

**SECOND AMENDMENT TO
CITY OF CORONA PROFESSIONAL SERVICES AND FUNDING AGREEMENT
WITH MERCY HOUSING LIVING CENTERS
FOR HOMELESS SYSTEM OF SERVICES
(FY 2024)**

1. PARTIES AND DATE.

This Second Amendment to the Professional Services and Funding Agreement (“Second Amendment”) is made and entered into this 3rd day of April 2024, by and between the City of Corona, a California municipal corporation (“City”) and Mercy House Living Centers, a California domestic nonprofit corporation (“Consultant”). City and Consultant are sometimes individually referred to as “Party” and collectively as “Parties” in this Second Amendment.

2. RECITALS.

2.1 Agreement. City and Consultant entered into that certain Professional Services and Funding Agreement for Homeless System of Services (FY 2023) dated December 7, 2022 (“Original Agreement”), whereby Consultant agreed to furnish all labor, materials, tools, equipment, and services necessary to operate and implement the City’s Homeless System of Services consisting of the Harrison Hope Center Low-Barrier Emergency Shelter/Navigation Center, the Pilot Transportation/Meal Program, HOME Tenant Based Rental Assistance Program, Permanent Supportive Housing Program, and collaboration with Corona Regional Medical Center, Centro Medico Community Clinic and other healthcare providers for the Post Hospital Recuperative Care Program.

2.2 First Amendment. On or about June 21, 2023, the Parties entered into a First Amendment to the Original Agreement (“First Amendment”) extending the term to June 30, 2024. The Original Agreement and the First Amendment may be collectively referred to herein as the “Agreement”. All initially capitalized terms used, but not otherwise defined herein, shall have the meaning for such terms as set forth in the Agreement.

2.3 Second Amendment. City and Consultant desire to amend the Agreement for the second time to do the following: (1) modify the Scope of Services (Exhibit “A-1”); (2) modify the Schedule of Services (Exhibit “B-1”); (3) increase the Total Compensation retroactive to January 1, 2024 to incorporate FY 2024 funds (Section 3.3.1); (4) add budgetary documents for FY 2024 (Exhibit “C-2).

3. TERMS.

3.1 Rates and Total Compensation. Retroactive to January 1, 2024, Section 3.3.1 of the Agreement is hereby deleted in its entirety and replaced with the following:

“Consultant shall receive compensation, including authorized reimbursements, for the Services rendered under this Agreement at the rates and within the budget allocation set forth in Exhibit C-1 of the First Amendment and Exhibit C-2 attached to this Second

Amendment and incorporated herein by reference.

Any changes in budget line items in Exhibits C-1 and C-2 must be approved in writing. The total compensation, including authorized reimbursements, for the Services shall not exceed Eight Million Four Hundred Sixty-Nine Thousand Five Hundred Forty-Three Dollars and 43 cents (\$8,469,543.43) (“Total Compensation”), without written approval of City’s Representative. Extra Work may be authorized, as described below, and if authorized, will be compensated at the rates and manner set forth in this Agreement. The City’s City Manager may approve changes in the budget line items set forth in Exhibit “C” provided that the Total Compensation is not exceeded. Any such changes shall be in writing.”

3.2 Exhibit “A-1” - Scope of Services. Retroactive to January 1, 2024, Exhibit “A” of the Original Agreement is hereby deleted in its entirety and replaced with Exhibit “A-1” attached hereto.

3.3 Exhibit “B-1” - Schedule of Services. Retroactive to January 1, 2024, Exhibit “B” of the Original Agreement is hereby deleted in its entirety and replaced with Exhibit “B-1” attached hereto and incorporated herein by reference.

3.4 Budget Exhibits. The budget documents shall now consist of the following:

Attached to First Amendment

FY23 Seven Month Funding Agreement	Exhibit “C-1” of the First Modification Amendment reflects the FY 2023 Homeless System of Services Budget (\$3,770,288.92 total funds including \$1,130,273.00 in HOME TBRA Funds, \$1,486,616.00 in State PLHA Funds and \$1,153,399.92 in Corona General Funds).
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Attached to Second Amendment

FY24 Twelve Month Funding Agreement	Exhibit “C-2” attached hereto and incorporated herein by reference reflects the FY 2024 Homeless System of Services Budget retroactive to January 1, 2024 (\$4,699,254.51 total funds including \$697,433 in HOME TBRA Funds, \$995,498.00 in State PLHA Funds and \$3,006,323.51 in Corona General Funds).
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3.5 Continuing Effect of Agreement. Except as amended by this Second Amendment, all provisions of the Agreement shall remain unchanged and in full force and effect. From and after the date of this Second Amendment, whenever the term “Agreement” appears in the Agreement, it shall mean the Agreement as amended by this Second Amendment.

3.6 Adequate Consideration. The Parties hereto irrevocably stipulate and agree that they have each received adequate and independent consideration for the performance of the obligations they have undertaken pursuant to this Second Amendment.


3.7 Counterparts. This Second Amendment may be executed in duplicate originals, each of which is deemed to be an original, but when taken together shall constitute but one and the same instrument.

