

**CITY OF FONTANA
PROFESSIONAL SERVICES AGREEMENT
HD-26-160-SP**

This Agreement is made and entered into as of May 13, 2026 by and between the City of Fontana, a public agency organized and operating under the laws of the State of California with its principal place of business at 8353 Sierra Avenue, Fontana, California 92335 (“City”), and Helping Hearts California with its principal place of business at 1845 Business Center Drive, Suite #112, San Bernardino, CA 92408 (hereinafter referred to as “Consultant”). City and Consultant are sometimes individually referred to as “Party” and collectively as “Parties” in this Agreement.

RECITALS

A. City is a public agency of the State of California and is in need of professional services for the following project:

Interim Housing Support Services Operator (hereinafter referred to as “the Project”).

B. Consultant is duly licensed and has the necessary qualifications to provide such services.

C. The Parties desire by this Agreement to establish the terms for City to retain Consultant to provide the services described herein.

AGREEMENT

NOW, THEREFORE, IT IS AGREED AS FOLLOWS:

1. Services.

Consultant shall provide the City with the services described in the Scope of Services attached hereto as Exhibit “A.”

2. Compensation.

a. Subject to paragraph 2(b) below, the City shall pay for such services in accordance with the Schedule of Charges set forth in Exhibit “A.”

b. In no event shall the total amount paid for services rendered by Consultant under this Agreement exceed the sum of **\$498,508.67 [Four Hundred Ninety-Eight Thousand Five Hundred Eight Dollars and Sixty-Seven Cents]**. This amount is to cover all costs related to Consultant’s performance in fulfilling its obligations under this Agreement. Periodic payments shall be made within 30 days of receipt of an invoice which includes a reasonably detailed description of the work performed. Payments to Consultant for work performed will be made on a monthly billing basis.

3. Additional Work.

If changes in the work seem merited by Consultant or the City, and informal consultations with the other party indicate that a change is warranted, it shall be processed in the following

manner: a letter outlining the changes shall be mailed to the City by Consultant with a statement of estimated changes in fee or time schedule. An amendment to this Agreement shall be prepared by the City and executed by both Parties before performance of such services, or the City will not be required to pay for the changes in the scope of work. Such amendment shall not render ineffective or invalidate unaffected portions of this Agreement.

4. Maintenance of Records.

Books, documents, papers, accounting records, and other evidence pertaining to costs incurred and directly related to the Project shall be maintained by Consultant and made available at all reasonable business during the contract period for inspection by City; provided that City provides Consultant with at least three (3) business days advance written notice of such planned inspection, and any such inspection shall occur no more than once per quarter.

5. Term.

The term of this Agreement shall be from **July 1, 2026 to June 30, 2027**, unless earlier terminated as provided herein. The Parties may agree in writing, by mutual written consent, to extend the term of this Agreement for successive one (1) year periods. Consultant shall perform its services in a prompt and timely manner within the term of this Agreement and shall commence performance upon receipt of written notice from the City to proceed. The Notice to Proceed shall set forth the date of commencement of work.

6. Delays in Performance.

a. Neither City nor Consultant shall be considered in default of this Agreement for delays in performance (except for any obligations to make payments to the other party hereunder) caused by circumstances beyond the reasonable control of the non-performing party. For purposes of this Agreement, such circumstances include but are not limited to, abnormal weather conditions; floods; earthquakes; fire; epidemics; war; riots and other civil disturbances; strikes, lockouts, work slowdowns, and other labor disturbances; sabotage or judicial restraint.

b. Should such circumstances occur, the non-performing party shall, within a reasonable time of being prevented from performing, give written notice to the other party describing the circumstances preventing continued performance and the efforts being made to resume performance of this Agreement.

c. During such circumstances described in this Section 6, the non-affected party may similarly suspend its performance obligations (except for any obligations to make payments to the other party hereunder) until such time as the affected party resumes performance.

