




**Agenda Item No: 4.e**  
**Meeting Date: June 21, 2022**

**SAN RAFAEL CITY COUNCIL AGENDA REPORT**

**Department: City Manager’s Office**

**Prepared by: Marc Sabin**  
**Homeless Services Director**

**City Manager Approval:** \_\_\_\_\_ 

**TOPIC: ENCAMPMENT RESOLUTION SERVICES**

**SUBJECT: RESOLUTION APPROVING AND AUTHORIZING THE CITY MANAGER TO EXECUTE A PROFESSIONAL SERVICES AGREEMENT WITH ST. VINCENT DE PAUL TO PROVIDE ENCAMPMENT AND HOMELESSNESS SERVICES IN AN AMOUNT NOT TO EXCEED \$427,600**

**RECOMMENDATION:**

Adopt the resolution approving and authorizing the City Manager to execute a professional services agreement with St. Vincent De Paul to provide encampment and homelessness services in an amount not to exceed \$427,600.

**BACKGROUND:**

In July 2021, the City of San Rafael created a Services Support Area (“SSA”) to provide a safe area for up to 49 homeless individuals to reside temporarily and to easily connect with service providers for needed support services. To further support the efforts to best serve San Rafael’s homeless community at the SSA, the City applied for and received \$522,619 from the State of California Encampment Resolution Funding Program (“ERF”). The City wants to ensure that the homeless community is receiving enhanced services to assist them with the process of returning to stable housing. To support this success, the City requires the contract services of an established organization with the experience and demonstrated success in serving the homeless community.

**ANALYSIS:**

St. Vincent De Paul (SVDP) has provided services in the City of San Rafael since 1946. SVDP has provided street-based outreach (Homeless Outreach Team), case management, and essential services to the unhoused and underserved community which have had a positive impact on San Rafael’s homeless community. SVDP has been key in the efforts that have resulted in housing over 400 individuals in Marin County. SVDP is well-poised to begin providing services funded by the ERF grant upon execution of a contract with the City.

**FISCAL IMPACT:**

There is no fiscal impact as this agreement is fully funded by the ERF grant which will be provided as one lump sum payment to the City of \$522,619. The contract with SVDP will not exceed \$427,600. The agreement will cover Intensive Case Management, a consistent presence at the SSA, outreach supplies,

\_\_\_\_\_  
**FOR CITY CLERK ONLY**

**Council Meeting:** \_\_\_\_\_

**Disposition:** \_\_\_\_\_

technology to assist with case management (computers, internet access) and transportation for clients. These funds are to be expended by June 30, 2024.

The balance of \$95,019 of the ERF grant remains to be utilized for Homeless and Encampment Resolution services by the City. These funds will be utilized to cover administrative costs and direct services to be identified as the program develops.

**OPTIONS:**

The City Council has the following options to consider on this matter:

1. Adopt resolution approving the agreement with SVDP.
2. Adopt resolution with modifications to the attached agreement.
3. Direct staff to return with more information.
4. Take no action.

**RECOMMENDED ACTION:**

Adopt the resolution approving and authorizing the City Manager to execute a professional services agreement with St. Vincent De Paul to provide encampment and homelessness services in an amount not to exceed \$427,600.

**ATTACHMENTS:**

1. Resolution
2. Proposed Agreement with St. Vincent De Paul

**RESOLUTION NO.**

**A RESOLUTION OF THE SAN RAFAEL CITY COUNCIL APPROVING AND AUTHORIZING THE CITY MANAGER TO EXECUTE A PROFESSIONAL SERVICES AGREEMENT WITH ST. VINCENT DE PAUL TO PROVIDE ENCAMPMENT AND HOMELESSNESS SERVICES IN AN AMOUNT NOT TO EXCEED \$427,600**

**WHEREAS**, in July 2021, the City of San Rafael created a Services Support Area (“SSA”) to provide a safe area for up to 49 homeless individuals to reside temporarily and to easily connect with service providers for needed support services; and

