

SHELTER

a. The Contractor shall provide overnight and / or day shelter services to homeless individuals who have a substance use disorder. Such services shall include at least 2 meals per day, referrals to treatment and case management services.

b. The services shall be provided at the following locations, with the capacity and hours of operation as described below:

Location	Capacity	Hours of Operation

c. The Contractor shall provide services which meet the required utilization rate for shelter services. The Contractor’s overnight shelter service utilization rate shall be measured by the number of days as reported to the Department’s information system, if applicable, and in any other required reports. The minimum acceptable utilization rate for overnight shelter programs funded by the Department is 90% of the maximum attainable number of days as determined by multiplying the capacity for each funded program as stated in section B. above by three hundred sixty-five (365). Utilization for all funded shelter services shall be computed based on total program capacity. Utilization for day shelters shall be measured by comparing the total projected individuals served annually with the actual individuals served annually, as reported to the Department.

d. The Contractor shall implement the programs and services described herein to result in the following outcomes on behalf of individuals served. Such outcomes shall be measured in the manner described herein. Outcome results achieved pursuant to these terms and conditions will be monitored by the Department through data reported by the Contractor to the Department’s information systems, in observations through site visits and/or in any other required reports. The Department’s outcome indicators for the Contractor’s funded services are as follows:

PERFORMANCE OUTCOME MEASURES

SHELTERS

OUTCOMES	MEASURES
1. Contractor will meet reporting requirements in a timely manner.	Department required data will be submitted to the Department’s data collection system no later than the 15 th day of each month.
2. Contractor will meet the expected utilization rate or annual projection of individuals to be served.	A utilization rate of at least 90% will be achieved.
3. Residents take steps to address addictive behaviors.	At least 60% of residents who recognize their need for substance abuse treatment accept referral by shelter staff to substance abuse treatment.