

THIRD AMENDATORY AGREEMENT

THIS THIRD 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 corporation registered to do business in Colorado whose address is 30840 Hawthorne Blvd, Rancho Palos Verdes, CA 90275 (the “Contractor”), individually a “Party” and jointly the “Parties.”

WHEREAS, the Parties entered into an Agreement dated September 23, 2021 an Amendatory Agreement dated March 8, 2023 and a Second Amendatory Agreement dated September 28, 2023 (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; and

WHEREAS, the Parties now wish to amend the Agreement to extend the Term, increase the Maximum Contract Amount and to make such other amendments as are herein set forth.

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

1. All references to “...Exhibits A, A-1 and A-2...” in the existing Agreement shall be amended to read: “...Exhibits A, A-1, A-2 and A-3...” as applicable. **Exhibit A-3** 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. TERM:** This Agreement will commence on July 1, 2021 and will expire, unless sooner terminated, on December 31, 2025 (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 “**COMPENSATION AND PAYMENT**”, Subsection 4.4 entitled “**Maximum Contract Amount**” 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 Six Hundred Twenty-One Thousand Two Hundred Eleven Dollars (\$1,621,211.00) (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, A-2 and A-3**. Any services performed beyond those in **Exhibits A, A-1, A-2 and A-3** or performed outside the Term are performed at the Contractor's risk and without authorization under this Agreement."

4. A new section 47 entitled "**COMPLIANCE WITH DENVER WAGE LAWS**", is hereby being added to the Agreement to read as follows:

"**47. COMPLIANCE WITH DENVER WAGE LAWS**: To the extent applicable to the Contractor's provision of Services hereunder, the Contractor shall comply with, and agrees to be bound by, all rules, regulations, requirements, conditions, and City determinations regarding the City's Minimum Wage and Civil Wage Theft Ordinances, Sections 58-1 through 58-26 D.R.M.C., including, but not limited to, the requirement that every covered worker shall be paid all earned wages under applicable state, federal, and city law in accordance with the foregoing D.R.M.C. Sections. By executing this Agreement, the Contractor expressly acknowledges that the Contractor is aware of the requirements of the City's Minimum Wage and Civil Wage Theft Ordinances and that any failure by the Contractor, or any other individual or entity acting subject to this Agreement, to strictly comply with the foregoing D.R.M.C. Sections shall result in the penalties and other remedies authorized therein."

5. As herein amended, the Agreement is affirmed and ratified in each and every particular.

6. This Third 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.

[THE REMAINDER OF THIS PAGE IS INTENTIONALLY LEFT BLANK.]

Contract Control Number: HOST-202477088-03/HOST 202159210-00
Contractor Name: THE SALVATION ARMY

IN WITNESS WHEREOF, the parties have set their hands and affixed their seals at Denver, Colorado as of:

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:

Contract Control Number:
Contractor Name:

HOST-202477088-03/HOST 202159210-00
THE SALVATION ARMY

By:  Signed by:
B5A70D051FD7467...

Name: kelly Pontsler
(please print)

Title: Treasurer
(please print)

ATTEST: [if required]

By: _____

Name: _____
(please print)

Title: _____
(please print)

SCOPE OF WORK
DEPARTMENT OF HOUSING STABILITY
THE SALVATION ARMY
HOST-202477088-03

I. INTRODUCTION

Current Period of Performance: 7/1/2021 – 12/31/2025

Project Description:

This agreement is entered between the Department of Housing Stability (HOST) and The Salvation Army (TSA) for the purpose of 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. The Fiscal Year 2025 award amount for this contract is **\$500,000.00** for a total contract amount of 1,621,211.00.

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. These services will be available on weekdays, weekends, evenings and holidays to accommodate needs of all households. TSA will respond to phone calls, walk-ups, website applications, emails and dependent on staffing levels, staff can meet households at locations of client preference in the community.
- B. The Connection Center will field calls and provide in-person support to the community seeking resources to overcome hunger, homelessness, housing instability, addiction and/or poverty.

