

SERVICE CONTRACT

THIS CONTRACT is made and entered into by and between the CITY OF FRESNO, a California municipal corporation (City), and POVERELLO HOUSE, a California corporation (Contractor) as follows:

1. CONTRACT DOCUMENTS. The "Notice Inviting Proposals," "Instructions to Proposers," "Proposal" and the "Specifications" including "General Conditions," "Special Conditions", "Federal Conditions", "Functional Specifications" and "Technical Requirements" for the following: Request for Proposals for Worksites for Youth Service Corps Homelessness Pilot Program (Request for Proposals No. 12600292) copies of which are annexed hereto, together with all the documents specifically referred to in said annexed documents, including the Performance Bond, if required, are hereby incorporated into and made a part of this Contract, and shall be known as the Contract Documents.
2. PRICE. For the monetary consideration of FIVE HUNDRED SEVEN THOUSAND ONE HUNDRED SEVENTY ONE DOLLARS AND ZERO CENTS (\$507,171.00), as set forth in the Proposal, Contractor promises and agrees to perform or cause to be performed, in a good and workmanlike manner, and to the satisfaction of the City, and in strict accordance with the Specifications, all of the work as set forth in the Contract Documents.
3. PAYMENT. The City accepts Contractor's Proposal as stated and agrees to pay the consideration stated, at the times, in the amounts, and under the conditions specified in the Contract Documents.
4. INDEMNIFICATION. To the furthest extent allowed by law including California Civil Code section 2782, Contractor shall indemnify, hold harmless and defend the City and each of its officers, officials, employees, agents and volunteers from any and all loss, liability, fines, penalties, forfeitures, costs and damages (whether in contract, tort or strict liability, including but not limited to personal injury, death at any time and property damage) incurred by the City, Contractor or any other person, and from any and all claims, demands and actions in law or equity (including reasonable attorney's fees, litigation expenses and cost to enforce this agreement), arising or alleged to have arisen directly or indirectly out of performance of this Contract. Contractor's obligations under the preceding sentence shall apply regardless of whether the City or any of its officers, officials, employees, agents or volunteers are passively negligent, but shall not apply to any loss, liability, fines, penalties, forfeitures, costs or damages caused by the active or sole negligence, or the willful misconduct, of the City or any of its officers, officials, employees, agents or volunteers.

If Contractor should subcontract all or any portion of the work to be performed under this Contract, Contractor shall require each subcontractor to indemnify, hold harmless and defend the City and each of its officers, officials, employees, agents and volunteers in accordance with the terms of the preceding paragraph.

This section shall survive termination or expiration of this Contract.

[SIGNATURES FOLLOW ON THE NEXT PAGE.]

IN WITNESS WHEREOF, the parties have executed this Contract on the day, and year here below written, of which the date of execution by the City shall be subsequent to that of Contractor's, and this Contract shall be binding and effective upon execution by both parties.

CITY OF FRESNO,
A California municipal corporation

POVERELLO HOUSE,
A California corporation

By: _____
Melissa Perales
Purchasing Manager

Signed by:
By: Zachary Darrah 1/13/2026
5CC5CCFE9AC64CB...
Name: Zachary Darrah

APPROVED AS TO FORM:
ANDREW JANZ
City Attorney

Title: Chief Executive Officer
(If corporation or LLC., Board Chair, Pres.)

Signed by:
By: Tricia Herrera 1/23/2026
6D03E4AD28E0466...
Tricia Herrera Date
Asst./Sup./Sr. Deputy City Attorney

DocuSigned by:
By: Linda Bowman 1/13/2026
90A4975780564FA...
Name: Linda Bowman

Title: CFO
(If corporation or LLC., CFO, Treasurer, Secretary or Assistant Secretary)

ATTEST:
AMY K. ALLER
Interim City Clerk

REVIEWED BY:

By: _____
Deputy Date

DocuSigned by:
Dyan Ayala 1/14/2026
43E77649143D433...

Addresses:
CITY:
City of Fresno
Attention: Susan Chudy
Program Liaison/Program Administrator
2600 Fresno Street
Fresno, CA 93721
Phone: (559) 621-6980
E-mail: susan.chudy@fresno.gov

CONTRACTOR:
Poverello House
Attention: Sara Mirhadi
Chief Programs Officer
412 F Street
Fresno, CA 93706
Phone: (559) 960-4429
E-mail: mirhadi@poverellohouse.org



Request for Proposals (RFP)
for Worksites for Youth Service Corps Homelessness Pilot Program

RFP No. 12600292

Proposal Submission Deadline: Tuesday, October 07, 2025

Purchasing Division Contact: Dyan Ayala, Procurement Specialist
Email: Purchasing@fresno.gov
Phone: (559) 621-8367 or (559) 621-1332

Request for Proposals for Worksites for Youth Service Corps Homelessness Pilot Program
RFP No. 12600292

Proposer's Name Poverello House
(Submit with Proposal)

CHECK LIST

Proposers are requested to submit this Checklist and the following information, providing the content in the sequence shown below. If the documentation provided is incomplete, the Proposer may be ineligible for award of a Contract.

1. X **Cover Letter**, including company name, address, contact name, phone number and fax number.
2. X **Business Location and License**
3. X **Cost Proposal (Cost Proposal Table) (complete Attachment A)**
4. X **Proposer Questionnaire**
5. X **References**
6. X **Acceptance of Indemnification and Insurance**
7. X **Disclosure of Conflict of Interest**
8. X **Addenda and Time Period to Award/Reject**
9. X **Signature Pages**
Including (for corporations) Notary Acknowledgment in corporate form, certification by secretary and board resolution or other document to authorize individual who signs proposal.
10. X Signature page of all **ADDENDA** issued



*Enriching the lives and spirits
of all who pass our way*

September 25th, 2025

Dyan Ayala
Purchasing Division, Procurement Specialist
2600 Fresno Street
Fresno, CA 93721

Dyan Ayala,

Poverello House is pleased to submit a proposal for the Youth Service Corps Homelessness Pilot Program (RFP No. 12600292). The organization has served the needs of those experiencing homelessness and anyone in need in the City of Fresno since 1973. Poverello House has expanded into employing 175 full-time employees across 15 programs related to mobile street navigation, emergency shelters, rapid rehousing projects, and rehabilitation services, amongst others. Poverello House is an active member of the Fresno and Madera Continuum of Care, where the organization collaborates with partnering community-based organizations and governmental agencies to bring about supportive services to those experiencing homelessness or in imminent risk of homelessness.

This work is only possible through a dedicated team of volunteers, employees, and community partners. Between November 1st, 2025 to December 31st, 2026, Poverello House has capacity to employ 54 "Navigation Specialists" through two (2) six-month cohorts. Poverello House will leverage ten (10) unique programs and corresponding supervisors to cultivate high-value apprenticeships for Youth Service Corps Navigation Specialists. Poverello House believes its capacity and comprehensive experience with homelessness services uniquely positions the organization to serve as a catalyst for this pilot program. For the purpose of this proposal, please utilize the following contact information:

Organization Name: Poverello House
Address: 412 F Street, Fresno, CA 93706
Contact: Zachary D. Darrah
Cell Phone: (559)283-1006
Fax: (559)485-6548

Thank you for this opportunity. We appreciate your consideration and hope to hear from you soon.

Sincerely,

Zachary D. Darrah
Chief Executive Officer
zdarrah@poverellohouse.org

412 F Street, Fresno, CA 93706-3409 | tel: 559.498.6988 | www.poverellohouse.org

Mailing Address: P.O. Box 12225, Fresno, CA 93777-2225

Request for Proposals for Worksites for Youth Service Corps Homelessness Pilot Program
RFP No. 12600292

Proposer's Name Poverello House
(Submit with Proposal)

BUSINESS LOCATION AND LICENSE

BUSINESS LOCATION

- The undersigned Proposer does not maintain a place of business in the City of Fresno.
- The undersigned Proposer maintains a place of business in the City of Fresno at: _____, Fresno, CA **412 F Street, Fresno, CA 93706**

BUSINESS LICENSE

- The undersigned Proposer has a current City of Fresno Business License and the number is **427912**

If the successful Proposer does not have a City of Fresno Business License, he/she shall obtain such a license prior to the issuance of a Notice to Proceed for the Work and maintain in effect throughout the term of this Contract.



Why are business taxes assessed?

To help fund certain governmental services, such as police, fire, street maintenance, parks, economic development, and general administration.

When are business taxes due?

Taxes are due on or before the payment due date on the tax return .
The City mails business tax return forms for your business. Late fees of at least twenty per cent (20%) are assessed if such taxes are not paid (or postmarked) by the due date.

How are business taxes determined?

Depending on your type of business, business taxes are either a fixed amount (flat tax) or a variable amount based on the gross receipts of your business. The business tax return form sent to you will provide the specific instructions on how to determine the proper amount of tax due.

Where are business taxes paid?

You may mail your payment to: Fresno City Business Tax Section
PO Box 45017, Fresno 93718-5017

If you are paying your current tax renewal before the due date, you may renew online at the link below.
Your Web Security Code is found on your renewal form.

www.businesstax.fresno.gov/webrenewals

If your business tax return cannot be mailed or postmarked before the due date, and you need help calculating the late penalty, please bring the tax return and payment to our office :

Fresno City Hall, Tulare and P Street, Second Floor
Monday - Friday 9:00a.m. - 4:30 p.m.

Whom do I contact to update my Business Tax Certificate records or to get additional information?

If the business ownership, business name, location, mailing address, or phone number changes, or the business closes, you are required to report the change to our office. For changes or additional information, please contact our Customer Service Division at:

Telephone: (559) 621-6880 Mon. - Fri. 9 AM - 4:30 PM
Fax Machine: (559) 457-1080
Mailing Address: PO Box 45017, Fresno 93718-5017
Email Address: businessstax@fresno.gov

Some business may receive additional tax return or permit renewal forms from the City. Additional taxes or permit fees may be required if your business is located within certain special assessment districts or engaged in a particular type of business activity. Additional taxes or permit fees are required for hotels and motels (room tax), taxicab companies and drivers, card rooms, billiard rooms, mobile food vendors and certain other activities.

In most instances, a separate Business Tax Certificate must be filed for each location of the same business within Fresno .
With few exceptions, a Business Tax Certificate must be renewed either monthly , semi-annually or annually for it to remain valid.
Obtaining a Business Tax Certificate does not entitle the holder thereof to carry on any business without having complied with all applicable provisions of the Fresno Municipal Code (FMC), or carry on any business in any building or location where the conduct of such business would be in violation of the FMC.

Your Tax Certificate is attached at the bottom of this form . Please detach and display your Tax Certificate in your place of business. Businesses which do not maintain a fixed location, or are located outside the City of Fresno, should carry this Tax Certificate

CITY OF FRESNO BUSINESS TAX CERTIFICATE

EXPIRES: 06/30/2030

Business Name: POVERELLO HOUSE ENRICHMENT CEN Location: 412 F ST
Contact/Owner:: POVERELLO HOUSE Tax Account No. 427912

This tax certificate may be accepted as valid up to thirty (30) days after the expiration date above if appropriate tax returns have been filed and business tax paid before the due date. This tax certificate must be available for inspection by any authorized City of Fresno employee. Businesses that do not maintain a fixed location, or are located outside the city, should carry this Tax Certificate while conducting business within the City. This certifies that the noted business has a Business Tax Certificate with the City of Fresno. It does not entitle the holder to carry on business activities in a manner inconsistent with any applicable provision of the Fresno Municipal Code.

POVERELLO HOUSE ENRICHMENT CENTER
PO BOX 12225
FRESNO CA 93777-2225

Santino Danisi
Finance Director/Controller

Request for Proposals for Worksites for Youth Service Corps Homelessness Pilot Program
RFP No. 12600292

Proposer's Name Poverello House
(Submit with Proposal)

COST PROPOSAL

Having carefully examined the Request for Proposals, attachments and related documents, the undersigned proposes and agrees to provide to the City of Fresno, in accordance with the Specifications annexed hereto and made a part thereof, the services contained in the Cost Proposal Worksheet (**Attachment A**) at the provided costs.

The amounts shall include any and all applicable taxes.

The quantities listed in the Cost Proposal Worksheet are estimates for the initial term. The actual requirements of the City may be more or less than the quantities specified. The City will pay for only those items which it actually delivered or received during the term of the Contract.

The City reserves the right to reject any and all proposals.

Organization Name: Poverello House

ATTACHMENT A

Project Type: One Fresno Youth Jobs Corps Community Based Organization Navigator Program Worksites

One Fresno Youth Jobs Corps Program

Budget Narrative

Cost Category: Personnel				
Type/Title & Number to Hire	Description	Time Period	Cost Breakdown	Cost
Youth Program Worker [Example]	[Fresno Youth (ages 18-30) hired by Community-based Organization to meaningful work experiences designed to promote the development of positive work habits and specific skills required for successful participation in the workforce. Including salary and fringe]	[24 weeks]	[0.5 FTE @ \$20/hour X 20 hours/week + 7.85% fringe]	10,353.60
Navigation Specialist	Fresno Youth (ages 18-30) will be hired by Poverello House to develop human services skills by working directly in navigation-type programs. Navigation Specialists will receive paid staff time to earn professional certifications while receiving hands-on apprenticeships that provide direct navigation services to the unhoused community.	24 Weeks	((0.5 FTE @ \$20/hour x 21 hours/ week x 24 weeks) + 8.65%) x 40 positions	436,132.19
Personnel Total:				446,485.79

Cost Category: Supplies or Other Costs				
Type	Description	Time Period	Cost Breakdown	Cost
Uniforms	Navigation Specialist will each be issued a branded Poverello House polo and hat.	December 15th, 2025 to December 31, 2026	(\$25 per staff polo x 2 polos x 40 participants) + (\$20 hat x 1 hat x 40 participants)	2,800.00
First Aid/ CPR Certification	Navigation Specialists will complete First Aid and CPR certification through an accredited program that emphasizes emergency response readiness, life-saving techniques, and trauma-informed care. Training includes hands-on instruction in CPR, AED use, wound care, and medical response protocols.	December 15th, 2025 to December 31, 2026	\$118 per certification x 40 participants	4,720.00
Mental Health First Aid Certification	Navigation Specialist will earn Mental Health First Aid Certification through an accredited program that equips them to recognize, respond to, and support individuals experiencing mental health or substance use challenges. Training emphasizes crisis intervention, de-escalation techniques, and culturally competent care.	December 15th, 2025 to December 31, 2026	\$170 per certification x 40 participants	6,800.00
Microsoft Licenses	Each Navigation Specialist will communicate with clients, staff, and external agencies using Microsoft Suite.	December 15th, 2025 to December 31, 2026	\$5 per month per license x 40 participants x 6-month employment period	1,200.00
Supplies Total:				15,520.00

Cost Category: Administration (No more than 10% of total award)				
Type/Title	Description	Time Period	Cost Breakdown	Cost
Indirect	Indirect costs will include such items as human resources, finance department activities, management oversight, insurance, utilities (water/trash), and other associated costs incurred that would be reasonable under this line item.)	December 15th, 2025 to December 31, 2026	10% of Direct Costs	45,165.22
Administration Total:				45,165.22

*add additional lines if needed, please ensure calculation are correct

Total Grant Amount: 507,171.00

Request for Proposals for Worksites for Youth Service Corps Homelessness Pilot Program
RFP No. 12600292

Proposer's Name: Poverello House
(Submit with Proposal)

PROPOSER QUALIFICATION QUESTIONNAIRE

The undersigned Proposer submits the following information in accordance with the proposal Specifications:
(Use additional sheets as needed.)

