

**WHATCOM COUNTY
CONTRACT INFORMATION SHEET**

Whatcom County Contract Number:
202106045 – 5

Originating Department:	85 Health
Division/Program: (i.e. Dept. Division and Program)	8550 Human Services / 855040 Housing
Contract or Grant Administrator:	Barbara Johnson-Vinna
Contractor's / Agency Name:	Opportunity Council

Is this a New Contract?	If not, is this an Amendment or Renewal to an Existing Contract?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	If Amendment or Renewal, (per WCC 3.08.100 (a)) Original Contract #:	202106045	

Does contract require Council Approval?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	If No, include WCC:
Already approved? Council Approved Date:	(Exclusions see: Whatcom County Codes 3.06.010, 3.08.090 and 3.08.100)		

Is this a grant agreement?	If yes, grantor agency contract number(s):	CFDA#:
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		

Is this contract grant funded?	If yes, Whatcom County grant contract number(s):	202008014 / 202107011
Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		

Is this contract the result of a RFP or Bid process?	If yes, RFP and Bid number(s):	21-04	Contract Cost Center:	122200 / 122300 / 114
Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>				

Is this agreement excluded from E-Verify?	No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>
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If YES, indicate exclusion(s) below:

<input type="checkbox"/> Professional services agreement for certified/licensed professional.	<input type="checkbox"/> Contract for Commercial off the shelf items (COTS).
<input type="checkbox"/> Contract work is for less than \$100,000.	<input type="checkbox"/> Work related subcontract less than \$25,000.
<input type="checkbox"/> Contract work is for less than 120 days.	<input type="checkbox"/> Public Works - Local Agency/Federally Funded FHWA.
<input type="checkbox"/> Interlocal Agreement (between Governments).	

Contract Amount:(sum of original contract amount and any prior amendments):	Council approval required for; all property leases, contracts or bid awards exceeding \$40,000 , and professional service contract amendments that have an increase greater than \$10,000 or 10% of contract amount, whichever is greater, except when: 1. Exercising an option contained in a contract previously approved by the council. 2. Contract is for design, construction, r-o-w acquisition, prof. services, or other capital costs approved by council in a capital budget appropriation ordinance. 3. Bid or award is for supplies. 4. Equipment is included in Exhibit "B" of the Budget Ordinance 5. Contract is for manufacturer's technical support and hardware maintenance of electronic systems and/or technical support and software maintenance from the developer of proprietary software currently used by Whatcom County.
\$ 848,895	
This Amendment Amount:	
\$ 607,235	
Total Amended Amount:	
\$ 1,456,130	

Summary of Scope: This contract provides funding for case management and supportive services in association with the Whatcom Homeless Service Center in an effort to improve housing stability and reduce homelessness in Whatcom County.

Term of Contract:	1 Year	Expiration Date:	12/31/2023
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Contract Routing:	1. Prepared by:	JT	Date:	09/20/2022
	2. Health Budget Approval	KR/JG	Date:	10/31/2022
	3. Attorney signoff:	RB	Date:	11/09/2022
	4. AS Finance reviewed:	Bbennett	Date:	11/16/2022
	5. Council Approved (if necessary)	AB2022-681	Date:	
	6. Contractor Program Manager:		Date:	
	7. Executive Contract Review:		Date:	
	8. Executive signed:		Date:	
	9. Original to Council:		Date:	

**WHATCOM COUNTY CONTRACT AMENDMENT
HOUSING CASE MANAGEMENT**

PARTIES:

**Whatcom County
Whatcom County Health Department
509 Girard Street
Bellingham, WA 98225**

**AND CONTRACTOR:
Opportunity Council
1111 Cornwall Avenue
Bellingham, WA 98225**

CONTRACT PERIODS:

**Original & Amendment #1: 07/01/2021 – 12/31/2021
Amendment #2 & #3: 01/01/2022 – 12/31/2022
Amendment #4: 05/01/2022 – 12/31/2022
Amendment #5: 01/01/2023 – 12/31/2023**

