

SUBRECIPIENT FUNDING AGREEMENT  
BETWEEN  
THE CITY OF SALINAS AND  
COMMUNITY HUMAN SERVICES



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**SUBRECIPIENT FUNDING AGREEMENT  
BETWEEN  
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COMMUNITY HUMAN SERVICES**

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**Agreement No.: 24CIP9001-01**

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**AGREEMENT FOR SERVICES  
BETWEEN  
THE CITY OF SALINAS AND  
COMMUNITY HUMAN SERVICES**

**THIS AGREEMENT** is executed on this 1<sup>ST</sup> day of August 2024. (“Agreement”) between the City of Salinas, a California Charter city and municipal corporation (hereinafter “City”) and Community Human Services, a California nonprofit Joint Powers Agency (hereinafter “Subrecipient”).

**RECITALS**

**WHEREAS**, on June 25, 2024, the City Manager submitted the CIP operating budget for fiscal year 2024-25 to City Council which allocated \$1,503,707; in CIP 9001 – Permanent Homeless Shelter for the operations of the SHARE; and

**WHEREAS** the Salinas City Council approved the funding through Resolution No. 23038; and;

**WHEREAS** Community Development Department (CDD) funded programs for homeless related activities are subject to terms and conditions of ESG requirements, and the Funding Agreement through mutual agreement by both parties; and

**WHEREAS** the Subrecipient shall follow the regulations set forth by the U.S. Department of Housing and Urban Development (HUD), Emergency Solutions Grants program.

**NOW, THEREFORE**, in consideration of mutual covenants and agreements contained herein, the parties hereto agree as follows:

**PART I - AGREEMENT**

**Section 1. Definitions (as used in this Agreement)**

Except to the extent modified or supplemented by this Agreement, any term defined in Title I of the Housing and Community Development Act of 1974, or the Emergency Solutions Grant Regulations, shall have the same meaning when used herein.

- a. "City" means the City of Salinas
- b. “Subrecipient” shall mean an entity, whether public or private, which has the responsibility for administering a project or activity meeting the criteria specified by HUD Emergency Solutions Grant regulations that is authorized to carry out certain special activities.
- c. “CDD” means Community Development Department, a department within the City of Salinas that develops housing policy and administers housing finance, economic development, and community development programs.
- d. "ESG" means the Emergency Solutions Grant program.
- e. “Project” means an awarded program.

## Section 2. Term

This Agreement shall commence on August 1, 2024, and expires on June 30, 2025, unless suspended or terminated sooner pursuant to the terms of this Agreement. This Agreement may be extended beyond the term set forth in this section upon a performance evaluation of the Subrecipient.

## Section 3. Scope of Service

This Agreement, including the attached budget (Attachment B), Scope of Services (Attachment C), and Scope of Work (Attachment D) herein made part of this agreement, is to be performed in accordance with HUD ESG regulations and this Agreement.

## Section 4. Funding

- a. **Maximum Compensation:** The operation of the SHARE for FY 2024-2025 is estimated to cost approximately \$1,503,707. This cost will be covered by the CIP 9001 – Permanent Homeless Shelter fund. The total compensation to be paid to the Subrecipient under this Agreement for services rendered shall not exceed One million, five hundred three thousand, seven hundred seven dollars (\$ 1,503,707).
- b. **Method of Payment:** City will provide payment for program costs covered by this Agreement monthly upon successful electronic submission of a “Expense Report” through the City’s online data management system ([www.citydataservices.net](http://www.citydataservices.net)), by Subrecipient indicating the amount of payment requested and a breakdown of expenditures consistent with Subrecipient's budget included in Attachment B.

All costs shall be supported by properly executed redacted invoices, contracts, vouchers, or other official documentation evidencing in proper detail the nature and propriety of the charges while in compliance with the Personally Identifying Information (PII) Policy. Subrecipients are responsible to redact all backup documentation pertaining to client information and replacing it with client’s HMIS number for all clients receiving direct assistance per the component requesting reimbursement. All checks, invoices, contracts, vouchers, orders, or other accounting documents pertaining in whole or in part to this Agreement shall be clearly identified and readily accessible upon request by City or designated agents thereof.

To streamline reporting and minimize administrative workload, the City and Subrecipient have the option to collectively decide, to initially review up to three monthly reports. This review will entail a comparison of the Subrecipient's supporting documentation with the requested reimbursement. Once alignment is confirmed and all aspects are coherent, the Subrecipient can subsequently furnish a report generated from their accounting system which is approved by the City to fulfill the reporting requirements. This approach aims to balance accountability while optimizing efficiency in the reporting process. Upon mutual agreement from both parties, a memo will be used to memorialize the reporting requirements in this section. The City has the right to request complete supporting documents at any point during the term of this agreement, when a report doesn’t align with Subrecipient report from their accounting system.

c. **Financial Management and Accounting Standards**

**Subrecipient shall request funds** only for authorized budget item(s) and the request shall be approved by City's Planning Manager (Housing Division) or his or her designee prior to payment. **Payment requests are due on the 10<sup>th</sup> day of each month.** Should the 10<sup>th</sup> fall on a weekend or holiday, the Subrecipient is responsible to provide their report prior to the weekend or holiday. *Agencies that miss City submittal deadlines more than two times in one fiscal year shall be disqualified from submitting a funding proposal for the following year per the Public Services Funding Parameters adopted by Salinas City Council on May 21, 2013.* Payments shall be reimbursed based upon the prior month's expenditures and appropriate documentation must be submitted electronically. "Expense Report" submitted incorrectly, without being redacted, or without the completed "Activity Report" due on the 10<sup>th</sup> day of each month, shall be returned to Subrecipient by City. Funding shall only be provided for expenses incurred or services provided during the period commencing August 1, 2024, and ending June 30, 2025. **Payment requests received by City after July 15, 2025, need not be considered for payment.**

If any portion of the approved funding is neither expended nor encumbered by June 30, 2025, the allocation shall be correspondingly reduced, and the funds made available for other eligible activities and any amendment thereto. To ensure compliance with the federal and state regulations concerning timely expenditure of the City's FY 2024-25, the Subrecipient project mentioned above shall be completed within the timeframes specified in the Scope of Services (Attachment C) and Scope of Work (Attachment D).

The Subrecipient may request an extension for the completion of the proposed scope of work, however, it may not be granted. The Extension Request may only be approved on a case-by-case basis, only upon written request, and after the City grants approval. Subrecipient shall email extension request to City's grant administration for consideration and if approved, request shall be uploaded on the City Data Services (CDS) website at [www.citydataservices.net](http://www.citydataservices.net). Upon review of the Request for Extension, the determination in CDS will be made within 15 City of Salinas business working days.

d. **Annual Program Narrative Report**

1. Subrecipient shall develop and provide a comprehensive annual report of program outcomes, services delivered, challenges, and achievements, and may be requested to present the report at a City organized, public meeting. The report shall include *at minimum*, the following indicators:
  - i. Summary of all clients exit reason and destination.
  - ii. Number and percentage of unsheltered individuals who have been placed at the SHARE Center and subsequently entered permanent housing (including placement type and County of exit, where possible), disaggregated by race and ethnicity.
  - iii. Number and percentage of individuals connected to or maintaining enrollment in mainstream benefits, by type of benefit.
  - iv. Referral origin for persons placed into the SHARE Center.
  - v. Number and percentage of individuals who received flexible funding assistance, and the amount spent.