**WHEREAS**, to further support the efforts to best serve San Rafael’s homeless community at the SSA, the City applied for and received \$522,619 from the State of California Encampment Resolution Funding Program (“ERF”); and

**WHEREAS**, the City wants to ensure that the homeless community is receiving enhanced services to assist them with the process of returning to stable housing, and to support this success, the City requires the contract services of an established organization with the experience and demonstrated success in serving the homeless community; and

**WHEREAS**, St. Vincent De Paul (“SVDP”) has provided services in the City of San Rafael since 1946, has provided street-based outreach (Homeless Outreach Team), case management, and essential services to the unhoused and underserved community which have had a positive impact on San Rafael’s homeless community, and has been key in the efforts that have resulted in housing over 400 individuals in Marin County; and

**WHEREAS**, SVDP is well-poised to begin providing services funded by the ERF grant upon execution of an agreement with the City.

**NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF SAN RAFAEL RESOLVES** as follows:

The City Council hereby approves and authorizes the City Manager to execute a Professional Services Agreement with St. Vincent De Paul for encampment and homelessness

services in an amount not to exceed \$427,600, subject to final approval as to form by the City Attorney.

I, **LINDSAY LARA**, Clerk of the City of San Rafael, hereby certify that the foregoing resolution was duly and regularly introduced and adopted at a regular meeting of the Council of said City on Tuesday, the 21<sup>st</sup> day of June 2022, by the following vote, to wit:

AYES: COUNCILMEMBERS:

NOES: COUNCILMEMBERS:

ABSENT: COUNCILMEMBERS:

**LINDSAY LARA, City Clerk**

## **AGREEMENT FOR PROFESSIONAL CASE MANAGEMENT SERVICES**

This Agreement is made and entered into this \_\_\_\_ day of \_\_\_\_\_, 20 \_\_, by and between the CITY OF SAN RAFAEL (hereinafter "**CITY**"), and St. Vincent De Paul Society, District Council of Marin County, a California non-profit corporation (hereinafter "**CONSULTANT**").

### **RECITALS**

**WHEREAS**, the **CITY** has established a temporary Support Services Area (“SSA”) at which a limited number of individuals experiencing chronic homelessness in San Rafael can receive services and engage in intensive case management in a meaningful way, in a secure area; and

**WHEREAS**, **CITY** has immediate need for professional case management services at the SSA and **CONSULTANT** is qualified and able to provide the required services;

### **AGREEMENT**

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

1. **PROJECT COORDINATION.**

A. **CITY’S Project Manager.** The City Manager is hereby designated the **PROJECT MANAGER** for the **CITY** and said **PROJECT MANAGER** shall supervise all aspects of the progress and execution of this Agreement.

B. **CONSULTANT’S Project Director.** **CONSULTANT** shall assign a single **PROJECT DIRECTOR** to have overall responsibility for the progress and execution of this Agreement for **CONSULTANT**. Christine Paquette is hereby designated as the **PROJECT DIRECTOR** for **CONSULTANT**. Should circumstances or conditions subsequent to the execution of this Agreement require a substitute **PROJECT DIRECTOR**, for any reason, the **CONSULTANT** shall notify the **CITY** within ten (10) business days of the substitution.

2. **DUTIES OF CONSULTANT.**

**CONSULTANT** shall perform the duties and/or provide services as described in Exhibit A attached hereto and incorporated herein by reference.

3. **DUTIES OF CITY.**

Upon services rendered by **CONSULTANT**, the **CITY** shall pay the compensation as provided in Paragraph 4.

4. COMPENSATION.

For the full performance of the services described herein by **CONSULTANT**, **CITY** shall pay **CONSULTANT** as set forth in Exhibit A attached hereto and incorporated herein by reference, in a total amount not to exceed of \$427,600 (or \$213,800 per year).

