract Service	Cost of Contract Service to Other Resources	MCHSD COST
Professional & Outside Services		\$28,128	\$28,128	\$0
Travel-Fuel, insurance, maint on vehicles for resident transports & Bus tickets <i>Transport services include DES, medical, legal, job related, counseling, housing & children's daycare</i>		\$25,000	\$25,000	\$0
Telephones located at shelter: crisis lines, resident usage, case managers on behalf of residents. <i>Case Mgmt services include DES, medical, legal, job related, counseling, housing & child related</i>		\$15,000	\$15,000	\$0
Other Opr: Training, Ads, Fingerprinting, etc.		\$104,500	\$104,500	\$0
		\$0	\$0	\$0
		\$0	\$0	\$0
TOTAL:		\$172,628	\$172,628	\$0

SECTION III TOTAL:	\$1,945,296	\$1,945,296	\$0
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		TOTAL COST for Contract Service	Cost of Contract Service to Other Resources	Proposed Cost to MCHSD
IV.	GRAND TOTAL SECTIONS I, II, III:	\$2,519,146	\$2,474,146	\$45,000
	List All Administrative/Operating Cost REVENUE SOURCES:	TOTAL Revenue(s)	Total of Other Resources Revenue(s)	Total Proposed MCHSD revenue
	MCHSD	\$45,000		\$45,000
	DES	\$894,800	\$894,800	
	DPS-VOCA	\$100,750	\$100,750	
	Department of Education	\$110,000	\$110,000	
	United Way	\$52,000	\$52,000	
	United Way - Donor designated	\$35,000	\$35,000	
	City of Goodyear	\$8,000	\$8,000	
	City of Avondale	\$8,000	\$8,000	
	City of Litchfield Park	\$1,675	\$1,675	
	Corporate/Foundations	\$200,000	\$200,000	
	Thrift Store Operations	\$115,000	\$115,000	
	Fundraising: Community	\$678,921	\$678,921	
	In-Kind Support	\$270,000	\$270,000	
		\$0	\$0	
V.	TOTAL REVENUES:	\$2,519,146	\$2,474,146	\$45,000

EXHIBIT B**SCOPE OF WORK**

Please answer the following questions. Do not type in less than 10 point font; the total page length for this section should not exceed 30 pages.

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.

New Life Center operates an emergency shelter for victims of domestic violence and their children. We are open 365 days per year, 24 hours a day. Last year, we provided services to 1,388 women and children. We target our services to adult women victims of domestic violence and their children and other vulnerable families in the community.

New Life Center is one of the state's leading providers of emergency shelter and related services for victims of domestic violence and their families. In addition to shelter, bedding, clothing and other basic provisions, New Life Center provides advocacy, connections with community resources and children's services.

Our facility is a secure campus-style design with only one public entrance for safety purposes. A program building with a communal dining hall and six casitas surround two common courtyards—providing a private, but natural living area for the clients. Each casita is separated into four rooms each suitable for a family of five with permanent beds and space for a crib. We currently have 104-beds on campus. Because of the facility's unique design, New Life Center is one of the few providers of Domestic Violence Emergency Shelter that will accept families with teenage boys.

The goal of services offered by New Life Center is to empower families to choose independent, violence-free lives. Our objectives are to help each family achieve the short-term objectives of safety and healing (physical injuries and acute psychological trauma) while setting in motion services that will help the family achieve their goal of independence. Programs include family advocacy, job placement assistance, housing assistance, transportation, children's services, move-in assistance and outreach.

We are proud to report that last year, 95% of the women who completed our program did not return to their abuser.

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

New Life Center is focused on services for survivors of domestic violence and vulnerable women and children in our community. We have a 120-day cliential program and an outreach program. Services are targeted toward adult women victims of domestic violence and their children. New Life Center is one of few emergency shelter service providers that allow teenage boys to accompany their mother into shelter. Programs focus on addressing acute trauma suffered by families and achieving short and long-term goals to living independently upon exit. The overall goal is to empower families to live violence-free lives. Core programs include the following:

- Family Advocacy—services offered include intake, cliential services (food, bedding, toiletries, and day-to-day living needs), individual service plans, individual and group advocacy, jobs coordination, and transportation.
- Jobs Program—a Job Coordinator oversees this service that assists clients with resume-writing, job searches, transportation, interview role-playing, accessing child care, securing work-appropriate clothing (“Dress for Success”), time management, goal-setting, motivational advocacy and linkages with job training and education programs.

- Transportation—we have several transportation vehicles and Family Advocates will transport clients to and from critical appointments such as job interviews, medical appointments, court hearings, etc.
 - Children’s services—a Child Trauma Specialist oversees Family Advocates as they provide crisis intervention, advocacy, and individual service plan management to this vulnerable population.
 - Identifying housing/Move-in assistance—the program assists clients in immediately identifying appropriate placement in stable housing. When exiting the shelter, clients are assisted with the costs of first month’s rent, utility deposits and other costs associated with moving. Clients also have access to items needed to start a new home including bedding, dishes, kitchen items, furniture and other household items free of charge through our thrift operation, Hope’s Closet. In addition, a food box is provided and volunteers provide move-in baskets with linens, blankets and other supplies for clients exiting the shelter.
 - Outreach—an Outreach Coordinator delivers services in the community through weekly support groups, individual case management and meetings in the communities of Avondale, Buckeye, El Mirage, Glendale, Goodyear, Tolleson and other surrounding areas. This program continues to expand.
4. For Rapid-Rehousing 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.