- vi. Summary of guest satisfaction responses, comments, and feedback.
- vii. Photos, graphics, and tables which highlight and summarize the information and data contained within the report.
- 2. Subrecipient staff shall work with City staff to provide interim updates and any additional data for grant reporting requirements.
- 3. Reports shall be submitted via e-mail to the City Contract Monitor by July 15, 2025.

e. **End of Year Reporting**

At the end of the Fiscal Year timeframe, Subrecipients must submit an Annual HMIS CAPER Reporting for the program funded through this Agreement. This information must be submitted to the City as a pdf file in a timely manner through CDS. End of Year Reports submitted after July 15, 2025, will be considered late and in violation of this section.

- f. **Budget Modifications:** Upon electronic submission of a “Budget Modification Request” by Subrecipient, City's Planning Manager (Housing Division) may authorize a budget revision. Any budget revision executed shall not authorize the total compensation to be paid under this Agreement, as so modified, to exceed the amount shown above in Section 4, paragraph b. Such budget modifications shall be completed on the City Data Services (CDS) website at [www.citydataservices.net](http://www.citydataservices.net). Because the City has required spending thresholds, any budget modification must be approved by the City to ensure the City meets the State’s funding requirements.
- g. **Unexpended Funds:** When a portion of the approved budget amount is not expended or encumbered, as per the approved budget (Attachment B) within the Proposal, the maximum compensation shall be automatically reduced by any unexpended portion unless otherwise indicated, in writing, by City's Planning Manager (Housing Division). Subrecipients spending rapid rehousing dollars are required to spend all their rapid rehousing funds. **Should an agency be at risk of not completing the rapid rehousing obligation of expenditure, the City reserves the right to reassess the grant and possibly de-obligate funding to another agency to meet the spending requirements for rapid rehousing.**
- h. **Improperly Expended Funds:** If City has reason to believe that any funds disbursed to Subrecipient under this Agreement were not expended in accordance with the terms and conditions hereof, City shall notify Subrecipient, in writing, of the facts or conduct which warrant(s) such belief and shall provide Subrecipient reasonable opportunity to demonstrate or achieve compliance with the terms of this Agreement. If Subrecipient fails to demonstrate such compliance to the satisfaction of City within the time specified, upon request by City, Subrecipient shall immediately refund to City the amount determined to be improperly expended. Monies refunded must come from non-ESG resources.

The provisions of this paragraph shall be in effect during the terms of this Agreement and for three years thereafter, or until such time as the City shall have certified after audit, that all funds disbursed to Subrecipient under this Agreement were expended in accordance with the terms and conditions hereof. The Subrecipient would be required to re-pay any improperly spent funds to the City of Salinas.

## **Section 4A. City Program Requirements**

Subrecipient shall comply with the following requirements set forth under this Agreement per funded activity, federal and state ESG regulations, and the City of Salinas Housing and Community Service Emergency Solutions Grant Operations Manual.

- a. Homeless individuals and families must be given assistance in obtaining: (i) appropriate supportive services, including permanent housing, medical and mental health treatment, counseling, supervision, and other services essential for achieving independent living; and (ii) other Federal, State, local and private assistance available for such individuals.
- b. Subrecipient shall develop and implement procedures to ensure the confidentiality of records pertaining to any individual served pursuant to this Agreement and/or provided family violence prevention or treatment services and further to ensure that the address or location of any family violence shelter will not be made public, except with written authorization of the person or persons responsible for the operation of such shelter.
- c. Subrecipient shall involve, to the maximum extent practicable, homeless individuals and families in policy-making and general operations such as renovation, operation and maintenance of facilities and the delivery of services.
- d. Subrecipient agrees to participate in the local Continuum of Care's Homeless Management Information System (HMIS) including requirements to collect the Universal Data Elements and report an array of data pertaining to homelessness, including unduplicated counts, the use of services, and the effectiveness of the local homeless assistance system and the Coordinated Assessment and Referral System (CARS) to enter and collect data elements in adherence of Monterey and San Benito Counties Continuum of Care Collaborative (CA-506) policies and funding requirements. Communities and homeless assistance providers use the data stored in HMIS to improve homeless assistance programs and better serve homeless persons meeting federal requirements of the Emergency Solutions Grant under the McKinney-Vento Homeless Assistance Act. In addition, sub recipients will agree to use HMIS as a case management tool to upload a Housing Stability Plan, Related Case Management Documentation, and services provided with Service Transactions as required by the City.
- e. Staff and operate the SHARE Center, a 24-hour shelter and housing navigation center located at 845 E. Laurel Drive, Salinas, CA, in compliance with Monterey County Occupancy Terms. Operations must adhere to a Housing First, safety-first approach, maintaining utmost cleanliness and appropriate sanitation practices, including custodial services.
- f. Ensure Center services are Americans with Disabilities Act (ADA) compliant.
- g. Ensure Center is operated as a pet friendly facility in accordance with Monterey County recommended Participant Animal Guidelines.
- h. Provide security on site, 24 hours, seven (7) days a week including weekends and holidays and develop a protocol to ensure the safety of staff and guests and minimize the impact of the Center on the neighboring community.
- i. Be responsible for implementing and enforcing a mandatory 24 hour, seven (7) days a week no-loitering policy on Center property and minimizing potential impacts to the surrounding neighborhood and community at-large through community engagement methods.



- j. Disallow disruptive guests in the Center who adversely impact the peace and quiet for others.
- k. Disallow smoking, illegal drug use or non-supervised use of prescription drugs in the facility or on the property.
- l. Provide and enforce clear and concise guest use guidelines and behavioral expectations to each guest prior to entry.
- m. Subrecipient shall notify the City immediately of any incidents that must be reported to HUD and/or that may require a response to the public or elected officials.
- n. Subrecipient shall immediately notify the City of any changes to managerial or supervisory staffing and/or agreement information. Additionally, the Subrecipient is required to provide informal weekly updates, including capacity counts and general feedback, to ensure effective communication regarding operations and services. The City must also be notified immediately if the Center reaches full capacity.
- o. Serve up to approximately 100 individuals and/or family members in the Center on any given night.
- p. Coordinate the provision of 3x daily meals for residents. Food may be prepared on-site and obtained through donations from faith-based organizations or other organizations. All dishes and flatware should be cleaned each night or otherwise (if appropriate) be properly disposed of.
- q. Organize the sleeping arrangement into four groups: men, women, male led families with children, and female led families with children.
- r. Subrecipient shall comply with all Salinas Fire Department regulations.
- s. Clean the interior floors each day as needed and inspect the perimeter of the Center and ensure that all trash is collected.
- t. Employ a manager with at least two (2) years of shelter management experience.
- u. Employ Housing Navigators to support the move to permanent housing for residents.
- v. Ensure shower service includes daily cleaning and regularly scheduled deep-cleaning services as well as provision of basic hygiene supplies such as soap, toilet paper, and access to clean towels.
- w. Subrecipient shall ensure that services are provided within Evidence-Based Best Practices and in compliance with the core components of Housing First, as described in Welfare and Institutions Code Section 8255, subdivision (b). Individuals and families assisted must not be required to receive treatment or perform any other prerequisite activities as a condition for receiving shelter, housing, or other services for which these funds are used.
- x. Subrecipient shall provide incontinence and feminine hygiene products, including, but not limited to, sanitary napkins, tampons, and panty liners, to guests as needed, free of charge. Obligation to satisfy this requirement is subject to the availability of funds, however Subrecipient shall make attempts to coordinate or request donations when funds are not available and collect data on the cost, demand, and utilization to help inform future resources to support this service.
- y. Subrecipient shall ensure that CDC guidelines regarding mitigating the spread of infectious diseases, particularly regarding operating a congregate shelter facility, are adhered to.
- z. Subrecipient shall provide information and referral assistance with completion of application forms for mainstream benefits. Subrecipient may apply for a CBO account with the Department of Social Services to facilitate direct enrollment of clients.

