

SECOND AMENDMENT TO
CITY OF CORONA
PROFESSIONAL SERVICES AGREEMENT
WITH KINGDOM CAUSES, INC. DBA CITY NET
COLLABORATIVE HOMELESS SERVICES
(FY 2024 FUNDS - REGULAR PROGRAM)
(FY 24 THRU 26 FUNDS - SANTA ANA RIVER BOTTOM PROGRAM)

1. PARTIES AND DATE.

This Second Amendment to the Professional Services Agreement (“Second Amendment”) is made and entered into this 17th day of January 2024, retroactive to July 1, 2023, by and between the City of Corona (“City”) and Kingdom Causes, Inc. DBA City Net, 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 Agreement for FY 2023 Collaborative Homeless Services dated July 1, 2022 (“Original Agreement”), whereby Consultant agreed to provide homeless street outreach, engagement, case management, motel voucher emergency shelter and Make It Cozy program services in the City of Corona and in the City of Norco.

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. Retroactive to July 1, 2023, City and Consultant desire to amend the Agreement for the second time to do the following: (1) extend the term to September 30, 2025 (Section 3.1.2); (2) modify the Corona Scope of Services and the Norco Scope of Services (Exhibit “2A” and Exhibit “2A-1”); (3) modify the Corona Schedule of Services and the Norco Schedule of Services (Exhibit “2B” and Exhibit “2B-1”); (4) increase the Total Compensation (Section 3.3.1); (5) add budgetary documents for FY 2024 (Exhibit “2C-2”, Exhibit “2C-3”, Exhibit “2C-4” and Exhibit “2C-5”; and (6) increase the Hourly Rate Ranges (Exhibit “2D”). The extended term will align with grant contracts and funding sources that will be allocated to City Net through this Second Amendment.

2.4 Deletion of Make It Cozy Program and Associated License Agreement. As part of the modifications to the Corona Scope of Services and the Norco Scope of Services, the Make It Cozy (MIC) Program is being deleted, since the City is demolishing the building being used to

store donated furnishings for this program. Accordingly, Exhibit “E” (License for Storage of Donated Furnishings) is being deleted by this Second Amendment effective December 31, 2023.

3. TERMS.

3.1 Scope of Services and Term. Retroactive to July 1, 2023, Section 3.1.2 of the Agreement is hereby deleted in its entirety and replaced with the following:

“The term of this Agreement shall be from July 1, 2022 to September 30, 2025 (“Term”), unless earlier terminated as provided herein. Consultant shall complete the Services within the Term of this Agreement and shall meet any other established schedules and deadlines. The Parties may, by mutual, written consent, extend the Term of this Agreement one or more times by executing a written amendment or renewal agreement pursuant to Section 3.6.8 below (each a “Renewal Term”). The terms “Term” and “Renewal Term” may sometimes be generally and collectively referred to as “Term” in this Agreement.”

3.2 Rates and Total Compensation. Retroactive to July 1, 2023, Section 3.3.1 of the Agreement is hereby deleted in its entirety and replaced with the following:

“Corona Services: Consultant shall receive compensation, including authorized reimbursements, for the Corona Services rendered under this Agreement at the rates set forth in Exhibit C of the Original Agreement and Exhibits 2C-2 and 2C-4 attached to this Second Amendment and incorporated herein by reference.

Norco Services: Consultant shall receive compensation, including authorized reimbursements, for the Norco Services rendered under this Agreement at the rates set forth in Exhibit C-1 of the Original Agreement and Exhibits 2C-3 and 2C-5 attached to this Second Amendment and incorporated herein by reference.

Any changes in budget line items in Exhibits C, C-1, 2C-2, 2C-3, 2C-4 or 2C-5 must be approved in writing. The total compensation, including authorized reimbursements, for the Services shall not exceed Seven Million Fifty-One Thousand, Eight Hundred Seventeen Dollars and 25 cents (\$7,051,817.25) (“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.”

3.3 Exhibit “A” - Corona Scope of Services. Retroactive to July 1, 2023, Exhibit “A” of the Original Agreement is hereby deleted in its entirety and replaced with Exhibit “2A” attached hereto and incorporated herein by reference.

3.4 Exhibit “A-1” - Norco Scope of Services. Retroactive to July 1, 2023, Exhibit “A-1” of the Original Agreement is hereby deleted in its entirety and replaced with Exhibit “2A-1” attached hereto and incorporated herein by reference.

3.5 Exhibit “B” - Corona Schedule of Services. Retroactive to July 1, 2023, Exhibit “B” of the Original Agreement is hereby deleted in its entirety and replaced with Exhibit “2B” attached hereto and incorporated herein by reference.

3.6 Exhibit “B-1” - Norco Schedule of Services. Retroactive to July 1, 2023, Exhibit “B-1” of the Original Agreement is hereby deleted in its entirety and replaced with Exhibit “2B-1” attached hereto and incorporated herein by reference.

3.7 Corona & Norco Budget Documents. Retroactive to July 1, 2023, the budget documents shall now consist of the following:

Attached to Original Agreement

FY23 Corona Regular Program: Exhibit “C” of the Original Agreement reflects the FY 2023 City of Corona Regular Program Budget (\$1,650,194 in Corona General Funds).

FY23 Norco Regular Program: Exhibit “C-1” of the Original Agreement reflects the FY 2023 City of Norco Regular Program Budget (\$564,383 in Norco Housing Funds).

Attached to Second Amendment

FY24 Corona Regular Program Exhibit “2C-2” attached hereto and incorporated herein by reference reflects the FY 2024 City of Corona Regular Program Budget (\$1,986,020.93 in Corona General Funds).

FY24 Norco Regular Program Exhibit “2C-3” attached hereto and incorporated herein by reference reflects the FY 2024 City of Norco Regular Program Budget (\$800,000 in Federal SAMHSA Funds and \$148,095.50 in Norco Housing Funds, for a total of \$948,095.50).

FY24 thru 26 Corona River Bottom Program:

Exhibit “2C-4” attached hereto and incorporated herein by reference reflects the County of Riverside Santa Ana River Bottom Program Budget (\$965,311.91 in State Encampment Resolution Funding).

FY24 thru 26 Norco River Bottom Program:

Exhibit “2C-5” attached hereto and incorporated herein by reference reflects the County of Riverside Santa Ana River Bottom Program Budget (\$937,811.91 in State Encampment Resolution Funding).

3.8 Exhibit “D” – Hourly Rate Ranges. Retroactive to July 1, 2023, Exhibit “D” is hereby deleted in its entirety and replaced with Exhibit “2D” attached hereto and incorporated herein by reference.

3.9 Exhibit “E” - License for Storage of Donated Furnishings. Effective December 31, 2023, Exhibit “E” is hereby deleted in its entirety. The Parties hereby agree that the License for Storage of Donated Home Furnishings for Make it Cozy Program (Former Police Station – 849 W. Sixth Street), which was attached to the Original Agreement as Exhibit “E”, is hereby therefore terminated effective December 31, 2023. Consultant will pay any outstanding storage license fees owed to the City and will vacate the City’s property located at 849 W. Sixth Street, Corona California 92282 by December 31, 2023.

3.10 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.

3.11 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.

3.12 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 KINGDOM CAUSES, INC. DBA CITY NET
COLLABORATIVE HOMELESS SERVICES
(FY 2024 FUNDS - REGULAR PROGRAM)
(FY 24 THRU 26 FUNDS - SANTA ANA RIVER BOTTOM PROGRAM)**

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: _____
Jacob Ellis
City Manager

Reviewed By:

Karen Roper
Homeless Solutions Manager

Reviewed By:

Yasmin Lopez
Purchasing Manager

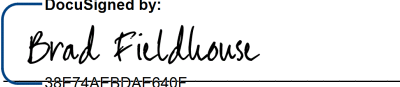
Attest:

Sylvia Edwards
City Clerk

**CONSULTANT'S SIGNATURE PAGE
FOR
SECOND AMENDMENT TO
CITY OF CORONA
PROFESSIONAL SERVICES AGREEMENT
WITH KINGDOM CAUSES, INC. DBA CITY NET
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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.

KINGDOM CAUSES, INC. DBA CITY NET
A CALIFORNIA NON-PROFIT CORPORATION

By:  DocuSigned by:
Brad Fieldhouse
38E74AEBDAE040F...
Brad Fieldhouse
President/Executive Director

**EXHIBIT “2A”
SCOPE OF SERVICES
FOR CITY OF CORONA**

REGULAR PROGRAM

A. MOTEL VOUCHER EMERGENCY SHELTER SERVICES

1. Program Goals and Objectives

City Net will provide motel voucher emergency shelter to Corona’s homeless residents with documentable ties to the City during the term of this agreement. The goal of this Agreement is to ensure continuity of care for the existing homeless clients with program capacity for up to twenty-five (25) motel rooms per night in the City of Corona.

