

AMENDATORY AGREEMENT

THIS AMENDATORY AGREEMENT is made between the **CITY AND COUNTY OF DENVER**, a municipal corporation of the State of Colorado (the “City”), and **SERVICESOURCE, INC.**, a Virginia corporation, formerly known as Bayaud Enterprises, Inc., whose address is 10467 White Granite Drive, Oakton, VA 22124 (the “Contractor”), individually a “Party” and collectively the “Parties.”

WHEREAS, the Parties entered into an Agreement dated June 12, 2023, to develop and implement a housing navigator program for Denver residents with intellectual and developmental disabilities (the “Agreement”); and

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

NOW, THEREFORE, in consideration of the mutual covenants and agreements hereinafter set forth and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties incorporate the recitals set forth above and amend the Agreement as follows:

1. As of date of execution of this Amendatory Agreement, all references to “**Exhibit A**” in the Agreement shall now refer to “**Exhibits A and A-1**,” as applicable to the context. **Exhibit A-1**, attached hereto and incorporated herein by reference, shall govern with respect to its specific subject matter from and after the date of execution. In the event of any conflict between **Exhibit A** and **Exhibit A-1**, **Exhibit A-1** shall control.

2. As of date of execution of this Amendatory Agreement, all references to “**Exhibit B**” in the Agreement shall now refer to “**Exhibits B and B-1**,” as applicable to the context. **Exhibit B-1**, attached hereto and incorporated herein by reference, shall govern with respect to its specific subject matter from and after the date of execution. In the event of any conflict between **Exhibit B** and **Exhibit B-1**, **Exhibit B-1** shall control.

3. Section 3 of the Agreement, titled “**TERM**,” is amended to read as follows:

“3. **TERM**: The term of the Agreement (“Term”) shall commence on May 1, 2023, and expire, unless sooner terminated, on May 31, 2026. Subject to the Director’s prior written authorization, the Contractor shall complete any work in progress as of the then current expiration date and the Term will extend until the work is completed or earlier terminated.”

4. Section 22 of the Agreement, titled “**PAYMENT OF CITY MINIMUM WAGE**,” is amended to read as follows:

“**22. 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. Except as amended here, the Agreement is affirmed and ratified in each and every particular.

6. This Amendatory Agreement is not 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.

7. The following attached exhibits are hereby incorporated into and made a material part of this Agreement: **Exhibit A-1**, Scope of Work; and **Exhibit B-1**, Certificate of Insurance.

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Contract Control Number:
Contractor Name:

SOCSV-202578975-01 / SOCSV-202366721-01
SERVICESOURCE, INC.

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:

Attorney for the City and County of Denver

By: _____

REGISTERED AND COUNTERSIGNED:

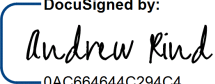
By: _____

By: _____

Contract Control Number:
Contractor Name:

SOCSV-202578975-01 / SOCSV-202366721-01
SERVICESOURCE, INC.

DocuSigned by:



By: _____
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Name: _____
(please print)

Title: _____
(please print)

Executive Vice President

ATTEST: [if required]

By: _____

Name: _____
(please print)

Title: _____
(please print)



ServiceSource, Inc.
(formerly Bayaud Enterprises, Inc.)
SCOPE OF WORK
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I. Purpose of Agreement

The purpose of the contract is to establish an agreement and Scope of Work between Denver Human Services (DHS) and ServiceSource, Inc. (formerly Bayaud Enterprises, Inc.) (“Contractor”).

II. IDDEAS Program Requirements

In addition to the eligibility, residency, and permitted use requirements outlined in the Developmental Disabilities Mill Levy, § 53-550, D.R.M.C. and referenced in this Agreement, all contractors shall adhere to the following Intellectual and Developmental Disabilities Equitable Access to Services (IDDEAS) Program requirements:

- A. *IDDEAS Program Agreements.* It is anticipated that contractors may be awarded multiple agreements pursuant to the Mill Levy. It is the responsibility of Contractor to ensure that expenses, including payroll, are tracked and submitted on a per contract basis.
- B. *Public Meeting.* Contractor shall conduct, at least, one (1) meeting that is open to the public in accordance with the contract terms. Contractor shall present a general overview of the progress or completion of service delivery based on the use of mill levy funding and ensure they have opportunities to receive feedback and recommendations from residents of the City and County of Denver (City), which may be factored into future agreements for services of a similar nature.
- C. *Grievance Process.* Contractor shall develop a grievance process for mill levy services delivered through this Agreement, to be reviewed and approved by DHS. This process shall be made known to the public and shall be tracked and reported to DHS.
- D. *Branding.* DHS branding, including the DHS logo, may be included on curricula, deliverables, and promotional materials produced under this Agreement subject to written approval by Denver Human Services Marketing and Communications or DHS-appointed Program liaison, provided that Contractor works with the DHS Program liaison and DHS Marketing and Communications team in advance to determine opportunities to include attributions to DHS or the IDDEAS Program funds and ensure that all components of the deliverables meet DHS standards. Any materials that use DHS branding must be provided to the DHS Marketing and Communications team for review and approval at least two (2) weeks prior to production deadline.



