

CITY OF HARTFORD: Salvation Army Contract Renewal for FY21



- **Client Profile:** The Salvation Army (SA) serves homeless men and women in the City of Hartford by operating a Overnight Warming Center at the old Vine Street School. The Overnight Warming Center provides up to 80 individuals in cots and provides case management services. The Overnight Warming Center keep single men and women out of the elements during the coldest months of the year.
- **Scope and Cost of Contract:** SA shall continue to implement the Overnight Warming Center for the City, seven days a week, 12 hours a day. The renewal contract for FY2021 is \$107,000 for services from December 1, 2020 through March 31, 2021.
- **Demographics:** Single men and women experiencing homelessness.

CITY OF HARTFORD: Salvation Army Contract Renewal for FY21



- **RFP History:** The Salvation Army was awarded a one-year grant with an option for renewal for three additional years after undergoing a competitive Request for Proposals (RFP) process.
 - The City of Hartford/HHS released a competitive Request for Proposals (RFP) for the operation of the Overnight Warming Center. SA submitted the only application.
 - Though it was the only application received, it was judged by a panel of City of Hartford employees to meet the requirements set out by the RFP.
- **Program Goals** for the upcoming fiscal year will be as follows:
 - Increase the percentage of single men and women that move into permanent shelter
 - Increase access to other social support services

CITY OF HARTFORD: SA FY21 Metrics



OUTCOME 1: Increase the percentage of single men and women that move into permanent shelter

- Data from HMIS

OUTCOME 2: Increase access to other social support services

- Number of men and women referred to social service agencies
 - Number of men and women enrolled in other programs
-

CONTRACT FOR PROFESSIONAL SERVICES

by and between

**CITY OF HARTFORD
and
The Salvation Army**

for

No Freeze Warming Shelter

This Agreement is by and between the **City of Hartford**, a Connecticut Municipal Corporation having its territorial limits within the County of Hartford and State of Connecticut, acting herein by **Luke A. Bronin, its Mayor**, duly authorized hereinafter referred to as the **City**, and **The Salvation Army** whose address is **225 Marshall Street, Hartford, CT 06105** acting herein by **Michael Southwick, its Legal Secretary**, duly authorized, hereinafter referred to as the **Provider**.

1. SCOPE OF SERVICES

The City of Hartford hereby engages Provider to provide citywide services of the No Freeze Shelter on an as-needed basis as set forth in the scope of services referenced as **Exhibit A** attached hereto ("Services"), subject to the terms and conditions in this Agreement.

2. TERM

The term of this Agreement will be for two months starting December 1, 2020 and ending March 31, 2021.

3. COMPENSATION

For services rendered by Provider as detailed in Exhibit A of this Contract, Provider shall be paid according to the rates set forth in Exhibit B.

The City's obligation to make any payments for any Services rendered hereunder is expressly contingent upon the Provider having satisfactorily performed the same. In the event that the City reasonably determines that the Provider's work is not satisfactory, or if the City reasonably believes the Provider otherwise has breached any of its obligations under this Agreement, the City may take corrective action, including, but not limited to, the following:

- (i) Delay of payment;
- (ii) Adjustment of payment; and/or
- (iii) Suspension or termination of this Agreement.

Payment will be made by the City for any Services provided hereunder within thirty (30) days of its receipt of the Provider's invoice therefore in accordance with this Section.

4. MANAGEMENT

The Director of Health and Human Services or his/her designee will manage this contract for the City. The City will manage all the project and shall also work closely with the Provider in all aspects of the programs and services agreed to. Each shall follow reasonable suggestions of the other to improve outcomes.

5. RELATIONSHIP BETWEEN THE PARTIES

It is mutually agreed that the Provider, including its employee(s) is an independent contractor and not an officer, employee or agent of the City, and that this Agreement is a contract for services and not a contract of employment, and that, as such, the Provider and its employee(s) shall not be entitled to any employment benefits of the City such as, but not limited to: vacation, sick leave, insurance, workers' compensation, pension and retirement benefits. All personnel matters affecting staff will be the responsibility of the Provider.