7. Compliance with Law.

a. Consultant shall comply with all applicable laws, ordinances, codes and regulations of the federal, state and local government, including Cal/OSHA requirements.

b. If required, Consultant shall assist the City, as requested, in obtaining and maintaining all permits required of Consultant by federal, state and local regulatory agencies.

c. If applicable, Consultant is responsible for all costs of clean up and/ or removal of hazardous and toxic substances spilled directly as a result of Consultant's negligence or misconduct related to the services or operations performed under this Agreement.

8. Standard of Care

Consultant's services will be performed in accordance with generally accepted professional practices and principles and in a manner consistent with the level of care and skill ordinarily exercised by members of the profession currently practicing under similar conditions.

9. Assignment and Subconsultant

Consultant shall not assign, sublet, or transfer this Agreement or any rights under or interest in this Agreement without the written consent of the City, which shall not be unreasonably withheld, conditioned or delayed. Any attempt to so assign or so transfer without such consent shall be void and without legal effect and shall constitute grounds for termination. Subcontracts, if any, shall contain a provision making them subject to all provisions stipulated in this Agreement. Nothing contained herein shall prevent Consultant from employing independent associates, and subconsultants as Consultant may deem appropriate to assist in the performance of services hereunder.

10. Independent Contractor

Consultant is retained as an independent contractor and is not an employee of City. No employee or agent of Consultant shall become an employee of City. The work to be performed shall be in accordance with the work described in this Agreement, subject to such directions and amendments from City as herein provided.

11. Insurance. Consultant shall not commence work for the City until it has provided evidence satisfactory to the City it has secured all insurance required under this section. In addition, Consultant shall not allow any subcontractor to commence work on any subcontract until it has secured all insurance required under this section.

a. Commercial General Liability

(i) The Consultant shall take out and maintain, during the performance of all work under this Agreement, in amounts not less than specified herein, Commercial General Liability Insurance, in a form and with insurance companies acceptable to the City.

(ii) Coverage for Commercial General Liability insurance shall be at least as broad as the following:

(1) Insurance Services Office Commercial General Liability coverage (Occurrence Form CG 00 01) or exact equivalent.

(iii) Commercial General Liability Insurance must include coverage for the following:

- (1) Bodily Injury and Property Damage
- (2) Personal Injury/Advertising Injury

- (3) Premises/Operations Liability
- (4) Products/Completed Operations Liability
- (5) Aggregate Limits that Apply per Project
- (6) Explosion, Collapse and Underground (UCX) exclusion deleted
- (7) Contractual Liability with respect to this Agreement
- (8) Property Damage
- (9) Independent Contractors Coverage

(iv) The policy shall contain no endorsements or provisions limiting coverage for (1) contractual liability; (2) cross liability exclusion for claims or suits by one insured against another; (3) products/completed operations liability; or (4) contain any other exclusion contrary to the Agreement.

(v) The policy shall give City, its officials, officers, employees, agents and City designated volunteers additional insured status using ISO endorsement forms CG 20 10 10 01 and 20 37 10 01, or endorsements providing the exact same coverage.

(vi) The general liability program may utilize either deductibles or provide coverage excess of a self-insured retention, subject to written approval by the City, and provided that such deductibles shall not apply to the City as an additional insured.

b. Automobile Liability

(i) At all times during the performance of the work under this Agreement, the Consultant shall maintain Automobile Liability Insurance for bodily injury and property damage including coverage for owned, non-owned and hired vehicles, in a form and with insurance companies acceptable to the City.

(ii) Coverage for automobile liability insurance shall be at least as broad as Insurance Services Office Form Number CA 00 01 covering automobile liability (Coverage Symbol 1, any auto).

(iii) The policy shall give City, its officials, officers, employees, agents and City designated volunteers additional insured status.

(iv) Subject to written approval by the City, the automobile liability program may utilize deductibles, provided that such deductibles shall not apply to the City as an additional insured, but not a self-insured retention.

c. Workers' Compensation/Employer's Liability

(i) Consultant certifies that he/she is aware of the provisions of Section 3700 of the California Labor Code which requires every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of that code, and he/she will comply with such provisions before commencing work under this Agreement.

