

EXHIBIT B SCOPE OF WORK AND FEE SCHEDULE

1. PROJECT DESCRIPTION

Boulder County Department of Housing and Human Services (BCDHHS) is committed to co-creating solutions with its community partners to address complex family and community challenges by fully, effectively, and efficiently integrating health, housing and human services to strengthen the broad range of Social Determinants of Health, in turn generating a more self-sufficient, sustainable, and resilient community. The seven key areas of stability and key priorities BCDHHS is targeting, and key priorities for the investment of BCDHHS funds, include housing stability, employment and income stability, access to adequate food and nutrition, environmental health, health and well-being, safety, and education.

This Contract supports services under the housing stability pillar, and more specifically, providing countywide, Housing Focused Shelter (HFS) services to individuals who have been referred for services through the countywide Coordinated Entry System and Diversion Services, including leveraging street outreach efforts to work with clients toward obtaining housing, in alignment with the system planning decisions determined by the Homeless Solutions of Boulder County (HSBC) governance structure.

This Contract funds Coordinated Entry, Diversion Services, and Housing Focused Shelter Street Outreach.

- **Coordinated Entry/Diversion:** Coordinated Entry (CE) systems are designed to create a seamless way for people experiencing housing instability to access appropriate housing and supportive services. CE is a system, both procedural and technological, whereby participants are diverted from the systems as soon as possible (when deemed appropriate in alignment with training protocols) or screened to access housing resources through the same process regardless of entry point and client location. Individuals are assessed using common assessment tools and given access to a pooled set of responsive services, shelter and housing supports, according to their level of need and other identified community prioritization factors.
- As the CE provider, the Contractor agrees to the use the Boulder County Connect (BCC) system and work collaboratively with all partners and funders to prioritize clients based on the scheme adopted by HSBC. All data must be entered fully into the BCC system, regardless of other efforts made by the agency. There shall be no CE client data outside of the BCC system unless the process is documented, and the data storage system is approved by the HSBC. The goal is to maximize positive exits out of homelessness.
- Diversion Services and Coordinated Entry shall be delivered in-the-field, at the designated Coordinated Entry locations and over the phone:
- Coordinated Entry locations are designated by the Homeless Solutions of Boulder County funding governmental entities and are subject to change based on location availability.
- Coordinated Entry and Diversion services may include, but are not limited to:
 - Coordinated Entry Screening

- Diversion Services including reunification efforts, landlord communication, connection with support services or long-term treatment programs.
- Connection to housing-related outreach services all data entry associated with all activities performed under this Contract.

Housing Focused Shelter (HFS) Street Outreach clients on the streets of Longmont will receive street outreach case management towards receiving their vital documentation and applying for housing vouchers. The HOPE staff will target this population on street outreach to build trust and work on housing outcomes. Staff will attend housing voucher meetings to help facilitate HFS Longmont clients getting on the voucher lists and ultimately getting into housing.

In addition to the funding received from the Human Services Safety Net fund, the Boulder County Board of Commissioners has allocated additional funding effective in 2024 to this program to address the increase in number of people accessing HOPE's services. The additional funding is to ensure adequate staffing, utilize, food and other resources for HOPE to provide Housing Focused Shelter amidst increase demand and rising costs.

2. PERFORMANCE RESPONSIBILITIES

Contractor, in accordance with the terms and conditions in this Contract, shall, in a timely and satisfactory manner, the following services:

Coordinated Entry (CE): Coordinated Entry is a two-step process that provides immediate resolution services, where possible, to persons experiencing homelessness in Boulder County and strategically aligns shelter services with participants needs. **Step One** consists of Diversion Services which are problem solving responses to housing crises that can be resolved within three days, can be addressed with little-to-no financial assistance, and which involve minimal sheltering. **Step Two** for a person who has resided in Boulder County for six months or more and cannot be diverted from the homelessness response system is a System Entry Assessment (formerly referred to as a CE Screener). The System Entry Assessment will screen such persons to either the Housing Focused Shelter or Navigation Services, depending on severity of sheltering need.

Diversion Services: Diversion services included within Coordinated Entry (CE), are designed to promote the resolution of immediate housing crises. It is a service that should be flexible and tailored to each participant's needs. Diversion Services do not always include financial assistance. The Diversion Specialist should help guide participants to resources or supports, including helping them re-connect with prior service points and/or access other services such as family reunification, conflict resolution, mental health services, transportation, and other services which will resolve their housing crises.

