

File ID: 2026-00871

6/23/2026

[Contract Supplement] Women and Family Shelter Programs for Saint John's Program for Real Change and WEAVE, Inc. [Two-Thirds Vote Required]

File ID: 2026-00871

Location: Citywide

Recommendation: Pass a **Motion** by two-thirds vote: 1) waiving the requirement for 10-day posting of agreements over \$1 million under City Code section 4.04.020(C) and Council Rules of Procedure Chapter 7, Section E.2.d; 2) authorizing the City Manager or designee to execute Supplemental Agreement No. 4 to City Agreement No. 2023-1417 with Saint John's Program for Real Change for an amount not-to-exceed \$1,005,414 for a total not-to-exceed amount of \$4,196,971; and 3) execute Supplemental Agreement No. 5 to City Agreement 2023-1408 with WEAVE, Inc. for an amount not-to-exceed \$488,320 for a total not-to-exceed amount of \$2,030,009.

Contact: Brian Pedro, Director, (916) 808-7816, bpedro1@cityofsacramento.org; Rodolfo Davidson, Program Manager, (916) 808-3703, rdavidson@cityofsacramento.org; Department of Community Response

Attachments:

- 1-Description/Analysis
- 2-Saint John's Supplement
- 3-WEAVE Supplement

Description/Analysis

Issue Detail: Homelessness is a complex issue for which there is no single answer or approach. Emergency shelters play a significant role in the City's strategy for helping people move from the streets into shelter and ultimately into stable housing.

The City of Sacramento has made significant investments to increase the availability of shelter beds, services, and permanent housing for those experiencing homelessness. The impact of these investments can be seen from the 2026 Sacramento Point-In-Time (PIT) Count, which released its results in May.

According to the 2026 Sacramento PIT Count report, the County of Sacramento had an estimated homeless population of 7,458. While the total number of individuals experiencing homelessness

increased by 843 people (13%) from the 2024 PIT Count, the data also showed that 582 more people were sheltered in 2026 than in 2024 (20% increase). In addition, the 2026 PIT Count showed a 19% reduction in the number of individuals experiencing unsheltered homelessness within the City of Sacramento from 2024.

In May 2023, the City released a Request for Proposals (P23231031001) for Women and Family Shelter Programs and entered into agreements with Saint John's Program for Real Change and WEAVE, Inc. for one year from September 1, 2023, through June 30, 2024, and staff has since executed two one year renewals, and is proposing a third and final year renewal.

Saint John's Program for Real Change

Saint John's Program for Real Change provides sheltering, job training, and case management services to women and women with children. Saint John's residential units consist of dorm style rooms with bunk beds with a maximum usable capacity of 220. In a 12-month period Saint John's anticipates serving approximately 280 individuals.

With the City's funding, which makes up about 17% of Saint John's emergency shelter budget, Saint John's stabilizes women and children in a safe/healthy living environment through the following:

- Providing a safe place to live.
- Individualized case plans that include mental health and substance use services, parenting, financial health, employment development, and determine housing goals.
- Reunification of families where children have been removed from their parents.
- Classes on health and wellness practices, developing healthy relationships, positive parenting, and money management.
- Creating a financial plan and resolving barriers.
- Identifying and resolving legal issues.
- Completion of high school diploma with onsite instruction.
- Comprehensive job training program.
- Full enrollment in school for school-aged children.
- On-site childcare.
- After care services/programming for women exiting the program that may include:
 - Permanent housing
 - Rental assistance
 - Motel vouchers
- Access to case management, substance use disorder (SUD) counseling services, housing referrals, and clinical therapy.

From September 2023 through June 2025, Saint John's served a total of 529 individuals, including 252 children. Of those families served, 65% were exited to positive housing destinations.

Between July 2025 and April 2026, Saint John’s served a total of 278 individuals, including 127 children. Of those families served, 67% were exited to positive housing destinations.

WEAVE

WEAVE’s mission is to promote safe and healthy relationships and support survivors of sexual assault, domestic violence, and sex trafficking. In a 12-month period, WEAVE serves an average of 85 adults and children fleeing domestic violence or sex trafficking, providing confidential emergency shelter and case management services. With the City’s funding, which makes up about 35% of WEAVE’s budget, WEAVE provides the following to women and children:

- A safe place to live
- Emergency food assistance
- Childcare
- Personalized case management
- Access to group and individual therapy or counseling
- Referrals to drug and alcohol recovery
- Resource counseling
- Employment assistance, and
- Permanent housing navigation assistance.

From September 2023 through June 2025, WEAVE served a total of 274 individuals, including 157 children. Of those families served, 48% were exited to positive housing destinations.

Between July 2025 and April 2026, WEAVE served a total of 134 individuals, including 58 children. Of those families served, 50% were to exited to positive housing destinations.

To continue serving women and families experiencing homelessness and fleeing domestic violence, DCR staff recommend extending and funding the current agreements with Saint John’s Program for Real Change and WEAVE, Inc. for an additional year through June 30, 2027.

Policy Considerations: Pursuant to Sacramento City Code section 3.56.090, any agreement that is for \$250,000 or more requires City Council approval.

The Sacramento City Code section 4.04.020 and the City Council Rules of Procedure (Chapter 7, Section E.2.d) mandate that unless waived by a 2/3 vote of the City Council, all labor agreements, and all agreements greater than \$1,000,000 shall be made available to the public at least ten (10) days prior to City Council action. The recommendation is to waive this requirement.

Economic Impacts: Not applicable.

Environmental Considerations: This report concerns administrative activities and government fiscal activities that do not constitute a “project” and is not subject to the provisions of California

Environmental Quality Act (CEQA) (CEQA Section 15378(b)(2)).

Sustainability: Not applicable.

Commission/Committee Action: Not applicable.

Rationale for Recommendation: Not applicable.

Financial Considerations: Sufficient funding is available (Measure U, Fund 2401) in the Homeless Housing Initiative MYOP (I23001000) to execute the supplemental agreement with Saint John's Program for Real Change for amount not to exceed \$1,005,414, for a total no-to-exceed amount of \$4,196,970, and to execute the supplemental agreement with WEAVE, Inc. for an amount not to exceed \$488,320, for a total not-to-exceed amount of \$2,030,009.

Local Business Enterprise (LBE): Saint John's Program for Real Change and WEAVE, Inc. are both local to the Sacramento region.

..End

Contract Routing Sheet

Payment / Performance Bond Only

General Routing Information

Department: Community Response Department

Contract Coordinator: Krystal Hull Email: khull@cityofsacramento.org

Effective Date: 07/01/2026 Expiration Date: 06/30/2027

Grant/Project Name: Women and Family Shelter

Other Party: Saint John's Program for Real Change

Original Not to Exceed Amount: \$ 1,003,328.00

Assessor's Parcel Number(s): _____

Project Number: I23001007 Bid/RFP/RFP#: P23231031001

Supplements/Addendums/Change Orders

Adjusted Amount of this Change (+/-): \$ 1,005,414.00 New Not to Exceed Amount: \$4,196,970.08

Change In Scope: Yes

Original Contract Number: 2023-1417 Supplement Number: 4

Council Approval

Original Meeting Date: 10/03/2023 Council File ID: 2023-01085

Supplement Meeting Date: 6/23/2026 Council File ID: 2026-00871

Processing Information

- Clerk's Office to Mail for Recording
- Return to Dept for Other Party Signature
- Real Estate
- Return to Dept for Recording
- Construction Related
- Additional Originals Attached – Return to Dept.


Add notes/instructions, including any other contract or council file ID numbers related to this agreement:

Signing Authority - Department Directors up to \$100K; \$100K -\$250K City Manager or Assistant City Manager; \$250K+ Council Approval & Council Appointee or designee.

Department Review and Routing

AB 339 Review Confirmation (if needed)

Sign Rodolfo Davidson Division Manager

Sign  Support Services Manager

Sign _____

Sign _____

Sign _____

CONTRACT #: 2023-1417-04
CONTRACT NAME: Woman and Family Shelter Program
AGREEMENT TERM: 07/01/2026- 06/30/2027
AUTHORIZED RENEWALS: 1
DEPARTMENT/DIVISION: Homeless Services

PROJECT: I23001007
NOT-TO-EXCEED AMOUNT: \$4,196,970.08
SOLICITATION: P23231031001
LBE (Y/N): Y
COUNCIL FILE ID: 2026-00871

CITY OF SACRAMENTO

CONTRACT AMENDMENT CHANGE IN SCOPE AND NOT-TO-EXCEED AMOUNT

The City of Sacramento ("City") and Saint John's Program for Real Change ("Contractor"), as parties to that certain contract designated as Contract Number 2023-1417, including any and all prior amendments modifying the contract (the contract and all amendments are hereafter collectively referred to as the "Contract"), hereby amend the Contract as follows:

1. The Time of Performance as set forth in Section 3 of Exhibit A is hereby extended for an additional one-year term through June 30, 2027.
2. As of July 1, 2026, the Scope of Work attached hereto as Attachment 8 to Exhibit A supersedes the Scope of Work specified as Attachment 6 to Exhibit A.
3. As of July 1, 2026, the revised Budget attached hereto as Attachment 5 Exhibit B supersedes the Budget set forth in Attachment 4 to Exhibit B.
4. As of July 1, 2026, the revised DCR Shelter Monthly Reporting Guideline attached hereto as Attachment 9 to Exhibit A replaces Attachment 5 to Exhibit A.
5. As of July 1, 2026, the DCR Reportable Incident Guideline attached hereto as Attachment 10 and the DCR Shelter Issues Reporting Notice attached hereto as Attachment 11 are added to the Contract.
6. The maximum not-to-exceed amount that is specified in the Contract for payment of Contractor's fees and expenses is **increased** by \$1,005,414.00, and the Contract's maximum not-to-exceed amount is amended as follows:

Contract's original not-to-exceed amount:	\$1,003,328.00
Net change by previous amendments:	\$2,188,288.08
Not-to-exceed amount prior to this amendment:	\$3,191,556.08
Increase by this amendment:	\$1,005,414.00
New not-to exceed amount including all amendments:	\$4,196,970.08

7. Contractor agrees that the amount specified in section 2 above shall fully compensate Contractor under the Contract, as modified by this amendment, including any and all direct and indirect costs that may be incurred by Contractor in connection with such additional and/or revised services, and costs associated with any changes and/or delays in schedules or in the delivery of other services by Contractor.
8. Contractor warrants and represents that the person or persons executing this contract amendment on behalf of Contractor is duly authorized by Contractor to sign this amendment and bind Contractor to the terms hereof.

