

RESOLUTION NO. _____

DATE: _____

**A RESOLUTION OF THE SALT LAKE
COUNTY COUNCIL APPROVING A CONTRIBUTION \$300,000.00
TO UTAH COMMUNITY ACTION
FOR THE PURPOSE OF PROVIDING INTAKE SERVICES
AT THE HOMELESS RESOURCE CENTER**

WHEREAS, Utah Community Action (“UCA”) is a 501(c)(3) non-profit organization, licensed to conduct business in the State of Utah that assists low-income families with services including case management and housing to help them achieve self-sufficiency; and

WHEREAS, both the County and UCA share an interest in efficiently providing intake services at the new Homeless Resource Centers by assessing and referring people experiencing homelessness for services to help them achieve self-sufficiency; and

WHEREAS, to that end, UCA is willing to actively coordinate with Salt Lake County, the Utah Department of Workforce Services, the Utah Division of Housing and Community Development, and Shelter the Homeless; and is willing to conduct intake assessments for clients entering the Homeless Resource Centers, create and replace Coordinated Services Cards, offer clients entering the Homeless Resource Centers diversion services in alignment with Continuum of Care Coordinated Entry policies and procedures issued by Shelter the Homeless, and manage and operate the coordinated intake phone line during business hours for Coordinated Entry and HRC referral; and

WHEREAS, County desires to contribute \$300,000.00 to UCA to reimburse UCA for expenses incurred in offering the above specified services; and

WHEREAS, the County and UCA have negotiated an agreement consistent with the terms of this resolution which is attached hereto as Exhibit 1; and

WHEREAS, pursuant to county policy and state statute, the County may appropriate money to a nonprofit entity if in the judgment of the County Council, the assistance contributes

to the safety, health, prosperity, moral well-being, peace, order, comfort, or convenience of county residents; and

WHEREAS, the County Council does find that after reviewing the attached agreement, that the County's assistance to UCA will contribute to the safety, health, prosperity, moral well-being, peace, order, comfort and convenience of county residents by facilitating services to help those experiencing homelessness to become self-sufficient.

NOW, THEREFORE, be it resolved by the Salt Lake County Council that appropriating funds to Utah Community Action for the purpose of providing intake services at the Homeless Resource Centers serving single men, single women, and men/women in Salt Lake County as described in the attached agreement will contribute to the safety, health, prosperity, moral well-being, peace, order, comfort, or convenience of county residents

APPROVED this __ day of _____, 2019.

SALT LAKE COUNTY

By _____
Richard Snelgrove, Chair

ATTEST:

Salt Lake County Clerk

Voting:

Council Member Bradley voting ____
Council Member Bradshaw voting ____
Council Member Burdick voting ____
Council Member DeBry voting ____
Council Member Ghorbani voting ____
Council Member Granato voting ____
Council Member Jensen voting ____
Council Member Snelgrove voting ____
Council Member Winder Newton ____

Approved as to Form:

By: Megan L. Smith
Megan L. Smith
Deputy District Attorney

County Contract No:
District Attorney #19-14423

SERVICE AGREEMENT

between

SALT LAKE COUNTY

and

**SALT LAKE COMMUNITY ACTION PROGRAM
DBA UTAH COMMUNITY ACTION**
*for Intake and Diversion at the
Homeless Resource Centers*

THIS AGREEMENT is made and entered into this _____ day of _____ 2019 by and between SALT LAKE COUNTY, a body corporate and politic of the State of Utah, ("COUNTY"), and SALT LAKE COMMUNITY ACTION PROGRAM DBA UTAH COMMUNITY ACTION, a 501(c)(3) non-profit organization, licensed to conduct business in the State of Utah, whose address is 764 South 200 West, Salt Lake City, Utah 84101 ("CONTRACTOR"). COUNTY and CONTRACTOR are sometimes referred to in this Agreement as the Parties.

In exchange for valuable consideration, including the mutual covenants and agreements contained in this Agreement the Parties covenant and agree as follows:

1. **SCOPE OF SERVICES**

CONTRACTOR agrees to continue to provide intake services, pursuant to Exhibit I, at the Resource Centers serving single men, single women, and men/women in Salt Lake County which are owned by Shelter the Homeless

2. **CONSIDERATION**

A. It is understood and agreed that the CONTRACTOR shall be reimbursed for services in an amount not to exceed \$300,000 as set forth in Exhibit II.

B. CONTRACTOR agrees to submit monthly invoices to COUNTY. COUNTY agrees to tender payment to the CONTRACTOR within 30 days of receipt of a correct invoice (See Exhibit III for billing form).

