SECOND AMENDATORY AGREEMENT

THIS SECOND AMENDATORY AGREEMENT is made between the CITY AND COUNTY OF DENVER, a municipal corporation of the State of Colorado (the "City") and THE SALVATION ARMY, a California nonprofit whose address is 30840 Hawthorne Blvd., Rancho Palos Verdes, California 90275 (the "Contractor"), individually a "Party" and jointly the "Parties."

WHEREAS, the Parties entered into an Agreement dated September 23, 2021, and a First Amendatory Agreement dated March 8, 2023, (collectively, the "Agreement") to provide funding for the Connection Call Center that will provide immediate access to triage assessment, initial intakes, appointments, information and referrals for community programs and services (the "Agreement"); and

WHEREAS, the Parties now wish to modify the Agreement as set forth below.

NOW THEREFORE, in consideration of the premises and the Parties' mutual covenants and obligations, the Parties agree as follows:

- 1. All references to "...Exhibit A, and A-1..." in the existing Agreement shall be amended to read: "...Exhibit A, A-1, and A-2..." as applicable. **Exhibit A-2** the Scope of Work is attached and will control from and after the date of execution.
 - 2. Section 3 of the Agreement entitled **TERM** is amended to read as follows:
 - "3. <u>TERM</u>: This Agreement will commence on July 1, 2021, and will expire, unless sooner terminated, on December 31, 2024 (the "Term"). Subject to the Director's prior written authorization, the Contractor shall complete any work in progress as of the expiration date and the Term will extend until the work is completed or earlier terminated by the Director."
- 3. Section 4 of the Agreement entitled "<u>COMPENSATION AND</u> <u>PAYMENT</u>" Sub-section 4.4 entitled "<u>Maximum Contract Amount"</u> paragraph 4.4.1 is amended to read as follows:

"4.4. Maximum Contract Amount

4.4.1 Notwithstanding any other provision of the Agreement, the City's maximum payment obligation will not exceed One Million One Hundred Twenty-One Thousand Two Hundred Eleven Dollars (\$1,121,211.00) (the "Maximum Contract Amount"). The City is not obligated to execute an agreement or any amendments for any further

services, including services performed by the Contractor beyond that specifically described in **Exhibits A, A-1 and A-2.** Any services performed beyond those in **Exhibits A, A-1 and A-2** or performed outside the Term are performed at the Contractor's risk and without authorization under the Agreement."

- 4. Section 21 of the Agreement entitled "NO EMPLOYMENT OF A WORKER WITHOUT AUTHORIZATION TO PERFORM WORK UNDER THE AGREEMENT" is hereby deleted in its entirety.
- 5. As herein amended, the Agreement is affirmed and ratified in each and every particular.
- 6. This Second Amendatory Agreement will not be effective or binding on the City until it has been fully executed by all required signatories of the City and County of Denver, and if required by Charter, approved by the City Council.

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Contract Control Number:

Contractor Name:

IN WITNESS WHEREOF, the parties have se Denver, Colorado as of:	t their hands and affixed their seals at
SEAL	CITY AND COUNTY OF DENVER:
ATTEST:	By:
	_
APPROVED AS TO FORM:	REGISTERED AND COUNTERSIGNED:
Attorney for the City and County of Denver By:	By:
	By:

HOST-202369727-02/HOST 202159210-00

THE SALVATION ARMY

Contract Control Number: Contractor Name:

HOST-202369727-02/HOST 202159210-00 THE SALVATION ARMY

	DocuSigned by:
By:	MISI 724C2801B5DC446
	1210200 10000410
Name	Richard Pease
	(please print)
Title:	Divisional Secretary for Business
-	(please print)
ATTE	ST: [if required]
By:	
Name	
	(please print)
Title:	
	(please print)

SCOPE OF WORK

DEPARTMENT OF HOUSING STABILITY

THE SALVATION ARMY

HOST-202369727-02

I. INTRODUCTION

Period of Performance Start and End Dates: 7/1/2021 – 12/31/2024

Project Description:

The purpose of this contract agreement is to provide a Department of Housing Stability (HOST) award to add \$320,346.00 for a total contract amount of \$1,121,211.00 to The Salvation Army (TSA) to be utilized for the Connection Center to provide immediate access to triage assessment, initial intakes, appointments, information and referrals for community programs and services that deliver resources for people experiencing hunger, homelessness and precarious housing within Denver City and County. This location will also serve as an access point to homelessness/eviction prevention, shelter, and Coordinated Entry.

