



SAN RAFAEL CITY COUNCIL AGENDA REPORT

Department: Community Development

City Manager Approval: 

Prepared by: Chris Hess, Assistant Director

TOPIC: DOWNTOWN STREETS, INC. AGREEMENT

SUBJECT: AUTHORIZE THE CITY MANAGER TO EXECUTE AN AGREEMENT WITH DOWNTOWN STREETS, INC. NOT TO EXCEED \$200,000 PER FISCAL YEAR FOR IMPLEMENTATION AND MANAGEMENT OF A VOLUNTEER WORK PROGRAM SERVING INDIVIDUALS EXPERIENCING HOMELESSNESS

RECOMMENDATION:

Authorize the City Manager to Execute an Agreement with Downtown Streets, Inc. Not to Exceed \$200,000 Per Fiscal Year for Implementation and Management of a Volunteer Work Program Serving Individuals Experiencing Homelessness.

BACKGROUND:

The Downtown Streets Team (DST) is a nonprofit organization that addresses homelessness by providing employment opportunities, case management, and supportive services to individuals experiencing homelessness. DST has been working closely with our business community to ensure a clean and inviting downtown area since its launch in San Rafael in July of 2013. Their dedicated team responds to reports of trash dumping and actively engages individuals experiencing homelessness in clean-up efforts. Through their unique approach, they not only address cleanliness concerns but also provide opportunities for individuals experiencing homelessness to regain stability and improve their quality of life. DST has been a critical resource for helping people experiencing homelessness regain self-sufficiency while also providing volunteer opportunities to improve and beautify our local community.

DST has operated under an agreement with the City for \$100,000 per year in FY 2021-22 and FY 2022-23, expiring June 30, 2023. Staff evaluated DST's program and determined that it provides key and unique benefits to the City as follows:

- DST's prompt response to trash dumping calls plays a crucial role in maintaining a clean and welcoming environment for businesses and visitors in the downtown area.

FOR CITY CLERK ONLY

Council Meeting:

Disposition:

- The organization's partnership with the business community fosters a collaborative approach to address cleanliness concerns and contribute to economic development.
- Providing basic life necessities to individuals participating in clean-ups, supports their immediate needs, and demonstrates the City's commitment to their well-being.
- DST's focus on housing and gainful employment creates a pathway for individuals experiencing homelessness to achieve self-sufficiency, leading to long-term positive outcomes.

DST provides regular progress reports, detailing the number of clean-ups conducted, trash dumping incidents addressed, and outcomes achieved in terms of housing placements and employment opportunities. Its results over the last eleven months (slightly less than one complete contract year) have included:

- 6,112 hours of cleanup services volunteered by as many as 23 team members (actual volunteer team size fluctuates)
- More than 100,000 gallons of trash removed from Downtown and the Canal neighborhood
- 16 net jobs (10 of these new jobs during the period) lasting more than 3 months
- An 85% retention rate (at least six months)

Modification from prior agreement.

Staff negotiated a new agreement with DST for \$200,000 for FY 2023-24. Staff worked with DST to revise and expand the scope of work to prioritize two goals: 1) engagement of individuals in encampments into housing-focused case management, and 2) placement of cleanup teams to improve environmental conditions within those encampments. City funding of \$200,000 would be combined with other DST funding sources including a \$713,336 contribution from the County of Marin Health and Human Services, and \$83,535 from private contracts to pilot this effort for one year.

The additional scope of work addresses encampments, waste-related issues, and provides housing-focused case management to individuals experiencing homelessness. At least 20 team members will focus on encampment “hot spots” while maintaining cleanup efforts in the City’s downtown and Canal neighborhoods. DST will be evaluated according to targeted outcomes that include housing-focused case management as a core competency, in addition to its existing employment-focused initiatives. City staff will continue to conduct periodic meetings and evaluations with DST to assess their progress, review monthly progress reports, review the allocation of funds, and ensure alignment with the City's goals and objectives.

FISCAL IMPACT:

The \$200,000 for this agreement is included in the Community Development Department’s existing FY 2023-24 budget.