C. CONTRACTOR agrees that the total services provided for by this

contract will be reimbursed in an amount not to exceed Three Hundred Thousand dollars (\$300,000.00) annually.

3. PERIOD OF PERFORMANCE

The period of performance of this Agreement shall be 4 months which period shall begin on September 1, 2019, and end on December 31, 2019. The contract end date, for reporting and billing purposes shall be February 28, 2020. In the event the date on which this Agreement is fully signed is more recent than the above beginning date, then this Agreement shall be considered to be retroactive and to have taken effect on the above beginning date. All PROGRAM related costs which are incurred by the CONTRACTOR after the effective date of this Agreement and which have been determined by COUNTY to be appropriate and allowable costs shall be eligible for reimbursement and payment hereunder.

- a. No extensions will be granted after the termination date of this Agreement.
- b. All performance of this Agreement shall be undertaken and completed by the CONTRACTOR in an expeditious manner and shall not extend beyond the end of the Period of Performance specified in Paragraph 4(a).

4. TERMINATION

A. This Agreement may be terminated, in whole or in part, by COUNTY whenever COUNTY determines, in its sole discretion, that it is in the public interest or for public convenience or necessity. Said termination shall be effective upon thirty (30) days written notice to CONTRACTOR. Upon such termination, CONTRACTOR shall be paid all of its costs incurred in performance of this Agreement up to the date of termination.

B. If termination is for failure of CONTRACTOR to fulfill these contract obligations, COUNTY may complete the work by contract or otherwise and CONTRACTOR shall be liable for any additional cost incurred by COUNTY to obtain said services.

5. INDEPENDENT CONTRACTOR AND TAXES

The relationship of COUNTY and CONTRACTOR under this Agreement shall be that of an independent contractor status. Each party shall have the entire responsibility to discharge all of the obligations of an independent contractor under federal, state, and local law, including those obligation relating to employee supervision, benefits and wages; taxes; unemployment compensation and insurance; social security; worker's compensation; disability pensions and tax withholdings, including the filing of all returns and reports and the payment of all taxes, assessments and contributions and other sums required of an independent contractor. Nothing contained in this Agreement shall be construed to create the relationship between COUNTY and CONTRACTOR of employer and employee, partners or joint ventures.

6. COUNTY REPRESENTATIVE

The Office of Regional Development of the COUNTY is hereby designates Valerie Walton (Office of Regional development) and Katherine Fife (Mayor's Office) as the representatives of the COUNTY regarding all Program matters and they shall be responsible for the overall administration and management of that program and the manner in which the services described herein are conducted. The COUNTY will monitor the performance of the CONTRACTOR against goals and performance standards required in Attachment I - Statement of Work. Substandard performance as determined by the COUNTY will constitute non-compliance with the Agreement. If action to correct such substandard performance is not taken by the CONTRACTOR within a reasonable period of time after being notified by the COUNTY, contract suspension or termination procedures will be initiated, which may result in withdrawal or termination of funding.

7. CONTRACTOR REPRESENTATIVE

CONTRACTOR shall designate an employee and make known to the COUNTY the name and title of this employee within its organization who is authorized to act as CONTRACTOR's Representative in its performance of this Agreement. The CONTRACTOR Representative shall have the responsibility of working with the COUNTY to coordinate the performance of its obligations under this Agreement.

8. STANDARD OF PERFORMANCE AND PROFESSIONALISM

CONTRACTOR acknowledges the standard of performance and professionalism required in the performance of its services under this Agreement. CONTRACTOR agrees to perform the services under this Agreement with the level of professionalism expected in its industry/profession in the community. Further, CONTRACTOR, while performing its obligations under this Agreement, will conduct itself in such a manner that will promote the best interests of the COUNTY.

9. INDEMNIFICATION

The CONTRACTOR agrees to indemnify and save harmless COUNTY and its officers, agents and employees from and against any and all loss, damages, injuries, liabilities, and claims thereof, including claims for personal injury or death, damages to personal property and liens of workmen and materials, however caused, resulting directly or indirectly from the performance of this Agreement by the CONTRACTOR.

10. GOVERNMENTAL IMMUNITY

COUNTY is a body corporate and politic of the State of Utah, subject to the Utah Governmental Immunity Act, Utah Code Ann. §§ 630-7-101, et. seq (2019). The Parties agree that COUNTY shall only be liable within the parameters of the Governmental Immunity Act. Nothing contained in this Agreement shall be construed in any way, to

modify the limits of liability set forth in that Act or the basis for liability as established in that Act.