(ii) To the extent Consultant has employees at any time during the term of this Agreement, at all times during the performance of the work under this Agreement, the Consultant shall maintain full compensation insurance for all persons employed directly by

him/her to carry out the work contemplated under this Agreement, all in accordance with the "Workers' Compensation and Insurance Act," Division IV of the Labor Code of the State of California and any acts amendatory thereof, and Employer's Liability Coverage in amounts indicated herein. Consultant shall require all subconsultants to obtain and maintain, for the period required by this Agreement, workers' compensation coverage of the same type and limits as specified in this section.

d. Professional Liability (Errors and Omissions)

At all times during the performance of the work under this Agreement the Consultant shall maintain professional liability or Errors and Omissions insurance appropriate to its profession, in a form and with insurance companies acceptable to the City and in an amount indicated herein. This insurance shall be endorsed to include contractual liability applicable to this Agreement and shall be written on a policy form coverage specifically designed to protect against acts, errors or omissions of the Consultant. "Covered Professional Services" as designated in the policy must specifically include work performed under this Agreement. The policy must "pay on behalf of" the insured and must include a provision establishing the insurer's duty to defend.

e. Minimum Policy Limits Required

(i) The following insurance limits are required for the Agreement:

	<u>Combined Single Limit</u>
Commercial General Liability	\$1,000,000 per occurrence/ \$2,000,000 aggregate for bodily injury, personal injury, and property damage
Automobile Liability	\$1,000,000 combined single limit
Employer's Liability	\$1,000,000 per accident or disease
Professional Liability	\$1,000,000 per claim and aggregate (errors and omissions)

(ii) Defense costs shall be payable in addition to the limits.

(iii) Requirements of specific coverage or limits contained in this section are not intended as a limitation on coverage, limits, or other requirement, or a waiver of any coverage normally provided by any insurance. Any available coverage shall be provided to the parties required to be named as Additional Insured pursuant to this Agreement.

f. Evidence Required

Prior to execution of the Agreement, the Consultant shall file with the City evidence of insurance from an insurer or insurers certifying to the coverage of all insurance required herein. Such evidence shall include original copies of the ISO CG 00 01 (or insurer's equivalent) signed by the insurer's representative and Certificate of Insurance (Acord Form 25-S or equivalent), together with required endorsements. All evidence of insurance shall be signed by a properly authorized officer, agent, or qualified representative of the insurer and shall certify the names of the insured, any additional insureds, where appropriate, the type and amount of the

insurance, the location and operations to which the insurance applies, and the expiration date of such insurance.

g. Policy Provisions Required

(i) Consultant shall provide the City at least thirty (30) days prior written notice of cancellation of any policy required by this Agreement, except that the Consultant shall provide at least ten (10) days prior written notice of cancellation of any such policy due to non-payment of premium. If any of the required coverage is cancelled or expires during the term of this Agreement, the Consultant shall deliver renewal certificate(s) including the General Liability Additional Insured Endorsement to the City at least ten (10) days prior to the effective date of cancellation or expiration.

(ii) The Commercial General Liability Policy and Automobile Policy shall each contain a provision stating that Consultant's policy is primary insurance and that any insurance, self-insurance or other coverage maintained by the City or any named insureds shall not be called upon to contribute to any loss.

(iii) The retroactive date (if any) of each policy is to be no later than the effective date of this Agreement. Consultant shall maintain such coverage continuously for a period of at least three years after the completion of the work under this Agreement. Consultant shall purchase a one (1) year extended reporting period A) if the retroactive date is advanced past the effective date of this Agreement; B) if the policy is cancelled or not renewed; or C) if the policy is replaced by another claims-made policy with a retroactive date subsequent to the effective date of this Agreement.

(iv) All required insurance coverages, except for the professional liability coverage, shall contain or be endorsed to provide a waiver of subrogation in favor of the City, its officials, officers, employees, agents, and volunteers or shall specifically allow Consultant or others providing insurance evidence in compliance with these specifications to waive their right of recovery prior to a loss. Consultant hereby waives its own right of recovery against City, and shall require similar written express waivers and insurance clauses from each of its subconsultants.

