

October 16, 2025

BCC Agenda Date/Item: _____

Board of County Commissioners
Clackamas County

Approval of an Amendment to a Personal Services Contract with Impact NW to expand supportive housing services for Hillside Park residents. Amendment Value is \$315,000 for 1 year. Total Agreement Value is \$3,919,294.28 for 4 years. Funding is through the Supportive Housing Services Measure funds. No County General Funds are involved.

Previous Board Action/Review	<ul style="list-style-type: none"> • Original Agreement- August 18, 2022, 20220818 II.B. • Assignment Addendum- August 18, 2022. • Amendment #01- December 15, 2022, 20221215.V.F.9. • Amendment #02 - July 02 31, 2023 – Time only-Director's office. • Amendment #03 - August 03 17, 2023, 20230817 IV.E.6. • Amendment #04 - June 27, 2024, 20240627 V.G.16. • Amendment #05 - June 30, 2025 – Time only-Director's office. • Amendment #06 - July 24, 2025, 20250724 II.E.7. 		
Performance Clackamas	Healthy People.		
Counsel Review	Yes – Amanda Keller	Procurement Review	NA
Contact Person	Vahid Brown	Contact Phone	971-334-9870

EXECUTIVE SUMMARY: The Housing and Community Development (HCDD) Division of the Health, Housing, and Human Services Department requests approval of an Amendment to Contract with Impact NW to expand supportive housing services to residents of Bloom and Community and Hillside Park Building B of the Hillside Park Redevelopment Project. Impact NW has extensive experience serving vulnerable populations in need of housing assistance and supportive services throughout Oregon, including Clackamas County. Each year, their staff assists approximately 20,000 people with comprehensive stabilization and supportive services in a multitude of programs throughout Oregon and Washington.

Through this contract, Impact NW provides supportive housing case management and housing navigation services to vulnerable populations, including those served by the Shelter + Care program. This amendment will expand current services to include supportive services for eight units at Blossom and Community and 13 units at Hillside Park Building B of the Hillside Park Redevelopment Project.

Funding is through Supportive Housing Services funds.

For Filing Use Only

RECOMMENDATION: Staff respectfully requests that the Board of County Commissioners approve Amendment 07 (10788) and authorize Chair Roberts or his designee to sign on behalf of Clackamas County.

Respectfully submitted,

A handwritten signature in black ink that reads "Mary Rumbaugh". The script is cursive and fluid, with the first letters of each word being capitalized and prominent.

Mary Rumbaugh
Director of Health, Housing, and Human Services

**AMENDMENT #7
TO THE CONTRACT DOCUMENTS WITH IMPACT NW FOR RESIDENT SERVICES
AT HILLSIDE PARK
Contract #10788**

This Amendment #7 is entered into between **Impact NW** (“Contractor”) and **Clackamas County**, on behalf of its Housing and Community Development Division, of its Department of Health, Housing, and Human Services (“County”), and shall become part of the Contract documents entered into between Impact NW and the Housing Authority of Clackamas County (“HACC”) on August 18, 2022 (“Contract”).

The Purpose of this Amendment #7 is to make the following changes to the Contract:

1. ARTICLE I, Section 2. Scope of Work is hereby amended as follows:

Exhibit A, Scope of Work is hereby removed and replaced in its entirety with the revised **Exhibit A to this Amendment #7**, attached hereto and incorporated by this reference herein. Contractor will perform additional Work supporting residents at 8 units at Blossom & Community (Building C), and at 13 units at Hillside Park Building B, in accordance with Exhibit A to this Amendment #7.

2. ARTICLE I, Section 3. Consideration is hereby amended to add:

In consideration for Contractor performing additional Work of this Contract through the end of Fiscal Year 25-26, County shall pay Contractor an amount not to exceed \$315,000.00. Consideration is on a reimbursement basis in accordance with the budget as set forth in **Exhibit B of this Amendment #7**, attached hereto and incorporated by this reference herein, and the terms and conditions of the Contract. The total Contract compensation will not exceed \$3,919,294.28.

Budget line items within program categories may be changed with written agreement by both parties. County may approve, in writing, adjustments to budget line-item amounts without the need for an amendment provided the maximum Contract amount is not exceeded.