SUPPLEMENTAL CONTRACT

Approval Recommended By:

Brian Pedro, Director

Approved By:

Scott Richards
Scott Richards (Jun 15, 2026 13:07:22 PDT)

Scott Richards, Chief Executive Officer

Approved By:

Ryan Moore, Assistant City Manager
City of Sacramento

Approved As To Form By:

Gary Lindsey
Gary Lindsey (Jun 16, 2026 13:04:29 PDT)

Gary Lindsey, Senior Deputy City Attorney

Attest:

City Clerk

Attachment 8 to Exhibit A
Saint John's Program for Real Change
Women and Family Shelter Program

I. OVERVIEW

Saint John's Program for Real Change delivers a year-round program for unhoused women and children. Saint John's providers, sheltering, food, job training and other supportive services designed to foster a path to independence. Saint John's residential units consist of dorm style rooms with bunk beds with a maximum usable capacity of 220 individuals. In a 12-month period Saint John's expects to serve approximately 350 individuals. The City of Sacramento provides funding to support the operations of the St. John's shelter. The City of Sacramento funds approximately 20% of St. John's annual operating budget.

II. KEY TERMS

Accessible: Accessible can be defined as the "ability to access" the functionality, and possible benefit, of some system or entity and is used to describe the degree to which a product, service, or environment is accessible by as many people as possible. While accessibility is often used to describe facilities or amenities to assist people with disabilities, as in "wheelchair accessible", the term can extend to Braille signage, wheelchair ramps, elevators, walkway contours, website design, and so on.

Activities of Daily Living (ADLs): essential, routine self-care tasks including (but not limited to) bathing, dressing, toileting, transferring (mobility), and eating

Case Management: Case management and supportive services focus on the holistic needs of each client with a primary goal of removing barriers to housing and should reflect the short-term nature of assistance toward housing placement. Critical components in the provision of case management services include the following:

- Harm Reduction
- Trauma Informed Care
- Client-centered
- Culturally Responsive

Client Centered: Approaching the care, goals and interventions of a client based on his or her identified need for services.

Continuum of Care (CoC): The local planning bodies responsible for coordinating the full range of homelessness services in a geographic area, which may cover a city, county, metropolitan area, or an entire state.

Coordinated Access System (CAS): A standardized, community-wide process for people experiencing or at risk of homelessness to access housing and services. It uses uniform assessments to prioritize those with the highest needs for limited resources, streamlining referrals and reducing navigation

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Saint John's Program for Real Change
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barriers.

Culturally Responsive: Ability to honor, understand, and respect beliefs, lifestyles, attitudes, and behaviors demonstrated by diverse groups of people, and to diligently act on that understanding. It includes knowledge of one's own cultural values, and ability to consistently function with members of other cultural groups.

Eligible Family: Any household made up of one or more adults, of which at least one is female, regardless of sexual orientation, marital status, or gender identity, presenting with minor child(ren) and/or dependent adult(s).

Emergency Shelter: Is a facility with the primary purpose of providing temporary shelter for people experiencing homelessness.

Fleeing/Attempting to Flee Domestic Violence: Any individual or family who:

- Is fleeing, or attempting to flee, domestic violence; and
- Has no other residence; and
- Lacks the resources or support networks to obtain other permanent housing

Harm Reduction: An approach aimed at reducing the risks and harmful effects associated with substance use and addictive behaviors: for the person, the community and society as a whole, without requiring abstinence. A Harm Reduction approach recognizes that consumers can be at different stages of recovery and that effective interventions should be tailored to each consumer's stage.

Homeless Management Information System (HMIS): Is a class of database applications used to confidentially aggregate data on homeless populations served in the United States. Such software applications record and store client-level information on the characteristics and service needs of homeless persons.

Housing Inventory Count (HIC): Is produced by each CoC and provides an annual inventory of beds that assist people in the CoC who are experiencing homelessness or leaving homelessness.

Literally Homeless: Individual who lacks a fixed, regular, and adequate nighttime residence, meaning:

- Has a primary night-time residence that is a public or private place not meant for human habitation; or
- Is living in a publicly or privately-operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, and local government programs); or
- Is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.

Permanent Supportive Housing (PSH): Is a housing model designed to provide housing assistance

**Attachment 8 to Exhibit A
Saint John's Program for Real Change
Women and Family Shelter Program**

(project-and tenant-based) and supportive services on a long-term basis to formerly homeless people.

Transitional Housing Programs: Provide people experiencing homelessness a place to stay combined with supportive services for up to 24 months.

Trauma Informed Care: A strengths-based framework that is grounded in an understanding of, and responsiveness to, the impact of trauma while emphasizing physical, psychological, and emotional safety for providers and survivors.

Wrap Around Services: Intensive, individualized, and team-based care models designed for individuals and families facing complex behavioral, mental health, physical health, employment or housing challenges.

III. DESCRIPTION OF SERVICES

Saint John's addresses the immediate goal of crisis stabilization while providing shelter, meals, and childcare for the unhoused women who enter the program. The holistic and immersive approach addresses the short-term goals of immediate stabilization, including physical, vocational, and psycho-social assessment, domestic violence support, addiction counseling, life improvement/basic education classes mid-term goals of self-development, addiction recovery, high school diploma attainment, life skills acquisition, career exploration, and hands-on employment training; and, after 9-12 months of program participation, long-term goals of job acquisition, self-reliance, and family sustainability. Providing a safe, culturally responsive, and trauma-informed environment is key to client success. Families receive wrap-around services and the tools necessary to achieve independence, personal well-being, and economic self-sustainability.

St. John's operates 24 hours/day, 365 days/year, ensuring women and children are consistently supported, with a client/staff ratio of approximately 1.5:1. This includes staffing for behavioral health services, childcare, housing, meals, job training, case management, and facility operations.

1. Program Operations

Saint John's will stabilize women and children in a safe/healthy living environment through the following:

- Providing a safe, structured, and predictable environment for women and families to heal and grow.
- Individualized service plans (ISPs) that include mental health and substance use services, parenting, financial health, employment development and determine housing goals.
- Reunification of families where children have been removed from their parents.

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Saint John's Program for Real Change
Women and Family Shelter Program

- Self-improvement classes on health and wellness practices, developing healthy relationships, positive parenting, money management and housing preparation.
- Case Management services designed to assist with:
 - Creating a financial plan and resolving barriers.
 - Identifying and resolving legal issues.
 - Completion of high school diploma with onsite instruction.
 - Accessing substance use disorder (SUD) counseling services
 - Obtaining stable housing
 - Support for justice involved clients
 - Support for family reunification
 - Domestic violence survivor support
- Extensive on-the-job training in real world environments at our two social enterprises, Red Door Desserts and Plates Cafe & Catering
 - Full enrollment in school for school-aged children.
 - On-site childcare.
 - After care services/programming for women exiting the program that may include:
 - Permanent housing / Permanent Supportive Housing programs
 - Transitional Housing programs
 - Rental assistance
 - Motel vouchers
 - Providing after-care services for up to 40 women and children exiting to stable housing.
 - Entering and tracking all program data in the region's Homeless Management Information System (HMIS).
 - Participating in the Sacramento CoC's Coordinated Access System by accepting referrals from the Coordinated Access System.
 - Agreeing to an open information exchange with DCR staff, including attending collaborative meetings and sharing case information to ensure optimal outcomes.
 - Accepting referrals from DCR staff.
 - Coordination with other services providers, as needed to address the above issues and their impacts.
 - Mental health therapy and addiction/recovery counseling

IV. STAFFING

To administer the programming described above, this agreement will support the following

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Saint John's Program for Real Change
Women and Family Shelter Program

staff positions at Saint John's:

- Chief Operating Officer will monitor attainment of objectives and ensure compliance with program components while supervising staff and an internal evaluation team.
- Director of SUD Treatment Services will oversee substance use treatment services and the management of licensed substance use treatment counselors.
- SUD Counselor and Clinician/Therapist will provide behavioral health counseling for clients, offer individual and group counseling sessions tailored to each participant's needs and developmental progress.
- Medications Manager will provide daily supervision and compliance oversight of prescribed client medications.
- Intake Coordinator will ensure timely intake of new clients and provide communication and program orientation for all prospective clients.
- Director of Intervention Services, Intervention Services Supervisor, Intervention Specialists, and will oversee 24/7 daily services (housing, meals, daily activities) and conduct discharge assessments and transition planning. They will also provide support for women upon taking up residency and during the initial adjustment period of 30 days or more.
- Front Office/Client Service staff will provide client support and facilitate coordination of client activities and schedules.
- Childcare Staff, Childcare Supervisor, and FTE Family Services Coordinator will address the critical social and emotional needs of the children, help children reintegrate into their school community, and support children in improving their academic and personal success.
- Facility Maintenance Technician will provide facility maintenance services to support service delivery and client safety.
- Volunteer Coordinator will ensure cost-effective delivery of services by cultivating and managing regular volunteer engagement, with up to 400 volunteers providing services each month.
- Controller and Senior Staff Accountant will provide oversight of financial operations, procurement of food and client supplies, contract oversight, and annual audit to ensure the fiscal integrity of the program.
- Chief Human Resources Officer will ensure adequate staffing levels for client safety, conduct recruitment as necessary, and oversee ongoing staff professional development and licensure maintenance.
- CEO will provide executive level program oversight for the project and facilitate collaboration with other program partners.
- Director of Education & Training will develop and oversee the delivery of educational curriculum and workforce training activities.