(v) The limits set forth herein shall apply separately to each insured against whom claims are made or suits are brought, except with respect to the limits of liability. Further the limits set forth herein shall not be construed to relieve the Consultant from liability in excess of such coverage, nor shall it limit the Consultant's indemnification obligations to the City and shall not preclude the City from taking such other actions available to the City under other provisions of the Agreement or law.

h. Qualifying Insurers

(i) All policies required shall be issued by acceptable insurance companies, as determined by the City, which satisfy the following minimum requirements:

(1) Each such policy shall be from a company or companies with a current A.M. Best's rating of no less than A:VII and admitted to transact in the business of insurance in the State of California, or otherwise allowed to place insurance through surplus line brokers under applicable provisions of the California Insurance Code or any federal law.

i. Additional Insurance Provisions

(i) The foregoing requirements as to the types and limits of insurance coverage to be maintained by Consultant, and any approval of said insurance by the City, is not intended to and shall not in any manner limit or qualify the liabilities and obligations otherwise assumed by the Consultant pursuant to this Agreement, including but not limited to, the provisions concerning indemnification.

(ii) If at any time during the life of the Agreement, any policy of insurance required under this Agreement does not comply with these specifications or is canceled and not replaced, City has the right but not the duty to obtain the insurance it deems necessary and any premium paid by City will be promptly reimbursed by Consultant or City will withhold amounts sufficient to pay premium from Consultant payments. In the alternative, City may cancel this Agreement.

(iii) The City may require the Consultant to provide complete copies of all insurance policies in effect for the duration of the Project.

(iv) Neither the City nor any of its officials, officers, employees, agents or volunteers shall be personally responsible for any liability arising under or by virtue of this Agreement.

j. Subconsultant Insurance Requirements. Consultant shall not allow any subcontractors or subconsultants to commence work on any subcontract until they have provided evidence satisfactory to the City that they have secured all insurance required under this section. Policies of commercial general liability insurance provided by such subcontractors or subconsultants shall be endorsed to name the City as an additional insured using ISO form CG 20 38 04 13 or an endorsement providing the exact same coverage. If requested by Consultant, City may approve different scopes or minimum limits of insurance for particular subcontractors or subconsultants.

12. Indemnification.

a. To the fullest extent permitted by law, Consultant shall defend (with counsel of City's choosing), indemnify and hold the City, its officials, officers, employees, volunteers, and agents free and harmless from any and all claims, demands, causes of action, costs, expenses, liability, loss, damage or injury of any kind, in law or equity, to property or persons, including wrongful death, in any manner arising out of, pertaining to, or incident to any acts, errors or omissions, or willful misconduct of Consultant, its officials, officers, employees, subcontractors, consultants or agents in connection with the performance of the Consultant's services, the Project or this Agreement, including without limitation the payment of all damages, reasonable and documented out-of-pocket expert witness fees and reasonable and documented out-of-pocket attorney's fees and other related costs and expenses. Consultant's obligation to indemnify shall not be restricted to insurance proceeds, if any, received by Consultant, the City, its officials, officers, employees, agents, or volunteers.

b. If Consultant's obligation to defend, indemnify, and/or hold harmless arises out of Consultant's performance of "design professional" services (as that term is defined under Civil Code section 2782.8), then, and only to the extent required by Civil Code section 2782.8, which is fully incorporated herein, Consultant's indemnification obligation shall be limited to claims that arise out of, pertain to, or relate to the negligence, recklessness, or willful misconduct of the

Consultant, and, upon Consultant obtaining a final adjudication by a court of competent jurisdiction, Consultant's liability for such claim, including the cost to defend, shall not exceed the Consultant's proportionate percentage of fault.