Payment will be made monthly upon receipt by PROJECT MANAGER of itemized invoices submitted by **CONSULTANT**.

5. TERM OF AGREEMENT.

The term of this Agreement shall be from the date of execution of this Agreement through June 30, 2024.

6. TERMINATION.

A. **Discretionary.** Either party may terminate this Agreement without cause upon ninety (90) days written notice mailed or personally delivered to the other party.

B. **Cause.** Either party may terminate this Agreement for cause upon fifteen (15) days written notice mailed or personally delivered to the other party, and the notified party's failure to cure or correct the cause of the termination, to the reasonable satisfaction of the party giving such notice, within such fifteen (15) day time period.

C. **Effect of Termination.** Upon receipt of notice of termination, neither party shall incur additional obligations under any provision of this Agreement without the prior written consent of the other.

D. **Return of Documents.** Upon termination, any and all **CITY** documents or materials provided to **CONSULTANT** and any and all of **CONSULTANT's** documents and materials prepared for or relating to the performance of its duties under this Agreement, shall be delivered to **CITY** as soon as possible, but not later than thirty (30) days after termination.

7. OWNERSHIP OF DOCUMENTS.

The written documents and materials prepared by the **CONSULTANT** in connection with the performance of its duties under this Agreement, shall be the sole property of **CITY**. **CITY** may use said property for any purpose, including projects not contemplated by this Agreement.

8. INSPECTION AND AUDIT.

Upon reasonable notice, **CONSULTANT** shall make available to **CITY**, or its agent, for inspection and audit, all documents and materials maintained by **CONSULTANT** in connection with its performance of its duties under this Agreement. **CONSULTANT** shall fully cooperate with **CITY** or its agent in any such audit or inspection.

9. ASSIGNABILITY.

The parties agree that they shall not assign or transfer any interest in this Agreement nor the performance of any of their respective obligations hereunder, without the prior written consent of the other party, and any attempt to so assign this Agreement or any rights, duties or obligations arising hereunder shall be void and of no effect.

10. INSURANCE.

A. **Scope of Coverage.** During the term of this Agreement, **CONSULTANT** shall maintain, at no expense to **CITY**, the following insurance policies:

1. A commercial general liability insurance policy in the minimum amount of one million dollars (\$1,000,000) per occurrence/two million dollars (\$2,000,000) aggregate, for death, bodily injury, personal injury, or property damage.

2. An automobile liability (owned, non-owned, and hired vehicles) insurance policy in the minimum amount of one million dollars (\$1,000,000) per occurrence.

3. If any licensed professional performs any of the services required to be performed under this Agreement, a professional liability insurance policy in the minimum amount of one million dollars (\$1,000,000) per occurrence/two million dollars (\$2,000,000) aggregate, to cover any claims arising out of the **CONSULTANT's** performance of services under this Agreement. Where **CONSULTANT** is a professional not required to have a professional license, **CITY** reserves the right to require **CONSULTANT** to provide professional liability insurance pursuant to this section.

4. If it employs any person, **CONSULTANT** shall maintain worker's compensation insurance, as required by the State of California, with statutory limits, and employer's liability insurance with limits of no less than one million dollars (\$1,000,000) per accident for bodily injury or disease. **CONSULTANT's** worker's compensation insurance shall be specifically endorsed to waive any right of subrogation against **CITY**.

B. **Other Insurance Requirements.** The insurance coverage required of the **CONSULTANT** in subparagraph A of this section above shall also meet the following requirements:

1. Except for professional liability insurance or worker's compensation insurance, the insurance policies shall be specifically endorsed to include the **CITY**, its officers, agents, employees, and volunteers, as additional insureds (for both ongoing and completed operations) under the policies.

2. The additional insured coverage under **CONSULTANT'S** insurance policies shall be "primary and noncontributory" with respect to any insurance or coverage maintained by **CITY** and shall not call upon **CITY's** insurance or self-insurance coverage for any contribution. The "primary and noncontributory" coverage in **CONSULTANT'S** policies shall be at least as broad as ISO form CG20 01 04 13.