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Saint John's Program for Real Change
Women and Family Shelter Program

- Data & Compliance Specialist is responsible for maintaining the accuracy and integrity of client records and collecting programmatic data to support contract compliance and quality improvement efforts.

V. OPERATIONS

This agreement will support the following operational costs at Saint John's:

- Occupancy- including utilities, garbage service, furniture, and facility supplies such as kitchen and restroom supplies. This does not include purchase of supplies intended for resale.
- Facility Maintenance- including landscaping, pest control, and miscellaneous repairs.
- Equipment- including maintenance of equipment including dishwashers and copiers.
- Communication- including phone expenses.
- Office and Client Supplies- including basic office supplies, paper, cleaning supplies, and supplies that are used directly for participants.
- Travel/Transportation- including fuel and mileage reimbursement for eligible staff members attending conferences, client meetings, training sessions, or other work-related events, provided such travel is necessary to fulfill program objectives. Additionally, transportation costs for client travel to treatment or rehousing appointments are eligible for reimbursement.
- Technology- including internet, software, IT consulting services, and computer equipment.
- Direct Participant Support- Including costs for necessary clothing, hygiene items.
- Participant food includes breakfast, lunch, dinner, and snacks for participants.
- Insurance – including general, professional, and employer liability coverage for shelter operations, client transportation, and other program operations.

VI. ELIGIBLE PARTICIPANTS

Any adult single woman of age 18 or older or adult woman of age 18 or older with minor children who resides in Sacramento County, who may be experiencing violence, and is at risk of becoming homeless or is literally homeless regardless of, but not limited to, race, ethnicity, disabilities, religious belief, sexual orientation, and gender identity. Program participants must be able to manage their own Activities of Daily Living (ADLs)

VII. ACCESS

Entry into the Program is limited to two routes:

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Saint John's Program for Real Change
Women and Family Shelter Program

- Direct referral from the Saint John's program wait-list.
- Direct referral from the Sacramento CoC's Coordinated Access System

For referrals from the Sacramento CoC's Coordinated Access System, Saint John's shall adhere to CAS policies and procedures for denial of admission and appeals. Any household denied entrance is informed of reason, conditions for lifting the restriction and right to appeal, including whom to contact regarding an appeal and information about the appeal process. Reason for denial is entered into HMIS to support appropriate future CAS shelter referrals for the household.

Upon admission, participants are provided with copies of the following:

1. Participant rights
2. Written program rules
3. Storage policy, including storage after exit
4. Medication storage policy

VIII. CLIENT RIGHTS AND PROTECTIONS

The Program shall have a written grievance policy and track the resolution of all submitted grievances. St. John's shall post the DCR-provided Shelter Issues Reporting Notice (Attachment 11) in a visible and accessible location, read and otherwise made known to clients upon admission, with accommodation for literacy and language barriers.

PROGRAM RULES:

The Program shall have written rules posted visibly and made available to clients on intake with accommodation for literacy and language barriers.

- Program Rules should address safety and security concerns, and any agency policy and procedure for search and seizure of property (search, confiscation, and securing of weapons and other contraband).
- Program Rules must be made available to City staff upon request.
- Program Rules will be subject to review and approval by the City.
- Program Rules must be client-centered to minimize barriers to accessing services and prevents/minimizes exits from program due to rule violations.
- Prior to admission, all prospective participants participate in an individual interview to identify client-specific needs and barriers and to provide information about program services, values, standards, and guidelines.
- All clients admitted have the willingness and capacity to participate in program services.

**Attachment 8 to Exhibit A
Saint John's Program for Real Change
Women and Family Shelter Program**

- Clients understand Saint John's maintains a drug, alcohol, and tobacco free environment.

IX. PROGRAM EXITS

The program shall be compliant with California State law pertaining to occupancy in and termination from shelter programs, including any city-, county-, continuum of care-, state-, or federally funded shelter, interim

housing, motel voucher, or emergency shelter program in which the city, county, continuum of care, state, or federal governmental entity retains an oversight and accountability role in ensuring compliance with program regulations and proper program administration. Relevant aspects of state law are incorporated below or via reference.

All program exits shall be conducted by the program in a trauma-informed manner utilizing a harm-reduction approach, and in a manner that is compliant with all applicable disability laws, including requirements for reasonable accommodation.

The program may exit participants when any of the following conditions are met:

- Participant is successfully placed into permanent housing.
- Participant relocates outside of Sacramento County.
- Reunification services are utilized, or the participant self-resolves the housing crisis.
- Participant requires a higher level of care than can be provided on-site.
- Participant has reached the maximum length of stay identified by Saint John's for its Emergency Shelter.

Only the following reasons may be used as a basis for involuntary exit from the program, and must occur on the program's premises or otherwise indicate an imminent threat to the health and safety of people at the program:

1. Sexual assault and/or verbally or physically threatening behaviors that rise to the level of a direct threat to persons or property that cannot be mitigated by a reasonable request for accommodation per paragraph (3) of subdivision (b) of Section 12179 of Title 2 of the Code of California Regulations;
2. Physical violence to staff or other program participants;
3. Direct observation of participant engaging in illegal activity onsite;
4. Possession of an unauthorized weapon at the facility;
5. Theft;
6. Destruction of property;

Participants may be involuntarily exited for refusing multiple housing opportunities only after every effort is made and opportunity offered to engage the participant in housing-focused services; however,

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evidence must be present that program staff actively attempted to engage the participant in services designed to support program exit to stable housing with consideration given to each participant's barriers to engagement and in accord with evidence-based practices (e.g., motivational interviewing).

Saint John's offers a residential employment training program with substance use treatment services. A sober living environment supports clients in recovery, clients seeking to reunify with children placed in protective custody, and children recovering from trauma. To support these objectives, after documented effort is made to engage a participant in program services, a participant demonstrating an unwillingness to engage in employment training activities or to maintain a sober living environment may be referred to the Coordinated Access System for alternative shelter placement, with Saint John's staff facilitating a warm handoff. The participant may be involuntarily exited after being offered available alternative emergency shelter.

A participant who leaves overnight without an approved pass is subject to exit. The program holds beds for at least 72 hours for a participant with an approved pass. If a participant is absent from their bed for 72 hours without appropriate notification of program staff regarding absence, the Participant may be discharged and the bed offered to a new participant.

The program informs involuntarily exited participants of the reason for discharge, the conditions for lifting the restriction and right to appeal, including whom to contact regarding an appeal and information about the appeal process.

X. RECORD-KEEPING AND REPORTING

The program shall maintain client files in accordance with the requirements of the Homeless Housing Assistance and Prevention (HHAP) funding stream and the Homeless Management Information System(HMIS) operated by Sacramento Steps Forward (SSF). The program's records will be made available upon request by the City. Upon entering the program, data on all clients will be entered into the HMIS, pursuant to the data standards required by SSF.

City staff are required to follow SSF's HMIS policies and procedures. The City's subrecipients are also required to follow HMIS policies and procedures.

To comply with HHAP reporting requirements, the program is required to submit monthly reports to the City by the 10th of each month, using the Department of Community Response Shelter Monthly Reporting Template (Attachment 3 to Exhibit A). These reports shall include data on participant entrances, exits, case management status, services provided, as well as expenditure and program-level data associated with this contract.

All reports should be submitted in accordance with the City's established formats to ensure transparency and compliance with contractual obligations.

XI. EXPECTED OUTCOMES

**Attachment 8 to Exhibit A
Saint John's Program for Real Change
Women and Family Shelter Program**

Annually, by July 15 each year, Saint John's shall submit a cumulative report summarizing achievement towards the following expected annual outcomes.

- Clients will stabilize in a safe/healthy living environment, with Saint John's providing at least 35,000 shelter nights.
- All clients will have an individualized treatment plan for stabilization and rehousing.
- At least 50 women will complete at least 6 weeks of trauma informed process groups or psychoeducational life skills groups.
- At least 60 women will receive an employment assessment and complete introductory employability classes.
- At least 40 women will complete at least 240 hours of hands-on employment training.
- Clients will be supported in family reunification efforts, with at least 25 children in protective custody reunited with their mothers while living on Saint John's campus.
- Saint John's will provide at least 12,000 hours of childcare for program participants' children while mothers are engaged in program services.

XII. INCIDENT REPORTS

Upon the occurrence of any reportable incident, Saint John's shall notify the Department of Community Response (DCR) in accordance with the procedures outlined in the DCR Reportable Incident Guideline (Attachment 10 to Exhibit A).

XIII. MONITORING

The City may conduct monitoring of the shelter which may include, but is not limited to, evaluation of program operations, integrity of physical spaces, and engagement with shelter participants. Outside of this monitoring, the City, state, or the federal government may at any time evaluate this program, which may include site inspection, program fiscal management, and monitoring client files. The program shall be given opportunities to participate in the evaluation process.

XIV. Payment Method

City will pay contractor an amount not-to-exceed \$4,196,970.08 for the services rendered during the contract term. Remaining unspent funds from this contract agreement will be reallocated in collaboration between Contractor and the City. Final reallocation of remaining funding will be at the sole discretion of the City.

Contractor shall submit invoices monthly by the fifteenth (15th) of each month via email to khull@cityofsacramento.org. Invoices shall be detailed in accordance with the line items in the budget

**Attachment 8 to Exhibit A
Saint John's Program for Real Change
Women and Family Shelter Program**

below.

Only program activities detailed in the budget will be eligible for reimbursement. The City requires sufficient backup documentation to be included when submitting invoices. All backup documentation must be organized and labeled according to eligible costs.

Upon written approval by the City through a duly executed contract supplement, line-item transfers between budget categories may be made, provided such budget changes do not result in the total Budget exceeding the maximum total contract amount and/or do not compromise the program. The City reserves the discretion to approve, or disapprove, expenses which fall outside of eligible costs and for which the City has not provided prior approval.