13. California Labor Code Requirements.

a. Consultant is aware of the requirements of California Labor Code Sections 1720 et seq. and 1770 et seq., which require the payment of prevailing wage rates and the performance of other requirements on certain "public works" and "maintenance" projects ("Prevailing Wage Laws"). If the services are being performed as part of an applicable "public works" or "maintenance" project, as defined by the Prevailing Wage Laws, and if the total compensation is \$1,000 or more, Consultant agrees to fully comply with such Prevailing Wage Laws. Consultant shall defend, indemnify and hold the City, its officials, officers, employees and agents free and harmless from any claims, liabilities, costs, penalties or interest arising out of any failure or alleged failure to comply with the Prevailing Wage Laws. It shall be mandatory upon the Consultant and all subconsultants to comply with all California Labor Code provisions, which include but are not limited to prevailing wages (Labor Code Sections 1771, 1774 and 1775), employment of apprentices (Labor Code Section 1777.5), certified payroll records (Labor Code Sections 1771.4 and 1776), hours of labor (Labor Code Sections 1813 and 1815) and debarment of contractors and subcontractors (Labor Code Section 1777.1). The requirement to submit certified payroll records directly to the Labor Commissioner under Labor Code section 1771.4 shall not apply to work performed on a public works project that is exempt pursuant to the small project exemption specified in Labor Code Section 1771.4.

b. If the services are being performed as part of an applicable "public works" or "maintenance" project, then pursuant to Labor Code Sections 1725.5 and 1771.1, the Consultant and all subconsultants performing such services must be registered with the Department of Industrial Relations. Consultant shall maintain registration for the duration of the Project and require the same of any subconsultants, as applicable. Notwithstanding the foregoing, the contractor registration requirements mandated by Labor Code Sections 1725.5 and 1771.1 shall not apply to work performed on a public works project that is exempt pursuant to the small project exemption specified in Labor Code Sections 1725.5 and 1771.1.

c. This Agreement may also be subject to compliance monitoring and enforcement by the Department of Industrial Relations. It shall be Consultant's sole responsibility to comply with all applicable registration and labor compliance requirements. Any stop orders issued by the Department of Industrial Relations against Consultant or any subcontractor that affect Consultant's performance of services, including any delay, shall be Consultant's sole responsibility. Any delay arising out of or resulting from such stop orders shall be considered Consultant caused delay and shall not be compensable by the City. Consultant shall defend, indemnify and hold the City, its officials, officers, employees and agents free and harmless from any claim or liability arising out of stop orders issued by the Department of Industrial Relations against Consultant or any subcontractor.

14. Verification of Employment Eligibility.

By executing this Agreement, Consultant verifies that it fully complies with all requirements and restrictions of state and federal law respecting the employment of undocumented aliens, including, but not limited to, the Immigration Reform and Control Act of 1986, as may be amended

from time to time, and shall require all subconsultants and sub-subconsultants to comply with the same.

15. Reserved.

16. Laws and Venue.

This Agreement shall be interpreted in accordance with the laws of the State of California. If any action is brought to interpret or enforce any term of this Agreement, the action shall be brought in a state or federal court situated in the County of San Bernardino, State of California.

17 Termination or Abandonment

a. City has the right to terminate or abandon any portion or all of the work under this Agreement by giving thirty (30) calendar days written notice to Consultant. In such event, City shall be immediately given title and possession to all original field notes, drawings and specifications, written reports and other documents produced or developed for that portion of the work completed and/or being abandoned. City shall pay Consultant the reasonable value of services rendered for any portion of the work completed prior to termination. If said termination occurs prior to completion of any task for the Project for which a payment request has not been received, the charge for services performed during such task shall be the reasonable value of such services, based on an amount mutually agreed to by City and Consultant of the portion of such task completed but not paid prior to said termination. City shall not be liable for any costs other than the charges or portions thereof which are specified herein. Consultant shall not be entitled to payment for unperformed services, and shall not be entitled to damages or compensation for termination of work.

b. Consultant may terminate its obligation to provide further services under this Agreement upon thirty (30) calendar days' written notice to City only in the event of substantial failure by City to perform in accordance with the terms of this Agreement through no fault of Consultant.

18 Documents. Except as otherwise provided in "Termination or Abandonment," above, all original field notes, written reports, Drawings and Specifications and other documents, produced or developed for the Project shall, upon payment in full for the services described in this Agreement, be furnished to and become the property of the City.