[SIGNATURES ON FOLLOWING 2 PAGES]

CITY'S SIGNATURE PAGE FOR
SECOND AMENDMENT TO
CITY OF CORONA PROFESSIONAL SERVICES AGREEMENT
WITH MERCY HOUSING LIVING CENTERS
FOR HOMELESS SYSTEM OF SERVICES
(FY 2024)

IN WITNESS WHEREOF, the Parties have entered into this Second Amendment to Professional Services Agreement as of the date noted on the first page of the Amendment.

CITY OF CORONA

By: 
8CB6AE0895944B4...

Jacob Ellis
City Manager

Reviewed By: 
5F59DB389D8A45D...

Karen Roper
Homeless Solutions Manager

Reviewed By: 
F8EFBE3136B4492...

Yasmin Lopez
Purchasing Manager


Attest: 
9A4F68CED5E6404...

Sylvia Edwards
City Clerk

**CONSULTANT'S SIGNATURE PAGE FOR
SECOND AMENDMENT TO
CITY OF CORONA PROFESSIONAL SERVICES AGREEMENT
WITH MERCY HOUSING LIVING CENTERS
FOR HOMELESS SYSTEM OF SERVICES
(FY 2024)**

IN WITNESS WHEREOF, the Parties have entered into this Second Amendment to Professional Services Agreement as of the date noted on the first page of the Amendment.

MERCY HOUSE LIVING CENTERS
a California non-profit corporation

By:  31D77984093F487...
Larry Haynes
Chief Executive Officer

**EXHIBIT “A-1”
SCOPE OF SERVICES FOR
HOMELESS SYSTEM OF SERVICES
(FY 2024)**

HARRISON HOPE CENTER EMERGENCY SHELTER/NAVIGATION CENTER

Consultant shall operate the Harrison Shelter in accordance with the requirements and criteria set forth in this Exhibit “A”.

Program Components

Consultant shall:

- ✓ Maintain use consistent with R-1 Occupancy
- ✓ Maintain Occupant Load of not more than 200 persons
- ✓ Consultant shall not permit the shelter sleeping room occupancy to exceed 56 persons. This Agreement contemplates a 40-bed shelter. However, with written approval from the City Representative, shelter sleeping capacity may be increased up to the maximum occupancy of 56 beds if Consultant secures additional public or private resources and/or if City allocates additional funding to expand bed capacity
- ✓ Operate a 40 bed, low-barrier emergency shelter/navigation center with the following bed breakdown, sub-populations, and programs:
 - 30-beds for low-barrier single adult males in two separate dormitory wings in the Harrison Shelter.
 - 5-beds for low-barrier, single adult females in the female sleeping room at the Harrison Shelter. Female sheltering will support emergencies related to inclement weather, requests from Corona PD, or other special circumstances as requested by the City of Corona. Consultant will also collaborate with City Net on best placement for females since the City’s Motel Emergency Shelter Program will transition to serve families, single adult females, and couples when the Harrison Shelter opens.
 - 5-post hospital recuperative care beds with accommodations in the recuperative care sleeping rooms at the Harrison Shelter. Recuperative care program includes a partnership with Centro Medico Community Clinic, a Federally Qualified Health Center (FQHC) partner that will provide onsite medical services, and Corona Regional Medical Center, who will purchase post-hospital recuperative care beds on an “as needed/referral” basis.
 - All 40 shelter beds shall be reserved for homeless neighbors with documentable ties to the City of Corona unless a waiver is requested and approved by the City of Corona. Waivers will be handled on a case-by-case basis.
- ✓ Establish and operate a robust navigation center with public and private partners that will provide a wide variety of services to shelter guests
- ✓ Provide transportation shuttle services to support good neighbor policy of no-walk ins/no-walk outs as set forth in the Shelter Operations Plan, attached to this Agreement as Exhibit “E”.
- ✓ Develop good neighbor strategies to accommodate clients who have vehicles so they can access shelter, meals, supportive services, and ultimately permanent housing without impact the area surrounding the Harrison Shelter.

Operational Requirements

Consultant shall:

- ✓ Comply with Required Referrals Protocols: The City of Corona designated staff, Corona Police Department, and City Net are the only authorized referral agencies. Any changes to referral agencies must be approved by the City's Representative.
- ✓ Permit Corona PD to drop-off single adult male and single adult female homeless neighbors on 24/7 basis, as shelter capacity will allow
- ✓ Implement a Shelter length of stay target of 90 consecutive days not to exceed 180 consecutive days
- ✓ To comply with the no walk-in, no-walk out policy set forth in the Shelter Operations Plan, attached to this Agreement as Exhibit "E", develop a bed reservation system and collaborate with the official referral agencies (City Net, Corona Police Department, and the City's Homeless Solutions staff) for screening of clients, reservation of beds, and scheduling transportation to/from the facility
- ✓ Operate the Harrison Shelter:
 - 24 hours per day
 - 7 days per week
 - 365 days per year

Corona Preference Requirement

Consultant shall:

- ✓ Provide Shelter/Navigation Center Services to homeless neighbors with documentable ties to the City of Corona
- ✓ Corona PD or other City's Representative may request operator to waive Corona Preference Requirement
- ✓ Consultant shall track and report documentable ties to the City for each client
- ✓ Examples of eligible sources to document ties to the City include:
 - Driver's License or California ID
 - City Library Internet Card or Library Book Card plus one other documentable tie
 - Bank Statements
 - Car Registration
 - HMIS record of prior services in City
 - City Net prior outreach interactions will confirm documentable ties to City
 - Corona PD prior calls for service, outreach, or enforcement will confirm documentable ties to City
 - Children are enrolled in City schools
 - They or a member of the household are employed in the City
 - They or a member of the household graduated or attended a City High School
 - Other documentation that demonstrates a last permanent address in the City
 - Previous Utility Bill
 - Previous Rental Agreement
 - Other bills or documents with City Address
 - Faith Based or Community Based Partner verification of prior services in City

- County Agency verification of prior services in City

Additional Operational Requirements

Consultant shall:

- ✓ Prepare and implement a Security Plan with appropriate operator staff to security personnel ratios. The Security Plan shall be subject to the review and approval of the City's Representative.
- ✓ Establish the Shelter Advisory Board, set forth in the Shelter Operations Plan, attached to this Agreement as Exhibit "E", to engage local businesses, residents, faith-based and community-based organizations, and other impacted or interested stakeholders
- ✓ Provide and maintain exterior larger storage lockers for shelter residents only
- ✓ Operate the Harrison Shelter in accordance with the Pet Friendly Shelter Model that allows pets, assistance animals and service animals
- ✓ Require screening for 290 Sex Offenders and Open Felony Warrants as outlined in the Shelter Operations Plan attached to this Agreement as Exhibit "E"
- ✓ Operate and maintain the kitchen within the Harrison Shelter, which qualifies as a "Food Facility," in accordance with all Riverside County Environmental Health Department standards, including but not limited to Riverside County Ordinance 492, as it may be amended from time to time, and the County's Food Facility Operators Guide, as it may be amended from time to time.
- ✓ Comply with City of Corona Shelter Operations Plan attached to this Agreement as Exhibit "E".
- ✓ Implement the follow Community Outreach & Engagement strategies to comply with City's Good Neighbor Policy set forth in the Shelter Operations Plan, attached to this Agreement as Exhibit "E":
 - Facilitate community meetings with surrounding businesses prior to start of shelter programs
 - Summarize business concerns and submit to City's Representative for review and discussion
 - Develop strategies to mitigate concerns
 - Present mitigating strategies to the City of Corona and businesses
 - Maintain an open and ongoing community dialogue

Operational Standards

Consultant shall:

- ✓ Operate a well maintained and well managed facility
- ✓ Work with City to establish operating policies to define partnerships and roles of County, City, and other stakeholders
- ✓ Establish clearly defined referral protocols from City Net, Corona PD, and City Project Manager
- ✓ Maintain 24/7 phone contact
- ✓ Develop and implement Neighborhood Patrol Strategies in accordance with the Shelter Operations Plan, attached to this Agreement as Exhibit "E"
- ✓ Collaborate with City Net and Corona PD HOPE Team to facilitate Neighborhood

- Homeless Outreach support to shelter
- ✓ Implement and enforce Transportation and Parking Policies set forth in the Shelter Operations Plan, attached to this Agreement as Exhibit “E” including:
 - Policy to address on street parking in compliance with no parking from 8 pm to 8 am (with exception of 10 available parking spaces in front on the shelter and the 11 parking spaces in the shelter parking lot)
 - Policy to ensure that client vehicles remain operable with current registration and insurance
 - Policy to collaborate with Security personnel and Corona PD for any potential non-shelter homeless who may park near the shelter or live in their cars near the shelter. For homeless neighbors in this situation, prioritize collaboration with City Net and Corona PD HOPE Team to conduct outreach, engagement, and connection to shelter and services
 - Policy to collaborate with City to establish pick up and drop off locations for shuttle services to/from the shelter
 - ✓ Develop and implement strategies to support no walk-ins/no walk-outs or unauthorized drop-offs
 - ✓ Implement Client/Resident Rules and Guidelines in compliance with the Shelter Operations Plan
 - ✓ Implement a Private Security and Safety Plan in compliance with the Shelter Operations Plan
 - ✓ Collaborate with Corona Police Department and Corona Fire Department as may be needed for safety and medical emergencies
 - ✓ Develop and implement communication protocols to address concerns, complaints, and Critical Incident Reports to City’s Representative for altercations, deaths, injuries, damages to facility, 911 calls, and other critical issues
 - ✓ Establish Public/Private partnerships to involve and engage businesses, residents, and the faith community to serve Corona homeless:
 - Volunteer Opportunities
 - Corporate Social Responsibility
 - Donation Programs

Centro Medico Community Clinic

- ✓ Centro Medico Community Clinic (CMCC) will occupy a portion of the West Wing of the Harrison Shelter/Navigation Center to provide medical, behavioral health, and oral care services for
 - Shelter/Navigation Center clients/residents
 - Pilot Transportation/Meal Program clients
 - City’s Motel Emergency Shelter Program operated by City Net
 - Clients enrolled in City’s HOME Tenant-Based Rental Assistance Program
 - Residents of Permanent Supportive Housing Projects in the City of Corona
- ✓ City will enter into a separate lease agreement with CMCC
- ✓ Consultant will share the staff break room/lunchroom with CMCC staff
- ✓ Consultant shall work with the City’s Representative and CMCC to develop client service protocols and other operational processes that will be outlined in the lease agreement between the City and CMCC.