Funding Source:	Homelessness Resolution Fund
Project Name:	Connection Center
Budget Type:	Focused Cost Reimbursement
Contractor Address:	30840 Hawthorne Blvd, Rancho Palos
	Verdes, CA 90275
Organization Type:	Non-Profit

II. SERVICES DESCRIPTION

- A. The Connection Center will provide people with immediate virtual and physical access to TSA and community programs, services, and information. This program will connect people experiencing homelessness or at risk of homelessness with resources that will promote fair housing and address barriers to fair housing.
- B. The Connection Center will field calls and provide in-person support to the community seeking resources to overcome hunger, homelessness, addiction and/or poverty.
- C. The Connection Center will provide trained case managers to conduct triage assessments, complete initial intakes, and schedule appointments. Included in services are the following.
 - 1. Locating appropriate shelter. Includes TSA sites or other local community shelters
 - a. TSA will complete eligibility screening for shelter access
 - b. TSA will work in close coordination with other agencies and community partners to provide direct referrals to shelter beds, as appropriate
 - c. TSA will maintain and prioritize a waitlist for shelter, as appropriate

- 2. Providing crisis intervention and referrals to long-term supports as needed including mental health and substance use disorder treatment.
- 3. Working with households to determine eligibility for OneHome Coordinated Entry access and assessment
- 4. Providing referrals to eviction/homelessness prevention programs or Rapid Resolution as appropriate
- 5. Providing relocation services and transportation assistance.

III. ROLES AND RESPONSIBILITIES FOR BOTH PARTIES

A. Contractor will:

- 1. Work with City to host any city-designated sensitivity training on an annual basis.
- 2. Provide any online modular sensitivity training developed and provided by the City to all new direct-service staff within 15 days of hire date. Ensure direct-service staff complete training refresher on a biennial basis.
 - a. Sensitivity Training is available at https://denvergov.org/media/denvergov/housingstability/context_of_homelessness/story.html
 - b. The Executive Director or their delegate are required to complete and sign the "Statement of Completion of Required Training: Informed, Compassionate, and Positive Interactions with Persons Experiencing Homelessness" form biennially and submit to HOST.
- 3. Post the City and County of Denver's Anti-Discrimination Office signage in an area where information is available to staff and program participants.

B. The City will:

1. Provide signage that includes information about the City and County of Denver's Anti-Discrimination Office in both <u>Spanish and English</u>.

IV. EQUITY ACCESS AND OUTCOMES

The Department of Housing Stability, in alignment with the Mayor's Office of Social Equity and Innovation, values racial equity and inclusiveness and seeks to reflect this value in our funding practices. Our commitment to producing racially equitable housing outcomes is paramount to HOST's overall mission of Denver residents being healthy, housed and connected. HOST requires all programs it funds to report on the demographic characteristics of households served by the program throughout the duration of the contract in coordination with other required reporting. The contractor will also report on the demographics of staff working on this program throughout the duration of this contract. Specific information outlining the required data systems to be used and data to be collected are contained within the scope of work of this contract. This information will help HOST monitor demographic trends in who is served. The underlying objective of collecting and disaggregating data and outcomes by race is to understand who is currently served by HOST funded programs. This information will help inform future evaluation on any potential disparate impacts across HOST programs, as well as strategies to help address equity in access to and outcomes from programs where appropriate. Additionally, HOST program and monitoring staff will be reviewing data, and will discuss your program's progress or challenges towards racially equitable services and outcomes at site visits and monitoring.

V. FUNDS WILL BE USED TO

Funding in the amount of \$320,346.00 will be provided to the Connection Center.

