

**AMENDMENT #2 TO THE PERSONAL SERVICES CONTRACT WITH THE SALVATION
ARMY (RES. 19-408) (RES. 19-566)**

THIS AMENDMENT #2 is dated this 28th day of January, 2020 by and between THE SALVATION ARMY, hereinafter referred to as “CONTRACTOR” and NEVADA COUNTY DEPARTMENT OF SOCIAL SERVICES, hereinafter referred to as “COUNTY”. Said Amendment will amend the prior Agreement between the parties entitled Personal Services Contract, as approved on July 23, 2019 per Resolution No. 19-408 and which was subsequently amended on October 22, 2019 per Resolution No. 19-566; and

WHEREAS, the Contractor provides CalFresh outreach and emergency shelter services at the Booth Family Center for CalWORKs families for the contract term of July 1, 2019 through June 30, 2020; and

WHEREAS, the parties desire to amend their agreement to revise Exhibit “A” Schedule of Services to formalize the activation protocol for shelter nights and improve communication amongst all entities involved in the extreme weather sheltering events.

NOW, THEREFORE, the parties hereto agree as follows:

1. That Amendment #2 shall be effective as of November 1, 2019.
2. That Exhibit “A”, “Schedule of Services”, shall be amended and replaced, as set forth in the amended Exhibit “A” attached hereto and incorporated herein.
3. That in all other respects the prior Agreement of the parties shall remain in full force and effect.

COUNTY OF NEVADA:

By: _____

Heidi Hall

Chair of the Board of Supervisors

ATTEST:

By: _____

Julie Patterson-Hunter

Clerk of the Board of Supervisors

CONTRACTOR:

By: _____

EXHIBIT "A"
SCHEDULE OF SERVICES
THE SALVATION ARMY BOOTH FAMILY CENTER

Salvation Army, hereinafter referred to as “Contractor”, shall provide emergency shelter services at the Booth Family Center, housing support case management and CalFresh outreach and application assistance, and emergency severe weather sheltering for families for Nevada County Department of Social Services, hereinafter referred to as “County”. The Salvation Army is a California Non-Profit.

Booth Family Center Program Statement:

The Salvation Army and the Department of Social Services share the same core value of helping families achieve self-sufficiency through the acts of obtaining stable housing, and through the dignity of employment. Salvation Army’s extensive and comprehensive emergency shelter program shall assist clients in overcoming homelessness, leading to long-term self-sufficiency and the restoration of family systems. All of the services rendered are designed to assist clients in moving from dependence on public assistance to a life of financial independence. Booth Family Center is an emergency shelter designed to provide shelter and support services to homeless families. Booth Family Center is a Drug-Free, Alcohol-Free facility. Any and all Kitchen and Community Room facilities shall be available to CalWORKs occupants in accordance with the operating hours outlined in the Booth Family Center’s Participant Agreement.

Booth Family Center is located in Grass Valley and shall serve CalWORKs clients countywide. Contractor may provide transportation services when public transportation is not available or feasible for occupants. Clients may reside at the emergency shelter for 90 days which may be extended for an additional 90 days, dependent on room availability and client compliance with program rules and requirements. All families, regardless of CalWORKs status, shall not be allowed to stay longer than 180 days total in any twelve month period without CalWORKs Program Manager’s approval. This stable housing shall allow clients to maintain a safe living environment and develop independent living skills. During that time clients are expected to be active in developing assets for self-sufficiency to include job skills, continued education, receiving medical attention for chronic issues, and attaining permanent and safe housing. This engagement in services involves a high level of interaction between the Contractor and the County staff.

Contractor provides case management services to clients receiving services at the Booth Family Center. The Case Manager addresses the multifaceted barriers which impact the client’s progress toward self-sufficiency. Homeless clients face substantial barriers in achieving economic independence. Clients receive help with accessing safe housing, domestic violence counseling, child care, health care, budgeting, employment, and training. When appropriate, a “wrap-around” service delivery methodology is utilized.