## **Section 4B. Other Program Requirements**

Subrecipient shall carry out each activity in compliance with all applicable federal laws and regulations as described below:

### **Monitoring Grant Activities:**

- a. City shall monitor the activities selected to ensure compliance with all requirements, including adherence to Monterey County's Occupancy Terms, and Participant Animal Guidelines. Onsite monitoring of Homeless Services shall occur annually after the grant period to enforce these standards.
- b. The City will monitor the performance of the Subrecipient based on a risk assessment and according to the terms of this Agreement.
- c. If it is determined that the Subrecipient or any of its designees falsified any certifications, application information, financial, or agreement report, the Subrecipient shall be required to immediately reimburse the full amount of the award to the City and may be prohibited from any further participation.
- d. As requested by the City, Subrecipients shall submit all documentation necessary to ensure that Subrecipient are in continued compliance with all Program Requirements and to determine if objectives listed in proposal are being meet.
- e. Substandard performance as determined by City will constitute non-compliance with this Agreement. If action to correct such substandard performance is not taken by Subrecipient within a specified period after being notified by City, agreement suspension or termination procedures will be initiated.

**Evaluation:** The City reserves the right to survey Subrecipient's clients. If the City elects to survey Subrecipient's clients, the City will deliver questionnaires to the Subrecipient and the Subrecipient will distribute those questionnaires to Subrecipient's clients. Subrecipient's clients may then remit completed questionnaires directly to the City. The method of return to the City would be clarified during the evaluation process. To maintain Subrecipient's protection of client confidentiality, City agrees that client surveys will not contain questions requiring the survey-taker to reveal any personally identifying client data. Following receipt of clients' completed questionnaires, the City shall forward a summary of the results to the Subrecipient.

**Disclosure of Confidential Client Information:** City and Subrecipient will protect the confidentiality of all records pertaining to any individual served under this Agreement and will protect the disclosure of such documents, except as otherwise required under state or federal law or unless written consent is obtained from such person receiving service and, in the case of a minor, that of a responsible parent/guardian. Subrecipient expressly acknowledges that City is subject to the California Public Records Act and may, therefore, be obligated to disclose records pertaining to Subrecipient and its activities and services provided pursuant to this Agreement.

Depending on the nature or timing of the request, or future court decisions, records received by City pursuant to this agreement may not remain private and may be publicly disclosed. Given the nature of the applicable law under the California Public Records Act, City cannot

guarantee or warrant that it will be able to keep submitted records confidential. Subrecipient therefore agrees to defend and indemnify City against any suit brought under the California Public Records act to obtain the records; otherwise, City shall not be obligated to defend such suit and may release the records.

Subrecipients shall comply with the Personally Identifying Information (PII) Policy. and are responsible for redacting all documentation pertaining to client information and replacing it with client's HMIS number for all clients receiving direct assistance.

**Policies and Procedures:** Subrecipients are required to produce specific policies and procedures, consistent with the City of Salinas ESG Written Standards. Program policies and procedures must include coordinated entry and the use of HMIS; Coverage Area; Participant Eligibility; Suite of Services Offered; Staffing Pattern; Problem Solving to include diversions and/or rapid exit; Participants Termination and grievance process. All Policies and Procedures must comply with all applicable federal laws, statutes, and regulations; provide assistance that is tailored to each participants specific needs and housing barriers; implement best practices for returning people experiencing sheltered homelessness safe, stable Permanent housing via person centered practices that are tailored to each household.

**VAWA Requirement:** Violence Against Women Act (VAWA), reauthorized in 2013, expanded protections for victims of domestic violence, sexual assault, dating violence, and stalking in City and all funded programs. VAWA protections apply to all survivors regardless of age, sex, gender identity, race, national origin, familial status, disability, and sexual orientation, and extend to individuals affiliated with victim, including spouses, parents, siblings, children, and anyone residing in the household. VAWA protects City and all program participants against denial of assistance and termination of assistance or eviction based on survivor status and factors directly related to domestic violence, including job history, credit history, criminal history, or rental history. VAWA protections must be documented in the lease or rental agreement and provided to the participants served.

**VAWA Rule Components:** A participant cannot be denied assistance, terminated from a program, or evicted based on a status as a victim of domestic violence, sexual assault, dating violence, and stalking. An applicant cannot be denied access to housing or evicted based on factors directly related to the victimization, such as job history, credit history, criminal record, or rental history.

**Notice of Occupancy Rights:** A VAWA Notice of Occupancy Right and Victim Self-Certification Form (HUD Form-5380) must be given to a tenant by the Subrecipient when:

1. A program participant applies and is admitted to permanent housing or transitional housing.
2. An individual or family applies and is denied permanent housing or transitional housing.
3. A program participant receives notification of eviction.
4. A program participant is notified of termination of assistance.
5. In a tenant-based rental assistance, notice must also be given by the owner when a tenant receives notice of eviction.

### **Lead-Based Paint**

Subrecipient will provide the lead hazard information pamphlet to any resident who will be residing in a unit built before 1978. The tenant must receive the pamphlet before moving into the unit. If Subrecipient can document the tenant received the pamphlet previously, Subrecipient is not required to provide it again.

Such regulations pertain to all assisted housing and require that all owners, prospective owners, and tenants of properties constructed prior to 1978 be properly notified that such properties may include lead-based paint. Such notification shall point out the hazards of lead-based paint and explain the symptoms, treatment and precautions that should be taken when dealing with lead-based paint poisoning and the advisability and availability of blood lead level screening for children under seven.

For units older than 1978 which will house one or more children under the age of 6, landlord and tenant must complete a Lead-Based Paint Disclosure form. The form describes any known current or previous lead-based paint hazards, and documents tenant's receipt of records and the lead hazard information pamphlet.

Subrecipients must keep record in each client file when "Protect Your Family from Lead in Your Home" pamphlet is issued.

### **Section 5. Activity Reporting**

Subrecipient shall provide to City's Planning Manager (Housing Division) or his/her designee, a Monthly Activity Report, in a form determined by City, so that City may meet its record keeping and reporting requirements to City Council. These reports shall be **due by the 10<sup>th</sup> day of each month** and will reflect the prior month's activities. Such Activity Reports shall be completed on the City Data Services (CDS) website at [www.citydataservices.net](http://www.citydataservices.net). As required by City, Subrecipient shall maintain adequate records to support the reported statistics regarding beneficiary characteristics and services provided. Such records shall be made available for inspection by City or designated agents thereof upon request. Subrecipient shall maintain all records that are pertinent to the activities funded under this agreement; including but not limited to:

- a. records demonstrating that funded activities meet one of the City's Objectives from the City of Salinas Strategic Plan.
- b. records must include the local CoC #506 third party documentation of homelessness and/or agency similar documentation approved by the City of Salinas; or have approval from City staff if it is not possible to get third party documentation on some clients.
- c. records required to determine the eligibility of activities.
- d. records stating the Subrecipient's policies on procedures to document homelessness.
- e. records documenting compliance with fair housing and equal opportunity components.
- f. financial records agreeing to adhere to the accounting principles and procedures required therein, to employ adequate internal controls, and to maintain necessary source documentation for all costs incurred.
- g. records demonstrating client eligibility for services provided (including-but not limited to- client name, address, income, or other basis for determining eligibility, and description of

service provided) and reports of milestones and schedules of programs as requested and other records necessary to document compliance.