Both Diversion Services and Coordinated Entry Assessments are to be administered by the Coordinated Entry and Diversion Specialist (CEDS).

A. Coordinated Entry/Diversion Services:

- HOPE will provide Coordinated Entry/Diversion services to unhoused individuals with a referral to the Housing Focused Shelter (HFS) in Boulder, CO, or the Navigation Shelter in Longmont, CO. Assessments will be done over the phone or in person. Those referred to HFS will be offered a regional bus pass to travel to Boulder.

- i. The CE staff will assess individuals who call or walk-up to the HOPE office for assistance.
 - ii. The assessed person will receive additional assistance to get to the assigned shelter as well as a hand-out of resources in Longmont and those in Boulder.
 - iii. Walk-up individuals will be welcomed inside to complete the coordinated assessment or diversion services.
 - iv. The CE staff will help the individual with referrals to other agencies or help find information to help them succeed.
- b. The CE staff will network with case managers and the shelter director concerning the needs of individuals referred to the Navigation Shelter. If an individual cannot get assessed or was assessed too late in the day to travel to Boulder for HFS, the CE staff will arrange for that person to stay at the Navigation Shelter that night.
- c. CE staff will train and collaborate with other HOPE staff who will be doing CE in the evening at the Navigation Shelter and at the HOPE Outreach Center.
- d. Thirty days following participants assistance in the Diversion Services program, the CEDS will make reasonable effort, as determined through the Contract, to follow-up with the participant to determine the success of the Diversion Services program. Such follow up will be made in the form of a phone call or email, and the CEDS should document any follow-up activities in accordance to case management documentation standards and best practices;
- e. Ensure that participants' needs are successfully resolved, with the goal of same-day resolution, and set appropriate expectations about shelter availability, with stays that do not exceed 3 days in duration;
- f. Manage the Diversion Services budget in ways that maximize the number of individuals that can be served and document expenditures in a manner consistent with Contract requirements;
- g. Enter all information required for Boulder County Connect (BCC) within the time periods established between the Provider and Boulder County Connect, and meet data quality and completeness thresholds;
- h. Participate in HSBC workgroups as applicable;
- i. Work collaboratively and constructively with County, the City of Boulder, the City of Longmont, and service partners to support and improve system efforts in alignment with established HSBC goals, strategies, and initiatives.

B. System Entry Screening:

- a. Boulder County, the City of Boulder, and the City of Longmont are requesting proposals to provide countywide Coordinated Entry services (CE), including Diversion Services, for adults experiencing homelessness in Boulder County .The goal of Coordinated Entry screening is to match individuals experiencing homelessness who cannot be diverted from the system with the most appropriate resources as quickly as possible, based on standardized assessment results and referral protocols at defined community entry points. The following are requirements of the vendor chosen for system entry screening:
 - i. Provide standardized screening to all adults, utilizing the identified screening tool and prioritization criteria;
 - ii. Implement CE standardized procedures with fidelity to the CE entry model;
 - iii. Provide CE screening services for the city of Longmont per the expectations and locations outlined above in Project Description.

- iv. Provide innovative solutions to address remote screening for individuals experiencing homelessness that may need remote access support, where applicable;
- v. Provide referral to Navigation Services for any individual that screens appropriate for that service;
- vi. Provide referral to Housing Focused Shelter for any individual that screens appropriate for that service;
- vii. Enter all Coordinated Entry screening information into Boulder County Connects (BCC) within 24 hours of conducting a screen;
- viii. Participate in HSBC working groups as appropriate; and
- ix. Work collaboratively, constructively, and effectively with County, City of Boulder, City of Longmont, and service partners to support and improve system efforts. This includes but not limited to effective and solution-based communication with the Policy Implementation Team.