11. INSURANCE

CONTRACTOR shall, at its sole cost and expense, secure and maintain during the term of this Agreement, including all renewal or additional terms, the following minimum insurance coverage:

a. General Insurance Requirements for All Policies.

(1) Any insurance coverage required herein that is written on a "claims made" form rather than on an "occurrence" form shall (i) provide full prior acts coverage or have a retroactive date effective before the date of this Agreement, and (ii) be maintained for a period of at least three (3) years following the end of the term of this Agreement or contain a comparable "extended discovery" clause. Evidence of current extended discovery coverage and the purchase options available upon policy termination shall be provided to the COUNTY.

(2) All policies of insurance shall be issued by insurance companies licensed to do business in the State of Utah and either:

(a) Currently rated A- or better by A.M. Best Company;

-OR-

(b) Listed in the United States Treasury Department's current *Listing of Approved Sureties (Department Circular 570)*, as amended

(3) CONTRACTOR shall furnish certificates of insurance, acceptable to the COUNTY, verifying the foregoing matters concurrent with the execution hereof and thereafter as required.

(4) In the event any work is subcontracted, CONTRACTOR shall require its subcontractor, at no cost to the COUNTY, to secure and maintain all minimum insurance coverages required of the CONTRACTOR hereunder.

(5) In the event that governmental immunity limits are subsequently altered by legislation or judicial opinion, CONTRACTOR shall provide a new certificate of insurance within thirty (30) days after being notified thereof in writing by the COUNTY, certifying coverage in compliance with the modified limits or, if no new limits are specified, in an amount acceptable to the COUNTY.

(6) All required certificates and policies shall provide that coverage thereunder shall not be canceled or modified without providing (30) days prior written notice to

the COUNTY in a manner approved by the Salt Lake County District Attorney.

(7) In the event CONTRACTOR fails to maintain and keep in force any insurance policies as required herein, COUNTY shall have the right at its sole discretion to obtain such coverage and reduce payments to CONTRACTOR for the costs of said insurance.

b. Required Insurance Policies. CONTRACTOR agrees to secure and maintain the following required policies of insurance in accordance with the general insurance requirements set forth in the preceding subsection:

(1) Workers' compensation and employer's liability insurance sufficient to cover all of CONTRACTOR's employees unless a waiver of coverage is allowed and acquired pursuant to Utah law. This requirement includes contractors who are doing business as an individual and/or as a sole proprietor as well as corporations, limited liability companies, joint ventures and partnerships. In the event any work is subcontracted, CONTRACTOR shall require its subcontractor(s) similarly to provide workers' compensation insurance for all of the latter's employees, unless a waiver of coverage is allowed and acquired pursuant to Utah law. (The COUNTY is not to be an additional insured under the CONTRACTOR's worker's compensation insurance.)

(2) Commercial general liability insurance with the COUNTY as an additional insured, in the minimum amount of \$1,000,000 per occurrence with a \$2,000,000 general policy aggregate and \$2,000,000 products completed operations policy aggregate. The policy shall protect the COUNTY, CONTRACTOR, and any subcontractor from claims for damages for personal injury, including accidental death, and from claims for property damage that may arise from CONTRACTOR's operations under this Agreement, whether performed by CONTRACTOR itself, any subcontractor, or anyone directly or indirectly employed by either of them. Such insurance shall provide coverage for premises operations, acts of independent contractors, and completed operations.

(3) If CONTRACTOR shall operate a motor vehicle in connection with any services funded by this Agreement, commercial automobile liability insurance that provides coverage for owned, hired, and non-owned automobiles, with the COUNTY as an additional insured, in the minimum amount of \$1,000,000 per occurrence.

(4) If the CONTRACTOR employs doctors, dentists, social workers, mental health therapists or other professionals to provide services under this Agreement, CONTRACTOR shall maintain professional liability insurance, which shall cover damages caused by errors, omission or negligence related to professional services, in an amount of not less than \$1,000,000 per occurrence and aggregate