The Provider agrees to report any staff reductions, replacements and terminations to the City in writing within ten (10) days of the occurrence. The Provider agrees that, except as otherwise provided herein, all non-expendable property purchased under this agreement is understood to be and remain the property of the City and shall be tagged and tracked as property of the City. At the end of this contract or any renewal or extension thereof, such property shall be returned to the City or otherwise disposed of. As used herein the term "non-expendable" property shall mean any and all personality or fixtures which will be consumed or lose its identity, and which is expected to have a useful life of one (1) year or more.

6. HOLD HARMLESS AGREEMENT

The Provider, its agents and assigns shall indemnify and hold harmless the City of Hartford, including but not limited to, its elected officials, officers, and agents, ("collectively, "the City Indemnities") from any and all claims made against the City Indemnities, including but not limited to, damages, awards, costs and reasonable attorneys' fees, to the extent any such claim directly and proximately results from the wrongful, willful or negligent performance of services by or on behalf of the Provider here under or under any other agreements of the Provider entered into by reason thereof. The City agrees to give the Provider prompt notice of any such claim and absent a conflict of interest, an opportunity to control the defense thereof. The foregoing indemnity shall survive the termination or expiration of this agreement.

7. INSURANCE

The Provider shall furnish the following insurance coverage prior to commencing any services hereunder. Insurance shall be issued by an insurance company licensed to conduct business in the State of Connecticut with a Best's Key Rating of A-, VIII or better. Insurance coverage shall remain in full force for the duration of the Contract term including any and all extensions or renewal thereof. Each insurance certificate shall contain a (30) day notice of cancellation. All renewal certificates shall be furnished at least thirty (30) days prior to policy expiration.

7.1 **Commercial General Liability Insurance, including Contractual Liability Insurance, Products-Completed Operations,** with limits not less than \$2,000,000.00 Combined Single Limit Bodily Injury and Property Damage. All, if any, deductibles are the sole responsibility of the selected Provider to pay and/or indemnify.

7.2 **Workers' Compensation Insurance** in accordance with Connecticut General Statutes.

7.3 **Employer's Liability:**
\$1,000,000 bodily injury for each accident;
\$1,000,000 bodily injury by disease for each employee;
\$1,000,000 bodily injury by disease aggregate

7.4 **Automobile Liability Insurance:**
\$1,000,000 Combined Single Limit Bodily Injury and Property Damage.

7.5 **Inland Marine:** covering the City of Hartford Department of Health and Human Services from all causes of loss during transportation (motor truck cargo or trip transit) up to and including storage (basic causes of loss form). n/a

7.6 **Fidelity Bond:** Shall be maintained in an amount no less than the total amount of the contract for the duration of the contract including any renewal or extension thereof. n/a

7.7 **The City of Hartford:** Shall be named Loss payee under the Inland Marine Policy(ies) noted in 7.5 above. n/a

7.8 **Professional Liability:** issued on a claims made basis with a \$2,000,000 Single Limit for the Term and for two years thereafter.

- 7.9 **The City of Hartford is included as an Additional Insured, AIIMA.** Under the Commercial General Liability Automobile Liability and Employer's Liability Insurance Policies.
THE UNDERLINED WORDING MUST BE SHOWN IN THE SPACE PROVIDED FOR "COMMENTS" ON THE ACORD INSURANCE CERTIFICATE.
(Additional Insured requirement is not required for Workers' Compensation and Professional Liability coverage's) review with legal.
- 7.10 Each insurance coverage named above shall provide not less than a thirty (30) day notice of cancellation to the City. All policies shall be on the occurrence form. Any and all exceptions shall be reviewed by the City's Risk Manager.
- 7.11 It is further agreed that the amount of insurance required herein does not, in any way, limit the liability of the Provider by virtue of its promise to hold City harmless so that in the event that any claims result in a settlement or judgment in any amount above the limits set in Paragraph 7.1 herein, the Provider shall be liable to, or for the benefit of, the City for the excess.
- 7.12 Insurance requirements and coverage may be reviewed from time to time during the Term and all extensions and renewals hereof. The Provider agrees to comply with any and all reasonable insurance requirements or modifications made by the City's Risk Manager.
- 7.13 Cancellation or other termination of insurance policies required by this Agreement without immediate replacement thereof may be considered a default of the terms and conditions of this Agreement. The Provider agrees that such default may be cured by procurement of insurance on behalf of Provider, at the Provider's expense, at City's option.
- 7.14 Provider shall be responsible for all deductibles including payment and indemnity to the City.