3. Except for professional liability insurance or worker's compensation insurance, the insurance policies shall include, in their text or by endorsement, coverage for contractual liability and personal injury.

4. By execution of this Agreement, **CONSULTANT** hereby grants to **CITY** a waiver of any right to subrogation which any insurer of **CONSULTANT** may acquire against **CITY** by virtue of the payment of any loss under such insurance. **CONSULTANT** agrees to obtain any endorsement that may be necessary to effect this waiver of subrogation, but this provision applies regardless of whether or not **CITY** has received a waiver of subrogation endorsement from the insurer.

5. If the insurance is written on a Claims Made Form, then, following termination of this Agreement, said insurance coverage shall survive for a period of not less than five years.

6. The insurance policies shall provide for a retroactive date of placement coinciding with the effective date of this Agreement.

7. The limits of insurance required in this Agreement may be satisfied by a combination of primary and umbrella or excess insurance. Any umbrella or excess insurance shall contain or be endorsed to contain a provision that such coverage shall also apply on a primary and noncontributory basis for the benefit of **CITY** (if agreed to in a written contract or agreement) before **CITY'S** own insurance or self-insurance shall be called upon to protect it as a named insured.

8. It shall be a requirement under this Agreement that any available insurance proceeds broader than or in excess of the specified minimum insurance coverage requirements and/or limits shall be available to **CITY** or any other additional insured party. Furthermore, the requirements for coverage and limits shall be: (1) the minimum coverage and limits specified in this Agreement; or (2) the broader coverage and maximum limits of coverage of any insurance policy or proceeds available to the named insured; whichever is greater. No representation is made that the minimum Insurance requirements of this agreement are sufficient to cover the obligations of the **CONSULTANT** under this agreement.

**C. Deductibles and SIR's.** Any deductibles or self-insured retentions in **CONSULTANT's** insurance policies must be declared to and approved by the **PROJECT MANAGER** and City Attorney and shall not reduce the limits of liability. Policies containing any self-insured retention (SIR) provision shall provide or be endorsed to provide that the SIR may be satisfied by either the named insured or **CITY** or other additional insured party. At **CITY's** option, the deductibles or self-insured retentions with respect to **CITY** shall be reduced or eliminated to **CITY's** satisfaction, or **CONSULTANT** shall procure a bond guaranteeing payment of losses and related investigations, claims administration, attorney's fees and defense expenses.

**D. Proof of Insurance.** **CONSULTANT** shall provide to the **PROJECT MANAGER** or **CITY'S** City Attorney all of the following: (1) Certificates of Insurance evidencing the insurance coverage required in this Agreement; (2) a copy of the policy declaration page and/or endorsement page listing all policy endorsements for the commercial general liability policy, and (3) excerpts of



policy language or specific endorsements evidencing the other insurance requirements set forth in this Agreement. **CITY** reserves the right to obtain a full certified copy of any insurance policy and endorsements from **CONSULTANT**. Failure to exercise this right shall not constitute a waiver of the right to exercise it later. The insurance shall be approved as to form and sufficiency by **PROJECT MANAGER** and the City Attorney.