1. a. Business Name (If using more than one business name, please list all names.):

Poverello House

b. Address: **412 F Street, Fresno, CA 93706**

Is your firm operating as a franchisee? Yes or No

If yes, list the franchiser, and number of years your business has been franchised: **N/A**

2. Provide the names, titles, qualifications, years of experience, and years with your firm, for all key personnel in authority in your business, including the key personnel that will be involved in this project, and the extent to which they will be involved in the performance of this Contract.

See Attachment B.

3. How many years has your business been established? **52 Years**

How many years has your business been under your present name? **52 Years**

How many years under former names? (List names and number of years) **N/A**

4. How many years has your business been providing services? **52 Years**

5. What other types of services does your business provide? **Social Services**

6. Do you have any affiliated companies? (If parent company, list subsidiaries and divisions. If subsidiary or division, name parent company, its principals, and their addresses): **1) Poverello House (Parent Company) 3) Amici Del Poverello (Subsidiary)
2) Naomi's House (Subsidiary) **All located at 412 F Street, Fresno, CA**

7. Have there been any contract terminations for the services your firm performs before the fulfillment of the contract within the past three years? Yes or No

If so, list the date, client, and reason for termination below:

8. Provide an organization chart, indicating full-time personnel, job titles, locations, and whether each individual works out of an office or is in the field.

See Attachment C.

Request for Proposals for Worksites for Youth Service Corps Homelessness Pilot Program
RFP No. 12600292

Proposer's Name **Poverello House**
(Submit with Proposal)

PROPOSER QUALIFICATION QUESTIONNAIRE (Continued)

9. Does the proposer currently possess sufficient resources to meet the initial requirements for this contract?

Yes or No

10. Describe how you will meet the requirements to provide the services as outlined in this Request for Proposals.

Please see the executive summary, vendor information, and program design sections attached to this proposal.

Professional Qualifications - Attachment B

Zack Darrah, Chief Executive Officer: Zack has over 18 years of experience working with non-profits and vulnerable populations. As CEO of Poverello House, he has expanded Poverello House's services while keeping Papa Mike's philosophy intact. Poverello House had a staff of 28 and a budget of \$2,000,000 when he started his tenure. Zack successfully led several renovations at Poverello House projects, including shower and laundry facilities, client restrooms, Naomi's House, Hope Pointe, Family Hope Shelter, and the Village of Hope. Now, Poverello House has over 200 employees and an operating budget of approximately \$19,500,000. Poverello House will continue to expand its emergency shelter services and bridge housing. Zack's tenure at Poverello House demonstrates his ability to bring services to the most vulnerable populations in the community.

Paul Stack, Chief Operations Officer: Mr. Stack has worked at Poverello House for over 30 years. He manages Poverello House's downtown campus and its current expansion projects. He has facilitated major construction projects such as building the new 20,000-square-foot warehouse, upgrading the laundry and shower facility, and the Village of Hope. He oversaw the Family Hope Shelter's renovation and a nearly \$3,000,000 renovation of the kitchen facilities. Also pertinent to shelter services, he has been integral in managing the Culinary Services Department, which now serves over 1,200,000 meals annually. Paul is also directly responsible for overseeing security services on the campus and the shelters operated by Poverello House. His expertise in facility management at and off-campus sites enables him to manage any additional Poverello House sites.

Linda Bowman, Chief Financial Officer: Ms. Bowman has over 30 years of experience in non-profit organizations' financial management and oversight. She currently manages Federal, State, County, and City grants. She also tracks all private contributions and gifts from foundations. She generates monthly financial statements for the Board of Directors, oversees grant management and invoicing, and ensures fiscal integrity throughout the organization. She supervised and drove the budgetary activities of scaling the organizational operations budget over nine times. She handles financial audits of grants and financial records. No audit has resulted in findings during her tenure.

Sara Mirhadi, Chief Programs Officer: Ms. Mirhadi has worked for 11 years at Poverello House. She specializes in designing programs and implementing them for the organization. She currently supervises all of Poverello House's programs, which include the following: outreach, emergency shelter services, client services, mental health services, and substance abuse programs for men. Sara designed Map Point with the Fresno County Department of Behavioral Health and other community leaders. She also transformed Naomi's House from a "haven" type of emergency shelter to a 24-hour Triage Center and access site that links women to emergency shelter and housing navigation. Sara applied the same triage approach to the Village of Hope. During COVID 19, she and other Poverello House staff opened the Community Hope shelter within 12 hours. The Community of Hope Shelter provided a safe environment for unhoused men during the pandemic. Sara is designing the program for the Family Hope Shelter and facilitating its opening in April

2023. She collaborated with the City of Fresno, Caltrans, Fresno Irrigation District, the Railroads, and other community-based organizations for Project Off Ramp. Project Off-ramp provided emergency shelter for unhoused individuals living in dangerous encampments on freeways, canals, and railroads. Sara actively participates in the Fresno Madera Continuum of Care and has been the secretary on the Executive Committee for five years. Sara has worked with the City and County to bring services to people experiencing homelessness in the community. During her tenure at Poverello House, she developed a team comprising approximately 30% of individuals with relevant lived experiences.

** The Chief Program Officer will leverage 0.05 FTE of their time to support this project.

Sara Rios, Senior Director of Guest Services & Navigation: Ms. Rios has 10 years of experience working and overseeing emergency shelters. She is the Coordinated Entry Management Entity Administrator for the Fresno Madera Continuum of Care. With the Coordinated Entry Management Entity Team, she oversees the implementation of homeless services in Fresno and Madera County. Ms. Rios has extensive knowledge of the coordinated entry system and has provided coordinated entry training for community-based organizations. Ms. Rios oversees all case management and navigation services at Poverello House. She is considered an expert in the community for HMIS, navigation, and access site services.

** The Senior Director of Guest Services & Navigation will leverage 0.10 FTE of their time to support this project.

Nathaniel Schenck, Director of Data Management & Grants: Mr. Schenck has 6 years of experience working within community-based organizations. With a graduate degree in strategic and organizational leadership, he brings a strong administrative background to the team. Mr. Schenck oversees grant writing, implementation, and program reporting. Mr. Schenck has been instrumental in successfully writing proposals to the City of Fresno, such as the Emergency Solutions Grant, Community Development Block Grant, and Youth Corps. Mr. Schenck has assisted Poverello House with implementing essential programs and data management systems throughout the organization.

** The Director of Data Management & Grants will leverage 0.10 of their time to support this project.

Roman Noriega, Director of Human Resources: Mr. Noriega has 20+ years of experience working within community-based organizations, governmental agencies, and corporate companies. He has a strong background in human resources, where before Poverello House he served as the Director of Human Resources for the County of Madera and Constellations Brands. He holds professional certifications to lead workplaces through trainings related to cultural competency, workplace safety, and interpersonal relations. He will utilize his skillset to assist with screening candidates, streamlining the hiring process, and providing wraparound trainings.

** The Director of Human Resources will leverage 0.10 of their time to support this project.

Nathaniel Schenck

(805)717-7073 | nschenck@poverellohouse.org | Fresno, CA

Skills

Team Building
Career Coaching

Project Management
Relationship Building

Strategic Planning
Case Management

Resource Navigation
Data Tracking

Education

Master of Arts, Strategic and Organizational Leadership

2020 – 2022

Capstone Thesis: Our Promise to Nonprofits: Philanthropy in California State Agencies

GPA: 3.9

Fresno Pacific University, Fresno, CA

Relevant coursework: *Finance for Leaders, Proposals for Change, Foundation for Strategic Leadership, Change & Transformation Strategies, Leadership & Followership Development*

Bachelor of Science, Psychology

2017 - 2019

Minor: Child Development

GPA: 3.4

California Polytechnic University, San Luis Obispo, CA

Relevant coursework: *Learning Out-of-School, Interpersonal Relations, Assessing Children's Development & Environment, Personality, Parent-Child Relations, Multi-Cultural Psychology*

Associate of Arts, Psychology

2015- 2017

Cuesta College, San Luis Obispo, CA

GPA: 3.8

Relevant coursework: *Calculus for Business & Management, Introduction to Applied Statistics, Personality & Adjustment, Life Skills Management*

Experience

Poverello House – Full-Time

Fresno, CA

Director of Data Management & Grants

November 2024 – Present

Lead grant writer & program implementation/compliance manager

- Lead the full grant lifecycle through prospect research, proposal development, submission, and reporting for government, foundation, and corporate funders
- Secure funding for key program areas such as homelessness, food insecurity, behavioral health, and wraparound services
- Ensure post-award compliance and performance reporting by collaborating with internal teams and funders

California State University, Fresno – Part-Time

Fresno, CA

Adjunct Instructor

January 2024 – Present

Taught ten sections of Introduction to the Psychology Major

- Deliver engaging course content to 340+ students that focuses on career readiness, academic pathways, and practical applications of psychology principles
- Facilitate interactive activities to help students develop skills related to digital literacy and financial health
- Provide academic advising and mentorship that assists students with course selection, career planning, and graduate school preparation

Poverello House – Full-Time

Fresno, CA

Grants and Community Partnership Coordinator

October 2023 – October 2024

Focused on grant writing, community engagement, and partnership development

- Coordinated the submission of grant proposals to diverse funding sources, including businesses, foundations, and government agencies
- Developed and maintained strong partnerships with local businesses, faith-based organizations, and government agencies to expand community support for the organization's mission
- Collaborated with the development team to organize community engagement through annual fundraising events, including a telethon, 5k run, and gala

**Poverello House – Full Time
Community Engagement Coordinator**

Fresno, CA
June 2022 – October 2023

Led volunteer engagement and service-learning initiatives

- Supervised and trained volunteers. Grew the annual volunteer participation from 1,000 to over 2,500.
- Launched and coordinated College Corps and Youth Corps programs that connected students to service-learning opportunities focused on food insecurity.
- Organized workplace drives, school-based events, and public outreach efforts to promote the organization's mission

**United Way Fresno and Madera Counties – Full Time
Workplace Giving Assistant**

Fresno, CA
July 2021 – June 2022

Supported fundraising, campaigns, and community engagement initiatives

- Provided administrative and technical support by creating fundraising reports, donor materials, and presentations
- Coordinated the California State Agency Giving Campaign (Our Promise) in Fresno County by building upon partnerships with state departments and boosting workplace giving participation
- Assisted with planning special projects, including the LISTOS Campaign and building the Born Learning Trail in Coalinga.

**United Way Fresno and Madera Counties – Full Time
Volunteer Infrastructure Project Fellow, Workplace Giving (AmeriCorps)**

Fresno, CA
October 2020 – July 2021

Focused on capacity-building and volunteer engagement

- Built and strengthened volunteer infrastructure by engaging corporate partners and coordinating service opportunities across the Central Valley
- Delivered presentations and recruited volunteers at local workplaces to support Creek Fire Recovery and VITA Free Tax Prep efforts
- Organized resource fairs in rural communities, such as health screenings, food assistance, and financial education

Recognition

- 2024 - Don Romsa Community Partner Award - (Poverello House)
- 2024 - Best in Central California: Place to Volunteer (Gold) - (Poverello House)
- 2023 - McLane Career Technical Education Champion - (Personal)
- 2023 - Best in Central California: Place to Volunteer (Gold) - (Poverello House)
- 2022 - Best in Central California: Place to Volunteer (Silver) - (Poverello House)
- 2021 - Recognition of National Service - (Personal)

Sara Mirhadi

6722 N Carnegie
Fresno, CA 93722
960-4429 (cell)

e-mail: Saramirhad@aol.com

Educational Experience

- San Joaquin College of Law, Juris Doctorate
- California State University, Fresno, BA, Political Science, Minor, English

Unique Qualification Highlights

- Budget Development
- Financial Management of Programs and Operations
- Revenue Development and Cost Containment
- Management of Existing Programs
- Program Creation
- Managing Staff and Coordination Schedules
- Crisis Communications and Management
- Public Policy Development and Execution
- Extensive Community and Public Affairs
- Public Speaking

Professional Employment Timeline

Poverello House

December 2013 – current

Chief Programs Officer

Responsible for the day to day operations of homeless services for the organization. This includes, but is not limited to budget development, staff coordination, federal, state, and local compliance review and audits, grant writing, program development, and community and public affairs work.

Accomplishments:

- Created and Implement the first multi-agency access program (MAP Point) that coordinated the delivery of homeless services in our community.
- Generated over \$1.5 million in new funding streams to expand and maintain homeless services.
- Developed and Implemented Food Truck Program to serve both rural and urban communities.
- Restructured Naomi's House to a full-service 24-hour triage center.
- Implemented a centralize database for all homeless services.
- Prioritized case management for all homeless programs.
- Implemented HOPE Outreach Team

Fresno Workforce Investment Board Researcher and Grant Writer

October 2011 – June 2012

Acting Legal Officer for the National Park Service

Prosecuted federal misdemeanor cases, including pre-trial motions, pleading, conducting trials, and sentencing issues. Also provided services and resources for victims of violent crimes.

**United States Attorney's Office
Head Misdemeanor Law Clerk**

May 1998 - May 2000

Lead law clerk for federal misdemeanor cases. Duties included arguing and writing pre-trial motions and pleadings, conducting trials, and arguing sentencing issues. Prosecuted cases, involving driving under the influence, drug and alcohol possession, assault and battery, and environmental damages.

Professional References

Captain Burke Farrah
City of Fresno Police Department
Commander of the Northwest District
(559) 593-2318

Nicole Linder
Executive Director
Marjaree Mason Center
(559) 978-0587

Dawan Utecht
Director, Behavior Health
Fresno County
(559) 905-5412

Patience Milrod
Central Valley Legal Services
Executive Director
(559) 246-7239

Researched education and vocational training opportunities for the San Joaquin Valley for the development of grants for funding vocational training programs in healthcare, manufacturing, and distribution and logistics.

Accomplishments:

- Successful submitted at \$5 million grant for the expansion of vocational training program in the San Joaquin Valley with an emphasis in nursing.
- Created a centralized database on all vocational training programs in the San Joaquin Valley and job availability in each training program.

City of Fresno

October 2006 - February 2008

**Housing and Community Development
HOME Program Coordinator**

Responsible for the administration of the rental rehabilitation program and other HOME related programs, which included the coordination and development of the affordable housing plan for ten years, and the various housing policies for the City of Fresno.

Accomplishments

- Crafted and implemented Universal Design Policy for all new home construction in the City of Fresno
- Crafted the Housing Trust Fund Ordinance
- Crafted in partnership with the 10 X 10 Blue Ribbon Committee, the City of Fresno's 2006 – 2016 affordable housing plan.
- Administered the Rental Rehabilitation Loan Program.

**Law Offices of Michael W. Berdinella
Law Clerk**

April 2004 - October 2005

Administering legal filings for personal injury and criminal cases. Duties include legal research and writing, case management, client contact, trial preparation, calendaring court dates, and office appointments and office management.

**Construction Design Unlimited
Executive Assistant to the President**

March 2003 - April 2004

Reviewed and implemented daily workload for staff, reviewed legal documents, and participated in the bidding process for public sector projects. Represented the company in public relations and business matters.