19. Organization

Consultant shall assign Christopher Larry as Project Manager. The Project Manager shall not be removed from the Project or reassigned without the prior written consent of the City, which shall not be unreasonably withheld, conditioned or delayed.

20. Limitation of Agreement.

This Agreement is limited to and includes only the work included in the Project described above.

21. Notice

Any notice or instrument required to be given or delivered by this Agreement may be given or delivered by depositing the same in any United States Post Office, certified mail, return receipt requested, postage prepaid, addressed to:

CITY:	CONSULTANT:
City of Fontana	Helping Hearts California
8353 Sierra Avenue	1845 Business Center Drive Suite 112
Fontana, California 92335	San Bernardino, CA 92408
Attn: Philip Burum	Attn: Christopher Larry

and shall be effective upon receipt thereof.

22. Third Party Rights

Nothing in this Agreement shall be construed to give any rights or benefits to anyone other than the City and the Consultant.

23. Equal Opportunity Employment.

Consultant represents that it is an equal opportunity employer and that it shall not discriminate against any employee or applicant for employment because of race, religion, color, national origin, ancestry, sex, age or other interests protected by the State or Federal Constitutions. Such non-discrimination shall include, but not be limited to, all activities related to initial employment, upgrading, demotion, transfer, recruitment or recruitment advertising, layoff or termination.

24. Entire Agreement

This Agreement, with its exhibits, represents the entire understanding of City and Consultant as to those matters contained herein, and supersedes and cancels any prior or contemporaneous oral or written understanding, promises or representations with respect to those matters covered hereunder. Each Party acknowledges that no representations, inducements, promises or agreements have been made by any person which are not incorporated herein, and that any other agreements shall be void. This Agreement may not be modified or altered except in writing signed by both Parties hereto. This is an integrated Agreement.

25. Severability

The unenforceability, invalidity or illegality of any provision(s) of this Agreement shall not render the remaining provisions unenforceable, invalid or illegal.

26. Successors and Assigns

This Agreement shall be binding upon and shall inure to the benefit of the successors in interest, executors, administrators and assigns of each Party to this Agreement. However, Consultant shall not assign or transfer by operation of law or otherwise any or all of its rights, burdens, duties or obligations without the prior written consent of City, which shall not be

unreasonably withheld, conditioned or delayed. Any attempted assignment without such consent shall be invalid and void.

27. Non-Waiver

None of the provisions of this Agreement shall be considered waived by either Party, unless such waiver is specifically specified in writing.

28. Time of Essence

Time is of the essence for each and every provision of this Agreement.

29. City's Right to Employ Other Consultants

City reserves its right to employ other consultants, including engineers, in connection with this Project or other projects.

30. Prohibited Interests

Consultant maintains and warrants that it has not employed nor retained any company or person, other than a bona fide employee working solely for Consultant, to solicit or secure this Agreement. Further, Consultant warrants that it has not paid nor has it agreed to pay any company or person, other than a bona fide employee working solely for Consultant, any fee, commission, percentage, brokerage fee, gift or other consideration contingent upon or resulting from the award or making of this Agreement. For breach or violation of this warranty, City shall have the right to rescind this Agreement without liability. For the term of this Agreement, no director, official, officer or employee of City, during the term of his or her service with City, shall have any direct interest in this Agreement, or obtain any present or anticipated material benefit arising therefrom.

[SIGNATURES ON FOLLOWING PAGE]

**SIGNATURE PAGE
HD-26-160-SP**

CITY OF FONTANA

HELPING HEARTS CALIFORNIA

By: _____
Matthew C. Ballantyne
City Manager

By: _____
Christopher Larry
President

Attest:

By: _____
City Clerk's Office

By: _____
Philip Burum
Deputy City Manager

Approved as to form:

Best Best & Krieger LLP
City Attorney

IN COMPLIANCE WITH CONTRACT INSURANCE REQUIREMENTS

By: _____
Human Resources & Risk Management Director

IN COMPLIANCE WITH PURCHASING AND CONTRACT ADMINISTRATION POLICIES/PROCEDURES

Jessica Brown
Chief Financial Officer

Sid Lambert
Purchasing Manager

EXHIBIT A

Scope of Services

The contractor shall perform services in a manner consistent with the representations made in their proposal response to RFP HD-26-16-SP:

Table 1. Support Services

	Service Type	Description
1.	Coordinated Entry & HMIS	<p><u>Coordinated Entry</u></p> <ul style="list-style-type: none">• Participate in the San Bernardino County CoC• Provider shall not implement alternative screening or admission processes without prior approval from the City of Fontana.• Provider shall document all referral outcomes within HMIS.• Attend applicable CoC, CES, and HMIS meetings, trainings, and technical assistance sessions as requested by the City of Fontana.• Coordinate with CES partners to support diversion, problem-solving, and appropriate referrals across the system of care. <p><u>HMIS Data Entry and Timeliness</u></p> <ul style="list-style-type: none">• Enter all program enrollments, services, case notes, and exits into HMIS within three (3) business days of occurrence.• Ensure all universal data elements, program specific data elements, and project requirements are fully completed.• Provider shall meet or exceed HMIS data quality standards: 95% completeness for required data fields.• Accurate and timely program entry and exit dates.

		<ul style="list-style-type: none"> • Minimal data inconsistencies and duplicates. • Staff using HMIS shall capture all required data fields, as set forth in the County of San Bernardino CoC HMIS Policies and Procedures Manual https://sbchp.sbcounty.gov/wp-content/uploads/sites/96/2024/10/HMIS-Policies-and-Procedures-System-Manual-rev.-7-2024.pdf?x31226 • Ensure all staff accessing HMIS maintain active user agreements and complete required HMIS trainings throughout term of agreement. • Provider shall cooperate with City of Fontana monitoring activities, including data validation, file reviews, and performance reporting. • Provider shall generate HMIS reports to support contract deliverables, performance metrics and funding compliance.
2.	Transportation Assistance	<ul style="list-style-type: none"> • Provider shall develop and maintain a transportation plan that supports the participants case management and/or housing navigation plan. • Develop a transportation schedule using staff to transport participants to appointments or errands as necessary in relation to the participants case management or housing navigation plan to minimize delays in exits to permanent housing.
3.	Intake Coordination	<ul style="list-style-type: none"> • Work collaboratively with the City and Facility Operator to utilize the Coordinated Entry System (CES) to process referrals, including the prioritization of the City of Fontana direct referrals. • Allow for intake of new participants at minimum (5) days a week during regular case management hours (M-F 8 AM - 5 PM), for as long as beds are available. • The workflow procedures and responsibilities of participant intakes will be approved by the City. • Provide a site orientation to each participant within the first 72 hours of arrival.

4.	Participant Exits	<ul style="list-style-type: none"> • Coordinate exits that prioritize transitions to permanent housing, safe alternatives placements or other appropriate destinations consistent with participants case plan. • Provider shall begin exit planning at program enrollment and incorporate housing goals into each participant’s case plan. • Provider shall actively coordinate housing placements and transition supports prior to exit. • Planned exits shall include documented planning, coordination, and referrals to ongoing support when applicable. • Provider shall notify the City of Fontana and Facility Operator of all exits of the program within 24 hours of exit. • Coordinate warm hand off if applicable with housing providers, service partners or support systems when participants exit the program.
5.	Universal Assessment	<ul style="list-style-type: none"> • Utilize the universal assessment tool adopted by the SB County CoC to assess program participants' housing and service needs. Currently, the SB County CoC is utilizing the Vulnerability Index-Service Prioritization Decision Assistance Tool (VI- SPDAT). • May be required to change or utilize additional assessment tools at the direction of the City and/or based on changes at the CoC level.
6.	Case Management	<ul style="list-style-type: none"> • Complete an initial case management appointment to a new participant within 72 Hours, with a case plan and exit plan initiated. <p>Case Plan goals shall include goals related to:</p> <ul style="list-style-type: none"> ○ Housing placement and housing readiness Income and employment ○ Benefits Enrollment ○ Document Readiness ○ Health and Behavior health needs (As needed) <ul style="list-style-type: none"> • Case management must be available to all participants on site and must be engaged on an ongoing basis to encourage participation. • Case management services shall be housing-focused and tailored to individual participant needs.