OPTIONS:

1. Authorize the new agreement with Downtown Streets, Inc.
2. Direct staff to renegotiate terms of the agreement.

RECOMMENDED ACTION

Authorize the City Manager to Execute an Agreement with Downtown Streets, Inc. Not to Exceed \$200,000 Per Fiscal Year for Implementation and Management of a Volunteer Work Program Serving Individuals Experiencing Homelessness.

ATTACHMENTS:

1. Agreement with Downtown Streets, Inc.

**AGREEMENT FOR PROFESSIONAL SERVICES
BY AND BETWEEN
THE CITY OF SAN RAFAEL
AND
DOWNTOWN STREETS, INC.
FOR IMPLEMENTATION AND MANAGEMENT OF A VOLUNTEER
WORK PROGRAM SERVING THE HOMELESS**

THIS AGREEMENT is made and entered into this ____ day of _____ 2023, by and between the CITY OF SAN RAFAEL (hereinafter "**CITY**"), and DOWNTOWN STREETS, INC., a 501(c)(3) organization (hereinafter "**CONTRACTOR**").

RECITALS

WHEREAS, the 2022 Marin County Homeless Point-in-Time Count indicated there were 1,121 people experiencing homelessness throughout the County, including 348 people experiencing homelessness in San Rafael; and

WHEREAS, the **CITY**, the Downtown Business Improvement District and other members of the community desire to assist persons experiencing homelessness to rebuild their lives and engage in a meaningful contribution to the San Rafael community; and

WHEREAS, the **CONTRACTOR** has the experience and expertise to implement and manage a volunteer work experience program in partnership with the **CITY**, its business community and local non-profits that serve the homeless; and

WHEREAS, the **CITY** entered into an agreement with the **CONTRACTOR** in June 2013 to implement and manage a volunteer work program for persons experiencing homelessness, called "The Downtown Streets Team"; and

WHEREAS, the **CITY** has in subsequent years entered into successive agreements with the **CONTRACTOR** for management of the Downtown Streets Team program; and

WHEREAS, the **CITY** now desires to enter into an agreement with **CONTRACTOR** to implement and manage the Downtown Streets Team program for fiscal years 2023-2024;

AGREEMENT

NOW, THEREFORE, the parties hereby agree as follows:

1. **PROJECT COORDINATION**

A. **CITY**. The City Manager shall be the representative of the **CITY** for all

purposes under this Agreement. The **CITY's** homelessness program 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. **CONTRACTOR.** **CONTRACTOR** shall assign a single PROJECT DIRECTOR to have overall responsibility for the progress and execution of this Agreement for **CONTRACTOR**. Should circumstances or conditions subsequent to the execution of this Agreement require a substitute PROJECT DIRECTOR for any reason; the **CONTRACTOR** shall notify the **CITY** within ten (10) business days of the substitution.

2. DUTIES OF CONTRACTOR

CONTRACTOR shall perform the duties and/or provide services as described in Exhibit "A" attached and incorporated herein.

3. DUTIES OF CITY

CITY shall cooperate with **CONTRACTOR** in the performance of this Agreement and shall compensate **CONTRACTOR** as provided herein.

4. COMPENSATION

For the full performance of the services described herein by **CONTRACTOR**, **CITY** shall pay **CONTRACTOR** an amount NOT to exceed \$200,000 per fiscal year, including reimbursement of the cost of local business license taxes as described in Section 20.

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

5. TERM OF AGREEMENT

The term of this Agreement shall commence on July 1, 2023, and shall end on June 30, 2024.

6. TERMINATION

A. **Discretionary.** Either party may terminate this Agreement without cause upon thirty (30) days written notice mailed or personally delivered to the other party.

B. **Cause.** Either party may terminate this Agreement for cause upon ten (10) 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 notice, to the reasonable satisfaction of the party giving such notice, within thirty (30) days of the receipt of said notice.

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 **CONTRACTOR** and any and all of **CONTRACTOR's** documents described in paragraph 7 below, 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 **CONTRACTOR** 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, **CONTRACTOR** shall make available to **CITY**, or its agent, for inspection and audit, all documents directly related to **CONTRACTOR'S** performance of its duties under this Agreement. **CONTRACTOR** 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, **CONTRACTOR** 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) dollars 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 **CONTRACTOR's** performance of services under this Agreement. Where **CONTRACTOR** is a professional not required to have a professional license,

CITY reserves the right to require **CONTRACTOR** to provide professional liability insurance pursuant to this section.