**State Senator Jim Costa
Field Representative**

May 2002- December 2002

Represented the Senator during the last seven months of his tenure as a State Senator at community events, official State meetings, and reviewed pending legislation and pending casework.

Department of Interior

June 1998 - May 2002

Sara Rios

(559)498-6988 | srios@poverellohouse.org | Fresno, CA

Skills

Data Analysis
Team Development

Project Management
Social Service Systems

Crisis Management
Adaptability

Visionary Thinking
Cultural Competence

Education

Bachelor of Science, Criminology

California State University, Fresno, CA

Relevant coursework: *Ethnic and Gender Issues in Criminal Justice, Women and Violence: Public Policy, Juvenile Delinquency, Criminal Justice Organization & Management*

Experience

Poverello House – Full-Time

Fresno, CA

Senior Director of Guest Services and Navigation

November 2023 – Present

Lead program implementation, service delivery, and compliance

- Oversees daily operations of client services and navigation programs, connecting over 3,000 clients annually to housing, healthcare, and recovery resources.
- Leads a team of 100 staff by implementing trauma-informed and culturally responsive practices.
- Stewards partnerships and resources made available to the organization through grant funded initiatives.

Poverello House – Full-Time

Fresno, CA

Director of Client Services

February 2018 – November 2023

Manage system navigation-related programs

- Directed client service programs, ensuring timely access to housing, food, behavioral health, and recovery support for vulnerable populations.
- Supervised and coached multidisciplinary staff, strengthening service delivery and improving client engagement outcomes.
- Streamlined case management and referral process, enhancing coordination with partner agencies, and increasing resource utilization.

Kings View Community Services, Inc. – Full-Time

Fresno, CA

Resource Coordinator

April 2017 – January 2018

Coordinated clients services, case management, and resource linkages

- Connected clients with behavioral health, housing, and community resources to support individualized recovery and stability.
- Assisted with case management, intake, and service navigation, ensuring timely access to appropriate programs and benefits.
- Collaborated with providers and agencies to coordinate care, reduce service gaps, and improve client outcomes.

Westcare – Full-Time

Fresno, CA

Community Coordinator

March 2015 - March 2017

Organized outreach initiative and facilitated client support services

- Organized outreach events and workshops to connect under-served populations with substance use, mental health, and housing services.
- Built partnerships with local agencies and community groups to expand program reach and resource availability.
- Provided client support and referrals, ensuring timely access to treatment, recovery programs, and social services.

Proposed Youth Corps Overview: Navigation Phase 1

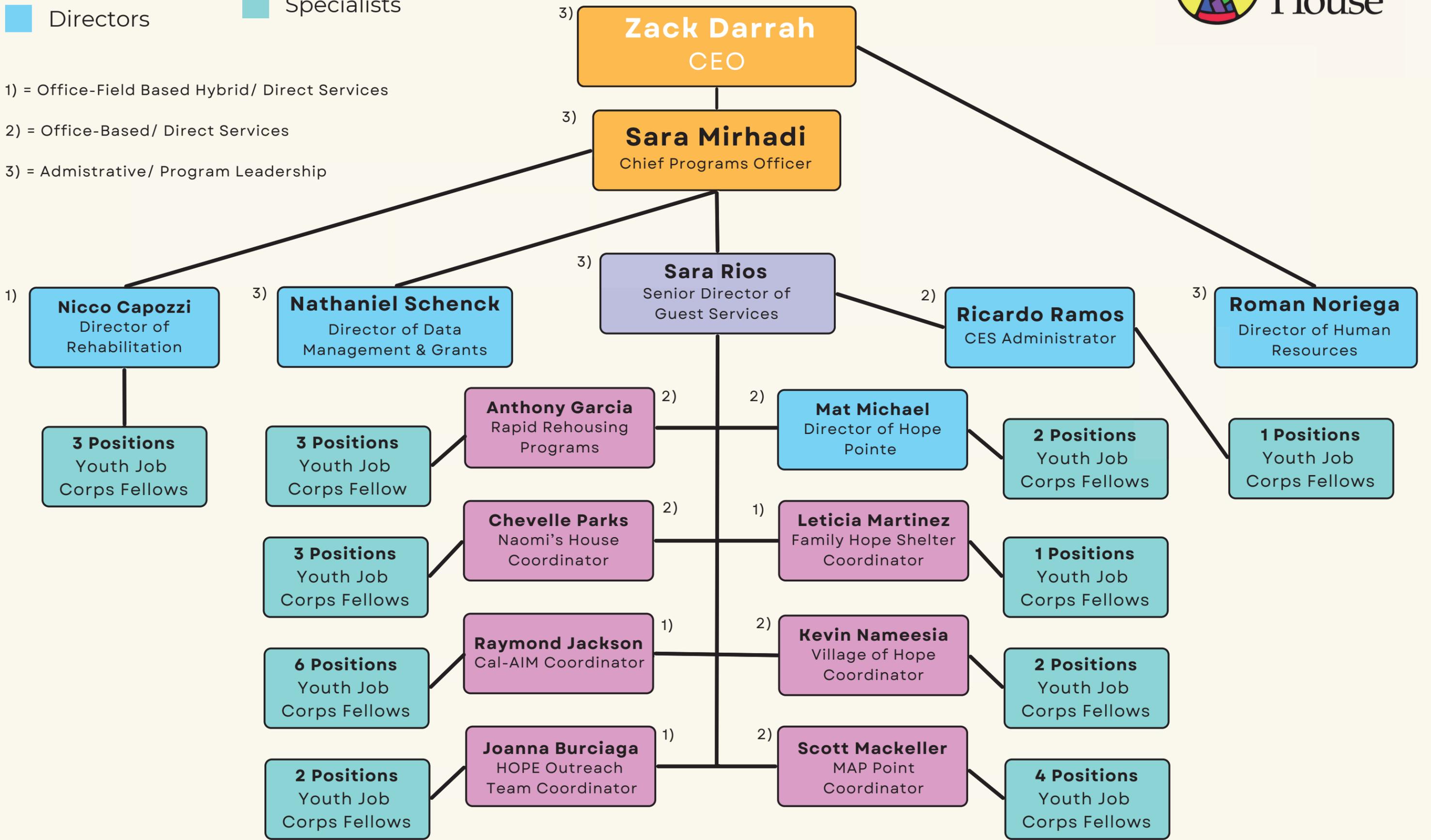


- Chief Officers
- Senior Directors
- Directors
- Coordinators
- Specialists

1) = Office-Field Based Hybrid/ Direct Services

2) = Office-Based/ Direct Services

3) = Administrative/ Program Leadership

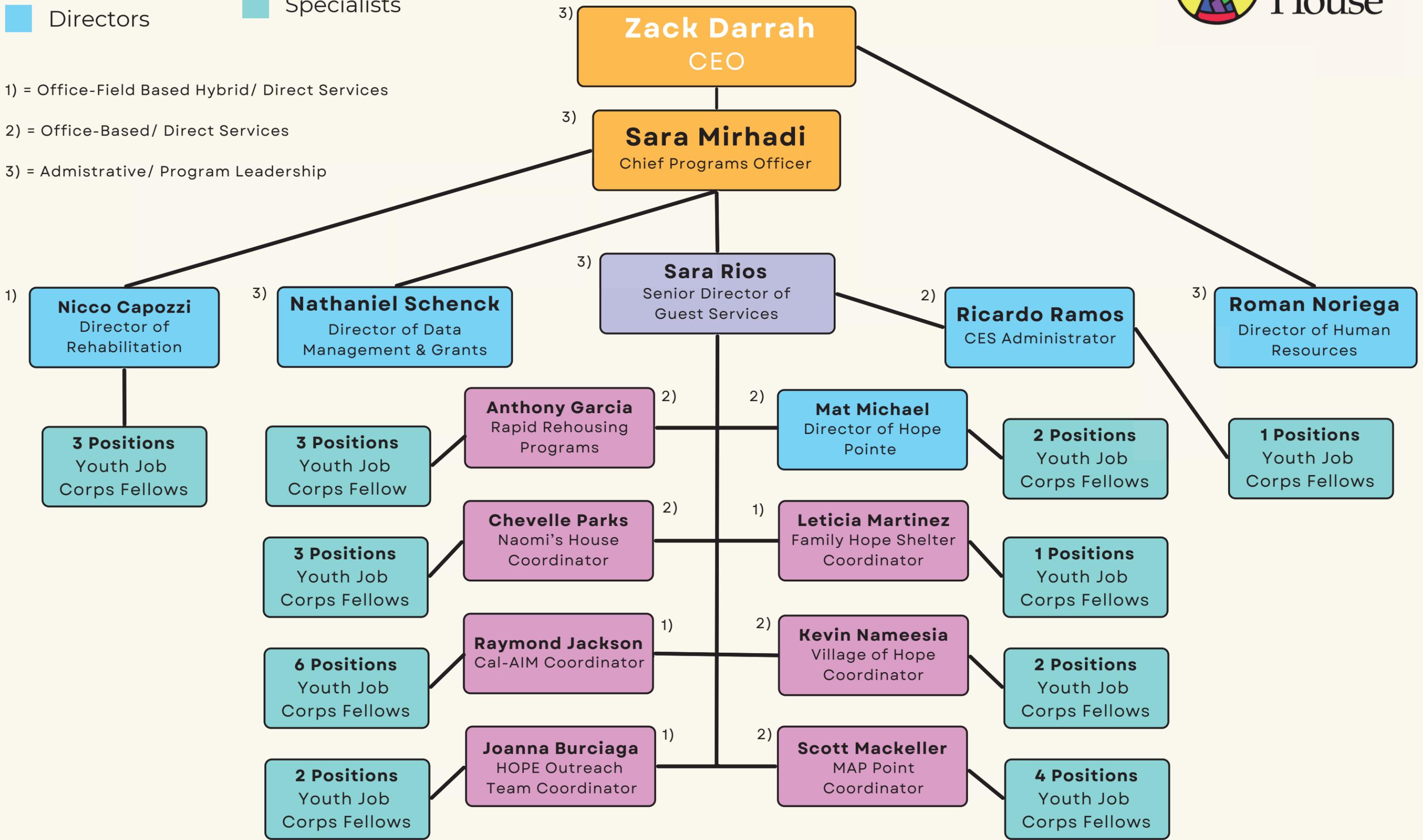


Proposed Youth Corps Overview: Navigation Phase 2



- Chief Officers
- Senior Directors
- Directors
- Coordinators
- Specialists

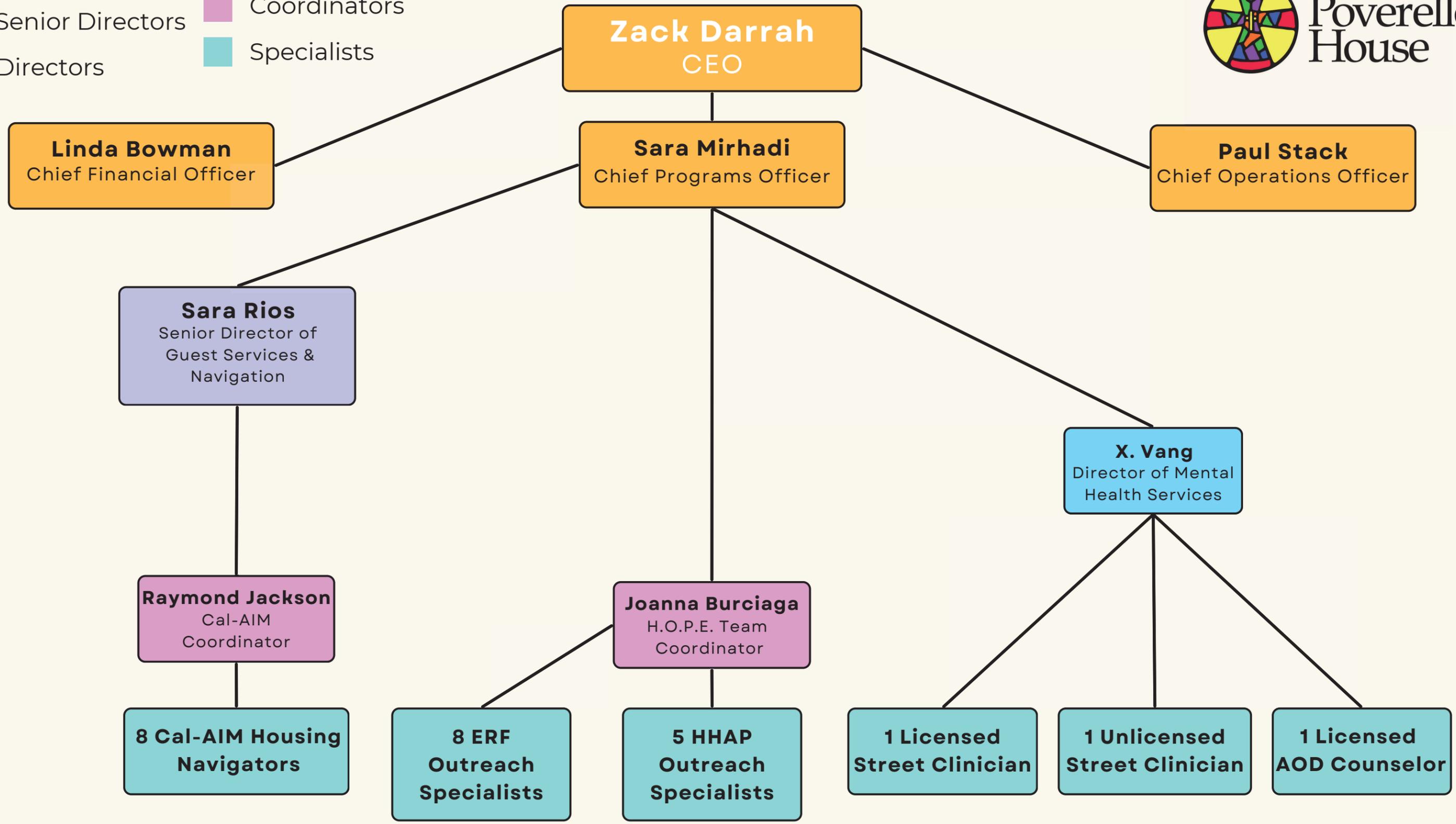
- 1) = Office-Field Based Hybrid/ Direct Services
- 2) = Office-Based/ Direct Services
- 3) = Administrative/ Program Leadership



