

**AGREEMENT FOR CONSULTANT SERVICES BETWEEN  
TEMECULA COMMUNITY SERVICES DISTRICT AND THESSALONIKA FAMILY  
SERVICES, INC. DBA MISSION HOPE**

**TEMECULA FAMILY BRIDGE PROGRAM & FLEXIBLE FAMILY  
ASSISTANCE ADMINISTRATION**

**THIS AGREEMENT** is made and effective as of **May 26, 2026**, between the **Temecula Community Services District**, a community services district (hereinafter referred to as "City"), and **Thessalonika Family Services, Inc. dba Mission Hope**, a California nonprofit corporation, (hereinafter referred to as "Consultant"). In consideration of the mutual covenants and conditions set forth herein, the parties agree as follows:

**1. TERM**

This Agreement shall commence on **July 1, 2026**, and shall remain and continue in effect until tasks described herein are completed, but in no event later than **June 30, 2027**, unless sooner terminated pursuant to the provisions of this Agreement.

**2. SERVICES**

Consultant shall perform the services and tasks described and set forth in Exhibit A, attached hereto and incorporated herein as though set forth in full. Consultant shall complete the tasks according to the schedule of performance which is also set forth in Exhibit A.

**3. PERFORMANCE**

Consultant shall faithfully and competently exercise the ordinary skill and competence of members of their profession. Consultant shall employ all generally accepted standards and practices utilized by persons engaged in providing similar services as are required of Consultant hereunder in meeting its obligations under this Agreement.

**4. PAYMENT**

a. The City agrees to pay Consultant, in accordance with the payment rates and terms and the schedule of payment as set forth in Exhibit B, Payment Rates and Schedule, attached hereto and incorporated herein by this reference as though set forth in full, based upon actual time spent on the above tasks. Any terms in Exhibit B, other than the payment rates and schedule of payment, are null and void. This amount shall not exceed **Three Hundred Fifty Thousand Dollars and No Cents (\$350,000.00)** for the total term of this agreement unless additional payment is approved as provided in this Agreement.

b. Consultant shall not be compensated for any services rendered in connection with its performance of this Agreement which are in addition to those set forth herein, unless such additional services are authorized in advance and in writing by the General Manager. Consultant shall be compensated for any additional services in the amounts and in the manner as agreed to by General Manager and Consultant at the time City's written authorization is given to Consultant for the performance of said services.

c. The General Manager may approve additional work up to ten percent (10%) of the amount of the Agreement as approved by the District. Any additional work in excess of this amount shall be approved by the the District.

d. Consultant shall submit invoices monthly for actual services performed. Invoices shall be submitted between the first and fifteenth business day of each month, for services provided in the previous month. Payment shall be made within thirty (30) days of receipt of each invoice as to all non-disputed fees. If the City disputes any of Consultant's fees, it shall give written notice to Consultant within thirty (30) days of receipt of an invoice of any disputed fees set forth on the invoice. For all reimbursements authorized by this Agreement, Consultant shall provide receipts on all reimbursable expenses in excess of Fifty Dollars (\$50) in such form as approved by the Director of Finance.

## **5. SUSPENSION OR TERMINATION OF AGREEMENT WITHOUT CAUSE**

a. The General Manager may at any time, for any reason, with or without cause, suspend or terminate this Agreement, or any portion hereof, by serving upon the Consultant at least ten (10) days prior written notice. Upon receipt of said notice, the Consultant shall immediately cease all work under this Agreement, unless the notice provides otherwise. If the General Manager suspends or terminates a portion of this Agreement such suspension or termination shall not make void or invalidate the remainder of this Agreement.

b. In the event this Agreement is terminated pursuant to this Section, the City shall pay to Consultant the actual value of the work performed up to the time of termination, provided that the work performed is of value to the City. Upon termination of the Agreement pursuant to this Section, the Consultant will submit an invoice to the City, pursuant to Section entitled "**PAYMENT**" herein.