12. ADMINISTRATIVE, REPORTING AND SERVICE DOCUMENTATION REQUIREMENTS

- a. CONTRACTOR agrees that procedures for reimbursements and reporting shall be done as required by the COUNTY (See Exhibit III).
- b. CONTRACTOR will maintain records necessary for the proper documentation of PROGRAM operation, including records regarding determination of eligibility (when applicable), services provided, administrative costs, statistical, fiscal, and other records necessary for reporting and accountability required by the COUNTY. CONTRACTOR shall retain such records for a period of four (4) years following termination of this Agreement or, if an audit is in progress at the expiration of four (4) years, then records must be retained until audit is completed and a satisfactory resolution of all audit issues has been made.
- c. CONTRACTOR shall register and participate in the Status Verification System before entering into a contract with the COUNTY as required by Utah Code Section 630-12- 302(3). The Status Verification System is an electronic system operated by the federal government, through which an authorized official of a state agency or a political subdivision of the state may inquire by exercise of authority delegated pursuant to 8 U.S.C. § 1373 to verify the citizenship or immigration status of an individual within the jurisdiction of the agency or political subdivision. The CONTRACTOR is individually responsible for verifying the employment status of only new employees who work under the CONTRACTOR'S supervision or direction and not those who work for another CONTRACTOR or subcontractor, except each CONTRACTOR or subcontractor who works under or for another CONTRACTOR shall certify to the main CONTRACTOR by affidavit that the CONTRACTOR or subcontractor has verified, through the Status Verification System, the employment status of each new employee of the respective CONTRACTOR or subcontractor. The CONTRACTOR shall comply in all respects with the provisions of Utah Code Section 630-12-302(3). CONTRACTOR'S failure to so comply may result in the immediate termination of its contract with Salt Lake County.

13. AGENCY

No agent, employee or servant of CONTRACTOR or COUNTY is or shall be deemed to be an employee, agent or servant of the other party. None of the benefits provided by each party to its employees are available to the employees, agents or servants of the other party. CONTRACTOR and COUNTY are solely and entirely responsible for its acts and for the acts of its employees, agents and servants during the performance of this Agreement. CONTRACTOR and COUNTY shall make all commercially reasonable efforts to inform all persons with whom they are involved in connection with this Agreement to be aware that CONTRACTOR is an independent contractor.

14. CONFLICT OF INTEREST

It is understood and agreed that no officer or employee of the COUNTY has or shall have any pecuniary interest, direct or indirect, in this Agreement or the proceeds thereof. No officer or employee of CONTRACTOR or any member of their families shall serve on COUNTY board or committee or hold any such position which either by rule, practice, or action nominates, recommends, or supervises CONTRACTOR'S operations, or authorizes funding or payments to CONTRACTOR. Disclosures must be made as required by the Utah Public Officer's and Employee's Ethics Act, Title 67, Chapter 16, Utah Coded Annotated (1953), as amended, the COUNTY Officers and Employees Disclosure Act, Title 17, Chapter 16a, Utah Code Annotated (1953), as amended, and Sections 2.80.100 and 3.16.110, Salt Lake County Code of Ordinances, 2019.

15. ETHICAL STANDARDS

CONTRACTOR represents that it has not: (a) provided an illegal gift or payoff to any COUNTY officer or employee, or former COUNTY officer or employee, or to any relative or business entity of a COUNTY officer or employee, or relative or business entity of a former COUNTY officer or employee (b) retained any person to solicit or secure this contract upon an agreement or understanding for a commission, percentage, brokerage or contingent fee, other than bona fide employees of bona fide commercial agencies established for the purpose of seeming business; (c) breached any of the ethical standards set forth in State statute or Salt Lake COUNTY's Ethics, Gifts and Honoria ordinance (Chapter 2.07, Salt Lake County Code of Ordinances, 2019); or (d) knowingly influenced, and hereby promises that it will not knowingly influence, any COUNTY officer or employee or former COUNTY officer or employee to breach any of the ethical standards set forth in State statute or Salt Lake County ordinances.

16. CAMPAIGN CONTRIBUTIONS

CONTRACTOR acknowledges the limits to campaign contributions by contractors to COUNTY candidates, pursuant to Chapter 2.72A, Salt Lake County Code of Ordinances (2019). CONTRACTOR also acknowledges and understands this limitation means that any person, business, corporation or other entity that enters into a contract or is engaged in a contract with the COUNTY is prohibited from making campaign contributions in excess of \$100.00 to COUNTY candidates during the term of the contract and during a single election cycle as defined in the ordinance. CONTRACTOR further acknowledges that violation of this prohibition may result in criminal sanctions as well as termination of this contract.

17. NON-DISCRIMINATION

CONTRACTOR, and all persons acting on its behalf, agrees that they shall comply with all federal, state and county laws governing discrimination and they shall not discriminate in the engagement or employment of any professional person or any other person qualified to perform the services required under this Agreement.