8. **SAFEGUARDING OF FUNDS**

In the event that the City provides the Provider with a cash advance or makes a lump sum payment, the Provider shall deposit all project funds in a Hartford financial institution with adequate FDIC or FSLIC coverage, and the balance exceeding the FDIC coverage shall be secure. Such security shall be satisfactory to the City. Consistent with the goal of expanding opportunities for minority business enterprise, the Provider is encouraged to use minority banks where possible.

9. **PUBLIC RELATIONS**

All publicity efforts, including without limitation posters, invitations to events, publications, brochures and news releases, shall contain the following statement, as applicable:

This program is funded by the City of Hartford; *or*

This program is funded in part by the City of Hartford.

10. **CONFLICT OF INTEREST**

The City and the Provider hereby agree that no member of the governing body of the City, or its designees or agents, and no other City official, either paid or unpaid, or employee, who exercises any function or responsibility with respect to this program during the individual's tenure or thereafter, shall have any personal or financial interest, direct or indirect, in any contract or subcontract, or the proceeds thereof for work and/or services to be performed in connection with the program assisted under this Agreement. The Provider shall cause to be incorporated, in all subcontracts a provision prohibiting such interest pursuant to the provisions of this section.

11. **EVENTS OF DEFAULT AND REMEDIES**

11.1 **Events of Default**

Any of the following occurrences or acts shall constitute an Event of Default under this Agreement:

- 11.1.1 If default shall be made by the Provider, its successors or assigns, in the performance or observance of any of the covenants, conditions or agreements on the part of the Provider set forth in this Agreement; or
- 11.1.2 If any determination shall have been made by competent authority such as, but not limited to, any federal, state or local government official, or a certified public accountant, that the Provider's management or any accounting for its funding, from whatever source, is improper, inadequate or illegal, as such management or accounting may relate to the Provider's performance of this agreement; or

- 11.1.3 If a decree or order by a court having jurisdiction in the matter shall have been entered adjudging the Provider bankrupt or insolvent or approving as properly filed a petition seeking reorganization, readjustment, arrangement, composition or similar relief for the Provider under the federal bankruptcy laws, or any other similar applicable federal or state law; or
- 11.1.4 If any competent authority shall have determined that the Provider is in default of any federal, state or local tax obligation.
- 11.1.5 Pursuant to a Resolution passed by the Court of Common Council on September 13, 1982, default on the part of any outstanding debt owed to the City by the Provider shall be considered just cause for termination of this Agreement. Default shall be considered to have occurred when a monthly payment required by a repayment agreement is thirty (30) or more days late.

11.2 Election of Remedies

If any Event of Default hereunder shall have occurred and be continuing, the City may elect to pursue any one or more of the following remedies, in any combination or sequence:

- 11.2.1 Take such action as it deems necessary, including, without limitation, the temporary withholding or reduction of payment;
- 11.2.2 Suspend program operation;
- 11.2.3 Require the Provider to correct or cure such default to the satisfaction of the City; and
- 11.2.4 Terminate this Agreement for cause in accordance with Section 12 hereof.

The selection of any remedy shall not prevent or stop the City from pursuing any other remedy and shall not constitute a waiver by the City of any other right or remedy.

12. TERMINATION OF AGREEMENT

12.1 Termination

"Termination," for purposes of this Agreement, shall mean the cessation, upon the effective date of termination, of the following obligations only: The Provider's obligation to perform the services described in Section 1, Scope of Services of this Agreement, and the City's obligation, as described in Section 3, Compensation of this Agreement to pay for such services. (Please reference section 4.8 of the RFP)

12.2 Termination for Cause

Upon the occurrence of any Event of Default, as set forth in Section 11.1 hereof, the City may terminate this Agreement by giving five (5) days' written notice thereof to the Provider.

12.3 Termination for Program Change

In the event the program shall be terminated or significantly changed, the City may terminate this Agreement on thirty (30) days' written notice thereof to the Provider.

12.4 Termination for Non-availability of Funds

In the event the City shall not have funds available for this program, the City may terminate this Agreement on thirty (30) days' written notice thereof to the Provider.