Extreme Weather Shelter Statement:

The Extreme Weather Shelter will serve families who are homeless and unable to access Hospitality House due to it being at capacity or due to the result of other barriers that prohibit access, and low-risk individuals on an overflow basis. The Shelter will open, no more than a maximum of twenty days during the contracted period, on days with the following criteria:

1. The Salvation Army Facility located on Alta Street in Grass Valley is available and not

otherwise in use for the night; and

2. One of the Activation Criteria is met:

- A. Per the Nevada County Office of Emergency Services- National Weather Service's LOW temperature prediction for the City of Nevada City is forecasted to be at or below 30 degrees, for a period of 4 hours or more overnight; or
- B. National Weather Service LOW temperature prediction for the City of Nevada City is forecasted to be at or below 32 degrees, for a period of 4 hours or more overnight, with snow on the ground in Nevada City; or
- C. Per the Nevada County Office of Emergency Services- National Weather Service has issued a winter storm warning for Western Nevada County for elevations at or below 3,000 feet; or
- D. Any other extreme weather event or condition identified by the Nevada County Office of Emergency Services in consultation with Nevada County Health and Human Services Agency staff.

County shall notify the Contractor with a minimum of 24 hours notice when the Nevada County Health and Human Services staff or the County's Office of Emergency Services has announced the Activation Criteria referenced above are predicted to be met.

Scope of Services:

Emergency Shelter Services at Booth Family Center

Contractor shall provide to the County five non-smoking rooms for CalWORKs families in crisis at the Booth Family Center. The Contractor shall provide case management services for the referred clients occupying these rooms, as well as all other CalWORKs families receiving emergency shelter services. Contractor shall ensure that any staff developing action plans or providing case management shall have training, skills and experience in providing case management to families and individuals in crisis. Contractor shall work closely with County staff to ensure CalWORKs sponsored services are not duplicated.

Emergency Shelter Services - Method of Referral

County shall refer CalWORKs families to the Contractor and shall determine the length of occupancy for each family, subject to the Booth Family Center's Agreement for Program Participation and Length of Stay policies. It is understood between both parties that CalWORKs families shall not be denied the above-mentioned services based on their inability to pay a security deposit.

County Department of Social Services shall refer individuals to the Booth Family Center. All clients referred must be CalWORKs participants and **pre-authorized** for services by CalWORKs Program Manager or designated staff. County and Contractor understand individuals referred for services are voluntary and may terminate themselves at any time. Contractor shall follow established written procedures for terminating individuals who do not adhere to program rules and/or follow program requirements.

Contractor shall screen County referrals according to their customary and usual practices to determine if client is suitable for admittance to their emergency shelter program, and to assess the individual needs of clients.

Emergency Shelter Services - Contractor's Responsibilities

- Ensure each resident is adhering to the Booth Family Center's program rules and program requirements;
- Contact CalWORKs Employment and Training Staff if there are program rule violations or pending eviction for violation of the rules;
- Provide the CalWORKs Employment and Training Staff with monthly progress reports for each CalWORKs resident, and stay in contact more frequently when extra support is needed for a specific resident;
- Upon completion of the program, provide written notice of "successful" or "unsuccessful" exit from the program.
- Operate a Shelter when MOU weather criteria has been deemed met by designated County Officials;
- The Shelter space shall not exceed capacity of 25 people per night, or as authorized if less than 25 people.
- The Shelter Activities scope criteria will be in effect from November 1, 2019 to March 31, 2020
- The Shelter space shall open at 4:30 pm and close at 8 am the following morning. All personal property and supplies must be removed by 8 am unless authorized by the Contractor to be open the following evening and permission is given to leave items in the building.
- Provide accommodation, as available for shelter seekers who arrive to the shelter with pets.
- The provision of food is optional. If provided, all food handling and safety standards must be followed. If food is prepared on site, the kitchen must be certified for commercial use by the Nevada County Department of Environmental Health.
- Maintain adequate level of staffing and/or volunteer support for safe operations of the shelter.
- Collect requested data elements on shelter demographics and share with the County those elements within 5 business days of the end of operations each time the shelter is open.
- Train all staff and volunteers on operations plan, and all policy and procedures.
- Assist shelter guests in connecting to the Coordinated Entry (2-1-1) system.
- Operate an Extreme Weather Shelter night on the HUD designated Point-in-Time count night, January 28th. Extreme Weather Shelter clients will be encouraged to participate in the count at an offsite (non-Salvation Army) location. Count interviews not to be conducted by Salvation Army personnel.