City Net will establish a waiting list of eligible Corona homeless individuals and families. City Net may serve wait list clients through program attrition resulting from existing client exits. City Net will continue to engage homeless clients with street outreach services and add eligible clients to the wait list. Wait list clients must be willing to engage in case management services to work towards the goal of stable housing to short-term bridge housing. This includes willingness to complete VI-SPDAT assessments (Vulnerability Index Service Prioritization Decision Assistance Tool) for referral to permanent housing and other services through the County’s Coordinated Entry System.

2. Description of Services

City Net will manage the motel voucher emergency shelter program using the following criteria:

- ✓ Provide safe shelter to program clients during COVID-19 outbreaks.
- ✓ City Net may provide additional shelter and services to Corona homeless during severe winter weather with approval from City of Corona. City Net will ensure that program is operated within contract budget through contract term. Eligible clients participating in case management can be transitioned to longer-term bridge motel shelter.
- ✓ Now that the Harrison Hope Center Emergency Shelter/Navigation Center is operational, City Net will prioritize motel shelter for adult couples and families with children and refer single females and single males to the Harrison Hope Center. The City of Corona reserves the right to request City Net to provide motel shelter to single adult males and single adult females if there are extenuating circumstances that require non-congregate shelter or additional shelter capacity.
- ✓ Serve new clients through program attrition resulting from exits of existing clients. Program capacity is up to twenty-five (25) motel rooms per night provided monthly costs stay within contract budget throughout contract term.

- ✓ Provide motel shelter with case management and supportive services for clients.
- ✓ Existing or new clients must comply with the rules of the program which include compliance with motel management rules as well as active engagement in case management and housing plan goals to transition to the next step of bridge or permanent housing. This includes willingness to complete VI-SPDAT assessments (Vulnerability Index Service Prioritization Decision Assistance Tool) for referral to permanent housing and other services through the County's Coordinated Entry System.
- ✓ Low barrier entrance criteria for clients served through program.
- ✓ Housing-focused case management services to provide initial stability for clients as they are assessed for diversion, family reunification, self-resolution of homelessness, and/or connection to appropriate and eligible longer-term housing resources.
- ✓ Establishment of goals between client and agency that focus on exits to more permanent forms of housing.
- ✓ Referrals to appropriate resource agencies for food, medical care, benefits assistance, legal assistance, etc.
- ✓ The motel emergency shelter program maximum length of stay is no more than 180 consecutive days. City approval is required for length of stays in excess of 180 consecutive days.
- ✓ As part of the motel activation program, City Net will provide after-hours support to support Corona PD for anti-camping enforcement as well as activation for disasters/emergencies. City Net will track Corona PD and emergency/disaster placements separate from other programs and shall only provide one-night of motel shelter unless otherwise requested by the City.
 - To accommodate Corona PD and disaster/emergency activation needs or other extenuating circumstances such as medically fragile or compromised clients, with City pre-approval, City Net may exceed 25 motel rooms per night for the regular program (FY 2023 and FY 2024 general funds) by collaborating with the City to assess impacts to the contract budget to ensure that program services remain in place throughout the contract term.

3. Case Management Activities Include:

- ✓ Assessment and intake using the County's Homeless Management Information System (HMIS) and Coordinated Entry System (CES).

- ✓ Conducting initial evaluations, including verifying and documenting eligibility.
- ✓ Monitoring and evaluating program participant progress.
- ✓ Providing information and referrals to other providers as appropriate.
- ✓ Developing an individualized plan for transition from motel shelter to other forms of shelter or stabilized housing, including completion of VI-SPDAT assessments (Vulnerability Index Service Prioritization Decision Assistance Tool) for referral to permanent housing and other services through the County's Coordinated Entry System.
- ✓ Providing client services such as food cards, bus passes, pet supplies, or other client support.

4. Transportation

- ✓ Transportation services to motels will continue to be provided using privately leased vans, bus passes, Uber/Lyft and/or other similar transportation services.

5. Critical Incident Policy

- ✓ City Net will continue to use the Critical Incident Policy to immediately notify the City of Corona of any critical incidents including 911 calls due to illnesses, injuries, deaths, altercations, damages to motel property or other critical issues related to the Motel Voucher Emergency Shelter Program.

6. Report of Program Activities and Client Outcomes

Unless otherwise requested from the City of Corona, City Net will provide a monthly report of 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:
 - Above 80% AMI
 - 80% AMI
 - 60-80% AMI
 - 50% AMI (Very Low-Income)
 - 30% or below AMI (Extremely Low-Income)
- ✓ Racial ethnicity of all clientele.
- ✓ 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 to support anti-camping enforcement.
- ✓ Number of clients referred from the Corona Police Department to support anti-camping enforcement through motel activation.
- ✓ Length of time homeless in Corona.
- ✓ Number of bed nights per client and total number of motel nights per household.
- ✓ Total number bed nights for all clients and total number of all motel nights for all client households.
- ✓ Supportive services provided to each client including meal services, case management, and successful enrollment in other service/benefit programs.
- ✓ Name and location of motels participating in program.
- ✓ Client status if enrolled in CES.
- ✓ Number of exits from motels to longer-term shelter or housing.
- ✓ Number and explanation for exits back to the streets.
- ✓ Summary of reasons for client exits (e.g., rule violations for guests, damages, non-compliance with case management, housing placement, death, etc.)
- ✓ Cost of motel per night per client and average cost of all motels per night for all clients.
- ✓ Average cost of case management and indirect costs per household and average fully loaded cost per night including motel costs and case management/indirect costs.

7. City of Corona Homeless Strategic Plan Measures of Success Data Elements:

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

B. OUTREACH, ENGAGEMENT, AND CASE MANAGEMENT PROGRAM

Consultant promises and agrees to furnish to City all labor, materials, tools, equipment, services, and incidental and customary work to fully and adequately supply homeless outreach, engagement, and case management services for the City of Corona.

City Net will partner with the City of Corona staff, the Corona Police and Fire Departments, and in some cases, the County, to lead a street level homeless service collaborative. Building upon existing City efforts, City Net will refine and provide collaborative leadership to a focused coalition of city government, health care, law enforcement and other city first responders, advocacy groups, nonprofit organizations, local businesses, various faith communities as well as homeless neighbors.

This effort will focus on Corona's homeless neighbors seeking to engage them in case management with the goal of exiting them from the streets, with the long-term goal of dramatically reducing street-level homelessness locally. In addition to connecting to Corona's homeless system of services, City Net will also work with regional Continuum of Care public and private partners to coordinate the care, sheltering, and housing of Corona's homeless neighbors.

1. Key Activities and Deliverables

- ✓ Ongoing Case Management, prioritizing the most vulnerable and costly cases.
- ✓ City Net will provide four full time case managers and a compliment of other specialized staffing as needed for very particular aspects of the work.
- ✓ This four-member case management team will work one-hundred sixty (160) hours per week providing ongoing outreach, engagement, and case management activities at priority locations across the City – including regular outreach coordination with law enforcement as necessary.

- ✓ City Net will also establish a regular presence at strategic in-reach locations where emergency service provisions are being provided.
- ✓ City Net will prioritize chronically homeless neighbors, who are typically struggling with mental illness, addiction, and physical disabilities.
- ✓ City Net's staff will work with homeless neighbors to navigate housing opportunities, develop financial stability, and provide linkage to behavioral health resources and other supportive services.
- ✓ City Net will collaborate with various nonprofit organizations and community organizations to provide effective case management services.
- ✓ Once a homeless neighbor has been permanently housed, City Net will follow up with the individual or family for twelve (12) months to ensure housing retention and linkage to supportive services.
- ✓ Homeless Registry Management. Utilizing professional case management best practices and existing technology resources (that virtually coordinates with law enforcement), City Net will provide ongoing oversight and management of the local, street level homeless registry.
- ✓ City Net will utilize their ongoing data tracking to provide the stakeholder collaborative with regular updates and recommendations on the street level population.
- ✓ City Net will ensure that Corona homeless neighbors have access to all local/regional resources, and that city agencies have a conduit in City Net through which they can easily and successfully have homeless neighbors referred to them.
- ✓ City Net will encourage stakeholders, including the faith community, civic organizations, advocacy groups, businesses and others to achieve long-term solutions to end homelessness for most homeless neighbors and discourage well-intended activities that enable neighbors to be more comfortable remaining in their homelessness.
- ✓ City Net shall request City pre-approval on all housing placements that use funding in this contract including security deposits, rental assistance, landlord incentives, and first/last month's rent. Housing pre-approval packages submitted to the City shall include client HMIS number, VI-SPDAT survey, HQS inspection report, rent reasonableness assessment, copy of lease or rental agreement, and client participation agreement for 12 months of case management post housing placement.

