

## **SECOND AMENDMENT TO AGREEMENT**

THIS SECOND AMENDMENT TO AGREEMENT (Amendment) effective as of this 1st day of February 2022, amends the Agreement entered into between the City of Fresno, a municipal corporation (City), and Turning Point of Central California, Inc., a California Corporation (Consultant).

### **RECITALS**

WHEREAS, City and Consultant entered into an Agreement, dated January 1, 2021 (Agreement), to provide professional **TRIAGE CENTER SERVICES** for the **HOMELESS HOUSING, ASSISTANCE, PREVENTION (HHAP)** for a total fee of \$500,000; and

WHEREAS, City and Consultant entered into a First Amendment to the Agreement on January 1, 2022, to extend the contract term to December 31, 2022 with no change to the total fee of \$500,000; and

WHEREAS, City and Consultant desire to enter into a Second Amendment to the Agreement to increase the compensation for the triage center services by \$224,448 for 24-hour security services through December 31, 2022, using Homeless Housing, Assistance, and Prevention (HHAP) program funds for a total fee of \$724,448; and

### **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 Consultant's sole compensation for satisfactory performance of all services required or render pursuant to the Agreement shall be increased by \$224,448 for a total fee of \$724,448.
2. Exhibit A (Scope of Work) is deleted in its entirety and replaced with the attached "Revised Exhibit A" to reflect the addition of 24-hour onsite security.
3. The Consultant's additional funding in the amount of \$224,448 shall be paid using HHAP funds.
4. In the event of any conflict between the body of this Amendment and any Exhibit or Attachment hereto, the terms and conditions of the body of this Exhibit or Attachment. Furthermore, any terms or conditions contained within any Exhibit or Attachment hereto 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 municipal corporation

TURNING POINT OF CENTRAL  
CALIFORNIA, INC., a California  
corporation

By: \_\_\_\_\_  
Georgeanne White                      Date  
City Manager

By: \_\_\_\_\_  
Name: \_\_\_\_\_

APPROVED AS TO FORM:  
DOUGLAS T. SLOAN  
City Attorney

Title: \_\_\_\_\_  
(If corporation or LLC., Board Chair,  
Pres. or Vice Pres.)

By: \_\_\_\_\_  
Tracy N. Parvanian                      Date  
Senior Deputy City Attorney

By: \_\_\_\_\_  
Name: \_\_\_\_\_

ATTEST:  
TODD STERMER, CMC  
City Clerk

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

By: \_\_\_\_\_  
Deputy                                      Date

Attachments:

1. Exhibit A – Revised Exhibit A – Scope of Work

EXHIBIT D  
"REVISED EXHIBIT A – SCOPE OF WORK"

**SCOPE OF WORK**

**Consultant Service Agreement between City of Fresno  
(City) and Turning Point of Central California, Inc.  
(Consultant)**

Triage Center Services for the Homeless Housing, Assistance, and Prevention  
(HHAP) Program

Coordination of Services

The Journey Home Triage Center will provide low-barrier access to emergency shelter coupled with intensive housing-focused services to set households on the path to attaining permanent housing. Services shall be offered in coordination with other complementary services as part of the path from homelessness to permanent housing stability. Individuals selected for these services are to be prioritized through the FMCoC Coordinated Entry System (CES) in consultation with participating Coordinated Entry System (CES) agencies.

Target Population

Adults experiencing homelessness, or at risk of homelessness, in the City of Fresno regardless of sexual orientation, marital status, or gender identification.

Data Collection

The program will be a CES Assessment Site, creating an opportunity for each person accessing shelter to be entered into CES through the administration of the Vulnerability Index-Service Prioritization Decision Assistance Tool (VI-SPDAT).

Triage Center

The Journey Home Triage Center will provide 24-hour emergency shelter services to adults experiencing homelessness, as well as their partners and pets, with low-barrier access to shared accommodations with on-site, housing-focused services including diversion, housing placement, connection to community resources, and stabilization of health issues.

Low-Barrier Housing

The program will be low barrier with 24-hour access and no requirements regarding income, sobriety, or compliance with mental health treatment. Shelter services will be provided regardless of sexual orientation, marital status, or gender identification. Every effort will be made to ensure no one is turned away unless all beds are full or the guest is exhibiting behaviors that will endanger themselves or others.