12.5 Termination for Convenience

The City may terminate this Agreement at any time by giving thirty days (30) prior written notice thereof to the Provider.

12.6 Payment upon Termination

In the event this Agreement is terminated as herein provided in 12.3 through 12.5 above, the City shall make full payment to the Provider for all services performed up to and including the date of termination within ten (10) days of such date of termination.

13. AMENDMENTS

This Agreement may be amended by written instrument executed by the parties hereto, acting therein by their duly authorized representatives. The Provider's duly authorized representative shall be **Michael J. Southwick, its Legal Secretary, or his successor**, and the City's duly authorized representative shall be **Luke A. Bronin, its Mayor**.

The City and the Provider may require changes in the Scope of Services to be performed hereunder. Such changes which are mutually agreed upon by and between the City and the Provider shall be incorporated in written amendments to this Agreement.

14. DISCLAIMER OR AGENCY OR THIRD PARTY BENEFICIARY RIGHTS

In no event shall anything in this Agreement be deemed to confer upon any person or entity agency status or third party beneficiary rights against the City.

15. ESTABLISHMENT AND MAINTENANCE OF RECORDS

The Provider agrees to establish and maintain fiscal control and accounting procedures, which assure proper accounting for all funds paid by the City to the Provider under this Agreement. The Provider agrees that all records with respect to all matters covered by this Agreement shall be maintained during the term of this Agreement, and for one full year following termination, including any renewal or extension.

16. AUDITS

At any time during normal business hours, with reasonable notice (not less than seven business days) and as often as may be deemed necessary by the City, the Provider shall make available to the City, for examination, all records with respect to all matters covered by this Agreement.

17. REPORTS AND INFORMATION

The Provider shall furnish the City with such information and reports concerning the progress and management of this project as may be required from time to time. The form of said reports shall be determined by the City and agreeable to the Provider and consistent with the City's requirements.

Monthly reports must be submitted in duplicate by the **fifteenth working day** of the month following the report period and **must include**: copies of payroll registers, canceled checks and other back-up documentation deemed necessary to support reimbursement of expenditures. Any subcontract program agreements must be submitted which detail agencies or individuals providing services under this contract, prior to execution.

The Provider will agree to comply with any reporting, auditing, documentation, invoicing or additional requirements imposed by the City or by the Director of Management & Budget.

The Provider agrees to set up a separate account to administer the funds provided pursuant to this agreement and to provide the City with a detailed description of all fund expenditures on a monthly basis. This expenditure report must include payroll rosters to substantiate personnel expenses and program participant numbers. The City may audit at will all Provider accounts related to this agreement and/or any of its amendments.

The Provider agrees to report any staff reductions, replacements and terminations to the City in writing within ten (10) days of the occurrence.

18. NON-ASSIGNABILITY

The Provider shall not assign or transfer any interest in this Agreement without prior written consent of the City.

19. SEVERABILITY

If any provision of this Agreement is held invalid, the remainder of this Agreement shall not be affected thereby if such remainder would then continue to conform to the terms and requirements of applicable law.

20. CUMULATIVE REMEDIES

All rights exercisable by and remedies of the City hereunder shall be cumulative and the exercise or beginning of the exercise by the City of any of its rights or remedies hereunder shall not preclude the City from exercising any other right or remedy granted hereunder or permitted by law.

21. GOVERNING LAW

This Agreement shall be governed by and construed in accordance with the laws and relevant ordinances and regulations of the State of Connecticut and the City of Hartford.

22. SUBCONTRACTORS

Portions of the services may be subcontracted, provided that:

- 22.1 The City shall give prior approval to such subcontract in writing.
- 22.2 All of the terms, covenants, conditions and provisions of this Agreement shall have been incorporated in such subcontracts(s) and the subcontractor(s) shall have agreed in writing to assume, perform and be bound by this Agreement and all the terms, covenants, conditions and provisions hereof.
- 22.3 The City shall not be liable for payment of any wages, materials, or other expenses of any subcontractors.

23. GENDER/NUMBER/TITLE

Words of any gender used in this Agreement shall be held and construed to include any other gender, and words in the singular shall be held and construed to include the plural, unless the Agreement requires otherwise. In the event of any discrepancy or conflict between the name and title of any person referred to in this Agreement, the title shall prevail.