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III. Services

- A. Contractor shall develop and implement a Housing Navigator Program for people with intellectual and development disabilities (I/DD). The I/DD Housing Navigator Program shall allow for Denver residents to be met where they are at and have access to support within all stages of the housing stability spectrum. The goal of this program is to reduce housing insecurity for residents with I/DD and their families and increase housing opportunity and stability by helping them understand, plan for, and pursue housing options in Denver. Contractor shall recruit and hire staff to support this program. Position titles may include, but are not limited to, Program Manager(s), Housing Navigators, and Housing Navigation Mental Health Counselor(s). In addition, Contractor shall onboard and offer stipends to Master of Social Work (MSW) interns to support aspects of the Housing Navigator Program and learn from Contractor staff.

- B. Upon receipt of referral, the program shall initially provide intake and assessment processes with clients to determine eligibility and service planning going forward. Contractor shall then work with clients to create a housing case plan based on their needs, goals, and level of stability. The Housing Navigators shall document case plans and utilize them as the guide in serving clients during their time in the Housing Navigator Program. Services shall be implemented under four focus areas: Addressing Homelessness, Navigating Housing Voucher Programs, Managing Crisis, and Homeownership/Long-Term Planning. Clients may work with specific Housing Navigators based on their case plans and navigators' expertise related to each focus area.

- C. *Housing Navigator Eligibility Determination*
IDDEAS funds are dedicated to the benefit and well-being of Denver residents with I/DD, children experiencing developmental delays up to age five (5), and residents seeking I/DD or developmental delay determination. The IDDEAS Ordinance and program rules speak to eligibility requirements for people participating in IDDEAS funded services. Contractor shall prioritize becoming familiar with these governing materials so they can draft a referral and eligibility policy or procedure which is reflective of and responsive to eligibility requirements for IDDEAS funds. The policy shall consider referral sources, referral processes, and eligibility confirmation and documentation strategies with sensitivity to various accessibility concerns and systems barriers. DHS must review and approve the policy, and any changes to the policy, to support full compliance with the purpose and expectation for IDDEAS dedicated funds.



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D. Addressing Homelessness

Under this program area, Housing Navigators shall conduct street outreach and engage with other homeless service providers to connect with people experiencing homelessness who have an I/DD (or are suspected to have an I/DD). Upon connection, Housing Navigators shall engage by:

1. Building rapport through regular attempts at visiting individuals where they present or prefer to meet.
2. Support people in locating and securing appropriate housing resources in and outside the Coordinated Entry System (OneHome) by completing coordinated entry assessments, such as the Vulnerability Index and Service Prioritization Decision Assistance Tool (VI-SPDATS) through Colorado's Homeless Management and Information System (HMIS).
3. Addressing basic needs by providing access to, or resources for, hygiene items, clothes, food, shower and laundry services, mental health connections, vocational/employment services, obtaining vital documents, motel vouchers and/or transportation to shelter sites, and temporary shelter solutions, as needed.
4. Assisting individuals with obtaining and maintaining public benefits through direct one-on-one support with completing required documents or referring clients to professional services. These benefits include, but are not limited to:
 - Home and Community-Based Services Waivers (HCBS)
 - Supplemental Nutrition Assistance Program (SNAP)
 - Supplemental Security Income (SSI) and/or Social Security Disability Insurance (SSDI)
 - Old Age Pension (OAP) or Aid to the Needy Disabled (AND)
 - Temporary Assistance for Needy Families (TANF)
5. Helping people get placed on housing waitlists and/or referring them to various housing options such as tenant-based voucher programs, permanent supportive housing programs, housing choice voucher programs, long-term care housing options, and/or affordable housing options.
6. Facilitating case planning and goal tracking based on client-specific housing goals and stability needs.
7. Collaborating with Colorado Fund for People with Disabilities (CFPD) Mission Supports program to promote client access to available resources.
8. Engaging with the City's Department of Housing Stability (HOST) by attending the monthly homeless providers meetings and participating in events/meetings.
9. Connecting with the Assessment, Intake and Diversion (AID) Center to support people exiting incarceration in need of housing.



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10. **Homeless Management Information System and Reporting.** The Contractor agrees to fully comply with the rules and regulations required by the U.S. Department of Housing and Urban Development (HUD) which govern the HMIS. The Contractor, in addition to the HUD requirements, shall conform to the HMIS policies and procedures established and adopted by the Metro Denver Homeless Initiative (MDHI) Continuum of Care (CoC). These are outlined in the COHMIS Policies and Procedures, and the COHMIS Security, Privacy and Data Quality Plan.

MDHI is the implementing organization for the HMIS. The HMIS software is called Clarity. Technical assistance and resources for HMIS are available to the Contractor via the COHMIS Helpdesk.