Emergency Shelter Services - County Responsibilities

- Upon request from the Contractor, provide Public Health, HOME Team, Eligibility, Social Worker and/or Behavioral Health staff to assist in the intake process from the hours of 4:30-6pm.
- Coordinate and share information with the City of Nevada City, Sierra Roots, and the Contractor to ensure efficient and timely communication related to severe weather events and the opening of the Shelter.
- Lead communication distribution of shelter opening within local media outlets.

Case Manager's Responsibilities

- Provide case management for every CalWORKs client receiving services at Booth Family Center.
- Develop and monitor an Action Plan that appropriately addresses the multifaceted barriers which impact the client's progress toward self-sufficiency.
- Whenever appropriate, the action plan shall include referrals for services with county and community partners (i.e., Family Stabilization Program, Housing Support Program, Granite Wellness Center, Family Resource Centers, , Connecting Point, CPS and SNCS,) to maximize resources and services for CalWORKs families.
- Assist CalWORKs clients with identifying and accessing safe housing, child care, health care, employment, training needs, and other self-sufficiency related programs and services.
- Case Manager will assist the CalWORKs clients to secure appropriate permanent housing based on location, family size, safety and other relevant factors. The Case Manager will assist clients to identify units that meet the needs of each family for safe and adequate housing, and to communicate with potential landlords and complete rental applications.
- Notify CalWORKs monthly regarding each client's successful or unsuccessful participation in program activities.
- Attend CalWORKs staff meetings or meet with appropriate CalWORKs Employment & Training Workers as needed.
- Case Manager will have training skills and experience in providing case management to families in crisis including Motivational Interviewing and trauma informed care.
- Participate in the Nevada County Multi-Disciplinary Housing Case Management Meetings
- Participate in the Nevada County Continuum of Care Meetings.

CalFresh Outreach Contractor Responsibilities:

- Contractor staff shall provide outreach to the general public at the Salvation Army of Grass Valley offices and events.
- Complete training on the CalFresh application process and C4Yourself system.
- Provide assistance with CalFresh applications during hours of operation including either entering or assisting clients in entering their information into the C4Yourself system.
- Provide monthly reports submitted with monthly invoices showing the number of outreach materials distributed and the number of applicants assisted.

Additional Contractor Responsibilities:

- Assurance of Compliance with Confidentiality - Contractor shall hold CalWORKs related information confidential as directed and applies in State Welfare and Institutions Code Section 10850, California State Department of Social Services, Policies and Procedures Manual, Division 19-000 and Civil Code Section 56.10. Contractor agrees to provide a report to Nevada County Department of Social Services within 60 days of contract initiation as to how and when the

aforementioned laws, regulations were communicated to all persons performing services under Contractor's Agreement with the County of Nevada.

- Assurance of Compliance with Non-Discrimination- Civil Rights. Contractor agrees to provide a report to Nevada County Department of Social Services within 60 days of contract initiation as to how and when the Civil Rights training was provided to all persons performing services under Contractor's Agreement with the County of Nevada. Attending collaborative Civil Rights training with the County shall be encouraged.
- Assurance of Compliance with Confidentiality – See Attachment 1

County Responsibilities:

- Provide CalFresh outreach materials to Contractor to promote application assistance at the Salvation Army of Grass Valley offices and events.
- Provide CalFresh program and C4Yourself training to Contractor staff.
- Provide updates on rules and regulation regarding CalFresh application and enrolment.
- Provide referrals of homeless CalWORKs families for emergency shelter at the Booth Family Center.
- Coordinate case management between County staff and Salvation Army staff to ensure County sponsored resources are not duplicated.
- Provide a California Voter Registration form to all applicants for services.