Outreach Team



- Chief Officers
- Senior Directors
- Directors
- Coordinators
- Specialists

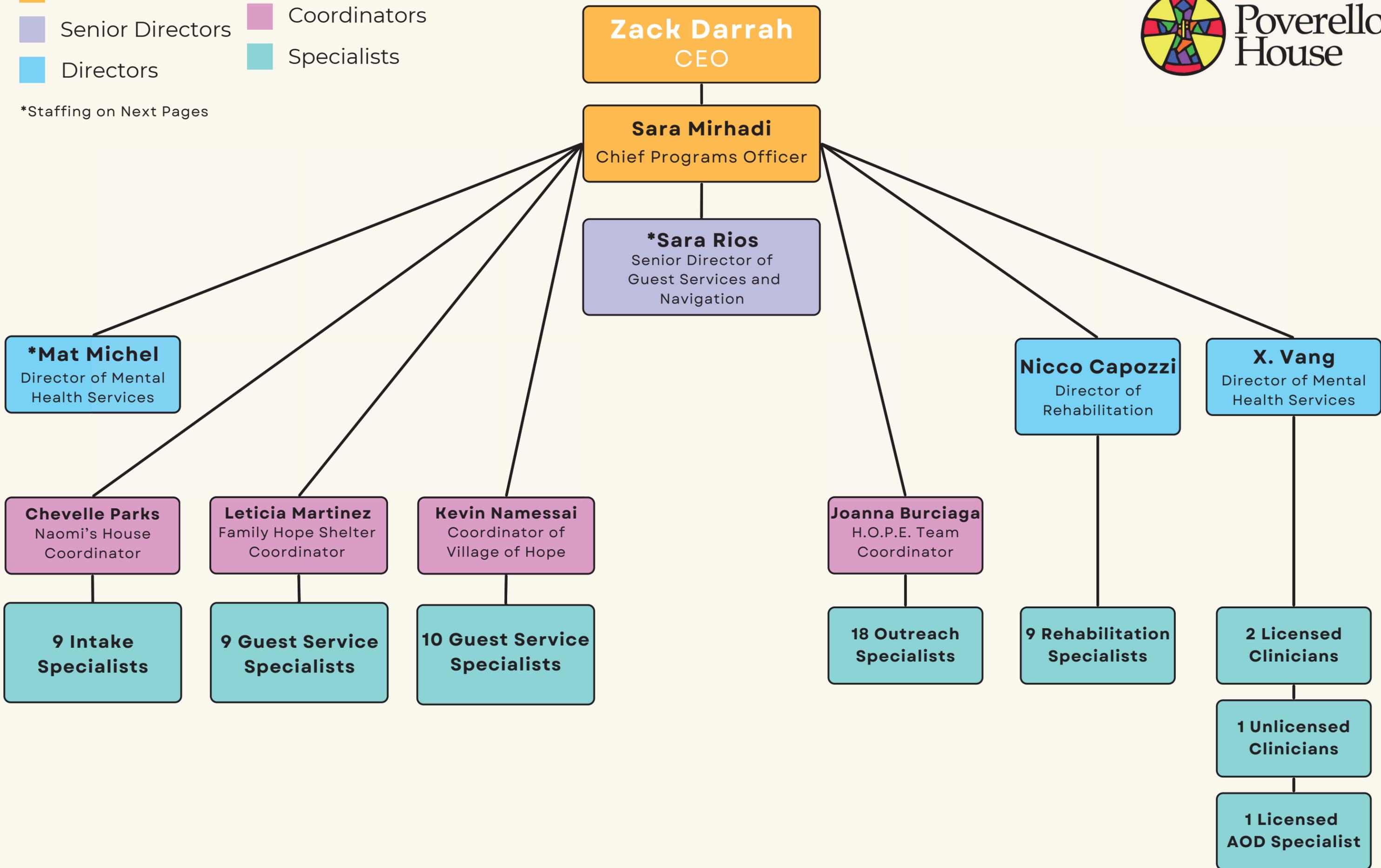


Programs Overview



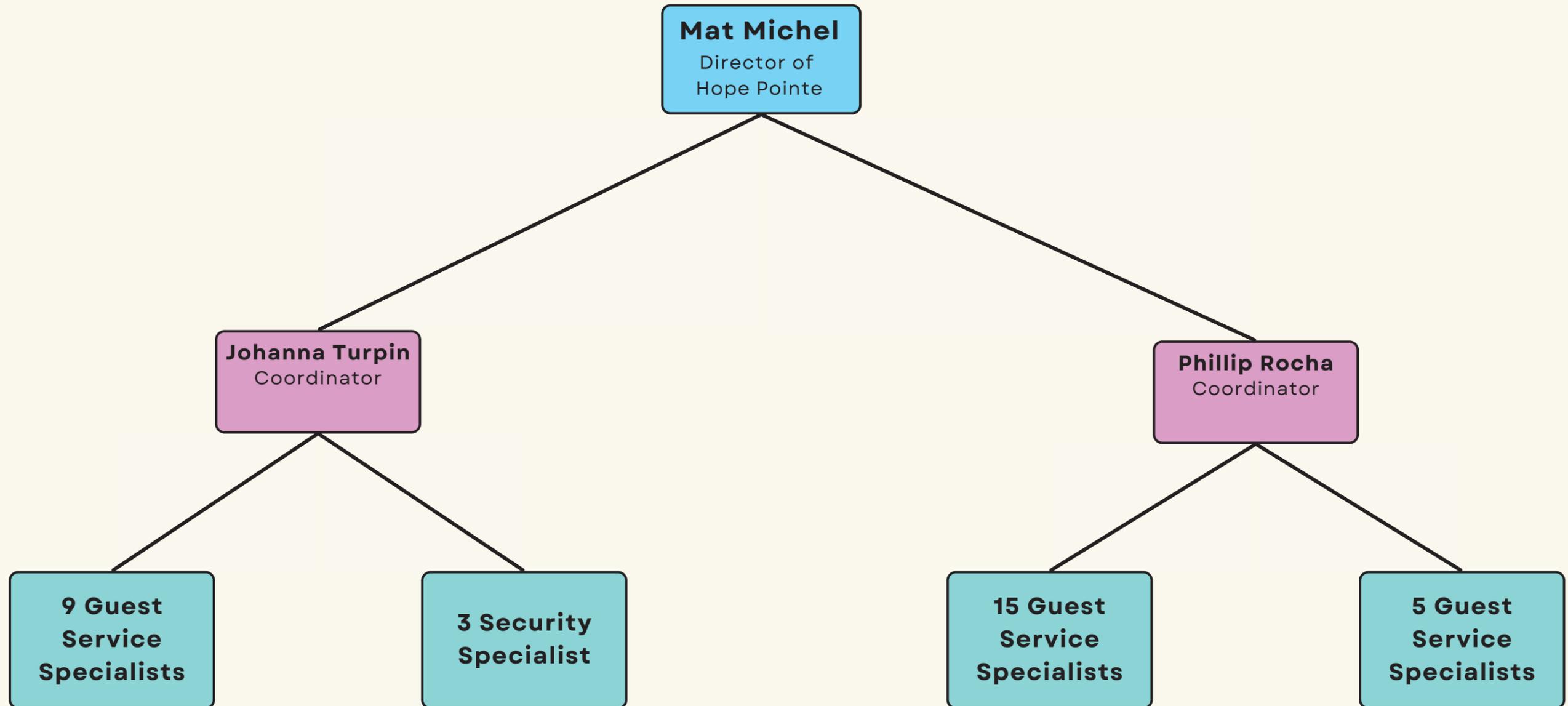
- Chief Officers
- Senior Directors
- Directors
- Coordinators
- Specialists