		<ul style="list-style-type: none"> • At minimum one (1) case management contact per week for actively engaged participants. • Case management shall document every client interaction, referrals, and progress notes into HMIS. • Promote participant engagement in community networks.
7.	Housing Navigation	<ul style="list-style-type: none"> • Provide initial housing assessment and subsequent housing navigation services within 72 hours of enrollment. • Work closely with local homeless housing providers to identify and place suitable participants into permanent supportive housing as quickly as possible. • Housing Navigation includes seeking and coordinating additional housing resources for participants. • Identify suitable housing opportunities for participants of the Path. • Act as a liaison between landlords, management property and participants to address concerns and facilitate effective communication for participants of the Path. • Facilitate housing applications and lease agreements for participants of the Path. • Maintain an inventory log of available housing units for participants that are ready for housing navigation. • Document client interactions, referrals, and progress notes into HMIS
8.	Peer Support	<ul style="list-style-type: none"> • Peer Support specialist will utilize their lived experience to provide individualized support, mentorship and advocacy to participants enrolled in The Path. Assist participants in identifying and achieving recover-oriented goals, including housing, wellness, employment, and community integration. • Collaborate with case managers/housing navigators. • Document client interactions, referrals, and progress notes into HMIS • Promote participant engagement in community networks.

		<ul style="list-style-type: none"> • Advocate for participants rights and needs in housing, health, and social service systems. • Lead group-based activities that promote life skills, recovery, and community engagement.
9.	Problem Solving/Diversion	<ul style="list-style-type: none"> • Provider shall complete ongoing assessments for the possibility of diversion to assist the participation in self-resolving their housing crisis and/or making reasonable efforts to re-connect with supportive family, and/or friends who could temporarily or permanently house the participant. At referral to the program, all participants will have an initial assessment and case plan created.
10.	Confidentiality	<ul style="list-style-type: none"> • Provider shall develop and implement procedures to ensure the following: 1) all records containing personally identifiable information (as defined in HUD's standards for participation, data collection, and reporting in a local HMIS) of any individual or family who applies for and/or receives assistance will be kept secure and confidential; 2) the address or location of any domestic violence, dating violence, sexual assault, or stalking shelter project will not be made public, except with the written authorization of the person responsible for the operation of the facility; and 3) the address or location of any housing of PATH participant will not be made public, except as provided under a preexisting privacy policy of the recipient or sub-recipient, and consistent with State and local laws regarding privacy and obligations of confidentiality.
11.	Reporting	<ul style="list-style-type: none"> • Reporting shall include metrics required for applicable funding sources, as identified by the City.

Path Program Fontana Projected Costs

<u>DESCRIPTION</u>	<u>FTE</u>	<u>ANNUAL AMOUNT FORECASTED</u>
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Staffing/Administrative Salaries

Direct Services

Program Manager (Onsite Lead)	1	\$90,000.00
Case Manager / Housing Navigator	2.5	\$187,500.00
Transportation & Support Coordinator	1	\$60,000.00

Non Direct Service

Executive Oversight 0.1		\$20,000.00
Total Salary and Wages		\$357,500.00
Payroll Taxes and Benefits		\$84,375.00
Total Employee Cost		\$441,875.00

Program-Specific Costs

Transportation Services

VEHICLE LEASE		\$13,944.00
VEHICLE MAINTENANCE		\$1,890.00
GASOLINE		\$12,480.00
VEHICLE INSURANCE		\$3,600.00
TOTAL TRANSPORTATION		\$31,914.00

Other Operating Expenses

Office Supplies		\$5,400.00
Telephone/ Secure Fax		\$4,800.00
Total Other		\$10,200.00
Total Expenses		\$483,989.00
Contingency (3%)		\$14,519.67
TOTAL BUDGET		\$498,508.67