Shelter Monthly Reporting Guideline

Objectives:

Establish guidelines and definitions for the monthly reporting of shelter performance data.

Overview

All City shelter service operators must submit monthly performance reporting to DCR by the 10th of each month. Data submitted should be through the end of the previous month.

Instructions:

Monthly Shelter Reports should be submitted through the DCR Shelter Reporting Webform located at <https://forms.office.com/g/WtQAQQznRB>. No personally identifiable data should be sent through this form.

Exit/Entrance Data Definitions

Number of Scheduled Intakes: Enter the total number of scheduled intake appointments during the specified month.

Number of Accepted Intakes: Enter the total number of participants and households who were enrolled during the specified month.

Total Number of Exits: Enter the total count of program exits, including those categorized as Involuntary, Improved, Homelessness, Permanent, and Unknown.

Number of Involuntary Exits: Enter the total number of participants who were exited by the program operator due to failure to comply with program rules or policies.

Number of Exits to Improved Situations: Enter the total number of participants who exited the program to any of the following destinations: group homes; medical facilities; long-term care facilities; psychiatric facilities; substance abuse facilities; exits to transitional housing; residential

Attachment 9- DCR Monthly Reporting Guideline

projects; halfway homes; hotel or motel, with or without voucher; host home; staying with family or friends; transfer to another emergency shelter

Number of Exits to Homelessness: Enter the total number of participants who exited the program to a location that is not ordinarily used as regular sleeping accommodation for people.

Number of Exits to Permanent Situations: Enter the total number of participants who exited the program into a permanent housing situation.

Number of Exits to Unknown Destinations: Enter the total count of participants who exited the program, but whose whereabouts are unknown.

Client Services Data Definitions

Total number of clients provided a service: Enter the total number of participants who were provided with at least one service during the reporting period. This number must correspond with an HMIS data entry of provided service.

Total number of clients with no service provided: Enter the count of clients or participants who were not provided with at least one service during the reporting period.

Number of clients provided with an AOD service: Enter the count of unduplicated clients who received an Alcohol & Drug Abuse (AOD) service during the reporting period. AOD services include treatment and referrals to treatment services.

Number of clients provided a Documentation Assistance Service: Enter the number of unduplicated clients provided with a service listed under the Case Management: Documentation Assistance services in HMIS during the reporting period. These services include assistance obtaining HUD required homeless documentation, ID cards, social security cards, military service verification (DD-214), income verification, birth certificates, and documents required for housing referrals.

Number of clients provided a Housing Search and Placement service: Enter the number of unduplicated clients who received a service listed under the Housing Search and Placement services in HMIS during the reporting period.

Number of clients provided an Employment service: Enter the number of unduplicated clients who received an Employment service in HMIS during the reporting period.

Number of clients provided a Health Care service: Enter the number of unduplicated clients who received a service listed under Case Management: Health Care Services in HMIS during the reporting period.

Attachment 9- DCR Monthly Reporting Guideline

Number of clients provided an Income Benefits Service: Enter the unduplicated number of clients who received a service listed under the Case Management: Income Benefits / Services in HMIS during the reporting period.

Individualized Service Plans (ISP) Data Definitions

Number of ISPs created: Number of new Individualized Service Plans (ISPs) created. ISPs can use the ISP feature in HMIS or existing documents. ISPs goals should be jointly created by the client and Case Manager and be designed to address the client's unique goals with deadlines. ISPs not using the HMIS ISP template should be uploaded into HMIS.

Number of clients without an ISP: Enter the number of currently enrolled clients who do **not** have an active Individual Support Plan (ISP).

Percentage of clients with a completed ISP goal: Provide the percentage of clients who completed an Individualized Service Plan (ISP) goals during the reporting period.

Complaints/Grievance Data Definitions

Number of Client Grievances/Formal Complaints: Enter the total number of unduplicated clients who submitted a formal grievance or complaint during the reporting period.

Number of Clients who received a write-up: Please provide the total count of clients who have received a formal write-up.

Narrative Summary:

This section should include key events for the month, highlights such as any significant changes in services or policies, challenges faced, and successes achieved. This is also the place to mention any special events, partnerships, or initiatives that occurred. Additionally, note any trends observed in the population served or other noteworthy information that provides context for the numerical data reported.



Reportable Incident Guidelines

Objectives:

Establish guidelines and processes for the reporting of critical incidents in City-operated emergency shelters.

Overview

All City shelter service operators must immediately notify DCR of any reportable event(s) specified below via call or text. For all incidents, a written incident report must be provided to DCR as soon as possible, but within 48 hours of the incident. Operators must use [DCR's Incident Report Form](#).

Reportable Incidents

Reportable incidents include but are not limited to:

- Death of a shelter guest from any cause.
- Any facility-related injury requiring medical treatment excluding basic first aid.
- All incidents of violence.
- All cases of communicable disease reportable under Section 2502 of Title 17, California Code of Regulations. Any reportable incident under this category shall also be reported to the County Public Health Officer.
- Fires or explosions that occur in or on the premises.
- Any time shelter staff call 911 or when law enforcement, Fire, or EMT personnel respond to a guest while at the property.
- Any damage to the shelter facility that renders part of the shelter uninhabitable or unusable.
- Animal bites.



Reporting Shelter Concerns

YOUR RIGHTS AS A SHELTER OCCUPANT

The City of Sacramento is committed to providing a safe and sanitary environment for people staying at its shelters. All shelter occupants have a variety of rights afforded to them under local, state, and federal laws including, without limitation, reasonable accommodations for disabilities, protection against discrimination and harassment, and information about available resources and programs. In addition, occupants have the right to voice concerns about a shelter or any portion thereof that may be considered substandard. (California Health and Safety Code sections 17920.3 and 17974.1.5) Conditions that may be considered substandard include but are not limited to:

- Lack of working toilets, sinks, or showers
- No hot or cold running water
- Inadequate heating or ventilation
- Mold, insect, or rodent infestations
- Unsafe electrical systems
- Structural hazards (e.g., collapsing walls or floors)
- No garbage removal facilities

HOW TO REPORT A CONCERN

If you believe this shelter has conditions that make it unsafe, unsanitary or substandard, **you can report your concern** by going to calling 311 or report online at <https://311.cityofsacramento.org/sl>. The City of Sacramento will inspect reported concerns in accordance with applicable law.

SHELTER OPERATOR CONTACT INFORMATION

Shelter Name: _____

Shelter Address: _____

Operator Name: _____

Operator Phone: _____

Operator Email: _____



ADDITIONAL CONTACT INFORMATION

This shelter is managed by the City of Sacramento's **Department of Community Response**. To contact the department, please email DCR@cityofsacramento.org.

To contact the City of Sacramento Code Enforcement Department, please email cl@cityofsacramento.org or call (916) 808-2633

To contact the **California Department of Housing and Community Development (HCD)** email HSC17974.5Reports@hcd.ca.gov or call (800) 952-8356

**Attachment 5 to Exhibit B- Budget
Saint John's Program for Real Change**

COMPONENT	Original	Amended Budget	New Budget
STAFFING (reflecting 2026-27 FTE allocations)			
<i>Director of SUD Treatment Services</i>	49,166.67	12,852.00	62,018.67
<i>SUD Counselor</i>	53,040.83	14,779.80	67,820.63
<i>Director of Education & Training</i>		21,125.00	21,125.00
<i>Dir. of Social Enterprises & Workforce Dev.</i>	54,525.00		54,525.00
<i>Career & Education Coordinator</i>	16,000.00		16,000.00
<i>Vocational Trainer</i>	64,160.00		64,160.00
<i>Director of Intervention Services--Housing</i>	82,216.67	31,824.00	114,040.67
<i>Intervention Specialist (5)</i>	107,500.00	91,800.00	199,300.00
<i>Intervention Specialist (3)</i>	98,250.00		98,250.00
<i>Intervention Specialist--RADT</i>	94,000.00		94,000.00
<i>Intervention Services Supervisor</i>		32,538.00	32,538.00
<i>Front Office/Client Services</i>	124,966.67	48,960.00	173,926.67
<i>Clinician/Therapist</i>	36,660.00		36,660.00
<i>Medication Manager</i>	48,666.67	26,010.00	74,676.67
<i>Intake Coordinator</i>	18,380.00	23,460.00	41,840.00
<i>Senior Director of Family Advocacy</i>	7,500.00		7,500.00
<i>Family Services Coordinator</i>	17,598.28		17,598.28
<i>Asst Director Children & Family Services</i>	13,203.72		13,203.72
<i>Childcare Supervisor</i>	34,500.00	17,442.00	51,942.00
<i>Childcare</i>	68,733.33	9,180.00	77,913.33
<i>Volunteer Coordinator</i>	138,776.67	50,694.00	189,470.67
<i>Grant Coordinator</i>	88,183.33		88,183.33
<i>Facility Maintenance Technician</i>	56,993.33	29,070.00	86,063.33
<i>CEO</i>	126,916.67	37,500.00	164,416.67
<i>Administrative Support</i>	91,833.33		91,833.33
<i>Chief Operating Officer</i>	91,666.67	31,824.00	123,490.67
<i>Chief Human Resources Officer</i>	72,000.00	25,500.00	97,500.00
<i>Senior Dir. Of Finance</i>			-
<i>Controller</i>	87,959.97	16,830.00	104,789.97
<i>Senior Staff Accountant</i>	45,300.03	26,928.00	72,228.03
<i>Bookkeeper</i>	17,833.33		17,833.33
<i>Data and Compliance Specialist</i>	14,800.00	22,644.00	37,444.00
Benefits (Taxes + Benefits @ 17%)	245,150.72	97,063.34	342,214.06
SUBTOTAL	2,066,481.89	668,024.14	2,734,506.03
OPERATIONS			
Occupancy	352,124.20	84,000.00	436,124.20
Startup Costs			-
Facility Maintenance	56,666.67	10,200.00	66,866.67
Equipment	8,083.33	6,000.00	14,083.33
Communication	31,500.00	10,200.00	41,700.00
Office Supplies (plus client supplies)	53,000.00	18,000.00	71,000.00
Travel/ Transportation	29,333.33	24,000.00	53,333.33
Technology	85,833.33	30,000.00	115,833.33
Direct Participant Support	30,000.00	20,000.00	50,000.00
Food	164,260.33	30,000.00	194,260.33
Insurance	15,000.00	15,000.00	30,000.00
SUBTOTAL	825,801.19	247,400.00	1,073,201.19
In-direct Costs (not to exceed 10%)	299,273.00	89,989.86	389,262.86
TOTAL PROGRAM COSTS	3,191,556.08	1,005,414.00	4,196,970.08