Contractor's aggregate HMIS performance data for projects may be shared with the funder and the community to improve system performance and assist with monitoring.

E. *Navigating Housing Voucher Programs*

This program area works to remove barriers for people with I/DD by supporting them in working within complex affordable housing systems. Housing Navigators shall work with residents with I/DD who are experiencing homelessness, at-risk of displacement from current housing situation, and/or seeking a more independent living situation by supporting connectivity between the individual and various housing opportunities available in Denver. This includes:

1. Researching and staying up-to-date on new housing opportunities, including housing waitlists and lottery openings.
2. Collaboration with other programs within the Contractor's organization to determine eligibility and potential access to housing opportunities.
3. Meeting with individuals to apply for housing voucher waitlists and lotteries and submitting all required documentation.
4. Building relationships with agencies that administer local vouchers such as, but not limited, to Denver Housing Authority (DHA), Colorado Division of Housing, Volunteers of America, and Colorado Coalition for the Homeless.
5. For those approved for a housing voucher or affordable housing, Housing Navigators shall:
 - a. Support in completing and submitting all required documentation from the housing agency and/or landlords needed for move-in.
 - b. Attend voucher briefings with clients and provide clarity and guidance to help ensure understanding of process and expectations.
 - c. Help clients search for and visit potential housing options.
 - d. Advocate to potential landlords and attend initial lease signing appointments.



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- e. Locating financial and in-kind assistance for people at time of lease up (furniture, moving assistance, move-in kits, deposit assistance, etc.). Housing Navigators are encouraged to engage residents with existing resources and may utilize program funding if all other options have been exhausted.
- 6. For those who already receive a housing voucher, Housing Navigators shall:
 - a. Support individuals in completing and submitting any required annual documentation.
 - b. When requested by clients, assist them in communicating with landlords and/or the housing agency when there is a desire to move (if eligible), and assisting in searching for new housing, securing a new lease, and moving.

F. *Managing Crises*

Clients in a housing crisis will look to the Housing Navigator Program for guidance in accessing stability tools and supports. These tools and supports include, but are not limited to:

- 1. Connecting individuals to resources for rent, mortgage and/or utility assistance when at risk of eviction or foreclosure.
- 2. Communicating and advocating with landlords to resolve any lease violations that place individuals at risk of eviction.
- 3. Connecting with eviction protection programs and/or eviction attorneys when a person receives an eviction notice and/or is going through an eviction process.
- 4. Connecting with the Denver START Program if an individual is experiencing a mental health crisis.
- 5. Supporting individuals with urgent displacement needs. This shall require helping people to arrange moving assistance when needing to move from one home to another.
- 6. Connecting with Fair Housing advocates when individuals experience housing discrimination.
- 7. Submitting referrals for any additional needed support.

Being aware of and connecting with various community resources, rather than utilizing program funding, is key in this program area. IDDEAS funding for emergency financial assistance may be used if other community options have been exhausted and/or access barriers exist, such as time-sensitive needs that cannot be met timely by community resources, where mill levy is determined to be the last resort.



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DHS will require regular check-ins with active clients who have already obtained stable housing to promote crisis prevention and proactive problem-solving. The frequency of these check-ins shall be determined by the client and their Housing Navigator based on their level of support and stability needs, with the understanding that the longer the client is stable, the less frequent check-ins may be over time.

G. *Long-Term Planning/Homeownership*

This last program area involves collaborating with individuals with I/DD and their families to establish long-term goals and planning needs. Current data reveals that many Denver adults with I/DD live with a family caregiver in their family home. Many of these families expressed extreme concern around their loved one's housing stability and care after they pass away or can no longer care for them. Long-term planning is essential, yet many express barriers around having the financial capacity to plan, lack of understanding of the complexity that comes with navigating housing systems, and lack of other resources related to intersecting identities of race, poverty, and disability. Since this is a pilot, Contractor shall partner with DHS to develop and implement a long-term planning framework that is person-centered and customizable to each client and their needs. A planning framework shall be identified and documented by October 2023. DHS anticipates changes to this program area as new strategies and resources are identified.

Through this framework, the Program Manager and Housing Navigators shall:

1. Work together as a team to conduct research and outreach to locate local attorneys, real estate providers, and other professional legal and housing resources to establish connections that support planning goals.
2. Seek support from Colorado Fund for People with Disabilities (CFPD) and Rocky Mountain Human Services (RMHS) to either 1) submit direct referrals for clients needing services around conservatorships, trust advising and implementation, Medicare Set Aside consultations, and Achieving Better Life Experience (ABLE) account inquiries, or 2) receive training on these systems and the proper ways to get access and effectively initiate legal and financial services as needed.
3. Facilitate discussions with families to document any routines, housing amenity needs, wellbeing activities, or other client preferred daily living needs to promote smooth transitions following the loss of a caregiver.
4. Work with clients and their families to expand case plans to include specific details on long-term planning goals for independent housing and provide support as plan is implemented. This may mean directly initiating processes related to the services above or making referrals when specific professional services are requested.