ORIGINAL CONTRACT	\$ 602,336.38
AMENDMENT #1	\$ 175,931.86 (Scope/Funding)
AMENDMENT #2	\$ 0 (Time Extension)
AMENDMENT #3	\$ 923,537.92 (Time/Funding)
AMENDMENT #4	\$ 951,244.06 (Additional Scope/Funding)
AMENDMENT #5	\$ 0 (Time Extension)
AMENDMENT #6	\$ 951,244.06 (Funding)
AMENDMENT #7	\$ 315,000.00 (Scope/Funding)
TOTAL AMENDED CONTRACT	\$ 3,919,294.28

[Signatures in the following page]

Except as expressly amended above, all other terms and conditions of the Contract shall remain in full force and effect. By signature below, the parties agree to this Amendment #7, effective upon the date of the last signature below.

Impact NW

Ada Dortch

9-22-25

Authorized Signature

Date

Ada Dortch

Printed Name

Clackamas County

Signature

Date

Name: _____

Title: _____

Approved for Legal Sufficiency:

Amanda Wells

County Counsel

9/23/2025

Date

**EXHIBIT A TO THIS AMENDMENT #7
PERSONAL SERVICES CONTRACT
SCOPE OF WORK**

Resource Navigation Program Design

Contractor shall provide a Resource Navigation program, which will include Housing Problem Solving (HPS) services to assist households in exploring possible housing options and community supports using a strengths-based approach. Resource Navigators will provide resource navigation and housing placement.

Housing Problem Solving (HPS)

Housing Problem Solving (HPS) is a strengths-based, person-centered approach designed to assist households in resolving their immediate housing crises. It focuses on creative, individualized solutions that prioritize client choice, leveraging existing resources, support networks, and minimal financial assistance when needed. HPS aims to quickly identify safe, viable housing options outside of the formal homeless response system, reducing the need for long-term interventions.

Resource Navigator Core Responsibilities

1. Housing Problem Solving Services:

- The contractor will facilitate HPS conversations with households and provide light-touch resources (e.g., flex funds and community supports) to help resolve housing crises.
- The contractor will support the housing placement process following a Housing First model, including engagement, problem-solving, internal warm hand-offs as needed, and relocation assistance.

2. Collaboration with Clackamas County Housing Services Team (HST):

- The contractor will work with the HST Program Team, including staff supporting navigation, outreach, safety off the streets, and housing retention programs.
- Contractors are required to attend weekly community resource meetings facilitated by the Navigation Program Planner to stay updated on available resources and receive additional support with case conferencing.
- Relevant staff must attend required meetings, adhere to HST protocols and processes, and respond to requests for information or inquiries from HST within two business days.

Resource Navigation Referral Process

- Referrals for Resource Navigation will come from the By-Name List (BNL) through CHA.
 - Referrals to culturally specific providers will prioritize alignment with their culturally specific service offerings.
- Each FTE will assist no less than 60 households with Resource Navigation annually
- Clients will be enrolled into the resource navigation program and engaged in housing problem solving.

- It is expected that skilled HPS interventions will exit at least 30% of referrals into permanent housing. When a higher level of care is necessary resource navigator will add clear notes in HMIS outlining housing problem solving attempts and ensure CHA assessment reflects accurate information. This will ensure participant is on the BNL (by-name list) to be matched with a long-term voucher.
- Contractors will ensure that participants are exited from CHA program entries in HMIS as needed, with updated notes for efficient system coordination.

Program Timelines

Voucher-Matched Clients (when vouchers are available):

- Individuals enrolled in the navigation program and matched with a voucher must secure housing placement within 120 days.
- Extensions may be approved by the voucher program manager of the Housing Authority of Clackamas County or their designee.

Non-Voucher-Matched Clients:

- When possible, participants are expected to be rapidly exited from homelessness within 60 days. If participant needs a higher level of care than contractor can provide, program entry should be exited within 60 days, with service transactions and notes updated.
- In some circumstances, program entries may remain open for up to 90 days, but this must be decided in coordination with the Navigation Program Planner at Clackamas County.
- If a program entry is expected to remain open beyond 90 days, there must be a clearly documented reason in HMIS. Such instances should be rare and require prior approval from Clackamas County.