Contract Routing Sheet

Payment / Performance Bond Only

General Routing Information

Department: Community Response Department

Contract Coordinator: Krystal Hull Email: khull@cityofsacramento.org

Effective Date: 07/01/2026 Expiration Date: 06/30/2027

Grant/Project Name: Women and Family Shelter

Other Party: WEAVE

Original Not to Exceed Amount: \$478,804.00

Assessor's Parcel Number(s): _____

Project Number: I23001008 Bid/RFQ/RFP#: P23231031001

Supplements/Addendums/Change Orders

Adjusted Amount of this Change (+/-): \$488,320.00 New Not to Exceed Amount: \$2,030,009

Change In Scope: Yes

Original Contract Number: 2023-1408 Supplement Number: 5

Council Approval

Original Meeting Date: 10-3-2023 Council File ID: 2023-01085

Supplement Meeting Date: 06-23-2026 Council File ID: 2026-00871

Processing Information

- Clerk's Office to Mail for Recording
- Return to Dept for Other Party Signature
- Real Estate
- Return to Dept for Recording
- Construction Related
- Additional Originals Attached – Return to Dept.

Add notes/instructions, including any other contract or council file ID numbers related to this agreement:

Signing Authority - Department Directors up to \$100K; \$100K - \$250K City Manager or Assistant City Manager; \$250K+ Council Approval & Council Appointee or designee.

Department Review and Routing

AB 339 Review Confirmation (if needed)

Sign Rodolfo Davidson Division Manager

Sign _____

Sign _____

Sign _____

Sign _____

CONTRACT #: 2023- 1408-05
CONTRACT NAME: Woman and Family Shelter Program
AGREEMENT TERM: 07/01/2026- 06/30/2027
AUTHORIZED RENEWALS: 1
DEPARTMENT/DIVISION: Homeless Services

PROJECT: I23001008
NOT-TO-EXCEED AMOUNT: \$2,030,009
SOLICITATION: P23231031001
LBE (Y/N): Y
COUNCIL FILE ID: 2026-00871

CITY OF SACRAMENTO

CONTRACT AMENDMENT CHANGE IN SCOPE AND NOT-TO-EXCEED AMOUNT

The City of Sacramento ("City") and WEAVE ("Contractor"), as parties to that certain contract designated as Contract Number 2023-1408, including any and all prior amendments modifying the contract (the contract and all amendments are hereafter collectively referred to as the "Contract"), hereby amend the Contract as follows:

1. The Time of Performance as set forth in Section 3 of Exhibit A is hereby extended for an additional one-year term through June 30, 2027.
2. As of July 1, 2026, the Scope of Work attached hereto as Attachment 7 to Exhibit A supersedes the Scope of Work specified as Attachment 4 to Exhibit A.
3. As of July 1, 2026, the revised Budget attached hereto as Attachment 6 Exhibit B supersedes the Budget set forth in Attachment 5 to Exhibit B.
4. As of July 1, 2026, the attached DCR Shelter Monthly Reporting Guideline attached hereto as Attachment 8 is added to the Contract.
5. The maximum not-to-exceed amount that is specified in the Contract for payment of Contractor's fees and expenses is **increased** by \$488,320, and the Contract's maximum not-to-exceed amount is amended as follows:

Contract's original not-to-exceed amount:	\$478,804
Net change by previous amendments:	\$1,062,885
Not-to-exceed amount prior to this amendment:	\$1,541,689
Increase by this amendment:	\$488,320
New not-to exceed amount including all amendments:	\$2,030,009


6. Contractor agrees that the amount specified in section 2 above shall fully compensate Contractor under the Contract, as modified by this amendment, including any and all direct and indirect costs that may be incurred by Contractor in connection with such additional and/or revised services, and costs associated with any changes and/or delays in schedules or in the delivery of other services by Contractor.
7. Contractor warrants and represents that the person or persons executing this contract amendment on behalf of Contractor is duly authorized by Contractor to sign this amendment and bind Contractor to the terms hereof.
8. Except as specifically revised herein, all terms and conditions of the Contract shall remain in full force and effect, and Contractor shall perform as required under the Contract, as modified by this

SUPPLEMENTAL CONTRACT

Approval Recommended By:

Brian Pedro, Director

Approved By:

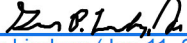


[Beth Hassett \(Jun 11, 2026 14:46:20 PDT\)](#)
Beth Hassett, Chief Executive Officer

Approved By:

Ryan Moore, Assistant City Manager
City of Sacramento

Approved As To Form By:



[Gary Lindsey \(Jun 11, 2026 15:02:04 PDT\)](#)
Gary Lindsey, Senior Deputy City Attorney

Attest:

City Clerk

Attachment 7 to Exhibit A
CONTRACTOR
Women and Family Shelter Program

This Attachment 7 to Exhibit A (“Attachment”) supplements and incorporates by this reference Contract No. 2023-1408, (the “Contract”) by and between the City of Sacramento (the “City”) and WEAVE Inc., (the “Contractor”) for the Women and Family Shelter Program (the “Project”).

This Attachment is the Scope of Services for the Contract. In the event of a conflict between the provisions of the Attachment and the Contract, the provisions of the Attachment shall prevail. Any words or phrases that are defined or given a shorthand reference in the Contract, if those same words or phrases are used in this Attachment, they shall have the same meaning or reference given to them in the Contract, unless otherwise expressly defined or referenced herein.

I. OVERVIEW.

1. Contractor’s mission is to promote safe and healthy relationships and support survivors of sexual assault, domestic violence, and sex trafficking (“survivors”). During the term of the Contract, Contractor will provide confidential emergency shelter and case management service to 80 adults and children fleeing domestic violence or sex trafficking including. Through this Contract, the City supports approximately 25% of Contractor’s annual emergency shelter operating budget.
2. **Overview of Scope.** Overall, Contractor shall provide survivors and their children:
 - a. A safe place to live;
 - b. Emergency food assistance;
 - c. Playcare for children while survivors participate in on-site supportive services;
 - d. Individual, voluntary case management;
 - e. Access to group and individual therapy or counseling;
 - f. Referrals to drug and alcohol recovery;
 - g. Employment readiness assistance;
 - h. Housing navigation assistance;
 - i. To the extent permitted by state and federal law, entering and tracking all program data in the Homeless Management Information System (“HMIS”) administered by Sacramento Step's Forward (“SSF”) as Sacramento County's Continuum of Care;
 - j. Accepting referrals for program consideration from 211; and
 - k. Participating in the Survivor Coordinated Entry System (“CES”).

II. KEY TERMS. The following words or phrases have the following meanings as used herein:

1. **“Accessible”** means the "ability to access" the functionality, and possible benefit, of

some system or entity and is used to describe the degree to which a product, service, or environment is accessible by as many people as possible. While accessibility is often used to describe facilities or amenities to assist people with disabilities, as in "wheelchair accessible", the term can extend to Braille signage, wheelchair ramps, elevators, walkway contours, website design, and so on.

2. **“Activities of Daily Living” or (“ADLs”)** mean essential, routine self-care tasks including (but not limited to) bathing, dressing, toileting, transferring (mobility), and eating.
3. **“Case Management Services”** mean services that are focused on the holistic needs of each client with a primary goal of removing barriers to housing and should reflect the short-term nature of assistance toward housing placement. Critical components in the provision of case management services include the following:
 - a. Harm Reduction;
 - b. Trauma Informed Care;
 - c. Client-centered; and
 - d. Culturally Responsive.
4. **“Client”** means an individual or household receiving services, assistance, shelter, case management, housing support, or other program-related resources from Contractor.
5. **“Client Centered”** means approaching the care, goals and interventions of a client based on his or her identified need for services.
6. **“Client Prosperity”** means a collection of voluntary supportive services intended to help victims move from crisis to stability, to thriving. Services may include addressing emergency needs, strengths-based case management, financial literacy and empowerment; support with employment readiness and locating long term stable housing, connection to counseling and legal resources, short-term childcare and other similar services.
7. **“Continuum of Care” or (“CoC”)** means the local planning bodies responsible for coordinating the full range of homelessness services in a geographic area, which may cover a city, county, metropolitan area, or an entire state.
8. **“Culturally Responsive”** means the ability to honor, understand, and respect beliefs, lifestyles, attitudes, and behaviors demonstrated by diverse groups of people, and to diligently act on that understanding. It includes knowledge of one's own cultural values, and ability to consistently function with members of other cultural groups.
9. **“Emergency Shelter”** means a facility with the primary purpose of providing temporary shelter for homeless people.
10. **“Fleeing/Attempting to Flee Domestic Violence”** means any individual or family who:

- a. Is fleeing, or attempting to flee, domestic violence; and
 - b. Has no other residence; and
 - c. Lacks the resources or support networks to obtain other permanent housing.
11. **“Harm Reduction”** means an approach aimed at reducing the risks and harmful effects associated with substance use and addictive behaviors: for the person, the community and society, without requiring abstinence. A Harm Reduction approach recognizes that consumers can be at different stages of recovery and that effective interventions should be tailored to each consumer's stage.
12. **“Homeless Management Information System” or (“HMIS”)** means a class of database applications used to confidentially aggregate data on homeless populations served in the United States. HMIS is used to record and store information on the needs of individuals experiencing homelessness as well as the history of services provided to that individual.
13. **“Literally Homeless”** means an individual who lacks a fixed, regular, and adequate nighttime residence, meaning:
- a. Has a primary night-time residence that is a public or private place not meant for human habitation;
 - b. Is living in a publicly or privately-operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, and local government programs); or
 - c. Is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.
14. **“Permanent Supportive Housing” or (“PSH”)** means a housing model designed to provide housing assistance (project- and tenant-based) and supportive services, on a long-term basis, to formerly homeless people.
15. **“Supportive Services”** mean intensive, individualized, and team-based care models designed for individuals and families facing complex behavioral, mental health, physical health, employment or housing challenges. These services include case management, referrals to alcohol/drug treatment, employment counseling, financial literacy training and mental health services.
16. **“Transitional Housing Programs”** means programs that provide people experiencing homelessness a place to stay combined with supportive services for up to 24 months.

