



## Board Report

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**File #:** A 22-306, **Version:** 2

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- a. Approve and authorize the Director or Assistant Director of the Department of Social Services to execute an agreement with University Corporation at Monterey Bay for \$250,000 to operate a county-wide homeless outreach and engagement services system for the period of July 1, 2022 through June 30, 2023 with nonstandard termination and indemnification terms; and
- b. Authorize the Director or Assistant Director of the Department of Social Services to sign up to three (3) amendments to this agreement where the total amendments do not exceed 10% (\$25,000) of the contract amount and do not significantly change the scope of work.

### RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Approve and authorize the Director or Assistant Director of the Department of Social Services to execute an agreement with University Corporation at Monterey Bay for \$250,000 to operate a county-wide homeless outreach and engagement services system for the period of July 1, 2022 through June 30, 2023 with nonstandard termination and indemnification terms; and
- b. Authorize the Director or Assistant Director of the Department of Social Services to sign up to three (3) amendments to this agreement where the total amendments do not exceed 10% (\$25,000) of the contract amount and do not significantly change the scope of work.

### SUMMARY/DISCUSSION:

This agreement, awarded through a competitive Request for Proposals process (RFP #10844), provides for the operation of a Homeless Outreach and Engagement Services System providing urgent response to engage and support individuals experiencing homelessness 7 days a week, from 7 am to 7 pm throughout the County of Monterey. There is demonstrated need for skilled outreach workers who have the capacity and expertise to connect and engage with residents experiencing homelessness in field-based service integration activities such as rapport building, resource connections, and case management. This agreement supports a collaborative effort with the local Continuum of Care provider, the Coalition of Homeless Services Providers. In addition to the County's contribution, the Continuum of Care will also engage in an agreement for \$250,000 to support the overall program costs of operating a full scale, county-wide service.

The California State University Monterey Bay, College of Health Sciences and Human Services, Center for Community Health Engagement (CHE) launched a Community Health Engagement Street Outreach Team, called HEART - Homeless Engagement and Response Team. This team has provided field-based service activities such as outreach and case management to engage homeless individuals living in encampments and on the streets throughout Monterey County. The team connects individuals to needed resources such as Project Roomkey sheltering, social services, mental health, substance abuse treatment, medical health services, financial benefits, transportation, meals, emergency shelter, bridge housing, and long-term housing. The HEART outreach process includes: 1) building a personal connection with the individual; 2) assessing immediate needs with a basic field needs assessment; and 3) working to identify barriers that individuals must address and overcome to improve their health status, build their social support network, and effectively address their housing needs. This type of trauma informed, person to person outreach approach has been a critical component of engaging with encampments throughout Monterey County, particularly when there are factors

that require an encampment clear, or clean-up, impacted areas.

HEART has demonstrated experience engaging individuals experiencing homelessness, completing vulnerability assessments and individual entries into the Coordinated Assessment and Referral System (CARS) and the Homeless Management Information System (HMIS). The Department recommends approval of the agreement with the nonstandard indemnification and termination language in order to provide these critically needed services.

**OTHER AGENCY INVOLVEMENT:**

This program partners with the local Continuum of Care provider, the Coalition of Homeless Services Providers. The Auditor-Controller and Purchasing have reviewed and approved this Agreement. County Counsel has approved the Agreement as to form.

**FINANCING:**

Funding for this agreement comes from the County's Homeless Housing, Assistance and Prevention (HHAP) Rounds 1 and 3 allocations, \$125,000 and \$125,000 respectively. There are sufficient appropriations and estimated revenues included in the Community Programs 001-5010-SOC004 FY 2022-23 Recommended Budget. In addition to the County's contribution, the Continuum of Care will also engage in an agreement for \$250,000 to support the overall program costs of operating a full scale, county-wide service.

The HEART Street Outreach Team works under the umbrella of The California State University Monterey Bay, College of Health Sciences and Human Services, Center for Community Health Engagement. Their business office does not allow direct purchases for clients such as lodging, bus passes, food, etc. The Board authorized an additional \$75,000 of County General Fund Contributions for Social Services that will support these outreach efforts.

**BOARD OF SUPERVISORS STRATEGIC INITIATIVES:**

This agreement correlates to the Public Safety, Health & Human Services, and Administration Strategic Initiatives adopted by the Board of Supervisors by providing supportive services and field response to high-risk individuals experiencing homelessness.

Mark a check to the related Board of Supervisors Strategic Initiatives:

☐ Economic Development  
☒ Administration  
☒ Health & Human Services  
☐ Infrastructure  
☒ Public Safety

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Approved by: Lori A. Medina, Director, x4430

**Attachment: Agreement**

The proposed Agreement is on file with the Clerk of the Board as an attachment to this Board Report.