Miscellaneous Shelter / Navigation Center Terms and Conditions

Consultant shall:

- ✓ Develop Release of Information / Intake Forms that facilitate information sharing and case conferencing between Consultant, City Net, City Homeless Solutions, County partners, and designated nonprofit partners. The goal of case conferencing will be to address challenging client cases that might need multiple partners to achieve crisis stabilization and permanent housing placement
- ✓ Work with the City to identify a community partner to touch up the existing mural in the shelter's dining room area and to paint a new mural in the Success Center Room. If needed and with the approval of the City's Representative, Consultant may use a portion of the 10% Contingency to pay for the mural costs
- ✓ Work with the City to finalize a list of shelter names that were submitted by the community for presentation to City Council to select an official name for the Harrison Shelter/Navigation Center
- ✓ Collaborate with City to organize Grand Opening Ceremonies
 - VIPs/Elected Officials Ceremony
 - Community/Public Ceremony
- ✓ Collaborate with the City to apply for grants to expand or enhance shelter, services, and housing programs connected to the Services provided under this Agreement. Ensure that grant applications focus services and resources to support homeless residents with documentable ties to the City of Corona
- ✓ Separate from the storage locker program for shelter guests, establish an amnesty locker program for non-shelter guests that complies with the following:
 - Ensure that Amnesty Lockers are secured with locks and managed by Consultant so that shelter guests cannot access them until exit from the facility
 - Provide 24/7 security to prevent theft of contents of Amnesty Lockers

Target Goals

With FY 2023 funding, Consultant shall complete the following:

- ✓ Collaborate with City Net to facilitate approximately 50 exits from the streets of Corona to the Shelter/Navigation Center
- ✓ Ramp up program to provide approximately 5,000 – 7,000 shelter bed nights through the term of this Agreement
- ✓ Complete approximately 20-30 housing placements for shelter residents by connecting them to City's PSH and TBRA Housing Program

With FY 2024 funding, Consultant shall complete the following:

- ✓ Collaborate with City Net and Corona PD to facilitate approximately 75 exits from the streets of Corona to the Shelter/Navigation Center.
- ✓ Provide approximately 13,140 shelter bed nights.

- ✓ Collaborate with the City to activate the inclement weather/overflow bed program to provide 16 additional shelter beds per night to support unmet needs and/or during weather events or emergencies as directed by the City of Corona.
- ✓ Complete approximately 28 exits for shelter residents to safer successful housing situations such as the City's Permanent Supportive Housing and Tenant Based Rental Assistance Program and/or other housing programs through the Continuum of Care.

PILOT TRANSPORTATION / MEAL PROGRAM

Consultant shall:

- ✓ Support City of Corona's goal to re-activate City Park by relocating meal services from City Parks to the shelter/navigation center
- ✓ Provide transportation shuttle services to support good neighbor community policy of no-walk ins/no-walk outs
- ✓ Comply with Required Referrals Protocols: The City of Corona designated staff, Corona Police Department, City Net and designated Corona Faith Based Partners are the only authorized referral agencies that can make referrals to Consultant
- ✓ Any changes to referral agencies must be approved by the City's Representative.
- ✓ As Faith Based Partnerships are established, the City's Representative will provide Consultant with the approved list authorized partners
- ✓ Ensure that priority preference is given to Corona homeless with ties to the City
- ✓ As a Pilot Program, City reserves the right to cancel the program and/or reallocate funding to other Services components in this Agreement
- ✓ Objective of program is to provide transportation and meal services to non-shelter guests with the goal of engaging clients in case management, shelter, services, and ultimately permanent housing
- ✓ 7 day per week transportation shuttle / meal program
 - Hot Meal
 - Bagged Take Away Food
- ✓ Require screening for 290 Sex Offenders and Open Felony Warrants as outlined in the Shelter Operations Plan
- ✓ Develop and implement a policy to collaborate with City to establish pick-up and drop-off locations for shuttle services to/from the shelter. All locations are subject to change and must be approved by the City's Representative in collaboration with Corona PD and Corona Community Services
- ✓ Develop and implement good neighbor strategies to accommodate clients that have vehicles so they can access meals and other services. Strategies must be consistent with the Good Neighbor Policies outlined in the Shelter Operations Plan. City reserves the right to change the strategies to address concerns from surrounding businesses

Target Goals

With FY 2023 funding, Consultant shall complete the following:

- ✓ Ramp up program to serve approximately 40 people per week
- ✓ Enroll approximately 20 people in case management
- ✓ Connect approximately 15-20 people to the shelter program and/or clinic program

- ✓ Develop 1-2 partnerships with the faith community to decrease food costs or expand meal services and increase volunteer support

With FY 2024 funding, Consultant shall complete the following:

- ✓ Collaborate with the City of Corona Homeless Solutions, City Net, and faith-based partners to develop strategies to increase participation in the transportation / meal program.
- ✓ Ramp up program to serve up to 40 people per week.
- ✓ Enroll approximately 20 people in case management.
- ✓ Connect 10 people to the shelter program and/or clinic program.
- ✓ Develop 1-2 partnerships to decrease food costs or expand meal services and/or increase volunteer support.