17. **Trauma Informed Care**” means a strength-based framework that is grounded in an understanding of, and responsiveness to, the impact of trauma while emphasizing physical, psychological, and emotional safety.

III. DESCRIPTION OF SERVICES.

1. **Safehouse Program.** Contractor shall provide shelter to survivors and families who are fleeing domestic violence or sex trafficking or are literally homeless due to domestic violence or sex trafficking as part of its confidential emergency Safehouse program (“Safehouse program” or “program”). Such individuals must be able to manage their own ADLs.
2. **Residential Screening.** Upon referral to the program as described in section VII, below, Contractor shall ensure that clients complete the residential screening process to ensure they understand the program and agree it is a good fit for their needs and can provide the support they need to obtain stable housing. All of Contractor’s services shall be voluntary. Contractor represents and warrants that it does not discriminate based on income, race, gender, ethnicity, age, disability, criminal history, substance use history, client credit history, rental history, or any other protected class when accepting clients into services. Contractor’s screening shall be based on recent domestic violence and space availability. Upon acceptance into the program, Contractor shall ensure that all prospective clients participate in an individual intake session to identify client-specific needs and barriers and to provide information about program services, values, standards, and guidelines.
3. **Entry Documents.** Upon admission into the program, Contractor shall ensure that clients are provided with a copy of the client’s rights, program rules, program storage policy (including storage after exit), and the medication storage policy.
4. **Residential Services Staff.** Following entry into the program, Contractor shall provide clients with access to Residential Services Staff (Residential Services Specialist, Residential Advocate- Intermittent, Survivor Housing Specialist, Manager- Residential Services) These staff members are onsite 24 hours a day/7 days a week (“24/7”) and are available to provide crisis intervention (defined as a short-term, immediate response to help a person who is experiencing a mental, emotional, physical, or situational crisis), safety planning, and short-term peer support. Contractor must work with Sacramento County's Continuum of Care, Sacramento Steps Forward, to establish a separate Survivor Coordinated Entry System to ensure survivors can access vouchers and housing.
5. **Case Management.** Contractor shall ensure that clients are assigned a Case Manager who will assess the client’s strengths and goals, eligibility for permanent supportive and affordable housing programs. Contractor must work with Sacramento County's Continuum of Care, Sacramento Steps Forward, to establish a separate Survivor Coordinated Entry System to ensure survivors can access vouchers and housing.
6. **Addressing Community Impacts and Community Engagement.** Contractor represents and warrants that it is a good neighbor in the community in which the program is located, including:

- a. Actively discouraging and addressing excessive noise or loitering from program residents and others who may be near the site;
 - b. Coordinating with other services providers, as needed to address the above issues and their impacts;
 - c. Maintaining the confidentiality of the location and its residents; and
 - d. Refraining from inconveniencing neighbors including requiring all residents to adhere to recognized quiet hours for outside activities, not disclosing location of the facility including being dropped off/picked up near the location, and limiting any outside visitors to the locations.
7. **Facility Operations.** Contractor is responsible for the maintenance of the building(s) in which the program is operated, including:
- a. Ensuring safe and clean sleeping accommodations;
 - b. Providing on-site storage of personal belongings; this does not include storing large household items such as furniture or furnishings;
 - c. Provisions for securely storing, refrigerating, and retrieving participant medications;
 - d. Providing staff oversight, janitorial service, and maintenance coordination for the entire facility which may include sleeping areas, bathrooms and showers, client storage areas, dining space, common area, and general grounds of the program site;
 - e. Providing clean blankets to each participant upon initial entry and supporting clients in maintaining their bedding and spaces in a manner that reduces the likelihood of pests; and
 - f. Providing access to laundering of personal items, both upon entry and throughout the duration of stay.
8. **Case Management.** Contractor shall provide clients with case management and supportive services. Contractor shall make the following case management services available to clients:
- a. Health and Wellness referrals: Ensure clients are linked to and assisted in accessing medical health, mental health, and any needed alcohol and other drug services.
 - b. Connection to mainstream benefits: Establish procedures for screening clients at program entry and intake for eligibility to mainstream benefits. Assist clients with obtaining income and/or establishing benefits. This includes coordinating the completion and submission of applications for public benefits and entitlements (e.g., general assistance, SNAP, SSI/SSDI, Veteran benefits), health insurance benefits (e.g., Medi-Cal, Medicare, Covered California, etc.), and other sources of financial assistance.
 - c. Employment Development/Placement Programs: Assessing employment history

and goals and assisting participants to engage in services that will prepare the individual to obtain employment.

- d. Transportation: Emergency transportation may be provided through a variety of means. Bus passes and ride-share such as Uber and Lyft may be utilized to support access to community-based services and housing searches.

9. **Food.** Contractor shall provide emergency food assistance.

10. **Security and On-site Support.** Contractor represents and warrants that the program follows policies and procedures that promote utmost safety for clients, staff, and volunteers. This includes, but is not limited to the following:

- a. The residential campus shall be staffed 24/7 with onsite, awake, paid employees who are trained to serve both survivors of domestic violence and sex trafficking.
- b. A security camera system for the program which includes network video recorders, software that allows for remote viewing of camera footage, and monitors that allow staff to view live footage.
- c. On-site space for Case Managers and other service providers to meet with clients.
- d. Advising clients of the various services which will be available to them and health and safety guidelines for their stay. These include the importance of keeping the location confidential, prohibitions against drugs and weapons, and other welfare and safety requirements.
- e. Maintain a good working relationship with Sacramento Police Department to respond to the Safehouse program's campus when needed.
- f. Law enforcement officers may contact Contractor on a 24/7 basis via the 24-hour Support and Information Line.
- g. Staff assisting law enforcement by providing screenings for emergency shelter, coordinating transport of survivors to the Safehouse, and identifying other emergency shelter options if the Safehouse program is at capacity or if the survivor requires alternate accommodation (i.e. the perpetrator lives near the Safehouse or Open House).
- h. Leveraging non-shelter staff to respond to requests for advocacy and accompaniments for victims who are currently at the Police Station, or at other law enforcement offices.
- i. Promoting peer support and community between clients and staff.
- j. Provide opportunity for participant feedback (spoken and written form) and suggestions as well as a written and posted Complaint and Grievance Procedures.
- k. Track and maintain general operational records including critical incidents that include any emergency response related to the site and the clients.
- l. Respond to and de-escalate crisis in an appropriate manner, providing

emergency assistance to clients and co-workers as necessary and ensuring timely conflict resolution to assist in problem-solving and skill-building.

11. Written Policies. Prior to beginning operations, Contractor is responsible for having written policies describing the operations, and must submit copies thereof to the City, including:

- a. General program policies and procedures, including client responsibilities and ADA compliance and accommodations.
- b. Formal Complaint and Grievance Procedures.
- c. Written set of policies and procedures specific to program denials to entry and exits.
- d. Established Good Neighbor Policy addressing the shelter premises and the immediate surrounding neighborhood.

IV. ALLOWABLE EXPENSES:

1. Program Staffing. Contractor shall maintain the following staffing for the program:

- a. Advocate – Support Line: Support Line Advocates conduct initial screenings and provide an ongoing resource for emotional support, crisis intervention, and safety planning.
- b. Advocate – Intermittent (Support Line): Intermittent Advocates provide the same services as the Support Line Advocates, but on an as needed basis to ensure 24/7 staffing, for example during position vacancies or while regular staff are away ill or on vacation.
- c. Case Manager – Client Prosperity: Case Managers provide Strengths Model Case Management, assistance accessing supportive services, and support clients in achieving their goals.
- d. Specialist – Residential Services: Residential Services Specialists provide 24/7 staffing of the Safehouse program campus, crisis intervention and safety planning, and ensure the Safehouse program is comfortable, welcoming, and safe for victims.
- e. Advocate – Intermittent (Residential) – Intermittent Advocates provide the same services as the Residential Services Specialists, but on an as needed basis, for example during position vacancies or while regular staff are away ill or on vacation.
- f. Specialist – Survivor Housing: Survivor Housing Specialists provide housing navigation including assisting clients with identifying stable or permanent housing, applying for vacancies and subsidized housing, advocating for referrals through the Survivor Coordinated Access System, and establishing and cultivating relationships with landlords and property managers.
- g. Manager – Residential Services: The Residential Services Manager oversees the Safehouse Program including staff supervision of the Residential Services Specialists and Intermittent Advocates (Residential). The Residential Services

Manager works with the Operations Team to ensure Contractor's emergency shelter is safe and operational.