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Additionally, to effectively support individuals and families with homeownership goals, the Housing Navigator team shall research and determine available homeownership programs in Denver. Staff shall establish relationships with Denver's Department of Housing Stability (HOST), Colorado Housing and Finance Authority (CHFA), Denver Housing Authority, various loan agencies, and any other homeownership supports to learn, offer guidance, and serve as an advocate for clients initiating homeownership goals. Staff shall work with clients going through a homeownership process or program to ensure they have access to support and guidance.

Contractor is encouraged to host informational "learning sessions" with people with I/DD and their families to help people understand and plan for housing long-term. These learning sessions may be hosted by external partners and professionals with expertise in various focus areas including, but not limited to, homeownership, trusts, ABLE accounts, etc.

H. *Mental Health Counselor*

The Mental Health Counselor shall serve as the subject-matter expert when working with people with I/DD experiencing mental illness or mental health crises. Housing Navigators may refer clients to the Mental Health Counselor for therapeutic services and/or crisis intervention. The Mental Health Counselor shall provide supervision to the MSW interns as well as support connectivity between the Housing Navigator Program and the Denver START Program, designed specifically to serve people with I/DD and mental health needs. Mental Health Counselor shall collaborate with the START team to submit client referrals, relay information to housing navigator staff regarding START services and provide program updates to the START team, when needed. For clients already enrolled with the Denver START Program, the Mental Health Counselor shall act as a liaison and obtain releases of information (ROI's), upon client written approval, to ensure active collaboration and communication that best supports client care. The Mental Health Counselor shall attend START's monthly Clinical Education Team meetings as well as any other pertinent meetings or events hosted by START. DHS encourages Contractor to recruit a clinician with experience in serving people with I/DD specifically to fill this role.

Additionally, the Mental Health Counselor shall serve as a support person for Housing Navigators who may experience vicarious trauma, compassion fatigue, and/or burn out. The Mental Health Counselor shall help to connect navigators to resources and self-care tools in effort to prevent burn out and support staff retention.



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I. *MSW Interns*

Supported by the Mental Health Counselor, MSW interns shall develop and host ongoing peer support groups for clients and a weekly group for caregivers who may be experiencing a great deal of stress. These groups may be in person or virtual. Additionally, the interns shall support navigators with various tasks such as, but not limited to, shadowing home visits, street outreach, assisting with completing housing applications, etc. The Mental Health counselor shall provide supervision to the MSW interns and maintain in compliance with any required processes requested from the schools' program. MSW interns shall receive stipends during their internship with Contractor and Contractor shall continue to recruit new interns when current interns complete their field placement for their designated school year term.

J. *Referral Process*

Referrals to the I/DD Housing Navigator Program may come from anyone that identifies a need to make a referral to the local program, including individuals, families, and various professionals or community members. DHS will work with Contractor to support connectivity to relevant I/DD service partners to ensure awareness of program and referral process. Contractor and DHS shall work together to outline referral criteria and capture in a referral process reference document as the program is developed, keeping in mind eligibility requirements outlined in the IDDEAS Ordinance and Program Rules. Contractor shall create an efficient and streamlined referral process and shall seek guidance from DHS to review and refine, if needed.

Any referrals sent to Contractor from OneHome in which the client is suspected and/or determined to have an I/DD shall be connected to the I/DD Housing Navigator Program for additional support. Also, any of the Contractor's current client with I/DD (or suspected) shall be offered the option of connecting with the Housing Navigator Program if seeking housing stability help. Housing Navigators shall also accompany Contractor's Denver Day Works (DDW) Program and mobile laundry and shower services staff to connect with people with I/DD needing housing support. The amount of time reserved for Housing Navigators to spend in accompanying DDW Program shall be determined during the development of the program policies and procedures following contract execution.



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K. *Marketing, Outreach and Connectivity*

Contractor shall utilize current relationships with local housing and homeless service providers to promote development and launch of program. Through these relationships, Contractor shall initiate and engage in strategic meetings in effort to build partnerships, spread awareness of the unique housing needs of the I/DD community, and create better access for people with I/DD in need of affordable and supportive housing. In addition to organizations referenced above, specific organizations that Contractor shall ensure connectivity with may include, but are not limited to, Metro Denver Homeless Initiative (MDHI), Colorado Coalition for the Homeless (CCH), Denver Metro Community Action Network, Beloved Community Tiny Home Village, Salvation Army, Catholic Charities, St. Francis Center, Atlantis Community Foundation, Del Norte Neighborhood Development Corporation, and Servicios de La Raza. Contractor may use these connections and relationships as a way to recruit external professionals to host any learning sessions for clients regarding housing.