Facility Requirements

The program will be located in a building, formerly served as a motel with two to four beds in each room, allowing the program to accommodate households with varying service and privacy needs. The Journey Home Triage Center will be located at 777 N. Parkway Drive, Fresno, CA 93728. The building complies with all shelter and housing habitability standards as identified in 24 CFR 576.403. A "Good Neighbor" policy is to be utilized

securing and maintaining the perimeter of the facilities, keeping clear of any nuisances and code violations.

#### Program Services and Design

The Journey Home Triage Center will utilize a housing first approach to emergency shelter and providing services to guests. Eighty (80) shelter beds will serve adults and their partners experiencing homelessness. Each program guest will be allowed one dog on site with efforts made to find foster care for any other dogs that might belong to participants.

All guests will receive the program safety guidelines upon entry and a staff member will go over all policies with them and answer any questions. All reasonable efforts will be made to ensure the safety and security of other guests and staff when admitting guests that are intoxicated or exhibiting symptoms of serious mental illness. Use of harm reduction strategies, configured shelter space to accommodate households with different service needs, and provide staff training on serving people using substances and/or with mental illness. People exhibiting behaviors that pose a serious danger to themselves or others may not be admitted.

Shelter will be provided regardless of sexual orientation, marital status, or gender identification. The program will be low barrier with no requirements with regard to income, sobriety, or compliance with mental health treatment, and minimal rules in place, with the majority of the rules pertaining to safety and security of guests. Guests may be absent for a maximum of seventy-two (72) hours without contact and still retain their spot.

Guests will be registered and agree to services provided. Staff will prescreen guests for potential Diversion services and if deemed eligible, refer immediately to a Diversion program staff. Self-referrals will be accepted, FMCoC CES referrals and where appropriate, Law Enforcement referrals. Clients referred to the Centers by FMCoC CES will be accepted if vacancies are available.

The Journey Home Triage Center will meet all of the minimum requirements for a Coordinated Entry assessment site, including:

1. Having use access to HMIS;
2. Having at least one (1) staff trained authorized to both use HMIS and conduct the VI-SPDAT assessment;
3. Adhering to CES policies and procedures for conducting assessments and communicating about coordinated entry; and
4. Providing referrals to other community services and resources, as appropriate, upon completion of the standardized assessment.

The Journey Home Triage Center will be staffed 24 hours a day, 7 days a week and will maintain a minimum staffing ratio of 1 staff to 20 guests for daytime hours.

The Journey Home Triage Center will provide the following services:

1. Emergency Shelter: The Center will operate 80 emergency shelter beds at a single location for adults experiencing homelessness in City of Fresno. Basic shelter services provided with include meals. The maximum length of stay will be 90

days, subject to exceptions for documented situations.

2. Case Management: The Center will provide intensive case management services that focus on helping participants develop a housing plan and overcome barriers to attaining permanent housing. Participants that have been connected to a permanent housing intervention will be referred to a Bridge Housing program to prepare to enter permanent housing.
3. Housing Search and Placement: the Center will provide services and activities necessary to assist program participants in locating, obtaining, and retaining safe permanent housing.
4. Diversion Pre-Screening: the Center will assess all people who present for homeless services at the Centers for potential Diversion services.
5. Stabilizing Health Intervention: the Center will provide services for stabilization of client health issues, including substance use and mental health disorders.

### Staffing

All staff will be trained in Mental Health First Aid, as well as Pro-Act, so that they are equipped to maintain safety of staff and program guests when working with and admitting persons who are intoxicated or exhibiting symptoms of serious mental illness, while maintaining the safety and dignity of intoxicated or symptomatic guests. Additionally, staff will be trained in harm reduction strategies, NARCAN (Naloxone) administration to aid in the event a participant is suffering from an opioid overdose, and the procedure for connecting participants to the needle exchange service in Fresno.