2. Staffing

- ✓ Program Supervisor, including motel-activation support
- ✓ 4 Full Time Case Managers – 5 days per week
 - Outreach & Engagement
 - Case Management
 - Housing Navigation
- ✓ Case Manager motel weekend coverage
- ✓ Data Entry
- ✓ Finance and Billing
- ✓ Operations and Human Resources
- ✓ Executive Leadership
- ✓ The staffing plan will provide 276 hours per week on average for contract services

3. Reporting

Consultant will submit monthly dashboard reports that provide the following Corona client data elements:

- ✓ Contacts
- ✓ Engaged Clients
- ✓ New Engagements
- ✓ Street Exits
- ✓ Exit Destinations
- ✓ Shelter Exits
- ✓ Success Stories

SANTA ANA RIVER BOTTOM PROGRAM

A. MOTEL VOUCHER EMERGENCY SHELTER SERVICES

1. Program Goals and Objectives

To reduce fire hazards, dangers to wildlife habitat, and to address other safety issues caused by homeless encampments in the Santa Ana Riverbed, City Net will provide motel emergency shelter and other services to Corona's Santa Ana Riverbed homeless residents during the term of this agreement. The goal of this Agreement is to ensure continuity of care for the existing homeless clients with program capacity for up to eight (8) motel rooms per night for the City of Corona. To accomplish these objectives, City Net will work collaboratively with the following City Departments: Police Department, Fire Department, Parks Division in the Community Services Department, Homeless Solutions, Public Works, and other stakeholders as necessary to mitigate hazards and improve the quality of life in the City of Corona.

City Net will establish a waiting list of eligible Corona homeless individuals and families. City Net may serve wait list clients through program attrition resulting from existing client exits. City Net will continue to engage homeless clients with street outreach services and add eligible clients to the wait list. Wait list clients must be willing to engage in case management services to work towards the goal of stable housing to short-term bridge housing. This includes willingness to complete VI-SPDAT assessments (Vulnerability Index Service Prioritization Decision Assistance Tool) for referral to permanent housing and other services through the County's Coordinated Entry System.

2. Description of Services

City Net will manage the motel voucher emergency shelter program using the following criteria:

- ✓ Provide safe shelter to program clients during COVID-19 outbreaks.
- ✓ City Net may provide additional motel shelter and services to Santa Ana Riverbed homeless during severe winter weather with approval from City of Corona. City Net will ensure that program is operated within contract budget through contract term. Eligible clients participating in case management can be transitioned to longer-term bridge motel shelter.
- ✓ Serve new clients through program attrition resulting from exits of existing clients. Program capacity is up to eight (8) motel rooms per night provided monthly costs stay within contract budget throughout contract term.
- ✓ Provide motel shelter with case management and supportive services for clients.
- ✓ Existing or new clients must comply with the rules of the program which include compliance with motel management rules as well as active engagement in case management and housing plan goals to transition to the next step of bridge or permanent housing. This includes willingness to complete VI-

SPDAT assessments (Vulnerability Index Service Prioritization Decision Assistance Tool) for referral to permanent housing and other services through the County's Coordinated Entry System.

- ✓ Low barrier entrance criteria for clients served through program.
- ✓ Housing-focused case management services to provide initial stability for clients as they are assessed for diversion, family reunification, self-resolution of homelessness, and/or connection to appropriate and eligible longer-term housing resources.
- ✓ Establishment of goals between client and agency that focus on exits to more permanent forms of housing.
- ✓ Referrals to appropriate resource agencies for food, medical care, benefits assistance, legal assistance, etc.
- ✓ The motel emergency shelter program maximum length of stay is no more than 180 consecutive days. City approval is required for length of stays in excess of 180 consecutive days.
- ✓ As part of the motel activation program, City Net will provide after-hours support to support Corona PD for anti-camping enforcement as well as activation for disasters/emergencies. City Net will track Corona PD and emergency/disaster placements separate from other programs and shall only provide one-night of motel shelter unless otherwise requested by the City.
 - To accommodate Corona PD and disaster/emergency activation needs or other extenuating circumstances such as medically fragile or compromised clients, with City pre-approval, City Net may exceed 8 motel rooms per night for the Santa Ana River Bottom Program by collaborating with the City to assess impacts to the contract budget to ensure that program services remain in place throughout the contract term.

3. Case Management Activities Include:

- ✓ Assessment and intake using the County's Homeless Management Information System (HMIS) and Coordinated Entry System (CES).
- ✓ Conducting initial evaluations, including verifying and documenting eligibility.
- ✓ Monitoring and evaluating program participant progress.
- ✓ Providing information and referrals to other providers as appropriate.

- ✓ Developing an individualized plan for transition from motel shelter to other forms of shelter or stabilized housing, including completion of VI-SPDAT assessments (Vulnerability Index Service Prioritization Decision Assistance Tool) for referral to permanent housing and other services through the County's Coordinated Entry System.
- ✓ Providing client services such as food cards, bus passes, pet supplies, or other client support.

4. Transportation

- ✓ Transportation services to motels will continue to be provided using privately leased vans, bus passes, Uber/Lyft and/or other similar transportation services.

5. Critical Incident Policy

- ✓ City Net will continue to use the Critical Incident Policy to immediately notify the City of Corona of any critical incidents including 911 calls due to illnesses, injuries, deaths, altercations, damages to motel property or other critical issues related to the Motel Voucher Emergency Shelter Program.

6. Report of Program Activities and Client Outcomes

Unless otherwise requested from the City of Corona, City Net will provide a monthly report of 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:
 - Above 80% AMI
 - 80% AMI
 - 60-80% AMI
 - 50% AMI (Very Low-Income)
 - 30% or below AMI (Extremely Low-Income)
- ✓ Racial ethnicity of all clientele.
- ✓ 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 to support anti-camping enforcement.
- ✓ Number of clients referred from the Corona Police Department to support anti-camping enforcement through motel activation.
- ✓ Length of time homeless in Corona.
- ✓ Number of bed nights per client and total number of motel nights per household.
- ✓ Total number bed nights for all clients and total number of all motel nights for all client households.
- ✓ Supportive services provided to each client including meal services, case management, and successful enrollment in other service/benefit programs.
- ✓ Name and location of motels participating in program.
- ✓ Client status if enrolled in CES.
- ✓ Number of exits from motels to longer-term shelter or housing.
- ✓ Number and explanation for exits back to the streets.
- ✓ Summary of reasons for client exits (e.g., rule violations for guests, damages, non-compliance with case management, housing placement, death, etc.)
- ✓ Cost of motel per night per client and average cost of all motels per night for all clients.
- ✓ Average cost of case management and indirect costs per household and average fully loaded cost per night including motel costs and case management/indirect costs.

7. City of Corona Homeless Strategic Plan Measures of Success Data Elements:

- ✓ Exit destinations
- ✓ Number of first time homeless
- ✓ Length of homelessness

- ✓ Length of stay in motel emergency shelter system
- ✓ Non-employment & employment income changes
- ✓ Housing placement and retention rates
- ✓ Document ready clients waiting for housing
- ✓ Returns to homelessness

B. OUTREACH, ENGAGEMENT, AND CASE MANAGEMENT PROGRAM

Consultant promises and agrees to furnish to City all labor, materials, tools, equipment, services, and incidental and customary work to fully and adequately supply homeless outreach, engagement, and case management services for the City of Corona.

City Net will partner with the City of Corona staff, the Corona Police and Fire Departments, and in some cases, the County, to lead a street level homeless service collaborative. Building upon existing City efforts, City Net will refine and provide collaborative leadership to a focused coalition of city government, health care, law enforcement and other city first responders, advocacy groups, nonprofit organizations, local businesses, various faith communities as well as homeless neighbors.

This effort will focus on Corona's homeless neighbors seeking to engage them in case management with the goal of exiting them from the Santa Ana Riverbed, with the long-term goal of dramatically reducing street-level homelessness locally. In addition to connecting to Corona's homeless system of services, City Net will also work with regional Continuum of Care public and private partners to coordinate the care, sheltering, and housing of Corona's homeless neighbors.

1. Key Activities and Deliverables

- ✓ Ongoing Case Management, prioritizing the most vulnerable and costly cases.
- ✓ City Net will provide four full time case managers and a compliment of other specialized staffing as needed for very particular aspects of the work.
- ✓ This two-member case management team will work eighty (80) hours per week providing ongoing outreach, engagement, and case management activities at priority locations across the City – including regular outreach coordination with law enforcement as necessary.
- ✓ City Net will also establish a regular presence at strategic in-reach locations where emergency service provisions are being provided.
- ✓ City Net will prioritize chronically homeless neighbors, who are typically struggling with mental illness, addiction, and physical disabilities.