4. If it employs any person, **CONTRACTOR** 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. **CONTRACTOR'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 **CONTRACTOR** 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 **CONTRACTOR'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 **CONTRACTOR'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, **CONTRACTOR** hereby grants to **CITY** a waiver of any right to subrogation which any insurer of **CONTRACTOR** may acquire against **CITY** by virtue of the payment of any loss under such insurance. **CONTRACTOR** agrees to obtain any endorsement that may be necessary to affect 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 **CONTRACTOR** under this agreement.

C. **Deductibles and SIR's.** Any deductibles or self-insured retentions in **CONTRACTOR'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 **CONTRACTOR** shall procure a bond guaranteeing payment of losses and related investigations, claims administration, attorney's fees and defense expenses.

D. **Proof of Insurance.** **CONTRACTOR** 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 **CONTRACTOR**. 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., **CONTRACTOR** 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 **CONTRACTOR'S** performance of its obligations or conduct of its operations under this Agreement. The **CONTRACTOR'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 **CONTRACTOR'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 **CONTRACTOR's** work or work product by the **CITY** or any of its directors, officers or employees

shall not relieve or reduce the **CONTRACTOR**'s indemnification obligations. In the event the **City Indemnitees** are made a party to any action, lawsuit, or other adversarial proceeding arising from **CONTRACTOR'S** performance of or operations under this Agreement, **CONTRACTOR** 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. 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.

CONTRACTOR 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.

CONTRACTOR 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. **CONTRACTOR** shall perform all services under this Agreement in accordance with these laws, ordinances, codes and regulations. **CONTRACTOR** 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 **CONTRACTOR** 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 CITY:

Chris Hess, Assistant Community Development Director
City of San Rafael

1400 Fifth Avenue
San Rafael CA 94915-1560

TO CONTRACTOR: Chris Richardson, Chief Program Officer
Downtown Streets Team
1671 The Alameda Suite #301
San Jose, CA 95126

16. INDEPENDENT CONTRACTOR.

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

CONTRACTOR agrees that **CITY** may deduct from any payment due to **CONTRACTOR** under this Agreement, any monies which **CONTRACTOR** 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.

CONTRACTOR shall obtain and maintain during the duration of this Agreement, a **CITY** business license as required by the San Rafael Municipal Code **CONTRACTOR** 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 **CONTRACTOR** 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.

CITY OF SAN RAFAEL

4872-1018-6602 v1

CONTRACTOR

CRISTINE ALILOVICH, City Manager

By: _____

Name: _____

Title: _____

CONTRACTOR is a corporation, add signature of second ^{[if}
corporate officer]

ATTEST:

and

LINDSAY LARA, City Clerk

By: _____

Name: _____

Title: _____

APPROVED AS TO FORM:

ROBERT F. EPSTEIN, City Attorney

EXHIBIT A SCOPE OF SERVICES

Programs and Services covered under this contract:

Downtown Streets Team Program Outcomes and Measures. Contractor will achieve the following outcomes for the Volunteer Work Experience and Workforce Development Services:

1. Contractor will maintain a Team size of 20 Team Members, with at least 10 based in Downtown and 6 based in the Canal neighborhood, 4 Team Members will target “hotspots” and encampment areas deemed by City of San Rafael Staff.

2. Contractor will remove a minimum of 100,000 gallons of blight from areas throughout San Rafael as demonstrated by before and after photos and quantified trash statistics.

3. Contractor will continue weekly collaboration with SAFE Team to ensure street outreach needs are being met throughout San Rafael.

4. Contractor will assist at least 15 Team Members in obtaining employment. Contractor will measure and report on employment retention and strive to achieve that 75% of such Team Members will retain employment for at least (3) months.