- h. performance reports will be provided by the Homeless Management Information System (HMIS) on a quarterly basis to City.
- i. Subrecipient shall actively participate in all regularly scheduled program, fiscal, and facility coordination meetings with the City.
- j. The frequency of these meetings may be adjusted through mutual agreement between the collaborating partners.

**Each month, and at the conclusion of the fiscal year, Subrecipients must submit required information through the HMIS-CAPER, in pdf format, and forthcoming Annual Program Narrative Report, due July 15, 2025, with the final activity and expense reporting submission.**

Subrecipient shall retain all records specified under this Agreement for a period of five years after the expenditures of all funds from the grant under which the last program participant was served.

#### **Section 6: Insurance.**

Subrecipient shall procure and maintain for the duration of this Agreement insurance meeting the requirements specified in Attachment A hereto.

#### **Section. 7: Indemnification.**

Subrecipient shall hold harmless, defend at its own expense, and indemnify City and its officers, officials, employees, agents, and volunteers from and against all liability, claims, damages, losses, and/or expenses including reasonable City attorney fees arising from all acts or omissions of Subrecipient or its officers, agents, or employees arising out of the performance of the work under this Contract, caused in whole or in part by any negligent act or omission of the Subrecipient, any Subrecipient, anyone directly or indirectly employed by any of them, or anyone for whose acts any of them may be liable, except where caused by, sole negligence or willful misconduct of the City.

#### **Section 8: Licensing.**

Subrecipient warrants that it is properly licensed to perform the work specified under this Agreement, including but not limited to possession of a current City business license.

#### **Section 9: Termination**

- A. City shall have the authority to terminate this Agreement, upon ten days written notice to Subrecipient, as follows:
  - 1. If in the City's opinion the conduct of the Subrecipient is such that the interest of the City may be impaired or prejudiced, or
  - 2. (2) For any reason whatsoever.
- B. Upon termination, Subrecipient shall be entitled to payment of such amount as fairly compensates Subrecipient for all work satisfactorily performed up to the date of termination based upon the Subrecipient's rates shown in Attachment B and/or Section 3 of this Agreement, except that: (1) In the event of termination by the City for Subrecipient's

default, City shall deduct from the amount due Subrecipient the total amount of additional expenses incurred by City as a result of such default. Such deduction from amounts due Subrecipient are made to compensate City for its actual additional costs incurred in securing satisfactory performance of the terms of this Agreement, including but not limited to, costs of engaging another Subrecipient(s) for such purposes. If such additional expenses exceed amounts otherwise due and payable to Subrecipient hereunder, Subrecipient shall pay City the full amount of such expense. (C) In the event that this Agreement is terminated by City for any reason, Subrecipient shall: (1) Upon receipt of written notice of such termination promptly cease all services on this project, unless otherwise directed by City; and (2) Deliver to City all documents, data, reports, summaries, correspondence, photographs, computer software output, video and audio tapes, and any other materials SHARE Center RFP May 2024 Page 25 provided to Subrecipient or prepared by or for Subrecipient or the City in connection with this Agreement. Such material is to be delivered to City in completed form; however, notwithstanding the provisions of Section 15 herein, City may condition payment for services rendered to the date of termination upon Subrecipient's delivery to the City of such material. (D) In the event that this Agreement is terminated by City for any reason, City is hereby expressly permitted to assume the projects and complete them by any means, including but not limited to, an agreement with another party. (E) The rights and remedy of the City and Subrecipient provided under this Section are not exclusive and are in addition to any other rights and remedies provided by law or appearing in any other section of this Agreement.

#### **Section 10. Non-Assignability**

The rights and obligations of Subrecipient hereunder are not assignable and cannot be delegated without written consent of City.

#### **Section 11: Entire Agreement.**

This Agreement constitutes the entire Agreement between the parties hereto and supersedes all prior agreements, whether oral or written, relating to the subject matter thereof. Any modification of the Agreement will be effective only if it is in writing signed by both parties hereto.

#### **Section 12: Validity.**

If any provision in this Agreement is held by a court of competent jurisdiction to be invalid, void, or unenforceable, the remaining provisions will continue in full force without being impaired or invalidated in any way.

#### **Section 13: Counterparts.**

This Agreement may be executed in multiple originals, each of which is deemed to be an original, and may be signed in counterparts.

#### **Section 14: Laws.**

Subrecipient agrees that in the performance of this Agreement it will comply with all applicable State, Federal and local laws, and regulations. This Agreement shall be governed by and construed in accordance with the laws of the State of California, City of Monterey, and City of Salinas.

**IN WITNESS WHEREOF**, this Agreement is entered into by the parties hereto on the day and year first written above.

ATTACHMENT A – Insurance Requirements

ATTACHMENT B - Budget

ATTACHMENT C - Scope of Services

ATTACHMENT D –Scope of Work

**IN WITNESS WHEREOF**, as authorized representatives of the **CITY OF SALINAS** and **COMMUNITY HUMAN SERVICES (CHS)**, a non-profit corporation, have executed this Agreement.

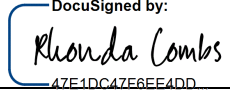
City of Salinas

By:   
95AF7118EAC649A...  
Rene Mendez, City Manager

Subrecipient:

By:   
67F0E5A2E2FB4D7  
Robin McCrae, Chief Executive Director

APPROVED AS TO FORM:

By:   
47E1DC47E6EE4DD  
Rhonda Combs, Assistant City Attorney

## **Attachment A -**

### **INSURANCE REQUIREMENTS**

Subrecipient shall procure and maintain for the duration of the Agreement insurance against claims for injuries to persons or damage to property which may arise from or in connection with the performance of the work hereunder and the results of that work by the Subrecipient, his agents, representatives, employees, or Subrecipients. With respect to General Liability and Professional Liability, coverage should be maintained for a minimum of five (5) years after Agreement completion.

#### **MINIMUM SCOPE AND LIMIT OF INSURANCE**

Coverage shall be at least as broad as:

- (A) Commercial General Liability (“CGL”):** Insurance Services Office Form (“ISO”) CG 00 01 covering CGL on an occurrence basis, including products and completed operations, property damage, bodily injury, and personal & advertising injury with limits no less than **\$1,000,000** per occurrence. If a general aggregate limit applies, either the general aggregate limit shall apply separately to this project/location (ISO CG 25 03 or 25 04) or the general aggregate limit shall be twice the required occurrence limit.
- (B) Automobile Liability:** ISO Form CA 0001 covering any auto, or if Subrecipient has no owned autos, hired and non-owned, with limits no less than **\$1,000,000** per accident for bodily injury and property damage.
- (C) Workers’ Compensation** insurance as required by the State of California, with Statutory Limits, and Employer’s Liability Insurance with a limit of no less than **\$1,000,000** per accident for bodily injury or disease.
- (D) Professional Liability** (also known as Errors and Omissions) insurance appropriate to the work being performed, with limits no less than **\$1,000,000** per occurrence or claim, **\$2,000,000** aggregate per policy period of one year.