- ✓ City Net's staff will work with homeless neighbors to navigate housing opportunities, develop financial stability, and provide linkage to behavioral health resources and other supportive services.
- ✓ City Net will collaborate with various nonprofit organizations and community organizations to provide effective case management services.
- ✓ Once a homeless neighbor has been permanently housed, City Net will follow up with the individual or family for twelve (12) months to ensure housing retention and linkage to supportive services.
- ✓ Homeless Registry Management. Utilizing professional case management best practices and existing technology resources (that virtually coordinates with law enforcement), City Net will provide ongoing oversight and management of the local, street level homeless registry.
- ✓ City Net will utilize their ongoing data tracking to provide the stakeholder collaborative with regular updates and recommendations on the street level population.
- ✓ Street Exits. City Net will ensure that Corona homeless neighbors have access to all local/regional resources, and that city agencies have a conduit in City Net through which they can easily and successfully have homeless neighbors referred to them.
- ✓ City Net will encourage stakeholders, including the faith community, civic organizations, advocacy groups, businesses and others to achieve long-term solutions to end homelessness for most homeless neighbors and discourage well-intended activities that enable neighbors to be more comfortable remaining in their homelessness.
- ✓ City Net shall request City pre-approval on all housing placements that use funding in this contract including security deposits, rental assistance, landlord incentives, and first/last month's rent. Housing pre-approval packages submitted to the City shall include client HMIS number, VI-SPDAT survey, HQS inspection report, rent reasonableness assessment, copy of lease or rental agreement, and client participation agreement for 12 months of case management post housing placement.

2. Staffing

- ✓ Program Supervisor, including motel-activation support
- ✓ 2 Full Time Case Managers – 5 days per week
 - Outreach & Engagement
 - Case Management
 - Housing Navigation

- ✓ Case Manager motel weekend coverage
- ✓ Data Entry
- ✓ Finance and Billing
- ✓ Operations and Human Resources
- ✓ Executive Leadership
- ✓ The staffing plan will provide 129 hours per week on average for contract services

3. Reporting

Consultant will submit monthly dashboard reports that provide the following Corona client data elements:

- ✓ Contacts
- ✓ Engaged Clients
- ✓ New Engagements
- ✓ Street Exits
- ✓ Exit Destinations
- ✓ Shelter Exits
- ✓ Success Stories

C. COUNTY SPECIFIC REQUIREMENTS FOR RIVER BOTTOM PROGRAM

1. Incorporation of County SARB Response Agreement

- ✓ City Net shall comply with and implement all terms and conditions set forth in the Santa Ana River Bottom (SARB) Response Agreement between the City and the County of Riverside (contract HWS-0004684), referenced in **Attachment No. 1** to this Exhibit “2A” and incorporated herein by reference, as modified by the Budget Modification approved by the County of Riverside, referenced in **Attachment No. 2** to this Exhibit “2A” and incorporated herein by reference.
- ✓ To accommodate changes to City Net rates, the Direct Staff Costs and Other Direct Costs outlined in the original County Agreement with the City of

Corona were modified by the County effective October 19, 2023 per the attached Budget Modification (**Attachment 2**) as follows:

- \$263,570.32 City Net Direct Staff Costs.
- \$613,985.96 City Net Other Direct Costs.
- \$43,877.82 in 5% City Net Admin/Indirect Costs.
- City of Corona general funds will be used to pay the remaining \$43,877.81 in Indirect Costs for City Net's required 10% Indirect totaling \$87,755.63.
- The \$150,000 Encampment Clean-Up funds are allocated to the City of Corona and are not a part of the City Net budget or scope of services.

2. Clarification of Housing Navigation for Corona

- ✓ For the Corona Santa Ana River Bottom funding, housing navigation includes landlord relationship development, Housing Quality Standards (HQS) inspections, negotiation of leases with landlords for rent assistance of up to one year in advance. Landlord leases that include prepayment of rent must have provisions that allow for a full refund of all unused rent in the event of a premature termination of lease agreement and/or provisions that allow City Net to place another client in the same unit for the remainder of the lease term.

**ATTACHMENT NO. 1
TO EXHIBIT "2A"**

**SANTA ANA RIVER BOTTOM (SARB) RESPONSE AGREEMENT BETWEEN THE
CITY AND THE COUNTY OF RIVERSIDE (CONTRACT HWS-0004684)**

[THIS ONE HUNDRED THIRTY-TWO (132) PAGE AGREEMENT HAS BEEN PROVIDED
TO CONSULTANT UNDER SEPARATE COVER. CONSULTANT UNDERSTANDS,
ACKNOWLEDGES AND AGREES TO RECEIPT OF AND RESPONSIBILITY FOR THE
SAME.]

**ATTACHMENT NO. 2
TO EXHIBIT "2A"**

BUDGET MODIFICATION APPROVED BY THE COUNTY OF RIVERSIDE

[THIS ONE (1) PAGE DOCUMENT HAS BEEN PROVIDED TO CONSULTANT UNDER SEPARATE COVER. CONSULTANT UNDERSTANDS, ACKNOWLEDGES AND AGREES TO RECEIPT OF AND RESPONSIBILITY FOR THE SAME.]

**EXHIBIT “2A-1”
SCOPE OF SERVICES
FOR CITY OF NORCO**

REGULAR PROGRAM

A. MOTEL VOUCHER EMERGENCY SHELTER SERVICES

1. Program Goals and Objectives

City Net will provide motel voucher emergency shelter to Norco’s homeless residents with documentable ties to the City during the term of this agreement. The goal of this Agreement is to ensure continuity of care for the existing homeless clients with program capacity for up to eight (8) motel rooms per night in the City of Norco.

City Net will establish a waiting list of eligible Norco homeless individuals and families. City Net may serve wait list clients through program attrition resulting from existing client exits. City Net will continue to engage homeless clients with street outreach services and add eligible clients to the wait list. Wait list clients must be willing to engage in case management services to work towards the goal of stable housing to short-term bridge housing. This includes willingness to complete VI-SPDAT assessments (Vulnerability Index Service Prioritization Decision Assistance Tool) for referral to permanent housing and other services through the County’s Coordinated Entry System.

2. Description of Services

City Net will manage the motel voucher emergency shelter program using the following criteria:

- ✓ Serve new clients through program attrition resulting from exits of existing clients. Program capacity is up to eight (8) motel rooms per night provided monthly costs stay within contract budget throughout contract term.
- ✓ Provide motel shelter with case management and supportive services for clients.
- ✓ Existing or new clients must comply with the rules of the program which include compliance with motel management rules as well as active engagement in case management and housing plan goals to transition to the next step of bridge or permanent housing. This includes willingness to complete VI-SPDAT assessments (Vulnerability Index Service Prioritization Decision Assistance Tool) for referral to permanent housing and other services through the County’s Coordinated Entry System.
- ✓ Low barrier entrance criteria for clients served through program.
- ✓ Housing-focused case management services to provide initial stability for clients as they are assessed for diversion, family reunification, self-resolution

of homelessness, and/or connection to appropriate and eligible longer-term housing resources.

- ✓ Establishment of goals between client and agency that focus on exits to more permanent forms of housing.
- ✓ Referrals to appropriate resource agencies for food, medical care, benefits assistance, legal assistance, etc.
- ✓ The motel emergency shelter program maximum length of stay is no more than 180 consecutive days. City approval is required for length of stays in excess of 180 consecutive days.
- ✓ As part of the motel shelter program, City Net will provide after-hours activation services for disasters/emergencies. City Net will track emergency/disaster placements separate from other programs and shall only provide one-night of motel shelter unless otherwise requested by the City.
 - To accommodate disaster/emergency activation needs or other extenuating circumstances such as medically fragile or compromised clients, City Net may exceed eight (8) motel rooms per night for the regular program (FY 2023 City Housing Funds and FY 2024 SAMHSA and City Housing Funds) by collaborating with the City to assess impacts to the contract budget to ensure that program services remain in place throughout the contract term.

3. Case Management Activities Include:

- ✓ Assessment and intake using the County's Homeless Management Information System (HMIS) and Coordinated Entry System (CES).
- ✓ Conducting initial evaluations, including verifying and documenting eligibility.
- ✓ Monitoring and evaluating program participant progress.
- ✓ Providing information and referrals to other providers as appropriate.
- ✓ Developing an individualized plan for transition from motel shelter to other forms of shelter or stabilized housing, including completion of VI-SPDAT assessments (Vulnerability Index Service Prioritization Decision Assistance Tool) for referral to permanent housing and other services through the County's Coordinated Entry System.
- ✓ Providing client services such as food cards, bus passes, pet supplies, or other client support.

4. Transportation

- ✓ Transportation services to motels will continue to be provided using privately leased vans, bus passes, Uber/Lyft and/or transportation services.

5. Critical Incident Policy

- ✓ City Net will continue to use the Critical Incident Policy to immediately notify the City of Norco (and contract manager for the City of Corona) of any critical incidents including 911 calls due to illnesses, injuries, deaths, altercations, damages to motel property or other critical issues related to the Motel Voucher Emergency Shelter Program.

6. Report of Program Activities and Client Outcomes

Unless otherwise requested from the City of Norco (or contract manager for the City of Corona), City Net will provide a monthly report of 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:
 - Above 80% AMI
 - 80% AMI
 - 60-80% AMI
 - 50% AMI (Very Low-Income)
 - 30% or below AMI (Extremely Low-Income)
- ✓ Racial ethnicity of all clientele.
- ✓ 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 Norco, also provide the name of agency that transported or referred client to Norco.
- ✓ Type of document used to verify ties to the City of Norco.
- ✓ Length of time homeless in Norco.