L. *Promoting Accessibility*

To promote accessibility and ease stability barriers, Contractor shall utilize funding from the Client Supportive Services budget line item to ensure clients can receive transportation assistance, when needed. Housing Navigators shall travel to clients and meet them where they prefer for program-related meetings. Allowing the opportunity for clients to choose the best environment for their program-related meetings is of high priority for this program in an effort to promote accessibility. This may include, but is not limited to, traveling to clients' homes, motels, parks, coffee shops, virtual meetings, or in Contractor's offices. Staff shall receive mileage reimbursement for their travel costs. For other meetings or housing appointments of which clients need support in attending, Contractor shall budget enough funding for an average of ten (10) RTD bus ticket books with ten (10) tickets in each book, as well as two (2) roundtrip Lyft rides for each resident enrolled in the program. This shall be the Contractor's general guideline for tracking transportation budget expenses, with the understanding that some clients may use less, and some may need more. Contractor shall also utilize their Mobile Services Program, which is funded outside of this contract, to support additional outreach. Contractor shall also ensure clients obtain access to RTD's Access-A-Ride, if they are not already connected.

Keeping in mind various communication barriers related to language, Contractor shall ensure at least one (1) program staff member is bilingual in both English and Spanish. Additionally, Contractor shall allocate funds towards interpretation services, should clients need American Sign Language or any other language interpreting assistance while involved in program.



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M. *Staff Recruitment and Retention*

Contractor shall recruit staff through both internal and external job postings and shall give preference to applicants with HUD housing counseling certification and/or at least one (1) year of housing navigation experience, as well as preference to those with experience serving people with I/DD. Contractor shall make concerted efforts to promote retention of staff such as offering competitive, equitable wages; determining and assigning sustainable caseloads, development of a team culture that feels safe and supportive, hosting team building events, diversity, equity, and inclusion (DEI) workshops, monthly lunches with the Executive Director, and any other meetings or events that promote team belonging.

1. **Staff Development and I/DD Training.** Onboarding staff shall be expected to complete various trainings related to housing counseling, trauma-informed care, DEI, I/DD systems navigation and services, and ableism. At a minimum, one (1) Housing Navigator shall be a Certified HUD Counselor, or working towards becoming a Certified HUD Counselor. Staff shall also participate in Contractor's standard onboarding requirements that support competency in trauma-informed care. To ensure staff are properly equipped to serve the unique needs of people with I/DD, Contractor and DHS shall seek out external consultations, workshops, and trainings from subject matter experts for all program staff to complete prior to and during their direct service work. These trainings must support navigators' ability to be person-centered in their services as well as their ability to identify and address ableism within themselves and in their interactions in community. Some required trainings may include, but are not limited to, Colorado Office of Employment First Person-Centered Thinking training, Intellect Ability trainings, University of Arizona's Ableism 101, Colorado State University's Developmental Disabilities Training Series, Easterseals Disability Inclusion Program, or any other trainings developed or recommended by DHS. Additionally, at a minimum, one (1) Housing Navigator shall be trained in SSI/SSDI Outreach, Access, and Recovery (SOAR) to support people needing assistance with applying for disability benefits.

IV. Process and Outcome Measures

A. Process Measures

1. Contractor shall hire essential staff outlined in this scope of work and track staff progress toward completing all required onboarding and program-specific trainings, which must include, but not limited to, HUD housing counseling certification, DEI trainings, I/DD service coordination and person-centered trainings, and ableism trainings.
2. Contractor shall consider and include the Housing Navigator Program and staff in DEI action plans and continue DEI trainings for all new program hires. Reports delivered to DHS shall include how DEI is applied in the development and delivery of the program and its services.



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3. Contractor shall develop and document policies and procedures for client eligibility determination by July 2023. Eligibility policies and procedures shall be subject to DHS review and approval and may be refined throughout this Agreement term.
4. Contractor shall develop and document policies and procedures that inform programmatic decisions including, but not limited to, enrollment process and criteria, client expense limits on furniture, moving/rental assistance, and motel voucher distribution, childcare assistance expenses, as well as documentation outlining their grievance processes by August 2023. Programmatic policies and procedures will be subject to DHS review and approval and may be refined throughout contract term. Where current Contractor policies would be applicable, Contractor is encouraged to utilize and/or amend policies to incorporate the needs of this new program within their existing structure.
5. Contractor shall develop and document a streamlined referral process that housing providers, I/DD service providers, and Denver residents at large can access. DHS will collaborate on this referral development to ensure effective connectivity to relevant partners.
6. Contractor shall utilize current networks and connections to share Housing Navigator Program launch and participate in community and professional meetings to promote referral process. Contractor shall ensure formal connections and active collaboration with at least six (6) partners by the end of this Agreement term.
7. Contractor shall collaborate with DHS to identify and document a long-term housing planning framework by October 2023 for people seeking support with aging caregiver concerns and/or seeking independent living.
8. Contractor shall track various process measures including:
 - a. Total number of individuals served
 - b. Demographics of individuals served
 - c. Reasons for referral
 - d. Number of referred individuals experiencing homelessness, seeking housing voucher access support, seeking crisis support, and seeking aging caregiver/homeownership support
 - e. Number of clients seeking basic needs support including, but not limited to, food access and hygiene care and the amount of time Housing Navigators spend on delivering these services
9. Contractor shall offer services to approximately 300 people with I/DD and/or their families seeking housing navigation services by the end of this Agreement term. Of these approximate 300 people, Contractor shall:
 - a. Ensure all enrolled clients experiencing homelessness are registered into HMIS and complete VI-SPDATS within 30 days for all new referrals
 - b. Ensure all enrolled clients have a living case plan that is guided and approved by the clients themselves, and aligns with their goals, housing needs, and service expectations