POST HOSPITAL RECUPERATIVE CARE PROGRAM

Consultant shall:

- ✓ Operate 5 beds in the Harrison Shelter for a post-hospital recuperative care shelter program that partners with Corona Reginal Medical Center and Centro Medico Community Clinic
- ✓ Corona Regional Medical Center will request recuperative care shelter placements for eligible Corona homeless clients on an as needed basis and pay a fee to Consultant for the shelter bed and recuperative care services and/or work with the client's insurance provider who will pay the fee to Consultant
- ✓ Consultant shall track fees that are paid and report these as Program Income to the City of Corona on an annual basis. If program expenses do not exceed program funding and revenues, Consultant will re-pay the City excess Program Income to comply with HUD's requirements for reporting and using Program Income
- ✓ City will enter into a separate lease agreement with Centro Medico Community Clinic
- ✓ Centro Medico Community Clinic will provide medical services to support recuperative care clients who meet the criteria outlined below
- ✓ City will enter into a separate Memorandum of Understanding with Corona Regional Medical Center
 - Post Hospital Recuperative Care Program to comply with the following guidelines:

Admission Criteria

- ✓ Currently homeless with ties to the City of Corona
- ✓ Able to complete all Activities of Daily Living (ADLs) independently
- ✓ Wheelchairs, and any other Durable Medical Equipment (DME) devices may be accepted under the following conditions:
 - Ability to use DME device safely and understands proper use (e.g., independent transfers from wheelchair to toilet)
 - Ability to use DME independently without any stand-by-assistance (SBA) with no requirement for comprehensive geriatric assessment (CGA)
 - Ambulation distance of at least 100 ft must be reached prior to hospital discharge (with or without DME use)
- ✓ Able to self-administer medication, with staff oversight

- ✓ Continent of both bladder and bowels. If briefs/diapers are used, independent with change of briefs/diaper criteria must be met
- ✓ Medically and psychiatrically stable at discharge
- ✓ Alert and oriented to Name, Place, Date, and Situation

Exclusion Criteria

- ✓ Unable to complete ADLs, personal care, and medication administration
- ✓ Incontinent of bladder and/or bowels (unless client can change his/her diapers/briefs)
- ✓ Quadriplegics
- ✓ Active Tuberculosis, C-DIFF, MRSA, COVID-19 or other contagious diseases or viruses
- ✓ Meets admission criteria for Skilled Nursing Facility or Long-Term Care Facility (SNF/LTC)
- ✓ Stage 3 or higher bedsore (decubitus ulcers) and cardiac Ejection Fraction (EF) % <30
- ✓ Active substance abuse and not willing to abstain while in the program
- ✓ Unstable medically & psychiatrically
- ✓ Combative or aggressive behavior towards staff or other patients while inpatient
- ✓ Patients actively detoxing (e.g., Alcohol, Benzodiazepines) will need to be stabilized prior to being referred

Target Goals

With FY 2023 funding, Consultant shall complete the following:

- ✓ Transition approximately 10-15 clients from the recuperative care program to the regular shelter program for crisis stabilization
- ✓ If needed and based upon funding opportunities, work with the City of Corona to apply for additional funding to expand recuperative care medical support to provide 24/7 care

With FY 2024 funding, Consultant shall complete the following:

- ✓ Collaborate with the City of Corona Homeless Solutions, Centro Medico Community Clinic and Corona Regional Hospital to develop strategies to provide on-demand, after hours recuperative care.
- ✓ Collaborate with the City of Corona Homeless Solutions, Centro Medico Community Clinic and Corona Regional Hospital to develop a Memorandum of Understanding to formalize the terms and conditions of a post hospital recuperative care program.
- ✓ In the interim, continue to use the five recuperative care beds to meet the needs of clients with ADA, medical, or other special needs.
- ✓ Transition approximately 10 clients from the recuperative care program to the regular shelter program for crisis stabilization.
- ✓ Collaborate with the City of Corona to apply for additional funding to expand recuperative care medical support to provide 24/7 care.

HOME TENANT-BASED RENTAL ASSISTANCE PROGRAM

Consultant shall implement a Tenant-Based Rental Assistance (TBRA) Program in compliance with the City's Guidelines attached to this Agreement as Exhibit D. Consultant will develop and implement a scattered site TBRA Housing Program and Homeless Prevention Program (HPP) using HOME funds from the following Fiscal Years:

\$355,869 - FY 2021 HOME Funds

\$372,816 - FY 2022 HOME Funds

\$401,587 - FY 2023 HOME Funds

FY 23 Original Agreement Total HOME Funds: \$1,130,273

FY 24 Second Amendment Total HOME Funds: \$ 697,433.