## **6. DEFAULT OF CONSULTANT**

a. The Consultant's failure to comply with the provisions of this Agreement shall constitute a default. In the event that Consultant is in default for cause under the terms of this Agreement, City shall have no obligation or duty to continue compensating Consultant for any work performed after the date of default and can terminate this Agreement immediately by written notice to the Consultant. If such failure by the Consultant to make progress in the performance of work hereunder arises out of causes beyond the Consultant's control, and without fault or negligence of the Consultant, it shall not be considered a default.

b. If the General Manager determines that the Consultant is in default in the performance of any of the terms or conditions of this Agreement, it shall serve the Consultant with written notice of the default. The Consultant shall have ten (10) days after service upon it of said notice in which to cure the default by rendering a satisfactory performance. In the event that the Consultant fails to cure its default within such period of time, the General Manager shall have the right, notwithstanding any other provision of this Agreement, to terminate this Agreement without further notice and without prejudice to any other remedy to which it may be entitled at law, in equity or under this Agreement.

## **7. OWNERSHIP OF DOCUMENTS**

a. Consultant shall maintain complete and accurate records with respect to sales, costs, expenses, receipts and other such information required by Director of Community Services, or her designee, ("Director") that relate to the performance of services under this Agreement. Consultant shall maintain adequate records of services provided in sufficient detail

to permit an evaluation of services. All such records shall be maintained in accordance with generally accepted accounting principles and shall be clearly identified and readily accessible. Consultant shall provide free access to the representatives of Director at reasonable times to such books and records, shall give Director the right to examine and audit said books and records, shall permit Director to make transcripts there from as necessary, and shall allow inspection of all work, data, documents, proceedings and activities related to this Agreement. Such records, together with supporting documents, shall be maintained for a period of three (3) years after receipt of final payment.

b. Upon completion of, or in the event of termination or suspension of this Agreement, all original documents, designs, drawings, maps, models, computer files containing data generated for the work, surveys, notes, and other documents prepared in the course of providing the services to be performed pursuant to this Agreement shall become the sole property of the City and may be used, reused or otherwise disposed of by the City without the permission of the Consultant. With respect to computer files containing data generated for the work, Consultant shall make available to the Director, upon reasonable written request by the Director, the necessary computer software and hardware for purposes of accessing, compiling, transferring and printing computer files.

## **8. INDEMNIFICATION**

The Consultant agrees to defend, indemnify, protect and hold harmless the City of Temecula, Temecula Community Services District, and/or the Successor Agency to the Temecula Redevelopment Agency, its officers, officials, employees and volunteers from and against any and all claims, demands, losses, defense costs or expenses, including attorney fees and expert witness fees, or liability of any kind or nature which the City of Temecula, Temecula Community Services District, and/or the Successor Agency to the Temecula Redevelopment Agency, its officers, agents, employees or volunteers may sustain or incur or which may be imposed upon them for injury to or death of persons, or damage to property arising out of Consultant's negligent or wrongful acts or omissions arising out of or in any way related to the performance or non-performance of this Agreement, excepting only liability arising out of the negligence of the City of Temecula, Temecula Community Services District, and/or the Successor Agency to the Temecula Redevelopment Agency.

## **9. INSURANCE REQUIREMENTS**

Consultant shall procure and maintain for the duration of the contract insurance against claims for injuries to persons and/or damages to property, which may arise from or in connection with the performance of the work hereunder and the results of work by the Consultant, its agents, representatives, employees, or subcontractors.

a. Minimum Scope of Insurance. Coverage shall be at least as broad as:

1) Commercial General Liability (CGL): Insurance Services Office Form CG 00 01 covering CGL on an "occurrence" basis, including products and completed operation, property damage, bodily injury, and personal & advertising with limits no less than One Million (\$1,000,000) per occurrence. If a general aggregate limit applies, either the general aggregate limit shall apply separately to this project/location (ISO CG 25 03 05 09 or 25 04 05 09) or the general aggregate limit shall be twice the required occurrence limit.

2) Automobile Liability: ISO Form Number CA 00 01 covering any auto (Code 1), or if Consultant has no owned autos, covering hired, (Code8) and non-owned autos

(Code 9), with limits no less than One Million (\$1,000,000) per accident for bodily injury, including death, of one or more persons, property damage and personal injury.