*Staffing on Next Pages



- Chief Officers
- Senior Directors
- Directors
- Coordinators
- Specialists

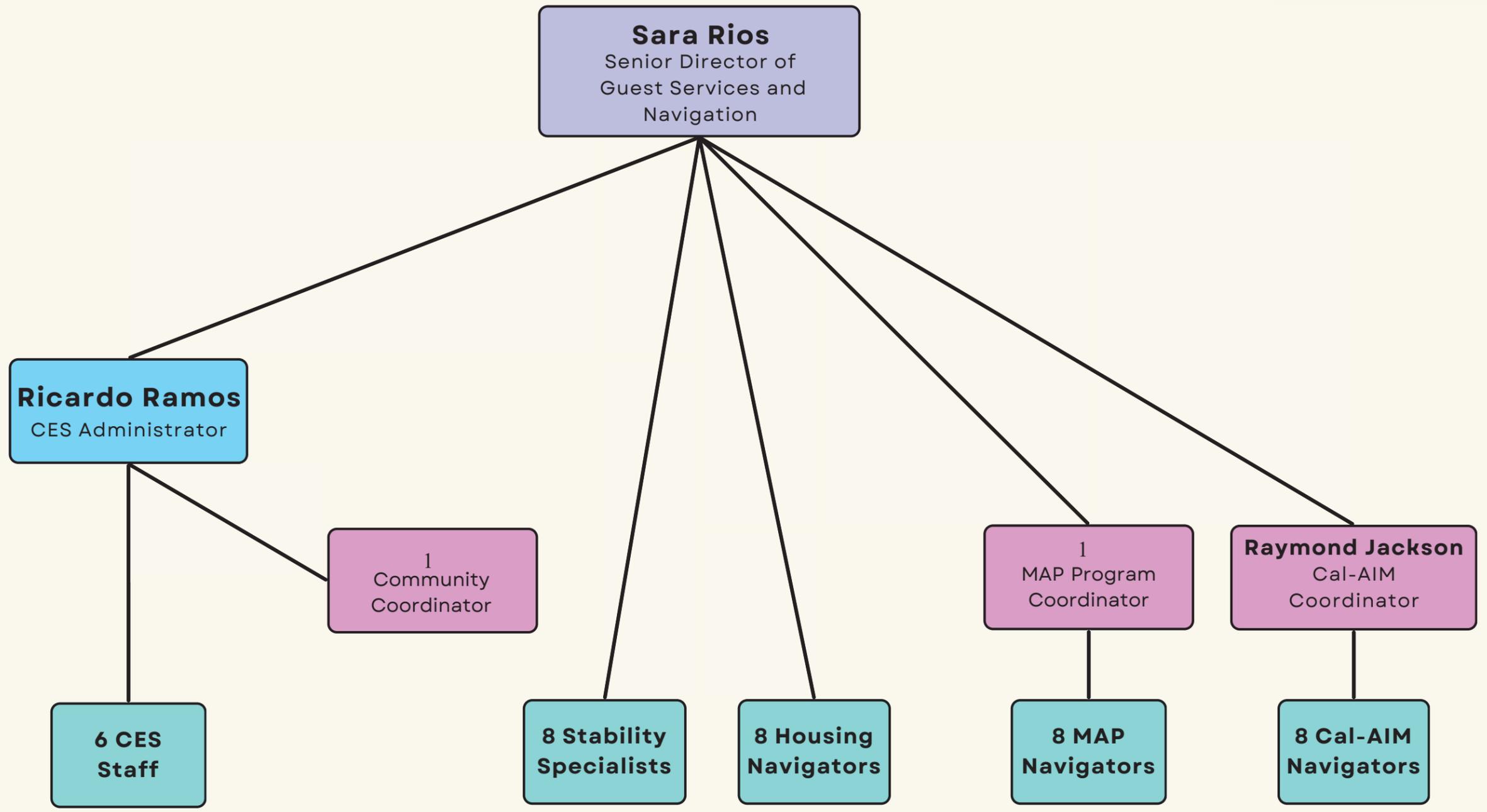
Hope Pointe Overview



Navigation Overview

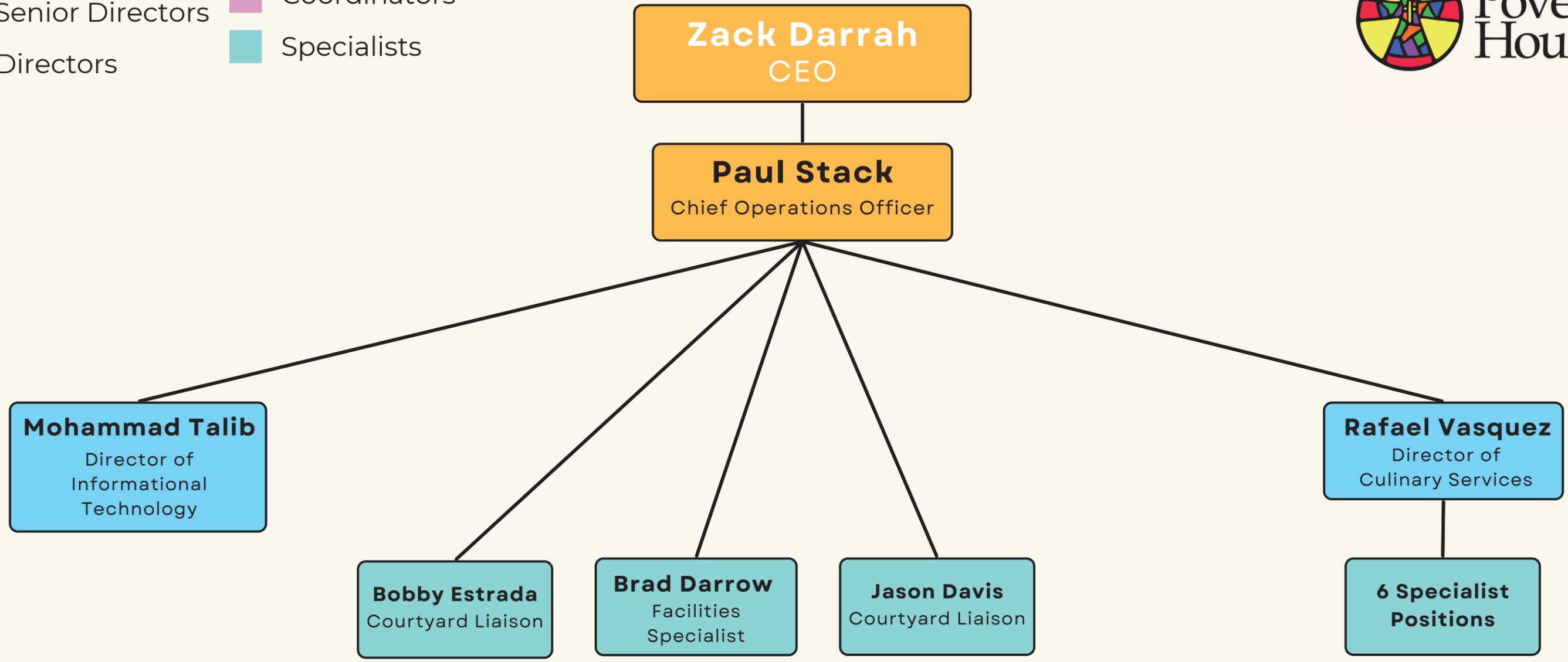


- Chief Officers
- Senior Directors
- Directors
- Coordinators
- Specialists



- Chief Officers
- Senior Directors
- Directors
- Coordinators
- Specialists

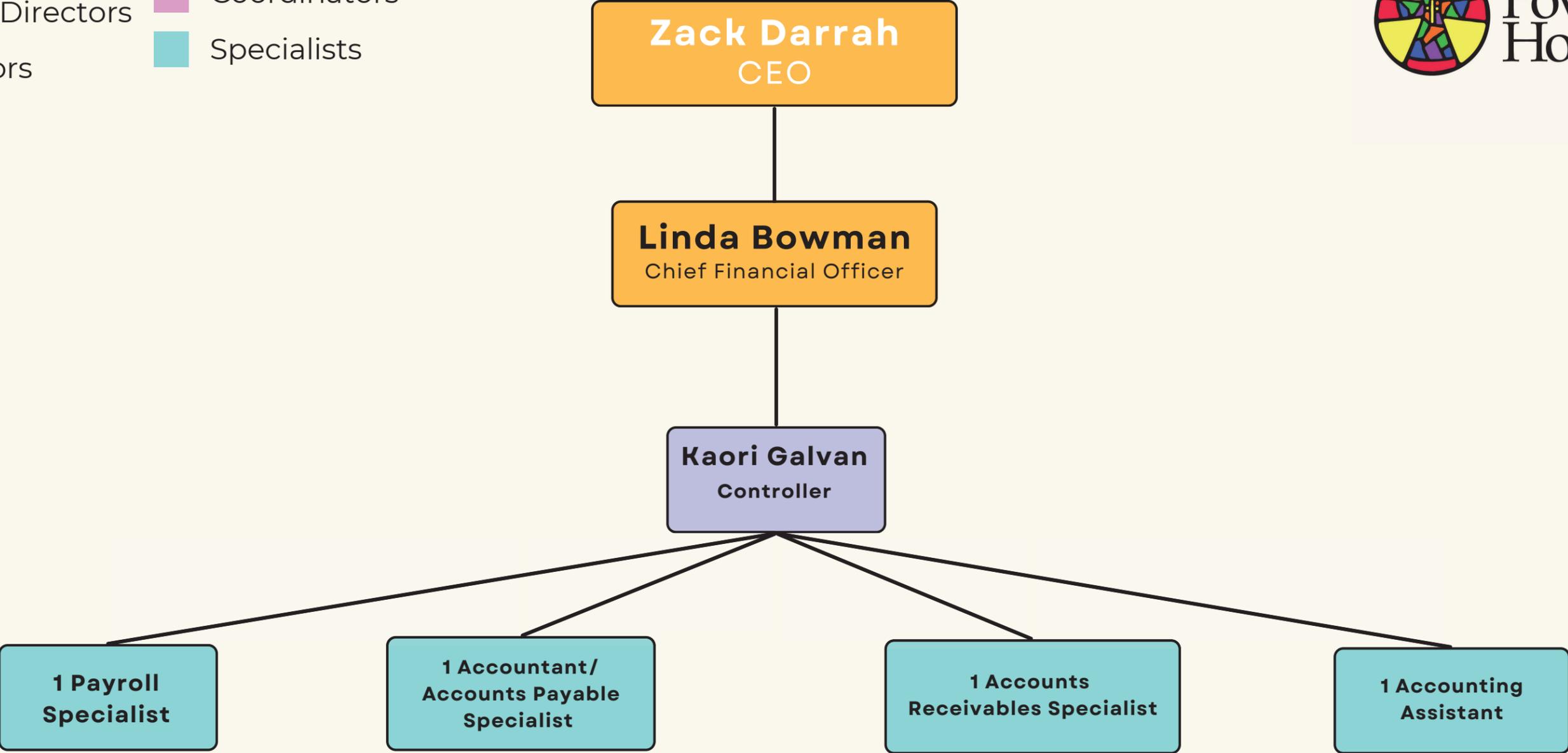
Operations Overview



Accounting Overview



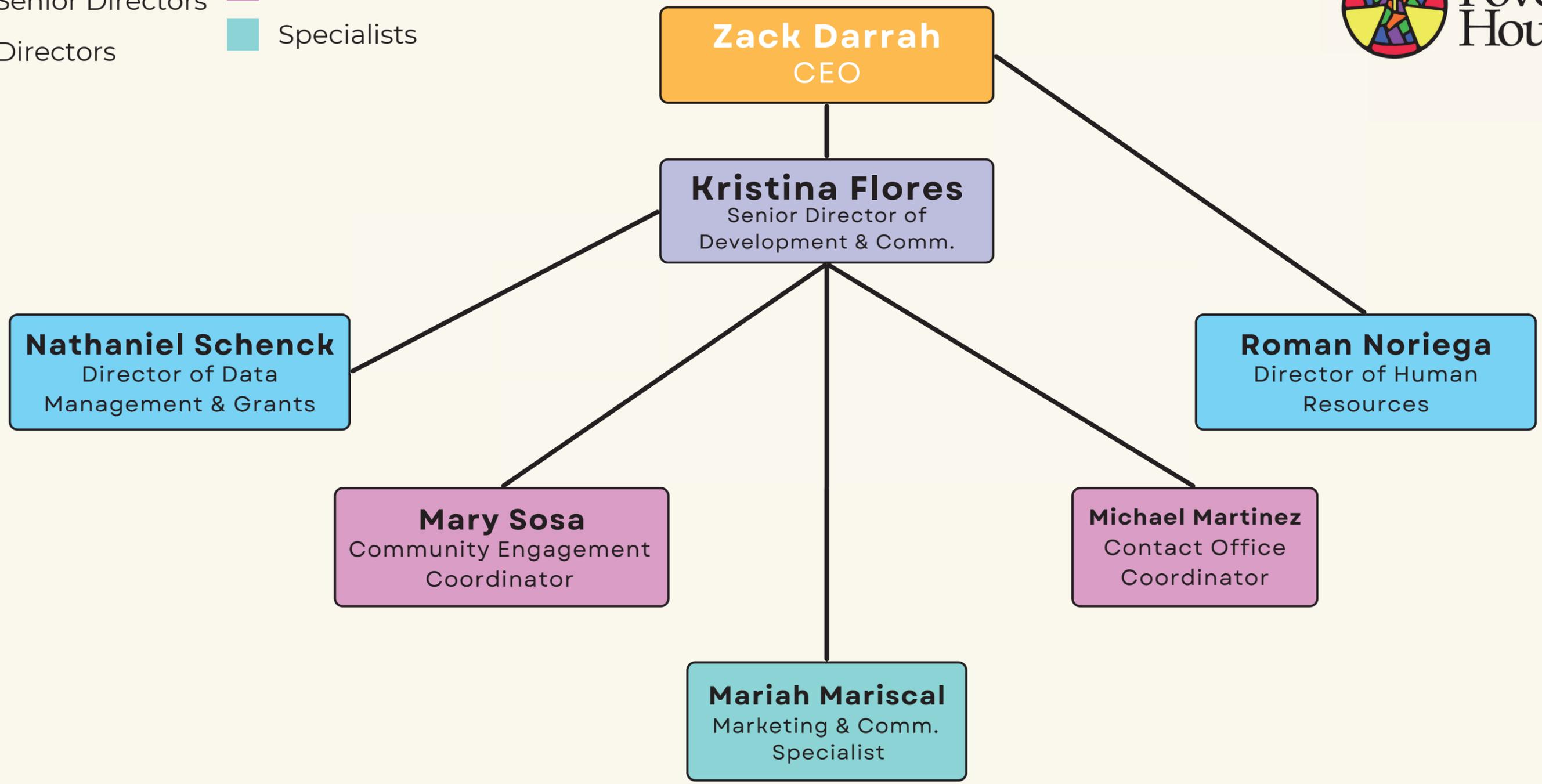
- Chief Officers
- Senior Directors
- Directors
- Coordinators
- Specialists



Administration Overview



- Chief Officers
- Senior Directors
- Directors
- Coordinators
- Specialists





*Enriching the lives and spirits
of all who pass our way*

City of Fresno
Purchasing Division
2600 Fresno Street, Fresno, CA 93721

Re: RFP No. 12600292 – Worksites for Youth Service Corps Homelessness Pilot Program

Dear Review Committee:

On behalf of Poverello House (PH), I am pleased to submit this letter of introduction and executive summary in response to the City of Fresno’s RFP No. 12600292 for the Worksites for Youth Service Corps Homelessness Pilot Program. For more than five decades, PH has provided critical services to individuals experiencing homelessness while creating pathways to self-sufficiency. PH has a robust history of providing wraparound services to individuals experiencing homelessness and creating linkages to other supportive resources throughout our community.

Agency Background and Mission

In 1973, PH was founded by “Papa Mike” McGarvin, whose compassionate act of offering PB&J sandwiches to the unhoused grew into a 501(c)(3) nonprofit dedicated to ending homelessness in Fresno. Guided by the mission “believing in the dignity of every person, we work to enrich the lives and spirits of all who pass our way by stewarding the resources made available to us through providential and community support,” PH now serves more than 5,000 unduplicated individuals annually. The organization operates ten core navigation programs, including the following services: mobile outreach, emergency shelter, street navigation, rapid rehousing, and rehabilitation. These programs aim to coordinate services to meet clients’ immediate needs while building long-term stability.

Relevant Experience and Capacity

The proposed pilot aligns directly with the organization’s existing service structure and workforce initiatives. PH manages ten navigation-based programs staffed by experienced case managers who share life experiences and cultural backgrounds similar to those served through this project. Program staff have experience providing outreach, triage, diversion tactics, case management, housing stabilization, and employment readiness. Programs such as the HOPE Outreach Team, Multi-Agency Access Program (MAP), Family Hope Shelter, Naomi’s House, Village of Hope, and Rehabilitation Program have collectively assisted thousands of individuals to transition from homelessness to permanent housing. PH actively serves in the Fresno Madera Continuum of Care (FMCoC), and it has taken on a leadership role in administering the local Coordinated Entry System (CES). PH maintains a commitment to collaborating with care providers throughout the community while providing wraparound services.

The organization’s Rehabilitation Program coordinates linkages to legal services, healthcare, and education. At the same time, programs like Cal-AIM Navigation, Hope Pointe Emergency Shelter, and Monte Vista Rapid Rehousing programs facilitate linkages to long-term housing and other supportive resources, such as childcare.



**Poverello
House**

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These programs create linkages to categories as stated above, in addition to governmental agencies, like the Fresno County Department of Behavioral Health and the Department of Social Services. PH also collaborates with Workforce Connection to link clients to supplemental career readiness opportunities. These programs have consistently achieved permanent housing placements, increased employment rates, and improved health and wellness for program participants.

PH developed a network of partner agencies to support diverse service-learning projects addressing food insecurity, homelessness, and financial instability. Currently, the organization hosts members of the Neighbor-to-Neighbor Program, California College Corps Program, and California Leadership Corps Program. These programs are in partnership with the 1) Napa County Office of Education, 2) California State University, Fresno, and 3) Fresno City College. PH has successfully facilitated service-learning projects for fifty-five (55) fellows over the last three years (94.8% completion rate), with thirty-two (32) placements in process over the current academic year. These positions recruit/train/supervise the organization's volunteer program while creating enrichment activities throughout the organization's various programs. PH has earned exceptional remarks during the organization's host site evaluations.

PH currently serves as a work site for the One Fresno Youth Service Corps Program. The organization leverages its Culinary Workforce Development Program to support the placement of emerging adults participating in YSCP. Participants receive hands-on experience in all aspects of a state-of-the-art commercial kitchen and restaurant. The program develops critical soft skills needed in future employment opportunities, such as problem-solving, teamwork, and time management. Participants also receive the opportunity to receive a food handler certification and, more recently, a food protection manager certification. Over the last two years, PH has placed thirty-nine (39) Youth Service Corps members, with thirty-five (35) members successfully finishing their program objectives (89.7% completion rate). PH's low-barrier and tailored approach to members' service projects speaks to the organization's capacity to successfully implement youth workforce development programming. Please find references for these partner agencies attached to this proposal.

Proposed Positions and Youth Development Approach

Under this pilot, PH will employ Navigation Specialists who are youth participants of the Phase Five Youth Service Corps Program and place them in a six-month collaborative learning environment through a high-value apprenticeship. PH plans to engage twenty-seven (27) Navigation Specialists per six-month phase, for a total of fifty-four (54) over the project period. Specialists will be embedded across all ten navigation programs managed by PH, where specialists are paired with experienced case managers (1:1 ratio).

The collaborative learning model will train them to provide the following navigation services: 1) administer assessment tools and intake surveys, 2) utilize software tools and systems, 3) develop individualized program plans and facilitate linkages to community resources, 4) maintain an up-to-date knowledge of local resources, 5) facilitate educational workshops, 6) assist with navigating the public transportation, 7) communicate through Microsoft Suite, 8) coordinate with community partners, 9) remove barriers and provide hands-on guidance, 10) document linkages and make changes as needed, and 11) collaborate with



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clients' care teams. The project's approach clearly outlines a clear pathway to employment at any local social service agency.

Why Poverello House is the Best Suited Partner

Over the past decade, PH has demonstrated its capacity to quickly ramp up new pilot programs with the City of Fresno, including programs related to the Encampment Resolution Funding Program (ERF), Community Development Block Grant Program (CDBG), Emergency Solution Grant Program (ESG), Homeless Housing, Assistance and Prevention Program (HHAP), and the One Fresno Youth Service Corps Program (YSCP).

PH requests the full allotment of placements (54 participants) for this pilot to provide each participant with a focused placement in one program, while rotating mentorship experiences with multiple case managers within the participant's assigned program. Participants will reflect on their individualized experiences during weekly professional workshops. Each Navigation Specialist will gain hands-on experience providing direct services to individuals experiencing homelessness. Specialists will also have the opportunity to earn industry-recognized certifications, including First Aid/CPR and Mental Health First Aid. The goal is to significantly develop their skill sets and employability in the social service sector.

This combination of focused placement, rotating mentorship experiences, peer workshops, professional certifications, and proven grant administration makes PH an ideal partner for implementing the Youth Service Corps Pilot and preparing participants for careers in case management.

Please contact me directly with any questions by phone at (559) 283-1006 or email at zdarrah@poverellohouse.org. Thank you for your time and consideration.

Sincerely,

Zachary Darrah
Chief Executive Officer
Poverello House

Vendor Information

Company Profile

Organization Name: Poverello House

Address: 412 F Street, Fresno, CA 93706

Point of Contact: Zachary Darrah, Chief Executive Officer

Telephone: (559) 283-1006

Email: zdarrah@poverellohouse.org

Poverello House operates from a central 6.5-acre campus in downtown Fresno and additional service locations throughout Fresno County. The organization employs over 150 full-time staff and engages 3,000 volunteers annually. Programs include emergency shelter, rehabilitation, housing navigation, workforce readiness, mental health services, and other supportive services. Poverello House provides a comprehensive network of resources for individuals and families experiencing homelessness.

Agency's Background/History

Poverello House's humble beginnings start with "Papa Mike" McGarvin serving peanut butter and jelly sandwiches from the back of his car in 1973. His compassion for those experiencing homelessness in the City of Fresno resonated with the entire community. Whether purchasing a bus ticket or serving up a hot cup of chili beans on a rainy day, Papa Mike treated everyone with dignity, regardless of their story. Papa Mike provided a hand-up to thousands overcoming challenges related to trauma, addiction, and homelessness.

Papa Mike's efforts built the foundation of Poverello House, and his vision for the organization dramatically grew in the early 1990s. The organization relocated to its current 6.5-acre campus at 412 F Street. With more than 3,000 volunteers annually, Poverello House consistently serves breakfast, lunch, and dinner 365 days a year. Our community has built Poverello House to be an innovative homeless service provider by offering emergency shelter, rehabilitation, mental health treatment, system navigation, and many more supportive services at no cost to the recipient.

The following programs represent recommended placement sites for Youth Service Corps members. Please see the listed programs and their history, assigned supervisor, number of assigned direct service employees, and number of unduplicated individuals the program serves annually.

1) HOPE Outreach Team – Joanna Burciaga, Coordinator (Placement Site)

For six years, the HOPE Outreach Team has been Fresno's leading mobile street outreach initiative dedicated to building trust with unsheltered individuals. The program links unsheltered individuals in the City of Fresno to emergency shelter and navigation services. The HOPE Team also links the unhoused to services and permanent housing. Led by Outreach Coordinator Joanna Burciaga, the team includes fifteen full-time Street Outreach Specialists who work daily in high-need areas such

Vendor Information

as freeway corridors, parks, and encampments throughout the City of Fresno. The team connects with over 900 unduplicated individuals annually by providing assessments, diversion tactics, and referrals to housing programs.