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- c. Ensure all enrolled clients be connected to RMHS for I/DD service eligibility
- d. Support all enrolled clients interested in housing voucher opportunities in getting placed on waitlists and lotteries when available

B. Outcome Measures

With the understanding that the program under this contract is a pilot, the outcome measures listed below may be refined as program develops and data is collected.

1. Contractor shall track various outcome measures as identified through best practices and local program needs, such as:
 - a. Number or percentage of clients who received a housing voucher while enrolled in program
 - b. Number or percentage of clients who developed a successful housing plan following loss of a caregiver and/or having aging caregiver concerns
 - c. Rates of stabilization following a housing or financial crisis
 - d. Quality of life and inclusion measures such as improvements in self-sufficiency, housing status, employment, health, sense of belonging, and other socio-economic indicators
 - e. Changes in clients' ability to live independently and engagement in local and/or residential community
 - f. Trends in barriers to housing stability such as evictions, lack of community supports, locations of residential homes, landlord stigma, financial hardships, etc.
 - g. Average length of time enrolled in program and reasons for program exits
2. Contractor shall identify, track, and report on any other local data or trends that are deemed critical measures as the local program develops.

V. Performance Management and Reporting

A. Performance Management

Monitoring will be performed by the program area and other designated DHS staff throughout the term of the agreement. Contractor may be reviewed for:

1. **Program or Managerial Monitoring:** The quality of the services being provided and the effectiveness of those services addressing the needs of the program.
2. **Contract Monitoring:** Review and analysis of current program information to determine the extent to which contractors are achieving established contractual goals. Financial Services, in conjunction with the DHS program area and other designated DHS staff, will provide performance monitoring and reporting reviews. DHS staff will manage any performance issues and will develop interventions to resolve concerns.



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3. **Compliance Monitoring:** Will ensure that the terms of this Agreement are met, as well as Federal, State and City legal requirements, standards and policies.
4. **Financial Monitoring:** Will ensure that agreements are allocated and expended in accordance with the terms of this Agreement. Contractor is required to provide all invoicing documents for the satisfaction of Financial Services. Financial Services will review the quality of the submitted invoice monthly. Financial Services will manage invoicing issues through site visits and review of invoicing procedures.

B. Reporting

The following reports shall be developed and delivered to the City as stated in this section.

Report Name	Description	Frequency	Reports to be sent to:
1. Monthly to Quarterly Progress Reports	Provide a brief update on project milestones along with metrics related to outreach, policies and procedures development, training delivery, process and outcomes measures based on regular documentation through eLogic Data Management system (ELMO), 90-day client assessments, anonymous questionnaires/surveys, and random participant interviews as necessary.	Upon commencement of services, by the 5 th of each month. DHS and Contractor may decide to change to quarterly as program develops. Exact dates will be set in writing early on in the contract term and will be agreed upon by all parties.	DHS IDDEAS Program Administrator DHS IDDEAS Program Administrator will work with contractor on report format to best suit contracted services and nimble progress reporting.
2. Annual Evaluations (aka Contract Summary Report)	Written report documenting compilation of services developed and delivered under the scope of this agreement, and the outcomes of these services reported throughout the year.	Two times, due on or before September 30, 2024, and December 1, 2025.	Annual Evaluations will be sent to DHS IDDEAS Program Administrator DHS IDDEAS Program Administrator will work with contractor on report format to best suit contracted services and nimble progress reporting.



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3. IDDEAS Advisory Council Presentation	Presentation on activities and services provided to date under the contract term. Contractor will schedule presentation date with DHS Program Administrator.	One time, delivered by October 30, 2024.	Presentation materials to be prepared and sent to DHS IDDEAS Program Administrator 10 business days prior to presentation date.
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VI. DHS funding information:

A. **Program Name: IDDEAS Program**


B. **Funding Source: Mill Levy – Special Revenue**

VII. Budget

Invoices and reports shall be completed and submitted on or before the 15th of each month following the month services were rendered 100% of the time. Contractor shall use DHS' preferred invoice template, if requested. Invoicing supporting documents must meet DHS requirements.

Contractor shall start submitting invoices to DHS under the new ServiceSource, Inc. entity name for expenses incurred 7/1/2025 and beyond.