3) Workers' Compensation: as required by the State of California, with Statutory Limits, and Employer's Liability Insurance with limit of no less than One million (\$1,000,000) per accident for bodily injury or disease. In accordance with the provisions of Labor Code Section 3700, every Consultant will be required to secure the payment of compensation to its employees. Pursuant to Labor Code Section 1861, Consultant must submit to City the following certification before beginning any work on the Improvements:

I am aware of the provisions of Section 3700 of the Labor Code which require every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of that code, and I will comply with such provisions before commencing the performance of the work of this contract.

By executing this Agreement, Consultant is submitting the certification required above.

The policy must contain a waiver of subrogation in favor of the City of Temecula, the Temecula Community Services District, the Successor Agency to the Temecula Redevelopment Agency, their officers, officials, employees or volunteers.

4) Professional Liability (Errors and Omissions): One million (\$1,000,000) per occurrence and in aggregate. Professional Liability Insurance shall be written on a policy form providing professional liability for the Consultant's profession.

b. Deductibles and Self-Insured Retentions. Any deductibles or self-insured retentions must be declared and approved by the Risk Manager.

c. Other Insurance Provisions. The insurance policies are to contain, or be endorsed to contain, the following provisions:

1) The City of Temecula, the Temecula Community Services District, the Successor Agency to the Temecula Redevelopment Agency, their officers, officials, employees and volunteers are to be covered as additional insureds on the CGL policy with respect to liability arising out of work or operations performed by or on behalf of the Consultant's products and completed operations of the Consultant; premises owned, occupied or used by the Consultant. General liability coverage can be provided in the form of an endorsement to the Consultant Insurance (at least as broad as ISO Form CG 20 10 11 85 or if not available, through the addition of both CG 20 10, CG 20 26, CG 20 33, or CG 20 38; and CG 20 37 if a later edition is used). The coverage shall contain no special limitations on the scope of protection afforded to the City of Temecula, the Temecula Community Services District, the Successor Agency to the Temecula Redevelopment Agency, their officers, officials, employees, or volunteers.

2) For any claims related to this project, the Consultant insurance coverage shall be primary and non-contributory and at least as broad as ISO CG 20 01 04 13 as respects the City, the Temecula Community Services District, the Successor Agency to the Temecula Redevelopment Agency, their officers, officials, employees, and volunteers. Any insurance or self-insurance maintained by the City of Temecula, Temecula Community Services District, and/or the Successor Agency to the Temecula Redevelopment Agency, its officers, officials, employees, or volunteers shall be excess of the Consultant's insurance and shall not contribute with it. This also applies to any Excess or Umbrella liability policies.

3) The Consultant may use Umbrella or Excess Policies to provide the limits as required in this agreement. The Umbrella or Excess policies shall be provided on a true

“following form” or broader coverage basis, with coverage at least as broad as provided on the underlying Commercial General Liability Insurance.

4) Any failure to comply with reporting or other provisions of the policies including breaches of warranties shall not affect the indemnification provided to the City of Temecula, the Temecula Community Services District, and/or the Successor Agency to the Temecula Redevelopment Agency, their officers, officials, employees, or volunteers.

5) The Consultant's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.

6) If the Consultant maintains broader coverage and/or higher limits than the minimums shown above, the City requires and shall be entitled to the broader coverage and/or higher limits maintained by the consultant.

7) If insurance coverage is canceled or, reduced in coverage or in limits the Consultant shall within two (2) business days of notice from insurer phone, fax, and/or notify the City via certified mail, return receipt requested of the changes to or cancellation of the policy.

8) Unless otherwise approved by City, if any part of the Services and Tasks is subcontracted, the Minimum Insurance Requirements must be provided by, or on behalf of, all subcontractors even if city has approved lesser insurance requirements for Consultant, and all subcontractors must agree in writing to be bound by the provisions of this section.

d. Acceptability of Insurers. Insurance required above, except for workers' compensation insurance, must be placed with insurers with a current A.M. Best rating of A-VII or better, unless otherwise acceptable to the City. Self-insurance shall not be considered to comply with these insurance requirements.

e. Verification of Coverage. Consultant shall furnish the City with original certificates and amendatory endorsements, or copies of the applicable policy language affecting coverage required by this clause. All certificates and endorsements and copies of the Declarations & Endorsements pages are to be received and approved by the City before work commences. However, failure to obtain the required documents prior to the work beginning shall not waive the Consultant obligation to provide them. The City reserves the right to require complete, certified copies of all required insurance policies, including endorsements required by these specifications, at any time.

f. Special Risks or Circumstances. The General Manager reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances.