11. INDEMNIFICATION.

A. Except as otherwise provided in Paragraph B., **CONSULTANT** shall, to the fullest extent permitted by law, indemnify, release, defend with counsel approved by **CITY**, and hold harmless **CITY**, its officers, agents, employees and volunteers (collectively, the “**City Indemnitees**”), from and against any claim, demand, suit, judgment, loss, liability or expense of any kind, including but not limited to attorney's fees, expert fees and all other costs and fees of litigation, (collectively “**CLAIMS**”), arising out of **CONSULTANT’S** performance of its obligations or conduct of its operations under this Agreement. The **CONSULTANT's** obligations apply regardless of whether or not a liability is caused or contributed to by the active or passive negligence of the **City Indemnitees**. However, to the extent that liability is caused by the active negligence or willful misconduct of the **City Indemnitees**, the **CONSULTANT's** indemnification obligation shall be reduced in proportion to the **City Indemnitees’** share of liability for the active negligence or willful misconduct. In addition, the acceptance or approval of the **CONSULTANT’S** work or work product by the **CITY** or any of its directors, officers or employees shall not relieve or reduce the **CONSULTANT’S** indemnification obligations. In the event the **City Indemnitees** are made a party to any action, lawsuit, or other adversarial proceeding arising from **CONSULTANT’S** performance of or operations under this Agreement, **CONSULTANT** shall provide a defense to the **City Indemnitees** or at **CITY’S** option reimburse the **City Indemnitees** their costs of defense, including reasonable attorneys’ fees, incurred in defense of such claims.

B. Where the services to be provided by **CONSULTANT** under this Agreement are design professional services to be performed by a design professional as that term is defined under Civil Code Section 2782.8, then, to the extent permitted by law including without limitation, Civil Code sections 2782, 2782.6 and 2782.8, **CONSULTANT** shall indemnify and hold harmless the **CITY** and its officers, officials, and employees (collectively **City Indemnitees**) from and against damages, liabilities or costs (including incidental damages, Court costs, reasonable attorney’s fees as may be determined by the Court, litigation expenses and fees of expert witnesses incurred in connection therewith and costs of investigation) to the extent they are caused by the negligence, recklessness, or willful misconduct of **CONSULTANT**, or any subconsultants, or subcontractor or anyone directly or indirectly employed by them, or anyone for whom they are legally liable (collectively **Liabilities**). Such obligation to hold harmless and indemnify any indemnity shall not apply to the extent that such **Liabilities** are caused in part by the negligence or willful misconduct of such **City Indemnitee**.

C. The defense and indemnification obligations of this Agreement are undertaken in addition to, and shall not in any way be limited by, the insurance obligations contained in this Agreement, and shall survive the termination or completion of this Agreement for the full period of time allowed by law.

12. NONDISCRIMINATION.

**CONSULTANT** shall not discriminate, in any way, against any person on the basis of age, sex, race, color, religion, ancestry, national origin or disability in connection with or related to the performance of its duties and obligations under this Agreement.

13. COMPLIANCE WITH ALL LAWS.

**CONSULTANT** shall observe and comply with all applicable federal, state and local laws, ordinances, codes and regulations, in the performance of its duties and obligations under this Agreement. **CONSULTANT** shall perform all services under this Agreement in accordance with these laws, ordinances, codes and regulations. **CONSULTANT** shall release, defend, indemnify and hold harmless **CITY**, its officers, agents and employees from any and all damages, liabilities, penalties, fines and all other consequences from any noncompliance or violation of any laws, ordinances, codes or regulations.

14. NO THIRD PARTY BENEFICIARIES.

**CITY** and **CONSULTANT** do not intend, by any provision of this Agreement, to create in any third party, any benefit or right owed by one party, under the terms and conditions of this Agreement, to the other party.

15. NOTICES.

All notices and other communications required or permitted to be given under this Agreement, including any notice of change of address, shall be in writing and given by personal delivery, or deposited with the United States Postal Service, postage prepaid, addressed to the parties intended to be notified. Notice shall be deemed given as of the date of personal delivery, or if mailed, upon the date of deposit with the United States Postal Service. Notice shall be given as follows:

TO <b>CITY</b> 's Project Manager:	Jim Schutz, City Manager City of San Rafael 1400 Fifth Avenue San Rafael, CA 94901
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TO <b>CONSULTANT</b> 's Project Director:	Christine Paquette
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16. INDEPENDENT CONTRACTOR.

For the purposes, and for the duration, of this Agreement, **CONSULTANT**, its officers, agents and employees shall act in the capacity of an Independent Contractor, and not as employees of the **CITY**. **CONSULTANT** and **CITY** expressly intend and agree that the status of **CONSULTANT**, its officers, agents and employees be that of an Independent Contractor and not

that of an employee of **CITY**.