Turning Point staffing of the Centers as follows:

- 1.00 FTE Program Director/Coordinator
- 1.00 FTE Case Worker
- 6.30 FTE Monitors
- 1.30 FTE Cooks

### Personnel Detail

- 1 FTE Coordinator will spend 100% of their time dedicated to Journey Home TriageCenter. The Program Coordinator will oversee the general operations of the program, represent the program at CES and roundtable meetings, supervise staff employed by theCenter, prepare reports, and ensure all services provided to guests are of high quality and based on individual need.
- 1 FTE Case Manager will spend 100% of their time dedicated to Journey Home Triage Center. The Case Manager will provide comprehensive and individualized case management services to program guests, assist with ensuring all needs of the guests through medication activities, link guests to services in the community with a warm handoff to services that are not delivered onsite, provide transportation, and document allcase management activities in well-kept and organized guest files.
- 1.3 FTE Cooks (one full time, one part time) will spend 100% of their time

dedicated to Journey Home Triage Center. The Cooks will grocery shop, prepare meals, develop menus based on a balanced and healthy diet, keep inventory of supplies, and keep the snack pantry fully stocked.

- 6.3 FTE (10 part time) Monitors will spend 100% of their time dedicated to Journey Home Triage Center. Monitors will oversee general operations during their shift, provide guests with basic needs (hygiene supplies, meals, clothing, bedding, assistance with laundry), provide crisis de-escalation, respond to emergency situations, and conduct intakes. There will be two Monitors on shift at all times with some exceptions during overnight shifts.

The Journey Home Triage Center will be staffed 24-hours a day and guests will not be required to leave the facility for any portion of the day.

### Referral and Assessment

Referrals will come from self-referrals, the Coordinated Entry System (CES), or law enforcement, with priority given to CES referrals. In the event the number of referrals exceeds the number of available beds, every effort will be made to transport those that cannot be accommodated to another funded triage center or emergency shelter in the community. If there are no other triage center or emergency shelter beds available, referrals will be prioritized similarly to the criteria used by CES. If available, VI-SPDAT score, length of homelessness and any medical condition or equipment requiring immediate access to shelter will all be considered to determine how to prioritize referrals if there are not enough available beds. Anyone who cannot be accommodated will be encouraged to follow up the following day so that it can be determined if the Centers or another community program can provide shelter.

The Journey Home Triage Center will assess each referral for eligibility upon arrival. The following criteria will be used to determine eligibility for client entry:

- All guests must meet the HUD definition of literal homelessness by most recently residing in a place not meant for human habitation.
- All guests will receive a pre-screening for diversion services to determine if diversion is a more appropriate intervention. Anyone deemed eligible for diversion services will be immediately referred to the funded Diversion Services provider.
- Anyone exhibiting behavior that threatens the safety of themselves or others will not be admitted. In the event that someone is in need of an ambulance or assessment for medical or mental health emergency intervention, Center staff will call emergency services on their behalf.
- Upon determination of program eligibility, all guests will be registered and will sign a participation agreement that outlines the program policies and their agreement to the services provided by the Center.
- Each guest will be allowed one pet, which will be either housed in a kennel on the property or with them in their room, depending on guest composition at the time. There will be adequate space to accommodate pets either outside or within the facility.

### Documentation and Recordkeeping

Turning Point records client information in HMIS for all its housing and bridge housing programs. During guest intake, consent is obtained to enter their information in HMIS. The Case Manager will make sure all data is entered into HMIS within three days of entry to the program. The Case Manager is also responsible for documenting all case notes in the guest's file. The case notes will contain information on goal completion, progress toward goals, successes, and information regarding any incidents at the program. Every guest that leaves with staff knowledge prior to departure will meet with a Case Manager to participate in an exit interview where destination will be documented, any change in income, and an exit survey will be offered.

#### Collaborative Effort

Turning Point participates in a number of coalitions, consortiums and community groups concerned with ending homelessness. This program will be administered in collaboration with the FMCoC's CES as well as other agencies. The Centers are committed to collaborating with all agencies in the community who work on ending homelessness.

#### Fiscal Administration

Turning Point assures that it possesses the capacity in staffing to provide the proposed services. Turning Point will work with the City as it relates to program and financial monitoring and evaluation.

#### Security

Turning Point will subcontract 24-hour security services.