## **10. INDEPENDENT CONTRACTOR**

a. Consultant is and shall at all times remain as to the City a wholly independent contractor. The personnel performing the services under this Agreement on behalf of Consultant shall at all times be under Consultant's exclusive direction and control. Neither City nor any of its officers, employees, agents, or volunteers shall have control over the conduct of Consultant or any of Consultant's officers, employees, or agents except as set forth in this Agreement. Consultant shall not at any time or in any manner represent that it or any of its officers, employees or agents are in any manner officers, employees or agents of the City. Consultant shall not incur or have the power to incur any debt, obligation or liability whatever against City, or bind City in any manner.

b. No employee benefits shall be available to Consultant in connection with the performance of this Agreement. Except for the fees paid to Consultant as provided in the Agreement, City shall not pay salaries, wages, or other compensation to Consultant for performing services hereunder for City. City shall not be liable for compensation or indemnification to Consultant for injury or sickness arising out of performing services hereunder.

**11. LEGAL RESPONSIBILITIES**

The Consultant shall keep itself informed of all local, State and Federal ordinances, laws and regulations which in any manner affect those employed by it or in any way affect the performance of its service pursuant to this Agreement. The Consultant shall at all times observe and comply with all such ordinances, laws and regulations. The City, and its officers and employees, shall not be liable at law or in equity occasioned by failure of the Consultant to comply with this section.

**12. RELEASE OF INFORMATION**

a. All information gained by Consultant in performance of this Agreement shall be considered confidential and shall not be released by Consultant without Director's prior written authorization. Consultant, its officers, employees, agents or subcontractors, shall not without written authorization from the Director or unless requested by the City Attorney, voluntarily provide declarations, letters of support, testimony at depositions, response to interrogatories or other information concerning the work performed under this Agreement or relating to any project or property located within the City. Response to a subpoena or court order shall not be considered "voluntary" provided Consultant gives City notice of such court order or subpoena.

b. Consultant shall promptly notify Director should Consultant, its officers, employees, agents or subcontractors be served with any summons, complaint, subpoena, notice of deposition, request for documents, interrogatories, request for admissions or other discovery request, court order or subpoena from any party regarding this Agreement and the work performed there under or with respect to any project or property located within the City. City retains the right, but has no obligation, to represent Consultant and/or be present at any deposition, hearing or similar proceeding. Consultant agrees to cooperate fully with City and to provide City Attorney with the opportunity to review any response to discovery requests provided by Consultant. However, City's right to review any such response does not imply or mean the right by City to control, direct, or rewrite said response.

**13. NOTICES**

Any notices which either party may desire to give to the other party under this Agreement must be in writing and may be given either by (i) personal service, (ii) delivery by a reputable document delivery service, such as but not limited to, Federal Express, that provides a receipt showing date and time of delivery, or (iii) mailing in the United States Mail, certified mail, postage prepaid, return receipt requested, addressed to the address of the party as set forth below or at any other address as that party may later designate by Notice. Notice shall be effective upon delivery to the addresses specified below or on the third business day following deposit with the document delivery service or United States Mail as provided above.

**Mailing Address:** City of Temecula  
Attn: General Manager  
41000 Main Street  
Temecula, CA 92590

**To Consultant: Mission Hope  
Attn: Heather Sanford  
41760 Rider Way  
Temecula, CA 92592**

**14. ASSIGNMENT; CONSULTANT WORK WITH ITS EMPLOYEES; SUBCONTRACTS**

The Consultant shall not assign the performance of this Agreement, nor any part thereof, nor any monies due hereunder, without prior written consent of the Director. Consultant shall perform all work under this agreement with its own employees unless Director approves in writing a subcontractor prior to start of subcontractor's work. Consultant shall not retain independent contractors to perform work for it under this Agreement. Upon termination of this Agreement, Consultant's sole compensation shall be payment for actual services performed up to, and including, the date of termination or as may be otherwise agreed to in writing between the City Council and the Consultant.