17. ENTIRE AGREEMENT -- AMENDMENTS.

A. The terms and conditions of this Agreement, all exhibits attached, and all documents expressly incorporated by reference, represent the entire Agreement of the parties with respect to the subject matter of this Agreement.

B. This written Agreement shall supersede any and all prior agreements, oral or written, regarding the subject matter between the **CONSULTANT** and the **CITY**.

C. No other agreement, promise or statement, written or oral, relating to the subject matter of this Agreement, shall be valid or binding, except by way of a written amendment to this Agreement.

D. The terms and conditions of this Agreement shall not be altered or modified except by a written amendment to this Agreement signed by the **CONSULTANT** and the **CITY**.

E. If any conflicts arise between the terms and conditions of this Agreement, and the terms and conditions of the attached exhibits or the documents expressly incorporated by reference, the terms and conditions of this Agreement shall control.

18. SET-OFF AGAINST DEBTS.

**CONSULTANT** agrees that **CITY** may deduct from any payment due to **CONSULTANT** under this Agreement, any monies which **CONSULTANT** owes **CITY** under any ordinance, agreement, contract or resolution for any unpaid taxes, fees, licenses, assessments, unpaid checks or other amounts.

19. WAIVERS.

The waiver by either party of any breach or violation of any term, covenant or condition of this Agreement, or of any ordinance, law or regulation, shall not be deemed to be a waiver of any other term, covenant, condition, ordinance, law or regulation, or of any subsequent breach or violation of the same or other term, covenant, condition, ordinance, law or regulation. The subsequent acceptance by either party of any fee, performance, or other consideration which may become due or owing under this Agreement, shall not be deemed to be a waiver of any preceding breach or violation by the other party of any term, condition, covenant of this Agreement or any applicable law, ordinance or regulation.

20. COSTS AND ATTORNEY'S FEES.

The prevailing party in any action brought to enforce the terms and conditions of this Agreement, or arising out of the performance of this Agreement, may recover its reasonable costs (including claims administration) and attorney's fees expended in connection with such action.

21. CITY BUSINESS LICENSE / OTHER TAXES.

**CONSULTANT** shall obtain and maintain during the duration of this Agreement, a **CITY** business license as required by the San Rafael Municipal Code **CONSULTANT** shall pay any and all state and federal taxes and any other applicable taxes. **CITY** shall not be required to pay for any work performed under this Agreement, until **CONSULTANT** has provided **CITY** with a completed Internal Revenue Service Form W-9 (Request for Taxpayer Identification Number and Certification).

22. SURVIVAL OF TERMS.

Any terms of this Agreement that by their nature extend beyond the term (or termination) of this Agreement shall remain in effect until fulfilled and shall apply to both Parties' respective successors and assigns.

23. APPLICABLE LAW.

The laws of the State of California shall govern this Agreement.

24. COUNTERPARTS AND ELECTRONIC SIGNATURE.

This Agreement may be executed by electronic signature and in any number of counterparts, each of which shall be deemed an original, but all of which together shall constitute one document. Counterpart signature pages may be delivered by telecopier, email or other means of electronic transmission.

**IN WITNESS WHEREOF**, the parties have executed this Agreement as of the day, month and year first above written.

[Signatures are on the following page.]