- ✓ Number of bed nights per client and total number of motel nights per household.
- ✓ Total number bed nights for all clients and total number of all motel nights for all client households.
- ✓ Supportive services provided to each client including meal services, case management, and successful enrollment in other service/benefit programs.
- ✓ Name and location of motels participating in program.
- ✓ Client status if enrolled in CES.
- ✓ Number of exits from motels to longer-term shelter or housing.
- ✓ Number and explanation for exits back to the streets.
- ✓ Summary of reasons for client exits (e.g., rule violations for guests, damages, non-compliance with case management, housing placement, death, etc.)
- ✓ Cost of motel per night per client and average cost of all motels per night for all clients.
- ✓ Average cost of case management and indirect costs per household and average fully loaded cost per night including motel costs and case management/indirect costs.

7. Measures of Success Data Elements:

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

B. OUTREACH, ENGAGEMENT, AND CASE MANAGEMENT PROGRAM

Consultant promises and agrees to furnish to City all labor, materials, tools, equipment, services, and incidental and customary work to fully and adequately supply homeless outreach, engagement, and case management services for the City of Norco.

City Net will partner with the City of Corona contract administrator, City of Norco staff, the Riverside Sheriff's Department, and in some cases, the County, to lead a street level homeless service collaborative.

This effort will focus on Norco's homeless neighbors seeking to engage them in case management with the goal of exiting them from the streets, with the long-term goal of dramatically reducing street-level homelessness locally. City Net will also work with regional Continuum of Care public and private partners to coordinate the care, sheltering, and housing of Norco's homeless neighbors.

1. Key Activities and Deliverables

- ✓ Ongoing Case Management, prioritizing the most vulnerable and costly cases.
- ✓ City Net will provide two part-time case managers and a compliment of other specialized staffing as needed for very particular aspects of the work.
- ✓ This two-member case management team will work thirty-six (36) hours per week providing ongoing outreach, engagement, and case management activities at priority locations across the City of Norco, including regular outreach coordination with law enforcement as necessary.
- ✓ City Net will also establish a regular presence at strategic in-reach locations where emergency service provisions are being provided.
- ✓ City Net will prioritize chronically homeless neighbors, who are typically struggling with mental illness, addiction, and physical disabilities.
- ✓ City Net's staff will work with homeless neighbors to navigate housing opportunities, develop financial stability, and provide linkage to behavioral health resources and other supportive services.
- ✓ City Net will collaborate with various nonprofit organizations and community organizations to provide effective case management services.
- ✓ City Net will ensure that Norco homeless neighbors have access to all local/regional resources, and that city agencies have a conduit in City Net through which they can easily and successfully have homeless neighbors referred to them.

2. Reporting

Consultant will submit monthly dashboard reports that provide the following Norco client data elements:

- ✓ Contacts
- ✓ Engaged Clients
- ✓ New Engagements
- ✓ Street Exits
- ✓ Exit Destinations
- ✓ Shelter Exits
- ✓ Success Stories

SANTA ANA RIVER BOTTOM PROGRAM

A. MOTEL VOUCHER EMERGENCY SHELTER SERVICES

1. Program Goals and Objectives

To reduce fire hazards, dangers to wildlife habitat, and to address other safety issues caused by homeless encampments in the Santa Ana Riverbed, City Net will provide motel emergency shelter and other services to Norco's Santa Ana Riverbed homeless residents during the term of this agreement. The goal of this Agreement is to ensure continuity of care for the existing homeless clients with program capacity for up to eight (8) motel rooms per night for the City of Norco. To accomplish these objectives, City Net will work collaboratively with the following City Departments: Norco Sheriff's Department, Cal Fire, Parks Division in the Community Services Department, Corona Homeless Solutions Contract Manager, Public Works, and other stakeholders as necessary to mitigate hazards and improve the quality of life in the City of Norco.

City Net will establish a waiting list of eligible Norco homeless individuals and families. City Net may serve wait list clients through program attrition resulting from existing client exits. City Net will continue to engage homeless clients with street outreach services and add eligible clients to the wait list. Wait list clients must be willing to engage in case management services to work towards the goal of stable housing to short-term bridge housing. This includes willingness to complete VI-SPDAT assessments (Vulnerability Index Service Prioritization Decision Assistance Tool) for referral to permanent housing and other services through the County's Coordinated Entry System.

2. Description of Services

City Net will manage the motel voucher emergency shelter program using the following criteria:

- ✓ Provide safe shelter to program clients during COVID-19 outbreaks.
- ✓ City Net may provide shelter and services to Norco homeless during severe winter weather with approval from City of Norco (and contract manager for the City of Corona). City Net will ensure that program is operated within contract budget through contract term. Eligible clients participating in case management can be transitioned to longer-term bridge motel shelter.
- ✓ Serve new clients through program attrition resulting from exits of existing clients. Program capacity is up to eight (8) motel rooms per night provided monthly costs stay within contract budget throughout contract term.
- ✓ Provide motel shelter with case management and supportive services for clients.
- ✓ Existing or new clients must comply with the rules of the program which include compliance with motel management rules as well as active engagement in case management and housing plan goals to transition to the next step of bridge or permanent housing. This includes willingness to complete VI-

SPDAT assessments (Vulnerability Index Service Prioritization Decision Assistance Tool) for referral to permanent housing and other services through the County's Coordinated Entry System.

- ✓ Low barrier entrance criteria for clients served through program.
- ✓ Housing-focused case management services to provide initial stability for clients as they are assessed for diversion, family reunification, self-resolution of homelessness, and/or connection to appropriate and eligible longer-term housing resources.
- ✓ Establishment of goals between client and agency that focus on exits to more permanent forms of housing.
- ✓ Referrals to appropriate resource agencies for food, medical care, benefits assistance, legal assistance, etc.
- ✓ The motel emergency shelter program maximum length of stay is no more than 180 consecutive days. City approval is required for length of stays in excess of 180 consecutive days.
- ✓ As part of the motel activation program, City Net will provide after-hours support to support the Norco Sheriff's Department for anti-camping enforcement as well as activation for disasters/emergencies. City Net will track Norco Sheriff's Department and emergency/disaster placements separate from other programs and shall only provide one-night of motel shelter unless otherwise requested by the City.
 - To accommodate Norco Sheriff's Department and disaster/emergency activation needs or other extenuating circumstances such as medically fragile or compromised clients, with City pre-approval, City Net may exceed 8 motel rooms per night for the Santa Ana River Bottom Program by collaborating with the City (and Corona's contract manager) to assess impacts to the contract budget to ensure that program services remain in place throughout the contract term.

3. Case Management Activities Include:

- ✓ Assessment and intake using the County's Homeless Management Information System (HMIS) and Coordinated Entry System (CES).
- ✓ Conducting initial evaluations, including verifying and documenting eligibility.
- ✓ Monitoring and evaluating program participant progress.

- ✓ Providing information and referrals to other providers as appropriate.
- ✓ Developing an individualized plan for transition from motel shelter to other forms of shelter or stabilized housing, including completion of VI-SPDAT assessments (Vulnerability Index Service Prioritization Decision Assistance Tool) for referral to permanent housing and other services through the County's Coordinated Entry System.
- ✓ Providing client services such as food cards, bus passes, pet supplies, or other client support.

4. Transportation

- ✓ Transportation services to motels will continue to be provided using privately leased vans, bus passes, Uber/Lyft and/or other similar transportation services.

5. Critical Incident Policy

- ✓ City Net will continue to use the Critical Incident Policy to immediately notify the City of Norco and contract administrator for City of Corona of any critical incidents including 911 calls due to illnesses, injuries, deaths, altercations, damages to motel property or other critical issues related to the Motel Voucher Emergency Shelter Program.

6. Report of Program Activities and Client Outcomes

Unless otherwise requested from the City of Norco, City Net will provide a monthly report of 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:
 - Above 80% AMI
 - 80% AMI
 - 60-80% AMI
 - 50% AMI (Very Low-Income)
 - 30% or below AMI (Extremely Low-Income)
- ✓ Racial ethnicity of all clientele.
- ✓ 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 Norco also provide the name of agency that transported or referred client to Norco.
- ✓ Type of document used to verify ties to the City of Norco or documentation of Norco Sheriff's Department waiver of ties to the City of Norco to support anti-camping enforcement.
- ✓ Number of clients referred from the Norco Sheriff's Department to support anti-camping enforcement through motel activation.
- ✓ Length of time homeless in Norco.
- ✓ Number of bed nights per client and total number of motel nights per household.
- ✓ Total number bed nights for all clients and total number of all motel nights for all client households.
- ✓ Supportive services provided to each client including meal services, case management, and successful enrollment in other service/benefit programs.
- ✓ Name and location of motels participating in program.
- ✓ Client status if enrolled in CES.
- ✓ Number of exits from motels to longer-term shelter or housing.
- ✓ Number and explanation for exits back to the streets.
- ✓ Summary of reasons for client exits (e.g., rule violations for guests, damages, non-compliance with case management, housing placement, death, etc.)
- ✓ Cost of motel per night per client and average cost of all motels per night for all clients.
- ✓ Average cost of case management and indirect costs per household and average fully loaded cost per night including motel costs and case management/indirect costs.