**15. LICENSES**

At all times during the term of this Agreement, Consultant shall have in full force and effect, all licenses required of it by law for the performance of the services described in this Agreement.

**16. GOVERNING LAW**

The City and Consultant understand and agree that the laws of the State of California shall govern the rights, obligations, duties and liabilities of the parties to this Agreement and also govern the interpretation of this Agreement. Any litigation concerning this Agreement shall take place in the municipal, superior, or federal district court with geographic jurisdiction over the City of Temecula. In the event such litigation is filed by one party against the other to enforce its rights under this Agreement, the prevailing party, as determined by the Court's judgment, shall be entitled to reasonable attorney fees and litigation expenses for the relief granted.

**17. PROHIBITED INTEREST**

No officer, or employee of the City of Temecula that has participated in the development of this agreement or its approval shall have any financial interest, direct or indirect, in this Agreement, the proceeds thereof, the Consultant, or Consultant's sub-contractors for this project, during his/her tenure or for one year thereafter. The Consultant hereby warrants and represents to the City that no officer or employee of the City of Temecula or the Temecula Community Services District that has participated in the development of this agreement or its approval has any interest, whether contractual, non-contractual, financial or otherwise, in this transaction, the proceeds thereof, or in the business of the Consultant or Consultant's sub-contractors on this project. Consultant further agrees to notify the Director in the event any such interest is discovered whether or not such interest is prohibited by law or this Agreement.

**18. ENTIRE AGREEMENT**

This Agreement contains the entire understanding between the parties relating to the obligations of the parties described in this Agreement. All prior or contemporaneous agreements, understandings, representations and statements, oral or written, are merged into this Agreement and shall be of no further force or effect. Each party is entering into this Agreement based solely

upon the representations set forth herein and upon each party's own independent investigation of any and all facts such party deems material.

**19. AUTHORITY TO EXECUTE THIS AGREEMENT**

The person or persons executing this Agreement on behalf of Consultant warrants and represents that he or she has the authority to execute this Agreement on behalf of the Consultant and has the authority to bind Consultant to the performance of its obligations hereunder. The General Manager is authorized to enter into an amendment on behalf of the City to make the following non-substantive modifications to the agreement: (a) name changes; (b) extension of time; (c) non-monetary changes in scope of work; (d) agreement termination.

**IN WITNESS WHEREOF**, the parties hereto have caused this Agreement to be executed the day and year first above written.

**TEMECULA COMMUNITY SERVICES DISTRICT**

**THESSALONIKA FAMILY SERVICES, INC. DBA MISSION HOPE**

By: \_\_\_\_\_  
**James Stewart, TCSD President**

Signed by:  
By:   
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**Heather Sanford, CEO**

**ATTEST:**

By: \_\_\_\_\_  
**Randi Johl, Secretary**

DocuSigned by:  
By:   
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**Nicole Albrecht, Vice-Chair/Treasurer**

**APPROVED AS TO FORM:**

Signed by:  
By:   
C343357EB2E34B5...  
**Peter M. Thorson, General Counsel**

**CONSULTANT**

**Thessalonika Family Services dba Mission Hope**  
**Attn: Heather Sanford**  
**41760 Rider Way**  
**Temecula, CA 92592**  
**heather.sanford@missionhope.com**

[SIGNATURE REQUIREMENTS: Consultant must be represented by two individuals who shall execute this Agreement on behalf of the corporation as follows: (A) one from the corporation's "Operational Group" (Chair of the Board, President, or a Vice-President) and; (B) one from the corporation's "Financial Group" (Secretary, Assistant Secretary, Chief Financial Officer, Treasurer or Assistant Treasurer). A resolution of the Board of Directors designating one or more individuals to sign the Agreement on behalf of the corporation will be accepted. See California Corporations Code section 313.

Risk Mgmt. 