24. NOTICES

All notices, approvals, demands, requests, or other documents required or permitted under this Agreement, other than routine communications necessary for the day-to-day operation of this agreement, shall be deemed properly given if hand delivered or sent by United States registered or certified mail, postage prepaid, at the following addresses:

As to the City:

As to the Provider:

**Luke A Bronin, Its Mayor
City of Hartford
550 Main Street
Hartford CT 06103**

**Michael J. Southwick, its Legal Secretary
The Salvation Army
225 Marshall Street
Hartford, CT 06105**

**Liany Arroyo, Director
Department of Health & Human Services
131 Coventry Street
Hartford, CT 06112**

The Provider agrees that, except as otherwise provided herein, all non-expendable property purchased under this agreement is understood to be and remain the property of the City and shall be tagged and tracked as property of the City. At the end of this contract or any renewal or extension thereof, such property shall be returned to the City or otherwise disposed of as directed by the Director of Health and Human Services. As used herein the term “non-expendable” property shall mean any and all personality or fixtures which will not be consumed or lose its identity and which is expected to have a useful life of one (1) year or more

25. SUCCESSORS

This Agreement, to the extent permitted herein, shall inure to the benefit of and be binding upon the parties hereto and any and all successors and assigns.

26. ANTI-DISCRIMINATION AND AFFIRMATIVE ACTION

The Provider agrees to abide by the provisions of Section 2-692 *et seq.* of the City of Hartford Municipal Code (as applicable), Executive Orders Number 3 and 17 of the State of Connecticut; and Presidential Executive Orders Number 11246, 11375 and 11063. In carrying out this program, the Provider shall not discriminate against any employee or applicant for employment because of race, color, religion, age, sex, national origin, mental disability, physical handicap, or sexual preference.

The Provider shall take affirmative action to ensure that applicants for with job related qualifications are employed, and that employees are treated during employment without regard to their race, color, religion, age, sex, national origin, mental disability, physical handicap, or sexual preference. Such action shall include, but not be limited to the following: employment,

upgrading, demotion, or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training; including apprenticeship. The Provider shall post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Federal Government, setting forth the provisions of the non-discrimination clause.

The Provider shall state that all qualified applicants shall receive consideration for employment without regard to race, color, religion, age, sex, national origin, mental disability, physical handicap, or sexual preference. The Provider shall incorporate, or cause to be incorporated, this provision in any and all subcontracts entered into pursuant to this Agreement. The Provider agrees to abide by the terms and conditions contained in the City of Hartford's *Equal Employment Opportunity Questionnaire for Vendors and Contractors*.

27. AMERICANS WITH DISABILITIES ACT (ADA) OF 1990

The Provider agrees to abide by the provisions of the Americans with Disabilities Act (ADA) of 1990; Public Law 101-336, as applicable. (the "Act")

In compliance with this law, the Provider shall not discriminate against a qualified individual with a disability because of the disability of such individual in regard to job application procedures, the hiring, advancement, or discharge of employees, employee compensation, job training, and other terms, conditions, and privileges of employment. No qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of services, programs, or activities of the Provider, or be subjected to discrimination by the Provider. No individual shall be discriminated against on the basis of disability in the full and equal enjoyment of the goods, services, facilities, privileges, advantages or accommodations provided by the Provider.

Any television public service announcement that is produced or funded in whole or in part under this Agreement shall include closed captioning of the verbal content of such announcement. The Provider shall not discriminate against any individual because such individual has opposed any act or practice made unlawful by this Act or because such individual made a charge, testified, assisted, or participated in any manner in an investigation, proceeding, or hearing under this Act.

The Provider shall not permit coercion, intimidation, threatening, or interfere with any individual in the exercise or enjoyment of, or on account of his or her having exercised or enjoyed, or on account of his or her having aided or encouraged any other individual in the exercise or enjoyment of, any right granted or protected by this Act.