18. DEFAULT

If either party defaults in the performance of the Agreement or any of its covenants, terms, conditions or provisions, the defaulting party shall pay all costs and expenses including a reasonable attorney's fee, which may arise or accrue from enforcing this Agreement or from pursuing any remedy available.

19. INTERPRETATION

The Agreement documents are complementary and what is called for by any one of them shall be as binding as if called for by all. In the event of any inconsistency between any of the provisions of the Agreement documents, the inconsistency shall be resolved by giving precedence in the following order:

- A. This Agreement;
- B. Exhibit I - STATEMENT OF WORK;
- C. Exhibit II - THREE MONTH CONTRACT BUDGET;
- D. Exhibit III - REPORTING AND BILLING FORMS & PROCEDURES;

CONTRACTOR agrees to provide the services described in Attachment I in the manner set forth herein. Variances of more than 10% in the achievement of the Quarterly Program goals detailed in Attachment I and III may require a contract amendment at the discretion of the COUNTY.

20. LAWS OF UTAH

It is understood and agreed by the parties hereto that this Agreement shall be governed by the laws of the State of Utah, both as to interpretation and performance. All actions, including but not limited to court proceedings, administrative proceedings, arbitration and mediation proceedings, shall be commenced, maintained, adjudicated and resolved within the jurisdiction of the State of Utah.

21. GRAMA

CONTRACTOR acknowledges that COUNTY is a governmental entity subject to the Utah Government Records Access Management Act ("GRAMA"), Utah Code Ann. §§ 630-2- 101, et. seq. As a result, COUNTY is required to disclose certain information and materials to the public upon request. CONTRACTOR agrees to timely refer all requests for documents, materials and data in its possession relating to this Agreement and its performance to the COUNTY Representative for response by the COUNTY.

22. ASSIGNMENT

CONTRACTOR shall not assign or transfer neither its duties of performance, nor its right to compensation under this Agreement, without prior written approval by COUNTY. COUNTY reserves the right to assert any claim or defense it may have against

CONTRACTOR against any assignee or successor-in-interest of CONTRACTOR.

23. TIME

The Parties stipulate that time is of the essence in the performance of this agreement. The time set forth for performance in this Agreement shall be strictly followed and any default in performance according to the times required shall be a default of this Agreement and shall be just cause for immediate termination by COUNTY of this Agreement and pursuit of any remedy allowed by this Agreement and by law.

24. ENTIRE AGREEMENT

This Agreement contains the entire Agreement between the parties, and no statement, promises or inducements made by either party or agents for either party that are not within this written Agreement shall be binding or valid; and this Agreement may not be enlarged, modified or altered, except in writing, signed by the parties.

25. COUNTY ACKNOWLEDGEMENT PROVISION

CONTRACTOR shall clearly acknowledge the COUNTY in writing and orally, including acknowledging the COUNTY at every event in which COUNTY Funds have been utilized. CONTRACTOR shall use its best efforts to use the official Salt Lake County Logo on written material such as brochures, advertisements, flyers, banners, websites and newsletters. CONTRACTOR may use other acknowledgments as appropriate, such as radio announcements, in media releases, on supertitles, on pre-event videos, etc. If CONTRACTOR has a website, COUNTY logo shall be displayed on the donor/sponsor page or other prominent page of the website throughout the Term of this agreement. All use of the County logo shall conform to the restrictions and requirements found in the Salt Lake County Logo Policy.

{Signature page to follow}

IN WITNESS WHEREOF, each of the parties has caused this Agreement to be approved and to be duly executed the _____ day of _____, 20_____.

SALT LAKE COUNTY

By: _____
Mayor or Designee

Date: _____

Administrative Approval:
Housing and Regional Development

By _____
Valerie Walton, Director
Date: _____

Salt Lake Community Action Program
dba Utah Community Action

By: _____

Name: _____

Its: _____

Date: _____

Approved as to Form:

By: Megan L. Smith
Megan L. Smith,
Deputy District Attorney

EXHIBIT I
to
Salt Lake County Contract Number _____
UTAH COMMUNITY ACTION
Resource Center Intake and Diversion

STATEMENT OF WORK

1. UTAH COMMUNITY ACTION, hereafter referred to as “CONTRACTOR”, Services in the Homeless Resource Center (HRC) will begin by the agreed upon date in the contract and adhere to other milestones as determined by the HRC Steering Team.
2. The CONTRACTOR will actively coordinate with:
 - Salt Lake County designees
 - State Department of Workforce Services (DWS)
 - State Division of Housing and Community Development (HCD)
 - Shelter the Homeless (STH)

Coordination and participation include, but is not limited to:

- a. HRC Steering Team and Task Groups
 - b. Meetings as scheduled by DWS, HCD, STH and other stakeholders
 - c. Providing monthly progress reports
 - d. Participating in quarterly meetings with stakeholders to review performance data
 - e.
3. The CONTRACTOR will be responsible for the following service functions. Failure to do so may result in termination of the contract.