THE CONTRACT IDENTIFIED HEREIN, INCLUDING ANY PREVIOUS AMENDMENTS THERETO, IS HEREBY AMENDED AS SET FORTH IN THE DESCRIPTION OF THE AMENDMENT BELOW BY MUTUAL CONSENT OF ALL PARTIES HERETO

DESCRIPTION OF AMENDMENT:

1. Extend the duration and other terms of this contract for 1 year, as per the original contract “General Terms, Section 10.2 Extension”.
2. Amend Exhibit A – Scope of Work, to update reporting requirements, remove language and funding for the federal Emergency Solutions Grant-COVID-19, and remove language related to system-wide performance measures no longer required by the Washington State Department of Commerce Consolidated Homeless Grant.
3. Amend Exhibit B – Compensation, to increase funding by \$21,998 in funding to fully support a 1 FTE position serving Veterans with Veterans Assistance Funding and reflect the 2023 budget.
4. Funding for this contract period (01/01/2023 – 12/31/2023) is not to exceed \$607,235.
5. Funding for the total contract period (07/01/2021 – 12/31/2023) is not to exceed \$1,456,130.
6. All other terms and conditions remain unchanged.
7. The effective start date of the amendment is 01/01/2023.

ALL OTHER TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND ANY PREVIOUS AMENDMENTS THERETO REMAIN IN FULL FORCE AND EFFECT. ALL PARTIES IDENTIFIED AS AFFECTED BY THIS AMENDMENT HEREBY ACKNOWLEDGE AND ACCEPT THE TERMS AND CONDITIONS OF THIS AMENDMENT. Each signatory below to this Contract warrants that he/she is the authorized agent of the respective party; and that he/she has the authority to enter into the contract and bind the party thereto.

APPROVAL AS TO PROGRAM: _____
Ann Beck, Community Services Manager Date

DEPARTMENT HEAD APPROVAL: _____
Erika Lautenbach, Health Department Director Date

APPROVAL AS TO FORM: _____
Royce Buckingham, Senior Civil Deputy Prosecutor Date

FOR THE CONTRACTOR:

_____	Greg Winter, Executive Director	_____
Contractor Signature	Print Name and Title	Date

FOR WHATCOM COUNTY:

_____ Date
Satpal Singh Sidhu, County Executive

CONTRACTOR INFORMATION:

Opportunity Council
1111 Cornwall Avenue
Bellingham, WA 98225
Greg_winter@oppc.org

EXHIBIT "A" – Amendment #5
(SCOPE OF WORK)

I. Background

According to the annual Point In Time Count of homeless persons conducted in January 2022, at least 832 people in Whatcom County were homeless. Throughout the year, more may face the prospect of losing their homes. Whatcom County’s Plan to End Homelessness provides a blueprint for how our community will work together to prevent and end homelessness. The provision of housing assistance and case management services are key strategies of the Plan.

Housing case management under Whatcom Homeless Service Center (WHSC) partnership includes both rental subsidy and housing case management components. WHSC staff determine client eligibility for services and authorize and distribute rent subsidies to local landlords on behalf of participating clients, make referrals for case management to partner agencies, and coordinate required data collection efforts.

Through this contract, Opportunity Council will serve as one of the WHSC partner agencies providing Housing Pool case management and other housing case management services. The purpose of this contract is to provide case management for individuals and families experiencing homelessness or at risk of homelessness in order to improve housing stability and reduce homelessness in Whatcom County.

II. Definitions

HMIS	Washington’s Homeless Management Information System Database
Whatcom Homeless Service Center (WHSC)	WHSC programs provide (1) centralized coordinated system of access, (2) targeted prevention assistance to reduce the number of households that become homeless, (3) re-housing of those who become homeless, (4) supportive services promoting housing stability and self-sufficiency, and (5) data management and tracking information for people receiving homeless housing services in Whatcom county and according to Washington State Department of Commerce HMIS data collection requirements.