28. TAXPAYER IDENTIFICATION NUMBER

The Internal Revenue Service Form W-9, *Request for Taxpayer Identification Number and Certification* as submitted by the Provider, is hereby made a part of this Agreement and is incorporated herein by reference. It is understood and agreed that the City shall use the number as listed on the IRS Form W-9 to report any and all compensation paid to the Provider under this Agreement. It is further understood and agreed that the City shall not be liable for inaccurate information contained on said IRS Form W-9.

29. NON-WAIVER

Any failure by the City or the Provider to insist upon the strict performance by the other of any of the terms and provisions hereof shall not be a waiver, and each party hereto, notwithstanding any such failure, shall have the right thereafter to insist upon the strict performance by the other, of any and all of the terms and provisions of the Agreement and neither party hereto shall be relieved of such obligation by reason of the failure of the other to comply with or otherwise enforce any of the provisions of this Agreement.

30. DELINQUENCY IN OBLIGATIONS

The Provider hereby agrees that throughout the period of this Agreement, all taxes, contractual obligations and audit responsibilities owed to the City shall be and remain current.

31. CONDITIONS

The Provider hereby agrees to conform to all applicable laws and ordinances and statutes of the Federal Government, State of Connecticut and City of Hartford, including, but not limited to the following:

- (1) Civil Rights Act of 1964, as amended
- (2) Civil Rights Act of 1991, as amended
- (3) Federal Labor Standards (29 CFR Parts 3, 5, and 5a)
- (4) Architectural Barriers Act of 1969 (42 USC 4151)
- (5) Section 504 of the Rehabilitation Act of 1973
- (6) Hatch Act (Title 5 USC Chapter 15)
- (7) Living Wage Ordinance of the City of Hartford (Section 2-761 et seq of the Municipal Code of the City of Hartford)

32. ENTIRE AGREEMENT

This Agreement and its Exhibits attached hereto, contains the entire understanding between the parties hereto and supersedes any and all prior understandings, negotiations, and agreements whether written or oral, between them respecting the written subject matter, hereof.

IN WITNESS THEREOF, the CITY OF HARTFORD and the PROVIDER have executed this Contract as of this _____ day of _____, 2020.

PROVIDER

By: _____ /____/____
Michael J. Southwick Date
Its Legal Secretary

CITY OF HARTFORD

By: _____ / /
Luke A. Bronin Date
Its Mayor

CITY OF HARTFORD

By: _____ / /
Liany E. Arroyo Date
Its Director of Health and Human Services

APPROVALS:

As to Form and Legality:

By: _____ / /
Howard G. Rifkin Date
Its Corporation Counsel

EXHIBIT A – Detailed Scope of Services

PROGRAM: OVERNIGHT WARMING CENTER CONTRACT TERM: December 1, 2020 - March 31, 2021

Project Description:

Provider will provide the following services:

Triage Services - Provider will provide shelter services 24 hours a day with staffing support from the City of Hartford.

Single Men: Will be offered shelter at the warming center located at the Vine Street School (Milner).

Single Women: Will be offered shelter at the warming center located at Vine Street School (Milner).

Staff will check the sex offender registry for each adult household member that needs emergency shelter. Registered sex offenders will be prioritized for year-round shelter beds so that the warming center can accommodate both single men and women. If year-round shelter beds cannot accommodate the registered sex offender(s), staff will place either sex in the motel, whichever is cost efficient.

Example: If five women are seeking shelter and there are two male sex offenders that need to access the warming center, the latter would receive hotel accommodations for one night.

Warming Center: Provider will provide a warming center during the months of December 1, 2020 through and including March 31, 2021 located at Milner School (104 Vine Street, Hartford, CT 06112) 24 hours a day with staffing support from the City of Hartford.

Access: Clients will be admitted to the warming center after an initial shelter triage.

Intake: Once a client arrives at the warming center staff will search bags and ask clients to empty their pockets to check for medication and/or weapons. If a client has medication, staff will log their medication and place it in a locked box, Clients will have access to their medication at any time, upon request and with staff supervision. Medication logs will be signed by client and staff for any dispensed medications. If a client is in possession of illegal substances and/or sharp objects/weapons, staff will ask the client to dispose of the items prior to entry into the warming center. After initial check in, staff will complete the following with the client: HMIS intake, HMIS ROI (if not previously completed during triage) and CCT ROI. Staff will also ask clients for any identification to make copies. All data will be placed in a client file for information to be later uploaded into HMIS.