Not applicable.

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

Requested funds will be utilized to supplement cost of utilities, repair and maintenance, insurance, and materials and supplies. These operational expenses are essential to the successful implementation of core services aimed at providing the resources necessary for victims of domestic violence and other vulnerable women and children in our community to secure and maintain stable housing away from an abusive environment. Additional operational expense including travel, personnel, telephone service and transportation will be supplemented using alternative funding sources ensuring a complete provision of services to the more than 1,400 women and children we anticipate serving in the coming fiscal year.

The itemized service budget is attached to this section.

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.

New Life Center was founded in 1991 by the Soroptimists International of Estrella with a focused mission to provide safety, shelter and services to women and children survivors of domestic violence. We quickly grew from an 8-bed operation to a 30-bed operation. In April of 2000, we constructed a new, 64-bed facility—making New Life Center one of the largest providers of Domestic Violence Emergency Shelter Services in the State of Arizona. In 2008, we expanded our facility to 104 beds and added a Child Development Center to meet the unique needs of children residing at the Center. Our history of growth and development of core services has been mindful, strategically planned and successful. New Life Center continues to serve record numbers of women and children each year and core programs have proven their success—last year 95% of clients did not return to an abusive situation.

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

New Life Center is requesting \$90,000 to support shelter operation costs to provide case management services to our client population.

The greatest challenges for those in a vulnerable situation, including victims of domestic violence, are safety and stability. New Life Center’s 104-bed facility employs a housing-first type model with the goal of ensuring

successful independence for each family. Case management is our core critical service to help each client resolve the unique barrier(s) in obtaining permanent housing options. In short, referrals and a broad array of case management resources promote the success of our clients both in shelter and through our Outreach Program. Our service promotes and assists with employment and education options, transitional housing programs, behavioral health services, child care and community services - services that are critical but not easily obtainable while experiencing homelessness and crisis due to domestic violence. We ensure that the continuum of care is in place before a client exists shelter in our effort to promote long-term safety and stability. Once a client leaves our emergency shelter, our Outreach Program provides continued advocacy and connections with community resources and becomes an extension of shelter resources. For those domestic violence survivors residing in the community who are unwilling or prefer not to reside at an Emergency Shelter facility, our Outreach program works with this population, too. The Outreach service identifies individuals in need of support, initiates case planning and safety planning without disrupting a family's current living situation. The goal is to provide case management support to ensure safety, stable housing and personal well-being so as to eliminate the need for emergency shelter. In addition to case management, funding will be used to support utilities or other allowable costs for the Emergency Shelter and Outreach services.

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.

New Life Center provides services to individuals without regard to ethnic origin, nationality, age, marital status, sexual orientation or handicap. Our cultural diversity statement is "New Life Center is committed to providing culturally competent services to its diverse client population. Efforts will be made to accommodate linguistic, ethnic, religious and life-style preferences." Our Cultural Diversity policy relates to the agency's service delivery by underscoring our commitment to accommodate people of diverse backgrounds. Emergency shelter is often a difficult stop for families on the road to independent violence-free lives. We understand the challenges every family faces and are committed to ensuring that feelings of cultural isolation do not add to those challenges. By providing bilingual shelter and outreach services to monolingual or bilingual Spanish speakers, ensuring that transportation is available to connect clients with community resources and using translation services for individuals who speak neither English nor Spanish, we ensure that our services are culturally sensitive and appropriate to our service population.

New Life Center has a diverse and changing population. Our client population is different each week as current clients move on to transitional housing or permanent housing and new clients fill empty beds. Our program team meets on a weekly basis to assess the programmatic, medical, day-to-day living, and cultural needs of the client population. We incorporate cultural needs into our core programs and plan for recreational activities (field trips, entertainment venues, etc.) that address the individual tastes and interests of the families at New Life Center. Programmatically, all services, individual and group advocacy, the Jobs Program, the Outreach Program and transportation are provided in Spanish and English. Children's advocacy is also offered in both languages. In addition, all written information is provided in English and Spanish, including marketing materials such as Outreach brochures and the organization's website. We also are mindful of the cultural backgrounds of our clients when connecting them with community resources such as mental health services, transitional and permanent housing, job training, etc. In planning for recreational activities, we offer a varied program in which all families will feel welcomed. In addition to trips to the zoo, museums, concerts and holiday events, we provide opportunities to attend cultural festivals and Spanish-language movies and concerts when possible.

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.

Of the 24 rooms available for clients, 4 are accessible to the disabled (total of 16 beds). Disabled clients are linked with the ADA coordinator and specific provisions are made for disabled clients in case of fire or other emergency. For individuals who are visually impaired, the Arizona Advisory Committee on Deaf-Blindness is used as a resource; for the hearing impaired, the agency has access to a telecommunication device (TDD).