HOME TBRA Program Eligible Program Activities:

- ✓ Income Eligibility Determinations
- ✓ Housing Quality Standards Inspections
- ✓ Rental Assistance Payments
- ✓ Security Deposits

Related Housing Support Staffing and Program Activities in Shelter Budget:

Consultant shall provide the following personnel to implement the TBRA Program:

- ✓ 1 Housing Solutions Manager
- ✓ 2 Housing Navigators
- ✓ 1 Leasing Agent
- ✓ 2 TBRA Case Managers

Consultant shall establish a Whatever-It-Takes Housing Placement Fund to be used for the following activities:

- ✓ Landlord Incentives
- ✓ U-Haul Moving Costs
- ✓ Landlord Application Fees
- ✓ Other Miscellaneous Housing Placement Costs Not Covered by HOME TBRA

Priorities for TBRA Program:

Consultant shall operationalize the following order of priority for participation in the TBRA Program:

- ✓ Corona Emergency Shelter/Navigation Center Residents
- ✓ Corona Motel Emergency Shelter Clients
- ✓ Corona Pilot Transportation / Meal Service Clients
- ✓ Corona Unsheltered Homeless

- ✓ Corona Homeless Enrolled in other Emergency or Transitional Housing Programs
- ✓ Corona Residents At-Risk of Homelessness

Based upon program demand and changes in community needs, the City's Representative may approve Consultant's request to change the order of the aforementioned priorities.

Target Goals

With FY 2023 funding, Consultant shall complete the following:

- ✓ Assist approximately 20-30 households by the end of Fiscal Year 2023 through housing placements and/or homeless prevention
- ✓ To the greatest extent possible and within payment standards, minimize portability outside of the City of Corona

With FY 2024 funding, Consultant shall complete the following:

- ✓ Assist approximately 50 households through housing placements and/or homeless prevention.
- ✓ Complete annual housing market analysis so that payment standards increase opportunities for clients to find permanent housing options in the City of Corona while supporting client housing choice to live anywhere in Riverside or San Bernardino County per the City of Corona HOME TBRA Guidelines.
- ✓ Provide 12 months of case management for all clients assisted through the Tenant Based Rental Assistance Program and/or Flexible Housing Fund Program.

PERMANENT SUPPORTIVE HOUSING PROGRAM – 5th STREET HOUSING UNITS

Program Requirements

Consultant shall:

- ✓ Establish a permanent supportive housing program at the 12 housing units located at 926-932 West 5th Street, Corona CA (“5th Street Housing Units”) and manage, operate and lease the 5th Street Housing Units to qualified homeless individuals and families
- ✓ Use one unit for an onsite property manager and 11 units for eligible chronically homeless clients
- ✓ Prioritize placement of homeless individuals and families with documented ties to the City
- ✓ Collaborate with City Net and the City's Homeless Solutions staff to coordinate housing placements and logistics associated with getting Corona homeless clients document ready
- ✓ If Project Based Vouchers are awarded, coordinate with City Net, the City, HomeConnect Coordinated Entry System staff, and the County Housing Authority staff to process Corona referrals and establish a Corona client waiting list, as required by HUD
- ✓ Collaborate with City Net to assist clients through the Project-Based Voucher income eligibility process

Supportive Services

Consultant shall:

- ✓ Collaborate with Centro Medico Community Clinic, RUHS-Behavioral Health, or other community partners to provide supportive services to residents to maintain housing retention and stability
- ✓ If needed, coordinate transportation services for clients who need to access supportive services offsite

Existing Tenant

Consultant shall:

- ✓ Execute a lease/rental agreement with the one existing PSH eligible tenant residing at the 5th Street Housing Units. The Rental Agreement should state that units are being converted from Transitional Housing to Permanent Supportive Housing that is managed by Consultant
- ✓ If Project Based Vouchers are approved, collaborate with City Net to verify history of homelessness and disability verification and coordinate referral of this client to the Coordinated Entry System and County Housing Authority for placement on the waiting list and Project-Based Voucher income eligibility process

Project-Based Voucher Application:

Consultant acknowledges that:

- ✓ Consultant and City collaborated to submit an application for Project-Based Vouchers (PBVs) in response to the County's Request for Proposals that was released on October 27, 2022 and due on December 1, 2022 .
- ✓ Consultant acted as the lead fiscal agent for the PBV application since the 5th Street Housing Units will be leased and operated by Consultant.
- ✓ The application requested the County to authorize an assignment of Housing Assistance Payments (HAP) Agreement with language that states the HAP would automatically transfer to the City as owner should the City no longer work with Consultant
- ✓ If the application is funded, the City reserves the right to review the HAP Agreement before Consultant executes the contract.