Warming Center Services: Clients will be provided with tables, cots, and blankets during their stay at the warming center. Clients will also have access to restrooms, water, and nonperishable food. A Housing Case Worker will be on site five (5) days a week for clients to work on tasks to assist them with obtaining housing. Staff to client ratio will be 1:25. Provider does not expect to exceed 40 individuals per night. The Housing Case Worker will also complete VI-SPDAT v2.0/ Next Step assessment for any client that has accessed the warming center for a minimum of 14 days.

Following a Housing First/Harm Reduction model, no household will be turned away from accessing triage or emergency shelter services unless they pose a safety risk to themselves or others. If a safety risk is identified, staff will call 911 and/or mobile crisis, whichever is most relevant to the threat.

Additional Requirements:

- Staff and volunteers will be identified through the use of badges to be easily identified by clients and visitors.
- Housing Case Worker will also work with all households in the hotel to divert from shelter or access year-round shelter beds.
- Provider will provide clients with hygiene products, clothing, toiletries and coats as available so basic needs are met.
- Maintenance staff will keep the interior of the warming center clean and ensure restrooms are clean.

1.1 Program Coordinator will attend all CAN meetings, including Housing Matching Meetings to assist warming center clients in obtaining housing.

1.2 Organizational Capacity:

An organization's capacity to deliver the operation of homeless shelter service(s), and case management as described in proposed scope of services.

A provider should demonstrate collaboration and working experience with homeless families/individuals, organization that provide the same services including here public institutions or nonprofit organizations, schools.

Staff should follow a strict Code of Ethics which respects human dignity, civil and legal rights, the right to self-determination, and the right to informed consent.

Since every person has a specific set of needs and personal goals; staff should work one-on-one with the individual to ensure efficient, effective care. The agency should demonstrate experience of collaboration with multiple medical, housing and community providers to secure resources and sustain the level of care and services that each individual may need.

The Salvation Army will positively affirm the experience, sexual orientation, gender identity, and gender expression of the LGBTQ+ population in the proposed program. Individuals will be served in these programs according to the gender with which they identify.

1.3 Coordination with the Greater Hartford Coordinated Access Network (GH-CAN):

Provider should be an active member within the GH-CAN. Staff from the Provider should attend the following CAN meetings on a regular basis: Housing Matching, Chronic Individual, Rapid Rehousing, Operations, and Leadership. Hartford's sub-Com meeting should be joined with GH-CAN Leadership meeting.

Provider should follow all GH-CAN policies including: having clients call 211 to set up a CAN appointment if they have not already done so, add clients to the GPI-CAN online Shelter Priority List, and ensure that all other available beds in other shelters in the Greater Hartford Area are utilized prior to client enrollment in the Hartford Overnight Warming Center Program.

Provider will seek guidance from the GH-CAN Cold Weather working group (comprised of local GH-CAN providers including 211) to agree on optimal hours of operations that will complement existing GH-CAN services including Diversion Center and emergency shelter providers.

To ensure compliance with the GH-CAN, United Way's 211 system, and contractor (s), Provider will subcontract with Journey Home to provide oversight, coordination and integration of cold weather protocols with existing GPI-CAN policies. Journey Home will also assist with communication to all providers within the GH-CAN regarding cold weather protocol. This subcontract will also allow The Provider to access and utilize motel funding provided by Journey Horne for men, women, and families who are literally homeless.

1.4 Coordinate with Contractor (s):

Provider staff will maintain open communication with designated contacts regarding the Overnight Warming Center Program. Provider staff will inform contractor and its designee (s) regarding: major incidents that take place on city property (ex. calls to police or emergency services), issues with facilities provided by the City of Hartford, and staffing and shelter plans for major winter storms.

Provider will submit monthly HMIS reports to its contractor and/or its designee (s).

1.5 Connecticut Homeless Management Information System (CT-HMIS):

Provider will utilize CT-HMIS to input data on shelter residents. The data quality and data completeness required expectation of above 95% is currently being met. Intakes will be completed and entered into HMIS for all warming center clients within three business days. In addition to HMIS intakes, the following will be completed and uploaded into HMIS for each client accessing the warming center: HMIS Release of Information (ROD), Community Care Team (CCT) ROI, and VI-SPDAT v.2/Next Steps Assessment Tool (following GH-CAN 14 day rule).