**CITY OF SAN RAFAEL**

**CONSULTANT**

\_\_\_\_\_  
JIM SCHUTZ, City Manager

By: \_\_\_\_\_

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

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

ATTEST:

[If CONSULTANT is a corporation, add signature of second corporate officer]

\_\_\_\_\_  
LINDSAY LARA, City Clerk

By: \_\_\_\_\_

APPROVED AS TO FORM:

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

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

\_\_\_\_\_  
ROBERT F. EPSTEIN, City Attorney



ST. VINCENT DE PAUL  
SOCIETY OF MARIN

The City of San Rafael created a Service Support Area (SSA) on July 6<sup>th</sup>, 2021. The SSA is a **temporary** location for folks to receive services in a secure area. The SSA helps chronically homeless individuals engage in Intensive Case Management in a meaningful way. SSA residents can trust that they will meet with their case manager (CM) every day, and the CM has consistent access to the folks they serve

Currently, there is one Case Manager dedicated to the SSA who provides services to 17 individuals. To increase the case management pattern through adding **two full time Case Managers, who would provide services EXPLICITLY to SSA Residents**, the City of San Rafael procured Encampment Resolution Funding Grant from the State of California. One position will be an Intensive Case Manager and a second role would be a Mental Health-Intensive Case Manager (MHC). The MHC has a laser focus on working with SSA residents to ensure they are linked into Mental Health Services. The MHC will stay connected to SSA residents when they discharge (housing or otherwise) from the SSA and keep them linked to mental wellness services. Both roles, are focused on assisting SSA residents to exit homelessness.

The services which are to be delivered include:

- Assess (VISPIDAT) the client continually along the following

client strengths and resources, housing needs, Cultural Identity, Behavioral Health, Medical, Social, Family Support, Education and Employment History.

- Work in partnership with the client to create an individualized plan that articulates the client's goals for housing, treatment, and documents (in case notes and HMIS systems) the specific interventions planned to assist the client to achieve these goals.
- Develop and provide (or connect to) high quality interventions and services in support of wellness and recovery.
- Provide strength-based case management, skills development, medication support, therapy, crisis intervention, and peer and family support.
- Provide the type and intensity of service that the client needs to have the best opportunity for success exiting homelessness. This can mean frequent check-ins, transportation to services, addressing issues related to mental illness and/or substance use, enlisting stabilization and/or crisis services.
- Provide Intensive case management services tailored to the individual needs and preferences of the client.
- Provide Housing location services which include, but are not limited to, determining the characteristics of a unit appropriate for a client (geographic location, community ties, safety, unit accessibility, etc.); locating potential units near public transportation and other amenities; networking and maintaining relationships with landlords; and accompanying client to open houses and housing application appointments.
- Screen available units to determine the potential for a unit to pass Housing

Quality Inspections (HQS) performed by the MHA.

- Assist client in securing necessary personal documentation and completing required paperwork, including “reasonable accommodation” to qualify for a MHA, or other, rental subsidy/housing voucher.
- Directly assist and work in partnership with clients to help them move into housing. This may include arranging for or directly helping the client move their items to the unit and ensuring the client is set up with basic items.
- Provide housing stabilization services, such as ensuring the client can maintain a space clean enough to pass inspection, can manage their finances or is connected to a representative payee, and can navigate transportation if necessary to reach appointments related to health and benefits; and intervening with landlords if needed.
- Work collaboratively with client to mitigate tenancy issues early to help retain housing (e.g., resolving roommate or community disputes, setting boundaries around guest behavior, submitting timely rental payments, maintaining cleanliness in and around the unit, avoiding lease violations, etc.). At move-in, make attempts to meet with client weekly. Meet 60-90 days after move-in to housing to discuss client successes and any challenges. At least one of these meetings per month will be a home visit in the client’s home if client permits.
- Continue to meet with the client frequently after housing stabilization (likely after 60-90 days of tenancy), as determined by their needs for clinical and housing support. There will be home visits at least one time per month.
- Maintain contact at least once per month with the client's housing property



manager to provide an opportunity to be informed of any housing challenges.

Provide client with skills training to understand their tenancy rights and fulfill their tenancy responsibilities as articulated in their lease.

- Document all housing and clinical services in the client file (HMIS) within 72 hours.
  