5. Contractor will assist 15 Team Members in finding secured housing placements.

6. Contractor will assist Team Members in removing at least 500 barriers to self-sufficiency (i.e. retrieving vital documents, completing resumes, accessing healthcare, enrolling in substance abuse treatment programs, record expungement, etc.)

7. Contractor will conduct quarterly anonymous surveys to collect self-reported data from Team Members:

a. Goal: 50% of Team Members with a mental health condition will seek out or remain in treatment.

b. Goal: 50% of Team Members with a substance use disorder will seek out or remain in treatment.

c. Goal: 50% of Team Members who have had an interaction with law enforcement/the criminal justice system will have reduced, or zero interactions after joining the Team.

d. Goal: 75% of Team Members will feel respected and heard by staff.

e. Goal: 75% of Team Members will report improved self-esteem and feelings of self-worth.

9. Contractor will provide monthly progress reports using a template provided by the City of San Rafael.

Operations. Contractor will meet the following requirements in operations of the Downtown Streets Team's Volunteer Work Experience Program in San Rafael:

A. Contractor will continue the Volunteer model and Workforce Development Services launched in 2013 in San Rafael.

B. Contractor will provide at least two full-time staff members (1 FTE Project Manager and 1 FTE Case Manager/Employment Specialist) to supervise and administer the Volunteer Program and Workforce Development Services in San Rafael. Contractor will submit payroll summaries with monthly invoicing.

C. Contractor will provide a minimum of 10,000 hours of community cleanup services through the Street Beautification Program. A minimum of 15 and up to 20 individuals will be involved in the program at one time, with those individuals being people experiencing homelessness and/or people who are facing imminent housing insecurity (hereinafter referred to as "Team Members"). Contractor must maintain backup documentation, including but not limited to, a reconciliation of volunteer hours to stipends issued.

D. Contractor will continue operations of the Volunteer Work Experience Program in Downtown San Rafael, the Canal Neighborhood, as well as targeted "hot spots" and encampments as determined by the City of San Rafael within city limits.

E. Contractor will conduct outreach to individuals residing in encampments in San Rafael in preparation of encampment closures. Team Members may choose not to be present during encampment closure activities to maintain trusted relationships between Team Members and their peers residing in encampments. If additional cleanup is deemed necessary after encampment closure, Contractor may conduct debris removal at closed encampment site after closure has completed.

F. Contractor will operate the Volunteer Work Experience Program five days a week in agreed upon project areas. Team Members may not volunteer in inclement weather because of the increased health risk due to lack of housing. Inclement weather includes rain, extreme heat or cold, snow, or air quality. Team Members also do not volunteer during observed holidays.

G. Contractor will coordinate with the City of San Rafael on special projects including quarterly check-ins to determine the most appropriate deployment sites for Downtown Streets Team's services (e.g., Mahon Path, Canal Marsh, etc.).

H. Contractor will provide transportation for Team Members to deploy to cleanup sites throughout San Rafael when necessary.

I. Contractor will work closely with staff from City of San Rafael Community Development, San Rafael Police Department, and San Rafael Business Improvement District to identify encampments and other priority outreach and cleanup locations.

J. Contractor will provide workforce development services to assist Team Members transitioning to permanent employment. Such services may include job search classes and personalized job search support, resume and interview prep, developing internship placements, and developing mentor opportunities.

K. Contractor will conduct outreach to businesses to expedite hiring processes for Team Members.

L. To the extent possible, contractor will make general employment services, such as job search classes and employment leads, available to all persons experiencing homelessness in San Rafael, as well as people recently housed or sheltered in local programs.

M. Contractor will provide support services to assist Team Members with barriers to stable housing and employment. Such services may include enrolling in County benefits, record expungement, securing identification documents, completing work histories, providing transportation, referrals to hygiene services, and other similar support services.

N. Contractor will work collaboratively with case managers at partner agencies including, but not limited to, SAFE Team, St. Vincent de Paul Society of Marin, Community Action Marin, Homeward Bound of Marin, Ritter Center, Marin Community Clinics, and the County of Marin to provide wraparound support and care for Team Members.

O. Contractor will ensure it is complying with state and federal policies, guidance, and laws regarding Human Resource best practices and requirements for creating a safe and professional workplace for staff members and Team Members.