Designated staff, including the Program Director, Program Coordinator and Case Worker will be responsible for data entry and accuracy in I-IMIS. These staff will be signed up and trained through Nutmeg Consulting.

1.6 Transportation:

Provider will utilize current funding for transportation from the Warming Center to area shelters when beds are available within the community mid transportation to motels for women and families when all shelter beds are full. In addition to available transportation funds, Provider will look to community partner agencies and churches to assist with transportation of clients to area shelters, motels, and the warming center. A Memorandum of Understanding (MOU) will be established between the Provider and community partners that agree to offer transportation services for warming center clients.

1.7 Project Timeline:

Once a notice of award has been received from the contractor, provider will post all positions and begin the hiring process for staff. Upon the hire of all staff, Provider will work with Journey Home, Nutmeg Consulting, and Greater Hartford Harm Reduction Coalition to provide GH-CAN training, HMIS training and Narcan training to all staff. The Salvation Army will provide CPR/First Aid training.

Provider will order all supplies and equipment needed for the Vine School Center to be fully operational by December 1, 2020. Provider will maintain open communication with the City of Hartford, 211, and GI-I-CAN for the opening day of the warming center. Once the first day of operation has been determined, The Provider will inform clients of how to access services by posting signs in places frequented by clients such as soup kitchens and libraries. The Provider will also provide outreach workers with fliers so any unsheltered household can be informed of how to access services.

1.8 Leveraged Resources:

Provider will look to community partner agencies and churches to assist with dinner for those who access the warming center. Clients will be encouraged to access available meal programs prior to accessing the warming center each night. Transportation for clients will be provided by local churches and agencies as available. Provider will commit in kind donations of food, clothing, hygiene products, and bedding as available.

1.9 Training/Staff/Onboarding:

Staff should include:

Director of Social Services Primary responsibilities will include fiscal oversight and the ongoing evaluation of the program's quality and compliance. The GHAS Director of Social Services will spend an estimated 15% of time on the warming center during the winter months.

Program Director The person will be responsible for the overall operation of the program. His/her primary responsibilities will include staff supervision and evaluation, compilation of all data collected, maintenance coordination, maintenance of adequate supply inventories, and contract compliance. The Program Director will spend an estimated 40% of her time on the warming center during the winter months.

Part-time Intake Workers will be responsible to: manage the shelter priority list, screen prospective residents for possible admission; complete intakes on new admissions, review rules and obtain signatures; explain procedures; communicate any concerns to the client advocate and provide crisis intervention; assist with personal hygiene, sort and distribute donations to residents, store and make available medication when necessary. These staff will be trained on relevant GH CAN policies and procedures, the online shelter priority list, cultural competency including LGBTQ, safety protocols including Narcan administration and CPR, mandated reporting requirements, HMIS access and diversion techniques.

A full-time Program Coordinator will be responsible to: manage Intake Workers, maintenance staff, oversee donations and inventory, enter HMIS data including but not limited to intakes, nightly check-ins, discharges, ROI and client documentation; Ensure data quality and accuracy for all documentation including oversight for medication logs. Ensure GH-CAN policies are being followed when serving clients; attend GH-CAN meetings and maintain open communication with the City of Hartford. This staff will be trained on relevant GH CAN policies and procedures, the online shelter priority list, cultural competency including LGBTQ, safety protocols including Narcan administration and CPR, mandated reporting requirements, HMIS access and diversion techniques.

A part-time Housing Case Worker will provide housing services to all clients of the warming center including as necessary, but not be limited to: emotional support, crisis intervention, assessment, goal planning, monitoring and encouraging client progress, assistance with obtaining housing, referrals to additional community support services including treatment or other services. This staff will be trained on relevant GH CAN policies and procedures, the online shelter priority list, cultural competency including LGBTQ, safety protocols including Narcan administration and CPR, mandated reporting requirements, HMIS access and diversion techniques.

All staff hired by Provider must pass a background check which assesses criminal history and ability to work with minors.

EXHIBIT B – Compensation

EXHIBIT C – Insurance