Contact Requirements

1. Initial Outreach:

- Contact participants within three business days of receiving a referral.
- If unreachable by phone, navigators must use other contact methods listed in HMIS.

2. Escalation Process:

- If contact cannot be established, the contractor must collaborate with Clackamas County's outreach program planner and other case conferencing platforms to attempt contact.
- If no contact can be made, a note will be added in HMIS, and the participant will be exited from CHA assessment (Provider #4433).

3. In-Person Housing Problem Solving Conversations:

- Navigators will meet participants in-person to explore housing options using HPS techniques, including:
 - Active listening.
 - Strengths exploration.

- Identifying supports and resources.
- Creating actionable next steps.
- Utilizing flex funds for housing solutions if appropriate.
- Navigators are expected to stay informed about recovery-based housing and treatment resources to connect participants with needed services.
- Clackamas County will provide regular meetings for providers to learn about updated resources and problem solving at least once a week. Community of Practice will be developed through this process.

Capacity and Caseload Management

- The program will maintain a navigator-to-participant ratio of 1:10 at all times.
- The contractor must report revolving capacity monthly to the HST Navigation Program Planner.

Performance Monitoring

1. Quarterly Reviews:

- County housing services staff will review service provider caseloads and benchmarks quarterly for Housing Navigation/Placement and Supportive Housing Case Management.
- Budget adjustments may be made to shift staff and costs between services without altering the total contract value. Budget adjustments must be requested in writing to the Housing Services team using housingservices@clackamas.us,

2. Engagement and Contact Efforts:

- Navigators must maintain contact with 100% of participants, checking in at least weekly. If unreachable, this should be addressed in case conferencing and inactive policy applied.
- Multiple engagement efforts, including email, phone calls, text messages, and in-person outreach, must be documented in HMIS.

3. Case Conferencing:

- Navigators must utilize HST open office hours and BNL case conferencing to problem-solve contact barriers and coordinate participant services.

Housing Navigation and Placement Goals

- Flexible services and funding will be used to assist households in accessing and securing rental housing tailored to their specific needs as quickly as possible.
- Agencies will work collaboratively with HST, community groups, and other housing organizations to creatively address client housing needs.

Housing navigation and placement must include the following:

- Check-ins at least weekly with all participating households.
- Assessment of housing barriers, needs and preferences.

- Support and flexible funds to address immediate housing barriers.
- Assistance attending housing orientations and responding to program requirements to secure long-term rent assistance, when available.
- Housing search assistance, including researching available units, contacting landlords, accompanying participants on apartment tours, etc.
- Landlord engagement, establishing relationships with landlords to facilitate participant placement.
- Assistance with housing application preparation, housing application appeals and reasonable accommodation requests necessary to obtain housing.
- Support with moving assistance, securing furniture, application fees, and other non-rent move-in costs.
- If participant is unable to live semi-independently, support timely transition to higher level of care or long-term residential treatment programs.

Housing Navigation & Placement Program Goals and Benchmarks:

Outcome	Goal	Data Source
Data Completeness	95% of participants entered in HMIS within 3 business days of intake	HMIS
Data Accuracy	95% of changes in participant status updated in HMIS within 10 days, including updating program entries, exits, annual review, status changes and entering case managers	HMIS
Housing Navigation	Permanently house at least 30% of households within 60 days of initial contact. Connect 95% of households with community resources. Update 95% of HMIS profiles with notes, service transactions and appropriate exits from programs within 3 business days	HMIS
Capacity	Maintain 90% capacity at all times starting 90 days post contract execution.	HMIS and Capacity Tracker
System Coordination	Attend 90% percent of meetings. Program specific staff will attend and engage in relevant/required meetings. See Monthly HST calendar for guidance.	Zoom Attendance Report and Sign-In Sheets

To maintain progress towards program success, Contractor must meet the following benchmarks:

1. Hire 100% of staff within 90 days of Contract execution.
2. Complete HMIS training for at least one staff member within 14 days of Contract execution.
3. All program staff to complete Housing First Response/Diversion training within 180 days of Contract execution.
4. Submit contractor program manual and grievance policy within 180 days of Contract execution. Grievance policy must be provided to all clients at intake and as requested.
5. Staff will participate in BNL Case Conferencing within 30 days of being hired.