7. City of Norco Measures of Success Data Elements:

- ✓ Exit destinations
- ✓ Number of first time homeless

- ✓ Length of homelessness
- ✓ Length of stay in motel emergency shelter system
- ✓ Non-employment & employment income changes
- ✓ Housing placement and retention rates
- ✓ Document ready clients waiting for housing
- ✓ Returns to homelessness

B. OUTREACH, ENGAGEMENT, AND CASE MANAGEMENT PROGRAM

Consultant promises and agrees to furnish to City all labor, materials, tools, equipment, services, and incidental and customary work to fully and adequately supply homeless outreach, engagement, and case management services for the City of Norco.

City Net will partner with the City of Norco and City of Corona staff, the Norco Sheriff's Department, and in some cases, the County, to lead a street level homeless service collaborative. Building upon existing City efforts, City Net will refine and provide collaborative leadership to a focused coalition of city government, health care, law enforcement and other city first responders, advocacy groups, nonprofit organizations, local businesses, various faith communities as well as homeless neighbors.

This effort will focus on Norco's homeless neighbors seeking to engage them in case management with the goal of exiting them from the Santa Ana Riverbed with the long-term goal of dramatically reducing street-level homelessness locally. In addition to connecting to Norco's homeless system of services, City Net will also work with regional Continuum of Care public and private partners to coordinate the care, sheltering, and housing of Norco's homeless neighbors.

1. Key Activities and Deliverables

- ✓ Ongoing Case Management, prioritizing the most vulnerable and costly cases.
- ✓ City Net will provide two full time case managers and a compliment of other specialized staffing as needed for very particular aspects of the work.
- ✓ This two-member case management team will work eighty (80) hours per week providing ongoing outreach, engagement, and case management activities at priority locations across the City – including regular outreach coordination with law enforcement as necessary.
- ✓ City Net will also establish a regular presence at strategic in-reach locations where emergency service provisions are being provided.

- ✓ City Net will prioritize chronically homeless neighbors, who are typically struggling with mental illness, addiction, and physical disabilities.
- ✓ City Net's staff will work with homeless neighbors to navigate housing opportunities, develop financial stability, and provide linkage to behavioral health resources and other supportive services.
- ✓ City Net will collaborate with various nonprofit organizations and community organizations to provide effective case management services.
- ✓ Once a homeless neighbor has been permanently housed, City Net will follow up with the individual or family for twelve (12) months to ensure housing retention and linkage to supportive services.
- ✓ Homeless Registry Management. Utilizing professional case management best practices and existing technology resources (that virtually coordinates with law enforcement), City Net will provide ongoing oversight and management of the local, street level homeless registry.
- ✓ City Net will utilize their ongoing data tracking to provide the stakeholder collaborative with regular updates and recommendations on the street level population.
- ✓ City Net will ensure that Norco homeless neighbors have access to all local/regional resources, and that city agencies have a conduit in City Net through which they can easily and successfully have homeless neighbors referred to them.
- ✓ City Net will encourage stakeholders, including the faith community, civic organizations, advocacy groups, businesses and others to achieve long-term solutions to end homelessness for most homeless neighbors and discourage well-intended activities that enable neighbors to be more comfortable remaining in their homelessness.
- ✓ City Net shall request City (and contract manager for the City of Corona) pre-approval on all housing placements that use funding in this contract including security deposits, rental assistance, landlord incentives, and first/last month's rent. Housing pre-approval packages submitted to the City shall include client HMIS number, VI-SPDAT survey, HQS inspection report, rent reasonableness assessment, copy of lease or rental agreement, and client participation agreement for 12 months of case management post housing placement.

2. Staffing

- ✓ Program Supervisor, including motel-activation support
- ✓ Two (2) Full Time Case Managers – 5 days per week

- Outreach & Engagement
- Case Management
- Housing Navigation

- ✓ Data Entry
- ✓ Finance and Billing
- ✓ Operations and Human Resources
- ✓ Executive Leadership
- ✓ The staffing plan will provide 129 hours per week on average for contract services

3. Reporting

Consultant will submit monthly dashboard reports that provide the following Norco-client data elements:

- ✓ Contacts
- ✓ Engaged Clients
- ✓ New Engagements
- ✓ Street Exits
- ✓ Exit Destinations
- ✓ Shelter Exits
- ✓ Success Stories

C. COUNTY SPECIFIC REQUIREMENTS FOR RIVER BOTTOM PROGRAM

1. Incorporation of County SARB Response Agreement

- ✓ City Net shall comply with and implement all terms and conditions set forth in the Santa Ana River Bottom (SARB) Response Agreement between Norco and the County of Riverside (contract HWS-0004686), referenced in **Attachment No. 1** to this Exhibit “2A-1” and incorporated herein by reference, as modified by the Budget Modification approved by the County of Riverside, referenced in **Attachment No. 2** to this Exhibit “2A-1” and incorporated herein by reference.

- ✓ To accommodate changes to City Net rates, the Direct Staff Costs and Other Direct Costs outlined in the original County Agreement with the City of Corona were modified by the County effective October 19, 2023 per the attached Budget Modification (**Attachment 2**) as follows:
 - \$263,570.32 City Net Direct Staff Costs.
 - \$615,235.96 which includes \$588,985.96 in City Net Other Direct Costs and \$26,250.00 in equipment costs allocated directly to the City of Norco.
 - \$42,627.82 in 5% City Net Admin/Indirect Costs.
 - City of Norco housing funds will be used to pay the remaining \$42,627.81 Indirect Costs for City Net's required 10% Indirect totaling \$85,255.63.
 - The \$150,000 Encampment Clean-Up funds are allocated to the City of Norco and not a part of the City Net budget or scope of services.
 - \$85,255.63 in City of Norco Housing Funds will be paid to the City of Corona for a 10% Admin Fee. Corona's admin fee is separate from the City Net contract.

2. Clarification of Housing Navigation for Norco

- ✓ For the Norco Santa Ana River Bottom funding, housing navigation includes landlord relationship development, Housing Quality Standards (HQS) inspections, negotiation of leases with landlords for rent assistance of up to one year in advance. Landlord leases that include prepayment of rent must have provisions that allow for a full refund of all unused rent in the event of a premature termination of lease agreement and/or provisions that allow City Net to place another client in the same unit for the remainder of the lease term.

**ATTACHMENT NO. 1
TO EXHIBIT "2A-1"**

**SANTA ANA RIVER BOTTOM (SARB) RESPONSE AGREEMENT BETWEEN THE
CITY AND THE COUNTY OF RIVERSIDE (CONTRACT HWS-0004686)**

[THIS ONE HUNDRED THIRTY-TWO (132) PAGE AGREEMENT HAS BEEN PROVIDED
TO CONSULTANT UNDER SEPARATE COVER. CONSULTANT UNDERSTANDS,
ACKNOWLEDGES AND AGREES TO RECEIPT OF AND RESPONSIBILITY FOR THE
SAME.]

**ATTACHMENT NO. 2
TO EXHIBIT "2A-1"**

BUDGET MODIFICATION APPROVED BY THE COUNTY OF RIVERSIDE

[THIS ONE (1) PAGE DOCUMENT HAS BEEN PROVIDED TO CONSULTANT UNDER SEPARATE COVER. CONSULTANT UNDERSTANDS, ACKNOWLEDGES AND AGREES TO RECEIPT OF AND RESPONSIBILITY FOR THE SAME.]