- C. The Connection Center will be responsible for providing families with access to shelter during severe weather events in alignment with citywide severe weather policies, this may include expanding hours of operation and/or operating additional telephone lines to provide additional access during severe weather events. This may also include working with HOST on a procedure to provide additional hours of operation and additional staff coverage during distinct weather events.
- D. The Connection Center will provide trained staff 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 family shelter access, this includes family and sex offender status, as well as, verifying literal homelessness, in accordance with HOST's established eligibility guidelines for family shelter.
 - b. TSA will work in close coordination with other agencies and community partners to provide direct referrals to family shelter beds, as appropriate.
 - c. TSA will maintain and prioritize a waitlist for family shelter, as appropriate. This will be managed and in compliance with the HOST approved Waitlist Prioritization Policy. The Waitlist Prioritization Policy will include information on maintaining contact with households waiting to enter programs, and regular maintenance of waitlist to ensure that it is current and accurate each day. Waitlist data will be provided to HOST a minimum of three times a week. Additionally, data on referrals, sent, including how many openings each shelter had, the number of referrals sent, and the outcomes of the referrals will be sent to HOST on a weekly basis at a minimum.
 - d. All households will be screened for Rapid Resolution eligibility and will be provided with those services if deemed appropriate. This also includes services to divert households from shelter when a more appropriate intervention is available.
 - e. All households will be entered into HMIS and enrolled in the appropriate program, with services, in accordance with HMIS Data Timeliness standards. HMIS profiles will be complete and will be entered into the database at point of prescreen and enrolled in appropriate program upon the assignment of a case manager.
 - f. TSA will communicate with case managers when necessary and collaborating with shelters to ensure a seamless continuity of care to both short- and long-term shelters or other programs. This includes following up with shelters on referrals made in a timely manner to determine outcomes of said referrals and if additional referrals are needed to fill shelter vacancies.
 - g. TSA will review the expectations of shelter programs with families prior to referral to program.
 - 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, including during times of Cold Weather activation.
6. TSA will establish written policies and procedures for waitlist, referral and all other programmatic activities, which incorporate feedback from the shelter community and HOST. These written policies will be provided to HOST upon request.
7. TSA will attend and participate in HOST required meetings.

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.
4. Ensure completion of requisite training as outlined by HOST Program Standards document.
5. Provide grievance policy and procedure to HOST within the first 90 days of this contract and annually or as updates are made thereafter. Grievance policies and procedures must be approved by HOST.

B. The City will:

1. Provide signage that includes information about the City and County of Denver’s Anti-Discrimination Office in both [Spanish and English](#).
2. Provide access to the HOST Program Standards document and HOST will communicate any changes or updates made to the document.

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. OBJECTIVE AND OUTCOMES

Resources	Activities	Outputs	Metric	Outcomes	Metric	Impacts
Managers and Supervisors	Fielding Call Center calls during operating	Denver households experiencing homelessness engaged at the call center	1500	Households served who are experiencing homelessness, housing instability or poverty are provided access to resources	100%	Address Unsheltered Homelessness
	Support Severe Weather Shelter Operations					
Case Managers	Resource Navigation	Refer household experiencing homelessness to family shelters	500	Successful Referrals to Family shelters based on family shelter need	65%	Expand pathways to successful rehousing
	Reunification services					
Homeless Management Information System (HMIS)	Vital document acquisition assistance	Households enrolled in Rapid Resolution	100	Rapid Resolution exits to permanent or stable housing	80%	Improve homelessness resolution system for families
	Relationship building					
Staff training	Housing search assistance	Households who are engaged in individualized resource focused case management	100			
Program Policies	Referrals to health-related services					
	Enrollments, annual assessments, case management notes, and exit assessments					

Assumptions: Unless otherwise indicated, data will be pulled from the Homeless Management Information System (HMIS). Contractor will upload a HMIS Data Quality report in Salesforce with each quarterly report. Data quality must be in alignment with expectations and standards outlined by COHMIS (<https://cohmis.zendesk.com/hc/en-us>). All Metrics will be reviewed quarterly and annually.

VI. 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 [Policy](#) and [Data Quality](#) 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 contain information on program success, challenges, and funding leverage during the reporting period.

<u>Quarterly Report</u>	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>
<u>Due Date</u>	April 15th	July 15th	October 15th	January 15th

- 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 over the contract term – 2,000
Year 2024: 500
Year 2025: 1500
 - 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.
 - b. Total Contract spend to date, by budget category.
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 [COHMIS Data Quality Standards](#) 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	Minimum Data Elements	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

VII. 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. Invoices submitted more than 90 days beyond the billing period of the actual service, expenditure, or payment expense, may not be reimbursed without prior written approval from HOST.
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. No more than four (4) Invoices may be submitted per contract per month, without prior approval from HOST.
6. All Invoices must be correctly submitted within thirty (30) days of the Agreement end date to allow for correct and prompt closeout of the contract.
7. All invoices are paid on a “Net 30” payment timeline, presuming invoices are free from errors, and do not require additional documentation or calculation revisions.

8. Invoices shall be submitted to the HOST contractor online portal at <https://denvergov.org/Government/Agencies-Departments-Offices/Agencies-Departments-Offices-Directories/Department-of-Housing-Stability/Partner-Resources/Contractor-Payment-Requests>

B. 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. City and County of Denver Forms shall be used in back-up documents whenever required in the Invoice Processing Policy.
3. 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.
4. The standardized HOST “Expense Certification Form” should be included with each payment request to provide the summary and authorization required for reimbursement. HOST reserves the right to cancel an invoice if there are material errors that must be corrected and will require the invoice to be resubmitted.