Service functions include, but are not limited to:

- a. Intake assessment for clients entering the HRC
- b. Creation of new and replacement Coordinated Services Cards for clients
- c. Bed assignment
- d. Diversion Services
 - i. Alignment with Continuum of Care Coordinated Entry policies and procedures
 - ii. Program evaluation
- e. Managing and operating the coordinated intake phone line during business hours for Coordinated Entry and HRC referral

EXHIBIT I-A
Salt Lake County Contract Number _____
UTAH COMMUNITY ACTION
Intake and Diversion
HOMELESS RESOURCE CENTERS

Summary:

\$300,000 for Utah Community Action (UCA) to perform Diversion & Coordinated Intake, which are critical components to an effective Coordinated Entry (to homelessness services) system in Salt Lake County.

Background and Rational for Funding Award:

Salt Lake County has led the community in efforts to plan for a more effective and coordinated method to connect those experiencing homelessness with services and ultimately, housing. Salt Lake County is also leading out on convening conversations around Coordinated Entry and working with all stakeholders to ensure that the transition to the new homeless resource centers is a success and that those who are experiencing homelessness have every opportunity to self-resolve or get connected to services as quickly and efficiently as possible.

A gap currently exists between the amount of funding services providers requested to operate in the new system, and the amount they were awarded from the State. To ensure that activities can take place as State/City/County/Shelter the Homeless help launch the new system and open the new resources centers, it is requested that Salt Lake County provide UCA with \$300,000 in support of their proposed diversion and intake activities throughout the new system, including at the three new resource centers. This support will be leveraged with funding from the State, which will help strengthen County and State partnership in moving these efforts forward in an effective way.

As the three new homeless resource centers come online, there is an increased need to coordinate in more efficient ways. One of the critical components of implementing these coordinated entry activities in the new homeless services system will be accountability, and by funding this project, Salt Lake County will be better positioned to provide adequate oversight and evaluation of these activities.

Project Description:

UCA will be at the front door of each resource center (the 3 new centers as well as Midvale) providing diversion services to find alternative, safe, housing solutions for individuals and families, rather than entering shelter. This includes completing a diversion assessment in HMIS with the client which will enable all service providers in HMIS to access and coordinate information and services. If diversion is not successful, UCA will be providing intake services into the resource center which will include an intake assessment into HMIS, creating a

Coordinated Access Card for the client, and live bed location services.

Since the Weigand Day Center is the only access point for day services, diversion and intake will also take place at the Weigand Center. In talking to the providers, the street outreach teams would like to have the individuals they are working with access services at the Weigand Center. With St. Vinnie's and 4th Street Clinic close by, there is still a significant need for Coordinated Entry services at this location. UCA will also be providing a coordinated phone line for the homeless system. This number will be available to the State Department of Public Safety, hospitals, providers, homeless individuals and the broader community for information, for location services, for bed assignment and intake. UCA has met with 2-1-1 and they feel they are not equipped for this service and have agreed that they will add a prompt so that when someone calls in for homeless services or diversion, they will have the opportunity to make a selection that will direct the call to UCA rather than 2-1-1, providing seamless support and information for the whole system.

EXHIBIT II
to
Salt Lake County Contract Number
RESOURCE CENTER INTAKE CONDUCTED BY UTAH COMMUNITY ACTION

THREE MONTH* CONTACT BUDGET (October 1, 2019 – December 31, 2019)

* Expenses from September 1, 2019 – September 30, 2019 are also allowable if the following conditions are met:

1. Line items are adjusted less than 10%
2. Total expenditure amount does not exceed \$300,000 during the entire contract time frame
3. There is no supplanting of funds
4. Written notice is provided by Utah Community Action to Salt Lake County

Line Items	County Funds
Indirect Costs	\$33,293
Administrative Expenses	N/A
Salaries Direct Program Staff	\$188,213
Fringe Benefits Direct Program Staff	\$62,110
Staff Travel & Transportation	\$936
Materials & Supplies	\$1,280
Staff Development & Training	\$1,250
Communications (Phones)	\$540
Insurance	\$1,250
Client Services	\$11,128
TOTALS:	\$300,000

County funding in the amount of **\$300,000** is intended to support intake services at the Resource Centers conducted by Utah Community Action.