VI. OBJECTIVE AND OUTCOMES

A. Household Characteristics

- 1. Number of households that exited the program within the reporting period and contract period to date
 - a. Source: Homeless Management Information System (HMIS)
- 2. Number and percentage of heads of household by race, ethnicity, gender, age, and income at entry (if reported in HMIS for program type) and household size
 - a. Source: HMIS

B. Data quality

- 1. In order to determine the accuracy and comprehensiveness of the reporting on the performance measures, Contractor will submit an HMIS Data Quality Report on the program for each reporting period.
 - a. Data source: HMIS

VII. REPORTING

- A. Contractor is required to use Homeless Management Information System (HMIS) for program data collection. Contractor's use of HMIS must adhere to COHMIS <u>Policy</u> and <u>Data Quality</u> standards to demonstrate clients' eligibility, and meet indicators in this scope of work. Disbursement of funds is contingent upon the ability to collect program data using HMIS.
- B. Contractors will be required to use HOST Programs Community to submit all program narrative and qualitative data reports. These reports are due the 15th day of the month following each reporting period. Each narrative report will content information on program success, challenges, and funding leverage during the reporting period.
- C. HOST Programs Community will provide Contractor with an online forum to submit report for each reporting period. Supplemental reporting may be required when HMIS data and narrative reports are insufficient to demonstrate program impact. Submitted reports will be reviewed by the designated Program Officer for completeness, clarity, and accuracy.
- D. Upon execution of this contract, HOST will provide a user guide for using HOST Programs Community portal along with the required login information. Prior to the due date for the first required report, HOST will provide resources and support as needed or as requested by the Contractor to support the use of HOST Programs Community.
- E. Contractor may be required to submit a Contract Summary Report at the end of the contract period within 30 days after the Term End Date of this contract agreement.

F. Data Monitoring

A description of the scope of data that will be monitored by HOST throughout the lifecycle of the contract. This includes the mechanism for reporting, the primary goal for households to be served, desired program outcomes, and any program-specific reporting requirements.

- 1. Program data
 - a. Data sources
 - 1. Homeless service providers: All program data reports will be sourced from client-level data entered in HMIS unless otherwise specified. Qualitative program narratives, data quality reports, and any requested supplemental reports can be submitted through the HOST Programs Community
 - 2. All other programs: Summary reports on clients served will use the HOST Programs Community to report narrative, and households served information. Additional data may be required in the reporting form and/or a supplemental data template provided by HOST.
 - i. Number of unique Households served (universal for all HOST-funded programs) and progress toward the households served goal:
 Households proposed to be served each calendar year 500
 Year 2024: 500
 - ii. Demographics of households served:

Demographic data of households served are monitored to ensure fair and equitable access to services. The scope of demographic data collected are specific to the needs of the program or any related funding sources. Demographic data can include but is not limited to race and ethnicity, income level, participant age/ age-group/ number of age-qualifying participants, disability status, mental health condition, or gender identity.

The measures and benchmarks specified in the objectives and outcomes section.

- 2. Qualitative narratives: This includes reports on program successes and challenges, programmatic updates, and supplemental reports. These reports can be submitted through the Salesforce programs community.
- 3. Financial Data
 - a. Funding sources and amount included
- 4. HMIS Data Quality reports (Required for all program reporting in HMIS Homelessness resolution programs only): Data quality reports are a tool to assist with tracking data quality progress for client data entered into HMIS.
 - a. Data quality standards: The <u>COHMIS Data Quality Standards</u> determine expected data quality standards by project type. Timeliness is the primary data quality component assessed at HOST to support policies around voluntary client reporting. Table A below summarizes minimum data quality timeliness standards for each project.