6. Staff providing support/case management should attend trainings appropriate to their program type as required by the program model. I.e. Motivational Interviewing, Assertive Engagement, Fair Housing, Mental Health First Response, Mandatory Reporting.

The program must work toward meeting the goals, follow the timeline, and meet each benchmark above, as indicated.

Unmet benchmarks and lack of progress toward meeting goals will result in the following progressive action:

- First time missing a benchmark/not making progress on goals
 - Monitoring meeting with HST to identify barriers and possible solutions
- Second time missing a benchmark/not making progress on goals
 - Another monitoring meeting which will result in a mutually agreed upon Performance Improvement Plan (PIP)
- Third time missing a benchmark/not making progress on goals
 - Another monitoring meeting, including an evaluation of PIP, with all remedies, up to and including Contract termination, available.

HST will use HMIS and training enrollment data to verify benchmark achievement. Contractor is expected to notify HST through email within 14 days once staff are hired and if there are challenges in meeting any of the benchmarks above.

HST Benchmark and Timeline responsibilities

1. Incorporate and adhere to the guiding principles and expectations set forth below.
2. Adhere to all applicable Fair Housing laws.
3. Support Contractor in creating policy manual, as needed.
4. Provide HMIS access, training, and support
5. Provide connections to CHA and Housing First Response/diversion training.
6. Coordinate, support, and/or facilitate provider meetings, including case conferencing meetings, as needed.
7. Provide information, access, and/or support for staff to attend Equity, Inclusion and continuing education trainings.
8. Connect all contracted programs with the overall system of services for people experiencing homelessness.
9. Support both formal and informal partnerships between provider organizations, including those newly formed.
10. Facilitate connections to broader systems of care, including but not limited to:
 - a. Housing
 - b. Workforce
 - c. Education
 - d. Foster care
 - e. Department of Human Services
 - f. Domestic Violence
 - g. Community corrections
 - h. Healthcare, both physical and mental
 - i. Substance use treatment

- j. Peer Support
- 11. Identify unmet needs, gaps in services and system barriers and address these with the system of providers.
- 12. Provide case staffing, either in a group of service provider peers or one-on-one, as needed.
- 13. Assist with program access prioritization, as needed.
- 14. Incorporate participant voice in programming decisions.
- 15. Maintain effective working relationships with contracted providers.
- 16. Attend training and community/systems meetings.
- 17. Provide or assist with creation of necessary participant/program forms.
- 18. Support Contractor in identifying and re-matching households that either need a lower or higher level of service than originally anticipated. Re-matching may happen within contracted provider programs or across contracted providers.
- 19. Coordinate with Contractor to participate in by-name-list case conferencing meetings.
- 20. Apply the process as outlined in the Benchmark section described above.

Reporting Requirements

Contractor Reporting Responsibilities:

- 1. Adhere to all data reporting requirements stated in Article II, Section 31 of the Contract.
- 2. Work with HST to continually improve performance targets.
- 3. Conduct post-program-exit follow-up assessments at 6-month post-exit
 - a. Enter the results into HMIS.
- 4. Prepare an annual participant feedback report.
- 5. Submit to monitoring for contract compliance.
- 6. Staff Survey Data: County may require Contractor to cooperate with County, Metro, and/or and independent professional survey firm in the administration of a staff survey to collect anonymized information, including but not limited to staff demographics, classification, compensation, accessibility practices, and overall satisfaction and experiences. Staff participation in the survey shall be optional, and confidential of individual-level responses shall be preserved.

HST Reporting Responsibilities:

- 1. Work with Contractor to continuously monitor demographics and outcomes, and to create any necessary quality improvement plans.
- 2. Assist with achieving desired program outcomes and improving those outcomes.
- 3. Communicate with Contractor in a timely manner when additional data metrics are determined.
- 4. Work with Contracted providers to continually improve on performance targets.
- 5. Work with Contractor to identify strengths and weaknesses apparent in programming through data.
- 6. Review and identify strengths and weaknesses from participant feedback report with Contractor.
- 7. Monitor for contract compliance.