Reimbursement Method: Cost of Service contract. **Back-up documentation of billed costs needs to be submitted with invoices unless otherwise notified by the Salt Lake County Office of Regional Development and Salt Lake County Mayor's Office.**

EXHIBIT III

Salt Lake County Contract Number _____
UTAH COMMUNITY ACTION PROGRAM
Resource Center Intake and Diversion

REPORTING AND BILLING FORMS

- Quarterly Performance Reporting Form
(email form to vwalton@slco.org and kfife@slco.org)
- Billing Form
(May submit monthly but at least quarterly with documentation of expenses for reimbursement via Zoom Grants)

INTAKE AND DIVERSION OUTCOME AND PERFORMANCE MEASURES

Non-shelter access to services and third-party shelter/resource center intake are central components of homeless system reform efforts in Salt Lake County. This contract represents the first time that Salt Lake County has contracted with a third-party provider to conduct intake at Resource Centers serving both single men and women. As such, contract report will set a baseline standard.

This contract, which represent a three-month scope of work, are aligned with State of Utah contracts which fund the other nine months of the program year. As such, Salt Lake County has worked in partnership with the State of Utah to align, where possible, outcome and performance measures.

Outcomes for Prevention/Diversion in non-Shelter locations

Phone:

Number of phone calls received

Type of housing/shelter service needed

Type of housing/shelter service connected with

Mechanism TBD to follow up regarding result of phone call/connection made

Day Center:

of households receiving diversion assessment at the Shelter

of households diverted before staying in shelter

of households exiting shelter within 7 days through rapid exit

Outcomes for Diversion in Shelter/Resource Centers*

of households receiving diversion assessment at the Shelter

of households diverted before staying in shelter

of households exiting shelter within 7 days through rapid exit

** Outcomes will be provided in aggregate as well as by specific Resource Center*

Outcomes for Intake in Shelter/Resource Centers*

of intakes completed

of individuals connected with DWS/Employment

of referrals for special populations - DV, VA, other

** Outcomes will be provided in aggregate as well as by specific Resource Center*

QUARTERLY REPORTING

1. Quarterly data will be pulled and reviewed for the HRC Operator by State Housing and Community Development (State HCD) staff at a minimum of quarterly and will be utilized for technical assistance and contract monitoring by State HCD HMIS staff, program staff and other stakeholders. Due to new gender configuration of HRCs, baselines and targets may be adjusted as needed.

2. State HCD will provide report templates for any data not reported through Utah Homeless Management Information System (HMIS) with sufficient notice of the information or data required.

STATE DWS ANNUAL OUTCOMES:

Homeless Diversion		
Measure	Baseline	FY 20 Target
1. Number of Households Receiving Diversion Assessment	Establishing baseline in FY20	Womens: 262 Mens: 412 M/W: 275
2. Number of Households Diverted Before Staying in Shelter	Establishing baseline in FY20	Womens: 65 Mens: 103 M/W: 68
3. Number of Households exiting shelter within 7 days through Rapid Exit <i>*new measure for FY20 and has not been tracked in the past</i>	Establishing baseline in FY20	Womens: *TBD Mens: *TBD M/W: *TBD

EXHIBIT IV
to
Salt Lake County Contract Number
RESOURCE CENTER INTAKE CONDUCTED BY UTAH COMMUNITY ACTION

Background Homeless System Reform Efforts and Connection to Resource Centers

HOMES Initiative:

The HOMES initiative was a coordinated request among stakeholders representing all interests for legislative support and funding from the State of Utah to help achieve a common goal to minimize homelessness in Utah. The resulting strategic investment and mandates from the State (including the passing of HBs 328 and 436 in 2016 and HB 441 the following year) are a catalyst for the redesign of Utah's current housing and homelessness services system as a whole.