Invoices shall be submitted to: DHS Contractor Invoices@denvergov.org

 DENVER HUMAN SERVICES		BUDGET (Cost Reimbursement)
Contract Number: SOCSV-202366721-01 & SOCSV-202578975-01		
Fiscal Term: 5/1/2023 – 5/31/2026		
ITEM	BUDGET	BUDGET NARRATIVE JUSTIFICATION
DIRECT COSTS		



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Staffing/ Administration (Salaries)	\$1,230,100	<p>Salary costs for multiple program staff, to be reimbursed at cost with supporting documentation, such as receipt of payroll register documents demonstrating employees' wages and timesheets. Includes cost of leave (PTO, vacation, sick, holidays). Not to include pay for bonuses, severances, or payouts of leave when employee separates from job.</p> <p>Staff positions over the life of the contract may include, but are not limited to:</p> <ul style="list-style-type: none"> - Program Managers - Housing Navigators - Housing Navigation Mental Health Counselors - Food Bank Coordinator and/or Mobile Service Driver (with written approval of DHS)
Fringe	\$348,657	Fringe benefits and payroll taxes will be reimbursed at cost. Fringe benefits include payroll taxes (Social Security, Medicare, Federal unemployment, and State unemployment); insurance (medical, dental, vision, life, ADD/LTD, and workers' compensation).
MSW Housing Navigation Intern Stipends	\$7,106	<p>To be reimbursed at cost for actual payments made to interns, payable upon completion of work done in prior month. Invoice documentation must include intern name and proof of payment to the intern.</p> <p>PROGRAM REQUIREMENTS: Prior to submitting for stipend reimbursement for each intern, Contractor will present DHS with Contractor's agency-wide intern compensation policy in addition to the following information: 1) name of intern; 2) graduate institution and year; 3) scope of work (to include any anticipated duties outside of IDDEAS-funded Housing Navigator Program); and 4) anticipated number of hours worked per month across all Contractor programs with associated cost allocation plan.</p>
Sub-Total (Staffing)	\$1,585,863	



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CLIENT SERVICES		
Client Supportive Services	\$946,184	Client supportive services to include the following, but not limited to: basic needs such as hygiene items, clothing, food, furniture and household items, purchase of bus passes, gas assistance for transportation, public transportation, and rideshare service or other client specific accommodations to access housing navigation services, obtaining vital documents, motel vouchers, housing application fees, late fees, utilities, moving company services, eviction prevention services not covered by other funding sources, etc. All purchased items must support a client's housing stability goals. To be reimbursed at cost with proof of payment/proof of receipt. Contractor must also provide requested back-up documentation including a written explanation of how the purchase supports the client's housing stability goals within a case note, purchase request form, or housing stability plan. Ownership of and any related liability of all items purchased for clients, transfers to the client immediately upon delivery of said item(s) Tips are capped at 20% and expenses must follow IRS guidelines regarding travel.
Program Materials/ Technology	\$41,254	Program Materials and technology, to include items such as: printer paper, use of printer, portable printers or scanners, office supplies, computer/telephone equipment for staff (includes staff laptop/ docking station/monitor/keyboard/etc. To be reimbursed at cost and used for the program.
Staff Development/ Trainings	\$23,043	Staff development/training expenses related to completing external trainings focused on person-centered care, I/DD service coordination, and ableism for all staff. May also use funds for individual staff external training requests that enhance competency in roles and/or professional learning goals. To be reimbursed at cost and after training, with proof of payment/attendance.



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Subscriptions (data plans, databases)	\$15,000	Cell phone data plans, software database licenses, to be reimbursed at cost, with proof of payment.
Transportation (program staff)	\$14,456	Personal vehicle mileage reimbursed at the standard IRS rate at the time of travel, to be reimbursed upon receipt of mileage records demonstrating start and end locations including zip codes, date, and reason for trip. Reimbursement of public transportation, parking and toll costs, and other forms of ground transportation associated with program-related travel to be reimbursed at cost upon submission of invoices/receipts and proof of payment.
Marketing/Outreach expenses	\$15,298	Outreach materials and activities, including but not limited to professional marketing services, social media postings and advertisements, brochures and printing services and promotional materials, to be reimbursed at cost with invoices/receipts and proof of payment.
Meetings and Learning Sessions	\$14,397	Cost for food for in-person meetings/trainings including clients, speaker fees and space rentals to hold client group meetings, learning sessions, and/or partner awareness/outreach meetings or conferences. To be reimbursed at cost with proof of payment and list of attendees/sign-in sheet. Tips are capped at 20% and expenses must follow IRS guidelines regarding travel.
Sub-Total (Client Services)	\$1,069,632	
SUM OF DIRECT COSTS:	\$2,655,495	
INDIRECT COST	\$304,154	Rate effective 5/1/2023 – 6/30/2025: Calculated at 10% of total direct costs Rate effective 7/1/2025 – 5/31/2026: Calculated at 15% of total direct costs
TOTAL BUDGET:	\$2,959,649	



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VIII. Contract Lifecycle Summary

A. The table below summarizes the history of the contract to date, providing context on the life of the contract for the current scope of work.