C. Prehousing Housing Focused Shelter (HFS) Street Outreach:

- a. The Street Outreach staff will perform focused street outreach on the streets of Longmont, CO, to provide targeted assistance to Housing Focused Shelter (HFS) clients to include resources, food, water, and other needed items.
 - b. The Street Outreach staff will perform coordinated entry for those individuals who have not been assessed with coordinated entry.
 - c. The Street Outreach staff will assist HFS clients with targeted housing goals.
 - d. The Street Outreach staff will assist HFS clients in acquiring vital documents of birth certificates, identification cards, and social security cards for the purpose of housing.
 - e. The Street Outreach staff will make regular trips to the Social Security office in Louisville, CO, to assist HFS clients in meeting with office personnel to acquire documentation.
 - f. The Street Outreach staff will attend Boulder County housing voucher meetings to provide information on existing clients on the list, add new HFS clients to the housing voucher list, and report on their ownership of vital documents.
 - g. HFS clients will be encouraged to visit the HOPE Outreach Center for additional essentials such as food, water, and clothing needs.
- D. Provide culturally appropriate marketing materials of Contractors services to other local agencies and Family Resource Centers who serve low-income and at-risk individuals in order to increase participant access to healthcare services and education.
- E. As needed, work collaboratively with BCDHHS Community Support Division staff to develop, and distribute culturally appropriate marketing materials that work to destigmatize access and enrollment in public assistance benefits.
- F. As needed, contractor shall support participants in connecting with self-reliance benefits utilizing the Colorado PEAK online application and/or creating a Boulder County Connect (BCC) Account and encourage online system use for accessing case information, completing required actions on their cases, and uploading documents.
- G. Contractor agrees to provide space for BCDHHS staff for enrollment in public benefits programs, the Low-Income Energy Assistance Program (LEAP), and for Family and Children Services (FCS) community-based family meetings (team decision-making meetings), when and if applicable.

3. TARGET POPULATION

The target population for Coordinated Entry, Diversion Services, and Housing Focused Shelter Street Outreach programs at HOPE include Boulder County residents who are homeless or at imminent risk of homelessness. The target population for housing planning efforts will be those who have been assigned to the HFS track via the CE process but are refusing services at and/or have been banned from the Boulder Shelter for the Homeless and therefore remain street-homeless. The target population shall further include highly system utilizers who refuse CE screening and may be eligible for OneHome permanent supportive housing (PSH) units. Contractor shall ensure that priority for services be provided to individuals and within geographic service area who are at high risk or have unmet needs.

4. REFERRALS FOR SERVICE

- A. Contractor shall accept referrals from BCDHHS, street outreach providers and other community partners for those single adults needing to be assessed for homeless services.
- B. Contractor shall refer all individuals presenting for CE to appropriate service providers. Primarily, these referrals will be to providers of Navigation and HFS services; however, the Contractor may also refer to other community providers, including youth and young adult homeless services, domestic violence services, and other community supports.
- C. Contractor agrees to accept and prioritize referrals from other service providers and government agencies operating in Boulder County who serve similar populations.
- D. Contractor agrees to work collaboratively with BCDHHS and other community partners to ensure participants are enrolled in all self-sufficiency benefits for which they are eligible to receive.
- E. Contractor shall make referrals to appropriate service providers in effort to move participants from crisis to stability, establishing a network of care supporting the participant.
- F. Contractor shall refer all participants to their local Family Resource Center (OUR Center, Emergency Family Assistance Association (EFAA), or Sister Carmen Community Center) for additional stabilizing services, depending on their geographic location.

5. MEETINGS AND COMMUNICATIONS

- A. BCDHHS and Contractor may meet semi-annually to evaluate Contract usage and program effectiveness that may include:
 - i. recommendations for modifications in the scope of services for this Contract,
 - ii. technical assistance necessary to enable the performance of this Contract by Contractor, or
 - iii. the specification of necessary additional services to enable Contractor's performance of the services provided under this Contract.
- B. A fiscal review may be conducted during the Contract term. Prior to this review, BCDHHS may request a copy of Contractor's published annual report for the prior year.
- C. BCDHHS will communicate with Contractor regarding applicable trainings and meetings as available.
- D. Contractor agrees to attend relevant events focused on homelessness, including trainings and committees of Metro Denver Homeless Initiative (MDHI), and to communicate summaries back to HSBC.

6. DELIVERABLE AND REPORTING REQUIREMENTS

- A. BCDHHS shall supply the CE assessment tool, access to BCC, necessary technical assistance associated with the use and administration of this tool, and trainings associated

with collaboration and use of this tool.