- h. **Manager – Client Prosperity:** The Client Prosperity Manager oversees the Client Prosperity Department and supervises the Case Managers and Survivor Housing Specialists.
- i. **Manager – Client Services:** The Client Services Manager is responsible for overseeing the 24/7 Support Line and supervising the Support Line Advocates and Intermittent Advocates (Support Line)
- j. **Officer – Chief Executive (“CEO”):** The CEO is responsible for agency vision, direction, and financial stability of the agency.
- k. **Officer – Chief Operating (“COO”):** The COO oversees Contractor's direct services programs. The COO will oversee the project, provide supervision to the project managers, and manage implementation.
- l. **Specialist – Operations:** The Operations Specialist assists with day-to-day tasks for efficient operation of agency technology, resources, and facilities
- m. **Manager – Operations:** The Operations Manager is responsible for overseeing all agency facilities and operations including building safety, security, IT, telephones, etc.
- n. **Specialist – Facilities:** The Facilities Specialists complete repairs and maintenance including client rooms and apartments and ensure the safety of Contractor's facilities.
- o. **Director – Grants & Contracts:** The Director of Grants & Contracts is responsible for grant compliance, ensuring data and reporting accuracy including timely report submission, and overseeing the Grants & Contracts Department.
- p. **Coordinator – Data (previously known as Database Administrator):** The Data Coordinator is responsible for managing Contractor's client services database, building reports, completing system updates, end user training, and data analysis.
- q. **Strategist – Grants & Contracts:** The Grants & Contracts Strategist is responsible for budget monitoring and revisions, ensuring integration of awards organization wide, and tracking pre- and post- award compliance requirements.

2. Operations. Contractor shall utilize the Contract funds, among other things provided herein, to support the following operational costs, which shall be billed on actual expenses:

- a. **Staff Development (Eliminated Year 4) –** Organizational trainings and resources related to improving service delivery as well as continuing education training for project staff to maintain domestic violence and sexual assault peer counselor certification. Based on Cost Allocation Plan which uses prior years actual expenses to create a labor distribution model to allocate costs based on total project salaries.
- b. **Occupancy for Contractor's Facilities –** Operating expense based on Cost Allocation Plan which uses prior years actual expenses to create a labor distribution model to allocate costs based on total project salaries. Includes Utilities, Maintenance, Repairs,

Janitorial, and Insurance, excluding Rent and Capital Improvements. Contractor owns their confidential shelter site and public facing office building; program staff work in both locations.

- c. Benefits are budgeted at 20% of gross salaries with costs charged at actual rates.
- d. Office Supplies – Operating expense based on Cost Allocation Plan which uses prior years actual expenses to create a labor distribution model to allocate costs based on total project salaries. Costs include basic office supplies, stationery, copier paper, cleaning supplies, etc.
- e. Software – Operating expense based on Cost Allocation Plan which uses prior years actual expenses to create a labor distribution model to allocate costs based on total project salaries. Costs include Microsoft O365 and information management systems for client services database.
- f. Telephone Expense – Operating expense based on Cost Allocation Plan which uses prior years actual expenses to create a labor distribution model to allocate costs based on total project salaries for dedicated office telephones and internet.
- g. Managed IT – Operating expense based on Cost Allocation Plan which uses prior years actual expenses to create a labor distribution model to allocate costs based on total project salaries. Costs billed on actual usage of IT. Costs billed on actual expenses.
- h. Computer Hardware – Operating expense based on Cost Allocation Plan which uses prior years actual expenses to create a labor distribution model to allocate costs based on total project salaries. Technology costs including routine replacement of computer hardware & software.
- i. Moving/Hauling/Storage Expenses: – Operating expense based on Cost Allocation Plan which uses prior year actual expenses to create a labor distribution model to allocate costs based on total project salaries. Includes costs of relocating or disposing of large, heavy or specialty items necessary to operate the shelter such as furniture, kitchen appliances or laundry machines.
- j. Audit – Allocated cost of the agency's mandatory, annual, external financial audit. Based on Cost Allocation Plan which uses prior years actual expenses to create a labor distribution model to allocate costs based on total project salaries.
- k. Furniture & Equipment (Eliminated Year 4) – Funds to pay for the purchase of office and residential furnishings including desks, mattresses, bedframes, appliances, etc.
- l. Travel - Gas (Agency Vehicles) – Costs for gasoline for agency owned vehicles to transport clients to and from appointments related to housing, employment, etc.
- m. Client Emergency Expenses/Financial Assistance (Eliminated Year 4) – Funds to pay costs to remove barriers to housing and employment for survivors including rental applications, debt elimination, client transportation, auto repair, etc.
- n. Travel - Mileage & Parking – Monthly travel cumulative of all project staff to respond to survivor's needs, travel between sites, attend meetings, etc. Mileage is reimbursed at the current federal rate of \$0.725 per mile for employee travel using a personal vehicle. Reimbursement rates are subject to change based on federal changes.
- o. Program Supplies/Services – Program specific supplies and services include materials that support the Emergency Safehouse Program activities and clients such as

interpretation services, program and workshop materials, client supplies, and supplies for the Emergency Safehouse including cleaning supplies, mattresses, bedding, and other household items.

- p. Indirect Costs (not to exceed 10%) – 10% of MTDC. Indirect costs include Personnel costs for Indirect Staff which includes Human Resources, Finance, and Administrative. Indirect Costs include Salaries, Payroll Taxes, Benefits, Occupancy, Telephone, Utilities, Office Supplies, and Mileage.

VI. ELIGIBLE PARTICIPANTS.

Eligible participants are any survivors and families who are fleeing domestic violence or sex trafficking or are literally homeless due to domestic violence or sex trafficking

VII. ACCESS. Referral for entry into the program shall include:

1. Direct referral from Contractor's support and information line or other internal programs.
2. Referrals from 211 for eligible clients that are residing in shelters within the Coordinated Access System.
3. Direct referrals from DCR.
4. Whenever possible, consistent with state and federal law, for referrals from the Sacramento CoC's Coordinated Access System ("CAS"), Contractor shall adhere to CAS policies and procedures for denial of admission and appeals. If appropriate under state and/or federal law, any household denied entrance is informed of the reason for denial, conditions for lifting the restriction and right to appeal, including whom to contact regarding an appeal and information about the appeal process. Reason for denial is entered into HMIS to support appropriate future CAS shelter referrals for the household.

VIII. CIVIL RIGHTS AND PROTECTIONS. Contractor shall ensure that the Safehouse program has a written grievance policy and a system to track the resolution of all submitted grievances. Contractor shall post the DCR-provided Shelter Issues Reporting Notice in a visible and accessible location, read and otherwise made known to clients upon admission, with accommodation for literacy and language barriers.

IX. SAFEHOUSE PROGRAM RULES. Contractor must incorporate as part of their program, a set of program or house rules that serve as protocols or guidelines for ensuring the health, safety, and security of program clients, as well as program staff. City acknowledges that as an operator of confidential shelter for victims of domestic violence, Contractor is subject to unique requirements regarding program rules that may differ from the requirements for general homeless shelters. These rules should address safety and security concerns, and any agency policy and procedure for search and seizure of property (search, confiscation, and securing of weapons and other contraband) and include an advisement that Contractor maintains a drug and alcohol-free environment. In addition, the rules:

- a. Must be made available to City staff upon request;
- b. Are subject to review and approval by the City; City shall not require Contractor to adopt or implement rules that would conflict with Contractor's obligations under state or federal law, or conditions of other funding that supports the Program; and

- c. Must be client-centered to minimize barriers to accessing services and prevents/minimizes exits from program due to rule violations.

X. PROGRAM EXITS.

1. **Compliance with Applicable Laws.** The program shall be compliant with California State law pertaining to occupancy in and termination from shelter programs, including any "city, county, continuum of care, state, or federally funded shelter, interim housing, motel voucher, or emergency shelter program in which the city, county, continuum of care, state, or federal governmental entity retains an oversight and accountability role in ensuring compliance with program regulations and proper program administration. Relevant aspects of state law are incorporated below or via reference.
2. **Contractor's Exit Practices.** Contractor shall ensure that all exits from the program are conducted in a trauma-informed manner utilizing a harm-reduction approach, and in a manner that is compliant with all applicable disability laws, including requirements for reasonable accommodation.
3. **Voluntary Exits.** Contractor may exit clients when any of the following conditions are met:
 - a. Client is successfully placed into permanent housing.
 - b. Client relocates outside of Sacramento County.
 - c. Reunification services are utilized, or the client self-resolves the housing crisis.
 - d. Client requires a higher level of care than can be provided on-site.
 - e. Client has reached the maximum length of stay identified by Contractor for its Emergency Shelter.
 - f. Client meets criteria for involuntary exit (below).
4. **Involuntary Exits.** Contractor may require a client to exit the program if any one of the following circumstances exists:
 - a. Client has exhibited sexual assault and/or verbally or physically threatening behaviors that rise to the level of a direct threat to persons or property that cannot be mitigated by a reasonable request for accommodation per paragraph (3) of subdivision (b) of Section 12179 of Title 2 of the Code of California Regulations;
 - b. Client has acted out physical violence to staff or other program clients;
 - c. Client has been directly observed engaging in illegal activity onsite;
 - d. Client is in possession of an unauthorized weapon at the facility;
 - e. Client has stolen from the program, staff, or another client;
 - f. Client has destroyed property of another; or
 - g. The confidential shelter location has been compromised and is known, or reasonably suspected to be known, to the client's abuser.
5. **Multiple Efforts Required for Involuntary Exits.** Contractor may involuntarily exit a client for refusing multiple housing opportunities only after every effort is made and

opportunity offered to engage the participant in housing-focused services; however, Contractor must have documented evidence that program staff actively attempted to engage the client in services designed to support program exit to stable housing with consideration given to each client's barriers to engagement and in accord with evidence-based practices (e.g., motivational interviewing).

6. **Program abandonment.** Contractor represents and warrants that the program holds beds for at least 72 hours when a client does not return. If a client is absent from their bed for 72 hours without appropriate notification of program staff regarding absence, Contractor may discharge the client and offer the bed to a new client.
7. **Notice of Exit.** Contractor represents and warrants that the program will inform involuntarily exited clients of the reason for discharge, and whom to contact regarding the grievance process if they believe they were exited for an impermissible reason.