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

The Outreach Program identifies individuals in need of support and arranges case management services with the client at safe locations in the community.

Our Emergency Shelter Service is based on a 120-day stay. Individual Service Plans (Case Plans) are the cornerstone of our program and are reviewed no less than once per week with the client to assist her with her progress. Even though our program is based on a 120-day stay, no client will be required to leave after 120 days if we can continue to offer, and they are willing to accept, our services that can assist her in overcoming obstacles to permanent housing. The average of length of stay at New Life Center is approximately 25 days. Clients only remain in shelter until stable housing becomes available.

New Life Center's shelter service begins at crisis call/intake. The criteria for intake are based on bed availability and a determination that the caller is a victim/survivor of domestic violence. We accept individuals of all ages including elderly women, monolingual Spanish-speakers and those that speak languages other than Spanish or English. New Life Center accepts any population, specialized and otherwise, if the caller is a victim of domestic violence and we have an appropriate bed or housing assistance available. All services are then modified to meet the needs of this diverse population.

Upon entry to New Life Center shelter services, the client will meet with a Family Advocate who provides crisis support, shelter orientation and completes the necessary paperwork for admission. Staff members assist the client by providing bedding, clothes, hygiene supplies and other basic daily living items necessary for her stay. Women with up to four children are provided with individual rooms—providing the family unit with a unique, private environment. Because of this facility design, New Life Center is one of few shelters that accept teenage boys up to 17 years old. A single woman may be asked to share a room with another single woman to maximize bed availability for other clients, however, most rooms are occupied by individual families. Rooms can accommodate four beds and up to two cribs or toddler beds.

New Life Center offers comprehensive services to assist clients with accomplishing individual goals. Within 72 hours of intake, a Family Advocate meets with the client to complete a safety plan and to formulate her Individual Service Plan. Based on the client's input, this plan identifies her immediate needs and housing goals. New Life Center believes that we can and should offer specialized services for our clients. We make every effort to connect our clients to services that already exist in the community. This practice allows us to be efficient with the limited financial resources available as well as establishing a continuum of care for our clients while in shelter that will continue after she leaves the Center. Each client completing services with New Life Center is assessed and a closing summary of the number and types of referrals she received, her planned destination and her progress towards goals articulated in her Individual Service Plan is noted.

Advocacy utilizes counseling-like interventions in a psycho-educational context both in shelter and in Outreach. New Life Center is not a behavioral health provider and does not identify our clients with mental health pathology solely by the fact that they seek Emergency Domestic Violence Services. In cases where clients may have co-occurring issues (i.e., mental health, substance abuse, legal problems, etc.) we do not diagnose but rather utilize the Individual Service Plans to connect clients to appropriate community supportive services. Clients and non-clients can participate in these community services to manage their co-occurring issues while either staying in our shelter or remaining in their own homes. It is important that these clients develop the continuum of care that fall outside the scope of work of a domestic violence shelter.

Advocacy is provided individually and in groups. This supportive and educational service is critical in assisting our clients to heal. The injuries of domestic violence are not only physical, but emotional and psychological. Making sense of what has happened is a critical step in healing and preventing the situation from recurring. Additionally, we want to assist the survivor in taking control back from the abuser by living a healthy, safe life in a home that is free from abuse. Advocates review Individual Service Plans on an ongoing basis to assess the client's resources and needs and to assess the client's progress towards accomplishing her objectives. We note dates of accomplishment related to specific goals.

We know that an important key to starting a new life is economic self-sufficiency. Without the option of maintaining stable housing due to financial instability, a client may have only two choices—to become homeless or return to the abusive home. Our Jobs Program provides a number of activities to help clients gain meaningful employment. We assist shelter clients with resume writing, job searches, transportation, interview role-playing, accessing childcare, securing work-appropriate clothing ("Dress for Success"), time management, goal-setting, motivational advocacy and linkages with job training and education programs. Many of these support services are made available to

Outreach clients as well. The Jobs Coordinator spends time each month building relationships with area employers, job banks, and job training programs so that we have an extensive list of contacts to which we can refer our clients. In forging these relationships, the Jobs Coordinator has developed close ties to Maricopa Workforce Connections, Arizona Women's Education and Employment, Estrella Mountain Community College, and others. These partnerships benefit New Life Center's Jobs Program by providing job training, educational opportunities, GED classes, ESL classes, and employment opportunity connections for clients of the shelter.

New Life Center is located in a rural community very near the metropolitan Phoenix area where many of the necessary resources are located. Therefore, we provide transportation services to our clients. This does not mean that public transportation is never an option but when the current public transportation service requires almost four hours per round-trip travel time into the metro-Phoenix area, it can be more efficient if we provide the transportation to critical appointments. We have several transportation vehicles and Family Advocates will transport clients to and from critical appointments such as job interviews, medical appointments, court hearings, etc. Non-resident clients can also receive accompaniment to critical appointments including legal proceedings.