- B. Contractor shall consistently track all data in the BCC system, per the Homeless Solutions of Boulder County (HSBC) Policies and Procedures Manual
- C. Contractor shall review, analyze, and approve monthly reports prepared by BCDHHS that track (at a minimum):
 - i. the number of individuals assessed through the CE process;
 - ii. the number of individuals referred to the following: HFS, navigation services in Longmont, family homeless services, youth and young adult homeless services, and other community resources;
 - iii. the number of individuals assessed who are considered high systems utilizers according to by-name lists provided by HSBC governance structure;
 - iv. the number of individuals re-entering the CE process;
 - v. the number of VI-SPDAT assessments completed with HFS-eligible participants through outreach case management; and
 - vi. the number of housing outcomes by type.
- D. The Contractor shall also prepare documentation on how CE implementation has progressed. This information will be shared in the monthly meeting with BCDHHS and will include but are not limited to the following elements:
 - i. components of the CE process that worked well over the quarter;
 - ii. components of the CE process that created challenges during the quarter and steps taken to improve the process;
 - iii. any formal changes made to the CE process during the quarter; and
 - iv. narrative description of the outreach case management efforts, identifying what worked well and what created challenges and any formal changes made to the approach during the quarter.
- E. For Diversion services, Contractor shall submit data including but not limited to:
 - i. Exit date
 - ii. Client name
 - iii. Staff name
 - iv. CE location
 - v. Program referral
 - vi. Type of assistance
 - vii. Diversion Location
 - viii. Vendor
 - ix. Amount
 - x. Contact info
 - xi. Follow up date
- F. Contractor shall submit quarterly reports that track numbers of participants served, which shall include city in which participant resides (as outlined in Exhibit B-2).
 - i. Reporting is due by the 20th of the month, following the close of each quarter to the following email: HHSimptactreporting@bouldercounty.gov, Estiberson Parra Cordero (eparracordero@bouldercounty.gov), and HSBC Manager at hgrove@bouldercounty.gov.
- G. Contractor shall notify BCDHHS within 30 days of vacancies for positions funded under this Contract. Notification shall be sent in writing to Rory Thomes at

rthomes@bouldercounty.gov.

- H. Contractor shall submit an annual qualitative report at the conclusion of each Contract term. Annual reports shall be submitted no later than the 20th of the month following the end of the Contract term. Reports shall be submitted to hhsimpactreporting@bouldercounty.gov and Estiberson Parra Cordero (eparracordero@bouldercounty.gov).
- I. Contractor agrees to work in partnership with Boulder County entities, City of Boulder, and City of Longmont, as well as other homeless service providers and nonprofit organizations to review system performance and collaborate on improvements. Improvements to the system performance includes re-design of processes as needed in response to changing and emerging community needs. All improvements shall be designed under the HSBC Governance Structure. Changes of Contractor process shall not be requested unless and until formally approved through a motion by the Policy Implementation Team.
- J. Contractor agrees to work collaboratively with the HSBC Governance Structure to develop a common core set of outcomes and indicators that measure the impact of services for participants. This shall include attendance at and participation in meetings to discuss and review best practices and outcome measurements.
- K. The County funds homelessness services in collaboration with Homeless Solutions for Boulder County (HSBC), a collaborative entity established to address adult homelessness within Boulder County. Failure to adhere to HSBC guidance, policies, eligibility criteria, and stated principles may also jeopardize future County funding.

PAYMENT AND REPORTING REQUIREMENTS

1. BUDGET

- A. The approved budget is included as Exhibit B-1, Budget Form.
- B. Contractor has the discretion to transfer up to ten percent (10%) of the approved budget between the major direct cost budget categories without the approval of BCDHHS. Any budget transfer greater than ten percent (10%) requires prior written approval from an authorized BCDHHS representative.