- Survey SSA residents at 90-day intervals to evaluate quality of services. The survey will include frequency/quality of contacts, and satisfaction. Results will be reviewed quarterly, and adjustments made swiftly.
- Provider is committed to the Housing First Principles identified below.
- Provider uses a trauma-informed approach.
- Provider does not require treatment or sobriety to enter or conduct drug testing.
- Provider does not prohibit program entry based on mental illness diagnosis and does not have a policy requiring medication or treatment compliance to enter.
- Provider does not bar clients based on past (non-violent) rule infractions.
- Provider accepts all clients regardless of sexual orientation or gender identification and follows all fair housing laws.
- Provider does not exclude persons with zero income or limited to no work history.
- Provider does not terminate participants for low or no income, current or past substance use, history of domestic violence, failure to participate in supportive services, failure to make progress on a service plan, and criminal records, with the exceptions of restrictions imposed by federal, state, or local law or ordinance.

## Staffing Requirement

**SSA Intensive Case Manager** (FTE 1.0) Provides direct service to SSA residents.

Develops individualized housing treatment goals. Interfaces with SSA partnerships to ensure the delivery of services in a safe, efficient, and consistent manner.

**SSA Mental Health Intensive Case Manager-Mental Health focus** (FTE 1.0) Provides

direct service to SSA residents to ensure that their mental wellness and treatment needs are addressed. Collaborates with Marin County Behavioral Health and Recovery team to ensure the residents have on-demand access to Mental Health Services.

Maintains connection with SSA residents as they get housed to ensure mental wellness is addressed in an ongoing fashion.

**City of San Rafael Mental Health Liaison** (in-kind) Responsible for managing the provider and its partnership efforts related to the SSA.

**Homeless Services Department City of San Rafael** (in-kind) Responsible for ensuring contractual obligations are achieved and provides support to Provider in an on-going fashion.

### Measurable objectives of Project:

By date of:	Objective	As measured by:	Notes
8/31/2022	Monthly meetings occur to discuss progress of encampment resolution	Meeting minutes	Measured at month end, ongoing through 6/30/2024
9/30/2022	Ninety percent of all SSA residents are CES assessed and have a documented Housing Plan	HMIS/CES	Measured at month end, ongoing through 6/30/2024

9/30/2022	Ninety percent of SSA residents with a Mental Health diagnosis are linked to Mental Health services	HMIS-Case Management reports and documentation	Measured at month end, ongoing through 6/30/2024
7/1/2024	Provider in conjunction with CSR presents to at least three cities to share outcomes	Meeting minutes and presentation	By Agenda and list of participants
10/31/2022	Seventy-five percent of all SSA residents are document-ready	Case management documentation	Measured at month end, ongoing through 6/30/2024
4/30/2023	Seventy-five percent of residents awarded vouchers are housed	HMIS/CES	Measured at month end, ongoing through 6/30/2024
6/30/2024	Ninety percent of SSA residents housed, stay housed	HMIS	Measured quarterly ongoing through 6/30/2024
6/30/2024	Ninety percent of residents who become unhoused are reengaged within 7 days	Case Management reports and documentation	prioritized for conversation at BN meetings

Budget for Encampment Resolution Funding -

APPROXIMATE TIME FRAME 6/1/2022-6/1/2024

**Provider Salaries and Fringe**

[REDACTED]		
Intensive Case Manager	140000	(\$70,000 annually)
Mental Health Intensive Case Manager	164920	(\$82,460 annually)
Fringe (maximum 28%)	96080	(~24% fringe)
Total Salaries and Fringe	401,000	

**Provider Operational Expenses**

[REDACTED]		
Client Transportation	4,800	
Client Hygiene	14,400	
Computers ( 2)	4,000	
Internet connectivity	2,400	
Printer ( 1)	1,000	
Subtotal	26,600	
Maxium Two Year Provider Funding	427,600	

**City of San Rafael**

[REDACTED]		
Security	70,133	
Administrative Expense	24,886	
Subtotal	95,019	
TOTAL MAXIMUM TWO YEAR FUNDING	522,619	