If the Subrecipient maintains broader coverage and/or higher limits than the minimums shown above, the City of Salinas requires and shall be entitled to the broader coverage and/or higher limits maintained by the Subrecipient. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to the City.

#### **OTHER INSURANCE PROVISIONS**

**The insurance policies are to contain, or be endorsed to contain, the following provisions:**

##### ***Additional Insured Status***

**The City of Salinas, its officers, officials, employees, and volunteers are to be covered as additional insureds** on the CGL policy with respect to liability arising out of work or operations performed by or on behalf of the Subrecipient including materials, parts, or equipment furnished in connection with such work or operations. General liability coverage can be provided in the form of an endorsement to the Subrecipient’s insurance (at least as broad as ISO Form CG 20 10, CG



11 85, or **both** CG 20 10, CG 20 26, CG 20 33, or CG 20 38; **and** CG 20 37 forms if later revisions used).

### ***Primary Coverage***

For any claims related to this Agreement or the project described within this Agreement, the **Subrecipient's insurance coverage shall be primary coverage** at least as broad as ISO Form CG 20 01 04 13 as respects the City, its officers, officials, employees, and volunteers. Any insurance or self-insurance maintained by the City, its officers, officials, employees, or volunteers shall be in excess of the Subrecipient's insurance and shall not contribute with it.

### ***Notice of Cancellation***

Each insurance policy required above shall provide that coverage shall not be canceled, except with notice to the City.

### ***Waiver of Subrogation***

Subrecipient hereby grants to City a waiver of any right to subrogation which any insurer of said Subrecipient may acquire against the City by virtue of the payment of any loss under such insurance. Subrecipient agrees to obtain any endorsement that may be necessary to affect this waiver of subrogation, but this provision applies regardless of whether the City has received a waiver of subrogation endorsement from the insurer.

The Workers' Compensation policy shall be endorsed with a waiver of subrogation in favor of the City of Salinas for all work performed by the Subrecipient, its employees, agents, and Subrecipients.

### ***Self-Insured Retentions***

Self-insured retentions must be declared by Subrecipient to and approved by the City. At the option of the City, Subrecipient shall provide coverage to reduce or eliminate such self-insured retentions as respects the City, its officers, officials, employees, and volunteers; or the Subrecipient shall provide evidence satisfactory to the City guaranteeing payment of losses and related investigations, claim administrations, and defense expenses. The policy language shall provide, or be endorsed to provide, that the self-insured retention may be satisfied by either the named insured or City.

### ***Acceptability of Insurers***

Insurance is to be placed with insurers with a current A.M. Best's rating of no less than A: VII, unless otherwise acceptable to the City.

### ***Claims Made Policies***

If any of the required policies provide coverage on a claims-made basis:

1. The Retroactive Date must be shown and must be before the date of this Agreement or the beginning of Agreement work.
2. Insurance must be maintained, and evidence of insurance must be provided ***for at least five (5) years after completion of the Agreement of work.***
3. If coverage is canceled or non-renewed, and not ***replaced with another claims-made policy form with a Retroactive Date*** prior to the Agreement effective date, the Subrecipient must

purchase “extended reporting” coverage for a minimum of *five (5)* years after completion of Agreement work.

4. A copy of the claims reporting requirements must be submitted to the City for review.

### ***Verification of Coverage***

Subrecipient shall furnish the City with original certificates and amendatory endorsements or copies of the applicable insurance language effecting coverage required by this Agreement. All certificates and endorsements are to be received and approved by the City before work commences. However, failure to obtain the required documents prior to the work beginning shall not waive the Subrecipient’s obligation to provide them. The City reserves the right to require complete, certified copies of all required insurance policies, including endorsements required by these specifications, at any time.

### ***Subrecipients***

Subrecipient shall require and verify that all sub-Subrecipients and/or Subrecipients maintain insurance meeting all the requirements stated herein, and Subrecipient shall ensure that Entity is an additional insured on insurance required from such sub-Subrecipients and/or Subrecipients.

### ***Special Risks or Circumstances***

City reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances.

### ***Maintenance of Insurance***

Maintenance of insurance by Subrecipient as specified shall in no way be interpreted as relieving Subrecipient of its indemnification obligations or any responsibility whatsoever and the Subrecipient may carry, at its own expense, such additional insurance as it deems necessary.

**Attachment B****BUDGET**

The Subrecipient will perform the above tasks and achieve the above outcomes and goals as submitted in City Data Services for a total amount not to exceed **One million, five hundred three thousand, seven hundred seven dollars (\$1,503,707)**. Services will be billed monthly in accordance with an itemized and approved budget in City Data Services. As this agreement provides only a portion of the funding necessary for SHARE Center operations, services will be provided for a period consistent with the Shelter budget in City Data Services.

<b>Personnel</b>						
<i>List each staff position on a separate row (if there are multiple FTEs at the same salary level, they can all go on one row). Add rows as needed.</i>						
<i>Indicate whether staff are primarily responsible for operations, services, or administration</i>						
<i>Provide separate costs for benefits. If benefits rate is the same for all positions, it can be shown on one row.</i>						
<b>Position</b>	<b>Primary Responsibility</b>	<b># of FTE's</b>	<b># of Months</b>	<b>Salary</b>	<b>Budget Amount</b>	<b>Narrative Description</b>
Senior Program Officer	Management	0.25	11	\$114,941	\$26,341	
Program Officer II	Operations	0.75	11	\$100,794	\$69,296	
Program Coordinator	Operations	1	11	\$69,662	\$63,857	
Office Manager	Operations	1	11	\$56,259	\$51,571	
Office Assistant	Operations	1	11	\$49,227	\$45,125	
Case Managers/Housing Navigators	Supportive Services	4	11	\$61,501	\$225,504	
Support Counselor II's	Supportive Services	3	11	\$51,511	\$141,655	
Full-Time Support Counselor I's	Supportive Services	7.831	11	\$46,722	\$335,395	
Food Services Manager	Operations	0.50	11	\$90,245	\$41,362	
Part-Time Food Services Trainees	Operations	2.11	11	\$45,864	\$88,709	
Benefits for Full-Time Staff		25%			\$250,026	
Benefits for Part-Time Staff	Food Service Trainees	5%			\$4,435	
<b>Subtotal Personnel</b>					<b>\$1,343,276</b>	
<b>SHARE Center Operations (non-personnel)</b>						
Maintenance & Repairs			11		\$55,000	Plumbing, pest control, ongoing repairs
Security			11		\$17,600	Security alarm service
Insurance			11		\$21,120	General, Property, Cyber, HR, WC, Umbrella, PS
Utilities			11		\$99,000	Gas, electricity, water, waste
Food and Nutrition Cost			11		\$297,361	Subcontract w/ Victory Mission
Equipment			11		\$4,400	Printer
Furnishing			11		\$9,167	Ongoing furnishing costs
Operational Supplies			11		\$80,667	Program supplies & office supplies (consumables)
Other - Custodial Services			11		\$70,224	5-7 days a week
Other - Groundskeeping			11		\$0	Monthly
Other - IT Managed services			11		\$59,840	Equipment, network & security
Other - Communications			11		\$17,600	Cable, phone & internet
Other - Dues, Licenses & Subscriptions			11		\$6,875	Food, HMIS & software licenses
Other - Conferences & Training			11		\$4,583	
Other - Pet Costs			11		\$9,167	Kennel maint, pet food, supplies, medical
Other - IT Equipment & Computers			11		\$32,256	Desktops, laptops, phones, network
Other - IT Infrastructure Setup			11		\$24,546	
Other - Build Out of 2 New			0		\$0	