# EXHIBIT A

## Tasks to be Performed

### *The specific elements (scope of work) of this service include:*

- Consultant shall develop and implement a one-year pilot program in accordance with the terms of this Agreement providing:
  - Bridge Housing for Temecula households with children experiencing homelessness
  - Flexible Family Financial Assistance
  - Flexible Emergency Shelter (motel) support
  - Resource and Housing Navigation services
- The program is designed to provide short-term stabilization and local housing solutions for Temecula residents with children
- All program guidelines, eligibility criteria, funding parameters, and reporting requirements shall be developed and approved by the Director of Community Services or her designee (“Director”), as set forth in Exhibit C.
- Consultant shall administer all services in accordance with written requirements approved in writing by the Director.

The Consultant shall comply with the following requirements:

### **I. Bridge Housing Program**

#### **a. Property Provision**

- i. Consultant shall provide use of a four (4) bedroom residential property located at 38950 Mesa Road Temecula, CA 92590
- ii. Consultant shall be responsible for:
  1. Rent or lease costs
  2. Utilities
  3. Property maintenance and repairs
  4. Landscaping and exterior upkeep
  5. Cleaning and sanitation
  6. Household furnishings and essential housing supplies
  7. Insurance
  8. On-site house management and/or security as applicable
  9. All operational costs necessary to maintain the property in a safe, sanitary and habitable condition
- iii. Consultant shall ensure compliance with all applicable health, safety, and housing laws and regulations

#### **b. Case Management**

- i. Consultant shall provide one (1) Full-Time Equivalent (FTE) Case Manager dedicated to the Bridge Housing Program
- ii. The FTE may be fulfilled by either One (1) full-time staff member or Two (2) part-time staff members
- iii. Consultant shall notify the Director in writing within five (5) days of any staffing changes
- iv. Case Management services shall include:
  1. Intake and eligibility verification

2. Development of individualized housing stabilization plans
  3. Service coordination and referrals
  4. Housing search and landlord engagement
  5. Benefits navigation
  6. Transition planning
  7. Documentation and file maintenance
- c. Program Oversight and Compliance
- i. Oversight shall be provided by the Consultant's Chief Executive Officer and/or designated senior management staff
  - ii. Responsibilities include:
    1. Supervision of program staff
    2. Internal quality assurance
    3. Compliance with City guidelines and contractual requirements
    4. Audit readiness
    5. Serving as primary liaison to the City of Temecula
- d. Training and Program Support Supplies
- i. Consultant shall administer set budget for training and program support needs
  - ii. Eligible uses of budget include:
    1. Staff training (including trauma-informed care and de-escalation)
    2. Case management professional development
    3. Program support supplies (e.g., small tools, transportation)
    4. Short-term client stabilization supports (e.g., vehicle repairs or employment related needs), consistent with Director guidelines

## **II. Flexible Family Assistance Administration**

- a. Financial Assistance Budget
- i. Consultant shall administer set budget for financial assistance
  - ii. Funds shall be used in accordance with Director-approved guidelines to:
    1. Prevent homelessness
    2. End homelessness
    3. Support housing retention or rapid stabilization
  - iii. Eligible assistance may include:
    1. Rental assistance
    2. Utility assistance
    3. Security deposits
    4. Move-in costs
    5. Arrearages
    6. Other housing stabilization expenses approved by the Director
  - iv. Eligible populations include:
    1. Temecula households with children
    2. Temecula Seniors
    3. Temecula Veterans
    4. Temecula individuals fleeing domestic violence
    5. Temecula individuals permanently disabled from working
    6. Other highly vulnerable Temecula households defined by Director guidelines
- b. Flexible Emergency Shelter (Motel Support)
- i. Consultant shall administer set budget for short-term motel placements
  - ii. Motel placements may be utilized for:

1. Households actively receiving financial assistance who require temporary shelter (less than thirty (30) days) while securing permanent housing; and
  2. Households who would otherwise qualify for Bridge Housing but are not an appropriate fit for the shared residence, including but not limited to:
    - a. Households including fathers
    - b. Households with teenage boys
    - c. Safety or suitability considerations
  - iii. All placements shall be short-term and tied to a housing-stabilization plan
  - iv. Consultant shall track:
    1. Motel nights utilized
    2. Cost per placement
    3. Household outcomes
    4. Exit destination
- c. Staffing
- i. Consultant shall provide one (1) Full-Time Equivalent (FTE) staff dedicated to administering Financial Assistance and Flexible Emergency Shelter
  - ii. The FTE may be fulfilled by either One (1) full-time staff member or Two (2) part-time staff members
  - iii. Consultant shall notify the Director in writing within five (5) days of any staffing changes
  - iv. Responsibilities include:
    1. Intake and eligibility verification
    2. Payment coordination
    3. Motel placement coordination
    4. Budget tracking and reconciliation
    5. File management
    6. Compliance documentation
    7. Monthly reporting