2. PAYMENT AND REPORTING REQUIREMENTS

A. Monthly Invoicing

- i. BCDHHS shall provide Contractor with a monthly invoice template.
- ii. Contractor shall complete and submit monthly invoices and supporting documentation that supports the amount invoiced on/or before the twentieth (20th) calendar day following the reporting period, regardless of the level of activity or amount of expenditure(s) in the preceding report period.
 - a. **Any invoices submitted 90 days after due date will not be accepted by BCDHHS.**
- iii. Monthly invoiced expenses shall be for actual expenditures incurred by the Contractor.
- iv. BCDHHS shall not pay for vacant positions funded through this Contract.
- v. Monthly invoiced expenses may not be reimbursable by any other funding source.
- vi. Monthly invoices shall only include expenditures for the prior billing period. Any adjustments to a previously billed period need to be billed as an amendment to a previous invoice.
- vii. The invoice shall contain the name and title of the person authorized, or his or her designee, to submit claims for payment.
- viii. All invoices, supporting documentation, and applicable reports shall be submitted electronically to BCDHHS via email to:
hhsaccountingoffice@bouldercounty.gov and
rthomes@bouldercounty.gov

B. Supporting Documentation

- i. Monthly invoices shall be supported by a general ledger and/or sub-ledger detail generated from the Contractor's accounting system to include payee, description, date, and amount.
 - a. For participant services, participant name and purpose must be included (for those participants who have signed an authorization to release information).
 - b. For personnel requests, an excerpt of the payroll register from the paying system is appropriate. The payroll register should include staff name(s) or initials, period paid, salary and itemized employer-paid taxes and benefits.
- ii. Supporting documentation submitted with monthly invoices must meet or

- exceed the amount being invoiced.
- iii. Contractor shall keep on site for BCDHHS review, for the Contract term plus three years, the following supporting documentation for each invoice:
 - a. Non-personnel reimbursements must be supported by general ledger or sub-ledger detail generated from Contractor's accounting system.
 - 1. The ledger detail should include payee, description, date, and amount.
 - 2. For participant services, participant name and purpose must be maintained on file (for those participants who have signed an authorization to release information).
 - 3. The documentation should include all receipts and/or other original support. Receipts are required for purchases from a single vendor more than \$100.
 - 4. Travel expenditures should include travel expense reports.
 - 5. Mileage will be reimbursed at a rate equal to or less than the IRS standard mileage rate.
 - b. For personnel requests, an excerpt of the payroll register from the paying system is appropriate. The payroll register should include staff name(s) or initials, period paid, salary and itemized employer-paid taxes and benefits.
 - 1. Staff working less than 100% on Contracted work may be required via a written amendment to maintain an accurate daily record of hours worked and correct charge codes. These records shall be made available to BCDHHS during financial review visits or upon request.
 - iv. If Contractor does not produce sufficient documentation as described above at financial review visits, BCDHHS has the right to recapture any unsupported payments.

C. Payments

- i. Monthly invoices, supporting documentation, and all required deliverables as outlined in Section 6, Deliverable and Reporting Requirements must be submitted in a timely manner and in accordance with the terms of the Contract in order to receive payment.
- ii. BCDHHS will reimburse the Contractor within 30 days of receipt and approval of a fully supported and payable invoice. BCDHHS will follow-up with Contractor within 15 days of receipt should there be any questioned or unsupported costs.

D. Internal Controls

- i. Contractor shall maintain written internal control policies and procedures around financial and accounting practices, including procurement policies and procedures.
- ii. Confidentiality of Client Information and Records: Contractor shall maintain best practices for safeguarding confidential information, including signed certification from Contractor's directors, officers, and employees.
- iii. Conflict of Interest: Contractor shall maintain best practices regarding conflicts of interest, including signed certification from Contractor's directors, officers, and employees.
- iv. Written policies and procedures shall be made available to BCDHHS

during financial review visits or upon request. During the Contract term, BCDHHS will request to review Contractor's procurement policy.

3. **SCHEDULE OF ATTACHMENTS:** The following attachments to this Exhibit are hereby attached and incorporated by this reference:

- i. Exhibit B-1, Budget Form
- ii. Exhibit B-2, Program Level Report

EXHIBIT B-1 **BUDGET FORM**

Contract Term: 01/01/2024 to 12/31/2024

Agency Name: HOPE

Program Name: Coordinated Entry, Diversion, Housing

Focused Shelter and Street Outreach

2024 Approved Amount

103,000

\$300,000

\$403,000

Feel free to add or change expense rows categories to this form

DESCRIPTION	Budget of Line Item	Added	Total
Salaries (list positions and indicate FTE allocated to each source and whether the person within the position is bilingual/bicultural or			
Focused Street Outreach for HFS clients on the streets of Longmont (0.5 FTE)	\$ 26,000	4000	\$ 30,000
Coordinated Entry/Diversion Staff Person; 26 hours a week @\$22/HR	\$ 31,680	(\$1,936)	\$ 29,744
Shelter Manager (0.5 FTE)		\$33,333	\$ 33,333
Emergency Shelter Staff (Hourly/0.5 FTE)		\$7,650	\$ 7,650
10% Administration	\$ 7,000		\$ 7,000
Payroll Taxes & Benefits			
Focused Street Outreach	\$ 4,948	1706	\$ 6,654
Coordinated Entry	\$ 4,800	1776	\$ 6,576
Shelter Manager		\$8,832	\$ 8,832
Emergency Shelter Staff		\$1,614	\$ 1,614
Other Expenses			
Payroll Support (Salary monitoring, retirement, and FAMILI)		\$18,000	\$ 18,000
Pinnacol Assurance (Workman's Comp)		\$28,000	\$ 28,000
Staff Training		\$3,000	\$ 3,000
Operating Expenses (list costs including travel, rent, utilities, phone, postage, supplies, & printing)			
Office supplies	\$ 250	1000	\$ 1,250
Emergency Shelter Supplies		\$21,000	\$ 21,000
Accounting Services (Charity CFO)		\$39,600	\$ 39,600
Phone	\$ 600	(\$600)	\$ 0
Outreach Center Rent		\$13,920	\$ 13,920
MLC Rent	\$ 13,272	\$32,325	\$ 45,597
Facility Repairs		\$15,000	\$ 15,000
Equipment (list all costs)			
Computer	\$ 680	100	\$ 780
Cots		\$1,200	\$ 1,200
Sleeping Bags		\$7,800	\$ 7,800
Other Costs			
Client Assistance (food, water, clothing, vital documents, deposits)		\$40,000	\$ 40,000
Emergency Hoteling (for Medical Needs/COVID)		\$15,000	\$ 15,000
RTD Bus Passes	\$ 1,320	\$680	\$ 2,000
Vehicle Fuel and Repairs	12,450	\$7,000	\$ 19,450
TOTAL Program Budget	\$ 103,000	\$300,000.00	\$ 403,000

EXHIBIT B-2 PROGRAM LEVEL REPORT

Name of Organization:	HOPE
Name of Program (should match funding award):	
Name of Person Completing Report:	
Program staff email to use if questions arise:	

Quarterly Reporting Metrics	Q1	Q2	Q3	Q4
TOTAL Number of unduplicated individuals served by Program				
TOTAL Number of unduplicated individuals served by residency				
Boulder				
Lafayette				
Louisville				
Longmont				
Erie				
Lyons				
Nederland				
Superior				
Jamestown				
Other Cities Inside Boulder County				
Homeless Inside Boulder County				
Other Cities Outside Boulder County				
Homeless Outside Boulder County				
Unknown				
TOTAL Number of unduplicated individuals served by Program by age				
0-5				
6-12				
13-17				
18-54				
55-91				
TOTAL Number of unduplicated individuals served by Program - Race				
American Indian/Alaska Native				
Asian				
Black/African American				
Native Hawaiian or other Pacific Islander				
Mixed Race				
White/Caucasian				
Other				
Unknown				
TOTAL Number of unduplicated individuals served by Program - Hispanic, Latino or Spanish origin				
No, Not of Hispanic, Latinx, or Spanish origin				
Yes, of Hispanic, Latinx, or Spanish origin				
Unknown				
TOTAL Number of households served by Program - Primary Household Language				
English				
Spanish				
Other				
Unknown				
TOTAL Number of households* served by Program				
Number of households with children ages 0-17				

* note: single individuals living alone = 1 household

Programmatic Metrics:	Q1	Q2	Q3	Q4
Number of individuals assessed				

Quarterly Questions for Funders:	Quarter 1	Quarter 2	Quarter 3	Quarter 4
1. What % of program funding does this contract provide as a percent of the total program budget:				
2. Please describe the ways in which this funding helps meet program goals:				
3. Please briefly describe any gaps or areas of need that you are noticing emerge in the community:				
4. This contract is funded by tax dollars. If you are able to share a success story of this program that we can share with the public. How do you know that the program is successful please provide a metric please do so here:				