Offices					
Other - Security Cameras		11		\$29,004	
Other - Laundry Room Ventilation Improvements		11		\$0	
Other - New Commercial Washers & Dryers		11		\$0	
Other - Landscape/Dog Run Improvements		0		\$0	
Other - Deferred Maintenance (interior paint, flooring, windows, etc.)		0		\$0	
<b>Subtotal Operations (non-personnel)</b>				<b>\$838,410</b>	
<b>Supportive Services (non-personnel) - including contracted services</b>					
Transportation		11		\$36,850	2 leased vans, fuel, maintenance, ins.
Educational Services				\$0	Included in case management
Employment Assistance & Job Training				\$0	Included in case management
Child Care Costs				\$0	Refer out
Legal Services & Meditation				\$0	Refer out
Mental Health Services				\$0	Refer out
Substance Abuse Treatment Services				\$0	Refer out
Emergency Health Services / Emergency Mental Health		11		\$4,583	
Outpatient Health Services				\$0	Refer out
Life Skills Training				\$0	Included in case management
Other - Subcontract w/ Dorothy's Place Case Management/Housing Navigation		11		\$180,895	
<b>Subtotal Services (non-personnel)</b>				<b>\$222,328</b>	
<b>Direct Client Assistance</b>					
Rental Assistance		11		\$165,000	
Move-In Assistance (security deposits, first & last, utility deposits, app. fees, etc.)		11		\$165,000	
Other - Incentives for Program Participation		0		\$0	
<b>Subtotal Direct Client Assistance</b>				<b>\$330,000</b>	
<b>Indirect Costs</b>					
Indirect Cost / Overhead		10%			
<b>Subtotal Indirect Costs</b>				<b>\$273,401</b>	
<b>Grand Total All Costs</b>				<b>\$3,007,415</b>	

## **Attachment C**

### **SCOPE OF SERVICES**

The subrecipient shall provide the necessary services and staff, and perform all tasks required or incidental to the work outlined in the CHS Scope of Work Proposal (Attachment D) and as further detailed below.:

#### **A. SERVICE GOALS:**

Subrecipient agrees to the following program service measures:

- A.1 Maintain a nightly bed occupancy rate of 90%.
- A.2 Assist 70% of participants to exit from the SHARE Center to permanent housing
- A.3 destinations.
- A.4 Ensure that 95% of participants exit to known destinations (and coordinate with the City of Salinas Street Outreach and Response Team (SORT) regarding any exits back to homelessness)
- A.5 Complete HMIS project data submissions within 72 hours of participant entries and exits for 100% of participants served.
- A.6 Maintain 100% of HMIS data completion rate for HMIS Universal Data Elements.

## **Attachment D**

### **SCOPE OF WORK**

#### **A. Proposed Approach to Scope Of Work**

CHS will ensure a seamless transition to operating the SHARE Center as a **24/7** Housing First shelter, providing wraparound services to families, couples, single men, and single women. Each day, approximately 90 individuals will gain stability with safe sleeping arrangements, improved hygiene and health facilities, and nutritious meals. This stability, combined with wraparound services, case management and housing navigation assistance, is designed to help them exit homelessness as soon as possible.

CHS' **round-the-clock operation** will be staffed by a dedicated team including .25 FTE Senior Program Officer, Homeless Services, .75 FTE Program Officer II, 1 FTE Program Coordinator, 1 FTE Office Manager, 1 FTE Office Assistant, 6 FTE Case Manager/Housing Navigators, 3 FTE Support Counselor IIs, 8.125 FTE Support Counselor Is, .5 FTE Food Services Manager, and 2.11 FTE Food Service Trainees hired from among the guests of the Share Center. This staffing configuration will ensure a personalized and optimal staff-to-participant ratio, offering support, safety, and security day and night, 7 days per week, 365 days per year.

The Case Manager/Housing Navigators will connect guests to wraparound services, such as housing, substance abuse and mental health treatment, employment, and life skills to enhance their capacity to maintain housing once placed. CHS/DP will offer case management and housing searches within the first week, recognizing the significant challenge of securing affordable housing in Monterey County, working with each guest to develop individualized housing case plans with clear accountability for action items. While all services, including case management and housing navigation, will be voluntary in line with Housing First principles, shelter guests will be strongly encouraged and offered incentives such as gift cards to participate.

After permanent housing is secured, we will provide move-in assistance, as well as ongoing support to ensure housing stability through follow-up visits and mediation of landlord/tenant concerns. We are experienced in managing pools of funds for Rapid Rehousing as well as managing medium-term rent subsidies through several Emergency Solutions Grants (ESG) with the City of Salinas.

CHS' SHARE Center operations plan includes a collaboration and subcontract with **Dorothy's Place**, recognized for their expertise in addressing the unique challenges encountered by chronically unhoused single men and couples. Dorothy's Place will oversee three Case Manager/Housing Navigators, focusing on this subpopulation within the Share Center. CHS, with

a distinguished track record in serving single women and families, will manage the remaining three Case Manager/Housing Navigators, who will specialize in assisting those populations within the Share Center.

We will subcontract with **Dorothy's Place** to provide comprehensive case management and housing navigation to single men and couples. This will include health supports in coordination with CalAIM's enhanced care management program. Dorothy's will also offer limited medical services in the SHARE Center clinic room through volunteer physicians from the Natividad Medical Center Family Medicine Residency program and from CSUMB's Department of Nursing's RN to BSN program, which will provide registered nurses performing field work to meet their Bachelor of Science in Nursing requirements. This can include everything from first aid and wound care to medical/behavioral health records reviews, recommendations, and streamlined referrals to full-service clinics.

Support Counselors will not only prioritize the well-being of the SHARE Center community and oversee facility operations but also collaborate closely with Case Managers/Housing Navigators. They will provide ongoing support to guests, helping them progress in tasks such as resume enhancements, completing benefits applications, housing searches, and more. They will also provide transportation services for guests 7 days a week to and from the SHARE Center to various community services, utilizing three leased vans.

We will subcontract with **Victory Mission** for three meals per day year-round with a focus on nutritious, whole, unprocessed foods. Their fee includes food and labor. We will supply any disposable paper/plastic products used but intend to utilize the dishwasher to reduce waste. We will also seek to partner with local businesses and community groups for regular donations of food and meals to mitigate food costs.

Internal hiring and training policies will guarantee the recruitment of qualified staff, and comprehensive training plans will be implemented for employees upon hire. CHS is committed to achieving successful employee retention rates, to maintain program stability and structure, which results in better client care. We employ thorough processes to ensure the best possible fit for each position, which includes having two management staff members facilitate interviews, providing structured interview questions, conducting rating assessments, and conducting background checks.