### **III. Resource and Housing Navigation**

- a. Staffing
  - i. Consultant shall provide resource and housing navigation services supporting all program components
  - ii. Consultant shall provide one (1) Full-Time Equivalent (FTE) Resource and Housing Navigator
  - iii. The FTE may be fulfilled by either One (1) full-time staff member or Two (2) part-time staff members
  - iv. Consultant shall notify the Director in writing within five (5) days of any staffing changes
- b. Service Locations
  - i. Services shall be delivered through:
    1. Mission Hope's primary location
    2. Scheduled service hours at the Temecula Resource Center and The Barn
    3. Phone and virtual assistance as appropriate
- c. Centralized Intake and Referral
  - i. The Resource and Housing Navigator shall serve as the primary intake point for City homelessness-related referrals

- ii. Responsibilities include:
  - 1. Receiving Director-designated phone calls and email inquiries
  - 2. Processing referrals from City staff
  - 3. Accepting referrals from Riverside County Sheriff's Office, SWAG and other providers
  - 4. Receiving resident self-referrals
  - 5. Coordinating warm handoffs to appropriate services

**IV. Reporting Requirements**

- a. Consultant shall submit monthly reports to the Director of its activities, including:
  - i. Total households served by program component
  - ii. Total households denied or turned away
  - iii. Total funds expended by category
  - iv. Remaining budget balances
  - v. Motel nights utilized
  - vi. Demographic data (as required)
  - vii. Housing outcomes
- b. Reporting templates shall be provided by the Director prior to program launch

**V. File Management and Record Retention**

- a. Consultant shall:
  - i. Maintain secure client files in a locked cabinet
  - ii. Follow documentation standards as defined by the Director
  - iii. Ensure audit readiness
  - iv. Retain records in accordance with the City of Temecula Records Retention Policy
  - v. Provide supporting documentation upon request of Director for monitoring, audit, or compliance review
- b. Director will audit a minimum of two (2) files per quarter

**VI. Communications**

- a. All public communications related to this program shall be coordinated through and approved by the Director
- b. Consultant shall not issue public communications regarding the programs without prior notification to and approval of the Director
- c. Communications related to these programs include:
  - i. City Council reporting
  - ii. Press releases
  - iii. Media inquiries
  - iv. Public statements
  - v. Marketing materials referencing its work for the City

## EXHIBIT B

### Payment Rates and Schedule

Consultant shall invoice the City pursuant to Section 4 of this Agreement for its work in amounts that do not exceed the following:

<b>FLAT-RATE SERVICES</b>		
<b>SERVICE</b>	<b>MONTHLY COST</b>	<b>ANNUAL COST</b>
<b>Family Bridge</b> Property	\$6,666.67	\$80,000
<b>Family Bridge</b> Program Administration & Case Management	\$4,166.67	\$50,000
<b>Flexible Family Assistance</b> Program Administration (Staffing)	\$4,166.67	\$50,000
<b>Resource &amp; Housing Navigation</b> Program Administration (Staffing)	\$4,166.67	\$50,000

Services to be invoiced monthly, on a reimbursement basis:

<b>SERVICE</b>	<b>TOTAL ANNUAL MAXIMUM</b>
<b>Flexible Family Assistance</b> Budget Management (assistance)	\$50,000
<b>Flexible Family Assistance</b> Emergency Shelter/Motel	\$50,000
<b>Wrap Around Program Support</b>	\$10,000
<b>Training</b>	\$10,000

**TOTAL:** **\$ 350,000**

# EXHIBIT C

## Weekly Program Activity Reporting Requirements

### I. Reporting Frequency, Format and Submission

- Consultant shall submit weekly program activity reports to the Director every Monday by 12:00PM
- Report should reflect activity occurring during the prior Monday through Sunday reporting period
- Director shall provide a standardized Weekly Program Activity Report template. The template will be provided in printable format for manual completion and scanning/email submission, as a fillable electronic PDF form. Consultant may complete and return by either method.
- Consultant shall complete and submit the Director-provided template in its entirety each week.
- The format of the template shall not be modified without prior written authorization from the Director.