XI. RECORD-KEEPING AND REPORTING.

1. **Client Files.** To the extent permitted by state and federal law, Contractor represents and warrants that the program shall maintain client files in accordance with the requirements of the Homeless Management Information System (HMIS) operated by Sacramento Steps Forward (SSF). Contractor shall maintain records to document services provided to each client with client files that include at minimum:
 - a. Standard program documentation, such as participant emergency contact information, participant consent forms for information collection and sharing, program intake/assessment, individualized housing/service plan, case notes, program exit/termination forms, grievance forms and responses.
 - b. Information about services provided including up-to-date case notes that record client and service provider contacts and client progress toward obtaining and, where applicable, maintaining permanent housing.
2. **Client Files Confidentiality.** Contractor represents and warrants that the information described in section XI(1), above, shall be kept confidential by Contractor, consistent with state and federal law, and shall not be released to any third party or organization without prior written consent of the impacted individual or as required by state law or court order.
3. **HMIS Applies.** City staff are required to follow SSF's HMIS policies and procedures. To the extent permissible by other applicable state and federal law, the City's subrecipients, including Contractor, are also required to follow HMIS policies and procedures.
4. **Monthly Reports.** Contractor shall submit monthly reports to the City by the 10th of each month, using the DCR's Monthly Shelter Reporting Guidelines (Attachment 8 to Exhibit A). These reports shall include aggregate data on participant entrances, exits, services provided, as well as expenditure and program-level data associated with this Contract. Contractor shall submit all reports in accordance with the City's established formats to ensure transparency and compliance with contractual obligations.

XII. EXPECTED OUTCOMES. DCR will use the monthly reports described in section XII(4) to measure the following expected performance outcomes, for which Contractor is obligated to provide:

- a. 55% of clients will exit the program to improved situations, including the following destinations: group homes, medical facilities, long-term care facilities, psychiatric facilities, substance abuse facilities, transitional housing, residential projects, halfway homes, hotel or motel - with or without voucher, host home, staying with family or friends, transfer to another emergency shelter.
- b. 20% of clients will exit the program to permanent housing situations
- c. 80% of clients will indicate they know more about community resources
- d. 80% of clients will know more ways to plan for their safety

XIV. INCIDENT REPORTS. Upon the occurrence of any reportable incident, Contractor shall notify DCR in accordance with the procedures outlined in the DCR Reportable Incident Guideline (Attachment 6 to Exhibit A).

XV. MONITORING. The City may conduct reasonable monitoring of the program, which may include, but is not limited to, evaluation of program operations, integrity of physical spaces, and engagement with program clients. Outside of this monitoring, the City, may at any time evaluate this program, which may include site inspection, and program fiscal management. The program shall be given advanced notice of any proposed site visit to the shelter, given its confidential location, and any visitors to the location must abide by Contractor's security and confidentiality policies. Contractor shall have the opportunity to participate in the evaluation process.

XVI. PAYMENT METHOD.

City will pay contractor an amount not-to-exceed \$2,030,009 for the services rendered during the contract term. Remaining unspent funds from this contract agreement will be reallocated in collaboration between Contractor and the City. Final reallocation of remaining funding will be at the sole discretion of the City.

Contractor shall submit invoices monthly by the fifteenth (15th) of each month via email to khull@cityofsacramento.org. Invoices shall be detailed in accordance with the line items in the budget below.

Only program activities detailed in the budget will be eligible for reimbursement. The City requires sufficient backup documentation to be included when submitting invoices. All backup documentation must be organized and labeled according to eligible costs.

Upon written approval by the City through a duly executed contract supplement, line-item transfers between budget categories may be made, provided such budget changes do not result in the total Budget exceeding the maximum total contract amount and/or do not compromise the program. The City reserves the discretion to approve, or disapprove, expenses which fall outside of eligible costs and for which the City has not provided prior approval.



Shelter Monthly Reporting Guideline

Objectives:

Establish guidelines and definitions for the monthly reporting of shelter performance data.

Overview

All City shelter service operators must submit monthly performance reporting to DCR by the 10th of each month. Data submitted should be through the end of the previous month.

Instructions:

Monthly Shelter Reports should be submitted through the DCR Shelter Reporting Webform located at <https://forms.office.com/g/WtQAQQznRB>. No personally identifiable data should be sent through this form.

Exit/Entrance Data Definitions

Number of Scheduled Intakes: Enter the total number of scheduled intake appointments during the specified month.

Number of Accepted Intakes: Enter the total number of participants and households who were enrolled during the specified month.

Total Number of Exits: Enter the total count of program exits, including those categorized as Involuntary, Improved, Homelessness, Permanent, and Unknown.

Number of Involuntary Exits: Enter the total number of participants who were exited by the program operator due to failure to comply with program rules or policies.

Number of Exits to Improved Situations: Enter the total number of participants who exited the program to any of the following destinations: group homes; medical facilities; long-term care facilities; psychiatric facilities; substance abuse facilities; exits to transitional housing; residential

Attachment 9- DCR Monthly Reporting Guideline

projects; halfway homes; hotel or motel, with or without voucher; host home; staying with family or friends; transfer to another emergency shelter

Number of Exits to Homelessness: Enter the total number of participants who exited the program to a location that is not ordinarily used as regular sleeping accommodation for people.

Number of Exits to Permanent Situations: Enter the total number of participants who exited the program into a permanent housing situation.

Number of Exits to Unknown Destinations: Enter the total count of participants who exited the program, but whose whereabouts are unknown.

Client Services Data Definitions

Total number of clients provided a service: Enter the total number of participants who were provided with at least one service during the reporting period. This number must correspond with an HMIS data entry of provided service.

Total number of clients with no service provided: Enter the count of clients or participants who were not provided with at least one service during the reporting period.

Number of clients provided with an AOD service: Enter the count of unduplicated clients who received an Alcohol & Drug Abuse (AOD) service during the reporting period. AOD services include treatment and referrals to treatment services.

Number of clients provided a Documentation Assistance Service: Enter the number of unduplicated clients provided with a service listed under the Case Management: Documentation Assistance services in HMIS during the reporting period. These services include assistance obtaining HUD required homeless documentation, ID cards, social security cards, military service verification (DD-214), income verification, birth certificates, and documents required for housing referrals.

Number of clients provided a Housing Search and Placement service: Enter the number of unduplicated clients who received a service listed under the Housing Search and Placement services in HMIS during the reporting period.

Number of clients provided an Employment service: Enter the number of unduplicated clients who received an Employment service in HMIS during the reporting period.

Number of clients provided a Health Care service: Enter the number of unduplicated clients who received a service listed under Case Management: Health Care Services in HMIS during the reporting period.

Attachment 9- DCR Monthly Reporting Guideline

Number of clients provided an Income Benefits Service: Enter the unduplicated number of clients who received a service listed under the Case Management: Income Benefits / Services in HMIS during the reporting period.

Individualized Service Plans (ISP) Data Definitions

Number of ISPs created: Number of new Individualized Service Plans (ISPs) created. ISPs can use the ISP feature in HMIS or existing documents. ISPs goals should be jointly created by the client and Case Manager and be designed to address the client's unique goals with deadlines. ISPs not using the HMIS ISP template should be uploaded into HMIS.

Number of clients without an ISP: Enter the number of currently enrolled clients who do **not** have an active Individual Support Plan (ISP).

Percentage of clients with a completed ISP goal: Provide the percentage of clients who completed an Individualized Service Plan (ISP) goals during the reporting period.

Complaints/Grievance Data Definitions

Number of Client Grievances/Formal Complaints: Enter the total number of unduplicated clients who submitted a formal grievance or complaint during the reporting period.

Number of Clients who received a write-up: Please provide the total count of clients who have received a formal write-up.

Narrative Summary:

This section should include key events for the month, highlights such as any significant changes in services or policies, challenges faced, and successes achieved. This is also the place to mention any special events, partnerships, or initiatives that occurred. Additionally, note any trends observed in the population served or other noteworthy information that provides context for the numerical data reported.

**Attachment 6 to Exhibit B- Budget
WEAVE**

COMPONENT	Original	Amended Budget	New Budget
Client Supportive Services	\$252,055.74	\$28,416	\$280,471.74
Case Manager - Client Prosperity			
Specialist - Survivor Housing			
Shelter Services	\$392,026.26	\$157,872.00	\$ 549,898.26
Advocate - Intermittent (Residential)			
Specialist - Residential Services			
Specialist - Facilities			
Specialist - Operations			
Support Line	\$58,683.00	\$8,719.00	\$ 67,402.00
Advocate - Support Line			
Advocate - Intermittent (Support Line)			
Project Coordination	\$207,882.47	\$62,165.00	\$ 270,047.47
Manager - Residential Services			
Manager - Client Prosperity			
Manager - Client Services			
Director - Housing (Eliminated Year 1)			
CEO			
Officer Chief Operating			
Manager - Operations			
Contract Reporting & Compliance	\$21,229.80	\$14,649.00	\$ 35,878.80
Director - Grants & Contracts			
Coordinator - Data (formerly Database Administrator)			
Strategist - Grants & Contracts			
Analyst - Grants & Contracts (Eliminated Year 3)			
Benefits - 20%	\$195,142.00	\$54,364.00	\$ 249,506.00
SUBTOTAL	\$1,127,019.27	\$326,185.00	\$ 1,453,204.27
ALLOCATED OPERATING COSTS	\$243,026.64	\$111,419.00	\$354,445.64
Staff Development			
Occupancy			
Office Supplies			
Software			
Telephone Expense			
Managed IT			
Computer Hardware			
Moving/Hauling/Storage Expenses			
Audit			
Furniture & Equipment			
Travel - Gas (Agency Vehicles)			
DIRECT BILLED OPERATING COSTS	\$31,489.09	\$6,323.00	\$ 37,812.09
Client Emergency Expenses/Financial Assistance			
Travel - Mileage & Parking			
Program Supplies/Services			
Other Expense-Copies (Remaining from FY24)			
SUBTOTAL	\$274,515.73	\$117,742.00	\$ 392,257.73
In-direct Costs (not to exceed 10%)	\$140,154.00	\$44,393.00	\$ 184,547.00
TOTAL PROGRAM COSTS	\$1,541,689.00	\$488,320.00	\$ 2,030,009.00