Contractor will be required to follow all County policies including, but not limited to, the following:

- CHA/RLRA Referral Process
- Flexible Funding Use Guidelines
- Graduation Protocol
- Transfer Policy
- Non-Engagement Policy
- Housing First Policy
- RLRA Action Plan Policy
- Progress Notes Policy

Supportive Housing Case Management/Retention (“SHCM”) Program Design

Contractor shall provide a supportive housing case management program. Supportive housing is affordable housing combined with ongoing services that are flexible, participant-driven, not time-limited, and voluntary to assist households who are experiencing homelessness in achieving housing stability and personal wellness. The program will assist households in maintaining permanent housing within the Metro jurisdictional area.

This program will work with the HST Navigation (NAV), Outreach and Engagement and Safety off the Streets (O&E/SoS) and Supportive Housing Case Management (SHCM) Program Coordinators to provide engagement, problem solving, matching, warm hand-offs to services, and re-location assistance and support as needed.

All referrals to SHCM will come from the by-name list and through Coordinated Housing Access (CHA) system. Programs receive referrals through the matching process. When the program receives referrals, each new referral will be contacted via all known contact points. Those referrals coming from housing navigation services will receive a warm hand-off (see warm hand off guidance) into this SHCM program. Case managers will assist with housing navigation and placement as needed.

Subject to availability of funds, as determined by Clackamas County’s Housing Services Team (HST) in its sole administrative discretion, HACC will pay the rental subsidy costs through the Regional Long-term Rental Assistance (RLRA) program. HST will provide coordination to support smooth transitions between housing navigation/placement and supportive housing case management.

The program will assist no less than 75 households with supportive housing case management. The expected case manager to participant ratio is approx. 1:25. As more participants are added to the case load, more staff must be added to accommodate them. In addition, the program will provide SHCM to 41 households receiving rental subsidy through the Shelter + Care (S+C) program, with the S+C subsidy administered by the Housing Authority of Clackamas County.

At execution of this Amendment #7, service provider will initially employ 3.92 FTE Supportive Housing Case Managers. Additionally, 1.15 FTE will provide support for residents at 8 units at Blossom & Community (Building C), and 1.50 FTE will provide support at 13 units at Hillside Park Building B.

Case management services are dedicated to ensuring participants remain in permanent housing long-term either through ongoing housing subsidy and support or by “graduating” from rental subsidy and/or intensive case management. Program case managers and leadership will work with HST SHCM program coordinator on housing retention, capacity building and training needs.

Specific components of supportive housing case management include, but are not limited to:

- Intensive, relationship based, and trauma informed one-on-one case management focused on housing stabilization and lease compliance offered at least monthly (and in most cases, weekly). Case management must be highly flexible and tailored to meet the needs of each individual. These services must include, but are not limited to:
 - Identify and leverage existing individual/family strengths, expertise, and assets through a strength-based assessment
 - Create a housing stability action plan and housing goals for each household, including wraparound services, which are determined by participants and focused on housing success.
 - Evaluate progress, as defined by the participant, and adjust plan as needed
 - Ensure each participant has a monthly plan to pay their portion of the rent/utilities; money management support
 - Assistance responding to RLRA requirements including inspections and paperwork completion
 - Act as a landlord contact and assist in landlord relationship development
 - Education on tenant and landlord rights and responsibilities
 - Regular communication with the tenant and property management
 - Early intervention and support to address issues that could jeopardize housing stability
 - Problem solving and crisis management
 - Connection to independent living supports and/or provision of life skills training, as needed
 - Connections to education and employment opportunities
 - Assistance (or connections to assistance) with applying for SSI/SSDI using the SOAR model, and other mainstream benefits, when appropriate.
 - Appropriate use of flexible funding to support housing stability and wellness goals
 - Assistance with house cleaning and unit maintenance as needed to ensure lease compliance
 - Coordination and connections with other supportive services as needed
 - Plan to “graduate” from housing subsidy and/or intensive housing case management services, as appropriate using "Move On" policy.