Table A						
HMIS Data Entry Time Frame						
Program Type	Time Frame for Entry					
Emergency Shelters	Housing Check-In/Check Out, Services	Same Day				
Transitional Housing Programs	Program Entry/Exit, Services	7 Calendar Days				
Permanent Supportive Housing Programs	Program Entry/Exit, Services	7 Calendar Days				
Rapid Re-Housing Programs	Program Entry/Exit, Services	7 Calendar Days After Enrollment/Eligibility is Established				
Homelessness Prevention Programs	Program Entry/Exit, Services	7 Calendar Days After Enrollment/Eligibility is Established				
Outreach Programs	Services	2 Working Days				

VIII. FINANCIAL ADMINISTRATION

A. Compensation and Methods of Payment

- 1. Disbursements shall be processed through the Department of Housing Stability (HOST) and the City and County of Denver's Department of Finance.
- 2. The method of payment to the Contractor by HOST shall be in accordance with established HOST procedures for this Agreement line-item reimbursements. Invoice requests for reimbursement of costs should be submitted on a regular and timely basis in accordance with HOST policies. Invoices should be submitted within thirty (30) days of the actual service, expenditure, or payment of expense.
- 3. The Contractor shall be reimbursed for services provided under this Agreement according to the approved line-item reimbursement budget
- 4. Invoice request shall be completed and submitted on or before the 15th of each month following the month services were rendered. Contractor shall use HOST's preferred invoice template, if requested HOST Financial Services may require a Cost Allocation Plan and budget narrative for detailed estimated description and allocation of funds. This is dependent upon funding source and program requirements.
- 5. Invoices shall be submitted to the HOST contractor online portal at https://denvergov.org/Government/Agencies-Departments-Offices/Agencies-Departments-Offices-Directory/Department-of-Housing-Stability/Partner-Resources/Contractor-Payment-Requests or by US Mail to:

Attn: Department of Housing Stability

Financial Services Team 201 W. Colfax Ave. Denver CO 80202

A. Invoicing Requirements

- 1. To meet Government requirements for current, auditable books at all times, it is required that all Invoices be submitted monthly to HOST to be paid. Expenses cannot be reimbursed until the funds under this contract have been encumbered.
- 2. No more than four (4) Invoices may be submitted per contract per month, without prior approval from HOST.
- 3. All Invoices for all Agreements must be correctly submitted within thirty (30) days of the Agreement end date to allow for correct and prompt closeout.
- 4. City and County of Denver Forms shall be used in back-up documents whenever required in the Invoice Processing Policy.
- 5. For contracts subject to Federal Agreements, only allowable costs determined in accordance with 2 CFR Chapter I, Chapter II, Parts 200, 215, 220, 225 and 230, "Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards" (the "OMB Omni Circular") applicable to the organization incurring the cost will be reimbursed.
- 6. If another person has been authorized by the Contractor to request reimbursement for services provided by this contract, then the authorization should be forwarded in writing to HOST prior to the draw request.
- 7. The standardized HOST "Expense Certification Form" should be included with each payment request to provide the summary and authorization required for reimbursement.

B. Payroll

- 1. A payroll register or payroll ledger from the official accounting system will verify the amount of salary. Payroll registers must detail the pay period, gross pay, and deductions.
- 2. If the employee(s) is reimbursed only partially by this contract, the amount of salary billed under other contracts with the City or other organizations should be deducted from the requested reimbursement amount and documented on each reimbursement summary sheet or payroll register.
- HOST reserves the right to request submittal of additional documentation including timesheets or additional accounting system reports to substantiate payroll reimbursement requests.

C. Fringe Benefits

- 1. Fringe benefits paid by the employer can be requested as substantiated by the payroll registers or accounting records submitted for the appropriate period.
- 2. Fringe benefits include, but are not limited to, the costs of leave (vacation, family-related, sick, or military), employee insurance, pensions, and unemployment benefit plans. The cost of fringe benefits is allowable if they are provided under established written leave policies, equitably allocated to all funding sources, including HOST awards; and, the accounting basis (cash or accrual) selected for costing each type of leave is consistently followed by the vendor. HOST will not reimburse payments for unused leave when an employee separates from employment.