Collaboration with external agencies is essential in this field of work. We collaborate with government and non-governmental agencies, such as the Monterey County Office of Education (MCOE) and school district McKinney-Vento Homeless Liaisons, to ensure that all children in the shelter attend school and work closely with local law enforcement agencies to be readily accessible for any encounters where we can connect individuals to services that would better assist them. We will continue the existing partnership with Monterey County Office of Education to provide an afterschool program, summer program and field trips for school-age children at the SHARE Center, funding permitting. American Rescue Plan funding for these programs of approximately \$50,000/year expires September 30, 2024; continued funding is being sought but has not yet been

secured. If not funded, MCOE will leave the resources (games, books, puzzles, etc.) with the shelter and shelter staff will provide limited afterschool/summer support for the children, and CHS will seek to collaborate with other agency(ies) to ensure that our youth clients' academic success and stability.

Upon intake, guests will receive freshly laundered **bedding and bath linens and personal toiletries**, as well as a detailed participant handbook outlining all program policies designed to maintain order and safety for both participants and the surrounding community. This handbook will serve as a comprehensive guide, providing information on available services, recommended paths to stability, behavioral expectations, safety protocols, pet policies and prohibitions against disruptive behavior, violence/threats of violence, smoking, drinking and illegal drug use on the premises. It will include good neighbor policies addressing loitering, litter, noise and for members of the shelter community and their guests/friends to ensure respect for fellow guests, staff, and community members.

The SHARE Center will be equipped with comprehensive **security measures**, including door sensors, window sensors, glass break detectors, and motion sensors, to ensure safety. We will ensure compliance with all Salinas Fire Department regulations and other applicable health and safety regulations, as well as ADA compliance. The SHARE Center will adhere to CHS **sanitation protocols** and undergo regular sanitization provided by a contracted custodial service company and adhere to CDC guidelines to mitigate the spread of infectious diseases. Hygiene facilities will be cleaned daily and toiletries will be provided to guests.

CHS is committed to providing comprehensive support for participants transitioning from the SHARE Center, and to collaborating closely with the **City of Salinas Outreach and Response Team (SORT)** to ensure effective follow-up, especially for those at risk of returning to homelessness. We have excellent relationships with the SORT team through our Salinas Valley Street Outreach Team and will collaborate closely with them at the SHARE Center.

All CHS homeless programs actively use the **Coordinated Assessment and Referral System (CARS)** and **Homeless Management Information System (HMIS)** for data collection and reporting, tracking unduplicated counts, and service effectiveness assessments, in line with local Continuum of Care (CoC) requirements. We will use them at the SHARE Center.

Our current programs adhere to **evidence-based practices like Housing First, trauma-informed care**, and client-centered approaches, and ensuring culturally considerate services. This framework will be used at the SHARE Center as well.

Our program will offer diverse indoor and outdoor daytime activities such as support groups, artmaking, gardening, library activities, and others. The facility will also include access to computers for continued education, resume building, and job searching, as well as access to service providers, life skills workshops, and recreational and educational support for children and youth.



We will implement a **storage policy** to regulate the quantity and types of possessions guests can bring due to limited onsite storage availability. Our program will follow CHS policies for the security and management of participants' personal items onsite. During our structured intake process, guests' possessions will undergo thorough inspection and will be placed in an XL Bed Bug Box to eliminate insects and pests before settling into the facility. Guests requiring refrigerated storage and locked safes for medication needs will be accommodated.

As a **pet-friendly facility**, we will welcome both pets and service animals with established rules for their presence, including registration and signing a pet notice of responsibility. We will have protocols in place to ensure pets have appropriate medical preventative treatments, such as flea ointments, upon intake. We will have written protocols in place calling for pets to be licensed with the City of Salinas and have up-to-date vaccination records on intake, receive heart worm, parvo and other appropriate medications, and are well-cared for by clients throughout their stay, with assistance as needed from staff. We will collaborate with the SPCA and the City Animal Shelter, local veterinarians and local merchants for pet crates and supplies, healthcare, including spay/neuter procedures.

The SHARE Center will actively engage with the Coalition of Homeless Services Providers and will report regularly to the City and County on various aspects including bed availability, occupancy, participant surveys, and waitlist demographics. We are also committed to collaborating with the City and County on potential additions of modular, non-congregated shelter units at the SHARE Center site.

All of our homeless services incorporate a Housing First approach, Trauma Informed Care, and evidence-based practices, and we are committed to principles of Diversity, Equity and Inclusion. All of these best practices are HUD-established expectations that lead to successful housing outcomes and improve the CoC system's performance.

Our **Housing First** approach prioritizes permanent housing to effectively reduce the recurrence of homelessness. The underpinning of Housing First is the belief that people need basics like food and housing before they can address longer-term critical needs like income, employment, mental health and substance abuse treatment. Our aim is to house people as quickly as possible and continue to provide support to keep them housed. There are no "readiness requirements" that our clients need to meet for entry to our homeless services programs, only basic eligibility requirements, such as meeting the federal definition of homeless and no conviction history of violent/sexual offense(s). Program participants are not required to be clean and sober, currently employed, or have a documented source of income prior to program participation. CHS does not consider employability, exhibiting a "desire" to change, having a positive attitude, being cooperative and engaging, or seeming motivated as requirements to participation.

CHS's approach to providing **Trauma-Informed Care** assumes that all clients have experienced trauma, given their ongoing experience of being unhoused. This trauma may also include domestic violence, sexual abuse and neglect, and distressing family relationships, as well as the trauma

associated with poverty and the loss of home, safety, and sense of security. Acute and cumulative trauma can have a significant impact on the way adults and children react, think, feel, behave, relate to others, and cope with future experiences, resulting in responses ranging from shutting down to confused thinking to “fight or flight” reactions.

CHS’s services engage clients in a person-centered manner that is conducive to effective interventions without re-traumatization, while addressing the person’s needs and emotions. TIC is integrated throughout all stages of client screening, assessment, and intake. Trained in the evidence-based practice, Seeking Safety, our staff deliver services with an understanding of the symptoms of trauma, how trauma affects peoples’ lives, and the importance of avoiding re-traumatization.

Across all programs, CHS staff are trained and experienced in using **Evidence-Based Practices** that address harm reduction, crisis interventions, trauma-informed care, positive youth development, healthy sexual behaviors, commercial sexual exploitation, and bullying. Other evidence-based practices employed by CHS's homeless programs include Motivational Interviewing (an approach to behavior change that explores and resolves ambivalence and facilitates internally driven change), VI-SPDAT (Vulnerability Index - Service Prioritization Decision Assistance tool), and CSE-IT (Sex trafficking risk assessment), Street Smarts (sexual health/prevention curriculum), and Daniel Memorial (life skills education). All of these will be utilized at the SHARE Center.

It is CHS’s **Diversity, Equity and Inclusion** policy to create and sustain a diverse, equitable, and inclusive environment that embraces and encourages individuals’ differences among both staff and clients. We offer culturally specific services focusing on historically underserved populations, including Latinx, African American and LGBTQ+, as well as reaching underserved geographic regions. According to the “Lead Me Home: Five Year Plan to Reduce Homelessness” developed by the Monterey and San Benito Counties Continuum of Care, racial disparities in the homeless system are found at all levels. Systemic inequities create barriers to persons or communities of color. For that reason, CHS takes measures to ensure representation of populations served and those with lived experience among our staff.