Contract Version	Contract Term	Fiscal Term	Current Budget	Additional Amount	New Contract Total
Base	5/1/2023 – 6/30/2025	5/1/2023 – 6/30/2025	\$0	\$2,959,649	\$2,959,649
1 st Amendment	5/1/2023 – 5/31/2026	5/1/2023 – 5/31/2026	\$2,959,649	\$0	\$2,959,649

ACORD™

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

5/02/2025

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer any rights to the certificate holder in lieu of such endorsement(s).

PRODUCER USI Insurance Services LLC-CL 3190 Fairview Park Drive Suite 400 Falls Church, VA 22042-4546 703 698-0788	CONTACT NAME: Kaliyah Locke-Miller PHONE (A/C, No, Ext): 703 698-0788 E-MAIL ADDRESS: USI.CertRequest@usi.com FAX (A/C, No): 610 362-8377														
INSURED ServiceSource Employment Services Inc. 10467 White Granite Drive Oakton, VA 22124	<table><tr><th>INSURER(S) AFFORDING COVERAGE</th><th>NAIC #</th></tr><tr><td>INSURER A : Hanover American Insurance Company</td><td>36064</td></tr><tr><td>INSURER B : Hanover Insurance Company</td><td>22292</td></tr><tr><td>INSURER C : Sentry Casualty Company</td><td>28460</td></tr><tr><td>INSURER D : Travelers Casualty & Surety Co. of Amer</td><td>31194</td></tr><tr><td>INSURER E : Certain Underwriters at Lloyds of Londo</td><td>15642N</td></tr><tr><td>INSURER F : Allmerica Financial Benefit Ins. Co.</td><td>41840</td></tr></table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A : Hanover American Insurance Company	36064	INSURER B : Hanover Insurance Company	22292	INSURER C : Sentry Casualty Company	28460	INSURER D : Travelers Casualty & Surety Co. of Amer	31194	INSURER E : Certain Underwriters at Lloyds of Londo	15642N	INSURER F : Allmerica Financial Benefit Ins. Co.	41840
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COVERAGES

CERTIFICATE NUMBER:

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC OTHER:			ZZR995529104	05/01/2025	05/01/2026	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$1,000,000 MED EXP (Any one person) \$20,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$3,000,000 PRODUCTS - COMP/OP AGG \$3,000,000 PhysAbSxMol \$1,000,000
F	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> HPD-Comp:1000 <input checked="" type="checkbox"/> HPD-Coll:1000			AWR995530803	05/01/2025	05/01/2026	COMBINED SINGLE LIMIT (Ea accident) \$1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ HiredPhysDam \$50,000
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> EXCESS LIAB DED <input checked="" type="checkbox"/> RETENTION \$0	<input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE		UHR995530204	05/01/2025	05/01/2026	EACH OCCURRENCE \$10,000,000 AGGREGATE \$10,000,000 \$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE/OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input checked="" type="checkbox"/> N	N/A	A0192667001	05/01/2025	05/01/2026	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE - EA EMPLOYEE \$1,000,000 E.L. DISEASE - POLICY LIMIT \$1,000,000
A	PROFESSIONAL LIAB			ZZR995529104	05/01/2025	05/01/2026	\$1,000,000/\$3,000,000
D	CRIME-Client Prop			105804891	05/01/2025	05/01/2026	\$1,000,000
E	CYBER LIABILITY			D323D5250401	05/01/2025	05/01/2026	\$5,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Insurer A: PROP-BLDG/TIB/BPP/BI | SpecForm/RC | Limit: Blanket (CML/HAB-NC)/Ded: \$10,000;

Insurer A: Contractor's Tools & Equip | Limit: Blanket per item/agg: \$100,000/Ded: \$1,000 | SpecForm/ACV |

Unscheduled Rented/Borrowed/Leased;

General Star Indemnity Co (NAIC #37362) | PROP-BPP/BI | Pol. No. IAG970671C | Eff: 05/01/2025

05/01/2026 | Limit: Scheduled (HAB-FL)/SP/RC (HAB-FL) /Ded: \$10,000;

(See Attached Descriptions)

CERTIFICATE HOLDER

CANCELLATION

The City and County of Denver
Department of Human Services
1200 Federal Blvd.
Denver, CO 80204

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE



DESCRIPTIONS (Continued from Page 1)

Nautilus Insurance Company (NAIC #17370) | XPROP-BPP/BI | Pol. No. ZB780E25A000 | Eff: 05/01/2025-05/01/2026 | Limit: Scheduled (HAB-FL)/SP/RC (HAB-FL);
Certain Underwriters at Lloyds (NAIC #AA1122000) |Terrorism | Pol. No. UTS2557629.25 | Eff: 05/01/2025-05/01/2026 | Limit: Scheduled (HAB-FL);

As required by written contract, The City and County of Denver, its elected and appointed officials, employees, and volunteers are named as additional insured with regards to General Liability and Business Automobile Liability.