**EXHIBIT “2B”
SCHEDULE OF SERVICES
CITY OF CORONA**

City Net shall operate the following programs within budget limits and program capacity to ensure uninterrupted services in the City of Corona from July 1, 2022 through September 30, 2025:

1. Regular Program

- A. Motel Emergency Shelter Program
- B. Outreach and Engagement
- C. Case Management Program
- D. Housing Navigation/Housing Assistance

2. Santa Ana River Bottom Program

- A. Motel Emergency Shelter Program
- B. Outreach and Engagement
- C. Case Management Program
- D. Housing Navigation/Housing Assistance

City Net shall submit two (2) separate monthly invoices for payment, two (2) client data reports, as well as separate critical incident reports, as outlined in the Scope of Services, for the following programs:

1. Regular Program

- ✓ Final invoices/back-up documentation due to the City by August 15, 2024

2. Santa Ana River Bottom Program

- ✓ Final invoices/back-up documentation due to the City by April 30, 2025 to meet County deadline of May 31, 2025

**EXHIBIT “2B-1”
SCHEDULE OF SERVICES
CITY OF NORCO**

City Net shall operate the following programs within budget limits and program capacity to ensure uninterrupted services in the City of Corona from July 1, 2022 through September 30, 2025:

1. Regular Program

- A. Motel Emergency Shelter Program
- B. Outreach and Engagement
- C. Case Management Program
- D. Housing Navigation/Housing Assistance

2. Santa Ana River Bottom Program

- A. Motel Emergency Shelter Program
- B. Outreach and Engagement
- C. Case Management Program
- D. Housing Navigation/Housing Assistance

City Net shall submit two (2) separate monthly invoices for payment, two (2) client data reports, as well as separate critical incident reports, as outlined in the Scope of Services, for the following programs:

1. Regular Program

- ✓ FY 2023
 - Final invoices/back-up documentation due to the City by August 15, 2024
- ✓ FY 2024
 - Final Invoices/Back-Up Documentation due to the City by August 15, 2024 to meet SAMHSA project end period of September 29, 2024. Dates subject to change with SAMHSA.
 - City Net Invoices will need to track the following:
 - \$800,000 in SAMHSA Funds
 - \$148,095.50 in Norco Housing Funds

2. Santa Ana River Bottom Program

- ✓ Final invoices/back-up documentation due to the City by April 30, 2025 to meet County deadline of May 31, 2025

EXHIBIT "2C-2"
FY 2024 CITY OF CORONA (GENERAL FUNDS)

Labor: Regional Program Supervisor, Program Supervisor, Field Supervisor, Case Managers, Case Manager (OT), Data Entry and Reporting, Community Resource Manager, Executive Leadership, Project Finance, Project HR, Project Operations

Labor Subtotal: \$518,675.04

Operations and Program Expenses: Personal Protective Equipment (PPE) for staff and clients (masks, gloves, face shields, proximity suits, and other supplies.) with replacements; Whatever It Takes Client Services such as emergency supplies (food cards for street homeless, clothing, blankets/bedding, hygiene items, Landlord incentives, Rental assistance and move-in costs for various types of housing such as rapid rehousing, market rentals, sober living homes, room and board, shared housing rooms for rent, relocations, Application/document fees, local transportation, work expenses, appliances and other whatever it takes client services and supplies to support family reunification, crisis stabilization and housing placements; Client transport such as: vehicle lease, gas, insurance, maintenance, bus passes, and uber/lyft fees; Motel fees (room rentals & room taxes); Motel pet fees and damages, Motel client food cards, Office space rental (for confidential client files and materials/supplies/storage that is separate from City staffing offices); Computing and Telecommunications: Devices (copier, computers, phones), Services, and Supplies; Uniforms, forms, office supplies, program supplies, etc.; IT support and client management software licenses, Financial audit, Insurance: Liability, Worker's Compensation and other required insurance.

Operations and Program Expenses Subtotal: \$1,286,798.53

City Net Indirect Costs

De minimis rate for non-federal entity: Per 2 CFR 200.414(f), de minimis rate established for non-Federal entities who do not have negotiated Indirect Cost Rate. This fee is charged at a rate of 10% to offset expenses incurred by the organization

\$180,547.36

City Net Indirect Costs Subtotal: \$180,547.36

Total of City Net City of Corona Budget: \$1,986,020.93

Labor Rates may be billed at or below the fully loaded compensation rates outlined below:

Title/Role	Description/Shift	Fully Loaded Compensation	Weeks
Regional Program Director	Project compliance with management, operations and public safety standards	\$50.19	52
Program Supervisor	Direct program activities, staff supervision, scheduling, and motel after-hours activation to support CPD as well as during emergencies/disasters	\$44.17	52
Field Supervisor	Direct program activities, staff supervision, scheduling, and motel after-hours activation to support CPD as well as during emergencies/disasters	\$44.17	52
Case Manager	Outreach, engagement, case management, and housing navigation	\$36.62	52
Case Manager	Outreach, engagement, case management, and housing navigation	\$36.62	52
Case Manager	Outreach, engagement, case management, and housing navigation	\$36.62	52
Case Manager	Outreach, engagement, case management, and housing navigation	\$36.62	52
Case Manager (OT)	Motel weekend coverage as needed	\$54.93	52
Data Entry and Reporting	HMIS data entry, reporting, and data compliance	\$37.31	52
Community Resource Manager	Communications, mobilization of local community for advocacy and client resources	\$43.56	52
Executive Leadership	Project oversight, quality control, staff deployment, communications compliance and problem-solving	\$99.00	52
Project Finance	Client Services, Project fund management, Project Payroll, and Billing	\$49.12	52
Project Human Resources	Staff recruiting, hiring, training, and mediation	\$49.20	52
Project Operations	Inventory, purchasing, and technical support	\$41.19	52

EXHIBIT “2C-3”
FY 2024 CITY OF NORCO (SAMHSA AND CITY HOUSING FUNDS)

Labor: Regional Program Director, Program Supervisor, Case Managers, Case Manager (OT), Data Entry and Reporting, Executive Leadership, Project Finance, Human Resources, and Operations			
Labor Subtotal:			\$160,154.00
Operations and Program Expenses: Travel: Client/staff transport: vehicle lease, gas, insurance, maintenance as well as uber/lyft transportation services for clients and client bus passes; Motel room rentals, Motel room taxes, Motel pet fees and damages, Whatever It Takes Client Services such as Motel client food cards and street homeless food cards; Housing Assistance: Rapid Rehousing/Rental Assistance, Security Deposits, Landlord Incentives, 1st/Last Month’s Rent, Application Fees, and other Miscellaneous Housing Move-In Support, Outreach snacks and other whatever it takes client services and supplies to support family reunification, crisis stabilization and housing placements, Office Space and Office Furnishings/Furniture/Equipment Rentals; Telecommunications Services (Cell Service, Mobile Data/Hot Spot); Computing and Telecommunications Devices & Supplies such as laptops, iPads, Phone, Accessories such as keyboard, mouse, monitor, screen cover, etc; Staff Software; Personal Protective Equipment (PPE) for staff and clients (masks, gloves, face shields, proximity suits, trash bags, etc.) with replacements; Uniforms, copies, forms, office supplies, etc., Miscellaneous client services & supplies such as move-in kits, hygiene kits, or other client supplies or services; IT support and client management software licenses; Financial audit; Liability and other required insurance.			
Operations and Program Expenses Subtotal:			\$701,751.00
Total City Net SAMHSA/Norco Housing Fund Program / Operations Costs:			\$861,905.00
Administration			
10% Indirect Overhead / Per 2 CFR 200.414(f), de minimis rate established for non-Federal entities who do not have negotiated Indirect Cost Rate. This fee is charged at a rate of 10% to offset expenses incurred by the organization but not billable as direct project expenses.			\$86,190.50
Administration Subtotal:			\$86,190.50
Total of City Net City of Norco Budget:			\$948,095.50
Labor Rates may be billed at or below the fully loaded compensation rates outlined below:			
Title/Role	Description/Shift	Fully Loaded Compensation	Weeks
Regional Program Director	Project compliance with management, operations and public safety standards	\$50.19	52
Program Supervisor	Direct program activities, staff supervision, scheduling, and during emergencies, motel after-hours activation	\$44.17	52
Case Manager	Outreach, engagement, case management, housing navigation, HQS inspections, and leasing	\$36.62	52
Case Manager	Outreach, engagement, case management, housing navigation, HQS inspections, and leasing	\$36.62	52
Data Entry and Reporting	HMIS data entry, reporting, and data compliance	\$37.31	52
Executive Leadership	Project oversight, quality control, staff deployment, communications compliance and problem-solving	\$99.00	52
Finance	Client Services, Project fund management, Project Payroll, and Billing	\$49.12	52
Human Resources	Staff recruiting, hiring, training, and mediation	\$49.20	52
Operations	Inventory, purchasing, and technical support	\$41.19	52
City of Norco FY 2024 Budget Terms and Conditions:			
<ul style="list-style-type: none"> ✓ \$800,000 of the \$948,095.50 City Net Budget includes Federal SAMHSA Funds. On August 25, 2023, the City of Norco received Notice of Award FAIN # H79FG001079. Although the grant award has been approved, SAMHSA approval of budget line-item allocations is pending. Potential changes could include increasing or decreasing budget line items within the \$800,000 total. City of Norco Housing Funds will be used to fill any budget gaps if changes are required and/or the Scope of Work will be reduced. ✓ \$148,095.50 of the \$948,095.50 City Net budget includes City of Norco Housing Funds. ✓ The City Net indirect admin cost is \$86,190.50. The Federal SAMHSA grant will pay for \$38,095 of the indirect admin cost (5% SAMHSA admin limit) and the City of Norco Housing Funds will pay the remaining \$48,095.50. ✓ The City of Corona Admin Fee of 10% totaling \$86,190.50 will be paid with City of Norco Housing Funds outside of this contract. ✓ SAMHSA Funds Project Period Start Date: 09/30/23 / Project Period End Date: 09/29/24 			