Though the number of children at the Center fluctuates, historically, children make up approximately 50-60% of our shelter population. Therefore, the Children's Services are offered at New Life. Upon entry to the facility, a child is connected with the Child Trauma Specialist who assesses the child's needs. The Child Trauma Specialist oversees Family Advocates as they provide crisis intervention, advocacy, and individual service plan management to this vulnerable population. Additionally, Children's Services offers an Artist-in-Residence, music, and recreation activities for the children in shelter. We know that it is critical to provide services to this young population simultaneous to caring for the adult population so that we may help them cope with the trauma of the family violence that they witnessed, the stress of leaving their home, family and friends, and the adjustment required to live in a shelter with many unrelated individuals. Finally, we know that appropriate intervention with these children now can give them a chance at a healthy, well-adjusted adulthood—breaking the cycle of generational family violence. Outreach Services include referrals to community resources, liaison to local schools and access to all resources and materials available to shelter residents.

The Outreach Program targets outreach efforts to far western Maricopa County. We know that victims must decide individually how to manage or leave an abusive relationship. Careful planning and community support are critical to the safety and success of a victim seeking safety and stability. Outreach services include individual case planning, safety planning, services and referrals. Outreach support is critical to those who may not need emergency shelter by providing the necessary advocacy while keeping families from being uprooted and facing additional trauma. The Outreach Program provides ongoing support to identified victims of domestic violence and vulnerable women and children. Weekly support groups and/or meetings with community members are conducted in Avondale, Buckeye, El Mirage, Glendale, Goodyear, Tolleson and other neighboring communities. Partnering with the local communities in offering this service, we support and encourage victims who seek services while maintaining her home or who are carefully planning their escape. Any clients of New Life Center are welcome to attend groups for an ongoing source of support. Local communities provide meeting space for the groups and help with the distribution of "shoe cards" and other critical information for victims of domestic violence. In addition, our Outreach Coordinator, or other staff, speaks at area churches, community centers, service clubs and other organizations. These connections with community partners have helped identify numerous housing opportunities for agency clients.

In our effort to deliver effective and efficient services, volunteers play a critical role in assisting with the needs of New Life Center. Our Community Development Volunteer Coordinator recruits, trains, and manages our dedicated volunteer corps. New Life Center averages 1,000 hours of volunteer time each month. Volunteers are critical in assisting staff and planning and providing special activities for New Life Center clients. Core volunteers assist with Children's Services and the thrift operation and have proved invaluable for those activities. Professional volunteers provide legal advocacy, financial planning, and GED preparation courses.

New Life Center's Operations Director provides general oversight for all operations of the Center. In addition to personnel oversight, the Operations Director supervises program/service delivery, space management, supplies, maintenance, and other aspects of day-to-day operations.

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

The type and manner of shelter service and care that New Life Center provides does not require any specific state licensing. However, since we provide meals to our clients, New Life Center is required to have a Permit to Operate from the Maricopa County Environmental Services Department that is renewed annually.

5. Certification of Local Approval (Applies only to private, nonprofit organizations applying for emergency shelter component funds.) The agency must obtain a certification of approval from the unit of general purpose local government for the geographic area in which the applicant intends to expend emergency shelter component funds.

New Life Center was issued a Certificate of Occupancy by the City of Goodyear on September 03, 2008. The application permit # is 08-0000669. The permit is signed by City of Goodyear Building Official Ed Kulik.

The Certificate of Occupancy is attached to this section.

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).]

New Life Center will match funds provided by the Maricopa County Emergency Shelter Grant Program with volunteer hours. We are extremely fortunate to have community support through donations of money and time. Members of the community provide an incredibly generous amount of over 1,000 volunteer hours each month.

Volunteers are critical to the overall operation of New Life Center. As such, staff is trained to act as ambassadors in the local community. Specific ongoing recruitment efforts are directed by the Community Development Volunteer Coordinator Corine Raygoza. Recruitment efforts take place via speaking engagements (approximately four each month), attendance at community events, community informational sessions and bi-monthly campus tours. Additionally, the website, Facebook, and newsletter post volunteer information. All volunteers complete a thorough screening process, which includes attending a campus tour, submitting a volunteer application, a background check, obtaining a Level I Fingerprint Clearance Card, undergoing TB testing, and undergoing two interviews conducted by the Volunteer Coordinator and a supervisor. Program volunteers complete a ten-hour training program which includes training on domestic violence and children, trauma, cultural awareness, boundaries and New Life Center orientation. These trainings are conducted quarterly. Ongoing continued education topics are offered monthly. Volunteers assist in childcare, Family Advocacy activities and special projects. Volunteers receive one-on-one supervision and group supervision by a Community Development staff member and/or the department supervisor. Volunteer hours are tracked by the Volunteer Coordinator on a weekly, monthly, and quarterly basis. Tracking is done through a donor database (E-Tapestry) and is categorized as an in-kind donation and is reported on monthly.

C. Program Administration:

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

Our written intake procedures provide that eligibility for the services from New Life Center are as follows:

- a. a client or her children are involved in a physically abusive or dangerous living situation;
- b. a client or her children are involved in an emotionally abusive living situation or relationship;
- c. a client is seeking therapeutic assistance because of a former abusive relationship and/or chronic homelessness;
- d. clients in need of emergency shelter take priority over someone in need of therapeutic aid only; and
- e. clients who are homeless by virtue of being evicted or having lost permanent housing may be accepted.