III. Statement of Work

The Contractor will provide housing case management services. Housing case management activities include arrangement, coordination, monitoring, and delivery of services related to meeting the housing needs of households and helping them obtain housing stability. Services and activities include:

- A. Developing, securing, coordinating, and retaining services and suitable housing. Services include but are not limited to:
 - 1. Tenant counseling;
 - 2. Assisting individuals and households with understanding leases;
 - 3. Securing utilities;
 - 4. Making moving arrangements;
 - 5. Representative payee services concerning rent and utilities;
 - 6. Mediation and outreach to property owners related to locating or retaining housing;
 - 7. Monitoring and evaluating household progress;
 - 8. Assuring that household rights are protected;
 - 9. Developing an individualized housing and service plan, including a path to permanent housing stability subsequent to assistance.
- B. Intake and Referral – People who present to Opportunity Council’s Community Resource Center in a housing crisis will receive a low barrier, problem-solving conversation with an Intake and Referral Specialist. Those Housing intake services provided to collect client information and assess eligibility for housing programs. Services will be provided to low-income and/or homeless individuals and households residing in Whatcom County. Individuals and households served shall have incomes at or below 50% Area Median Income (AMI).
- C. Housing Pool (HP) – HP case management services are designed to make persons who are homeless or at imminent risk of homelessness aware of available programs and provide them with a point of access to housing services. HP case management provides supportive services designed to assist people waiting for housing to be able to move rapidly into

permanent housing by helping clients stabilize, identify barriers to housing, and engage in activities required to remove those barriers. HP case management diverts people from entering the homeless shelter system whenever possible.

- D. Diversion – Diversion can be the first response to resolving an episode of homelessness by focusing on re-housing a family without their entering a longer-term housing program. Diversion starts with problem-solving conversations to identify a household's own strengths and resources. Services are tailored to meet each family's most critical needs to quickly move into housing. Diversion services can include short-term/one-time financial support (i.e., deposit assistance, flex funding).
- E. Deposit Assistance - Single adults experiencing homelessness will be assisted with deposit/move-in assistance when they have found housing on their own. This light touch case management will serve people awaiting assistance on the Housing Pool, attending Housing Lab, or applying for assistance through the Community Resource Center. Without the facilitated move-in assistance with case management, the result can be long term homelessness leading to deterioration of health and overall well-being of these individuals.
- F. Interim Housing – Emergency shelter and supportive services to homeless families with minor children in their custody is prioritized for those in the most desperate situations. With the onset of the COVID pandemic there has been increasing demand for shelter services in motels stays and in short-term housing offered by Interfaith Coalition. Case management focuses on ensuring basic needs are met and development of a plan to obtain and maintain permanent housing.
- G. Rapid Re-housing – These services focus on family homelessness and prioritize those living in shelters, motels, vehicles, or are unsheltered. Rapid Rehousing is an intervention proven to end family homelessness. Case management adhering to a progressive engagement approach and short to medium term rental subsidies for families experiencing homelessness are offered to meet the needs of families to enable them to achieve housing stability.
- H. Permanent Supportive Housing – Households served with permanent supportive housing have a history of chronic homelessness or have a combination of high barriers often including mental health, active or history of addiction, and medical, developmental and physical disabilities. Long-term housing retention and personal wellness is supported through a Housing-First model, employing a harm reduction and person-centered approach.
- I. Households living in units owned or master-leased by the Opportunity Council.

IV. Program Outcomes

The housing case management services provided by the Contractor will deliver the following outcomes:

- A. At least 90 households will receive HP case management.
- B. Total number of households in motels that received short-term housing case management (no specific target)
- C. At least 40 families with children will receive diversion case management.
- D. At least 14 households in PSH will receive case management.
- E. At least 12 households receiving Skagit HOME TBRA rental assistance will receive case management.
- F. At least 40 households will receive case management funded with Emergency Solutions COVID-19 Grant (ESG-CV) while in motels for emergency shelter; 20 of these households will transition from motel-based emergency shelter to permanent housing. Households must meet eligibility criteria of the ESG-CV.
- G. Median number of days in case management prior to being housed will be 75.
- H. Mean number of days in case management prior to being housed will be 90.
- I. At least 85% of families that reached a 12-month period of time since exiting the Ending Family Homelessness Project or Rapid Rehousing case management will have retained stable housing.
- J. Of the households in PSH, at least 90% will be stably housed (including exits from PSH to permanent housing).
- K. At least 40 WCHD funded case management households (from ES, Diversion, EFH, Housing Pool, TBRA RRH or unstably housed, and EFH) will achieve housing stability.
- L. At least 30 households will be housed from the Housing Pool with deposit/move-in assistance (this is contingent upon availability of rental assistance and referrals).
- M. At least 20 unduplicated households will be stably housed with EFH RRH while receiving case management.
- N. At least 45 unduplicated households will receive assistance funded through and eligible for the ESG-CV.
- O. At least 40 Veterans will be served with housing case management, to include but not limited to providing outreach to those potentially eligible for VAF services; building community relationships to enhance support for Veterans eligible for VAF

services; tracking contacts with those inquiring about and receiving VAF-funded services; and tracking and fielding calls regarding these services.

- P. At least 15 Veterans will obtain housing.
- Q. At least 20 Veterans will maintain housing.
- R. At least 20 Veterans will be linked to healthcare.
- S. At least 35 Veterans will be linked to non-healthcare Veteran services (VA benefits, employment, education, transportation, etc.).

V. Additional Requirements

The Contractor will:

- A. Comply with all State of Washington Department of Commerce Special Terms and Conditions of Commerce Grants, herein incorporated as Exhibit D.
- B. Comply with all State of Washington Department of Commerce Consolidated Homeless Grant (CHG) requirements, policies and procedures in the CHG Guidelines including periodic updates to the Guidelines which can be accessed at the following link: <https://deptofcommerce.app.box.com/s/4d1ilui45uqljmhseufe4flxqv1q6b>
 - 1. Commit to ending homelessness in Whatcom County, per the CHG Guidelines, by:
 - a. Prioritizing unsheltered homeless households for services.
 - b. Assessing each household's needs and facilitating housing stability with the goal of obtaining or maintaining permanent housing.
 - c. Employing a progressive engagement service model.
 - d. Prioritizing households likely to become homeless when using prevention rental assistance.
 - 2. Ensure that all costs incurred comply with CHG Guidelines.
 - 3. Commit to reporting complete quality data that is timely, truthful and accurate (per CHG Guidelines and HMIS User Agreement).
- C. Comply with eligibility requirements for serving indigent veterans as set forth in Whatcom County Code 2.150 and 2.152, and RCW 73.08.005 and incorporated into this contract by reference. Contractor shall determine eligibility based on Items A and B of WCC 2.150.025 and shall not have utilization of Item C for determining veteran eligibility. The point of contact for the Veteran's Assistance Fund is:

Elizabeth Witowski, Veterans Specialist
Whatcom County Health Department
360-778-6050
EWitowsk@co.whatcom.wa.us

The Case Manager hired and funded by this contract must sign a timesheet that includes the following statement:

I certify that my time charged to this contract is for working with indigent Veterans in accordance with Whatcom County Code 2.150 and 2.152 and RCW 73.08.005

- D. Participate in HMIS data collection efforts as directed by the WHSC; including HMIS training, HMIS data entry, updating client data as necessary, and exiting clients from HMIS. Services which must be inputted into HMIS include (but are not limited to) financial services – including deposits, rental payments, and completed home visits.
- E. Comply with the following HIP referral procedure. When Contractor staff believes a referral from the HIP is not a good fit for their program, a situation that should be rare, the following procedure must be followed:
 - 1. Contractor will submit a written description of the situation that justifies returning the client to the HIP.
 - 2. An in-person case conference must be scheduled within five days of request to return a referral. The case conference will include Contractor staff, WHSC housing referral specialist, and HIP case management services coordinator (or designee).
 - 3. The course of action mutually agree to at the case conference will be recorded in writing, constituting a binding agreement.
 - 4. As the parties to this contract learn more about referral success factors, procedures may be amended accordingly.