Target Goals

With FY 2023 funding, Consultant shall complete the following:

- ✓ Work with City to finalize and submit a proposal to the County's Housing Authority to secure Project Based Vouchers to cashflow the program and reduce the annual operating gap
- ✓ Work with City and community partners to secure home furnishings for units. Use operating funds to address gaps and unmet needs in home furnishings
- ✓ Coordinate with City Net and City to complete 11 housing placements and enter into

lease/rental agreements for all units before June 30, 2023

With FY 2024 funding, Consultant shall complete the following:

- ✓ Collaborate with the City of Corona Homeless Solutions to finalize contract negotiations for execution of the Housing Assistance Payment (HAP) agreement with the County for project-based voucher rental assistance for a 20-year term for 11 of the 12 units.
- ✓ Collaborate with the City of Corona Homeless Solutions and City Net to establish a list of eligible Corona tenants for referral to the County's HomeConnect Coordinated Entry System for referral to the 5th Street units.
- ✓ Collaborate with the City of Corona Homeless Solutions and City Net to ensure that client referrals are document ready with disability verifications and homeless certification letters.
- ✓ Collaborate with the City of Corona Homeless Solutions and City Net to assist client referrals with completion of project-based voucher applications.
- ✓ Collaborate with the City of Corona Homeless Solutions to host a Grand Opening Ceremony.

ADDITIONAL PROGRAM REQUIREMENTS

Shelter, Service and Housing Programs

Case Management for Housing Retention

- ✓ For clients who have been permanently housed through the TBRA Program, Consultant shall provide follow-up case management for the individual or family for twelve (12) months to maintain housing retention and stability as well as to link clients to resources to prevent returns to homelessness.

Critical Incident Policy

- ✓ For all Services provided under this Agreement, Consultant shall comply with the City's Critical Incident Policy, as set forth in the Shelter Operations Plan, to immediately notify the City of Corona of any critical incidents including 911 calls due to illnesses, injuries, deaths, altercations, or damages to the Harrison Shelter/Navigation Center or 5th Street Housing Units. Consultant shall use the City's Critical Incident Report format.

Report of Program Activities and Client Outcomes

Unless otherwise requested from the City of Corona, Consultant shall provide a monthly report of all program activities and client outcomes as follows:

- ✓ For all household members, client demographic information, including but not limited to age and sex
- ✓ Total number of direct beneficiaries (clientele served) with area median income (AMI) categorized as:

- 60-80% AMI
- 50% AMI (Very Low-Income)
- 30% or below AMI (Extremely Low-Income)
- ✓ Gender and Racial ethnicity of all clientele
- ✓ Veteran Status
- ✓ Chronically and Non-Chronically Homeless Status
- ✓ Number of Female-Headed Households
- ✓ Within HIPAA guidelines using HMIS unique client identifiers, provide client diagnoses and barriers including but not limited to mental health issues, substance abuse issues, physical disabilities, employment status, income, and other data elements commonly collected for the Riverside County Homeless Management Information System (HMIS) and Coordinated Entry System (CES)
- ✓ City of last permanent address. If not Corona, also provide the name of agency that transported or referred client to Corona
- ✓ Type of document used to verify ties to the City of Corona or documentation of Corona Police Department waiver of ties to the City of Corona
- ✓ Number of clients referred from the Corona Police Department in connection with enforcement of the City's anti-camping ordinance
- ✓ Unduplicated clients served
- ✓ Number of bed nights per client
- ✓ Navigation Center supportive services provided to each client including but not limited to transportation services, meal services, case management, job development, life skills training, clinic services, and successful enrollment in other service/benefit programs, etc.
- ✓ Number and types of shelter exits including but not limited to institutions, longer-term transitional shelters, other emergencies shelters, family reunifications or permanent housing placements
- ✓ Number and explanation for exits back to the streets
- ✓ Fully loaded cost of shelter per night per client
- ✓ Number of TBRA Housing Placements & Evictions Prevented
- ✓ Number of Permanent Supportive Housing Placements
- ✓ Other data elements as may be required for grants or as requested by the City's Representative

City of Corona Homeless Strategic Plan Measures of Success Data Elements

Consultant shall provide a monthly report of all program activities and client outcomes as follows:

- ✓ Exit destinations
- ✓ Number of first time homeless
- ✓ Length of homelessness
- ✓ Length of stay in emergency shelter
- ✓ Non-employment & employment income changes
- ✓ Housing placement and retention rates
- ✓ Document ready clients waiting for housing
- ✓ Returns to homelessness from permanent housing

**EXHIBIT “B-1” SCHEDULE OF SERVICES
HOMELESS SYSTEM OF SERVICES
(FY 2024)**

Mercy House shall operate the following programs within budget limits and program capacity to ensure uninterrupted services during the term of this agreement:

1. Emergency Shelter/Navigation Center - Mercy House shall continue to collaborate with City Homeless Solutions, City Net, and CPD HOPE for client referrals and operate the Shelter/Navigation Center in accordance with contract guidelines. Mercy House shall submit invoices in accordance with the payment schedule outlined in Exhibit C-1.
2. Pilot Transportation / Meal Services Program - Mercy House shall continue to collaborate with City Homeless Solutions, City Net, CPD HOPE Team, and faith-based partners to increase program participation during contract term. Mercy House shall submit invoices in accordance with the payment schedule outlined in Exhibit C-1.
3. Post Hospital Recuperative Care Program – Mercy House shall continue to collaborate with City Homeless Solutions, Centro Medico Community Clinic, and Corona Regional Hospital to develop after-hours care strategies and funding mechanisms to launch the post hospital recuperative care program during contract term.
4. HOME Tenant Based Rental Assistance (TBRA) Program - Mercy House shall prioritize ramp up of program for homeless prevention and rapid rehousing to increase program utilization and drawdown of HOME TBRA funds during contract term. Mercy House shall submit invoices in accordance with the payment schedule outlined in Exhibit C-1.
5. Permanent Supportive Housing - Mercy House shall work with City Homeless Solutions to finalize negotiations with the County on the Project-Based Voucher HAP Agreement. After HAP Agreement has been approved by the City, Mercy House will work with City Homeless Solutions and City Net to establish a list of eligible Corona homeless tenants, collaborate with City Net to get clients document ready for referral to the County’s Coordinated Entry System and subsequently referred to the Riverside County Housing Authority for approval of a project-based voucher for the 5th Street units. Mercy House shall submit invoices in accordance with the payment schedule outlined in Exhibit C-1.