If a potential client is deemed inappropriate for services (due to drug or alcohol use, lack of commitment to self sufficiency, inadequate space, etc.) appropriate referrals will be made.

Intake will be completed for each potential client determined eligible for services. A caller to the shelter is assessed and the need for crisis intervention, appropriate law enforcement intervention and immediate medical assistance will be determined. The Family Advocate will arrange for the appropriate services necessary to assist the caller,

including arranging for transportation to the shelter when necessary. Upon arrival to New Life, face-to-face screening is performed by the assigned Family Advocate on duty who collects demographic and historical data, the potential client's perspective regarding the presenting problem, and the potential client's perception of her personal strengths and weaknesses. Each client has access to crisis advocacy/counseling, if needed, and is introduced to staff and other clients.

Each client is provided an intake package with the rules of the shelter including conditions for eviction. Client's rights and responsibilities including grievance rights and notice of availability for reasonable accommodation for individuals with disabilities, including the name of the ADA Coordinator for the shelter, is distributed. Intake packages are available in Spanish and English. Each adult client's signature indicating she has read and understands the information contained in the intake package is obtained upon intake or within 72 hours of intake.

A Family Advocate will assist the client in settling into her room and provide bedding, towels and toiletries. Clothing or other personal items are provided for those clients who need them.

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

New Life Center maintains a strict confidentiality policy and provides secure, locked storage for client and personnel files. Client records may be accessed only by those involved in the direct provision of services to that client. In accordance with Arizona state law, client records may be reviewed by authorized personnel from the Arizona Department of Economic Security, Maricopa County Human Services Department and the Arizona Department of Health Services. All staff, volunteers and visitors are required to sign a statement of confidentiality to protect confidential information about clients. In addition, all staff and volunteers receive training in protecting confidential information.

Applicable documents are attached to this section.

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.

We have a policy manual that articulates the agency's purpose, population served, program description, non-discrimination policy, fingerprinting procedure, confidentiality rules, and shelter regulations, rules and procedures. Our policy manual is distributed to each new staff member and client and a copy is kept in the office for the use of employees and clients. We have attached the requested pages to this section.

These documents are attached to this section.

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.

Written job descriptions are maintained for each position in the agency. Job descriptions included job responsibilities, qualifications required and salary ranges.

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

Agency staff—including administration, community development, including the volunteer coordinator, family advocates, kitchen staff, housekeeping, and maintenance—provides direct client services seven days per week. We have on-site trained staff 24 hours a day, 365 days a year. Round-the-clock coverage is provided by family advocates. All staff—administration and service providers—receive training.

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

A minimum of 40 hours of orientation is required for each staff member hired at New Life Center. Orientation is conducted with the immediate supervisor and must take place within the first week of employment. All direct care staff are required to attend at least 24 hours of training each year. Training includes first aid, CPR, domestic violence related training and job-specific training. In addition, employees receive training in cultural competency, confidentiality and HIPPA, treatment planning, ethics, grievance process and accident and incident reporting.

At a minimum, staff members are required to attend CPR and first aid training. Certification lasts two years. All new hires review Domestic Violence 101 training materials. Staff training is scheduled regularly on topics of interest including confidentiality, ethics, accident and incident reporting and drug identification.

E. Facilities – Emergency Shelter Only:

1. What provisions has your agency made for a dining area?

We are fortunate to have a large dining room that can accommodate clients. Fold-up tables are used for meals to facilitate cleaning the dining area. The dining area is not used as a sleeping area.

2. Describe your compliance with applicable state and local zoning, fire, environment, health and safety standards and regulations.

New Life Center is a fairly new facility. We moved into the shelter in April 2000, expanded in 2008 and the facility was constructed in accordance with all applicable state and local zoning, fire, environment, health and safety standards and regulations.

3. Describe how your agency provides a facility that is safe, secure, clean, in good repair, and has proper ventilation and heating/cooling systems.

Since the shelter is fairly new, it is in good repair and has appropriate ventilation and heating/cooling systems. The shelter complies with all applicable state and local building codes. New Life Center employs a full-time maintenance worker responsible for maintenance and repair of the facility.

4. Describe your agency's fire safety plan and attach a copy. *(does not count towards page limit)*

We maintain a fire safety plan with posted evacuation routes for all clients and staff. Clients are instructed to meet at a particular meeting place. Clients with disabilities are assigned a staff member who is responsible for assisting with his/her evacuation. We conduct fire drills once each month. Each room, office and common area has a fire extinguishing system (sprinklers) and smoke detector in accordance with local building and fire codes.

This documentation is attached to this section.

5. Does your agency maintain first aid equipment and supplies in the facility at all times in case of a medical emergency? If yes, describe supplies, location of supplies, and who has access to the supplies. If no, explain why.

Yes. First aid equipment and supplies are kept at the facility at all times. We have three fully stocked first aid kits. One is kept in the residential services office, one in the Child Development Center and one in the kitchen. First aid kits contain bandages, ointments, eye solution, antiseptic cream, a warming blanket, smelling salts and other standard equipment.