Supportive Housing Case Management Benchmarks

Outcome	Goal	Data Source
Data Accuracy	95% data completeness in HMIS	HMIS

Optimal Occupancy	Once at full program capacity, maintain at least 95% occupancy, based on stated capacity	HMIS
Increase or maintain Income	At least 80% of households will increase or maintain income through employment and/or benefit acquisition.	HMIS
Ending Homelessness	At least 95% of households, housed through the program, who subsequently must leave their rental unit are re-located to a new rental unit without a break in supportive services	HMIS, case notes
Ending Homelessness	At least 95% of households will either maintain housing within the program for at least 12 months or exit the program to a permanent housing destination	HMIS
Ending Homelessness	At least 95% of households who exit to permanent housing, remain in permanent housing as of 6 month follow-up assessment	HMIS

Benchmarks and Timeline:

1. Hire and have 100% of staff within 90 days of contract execution
2. Complete HMIS training for at least one staff member within 90 days of contract execution
3. All program staff to complete Housing First Response training within 180 days of contract execution
4. Submit agency program manual and policies within 180 days of contract execution
5. Staff complete RLRA training and attend an RLRA Orientation within 30 days of being hired
6. Staff will participate in Built For Zero Case Conferencing within 30 days of being hired

The program must work toward meeting the goals, follow the timeline, and meet each benchmark above, as indicated.

Unmet benchmarks and lack of progress toward meeting goals will result in the following progressive action:

- First time missing a benchmark/not making progress on goals
 - Monitoring meeting with HST to identify barriers and possible solutions
- Second time missing a benchmark/not making progress on goals
 - Another monitoring meeting which will result in a mutually agreed upon Performance Improvement Plan (PIP)
- Third time missing a benchmark/not making progress on goals
 - Another monitoring meeting, including an evaluation of PIP, with all remedies, up to and including Contract termination, available.

HST will use HMIS and training enrollment data to verify benchmark achievement. Contractor is expected to notify HST through email within 14 days once staff are hired and if there are challenges in meeting any of the benchmarks above.

HST Benchmark and Timeline responsibilities

1. Incorporate and adhere to the guiding principles and expectations set forth below
2. Adhere to all applicable Fair Housing laws
3. Support Contractor in creating policy manual, including sharing examples among

- Contracted providers
4. Provide semi-annual “data progress reports” pulled and analyzed from HMIS, including equity data
 5. Provide HMIS access, training, and support
 6. Provide connections to CHA and Housing First Response training
 7. Coordinate, support, and/or facilitate provider meetings, including case conferencing meetings, as needed
 8. Provide information, access, and/or support for staff to attend Equity, Inclusion and continuing education trainings
 9. Connect all contracted programs with the overall system of services for people experiencing homelessness
 10. Support both formal and informal partnerships between provider organizations, including those newly formed
 11. Facilitate connections to broader systems of care, including but not limited to:
 - a. Housing
 - b. Workforce
 - c. Education
 - d. Foster care
 - e. Department of Human Services
 - f. Domestic Violence
 - g. Community corrections
 - h. Healthcare, both physical and mental
 - i. Substance use treatment
 - j. Peer Support
 12. Identify unmet needs, gaps in services and system barriers and address these with the system of providers
 13. Provide case staffing, either in a group of service provider peers or one-on-one, as needed
 14. Assist with program access prioritization, as needed
 15. Incorporate participant voice in SHS programming decisions
 16. Maintain effective working relationships with contracted providers
 17. Attend training and community/systems meetings
 18. Provide or assist with creation of necessary participant/program forms
 19. Support Contractor in identifying and re-matching households that either need a lower or higher level of service than originally anticipated. Re-matching may happen within contracted provider programs or across contracted providers.
 20. Coordinate with Contractor to participate in by-name-list case conferencing meetings
 21. Apply the process as outlined in the Benchmark section described above

Reporting Requirements

Contractor Reporting Responsibilities:

1. Adhere to all data reporting requirements stated in Article II, Section 31 of the contract.
2. Complete narrative sections of semi-annual “progress reports” within 30 days of receipt
3. Semi-annual “progress reports” will include, at a minimum, but not limited to the following data categories:
 - a. HMIS data quality: % missing
 - b. Participant demographic data, including race and ethnicity