2) Multi-Agency Access Program – Scott Mackeller, Coordinator (Placement Site)

Since 2015, MAP Point has functioned as Fresno County’s primary drop-in access center. The program links individuals to housing, health care, substance use treatment, and behavioral health services. It was launched in partnership with the Fresno County Department of Behavioral Health to reduce barriers to entry by offering same-day, walk-in case management and navigation services. Scott Mackeller coordinates the program, which is staffed by four full-time navigators specializing in eliminating barriers to services. Each year, MAP Point serves approximately 3,000 unduplicated individuals who might otherwise not access mainstream systems.

3) Family Hope Shelter - Leticia Martinez, Coordinator (Placement Site)

Established two years ago, the Family Hope Shelter provides non-congregate apartments for families with children (ages 0-17). The program offers individualized support while they work toward permanent housing. It integrates meals, case management, and access to mental health resources. Coordinator Leticia Martinez manages the shelter with five full-time program staff, Guest Service Specialists. The shelter serves approximately 150 unduplicated individuals yearly, focusing on families escaping homelessness or housing insecurity.

4) Naomi’s House Triage Center & Emergency Shelter - (Chevelle Parks, Coordinator) (Placement Site)

For more than twenty-three years, Naomi’s House has provided 24-hour triage and emergency shelter to unaccompanied women experiencing homelessness. Originally designed as a short-term shelter, it was transformed into a triage center in 2018 to better connect women with intensive case management, mental health care, and housing navigation. The program is directed by Coordinator Chevelle Parks and staffed with ten full-time employees, including Case Managers and Guest Service Specialists. Each year, the shelter serves 300 unduplicated women, many of whom are struggling with trauma and addiction.

5) Village of Hope (Kevin Nameesia, Coordinator) (Placement Site)

Launched in 2004, the Village of Hope was Fresno’s first low-barrier shelter and continues to serve as a vital entry point into housing and case management. The program has evolved from basic shelter structures into a more dignified environment with individual sleeping units, case management, and 24-hour staffing. Under the leadership of Coordinator Kevin Nameesia, the program provides services to approximately 300 unduplicated individuals annually. Mr. Nameesia oversees a team of ten full-time staff members. The shelter’s direct service team includes case managers, client service specialists, and navigators who deliver comprehensive support to residents.

Vendor Information

6) Men's Rehabilitation Program - (Nicco Capozzi, Director) (Placement Site)

For the past thirty years, the Men's Rehabilitation Program has offered no-cost, long-term substance abuse treatment combined with vocational training and education. The program provides inpatient residential services in a highly structured environment designed to help men achieve sobriety, gain workforce skills, and transition into stability. Director Nicco Capozzi oversees a ten-person multidisciplinary team of counselors, case managers, and support staff servicing approximately 150 unduplicated individuals annually. The program's focus on recovery and personal development has made it a cornerstone of Poverello House's service portfolio.

7) Cal-AIM Navigation - (Raymond Jackson, Coordinator) (Placement Site)

Launched in 2024 under California's Cal-AIM initiative, this program provides tailored housing navigation and tenancy support for unhoused individuals enrolled in Medi-Cal. Services include benefits advocacy, landlord coordination, housing searches, and ongoing tenancy stabilization. Coordinator Raymond Jackson manages the program and an eight-person team. The program serves approximately 250 unduplicated individuals each year through direct navigation support.

8) Hope Pointe Emergency Shelter (Mat Michael, Director) (Placement Site)

Established two years ago in partnership with the City of Fresno, Hope Pointe offers transitional beds for individuals moving from unsheltered homelessness into stable housing. The program integrates case management, enrichment services, and on-site mental health. Mat Michael serves as the program's director and oversees six program staff. The program employs a multidisciplinary staff team that provides 24-hour coverage. On average, 30 individuals at a time benefit from intensive support. However, 250 unduplicated individuals are served each year through bed turnover.

9) Monte Vista Rapid Rehousing Program (Anthony Garcia, Lead Case Manager) (Placement Site)

The Monte Vista Rapid Rehousing Program began in 2024 through a contract with Fresno County. It offers case management and rental assistance for households exiting homelessness. It provides short—to medium-term financial support and wraparound case management to stabilize families in permanent housing. Led by Lead Case Manager Anthony Garcia, the program employs two case managers who work closely with landlords, tenants, and community partners. Over the next three years, the program anticipates serving 120 unduplicated households through individualized housing plans and tenancy support.

10) Coordinated Entry System - (Ricardo Ramos, CES Administrator) (Placement Site)

Poverello House has been the Fresno Madera Continuum of Care's Coordinated Entry System administrator for four years. The program ensures individuals experiencing homelessness are assessed, prioritized, and matched to appropriate housing and services based on vulnerability. CES Administrator Ricardo Ramos oversees the program with a five-person team specializing in data

Vendor Information

management, housing referrals, and community coordination. *Each year, CES processes thousands of referrals*, serving as the central gateway to housing programs across Fresno and Madera Counties.

Supplemental Non-Placement Site Programs: In addition to its core navigation programs, Poverello House offers a range of supplemental services that address the daily needs of individuals experiencing homelessness. These programs provide simple dignity while encouraging participants to engage in long-term housing, workforce development, and rehabilitation programs. Although these are additional services provided by Poverello House, Youth Services Corps members will not be directly providing service with them. Instead, members will focus on creating linkages to these programs. Poverello House remains the only open campus, where anyone experiencing homelessness can walk in and receive services immediately.

11) Hygiene and Laundry Services

For decades, Poverello House has provided access to showers, restrooms, and laundry facilities as part of its downtown campus operations. Additionally, in the fall of 2025, Poverello House will begin operating the City of Fresno's Mobile Shower units in priority service areas throughout the city. The Guest Services team coordinates this service, which manages daily maintenance and client flow. On average, hundreds of unhoused individuals access these facilities each week. This service helps guests maintain hygiene and dignity.

12) Clothing and Personal Essentials – Mary Sosa, Coordinator

The no-cost clothing closet at Poverello House has been a cornerstone of supportive services for many years. Anyone who needs shoes, shirts, pants, and other items can walk up and receive clean clothing without any questions. The program recently moved into Saint Agnes's Holy Cross Center to expand its capacity. This service provides garments appropriate for all ages, including professional attire for job interviews. The program is supported by community volunteers who manage donations and distribute items. Approximately 50,000 articles of clothing are provided annually at no cost to participants.

13) Mail Services – Michael Martinez, Coordinator

Poverello House has served as a reliable mail receiving center for unhoused individuals who lack a permanent address for over a decade. This program supports approximately 800 individuals each month. Case managers work closely with clients to set up Poverello House as a stable address for critical correspondence, such as benefits notifications, healthcare communications, and employment-related materials. Staff oversee the secure distribution of mail during business hours.

14) Enrichment Center – X. Vang, Director of Mental Health Services

The Enrichment Center provides evidence-based mental health and wellness services. Licensed clinicians oversee counseling, peer support groups, and referrals to community-based therapy. The

Vendor Information

Enrichment Center supports hundreds of participants annually. Many navigation-based programs refer clients to the Enrichment Center for further support.

15) Papa Mike's Café – Rafael Vasquez, Director of Culinary Services

Papa Mike's Café has operated for decades, serving daily breakfast, lunch, and dinner to anyone in need. The program prepares more than 3,500 hot meals each day and serves as a training site for Poverello House's Culinary Workforce Development Program. Under the leadership of Culinary Services Director Rafael Vasquez, the café team encompasses an executive chef, culinary trainers, culinary service specialists, and thousands of volunteers. Youth Service Corps members have historically been placed here before their employment with the City of Fresno to gain hands-on experience in teamwork, problem-solving, and time management.

Program Design

Collaborative Learning Environment: Poverello House seeks to employ 27 members per 6-month phase. The program will support two phases between November 1st, 2025 (or contracted start date), and December 31st, 2026. The program will employ 54 members looking to gain high-value experience in navigation services to unhoused individuals. For this project, Poverello House will refer to the Phase Five Youth Service Corps Participants as “Navigation Specialists.” Poverello House will utilize a collaborative learning environment-based approach to unify Navigation Specialists placed throughout the organization. This collaborative learning environment will promote peer-to-peer engagement during weekly professional development workshops while gaining independent mentorship from experienced case managers in their assigned Poverello House program.

Unlike other designs, Poverello House will incorporate sixteen supervisors from various departments and backgrounds to support the program’s success. Reference the organization chart to see the breakdown of programmatic assignment. Each navigation specialist will be assigned to shadow multiple case managers within their designated program. The specialist will be placed with a case manager to receive hands-on job training. The individualized placement of specialists will result in a 1:1 ratio of Case Managers to Navigation Specialists. No navigation-based program will have more than six specialists, as many will have between one and four Navigation Specialist placements. The Navigation Specialist will receive ongoing mentorship from their assigned case manager and program supervisor throughout their service term. This project seeks to promote each Navigation Specialist’s strengths to cultivate an inclusive and enriching service project.

Position Responsibilities: Direct services rendered by Navigation Specialists will supplement existing programming by creating linkages to healthcare, education, employment, legal, childcare, food, mobility, safety, mental health, and other resources. Although the program will place Navigation Specialists in different programs, the collaborative learning model will train them to provide the following navigation services:

- 1) As assigned, administer assessment tools and intake surveys (e.g., *VI-SPDAT, Vulnerability Severity Index Survey, or another community developed survey*)
- 2) Utilize software tools and systems related to their specific program to document (e.g., *Homeless Management Information System, Apricot Case Management Software, Electronic Health Record System*)
- 3) Develop an individualized program plan that utilizes specific, measurable, attainable, realistic, and time-bound goals
- 4) Maintain an up-to-date knowledge of local resources through community platforms (e.g., *Unite Us, findhelp.org, and 211 helpline*)
- 5) Facilitate educational workshops on available resources in the community
- 6) Assist with navigating the public transportation system and securing bus passes
- 7) Communicate through Microsoft Suite
- 8) Coordinate with community partners on behalf of clients to create resource linkages
- 9) Remove barriers and provide hands-on guidance for clients accessing resources
- 10) Document the impact linkages have on the client and make changes as needed

Program Design

11) Collaborate with clients' care teams and provide beneficial feedback

**** Disclosure:** All Navigation Specialists will provide services under the direct supervision of a fully trained case manager/navigator/managerial staff. Navigation Specialists do not need any specialized training before starting this program, and Poverello House accepts responsibility for administering training once admitted into the apprenticeship. There are inherent risks just by working with individuals experiencing homelessness; however, Navigation Specialists will engage in activities that require a mild level of safety precautions. Navigation Specialists will receive the necessary training from Poverello House before engaging in navigation activities.

Unique to this proposal, the One Fresno Youth Service Program will have the opportunity to be immersed in all levels of homelessness services, ranging from 1) initial contact during street outreach to 2) wraparound services provided in emergency shelter to 3) ongoing stability services once an individual is permanently housed. Navigation Specialists will render direct services in several City of Fresno-funded programs, collaborating regularly with the City of Fresno's Homeless Assistance Response Team (HART) and other departments, sending service referrals. Realistic [examples of proposed direct services](#) may include the following:

- Navigation Specialists will gain direct experience in street-level engagement, crisis response, and navigation services while working with trained outreach professionals.
- Specialists will gain exposure by providing triage, assessment, referral coordination, and professional experience navigating social service systems.
- Navigation Specialists will gain valuable experience in case documentation, program coordination, and wraparound supportive resources.
- Navigation Specialists will gain meaningful opportunities providing housing stabilization interventions and learn the fundamentals of the Housing First model.
- Navigation Specialists will help clients access rehabilitation programs and recovery groups, such as Alcoholics Anonymous.
- Navigation Specialists will learn how health care and housing systems align. Members will receive training in benefit enrollment, data documentation, and client advocacy.
- Navigation Specialists will support case managers by assisting with landlord coordination, searching for housing opportunities, and advocating on behalf of the client with government agencies.
- Navigation Specialists will gain experience with coordinated referral processes and system-level case management. These are highly valuable skills that provide transferable skills in data systems and service coordination.

These realistic scenarios are examples of navigation services offered by the specialists. They aim to create linkages to community resources that advance clients' physical, mental, and emotional

Program Design

well-being. Particularly, this project supplements existing programs' capacities to deliver services in racially/ethnically concentrated areas of poverty (RECAPs) in the City of Fresno. It would be challenging to capture all the scenarios the specialists will be involved with in their programming placements. However, Poverello House is committed to providing specialists excellent support through 1:1 mentorship, supervision, and high-value training before their program placements. This project will strengthen local capacity to address key areas of food insecurity, climate, education, and public service through a broad range of services offered collectively at Poverello House.

** All Youth Service Corps positions would supplement, not supplant, existing programs and the teams already providing navigation services. The program is intended on hiring new positions to train emerging adults as future navigators. Each supervisor and program member will complete a program evaluation in collaboration with the City of Fresno.

Professional Development: Sara Rios, the Senior Director of Guest Services (0.10 FTE), will be the secondary supervisor for all Navigation Specialists positioned within the organization. Nathaniel Schenck, the Director of Data Management and Grants (0.10 FTE), will be an additional alternate supervisor for all specialists. Roman Noriega, Director of Human Resources (0.10 FTE), will assist with the on-boarding, orientation, and professional development workshops. Poverello House's leadership team will unify Navigation Specialists through a cohort model and provide weekly training.

During the first three weeks, supervisors will provide comprehensive training to every specialist in preparation for their program placement. Each specialist will be allowed to complete First Aid/CPR and Mental Health First Aid Certification before their direct service placement. These certifications are not a requirement to perform their job responsibilities, but the supplemental training will significantly strengthen their skill set and candidacy for future employment opportunities.

Additionally, Poverello House is active in the Fresno and Madera Continuum of Care by serving as administrators for the Coordinated Entry System (CES). Poverello House will leverage its CES Trainers to introduce specialists to the "Bridge Training Platform," a community-wide training tool for teaching future navigators how to document service activities in a shared case management system. Poverello House currently organizes industry-transferable workshops on cultural competency, de-escalation, interpreter services, and case management software. Specialists will receive accommodations and tailored support as they achieve these certifications.

At the end of each six-month phase, Poverello House would like to host a graduation ceremony in partnership with the City of Fresno for Navigation Specialists completing their final phase of the Youth Service Corps Program. The members finishing this final phase will have demonstrated outstanding resilience toward professional development and commitment toward serving our community. Each member will be awarded a certification of achievement. Poverello House anticipates that many members will be ready to fill vacant positions within the organization and other community partners, like the City of Fresno.

Request for Proposals for Worksites for Youth Service Corps Homelessness Pilot Program
RFP No. 12600292

Proposer's Name Poverello House
(Submit with Proposal)

REFERENCES

Please list at least three references of similar size and type of services, including governmental agencies, if available.