### II. Required Weekly Reporting Data

#### A. Bridge Housing Program

- I. Current Occupancy
  1. Total households currently housed
  2. Total adults currently housed
  3. Total children currently housed
  4. Bedrooms utilized (out of four)
- II. New Admissions
  1. Number of households admitted
  2. Number of adults admitted
  3. Number of children admitted
- III. Exits
  1. Total households exited
  2. Exit destination breakdown (total must equal total households exited)
    - A. Permanent housing (lease secured)
    - B. Family reunification
    - C. Transitional housing
    - D. Program/ treatment placement
    - E. Other (Consultant shall provide a brief written explanation)
- IV. Current Length of Stay
  1. Consultant shall report the current length of stay (in days) for each active Bridge Housing household
  2. Template shall provide space for up to eight (8) households to accommodate potential off-site placements if authorized by the Director

#### B. Flexible Family Financial Assistance

- I. Applications

1. Applications received
  2. Applications approved
  3. Applications denied
  4. Denial reason breakdown (total must equal total denials)
    - A. Over income
    - B. Did not meet vulnerability criteria
    - C. Incomplete documentation
    - D. Other (Consultant shall provide a brief written explanation)
- II. Assistance Disbursed
1. Total amount disbursed
  2. Breakdown by category:
    - A. Rental assistance
    - B. Utility assistance
    - C. Security deposits
    - D. Move-in costs
    - E. Arrearages
    - F. Other (Consultant shall provide a brief written explanation)
- III. Households Served- Consultant shall report the number of households served in each of the following categories (households may be counted in more than one applicable category, if relevant):
1. Households with children
  2. Households with seniors
  3. Households with veterans
  4. Households fleeing domestic violence
  5. Households with disabled individuals

**C. Flexible Emergency Shelter (Motel Support)**

- I. Motel Placements
  1. Total households placed
  2. Total adults placed
  3. Total children placed
- II. Motel Nights
  1. Number motel nights utilized. For reporting purposes, one (1) motel night equals one (1) household occupying one (1) room for one (1) night
- III. Motel Expenditures
  1. Total motel expenditures
- IV. Motel Exits
  1. Total households exiting emergency motel shelter
  2. Exit destination breakdown (total must equal total motel exits):
    - A. Bridge housing placement
    - B. Permanent housing secured
    - C. Family reunification
    - D. Transitional housing
    - E. Program/ treatment placement
    - F. Other (Consultant shall provide a brief written explanation)

**D. Resource and Housing Navigation**

- I. Referrals Received

1. Referrals from City staff
  2. Referrals from Riverside County Sheriff's Office
  3. Referrals from SWAG
  4. Referrals from Project TOUCH
  5. Referrals from other community partners
  6. Resident self-referrals
  7. Total referrals received
- II. Intakes Completed
1. Total intakes completed
- III. Housing Navigation Outcomes
1. Households actively engaged in housing search
  2. Housing applications submitted
  3. Units approved or conditionally approved
  4. Leases signed
  5. For households actively engaged in housing search report counts by vulnerability category:
    - A. Households with children
    - B. Households with seniors
    - C. Households with veterans
    - D. Households fleeing domestic violence
    - E. Households with disabled individuals

**E. Budget Snapshot (Cumulative to Date)**

- I. Consultant shall report cumulative to date expenditures totals and remaining balances for:
  1. Flexible Family Financial Assistance Budget
  2. Flexible Emergency Shelter Budget

**F. Weekly Narrative Summary**

- I. Consultant shall provide a brief narrative summary (3-5 sentences maximum) summarizing:
  1. Notable housing placements
  2. Significant service barriers
  3. Emerging trends
  4. Operational concerns requiring Director awareness