- i. All data points listed below will include a breakdown of demographic characteristics related to race and ethnicity
 - c. Average cost per household served (successfully and total)
 - d. Program-specific elements
 - i. Number of households served
 - ii. Bed/Unit utilization
 - iii. Rates of increased income and benefits
 - iv. Rates of Permanent Housing
 - 1. Maintenance of housing in program
 - 2. Exits to other permanent housing
 - 3. Relocations within program to another PH unit
 - 4. Post-exit follow-up PH retention rates
 - v. Average cost per household served annually
 - e. Narrative responses to questions
 - i. What are some unexpected challenges you faced or strengths you have discovered as an agency? (consider including participant success stories)
 - ii. How is your agency working towards ensuring low-barrier programming? Have you seen a need to adjust services to make them more accessible?
 - iii. Please explain how you have been leading with race while reducing homelessness overall in the community
 - iv. Has your agency made progress toward “building connections and coordinating with multiple systems of care to build a community of resources, easily accessible to all”? If yes, please describe how the need for the new connection was identified and the process of building the connection.
- 4. Work with HST to continually improve on performance targets
- 5. Conduct post-program-exit follow-up assessments at 6 and 12 months post-exit
 - a. Enter the results into HMIS
- 6. Prepare an annual participant feedback report
- 7. Submit to monitoring for contract compliance
- 8. Staff Survey Data: County may require Contractor to cooperate with County, Metro, and/or and independent professional survey firm in the administration of a staff survey to collect anonymized information, including but not limited to staff demographics, classification, compensation, accessibility practices, and overall satisfaction and experiences. Staff participation in the survey shall be optional, and confidential of individual-level responses shall be preserved.

HST Reporting Responsibilities:

- 1. Work with Contractor to continuously monitor demographics and outcomes, and to create any necessary quality improvement plans
- 2. Assist with achieving desired program outcomes and improving those outcomes
- 3. Communicate with Contractor in a timely manner when additional data metrics are determined
- 4. Use HMIS data to create and provide semi-annual “progress report” to Contractor
- 5. Work with Contracted providers to continually improve on performance targets
- 6. Work with Contractor to identify strengths and weaknesses apparent in programming

through data

7. Review and identify strengths and weaknesses from participant feedback report with Contractor
8. Monitor for contract compliance

**EXHIBIT B TO THIS AMENDMENT #7
PERSONAL SERVICES CONTRACT
BUDGET**

Budget	
Blossom & Community	\$120,000.00
Hillside Park - Building B	\$195,000.00
TOTAL	\$315,000.00

Blossom&Community		
Personnel		
Housing Specialist II	0.80	\$57,933.16
Housing Specialist III	0.00	\$0.00
Program Coordinator	0.25	\$22,372.27
Program Supervisor	0.00	\$0.00
Assistant Director	0.05	\$5,633.97
QA Specialist	0.05	\$4,474.45
Personnel Subtotal:	1.15	\$90,413.85
Program Operations - Materials and Supplies		
Mileage		\$1,500.00
Insurance		\$458.44
Cell Phones		\$414.00
Laptops		\$1,400.00
IT Allocation		\$1,379.03
Office Supplies		\$1,443.15
Occupancy		\$172.96
Program Operations - Materials and Supplies Subtotal:		\$6,767.58
Client Services		
Flex Funds		\$6,000.00
Client Services Subtotal:		\$6,000.00
Capacity Building		
Trainings		\$0.00
Total Capacity Building Subtotal:		\$0.00

Indirect Administration		
Indirect Administration		\$16,818.57
Blossom&Community Indirect Subtotal:		\$16,818.57
Blossom&Community Subtotal:		\$120,000.00

Hillside Park - Building B		
Personnel		
Housing Specialist II	1.20	\$86,899.74
Resident Services Specialist II	0.25	\$35,496.87
Program Coordinator	0.00	\$0.00
Program Supervisor	0.00	\$0.00
Assistant Director	0.00	\$0.00
QA Specialist	0.05	\$4,474.45
Personnel Subtotal:	1.50	\$126,871.06
Program Operations - Materials and Supplies		
Mileage		\$1,500.00
Insurance		\$597.96
Cell Phones		\$540.00
Laptops		\$1,423.83
IT Allocation		\$1,798.74
Office Supplies		\$688.23
Occupancy		\$0.00
Program Operations - Materials and Supplies Subtotal:		\$6,548.76
Client Services		
Flex Funds		\$33,750.00
Client Services Subtotal:		\$33,750.00
Capacity Building		
Trainings		\$500.00
Total Capacity Building Subtotal:		\$500.00
Indirect Administration		
Indirect Administration		\$27,330.18
Building B Indirect Subtotal:		\$27,330.18
Building B Subtotal:		\$195,000.00