1. AGENCY/COMPANY NAME: City of Fresno
ADDRESS: 2600 Fresno Street, Fresno, CA
CONTACT PERSON: Joe Pasillas PHONE NUMBER: _____
FAX NUMBER 559-621-8053 EMAIL joe.pasillas@fresno.gov
LENGTH OF CONTRACT: Multiple Contracts 6 Years+ (YEARS)
TYPES OF SERVICES PROVIDED: System Navigation-Related Programs
2. AGENCY/COMPANY NAME: California State University, Fresno
ADDRESS: 5280 N. Jackson Ave, Room 310, MS: SU120, Fresno, CA 93740
CONTACT PERSON: Mellissa Jessen-Hiser PHONE NUMBER: 559-278-6986
FAX NUMBER 559-278-7634 EMAIL mjessen@mail.fresnostate.edu
LENGTH OF CONTRACT: Ongoing / 3 Year History (YEARS)
TYPES OF SERVICES PROVIDED: California College Corps Program
3. AGENCY/COMPANY NAME: County of Fresno
ADDRESS: 1925 E. Dakota Avenue, Fresno, CA 93726
CONTACT PERSON: Susan Holt PHONE NUMBER: 559-600-9058
FAX NUMBER N/A EMAIL sholt@fresnocountyca.gov
LENGTH OF CONTRACT: Multiple Contracts 6 Years+ (YEARS)
TYPES OF SERVICES PROVIDED: System Navigation-Related Program

Request for Proposals for Worksites for Youth Service Corps Homelessness Pilot Program
RFP No. 12600292

Proposer's Name Poverello House
(Submit with Proposal)

**STATEMENT OF ACCEPTANCE OF THE INDEMNIFICATION
AND INSURANCE REQUIREMENTS**

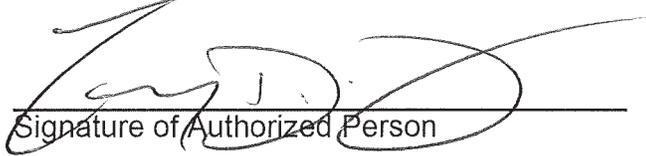
The Proposer shall sign below that the Proposer accepts in whole the Indemnification and Insurance Requirements set forth in these Specifications. If the Proposer takes exception to some portions, those portions shall be listed here below, and the Proposer shall sign that the Proposer accepts all portions of the requirements not listed.

Note: Any exceptions may cause a Proposer to not be awarded a contract.

- ACCEPT**
- DO NOT ACCEPT**

If "DO NOT ACCEPT" is checked, please list exceptions:

INSERT IF APPLICABLE



Signature of Authorized Person

Zachary Darrah, Chief Executive Officer

Type or Print Name of Authorized Person

POLICY NUMBER: 01-CP-0006579-01-27

COMMERCIAL GENERAL LIABILITY
CG 20 26 12 19

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

**ADDITIONAL INSURED – DESIGNATED
PERSON OR ORGANIZATION**

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

SCHEDULE

Name Of Additional Insured Person(s) Or Organization(s):

Any person or organization that you are required to add as an additional insured on this policy, under a written contract or agreement currently in effect or becoming effective during the term of this policy. The additional insured status will not be afforded with respect to liability arising out of or related to your activities as a real estate manager for that person or organization.

CITY OF FRESNO, ITS OFFICERS, OFFICIALS, EMPLOYEES, AGENTS AND VOLUNTEERS

Information required to complete this Schedule, if not shown above, will be shown in the Declarations.

A. Section II – Who Is An Insured is amended to include as an additional insured the person(s) or organization(s) shown in the Schedule, but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" caused, in whole or in part, by your acts or omissions or the acts or omissions of those acting on your behalf:

1. In the performance of your ongoing operations; or
2. In connection with your premises owned by or rented to you.

However:

1. The insurance afforded to such additional insured only applies to the extent permitted by law; and
2. If coverage provided to the additional insured is required by a contract or agreement, the insurance afforded to such additional insured will not be broader than that which you are required by the contract or agreement to provide for such additional insured.

B. With respect to the insurance afforded to these additional insureds, the following is added to **Section III – Limits Of Insurance:**

If coverage provided to the additional insured is required by a contract or agreement, the most we will pay on behalf of the additional insured is the amount of insurance:

1. Required by the contract or agreement; or
 2. Available under the applicable limits of insurance;
- whichever is less.

This endorsement shall not increase the applicable limits of insurance.

POLICY NUMBER: 01-CP-0006579-01-27

COMMERCIAL GENERAL LIABILITY
CG 20 37 12 19

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

ADDITIONAL INSURED – OWNERS, LESSEES OR CONTRACTORS – COMPLETED OPERATIONS

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART
PRODUCTS/COMPLETED OPERATIONS LIABILITY COVERAGE PART

SCHEDULE

Name Of Additional Insured Person(s) Or Organization(s)	Location And Description Of Completed Operations
Any person or organization that you are required to add as an additional insured on this policy, under a written contract or agreement currently in effect, or becoming effective during the term of this policy. The additional insured status will not be afforded with respect to liability arising out of or related to your activities as a real estate manager for that person or organization.	All insured premises and operations under written contract CITY OF FRESNO, ITS OFFICERS, OFFICIALS, EMPLOYEES, AGENTS AND VOLUNTEERS
Information required to complete this Schedule, if not shown above, will be shown in the Declarations.	

A. Section II – Who Is An Insured is amended to include as an additional insured the person(s) or organization(s) shown in the Schedule, but only with respect to liability for "bodily injury" or "property damage" caused, in whole or in part, by "your work" at the location designated and described in the Schedule of this endorsement performed for that additional insured and included in the "products-completed operations hazard".

However:

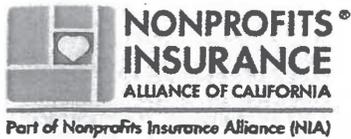
1. The insurance afforded to such additional insured only applies to the extent permitted by law; and
2. If coverage provided to the additional insured is required by a contract or agreement, the insurance afforded to such additional insured will not be broader than that which you are required by the contract or agreement to provide for such additional insured.

B. With respect to the insurance afforded to these additional insureds, the following is added to Section III – Limits Of Insurance:

If coverage provided to the additional insured is required by a contract or agreement, the most we will pay on behalf of the additional insured is the amount of insurance:

1. Required by the contract or agreement; or
 2. Available under the applicable limits of insurance;
- whichever is less.

This endorsement shall not increase the applicable limits of insurance.



NONPROFITS OWN®

POLICY NUMBER: 01-CP-0006579-01-27

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

ADDITIONAL INSURED - ENDORSEMENT

This endorsement modifies insurance provided under the following:

BUSINESS AUTO COVERAGE FORM

In consideration of the premium charged, it is understood and agreed that the following is added as an additional insured:

**CITY OF FRESNO, ITS OFFICERS, OFFICIALS, EMPLOYEES, AGENTS AND
VOLUNTEERS**

(If no entry appears above, information required to complete this endorsement will be shown in the Declarations as applicable to this endorsement.)

But only as respects a legally enforceable contractual agreement with the Named Insured and only for liability arising out of the Named Insured's negligence and only for occurrences of coverages not otherwise excluded in the policy to which this endorsement applies.

It is further understood and agreed that irrespective of the number of entities named as insureds under this policy, in no event shall the company's limits of liability exceed the occurrence or aggregate limits as applicable by policy definition or endorsement.



Part of Nonprofits Insurance Alliance (NIA)

NONPROFITS OWN®

POLICY NUMBER: 01-CP-0006579-01-27

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

ADDITIONAL INSURED - PRIMARY AND NON-CONTRIBUTORY - PUBLIC ENTITIES

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE FORM

SCHEDULE

Any person or organization that you are required to include on this policy, under written contract or agreement currently in effect or becoming effective during the term of this policy, applicable under the terms and conditions of this endorsement, and consistent with the description below that the parties intend.

CITY OF FRESNO, ITS OFFICERS, OFFICIALS, EMPLOYEES, AGENTS AND VOLUNTEERS

A. SECTION II – WHO IS AN INSURED is amended to include:

4. Any public entity as an additional insured, and the officers, officials, employees, agents and/or volunteers of that public entity, as applicable, who may be named in the Schedule above, when you have agreed in a written contract or written agreement presently in effect or becoming effective during the term of this policy, that such public entity and/or its officers, officials, employees, agents and/or volunteers be added as an additional insured(s) on your policy, but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" caused, in whole or in part, by:

- a. Your negligent acts or omissions; or
- b. The negligent acts or omissions of those acting on your behalf;

in the performance of your ongoing operations.

No such public entity or individual is an additional insured for liability arising out of the sole negligence by that public entity or its designated individuals. The additional insured status will not be afforded with respect to liability arising out of or related to your activities as a real estate manager for that person or organization.

B. SECTION III – LIMITS OF INSURANCE is amended to include:

8. The limits of insurance applicable to the public entity and applicable individuals identified as an additional insured(s) pursuant to Provision A.4. above, are those specified in the written contract between you and that public entity, or the limits available under this policy, whichever are less. These limits are part of and not in addition to the limits of insurance under this policy.

C. With respect to the insurance provided to the additional insured(s), Condition 4. Other Insurance of SECTION IV – COMMERCIAL GENERAL LIABILITY CONDITIONS is replaced by the following:

4. Other Insurance

a. Primary Insurance

This insurance is primary if you have agreed in a written contract or written agreement:

- (1) That this insurance be primary. If other insurance is also primary, we will share with all that other insurance as described in c. below; or

- (2) The coverage afforded by this insurance is primary and non-contributory with the additional insured(s)' own insurance.

Paragraphs (1) and (2) do not apply to other insurance to which the additional insured(s) has been added as an additional insured or to other insurance described in paragraph b. below.

b. Excess Insurance

This insurance is excess over:

1. Any of the other insurance, whether primary, excess, contingent or on any other basis:
 - (a) That is Fire, Extended Coverage, Builder's Risk, Installation Risk or similar coverage for "your work";
 - (b) That is fire, lightning, or explosion insurance for premises rented to you or temporarily occupied by you with permission of the owner;
 - (c) That is insurance purchased by you to cover your liability as a tenant for "property damage" to premises temporarily occupied by you with permission of the owner; or
 - (d) If the loss arises out of the maintenance or use of aircraft, "autos" or watercraft to the extent not subject to Exclusion g. of **SECTION I – COVERAGE A – BODILY INJURY AND PROPERTY DAMAGE**.
 - (e) Any other insurance available to an additional insured(s) under this Endorsement covering liability for damages which are subject to this endorsement and for which the additional insured(s) has been added as an additional insured by that other insurance.
- (1) When this insurance is excess, we will have no duty under Coverages A or B to defend the additional insured(s) against any "suit" if any other insurer has a duty to defend the additional insured(s) against that "suit". If no other insurer defends, we will undertake to do so, but we will be entitled to the additional insured(s)' rights against all those other insurers.
- (2) When this insurance is excess over other insurance, we will pay only our share of the amount of the loss, if any, that exceeds the sum of:
 - (a) The total amount that all such other insurance would pay for the loss in the absence of this insurance; and
 - (b) The total of all deductible and self-insured amounts under all that other insurance.
- (3) We will share the remaining loss, if any, with any other insurance that is not described in this **Excess Insurance** provision and was not bought specifically to apply in excess of the Limits of Insurance shown in the Declarations of this Coverage Part.

c. Methods of Sharing

If all of the other insurance available to the additional insured(s) permits contribution by equal shares, we will follow this method also. Under this approach each insurer contributes equal amounts until it has paid its applicable limit of insurance or none of the loss remains, whichever comes first.

If any other the other insurance available to the additional insured(s) does not permit contribution by equal shares, we will contribute by limits. Under this method, each insurer's share is based on the ratio of its applicable limit of insurance to the total applicable limits of insurance of all insurers.



NONPROFITS OWN[®]

POLICY NUMBER: 01-CP-0006579-01-27

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

AI - PRIMARY AND NON-CONTRIBUTARY – DESIGNATED PERSON OR ORGANIZATION

This endorsement modifies insurance provided under the following:

BUSINESS AUTO COVERAGE FORM

In consideration of the premium charged, it is understood and agreed that the following is added as an additional insured: **CITY OF FRESNO, ITS OFFICERS, OFFICIALS, EMPLOYEES, AGENTS AND VOLUNTEERS**

Any person or organization that you are required to include on this policy, under written contract or agreement currently in effect or becoming effective during the term of this policy, applicable under the terms and conditions of this endorsement, and consistent with the description below that the parties intend. The additional insured status will not be afforded with respect to liability arising out of or related to your activities as a real estate manager for that person or organization

(If no entry appears above, information required to complete this endorsement will be shown in the Declarations as applicable to this endorsement.)

But only as respects a legally enforceable contractual agreement with the Named Insured and only for liability arising out of the Named Insured's negligence and only for occurrences of coverages not otherwise excluded in the policy to which this endorsement applies.

It is further understood and agreed that irrespective of the number of entities named as insureds under this policy, in no event shall the company's limits of liability exceed the occurrence or aggregate limits as applicable by policy definition or endorsement.

Such insurance as is afforded by this endorsement for the additional insured shall apply as primary insurance. Any other insurance maintained by the additional insured or its officers and employees shall be excess and non-contributing with the insurance afforded by this endorsement.

WORKERS COMPENSATION AND EMPLOYERS LIABILITY INSURANCE POLICY

WC 04 03 06
(Ed. 4-84)

WAIVER OF OUR RIGHT TO RECOVER FROM OTHERS ENDORSEMENT— CALIFORNIA

We have the right to recover our payments from anyone liable for an injury covered by this policy. We will not enforce our right against the person or organization named in the Schedule. (This agreement applies only to the extent that you perform work under a written contract that requires you to obtain this agreement from us.)

You must maintain payroll records accurately segregating the remuneration of your employees while engaged in the work described in the Schedule.

The additional premium for this endorsement shall be 0.020 % of the California workers' compensation premium otherwise due on such remuneration.

Schedule

Person or Organization

Blanket waiver of subrogation as required by written

Job Description

contract

This endorsement changes the policy to which it is attached and is effective on the date issued unless otherwise stated.

(The information below is required only when this endorsement is issued subsequent to preparation of the policy.)

Endorsement Effective Date: 10/01/2025 Policy No. SATIS0355405

Endorsement No.

Policy Effective Date: 10/01/2025 to 10/01/2026

Premium \$

Insured: Poverello House, Naomi's House

DBA:

Carrier Name / Code: Service American Indemnity Company

Countersigned by



Request for Proposals for Worksites for Youth Service Corps Homelessness Pilot Program
RFP No. 12600292

Proposer's Name Poverello House
(Submit with Proposal)

DISCLOSURE OF CONFLICT OF INTEREST

		YES*	NO
1	Are you currently in litigation with the City of Fresno or any of its agents?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2	Do you represent any firm, organization, or person who is in litigation with the City of Fresno?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3	Do you currently represent or perform work for any clients who do business with the City of Fresno?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4	Are you or any of your principals, managers, or professionals, owners or investors in a business which does business with the City of Fresno, or in a business which is in litigation with the City of Fresno?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5	Are you or any of your principals, managers, or professionals, related by blood or marriage to any City of Fresno employee who has any significant role in the subject matter of this service?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6	Do you or any of your subcontractors have, or expect to have, any interest, direct or indirect, in any other contract in connection with this Project?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
* If the answer to any question is yes, please explain in full below.			

Explanation: _____

Y Additional page(s) attached.



 Signature

09/25/2025

 Date

Zachary Darrah, CEO

 Name

Poverello House

 Company

412 F Street

 Address

Fresno, CA 93706

 City, State, Zip

Request for Proposals for Worksites for Youth Service Corps Homelessness Pilot Program
RFP No. 12600292

Proposer's Name Poverello House
(Submit with Proposal)

ADDENDA

The City makes a concentrated effort to ensure any addenda issued relating to these Specifications are distributed to all interested parties. It shall be the Proposer's responsibility to inquire as to whether any addenda to the Specifications have been issued. Upon issuance by the City, all addenda are part of the proposal. Signing the proposal on the signature page thereof shall also constitute signature on all addenda.