6. Does your agency provide access to a telephone to your clients and post emergency telephone numbers conspicuously near the telephone? If no, explain why. If yes, where is the telephone located, who has access to it, what telephone numbers are posted near it?

Two telephones are provided for client use. One telephone is located in the dining area and is available 24 hours a day. A second phone is available in an office in the Program building to complete case plan related calls during the day. Emergency telephone numbers are posted conspicuously near the phone. All clients have access to the phones. In addition to 911, other numbers posted include: poison control; non-emergency police; non-emergency fire department; and, Child Protective Services.

F. Operations – Emergency Shelter Only

1. Does your agency provide shelter 24 hours a day, seven days a week? If not, please describe your hours and rationale for those hours.

Yes, shelter is offered 24 hours a day, seven days a week.

2. Describe your agency's procedures for assisting an individual in locating alternative care if a vacancy does not exist in your facility at the time.

If we are unable to accept an individual into the facility due to lack of space, a client may be referred to the Community Coordinated Intake Assessment System.

3. Does your agency ensure that at least one on-site shelter staff member at all times have the education & training to perform first aid and CPR? If no, explain why. Describe your procedure for handling medical emergencies.

Yes. All New Life Center staff members receive first-aid and CPR training. In the case of a medical emergency, staff members call 911 and then provide first-aid and comfort until paramedics arrive.

4. Describe your agency's procedures if a client alleges, or agency staff/volunteers, suspect the abuse, neglect, or exploitation of a child.

Our Policy and Procedures Manual requires that suspected instances of abuse, neglect or exploitation of a child must be reported to Child Protective Services within 24 hours. This is consistent with the requirements of State of Arizona Child Protective Services.

5. Describe process for documenting daily attendance and demographic information. Please attach applicable policies, procedures, forms.

We are required to maintain a daily log with relevant information for each client at the shelter. In addition to name, age and sex of clients we are required to keep information on income level, race or ethnic group and community in which the client previously lived.

Applicable documents are attached to this section.

6. Describe the documents your agency distributes or posts in the shelter for client reference/information and what languages are utilized (i.e. shelter rules, grievance procedure, etc.).

We distribute and post Client Rules and Guidelines, Client Rights and Grievance Procedures, including procedures that ensure client confidentiality and availability of the ADA coordinator. Both documents are posted and distributed in English and Spanish.

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.

A caller to the shelter is assessed and the need for crisis intervention, appropriate law enforcement intervention and immediate medical assistance is determined. Staff will arrange for the appropriate services necessary to assist the caller including arranging for transportation to the shelter when necessary. Upon arrival to New Life, face-to-face screening is performed by a Family Advocate who collects demographic and historical client data, the client's perspective regarding the presenting problem, and the client's perception of her personal strengths and weaknesses.

At initial intake, each client has access to crisis advocacy, if needed, and is introduced to staff and other clients. Full intake and assessments are completed within 72 hours of arrival at New Life Center and includes the Arizona Self-Sufficiency Matrix. Clients are tracked weekly or more often to determine their progress towards completing goals

articulated in their Individual Service Plan. Clients are given exit surveys to document progress and satisfaction with New Life Center's program as they leave the shelter for more permanent housing arrangements. An additional assessment using the Arizona Self-Sufficiency Matrix is conducted prior to exit.

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

We have three pages of questions that are asked of the client at intake. These questions include demographic data, referral sources, an initial assessment of the client's situation, need for law enforcement intervention, presence of children, drug and alcohol use, behavioral health needs, etc. Information is shared about the program and rules of the shelter. This assessment is used to develop an Individual Service Plan for each client (adults and children over the age of two). Children enrolled in the Children's Services are assessed just after their intake and again after 30, 60 and 90 days in the program. Utilizing the Child Report of Post-traumatic Symptoms (CROPS) and the Parent Report of Post-traumatic Symptoms (PROPS) to measure children's services, each child is assessed regarding his/her behavior and emotional adjustment when entering and exiting the program. Women at the Center are assessed using the Arizona Self-Sufficiency Matrix. Assessments are completed after the initial intake and again at the end of residency to determine whether clients have increased their level of self-sufficiency—a key indicator of success for independent living. We meet with clients regularly to assist with their progress toward their stated goals. We document progress towards achieving individual goals articulated in Individual Service Plans, the completion of safety planning, and the destination of clients leaving New Life Center.

New Life Center is also integrating the use of the SPDAT, F-SPDAT and Vi-SPDAT for assessment, as is applies to victim service providers.

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.

We will meet the CoC's coordinated assessment system as it applies to victim services providers. We will revise our assessment process to comply with any new standards required for victim services providers and will meet all CoC standards.

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.

Not applicable.

H. Individualized Client Services:

1. Describe the Navigation or Case Management component of the program.

Within 72 hours of intake an Advocate will develop an Individual Service Plan with input from the client. The plan will outline short- and long-term goals for the client, including the client's housing needs.

The case plan is the core critical service of client assistance. Clients identify goals and define steps to attain those goals. Immediate needs will include safety, medical care and provision of food and clothing. School age children of clients are enrolled in local public schools. An assessment is made with input from the clients on whether or not children will benefit from counseling services, advocacy, tutoring and/or other types of therapy or services. Details such as steps necessary to achieve stated goals are articulated in the Individual Service Plans.