EXHIBIT “C-2”
FY 2024 HOMELESS SYSTEM OF SERVICES
BUDGET AND FUNDING SOURCES

FY 2024 Mercy House System of Services 12-Month Budget	
1. Shelter/Navigation Center Admin Costs	\$ 344,249.41
2. Shelter/Navigation Center Program Staff Costs	\$ 1,912,487.00
Shelter Program Manager; Shelter Program Senior Site Leader; Shelter Program Site Leaders; Shelter Specialists for Engagement, Janitorial, Logistics and Overnight; Shelter Program Safety Specialists; Shuttle Driver Supervisor, Shuttle Drivers (includes the Shelter/Navigation Center, Pilot Transportation/Meal Program and Permanent Supportive Housing Program transportation); Housing Navigators, Reservations, Intake & Data Specialist; Kitchen Manager, Lead Cook, Cooks, and Kitchen Logistics Staff, Make It Cozy Specialist	
3. Shelter/Navigation Center Program and Facility Costs	\$ 720,876.00
Shelter Maintenance and Repairs, Trash & Utilities, Shelter Security Vendor, Shelter Transportation, Supplies, Client Services, Meals, and other Miscellaneous Program and Facility Costs	
4. Housing Staff and Whatever It Takes Crisis Stabilization & Housing Services Program	\$ 523,079.10
Housing Solutions Manager, Housing Solutions Supervisor, Leasing Agent, Housing Solutions Case Managers, Whatever-It-Takes Crisis Stabilization and Housing Placement Fund: Landlord Incentives, U-Haul Moving Costs, Landlord Application Fees, Emergency Accommodations for COVID/Medical Isolation or extenuating circumstances, Rental Assistance, Transportation Support, Credit Repair, Clothing, Appliances, Furniture, Pet Services, Make It Cozy Warehouse services and supplies, and other Miscellaneous Services and Supports that will facilitate Crisis Stabilization & Housing Placements.	
Total Shelter/Navigation Center Budget	\$ 3,500,691.51
Pilot Transportation Shuttle/Meal Program	\$ 286,052.00
Meals (Hot Meal and Bagged Take Away Food), Supplies, Transportation, Meal Program Safety Specialists, and Resource Specialists to support a 7-day per week program for 40 clients	
HOME Tenant Based Rental Assistance Program	\$ 697,433.00
Income Eligibility Determinations, Housing Quality Standards Inspections, Rental Assistance Payments, and Security Deposits	
5th Street Permanent Supportive Housing Program	\$ 215,078.00
Professional Fees (legal & accounting), Administration (advertising, office salaries, office expenses), Repairs & Maintenance, Property Management, Real Estate Taxes, Insurance, Utilities, Reserves, Supportive Services: Social Services Staff, Coordination of Services and Transportation to RUHS-Behavioral Health, Shelter/Navigation Center and other Medical/Service Providers, Rental Assistance Fund, and Other Miscellaneous Costs	
Grand Total	\$ 4,699,254.51
Funding Sources	
Federal HOME Funds for TBRA Program	\$ 697,433.00
State PLHA Funds for Shelter/Navigation Center	\$ 995,498.00
City General Funds for Shelter/Navigation Center, Pilot Transportation/Meal Program, and Permanent Supportive Housing Program	\$ 3,006,323.51
Total	\$ 4,699,254.51
Percentage Funded with Federal/State Resources	36%

EXHIBIT "C-2"
PAYMENT SCHEDULE

12-Month Payment Schedule		
\$666,970.25	Month 1 - Two Months of Operating Costs	Jan-24
\$303,168.30	Month 2	Feb-24
\$303,168.30	Month 3	Mar-24
\$303,168.30	Month 4	Apr-24
\$303,168.30	Month 5	May-24
\$303,168.30	Month 6	Jun-24
\$303,168.30	Month 7	Jul-24
\$303,168.30	Month 8	Aug-24
\$303,168.30	Month 9	Sep-24
\$303,168.30	Month 10	Oct-24
\$303,168.30	Month 11	Nov-24
\$303,168.30	Month 12	Dec-24
\$4,001,821.51	Total Payments	
\$697,433.00	Monthly HOME TBRA Payments with Amounts Subject to Client Demand and Spending Targets	
\$4,699,254.51	FY 2024 Total System of Services Budget	