- F. Promote public health in homeless housing and preserve the safety and stability of available housing stock for homeless housing by:
 1. Informing clients/tenants of the importance of upholding safety and health in homeless housing, and of preserving continued access to housing by our homeless housing system.
 2. Informing clients/tenants that they may be expected to participate in cleaning and decontaminating their housing unit when necessary for health reasons.
 3. Informing clients/tenants that damages to their unit may result in eviction and loss of the unit in the future for our homeless housing system.
 4. Informing prospective tenants that they need to maintain a safe and clean apartment in advance of receiving housing and periodically after they are in housing.
 5. In scattered sites, master lease, public housing, and staffed housing programs, case managers will work with the client/tenant to address the issues of health and safety that arise, including that of suspected methamphetamine use. The WCHD will provide case managers with free and confidential technical assistance on effective methods for cleaning apartment units that have been contaminated, whenever requested.
 6. Documenting in each client file that these expectations were communicated to the client/tenant.
- G. Require professional development training for direct service staff and supervisors.
- H. Attend Whatcom County Coalition to End Homelessness meetings and sponsored activities.
- I. Attend meetings and events coordinated by WHSC.

VI. **Reporting Requirements**

Current quarterly reporting templates for case management services may be accessed at:

<https://www.whatcomcounty.us/DocumentCenter/View/69108/Case-Management-Contract-Quarterly-Report-Template-Fillable-8-22>.

Additionally, a separate quarterly report, utilizing HMIS data, for households receiving case management services funded by the Veterans Assistance Fund shall be submitted to the WCHD Housing Program Contract Administrator via email. Contractors will be notified via email of updates to reporting templates. Reports are due on April 15th, July 15th, October 15th, and January 15th. Whatcom County Health Department may update reporting templates or formats during the contract period, and will provide advance notice of new reporting requirements prior to the start of the reporting quarter.

Quarterly reports will include:

- A. Total number of unduplicated households that received case management services during the quarter.
- B. Number of unduplicated households that received case management in the following categories: while staying in shelter/interim housing, in rapid re-housing program, in permanent supportive housing or housed with a voucher, prevention, or services only.
- C. Average length of time homeless for households that were housed during the quarter.
- D. Total number of households that exited the facility and the living situation they exited to.

Quarterly reports for households receiving case management services funded by the Veterans Assistance Fund will include:

- A. Number of Veterans served.
- B. Number of Veterans that obtained housing.
- C. Number of Veterans that maintained housing.
- D. Number of Veterans linked to health care.
- E. Number of people linked to non-health care services (VA benefits, employment, education, transportation, etc.).

Additionally, the County is required to report HMIS project expenditures to the Washington State Department of Commerce for their annual report submitted to the Washington State Legislature. When requested, the Contractor shall provide the County with the necessary expenditure information in a timely manner.

VII. **Flex Funding**

Flex funds must follow the Guidelines established by the County and be reported on the spreadsheet provided by the County (Exhibit D) and signed by an authorized agency signatory. In addition, all flex funds must be accompanied by receipts.

Exhibit B – Amendment #5
(COMPENSATION)

- I. **Source of Funding and Budget:** The source of funding for this contract, in an amount not to exceed \$607,235, is local document recording fees, the Veterans Assistance Fund, and the Washington State Department of Commerce Consolidated Homeless Grant. COMMERCE and the State of Washington are not liable for claims or damages arising from Subcontractor’s performance of this contract. The budget for this contract is as follows:

Cost Description*	Documents Required with Invoices	Budget
Document Recording Fee (DRF) Funding:		
Personnel – (salary, taxes, benefits): • Housing Case Managers • Case Management Coordinator • Homeless Housing Programs Manager • Information & Referral Specialist	Approved Composite Billing Rate Worksheet for each staff member and timesheets for the period.	\$226,000
Communications (does not include system upgrades or capital costs)	GL Detail	\$2,100
Printing & Duplicating		\$1,000
Office Equipment & Supplies		\$2,000
Postage		\$250
Mileage	Mileage log to include: name of staff member, date of travel, starting point and destination of travel, number of miles traveled, federal reimbursement rate (per www.gsa.gov) and a brief description of the purpose of travel	\$3,000
Travel/Training – Lodging and meal costs for training are not to exceed the U.S. General Services Administration Domestic Per Diem Rates (www.gsa.gov), specific to location.	Ground transportation, coach airfare and ferries will be reimbursed at cost when accompanied by receipts. Reimbursement requests for allowable travel must include name of staff member, dates of travel, starting point and destination, brief description of the purpose. Receipts for registration fees or other documentation of professional training expenses. Receipts for meals are not required.	\$2,500
Flex Funds	Flex Fund Spreadsheet and copies of receipts	\$1,000
Document Recording Fees Direct Costs Subtotal		\$237,850
Document Recording Fees Indirect** @ 12%		\$28,542
Total Document Recording Fees		\$266,392
Consolidated Homeless Grant (CHG) Funding:		
Personnel – funded by CHG (salary, taxes, benefits): Case management and support staff	Approved Composite Billing Rate Worksheet for each staff member and timesheets for the period.	\$231,883
Personnel – funded by CHG – PSH FWC Case management services for families with children in permanent supportive housing		\$2,352
Consolidated Homeless Grant Direct Costs Subtotal		\$234,235
CHG Indirect** @ 12%		\$28,108
Total CHG		\$262,343

Veterans Assistance Funds (VAF):		
Personnel – (salary, taxes, benefits): <ul style="list-style-type: none"> Case Manager (1 FTE – services delivered to eligible Veteran clients only) .15 FTE Supervision 	Approved Composite Billing Rate Worksheet for the employee hired for this position, timesheets and signed certification statements, as specified in Exhibit A for the period	\$68,100
Communications (does not include system upgrades or capital costs)	GL Detail	\$690
Office Equipment & Supplies		\$500
Mileage	Mileage log to include: name of staff member, date of travel, starting point and destination of travel, number of miles traveled, federal reimbursement rate (per www.gsa.gov) and a brief description of the purpose of travel	\$500
Travel/Training – Lodging and meal costs for training are not to exceed the U.S. General Services Administration Domestic Per Diem Rates (www.gsa.gov), specific to location.	Ground transportation, coach airfare and ferries will be reimbursed at cost when accompanied by receipts. Reimbursement requests for allowable travel must include name of staff member, dates of travel, starting point and destination, brief description of the purpose. Receipts for registration fees or other documentation of professional training expenses. Receipts for meals are not required.	\$300
VAF Direct Costs Subtotal		\$70,090
VAF Indirect** @ 12%		\$8,410
Total VAF		\$78,500
TOTAL BUDGET		\$607,235

*Changes to the line item budget that exceed 10% of the line item must be approved in writing by the County.

**Indirect costs shall not exceed the current federally approved rate.

II. **Invoicing:**

- The Contractor shall submit itemized invoices on a monthly basis in a format approved by the County. Monthly invoices must be submitted by the 15th of the month, following the month of service. Invoices submitted for payment must include the items identified in the table above.
- The Contractor shall submit invoices to HL-BusinessOffice@co.whatcom.wa.us.
- Payment by the County will be considered timely if it is made within 30 days of the receipt and acceptance of billing information from Contractor. The county may withhold payment of an invoice if the Contractor submits it more than 30 days after the expiration of this contract.
- Invoices must include the following statement, with an authorized signature and date:

I certify that the materials have been furnished, the services rendered, or the labor performed as described on this invoice.

- Duplication of Billed Costs or Payments for Service: The Contractor shall not bill the County for services performed or provided under this contract, and the County shall not pay the Contractor, if the Contractor has been or will be paid by any other source, including grants, for those costs used to perform or provide the services in this contract. The Contractor is responsible for any audit exceptions or disallowed amounts paid as a result of this contract.