Intermediate goals include finding stable housing options for each family. New Life Center is working with community partners in identifying stable housing options for both permanent and transitional housing. Move-in assistance provides financial assistance for utility start-up, first month's rent, security deposits and other moving expenses.

Long-term goals on such issues as patterns of domestic violence, development of self-esteem and psychological development are begun with individual and group advocacy sessions. Need for parenting skills, counseling, long-term housing, employment services, educational opportunities, legal assistance and other services are assessed and incorporated into the Individual Service Plan while client are in shelter and through the Outreach Program.

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.

Following the initial intake the client will meet with an assigned family advocate within 72 hours of arrival. The family advocate assists the client in completing a safety plan in formulating her Individual Service Plan. Individual Service Plans are created with the client based on shared perceptions of the issues at hand. The client articulates her goals for herself and her children and then goals are written into the Individual Service Plan with a target for achieving those goals. With each identified goal, a step-by-step plan is formulated and progress is tracked toward achieving each goal. ISPs are reviewed with assigned advocates on an ongoing basis to assess the resources and needs needed to continue progress toward each objective. Target dates are established and dates of accomplishment are noted in the ISP as they relate to each specific goal.

Individual and group advocacy are documented in Individual Service Plans. Family Advocates match progress towards the individual's goals on a weekly and/or daily basis. Group advocacy is scheduled daily at New Life Center and clients are encouraged to attend group sessions at least twice each week. Individual sessions are scheduled as needed and clients are encouraged to meet with their Family Advocate at least twice each week. Attendance at individual and/or group advocacy sessions is noted in Individual Service Plans.

Advocates are trained in motivational interviewing. Any advocate can provide services at any time, but each client is assigned an advocate to ensure continued progress.

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

In shelter and Outreach services, the Family Advocate determines what public benefits and community resources would assist the client. These resources and referrals are documented in the client's Individual Service Plan. We have an extensive network of other community service providers (more than 40 agencies partner with New Life Center) and we link clients with those programs when needed. Clients receive assistance in applying for public benefits such as food stamps, healthcare, TANF and unemployment programs. The need, eligibility and success of clients applying for or receiving services through community partners are identified, planned, documented in the client's Individual Service Plan when obtained or provided. Outreach case management includes the same service and connection to community resources.

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

At intake and in developing the Individual Service Plan, we determine what public benefits would assist the client. We then assist clients with the necessary applications for health benefits, food stamps, unemployment benefits and other programs. The need, eligibility and success of clients applying for or receiving public health benefits is identified, planned, documented in the client's Individual Service Plan when obtained or provided.

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

New Life Center offers a Jobs Program to assist clients in job placement and accessing job training programs. Our Jobs Coordinator meets with unemployed clients to assess job readiness skills and incorporates employment goals in the client's Individual Service Plan. Participants in the Jobs Program receive assistance in writing resumes and accessing employment resources (job banks, job fairs, etc.). Participants are assisted with reviewing classified advertisements and are provided with transportation to and from job interviews or job training programs. Those clients interested in educational opportunities are linked with either GED programs or other educational programs. For clients exiting the shelter, Advocates help clients to locate DES eligible childcare near the client's new home or place of work. The need, eligibility and success of clients applying for or receiving services are identified, planned, documented in the client's Individual Service Plan when obtained or provided.

Outreach clients have access to job related resources create at the shelter. Support is provided in accessing public benefits through DES and other community resources.

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

The need for permanent housing is assessed at intake. Since New Life Center is an emergency shelter, securing permanent housing is a priority for every client receiving our services. Family Advocates assist clients with connections to transitional housing programs or in locating long-term affordable housing. Transportation is provided for clients to inspect housing options and/or make leasing arrangements. New Life offers a move-in assistance program to assist clients exiting the shelter with the costs of first month's rent, utility deposits and other costs associated with moving. New Life Center continually seeks grant funding the community partnership to provide move-in assistance funds that are distributed to New Life Center clients for costs associated with moving from emergency shelter into transitional housing, apartments or homes. Since New Life Center is a provider of emergency shelter service and does not administer a transitional housing program, this assistance is provided to aid with the transition from the shelter to more permanent housing arrangements. Other costs associated with transitional housing, apartment or house rentals are borne by the exiting clients or one of our partner transitional housing agencies. Finally, the program includes assistance from our thrift store that provides furnishings, linens, kitchen and other household items needed to create a new home. The need, eligibility and success of clients applying for or receiving transitional and/or permanent housing services are identified, planned, and documented in the client's Individual Service Plan when obtained or provided.

New Life Center is continuously identifying low-cost housing that can provide a safe, stable housing alternative where outreach support services can be simultaneously provided at the same location.

I. Emergency Shelter Food Service:

1. Does your shelter meet the requirements of a licensed food service establishment under the locally adopted Public Health Code? If not, explain why.

Yes. New Life Center meets all requirements of a licensed food service establishment.

2. Does your shelter provide food for three daily nutritious meals and additional snacks that meet R.D.A. (Recommended Dietary Allowance) standards to all individuals? If no, explain why. If yes, how do you assure that your meals meet R.D.A. standards? For example, do you consult a dietician or nutritionist?