Strategies included in HB 441 include:

- Provide sub-populations with more focused attention to their specific needs
- Targeted Housing Intervention
- Diversion
- Reduction in average length of shelter stay

System Redesign:

The HOMES initiative was based on a mapping of the homeless service system conducted in 2015 by the Salt Lake County Collective Impact on Homelessness Steering Committee. The Committee unanimously identified and prioritized five fixable problems in how services were being delivered

1. We have not focused on prevention and diversion from shelter
2. We have not fully integrated major service providers, agencies, organizations, or community engagement points – either with each other or with the larger services system
3. The primary way to access Utah's housing and homeless services system is through a crisis and arrival at the emergency shelter. That creates public safety and stress issues at our main community shelter, which becomes a bottleneck
4. Our "one size fits all" emergency services model does not serve sub-populations well
5. Individuals and families often exit the shelter on a path that leads back to another crisis

The Resource Centers are a part of the larger system redesign to address the above five fixable problems and contribute solutions in the following ways

1. Increasing client access to integrated prevention and diversion programs.
2. Adopting a system-wide, integrated approach to funding, services, and impact measurement that focuses on client and community outcomes.
3. Providing multiple access points for services and diverting people from shelter whenever it is safe to do so:
 - a. "No wrong door" coordinated entry approach in active collaboration with other agencies, facilities, and programs;
 - b. Coordinated exit to approach to housing;
 - c. Improved case management and referral pathways leading to stable housing, including to residential treatment programs.

4. Providing smaller populations with specific services tailored to their needs.
5. Providing basic emergency services (food, beds, hygiene) as well as a wide array of on-site services focused on supporting a coordinated exit to stabilized housing

Background: Design of Services at the Resource Centers

The design of service and operations in the Resource Centers are the result of a multi-year collaborative effort from a range of stakeholders. Examples include:

- Programming studies completed with Collective Impact and other community stakeholders undertaken by Architectural Nexus
- Programming studies completed by Jill Jones Architects/Gardner Company/Shelter the Homeless in collaboration with Collective Impact and other community stakeholders
- Homeless Resource Center Design Public Engagement Outreach Events
- The “services wheel” a project undertaken by providers and presented to Collective Impact and Shelter the Homeless Board and Staff

Collective Impact Steering Committee:

The Collective Impact on Homelessness Steering Committee developed and endorsed a set of 14 shared outcomes designed to address the most significant problems in our community’s homeless and housing system. The 14 shared outcomes are guide posts for what the Collective Impact Steering Committee would like to achieve at a very high system level. They are the outcomes around which all participating stakeholders unanimously agreed to work and support. They also agreed to align their funding, resources, data and programs as applicable as we go forward to implement the new service models. These outcomes, however, not themselves the metrics or indicators for measuring how specific components, strategies, or programs are working.

Background: Coordinated Entry Pre-Planning and Planning

Collective Impact on Homeless Steering Committee identified 14 strategically linked outcomes to improve the homeless services system. This includes the outcome that there is a coordinated entry and exit system and a “no wrong door” policy in place.

Throughout 2017, Salt Lake County facilitated and convened workgroups with a goal to develop a policy and funding alignment framework so that homeless and housing services are better integrated with each other and with other public and private systems, such as health and human services, job training and employment services, legal services and public education. This is embodied in moving from a shelter-based system to a service-based system and moving from a crisis-based system to a prevention and housing stability focused system.

Key activities from the pre-planning and planning phase included:

- Stakeholder groups were aligned; funders and provider workgroups working separately and jointly
- Adoption of Coordinated Entry Guiding Principles
- Community endorsed written standards that also met key federal regulations
- Agreement that access points must use standardized protocols, tools, and processes
- Agreement that referrals will be based on meeting clients’ housing and services needs, rather than on filling the beds or slots of a program

- Agreement that Coordinated Entry infrastructure must be developed so that management, evaluation, oversight and improvement occur
 - Resources will be allocated to ensure the coordinated entry system is managed, well-coordinated, and continually improving. Data will be used to assess the impacts and outcomes of the system to inform changes
 - Coordinated Entry will function as a system where funders support clients, through service providers
 - While recognizing specific funding source requirements, it will function as a system that works to address current gaps among clients. Coordinated Entry will not be restricted by any single federal definition of homelessness. When necessary or helpful, it will seek to meet broad definition of homelessness provided by the Department of Health and Human Services, while recognizing that potential local needs may differ from federal definitions.

Background: Client Feedback

Meaningful integration of client feedback in evaluation and policy has been identified as a high priority and essential. Recent examples of support for this have included:

- Representation of people with lived experience on policy making boards
- Consensus that client feedback is a critical part of identifying and reporting on coordinated entry metrics, communication plan, and policy
- Use of client feedback in gathering and better understanding of safety and security in facilities that host homeless services
- Affirmation from providers that the client perspective is not singular; multiple experiences must be gathered

To be meaningful, clients must also be able to provide feedback without fear of repercussions. Therefore, feedback should:

- Be gathered by a neutral party
- Give clients the option to provide feedback anonymously
- Give clients the opportunity to provide feedback in their native language; either verbally or in writing
- Be part of integrated data used to make actionable change