D. General Reimbursement Requirements

- 1. <u>Invoices</u>: All non-personnel expenses should be documented on a summary sheet for the period indicated on the reimbursement request to include:
 - a. Vendor Name
 - b. Amount
 - c. Purpose
 - d. Payment Method (Check #, ACH Date & Amount, Wire Number, Date & Amount, Credit Card Date & Amount)
 - e. All invoices must be kept on file for audit purposes for three (3) years. For Audit purposes all invoices must be dated and readable invoices. The invoices must be from a vendor separate from the Contractor and must state what goods or services were provided and the delivery address. Verification that the goods or services were received should also be submitted, this may take the form of a receiving document or packing slips, signed, and dated by the individual receiving the good or service. Copies of checks written by the Contractor, or documentation of payment such as an accounts payable ledger which includes the check number shall be submitted to verify that the goods or services are on a reimbursement basis.
- 2. <u>Mileage</u>: A detailed mileage log with destinations and starting and ending mileage must accompany mileage reimbursement. The total miles reimbursed and per mile rate must be stated. Documentation of mileage reimbursement to the respective employee must be included with the Invoice request.
- 3. <u>Cell Phone</u>: If the monthly usage charge is exceeded in any month, an approval from the Executive Director or designee will be required.
- 4. <u>Administration and Overhead Cost</u>: Other non-personnel line items, such as administration, or overhead need invoices, and an allocation to this program documented in the draw request. An indirect cost rate can be applied if the Contractor has an approved indirect cost allocation plan. The approved indirect cost rate must be submitted to and approved by HOST.
- 5. Service Period and Closeout: All reimbursed expenses must be incurred during the time period within the contract. The final payment request must be received by HOST within thirty (30) days after the end of the service period stated in the contract.

E. Budget Modification Requests

- 1. HOST may, at its option, restrict the transfer of funds among cost categories, programs, functions, or activities at its discretion as deemed appropriate by program staff, HOST executive management or its designee.
- 2. Budget Modifications may be required for changes related to increase or decrease of individual budget line items within an approved budget, to add budget line items, or to make changes to a budget narrative. A budget modification can adjust the award amount available for purposes outlined within the executed contract but cannot increase or decrease the total contract amount or assign resources to a purpose not already included in the original contract agreement.

- 3. Budget modifications will require submittal of written justification and new budget documents by the Contractor. These budget documents will require approval by HOST program, contracting and financial staff.
- 4. The Contractor understands that any budget modification requests under this Agreement must be submitted to HOST after the 30 days the contract agreement start date and before the last Quarter of the fiscal period, unless waived in writing by the HOST Deputy Director or their designee.
- 5. Budget modification requests are limited to two per each fiscal year of a contract agreement term. Exceptions to this limit may be made by the HOST Deputy Director or their designee.

F. Contract Amendments

1. All contract modifications that increase or decrease award amount, alter the contract term date and/or change the scope of work will require an amendment to this Agreement executed in the same manner as the original Agreement.

G. Financial Management Systems

The Contractor must maintain financial systems that meet the following standards:

- 1. Financial reporting must be accurate, current, and provide a complete disclosure of the financial results of financially assisted activities and be made in accordance with federal and/or city financial reporting requirements.
- 2. Accounting records must be maintained which adequately identify the source and application of the funds provided for financially assisted activities. The records must contain information pertaining to contracts and authorizations, obligations, unobligated balances, assets, liabilities, outlays or expenditures, and income. Accounting records shall provide accurate, separate, and complete disclosure of fund status.
- 3. Effective internal controls and accountability must be maintained for all contract cash, real and personal property, and other assets. Adequate safeguards must be provided on all property, and it must be assured that it is used solely for authorized purposes.
- 4. Actual expenditures or outlays must be compared with budgeted amounts and financial information must be related to performance or productivity data, including the development of cost information whenever appropriate or specifically required.
- 5. All HOST contracts will be subject to applicable OMB Omni Circular cost principles, agency program regulations, and the terms of the agreement will be followed in determining the reasonableness, allowability and allocability of costs.
- 6. Source documents such as cancelled checks, paid bills, payrolls, time and attendance records, contract documents, etc., shall be provided for all disbursements. The Contractor will maintain auditable records, i.e., records must be current and traceable to the source documentation of transactions.
- 7. For contracts subject to Federal Agreements, the Contractor shall maintain separate accountability for HOST funds as referenced in 24 C.F.R. 85.20 and the OMB Omni Circular.
- 8. The Contractor must properly report to Federal, State, and local taxing authorities for the collection, payment, and depositing of taxes withheld. At a minimum, this

