

SECOND AMENDMENT TO AGREEMENT

THIS SECOND AMENDMENT TO AGREEMENT (Amendment) is made and effective upon execution by both parties on _____ (the Effective Date), by and between the City of Fresno, a municipal corporation (City), and Poverello House, a California non-profit Corporation (Consultant).

RECITALS

WHEREAS, City and Consultant entered into an Agreement, dated September 1, 2019 (Agreement), for professional **HOMELESS FAMILY SERVICES** (Project) funded through the **HOMELESS EMERGENCY AID PROGRAM (HEAP)** for a total fee of \$118,463.50; and

WHEREAS, City and Consultant entered into a First Amendment to the Agreement on July 1, 2021 to extend the contract term to December 31, 2023 and increase funding by \$148,078.37 using Homeless Housing, Assistance, and Prevention (HHAP) program funds for a total award of \$266,541.87, and

WHEREAS, City and Consultant desire to enter into a Second Amendment to the Agreement to extend the contract term to June 30, 2024 and to increase the compensation for Project by \$31,680.00 using HHAP program funds for a total award of \$298,221.87.

AGREEMENT

NOW, THEREFORE, in consideration of the above recitals, which recitals are contractual in nature, the mutual premises herein contained, and for other good and valuable consideration hereby acknowledged, the parties agree that the Agreement shall be amended as follows:

1. The term of the Agreement shall be extended to June 30, 2024.
2. The Consultant's sole compensation for satisfactory performance of all services required or rendered pursuant to the Agreement shall be increased by \$31,680.00 and shall be paid using HHAP funds for a total fee of \$298,221.87.
3. Exhibit A is deleted in its entirety and shall be replaced with the "Revised Exhibit A" attached hereto to reflect the changes in Scope of Work and Budget.
4. In the event of any conflict between the body of this Amendment and the Agreement, the terms, and conditions of the body of this Amendment shall control and take precedence over the terms and conditions expressed within the Agreement. Furthermore, any terms or conditions contained within the Agreement which purport to modify the allocation of risk between the parties, provided for within the body of this Amendment, shall be null and void.

[Signatures follow on the next page.]

IN WITNESS WHEREOF, the Parties have executed this Amendment at Fresno, California, the day, and year first above written.

CITY OF FRESNO,
a California municipal corporation

By: _____
Georgeanne A. White Date
City Manager

APPROVED AS TO FORM:
ANDREW JANZ

City Attorney
By: Jennifer Wharton 11/1/2023
250AD6D4466E467...
Jennifer M. Wharton Date
Deputy City Attorney

ATTEST:
TODD STERMER, CMC
City Clerk

By: _____
Deputy Date

Addresses:

CITY:
City of Fresno, Planning and Development,
Housing and Community Development
Attention: Joe Pasillas, Housing and
Neighborhood Revitalization Manager
2600 Fresno Street, CH3N 3065
Fresno, CA 93721
Phone: (559) 621-8053

Poverello House,
a California non-profit corporation

By: Zachary Darrah
5CC5CCFE9AC64CB...
Zachary Darrah

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

By: _____

Name: _____

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

CONSULTANT:
POVERELLO HOUSE
Attention: Sara Mirhadi
Chief Programs Officer
412 F Street
Fresno, CA 93706
Phone: (559) 498-6988

Attachments:

1. Revised Exhibit A – Scope of Services and Budget

REVISED EXHIBIT A

SCOPE OF SERVICES & BUDGET Service Agreement between City of Fresno and Poverello House Homeless Family Services

Project Description

The purpose of this program is for our family navigator to provide navigation services to families experiencing homelessness using the prioritization protocols and procedures established in the community's homeless response system. The program will provide a case manager that is dedicated to assisting families with obtaining basic documentation and linking them to supportive services and housing programs. Below is an outline of the program:

- Referrals will be accepted through the Coordinated Entry System (CES), agency referrals, law enforcement, self-referrals, other community programs, hospitals, FMCoC partners, and MAP Point sites located in the City of Fresno.
- The family case manager will administer a screening tool to identify immediate emergency needs, such as medical attention, mental health, housing and shelter.
- During the initial screening process, diversion strategies will be implemented in alignment with the community's homeless system policies. Diversion includes utilizing the client's existing resources, such as family reunification, and linkages to friends and safe sleeping environments if appropriate. Clients will also be referred to homelessness prevention and diversion programs in the community.
- If Diversion has been exhausted or is inappropriate, the family case manager will address the family's immediate needs by linking them to community triage centers and shelters.
- Short term motel stays will be offered if triage centers and emergency shelters are at capacity.
- Client data will be entered into the Homeless Information Management System (HMIS).
- The family case manager will work with the client to develop a navigation action plan to link them to potential supportive services and housing. The family navigator will utilize tools such as the VI-SPDAT or comparable assessment tool approved by the FMCoC and the By-name list to link families to resources in the community.
- The family case manager will have weekly meetings with the family to implement a supportive service plan and housing goals.