C. 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.
3. HOST reserves the right to request submittal of additional documentation including timesheets or additional accounting system reports to substantiate payroll reimbursement requests.

D. 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.

E. General Reimbursement Requirements

1. Invoices: 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 and supporting documentation 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. Administration and Overhead Cost: Other non-personnel line items, such as administration, or overhead require 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.

F. 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.

G. 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.

H. 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 Uniform Guidance (2 C.F.R. Part 200), 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. 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.
8. A proper filing of unemployment and worker's compensation (for staff only) insurance shall be made to appropriate organizational units.
9. The Contractor will be responsible for all Disallowed Costs.
10. 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.

I. 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.

J. 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.

K. 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.

L. 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.

M. 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.

VIII. FUNDS WILL BE USED TO

Funding in the amount of \$500,000.00 will be provided to the Connection Center.

Contract	Amount
Base	\$480,519.00
1 st Amendment	\$320,346.00
2 nd Amendment	\$320,346.00
3 rd Amendment	\$500,000.00

IX. Budget

Contract Program Budget Summary					
Contractor Name:		The Salvation Army			
Project :		he Connection Call Cent	City Contract #:	HOST 202477088-03	
Budget Term:		1/1/2024-12/31/2025			
Program/Fiscal Year:		2025			
Budget Category	Homelessness Resolution Funding HOST Funding	Total Costs requested from HOST	Agency Total		Budget Narrative
Personnel: Job Title	Amount	HOST Total	Amount	%	
Call Center Program Manager	\$36,702	\$36,702	\$64,000	57.35%	A portion of 1 Full-Time 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 refer to the scope of work section Financial Administration-Payroll and Fringe Benefits. Description: Oversees the services on a daily basis, supports HR and finances of the Connection Center, provides Reporting. Supervises the Coordinator and Access Intake Supervisor. Portion of salary will be reimbursed at cost for work on this contract.
Call Center Services Coordinator	\$58,240	\$58,240	\$58,240	100.00%	1 Full-Time 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 refer to the scope of work section Financial Administration-Payroll and Fringe Benefits. Description: Coordinates services administered by the connection center, supervises IP Case Manager team.
Call Center Case Managers	\$167,106	\$167,106	\$167,106	100.00%	Up to 3 Full Time 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 refer to the scope of work section Financial Administration-Payroll and Fringe Benefits. Description: Provides assessment, triage and case management services to clients.
Family Housing Resolution Director	\$5,690	\$5,690	\$92,225	6.17%	A portion of 1 full time 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 refer to the scope of work section Financial Administration-Payroll and Fringe Benefits. Description: strategic leadership of the Connection Center, manages community partnerships, ensures smooth coordination between the Connection Center and The Tamarac.

Budget Category	Homelessness Resolution Funding HOST Funding	Total Costs requested from HOST	Agency Total		Budget Narrative
Total Salary:	\$267,738	\$267,738	\$381,571	70.17%	
Fringe Benefits	\$97,195	\$97,195	\$97,088	100.11%	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 refer to the scope of work section Financial Administration-Fringe Benefits.
Total Salary and Fringe Benefits:	\$364,933	\$364,933	\$478,659	76.24%	
Other Direct Costs	Amount	Subtotal	Amount	%	
Program Expenses & Supplies	\$5,000	\$5,000	\$7,425	67.34%	Program-related expenses and supplies that are not given directly to a client. Includes computer supplies, printing, and cell phone service for full time staff only for Connections Center
Client Support	\$44,000	\$44,000	\$75,482	58.29%	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	\$15,000	\$15,000	\$20,000	75.00%	File Invite for client/landlord/shelter document collection; Translation services.
Staff Training	\$2,500	\$2,500	\$3,000	83.33%	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	\$3,000	\$3,000	\$10,000	30.00%	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	\$350	\$350	\$1,500	23.33%	Reimbursement of personal vehicle mileage (not to exceed the standard IRS rate at the time of travel), public transportation and ride share services for work purposes not commuting to/from work. Transportation must be associated with the scope of work.
Total Other Direct Costs	\$69,850	\$69,850	\$117,407	59.49%	
Total Salaries, Fringe and Other Direct Costs	\$ 434,783.00	\$ 434,783.00	596,066	72.94%	
Indirect Costs					
Indirect Costs	\$65,217.00	\$65,217	\$89,410	72.94%	Indirect calculated 15% of Salaries, Fringe and Other Direct Costs
Grand Total	500,000.00	500,000.00	685,475.90	72.94%	