Housing Navigation - 400706		
Personnel		
Housing Specialist II	1.00	\$92,032.20
Housing Specialist III	0.00	\$0.00
Program Coordinator	0.25	\$22,372.27

Program Supervisor	0.26	\$28,115.10
Assistant Director	0.06	\$6,234.93
QA Specialist	0.10	\$9,062.73
Housing Navigation - 400706 Personnel Subtotal:	1.67	\$157,817.23
Program Operations - Materials and Supplies		
Mileage		\$2,500.00
Insurance		\$732.90
Cell Phones		\$330.93
Laptops		\$0.00
IT Allocation		\$2,204.66
Office Supplies		\$172.08
Occupancy		\$6,359.63
Housing Navigation - 400706 Program Operations - Materials and Supplies Subtotal:		\$12,300.20
Client Services		
Flex Funds		\$60,398.82
Housing Navigation - 400706 Client Services Subtotal:		\$60,398.82
Capacity Building		
Trainings		\$0.00
Total Capacity Building Subtotal:		\$0.00
Indirect Administration		
Indirect Administration		\$37,574.15
Housing Navigation - 400706 Indirect Subtotal:		\$37,574.15
Housing Navigation - 400706 Subtotal:		\$268,090.40

SHCM - 400707		
Personnel		
Housing Specialist II	2.25	\$159,984.86
Housing Specialist III	0.75	\$43,695.29
Program Coordinator	0.50	\$44,744.54
Program Supervisor	0.26	\$28,115.10
Assistant Director	0.06	\$6,234.93
QA Specialist	0.10	\$9,062.73
SHCM - 400707 Personnel Subtotal:	3.92	\$291,837.45
Program Operations - Materials and Supplies		
Mileage		\$6,000.00
Insurance		\$1,768.97

Cell Phones		\$798.75
Laptops		\$0.00
IT Allocation		\$5,321.27
Office Supplies		\$721.57
Occupancy		\$15,349.93
SHCM - 400707 Program Operations - Materials and Supplies Subtotal:		\$29,960.49
Client Services		
Flex Funds		\$48,000.00
SHCM - 400707 Client Services Subtotal:		\$48,000.00
Capacity Building		
Trainings		\$500.00
Total Capacity Building Subtotal:		\$500.00
Indirect Administration		
Indirect Administration		\$60,358.56
SHCM - 400707 Indirect Subtotal:		\$60,358.56
SHCM - 400707 Subtotal:		\$430,656.51

Shelter + Care - 400707		
Personnel		
Housing Specialist II	2.00	\$149,554.82
Housing Specialist III	0.00	\$0.00
Program Coordinator	0.00	\$0.00
Program Supervisor	0.22	\$16,115.10
Assistant Director	0.06	\$6,234.93
QA Specialist	0.10	\$9,062.73
Shelter + Care - 400707 Personnel Subtotal:	2.38	\$180,967.58
Program Operations - Materials and Supplies		
Mileage		\$4,000.00
Insurance		\$972.28
Cell Phones		\$444.30
Laptops		\$0.00
IT Allocation		\$2,924.75
Office Supplies		\$0.00
Occupancy		\$8,436.84
Shelter + Care - 400707 Program Operations - Materials and Supplies Subtotal:		\$16,778.17
Client Services		
Flex Funds		\$19,362.72

Shelter + Care - 400707 Client Services Subtotal:		\$19,362.72
Capacity Building		
Trainings		\$0.00
Total Capacity Building Subtotal:		\$0.00
Indirect Administration		
Indirect Administration		\$35,388.68
Shelter + Care - 400707 Indirect Subtotal:		\$35,388.68
Shelter + Care - 400707 Subtotal:		\$252,497.15