TIME PERIOD TO AWARD/REJECT

The undersigned Proposer agrees that the City may have **ONE HUNDRED TWENTY (120) DAYS** from the date proposals are opened to accept or reject proposals. It is further understood that, if the Proposer to whom any award is made fails to enter into a Contract as provided in the Specifications, award may be made to another Proposer, who shall be bound to perform as if it had received the award in the first instance.

Request for Proposals for Worksites for Youth Service Corps Homelessness Pilot Program
RFP No. 12600292

(Submit with Proposal)

SIGNATURE PAGE

By my signature on this proposal I certify, under penalty of perjury under the laws of the State of California, that the statements contained in this proposal are true and correct.

PROPOSAL SUBMITTED BY:

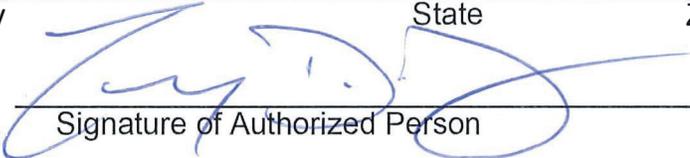
(Please follow the instructions for each line, as explained below.)

(1) Poverello House (559)489-6988 (559)485-6548
Firm Phone Fax

(2) Poverello House / State of Incorporation (California)
(Corp.) (Individual) (Partner) (Other)

(3) 412 F Street
Business Address

Fresno CA 93706
City State Zip Code

(4) By: 
Signature of Authorized Person

Zachary D Darrah, Chief Executive Officer
Type or Print Name of Authorized Person and Title

Federal Tax I.D. No.: 77-0007985 Date: 09/25/2025



Poverello House

Board Resolution of Poverello House, a California Non-Profit Organization located at
412 F Street, Fresno, CA 93706

Authorizing the Chief Executive Officer to sign contracts and documents related to
the business of the Corporation

Duly Passed on March 28th, 2024

**Authorization of Chief Executive Officer, Zachary D. Darrah to sign any
contracts, any documents related to the execution of deeds, and any other
documents related to the business of the corporation**

WHEREAS, POVERELLO HOUSE (the CORPORATION) employs a Chief Executive Officer to attend to the regular business of the Corporation under the authority of the Board of Directors as the administrator of all aspects of the day-to-day operations of the Corporation, including operating policies and procedures;

WHEREAS, the Board of Directors has full discretion to employ the Chief Executive Officer through a recruitment and interviewing process;

WHEREAS, the Board of Directors has employed Zachary D. Darrah as the Chief Executive Officer of the Corporation as of November of 2019;

WHEREAS, the Board of Directors hereby adopts this Resolution granting full authority to Zachary D. Darrah, to sign any binding contracts, any documents related to the execution of deeds, and any other binding documents or otherwise related to the business of the Corporation as long as he is employed as the Chief Executive Officer of the Corporation;

RESOLVED, that the Board of Directors hereby appoints the Chair of the Board as the authorized representative of POVERELLO HOUSE to sign corporate resolutions regarding matters of this magnitude;



Poverello House

Board Resolution of Poverello House, a California Non-Profit Organization located at
412 F Street, Fresno, CA 93706

Authorizing the Chief Executive Officer to sign contracts and documents related to
the business of the Corporation

Duly Passed on March 28th, 2024

RESOLVED FURTHER, that the officers of POVERELLO HOUSE are, and each acting alone is, hereby authorized and directed to take such further action as may be necessary, appropriate, or advisable to implement this resolution and amendment and any such prior actions are hereby ratified; and

I, the undersigned, hereby certify that the Board of Directors of POVERELLO HOUSE is comprised of TWENTY (20) members, of whom SIXTEEN (16), constituting a quorum, cast votes at the regularly scheduled monthly meeting of the Board of Directors on March 28th, 2024, and that the foregoing Resolution was duly adopted through the said vote as the affirmative vote of SIXTEEN (16) members and opposed by 0 members, with 0 abstentions and that said Resolution has been duly recorded in the Minute Book and is in full force and effect.



Charles Farnsworth, Chair, Board of Directors, POVERELLO HOUSE

March 28th, 2024

Date

Request for Proposals for Worksites for Youth Service Corps Homelessness Pilot Program
RFP No. 12600292

V – SCOPE OF WORK

Request for Proposals for Worksites for Youth Service Corps Homelessness Pilot Program
RFP No. 12600292

V. SCOPE OF WORK

INTRODUCTION

The City of Fresno (City), California is seeking written proposals from local qualified Community-based Organizations (worksite) to provide meaningful work experiences that support initiatives to provide on-the-job training to Fresno youth ages 18 – 30 in the areas of clerical, community engagement, and laborer. Proposals may include a variety of elements to create a collaborative partnership with the City of Fresno including, but not limited to, the organization serving as the employer of record. Requirements will include, but not be limited to hiring, onboarding, training, supervising, evaluating, and offboarding employees as the employer of record model. Worksite agreements will be 12 months in duration and may be extended.

Project Background / Description

Since April 2022, the One Fresno Youth Jobs Corps Program has received \$14,701,000 in funding and has recruited, trained, mentored, and hired over 500 youth, with one or more barriers to employment, for jobs with the City and community-based worksites to prepare them for future career opportunities.

On June 26, 2025, the City received \$1.0 million dollars from California Volunteers to launch the Youth Service Corps Homelessness Pilot. The funding in this Request for Proposal (RFP) supports programs delivered through The California For All Youth Workforce Program; a Governor's initiative administered by California Volunteers in partnership with cities across California. The purpose of the initiative is to strengthen the City's capacity to address key areas of climate, food insecurity, education, and public service.

Program Structure

Worksites will be required to train and place high need youth into positions in a new or existing youth workforce development program focused on assisting Californians who are experiencing homelessness or are at risk.

Members are recruited for the One Fresno Youth Jobs Corps Program through a comprehensive marketing strategy. Applicants complete job readiness training to provide foundational skills to obtain a position at a worksite. Upon successful completion of employment at a worksite, they may apply for the One Fresno Youth Jobs Corps Program as a Participant for up to 6 months in a City of Fresno department.

Participants in good standing, or that have successfully completed the program, may apply to be a Navigator at worksite for up to 6 months. Recruitment efforts will focus on identifying individuals who display professionalism, leadership potential, and a passion for serving the community.

SCOPE OF SERVICES

Proposers must be able to provide sufficient and meaningful work experiences to Fresno youth

Request for Proposals for Worksites for Youth Service Corps Homelessness Pilot Program
RFP No. 12600292

designed to promote the development of positive work habits and specific skills required for successful participation in the workforce.

If awarded a Contract through this RFP to serve as the employer of record, proposers will be required to abide by the following terms:

- 1) Comply with California and Federal Child Labor Laws (maximum hours, breaks, etc.) and acknowledge the penalties for violating Federal Child Labor Laws.
- 2) Comply with State of California training requirements on preventing sexual harassment and abusive conduct in the workplace that satisfy California's legal training requirements pursuant to Government Code section 12950.1.
- 3) Assure that this Contract will enhance the number of employed individuals and not displace currently employed worker(s) (including partial displacement such as a reduction of hours of non-overtime work, wages or employment benefits) or impose on their promotional opportunities.
- 4) Provide members an orientation to familiarize them with their job duties, times/days/locations to report to work, policies, and procedures such as attendance requirements, absenteeism, tardiness, lunch, and break time, minimum required hours, worksite expectations, and what to do in case of an emergency by providing clear emergency and evacuation procedures.
- 5) It is expected that member experiences will be in person and provide the members with supervision at all times.
- 6) Discuss any problems or conflicts that may arise from the member's job performance to immediately resolve issues. Contact the One Fresno Youth Jobs Corps staff for assistance if unable to resolve internally. Wraparound services are available to remove barriers including coaching and mentoring.
- 7) Collaborate with the One Fresno Youth Jobs Corps Program staff pertaining to worksite operations.
- 8) Maintain accurate timecard records, verifying hours, and ensure that timecards are signed by the member and the supervisor prior to payment. Ensure any timecard changes or corrections are initiated by the Supervisor and the members. (The use of white-out is strictly prohibited).
- 9) Provide the members with copies of signed timesheets and other program or work-related information as appropriate.
- 10) Consider the possibility of hiring the members at the conclusion of the program, although there is no requirement to do so.
- 11) Provide materials and equipment necessary to perform the duties of the work assignment.
- 12) Members are to be encouraged to attend quarterly Gathering events at City Hall for professional development, program guidance, financial seminars, City of Fresno Department

Request for Proposals for Worksites for Youth Service Corps Homelessness Pilot Program
RFP No. 12600292

Highlight, and networking with other members.

13) Program evaluations are required by the State funding source at the conclusion of a member's participation in the program. When a member concludes their time with the program at the worksite, the agency must provide the City with:

- A completed Final Member Program Evaluation
- A completed Final Supervisor Program Evaluation

14) Maintain records and prepare monthly reports, including but not limited to the following:

- Number of youth employed in organization.
- Number of youth employed in each focus area.
- Average wage and hours worked of participants across organization.
- Number of youth employed in program who remain in college or stable employment.
- Number of youth employed after completion of program.
- Youth anecdotal stories regarding their employment.

15) Worksites will be required to provide data monthly to the City on the outcomes towards addressing homelessness, including but not limited to the below:

- Total number of people served by Navigators.
- Number of referrals to:
 - Healthcare services
 - Temporary Housing
 - Permanent Housing
- City specific outcomes as needed

All Contracts awarded would end by December 31, 2026, unless additional grant funding is received.

AVAILABLE FUNDING

The One Fresno Youth Jobs Corps Program is funded through State funds made available to California Volunteers through an investment by the Governor and the Legislature under authority of Senate Bill No.108, Budget Act of 2024, Chapter 35, Statutes of 2024. The City will award funds directly to eligible agencies on a reimbursable basis.

Estimated total funding amount available for allocation in this program through this RFP is \$700,000.

Minimum and Maximum awards: The minimum award amount is \$50,000. The maximum grant award amount is \$700,000. The number of awards available will be determined based on the amount of each award and number of selected worksites.

The City reserves the right to reopen this proposal or open a similar proposal later if funding is available.

The One Fresno Youth Jobs Corps Program has three primary goals:

- Increase youth employment
- Develop career pathways

Request for Proposals for Worksites for Youth Service Corps Homelessness Pilot Program
RFP No. 12600292

- Strengthen local capacity to address key areas of food insecurity, climate, education, and public service.

Established agencies who provide youth workforce development programming are encouraged to apply for this RFP. Awardees are responsible for selecting, hiring, training, managing, and terminating members as the employer of record.

Funding can be used to create new jobs or expand existing member workforce opportunities within the requirements of this grant. All member positions must be 20 hours average per week within the same pay period.

All members must be between 18-30 years of age at the time of hire. The City of Fresno will refer applicants to agencies to interview for positions. Hiring priority should be given to youth who:

- May have difficulty finding employment
- Are low-income
- Are unemployed and/or out of school
- Are or were justice-involved
- Are in or transitioning from foster care
- Are engaged with the mental health or substance abuse system
- Are unhoused/housing insecure/at risk of becoming unhoused

Priority may be given to applicants (meeting two or more of the above criteria), which should make up no fewer than 75% of selected members and City of Fresno residents.

Examples of eligible projects or programs may include, but not limited to, the following:

- Community Food Distribution/Food Banks
- Community Service Special Events
- Public Health/Healthcare services
- Information Technology
- Urban and Community Farming
- Public Safety Initiatives

Wraparound services will be available by referral through City partners for members in need of assistance.

The worksite as the employer will pay members a wage of \$20.00 per hour or the current California minimum wage, if higher. In addition to member wages, allowable expenses include uniforms, parking, employment supported certificates, and personal tools for the members to be able to do their job proficiently.

Members may not participate in activities that require high levels of safety precautions or that require specialized training unless that training is provided by the proposer. Funds requested under this opportunity are subject to applicable federal laws, rules, and regulations. References to specific regulations will be linked to e-CFR at www.ecfr.gov.

In addition, funds may not be used for the following reasons:

Request for Proposals for Worksites for Youth Service Corps Homelessness Pilot Program
RFP No. 12600292

- Repayment of existing debt or pre-existing tax liens or obligations
- For food and beverages
- Legal, loan, or bank fees
- Subsidization of existing contracts
- Political campaigns or lobbying
- Advancement of certain sectarian, politically partisan, or religious projects (grant funds should be used for specific programs and not to advance the causes of any of the stated groups)
- Fundraisers or other events that are not open to the general public
- A project or program which is clearly intended for commercial gain
- A project or program that occurs before or after the grant award period
- Support of individuals
- For businesses established for personal benefit or profit
- To support annual fund drives
- To fund an agency's deficit or endowment
- To repay loans
- Furniture
- Bonuses
- Program funds may not be used to purchase durable goods or capital expenses, such as but not limited to appliances, vehicles, laptops, or other long-term use equipment and assets.
- For the direct support of religious activities. Secular activities offered to the community that is provided by religious organizations regardless of congregational membership or statements of beliefs may be eligible for grant funds.

CONTENTS OF PROPOSAL

Executive Summary

A letter of introduction signed by an authorized representative of the Agency (limited to three pages) that provides an executive summary of the Agency's experience relevant to the scope of work described in this RFP. This summary must also highlight why the Agency is best suited to provide the services desired by the City and description of the position(s) the youth will be employed and the agency's experience providing youth and workforce development programs including outcomes.

Vendor Information

- Agency must provide a company profile. Information provided shall include: Name, address, and telephone number of the organization's point of contact.
- Agency's background/history and why the organization or Agency is qualified and the best choice to provide the services described in this RFP.
- Length of time organization has been providing services described in this RFP to the public and/or private sector. Please provide a brief description.
- References may be requested.

Program Design

- How many members will you employ per 6-month cohort?
- Describe variety of duties or work that will be performed.

Request for Proposals for Worksites for Youth Service Corps Homelessness Pilot Program
RFP No. 12600292

- Describe training and if any certifications will be completed during employment.

Subcontractor Information

No subcontracts will be authorized for this project.

Representative Resumes

Agency must submit a resume for each key member of the project team. Resumes should highlight staff members' experience as they relate to this project. Describe the key program staff that are responsible for delivering the direct services. List key duties, roles, and time devoted to the proposed program. Include information on staff experience, community connections, and cultural competencies. Describe the key knowledge skills, ability possessed by your staff or needed in the roles for your program to be successful, and how your agency will support staff to acquire and develop their knowledge, skills, and ability.

Cost Proposal

The Agency must provide a complete cost proposal based on the scope of services set forth in this RFP. Proposal should include member wages and fringe. Program Member wages and fringe should be at least eighty seven percent (87%) of the total proposal. Program Administration should not exceed ten percent (10%) of total proposal. Program supplies including uniforms, parking, and training certificates should not exceed three percent (3%) of total proposal. Additional expenses will not be allowed unless specified in the proposal. The total cost shall be stated as a not-to-exceed price.

Attachment A (Cost Proposal Table) is required to be submitted with all proposal documents.