Yes. We provide three meals plus additional snacks each day. We participate in the Child and Adult Care Food Program, which is a grant program from the U.S. Department of Agriculture, administered by the Arizona Department of Education and requires adherence to strict dietary guidelines and RDA standards.

3. Does your agency provide food that meets the minimum nutritional requirements for infants, young children and pregnant women? If no, explain why. If yes, how do you assure that your meals meet minimum requirements? For example, do you consult a dietician or nutritionist?

Yes. Again, we participate in the Child and Adult Care Food Program, which is a grant program from the U.S. Department of Agriculture, administered by the Arizona Department of Education and requires adherence to strict dietary guidelines and RDA standards.

J. Service Evaluation:

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

Outcome Performance Measure 1: at least 50% of women completing the shelter program will find housing alternatives/options away from their abuser.

Method of tracking: at discharge, Family Advocates document the planned destination of each client exiting the shelter.

Outcome Performance Measure 2: New Life Center will provide safety planning with 95% of victims who receive domestic violence emergency shelter.

This objective addresses the family's immediate need for safety and the long-term risks to the family. Safety

planning is critically important for all clients of the Center. Some abusers show patterns of tenacity in finding their victims. Even those who have not aggressively pursued their victims in the past have been known to “snap” and persist in efforts to find the family. Women and their children must have a detailed plan to keep the family safe.

Method of tracking: the input will be the number of adults who received on-site services during the reporting period. The outputs will be the number of adults who exited the program and the number of adults who have a safety plan. The outcome and quality of the program will be determined by the number of women who reported satisfaction with the program on the exit survey divided by the number of women completing the exit survey.

Outcome Performance Measure 3: New Life Center will conduct Case Management with 95% of the clients who receive domestic violence emergency shelter. (Case Management is defined as structured time spent on development and/or review of the Individual Service Plan.)

Method of Tracking: The input will be the number of adults who received on-site services during the reporting period. The outputs will be 1) the number of adults who exited the program during the reporting period, and, 2) the number of adults who participated in case management sessions. The outcome and quality of the program will be determined by the number of women who reported satisfaction with the program on the exit survey divided by the number of women completing the exit survey.

Outcome Performance Measure 4: New Life Center will link 50% of women in need of further education and/or job training with resources and job training, community college and/or GED classes. In addition we will provide transportation to job training or education programs.

Method of tracking: Advocates will document the number of clients who receive assistance finding job placement and job training in case plans.

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.

Client Satisfaction Surveys are provided to clients at least one time in a 30 day period. In addition, each client is asked to fill out a Client Satisfaction Survey when exiting New Life Center. New Life Center staff conducts an exit survey with each departing client detailing her destination, need for ongoing services and progress towards goals in Individual Service Plans. Our Core Outcomes will be measured by the responses to the Client Satisfaction Survey, documentation in the exit survey and program outcome statistics.

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 clients.
 - 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.

Our standards to ensure the quality delivery of services include: shelter personnel perform intake of client within 12 hours of arrival at New Life Center; Family Advocates develop an Individual Service Plan with clients within 72 hours of intake; crisis advocacy is available during evening and weekend hours for clients arriving during those times and other clients who may need extra support during the off-hours; and, Family Advocates are available during evening hours for working clients. New Life Center has developed and utilizes a Client Satisfaction Survey to measure the effectiveness of the delivery of shelter services. In developing a client’s Individual Service Plan, New Life Center staff members utilize the Arizona Self-Sufficiency Matrix to evaluate the level of self-sufficiency exhibited by the client. We use the Child Report of Post-traumatic Symptoms (CROPS) and the Parent Report of Post-traumatic Symptoms (PROPS) to measure children’s services, children are assessed regarding his/her behavior and emotional adjustment when entering and exiting the program and after 30, 60 and 90 days in shelter. We utilize Client Satisfaction Surveys, Exit Surveys, program outcome statistics, team meetings and review of Individual Service Plans to determine the effectiveness of our programs.

New Life Center is committed to ensure the quality of its programs. We conduct monthly quality assurance meetings to review the effectiveness of our programs and to suggest areas for improvement

K. Lead Based Paint:

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.

Not applicable. New Life Center was constructed in 2000 and expanded in 2008.

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.

New Life Center utilizes the Shelterbase Data system to track client-level data. This system is managed by the Arizona Department of Economic Security and is utilized by all providers of Domestic Violence Emergency Shelter Services in the State. We generate internal reports from the ShelterBase system and our numbers contribute to unduplicated aggregate reports generated by DES.

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, New Life Center is a victim services provider.

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.

Not applicable.

NEW LIFE CENTER, P.O. BOX 5005, GOODYEAR, AZ 85338

PRICING SHEET: NIGP CODE 95237

PAYMENT TERMS:	NET 30
Vendor Number:	2011004200 0
Contact Person:	Paul Denial
E-mail Address:	pdenial@newlifectr.org rhill@newlifectr.org
Certificates of Insurance	Required
Contract Period:	To cover the period ending June 30, 2015 2016.