- includes Federal and State withholding, State Unemployment, Worker's Compensation (staff only), City Occupational Privilege Tax, and FICA.
- 9. A proper filing of unemployment and worker's compensation (for staff only) insurance shall be made to appropriate organizational units.
- 10. The Contractor shall participate, when applicable, in HOST provided staff training sessions in the following financial areas including, but not limited to (1) Budgeting and Cost Allocation Plans; (2) Invoicing Process.
- 11. The Contractor will be responsible for all Disallowed Costs.
- 12. The Contractor may be required to engage an audit committee to determine the services to be performed, review the progress of the audit and the final audit findings, and intervene in any disputes between management and the independent auditors. The Contractor shall also institute policy and procedures for its sub recipients that comply with these audit provisions, if applicable.

H. Procurements

- 1. The Contractor shall follow the City Procurement Policy to the extent that it requires that at least three (3) documented quotations be secured for all purchases or services supplies, or other property that costs more than ten thousand dollars (\$10,000) in the aggregate.
- 2. The Contractor will ensure selected vendor or proposer has required insurance once the Contractor identifies a successful vendor or proposer.
- 3. The Contractor will maintain records sufficient to detail the significant history of procurement. These records will include but are not limited to the following: rationale for the method of procurement, selection of contract type, contractor selection or rejection, and the basis for the contract price.
- 4. For contracts subject to federal agreements, if there is a residual inventory of unused supplies exceeding five thousand dollars (\$5,000) in total aggregate upon termination or completion of award, and if the supplies are not needed for any other federally sponsored programs or projects the Contractor will compensate the awarding agency for its share.

I. Monitoring Requirements

- 1. Monitoring may be performed by the program area, contract administration and financial services throughout the term of the agreement. Contractor will be notified in writing 30 days prior to facilitation of contract monitoring.
- 2. Program or Managerial Monitoring: The quality of the services being provided and the effectiveness of those services addressing the needs of the program. This may include reviewing the current spending and outcomes to date for the contract.
- 3. Contract Monitoring: Review and analysis of current program information to determine the extent to which contractors are achieving established contractual goals. HOST will conduct performance monitoring and reporting reviews. This includes reviewing the current spending and outcomes to date for the contract. City staff will address any performance issues and require a corrective action plan to resolve concerns.
- 4. Compliance Monitoring: Will ensure that the terms of the contract document are met, as well as Federal, State and City legal requirements, standards, and policies.

J. Records Retention

- 1. The Contractor must retain for three (3) years financial records pertaining to the contract award. The retention period for the records of each fund will start on the day the single or last expenditure report for the period, except as otherwise noted, was submitted to the awarding agency.
- 2. The awarding agency and the Comptroller General of the United States, or any of their authorized representatives, shall have the right of access, upon reasonable notice, to any pertinent books, documents, papers, or other records which are pertinent to the contract, to make audits, examinations, excerpts, and transcripts.

K. Contract Close-Out

- 1. All Contractors are responsible for submitting a final invoice marked "Final Invoice" and any required performance and outcome reports to HOST by the required due dates outlined in this Contract.
- 2. HOST will close out the Contract when it determines that all applicable administrative actions and all required work of the contract have been completed. If Contractor fails to perform in accordance with this Agreement, HOST reserves the right to unilaterally close out a contract, "unilaterally close" means that no additional money may be expended against the contract.

L. Collection of Amounts Due

- 1. Any funds paid to a Contractor in excess of the amount to which the Contractor is determined to be entitled under the terms of the award constitute a debt to the City and County of Denver, if not paid within a reasonable period after demand HOST may:
 - a. makes an administrative offset against other requests for reimbursements.
 - b. withholds advance payments otherwise due to the Contractor; or
 - c. other action permitted by law.
- 2. The Contractor shall participate, when applicable, in HOST provided staff training sessions in the following financial areas including, but not limited to Budgeting and Cost Allocation Plans, and Invoicing Process.