- The family case manager will provide transportation for essential services, documentation collection, and other supportive services.
- The family case manager will also work with the client on increasing income and identifying any barriers to housing.
- Once a housing plan is set, and the basic documentation is secured, a match form will be submitted to the community housing matcher.
- Once the match form has been submitted, and a housing program has been identified and accepted, or a move-in date has been established, the client will be referred to bridge housing.
- The family case manager will meet with bridge housing staff to complete the transition, and to ensure that the established housing plan is followed through. The case manager will continue to follow up with the client to ensure that the housing goals are met.
- Once housed the family case manager will follow up with the client at least once a month to ensure that the client maintains housing stability for 90 days.

Services to be Provided

The program will provide family case management services to help prevent families from becoming homeless and to connect families experiencing homelessness with housing. The family case manager will receive referrals from CES, the HOPE Outreach team, Fresno Police Department Homeless Taskforce, Multi-Agency Access Program (Map Point), and other social services agencies. The Navigator will be responsible for obtaining basic documentation for the client, securing shelter, and navigating the client through the Coordinated Entry System. Client data will be collected and entered into HMIS promptly, within three (3) business days. The case manager will assist in securing transportation for essential services and appointments by using Poverello House vehicles or providing bus tokens to the client. If necessary, Poverello House will provide families with emergency food and/or food gift cards. Basic hygiene items will also be made available. If shelters are at capacity or are unable to accommodate a family household, the case manager will provide short-term motel assistance or link the client to motel voucher resources in the community, such as CalWORKs Housing Assistance. Once housing has been identified either through self-resolving or being matched to a housing program, the case manager will assist in identifying potential housing units. After the client is housed, the case manager will meet with the client on a monthly basis for six months to monitor the client's progress and provide linkage to supportive services and community resources as needed. If necessary, the case manager will link the client to Fresno County Office of Education Project Access and other supportive services through the Fresno County Departments of Social Services and Behavioral Health.

Services will be provided in a culturally, ethically, and linguistically relevant manner. The family case manager will be bilingual in Spanish, and translation services will be provided

if necessary. A case plan for services for the client will be developed through the initial intake process. These services may include linkages to health care, mental health services, supportive services, substance use programs, child care, legal assistance, emergency shelter, diversion services, and housing programs.

Target Populations

The target population for these services is families experiencing homelessness including families at immediate risk of homelessness. Priority will be given to families that are on the Fresno Madera Continuum of Care By-name list and families who are chronically homeless. Poverello House will accept referrals from CES, the HOPE Outreach team, Fresno Police Department Homeless Taskforce, Multi-Agency Access Program (Map Point), and other social services agencies.

Program Outcomes

The goal of the program is to serve 100 individuals over a six-month period. 80% of those served will be unique clients. The proposed number served is based on the average family household size of four. Approximately 5 families per month will be served in the program. The goal of the program is to navigate families into housing within 90 days.

Performance Measurements

- The program will serve a minimum of 100 clients from January 1, 2024 through June 30, 2024
- 64% of clients exiting the program will achieve safe exits as measured in HMIS, including all positive temporary exit destinations except for places not meant for human habitation, or instances where client exit destination was not identified.
- 40% of those exiting will exit to permanent housing destinations, as measured in HMIS.
- Clients will have an average length of 90 days of participation in the program.
- 82% of those exiting to permanent housing will do so within 90 days of program entry.
- 80% of clients that exited to permanent housing will remain housed after 6 months.

Reporting

- The program will provide a cumulative program performance report on a quarterly basis, beginning April 1, 2024.
- The program will provide a bi-annual report on client housing stability, reflecting whether clients that exited to permanent housing remain housed after 6 months.

Data may be drawn from HMIS or collected from the clients directly.

Meetings

Consultant shall meet with City not less than quarterly to discuss the status of the management, operation, and service coordination of the Project (Meetings). It is agreed that Meetings may be conducted via a digital platform, unless otherwise requested by City. Upon the request of the City and upon reasonable advance written notice, Consultant shall arrange to meet City and or City's Representative at an agreed upon location.

Family Services Budget	
6-Month Contract Period: 1/1/2024 – 6/30/2024	
Budget Category	Total
<u>Personnel</u>	
Salaries	\$ 21,840.00
Benefits @ 20%	\$ 4,368.00
Taxes @ 8.65%	\$ 1,889.16
<u>Total Personnel</u>	\$ 28,097.16
<u>Services & Supplies</u>	
Travel Costs	\$ 982.50
Program Supplies	\$ 1,091.77
<u>Total Non-Personnel</u>	\$ 2,074.27
<u>Direct Costs</u>	\$ 30,171.43
<u>Indirect Costs @ 5%</u>	\$ 1,508.57
<u>Grand Total</u>	\$ 31,680.00