We utilize the Monterey-San Benito CoC Racial Disparities Analysis dashboard on the CHSP’s website to understand and respond to service engagement gaps experienced by different underserved communities. CHS is committed to using program data and the United Way Smart Referral Network data to track and respond to racial disparities in the closure of referral loops for our homeless clients. CHS complies with federal Equal Access rules and our policies ensure that services are provided to everyone equally, with no discrimination based on any protected class. CHS also operates from a gender equity informed lens, and our services are provided to individuals in accordance with how they choose to identify.

CHS will provide equitable access to comprehensive services for individuals with limited proficiency in the English language, and who speak languages other than Spanish (e.g. Mixtec,

Triqui, etc.). CHS actively recruits and employs multilingual and multicultural individuals who possess the necessary language skills to facilitate effective communication with our diverse client populations. CHS also contracts with Language Line, a reputable language interpretation service, ensuring prompt access to skilled interpreters in situations where in-person interpretation is not feasible.

In operating the SHARE Center, CHS is committed to providing housing navigation services that ultimately lead to permanent housing. Our approach to **Case Management and Housing Navigation** adheres to low-barrier, Housing First approaches. Our Case Managers/Housing Navigators meet regularly with shelter guests to assess needs and create person-centered plans leading to permanent housing placements. They also connect clients to healthcare, mental health and substance abuse services, provide assistance with enrollment in mainstream benefits such as food stamps and Medi-Cal, coordinate employment and educational opportunities, including life skills development such as personal finance and conflict resolution—all of which contribute to maintaining permanent housing and long-term housing stability, and reduce the return to homelessness.

Case Managers also help clients secure personal identification when needed and successfully navigate community resources. During their stay at the SHARE Center, Case Managers/Housing Navigators will continue to meet with clients where they are, work with them to set individual goals, provide counseling as needed, and monitor their progress towards their goals.

Case Managers/Housing Navigators meet with clients and create individualized **Housing and Stabilization** plans that include **Rapid Rehousing (RRH)** activities that lead to permanent housing. These include assisting with housing searches, rental applications, and housing voucher applications, and arranging for and providing financial assistance for housing application fees, rent, utility costs, security deposits, and moving expenses that are paid directly to the vendor or landlord. Each case is different. The Case Managers/Housing Navigators are trained and experienced in the administration of RRH funds and follow all policies and regulations.

CHS is also skilled in raising funds via grants and donations to underwrite rapid rehousing expenses, and in the past year has raised RRH funds from the City of Salinas, City of Pacific Grove, United Way, HHAP 3 & 4, and donations from private individuals. We have also successfully solicited in-kind donations to help furnish new homes for our clients and transport their belongings.

CHS Homeless Services programs actively participate in the CoC's **Coordinated Assessment and Referral System (CARS)**. Anyone presenting for admission to the shelter who has not yet been assessed will be offered a CARS assessment, regardless of whether they are admitted, placed on the waiting list, or referred to other services and supports.

We utilize the **Homeless Management Information System (HMIS)** database for data collection and reporting, tracking unduplicated counts and service effectiveness assessments, in line with

local Continuum of Care (CoC) requirements. The SHARE Center staff (both CHS and DP staff) will continue to participate in these systems.

CHS is committed to providing comprehensive support for participants transitioning from the SHARE Center, collaborating closely with the **City of Salinas Outreach and Response Team (SORT)** to ensure effective follow-up, especially for those at risk of returning to homelessness. Our dedicated Case Managers/Housing Navigators address various participant needs, including income, employment, mental health, substance abuse, and physical health, and can provide any needed referrals to other agencies and services to ensure that shelter participants' needs are met.

CHS sustains ongoing partnerships and collaborations with other service providers within the Continuum of Care as well as with cities and counties across the region. Collaboration will be necessary in operating a shelter of this scale, and CHS will collaborate with non-profit, government, and healthcare agencies to ensure clients are set up for success and stability. We continuously build new partnerships and collaborations, and we will continue to leverage our existing partnerships to advance and promote the wellbeing of SHARE center participants and enhance service delivery.

We are constantly exploring partnerships that would lead to providing the best service delivery and outcomes for our clients. Any collaborations or partnerships implemented in the operation of the SHARE Center will be communicated to the County and City. The SHARE Center will actively engage with the Coalition of Homeless Services Providers (CHSP), and report regularly to the City and County on bed availability, occupancy, participant surveys, waitlist demographics, and more. We also are committed to collaborating with the City and County on potential additions of modular, non-congregate shelter units at the SHARE Center site to enhance housing outcomes.

## **B. Staffing and Management Plan**

Our Staffing and Management Plan at CHS is deeply rooted in our commitment to providing exceptional homeless services, mental health support, and substance use disorder recovery treatment throughout Monterey County. With over 54 years of experience as an Equal Opportunity Employer (EOE), we understand the crucial role that fairly hired, well-trained and motivated staff play in achieving our organizational objectives and delivering effective care to our clients.

There will be three shifts (Day, Evening and Overnight), seven days a week to ensure 24-hour coverage. Staff schedules will include Saturdays and Sundays to ensure 7 day a week coverage. Our staffing pattern ensures that there will always be a minimum of four people scheduled to be on-site at all times for the safety and security of all concerned. The 6 CM/HNs will each carry a primary caseload of 15-16 clients (1:15 or 1:16 caseloads). They will be assisted by Support Counselor IIs in helping clients achieve their goals. Support Counselor I's will be primarily involved in assisting with daily living and overnight coverage. We intend to hire for the following positions:

**Program Coordinator:** Strong collaboration and coordination skills, proficiency in data collection and billing processes, adept in administrative and direct care services. BA in human services or related field, and minimum two years' experience working with at-risk populations.

**Office Manager:** Strong administrative skills including phone communication, message handling, supply procurement, billing, data collection and reporting processes, guest assistance billing. HS diploma or GED and two years' related experience.

**Office Assistant:** General clerical and office support skills to assist Office Manager. HS diploma or GED and one year related experience.

**Case Manager/Housing Navigator:** Desire to support clients in housing stability and self-sufficiency. Experience in plan development, housing navigation, case management, documentation, data collection and reporting, and knowledgeable of local resources for I & R. BA in human services or related field and minimum two years' experience with at-risk populations.

**Food Services Manager:** Manages food operations for multiple residential programs. Oversees menu planning, purchasing, food prep and food safety to provide nutritious meals for residents. Supervises subcontractors and kitchen staff. Ensures clean, well operating kitchen and storage areas that meets standards. HS diploma or GED and 3 years' experience plus relevant food handler certificates.

**Support Counselor II:** Supports shelter guests in working on their case plans and daily living activities. Ensures safety and security of guests and facility. Assists with documentation and data collection. HS diploma or GED and minimum two years' related experience.

**Support Counselor I:** Support shelter guests in daily living activities and ensures safety and security of guests and facility. Supports kitchen activities as required. HS diploma or GED and one-year related experience.

**Food Service Trainees:** Shelter clients who desire to gain work experience and income as entry-level food service workers. CHS will assist them in getting Food Handler certificates from Monterey County Department of Health and will train them in basic food prep, handling, serving, storage and clean up, as well as employer expectations. No prior experience required.