EXHIBIT “2C-4”**CITY OF CORONA SANTA ANA RIVER BOTTOM ENCAMPMENT RESOLUTION FUNDING**

Labor: Program Supervisor, Case Managers, Dispatch, Data Entry and Reporting, Community Resource Manager, Executive Leadership, Finance, Human Resources, and Operations			
Labor Subtotal:			\$263,570.32
Operations and Program Expenses: Client/staff transport: vehicle lease, gas, vehicle insurance, and maintenance; Housing Assistance such as Rapid Rehousing rental assistance, Landlord incentives, fees and move-in costs for: sober living homes, room and board, rental housing, rooms for rent, relocations, fees for documentation, local transportation, work expenses and other whatever it takes client services and supplies to support family reunification, crisis stabilization and housing placements, Motel room rentals, Motel room taxes, Motel pet fees and damages, Motel client food cards, Office space and office equipment/furniture rental, Site Wi-Fi install & service, Telephones & service, Client & Staff computing supplies, Personal Protective Equipment (PPE) for staff and clients (masks, gloves, face shields, proximity suits, trash bags, etc.) with replacements; Uniforms, copies, forms, office supplies, equipment, IT support, data security, intranet, client management software licenses; Financial audit, Liability and other required Insurance			
Operations and Program Expenses Subtotal:			\$613,985.96
Administration			
10% Indirect Overhead / Per 2 CFR 200.414(f), de minimis rate established for non-Federal entities who do not have negotiated Indirect Cost Rate. This fee is charged at a rate of 10% to offset expenses incurred by the organization but not billable as direct project expenses. \$43,877.81 will be paid from the County SARB grant for 5% admin max and \$43,877.82 will be paid from the City of Corona General Fund for remaining 5% for a 10% indirect total of \$87,755.63)			\$87,755.63
City Net Administration Subtotal:			\$87,755.63
Total of City Net City of Corona SARB Budget:			\$965,311.91
Labor Rates may be billed at or below the fully loaded compensation rates outlined below:			
Title/Role	Description/Shift	Fully Loaded Compensation	Weeks
Program Supervisor	Direct program activities, staff supervision, scheduling, and during emergencies, motel after-hours activation	\$44.17	52
Case Manager	Outreach and engagement, housing navigation, leasing, and HQS Inspections	\$36.62	52
Case Manager	Outreach and engagement, housing navigation, leasing, and HQS Inspections	\$36.62	52
Dispatch	Response/dispatch to live and recorded requests for service via Outreach Line	\$31.00	52
Data Entry and Reporting	HMIS data entry, reporting, and data compliance	\$37.31	52
Community Resource Manager	Communications, mobilization of local community for advocacy and client resources	\$43.56	52
Executive Leadership	Project oversight, quality control, staff deployment, and problem solving	\$99.00	52
Finance	Client Services, Project fund management, Project Payroll, and Billing	\$49.12	52
Human Resources	Staff recruiting, hiring, training, and mediation	\$49.20	52
Operations	Inventory, purchasing, and technical support	\$41.19	52
Invoice/Back-Up Documentation Deadline: City Net must submit all final Santa Ana River Bottom Invoices with back-up documentation no later than April 30, 2025 to allow City processing time to meet County deadline of May 31, 2025 for submission of all Santa Ana River Bottom grant expenses			

EXHIBIT “2C-5”
CITY OF NORCO SANTA ANA RIVER BOTTOM ENCAMPMENT RESOLUTION FUNDING

Labor: Program Supervisor, Case Managers, Dispatch, Data Entry and Reporting, Community Resource Manager, Executive Leadership, Finance, Human Resources, Operations			
Labor Subtotal:			\$263,570.32
Operations and Program Expenses: Client/staff transport: vehicle lease, gas, vehicle insurance, and maintenance; Housing Assistance such as Rapid Rehousing Rental Assistance, Landlord incentives, fees and move-in costs for: sober living homes, room and board, rental housing, rooms for rent, relocations, fees for documentation, local transportation, work expenses; Motel room rentals, Motel room tax, Motel pet fees and damages, Motel client food cards, other whatever it takes client services and supplies to support family reunification, crisis stabilization and housing placements, Office space and office equipment/furniture rentals, Site Wi-Fi install & service, Telephones & service, Client & Staff computing supplies, Personal Protective Equipment (PPE) for staff and clients (masks, gloves, face shields, proximity suits, trash bags, etc.) with replacements; Uniforms, copies, forms, office supplies, equipment; IT support, data security, Intranet, client management software licenses; Financial audit, Liability and other required Insurance.			
Operations and Program Expenses Subtotal:			\$588,985.96
City Net Indirect			
10% Indirect Overhead / Per 2 CFR 200.414(f), de minimis rate established for non-Federal entities who do not have negotiated Indirect Cost Rate. This fee is charged at a rate of 10% to offset expenses incurred by the organization but not billable as direct project expenses. \$42,627.82 will be paid from the County SARB grant for 5% admin maximum and \$42,627.81 will be paid from the City of Norco Housing Fund for remaining 5% for a 10% indirect total of \$85,255.63)			\$85,255.63
City Net Administration Subtotal:			\$85,255.63
Total of City Net City of Norco SARB Budget:			\$937,811.91
Labor Rates may be billed at or below the fully loaded compensation rates outlined below:			
Title/Role	Description/Shift	Fully Loaded Compensation	Weeks
Program Supervisor	Direct program activities, staff supervision, scheduling, and during emergencies, motel after-hours activation	\$44.17	52
Case Manager	Outreach and engagement, housing navigation, leasing, and HQS Inspections	\$36.62	52
Case Manager	Outreach and engagement, housing navigation, leasing, and HQS Inspections	\$36.62	52
Dispatch	Response/dispatch to live and recorded requests for service via Outreach Line	\$31.00	52
Data Entry and Reporting	HMIS data entry, reporting, data compliance	\$37.31	52
Community Resource Manager	Communications, mobilization local community for advocacy and client resources	\$43.56	52
Executive Leadership	Project oversight, quality control, staff deployment, problem solving	\$99.00	52
Finance	Client Services, Project fund management, Project Payroll, billing	\$49.12	52
Human Resources	Staff recruiting, hiring, training, dispute resolution	\$49.20	52
Operations	Inventory, purchasing, technical support	\$41.19	52
Invoice/Back-Up Documentation Deadline: City Net must submit all final Santa Ana River Bottom Invoices with back-up documentation no later than April 30, 2025 to allow City processing time to meet County deadline of May 31, 2025 for submission of all Santa Ana River Bottom grant expenses			

EXHIBIT “2D”
HOURLY RATE RANGES FOR CORONA AND NORCO

To address labor market challenges, City Net may request hourly rate increases within the range maximums outlined in the tables below. All requests must be submitted in writing. If a request is approved, a contract amendment will be executed at the City Manager level so long as the rate increase stays within the approved labor budget. If rate changes increase the overall labor budget, all contract amendments must be submitted to City Council for approval. For increases involving the City of Norco budget, both cities will need to approve each rate increase request.

HOURLY RATE RANGES – CORONA AND NORCO				
Title/Role	Description	Fully Loaded Compensation	Hourly Rate Range Start	Hourly Rate Range Maximum
Regional Program Director	Project compliance with management, operations and public safety standards	\$50.19	\$50.19	\$60.19
Program Supervisor	Direct program activities, staff supervision, scheduling, and motel after-hours activation to support CPD as well as during emergencies/disasters	\$44.17	\$44.17	\$54.17
Field Supervisor	Direct program activities, staff supervision, scheduling, and motel after-hours activation to support CPD as well as during emergencies/disasters	\$44.17	\$44.17	\$54.17
Case Manager	Outreach, engagement, case management, and housing navigation	\$36.62	\$36.62	\$46.62
Case Manager (OT)	Motel weekend coverage as needed	\$54.93	\$54.93	\$64.93
Dispatch	Response/dispatch to live and recorded requests for service via Outreach Line	\$31.00	\$31.00	\$41.00
Data Entry and Reporting	HMIS data entry, reporting, data compliance	\$37.31	\$37.31	\$47.31

HOURLY RATE RANGES – CORONA AND NORCO				
Title/Role	Description	Fully Loaded Compensation	Hourly Rate Range Start	Hourly Rate Range Maximum
Community Resource Manager	Communications, mobilization of local community for advocacy and client resources	\$43.56	\$43.56	\$53.56
Executive leadership	Project oversight, quality control, staff deployment, and problem solving	\$99.00	\$99.00	\$109.00
Finance	Client Services, project fund management, project payroll, and billing	\$49.12	\$49.12	\$59.12
Human Resources	Staff recruiting, hiring, training, and mediation	\$49.20	\$49.20	\$59.20
Operations	Inventory, purchasing, and technical support	\$41.19	\$41.19	\$51.19