IX. Budget

Contract Program Budget Summary						
Contractor Name:	The Salv	The Salvation Army City Contract #: HOST 2023697-02		23697-02		
Project :	Th	e Connection Call Cente	r			
Contract Term:	From:	1/1/2024	То:	12/31/2024		
Program/Fiscal Year:		2024				
Budget Category	Agency Total (All Funding Sources for Agency)	Homelessness Resolution HOST Funding	Total Costs requested from HOST	Agency Total		Budget Narrative
Personnel: Job Title	Total	Amount	HOST Total	Amount	%	Oversees the services, HR, and finances of the Connection
Call Center Director	\$79,800	\$25,000	\$25,000	\$25,000	31.33%	Center, provides Reporting, Portion of salary will be reimbursed at cost for work on this contract. HOST will not pay for bonuses, severances, or payouts of leave when an employee separates from their job. Please see section Financial Administration D. Payroll and E. Fringe Benefits.
Call Center Services Coordinator	\$54,000	\$43,200	\$43,200	\$43,200	80.00%	Coordinates services administered by the connection center. Portion of salary will be reimbursed at cost for work on this contract. HOST will not pay for bonuses, severances, or payouts of leave when an employee separates from their job. Please see section Financial Administration D. Payroll and E. Fringe Benefits.
Call Center Case Managers	\$104.832	\$99,000	\$99,000	\$99.000	94.44%	Provides assessment, triage and case management services to clients. 2 Full-time Case Manager salaries will be reimbursed at cost for work on this contract. HOST will not pay for bonuses, severances, or payouts of leave when an employee separates from their job. Please see section Financial Administration D. Payroll and E. Fringe Benefits.
Total Salary:	\$238,632	\$167,200	\$167,200	\$167,200	70.07%	
Fringe Benefits	\$92,595	\$57,917	\$57,917	\$57,917	62.55%	Fringe benefits and payroll taxes (Fringe) will be reimbursed at cost or at the Federally Approved Fringe Rate. To receive a Fringe percentage, a contractor must provide a Federally Approved Fringe Rate letter or flat rate percentage for contracted staff. Please see section Financial Administration E. Fringe Benefits.
Total Salary and Fringe Benefits:	\$331,227	\$225,117	\$225,117	\$225,117	67.96%	
Other Direct Costs	Total	Amount	Subtotal	Amount	%	
Program Expenses & Supplies	\$7,425	\$7,425	\$7,425	\$7,425	100.00%	Program-related expenses and supplies that are not given directly to a client. Includes shredding, computer supplies, printing, and cell phone service for full time staff only for Connections Center
Client Support	\$75,482	\$45,000	\$45,000	\$45,000	59.62%	Items provided to clients include rapid resolution support, client crisis response assistance such as short term hotel vouchers, transportation (train, bus, car service, etc), food and document assistance.
Professional Services	\$20,000	\$5,182	\$5,182	\$5,182	25.91%	File Invite for client/landlord/shelter document collection; Translation services. Contract for office cleaning.

Budget Category	Agency Total (All Funding Sources for Agency)	Homelessness Resolution HOST Funding	Total Costs requested from HOST	Agenc	y Total	Budget Narrative
Staff Training	\$3,000	\$2,000	\$2,000	\$2,000		CPI, First Aid, Trauma Informed Care, Harm Reduction, etc. All training is related to client and customer care and homeless service best practices.
Direct Facilities	\$10,000	\$5,000	\$5,000	\$5,000		Specific office space dedicated for use for the program only and not a shared space. Associated expenses can include rent, lease, utilities, maintenance & repair costs.
Staff Mileage	\$1,500	\$1,500	\$1,500	\$1,500		Reimbursement of personal vehicle mileage (not to exceed the standard IRS rate at the time of travel)
Total Other Direct Costs	117,407	\$66,107	\$66,107	\$1,500	1.28%	
Total Salaries, Fringe and Other Direct Costs	\$ 448,634.00	\$ 291,224.00	\$ 291,224.00	226,617	50.51%	
Indirect Costs						
Indirect Costs	\$44,863.40	\$29,122.00	\$29,122	\$29,122		Indirect calculated 10 % of Salaries, Fringe and Other Direct Costs
Grand Total	493,497	320,346.00	320,346	\$320,346	64.91%	