

AMENDMENT #2 TO AGREEMENT FOR
WOMEN’S AND WOMEN & CHILDREN’S CROSSROADS

THIS AMENDMENT #2 to the ORIGINAL AGREEMENT between the County of Washoe, a political subdivision of the State of Nevada (COUNTY) and Reno Initiative for Shelter and Equality (“Contractor” or “RISE”) originally effective September 1, 2022 is made to amend the AGREEMENT as follows:

Exhibit A – Scope of Work is amended as follows and in accordance with Appendix E, incorporated herein. All items not addressed herein or within Appendix E shall remain in effect in accordance with the original AGREEMENT and AMENDMENT #1.

Contractor services are hereby amended to include operation of the Men’s CrossRoads program in accordance with Appendix E, incorporated herein.

THEREFORE, the following contract sections are amended as follows:

Recitals is hereby amended to include Men’s CrossRoads as part of the “Project”.

Article 3 Compensation is hereby amended to increase the FY24 total not to exceed amount from \$810,320.00 (EIGHT HUNDRED TEN THOUSAND THREE HUNDRED TWENTY DOLLARS) up to \$874,903.00 (EIGHT HUNDRED SEVENTY-FOUR THOUSAND NINE HUNDRED THREE DOLLARS) and to increase the FY25 total not to exceed amount from \$810,320.00 (EIGHT HUNDRED TEN THOUSAND THREE HUNDRED TWENTY DOLLARS) up to \$1,585,320.00 (ONE MILLION FIVE HUNDRED EIGHTY-FIVE THOUSAND THREE HUNDRED TWENTY DOLLARS).

This Amendment #2 hereby executes the renewal period from July 1, 2024 through June 30, 2025.

UNLESS PREVIOUSLY AMENDED, ALL OTHER TERMS AND CONDITIONS OF THE ORIGINAL AGREEMENT AND AMENDMENT #1 SHALL REMAIN UNCHANGED. IN WITNESS WHEREOF, all parties of the AGREEMENT hereto have set their hands and subscribed their signatures to effect this AMENDMENT #2 effective June 1, 2024.

COUNTY OF Washoe County

By: _____ Date: _____
Mark Stewart, Washoe County Purchasing & Contracts Manager

RISE

By: _____ Date: _____
Benjamin Castro, RISE Executive Director

APPENDIX E
DESCRIPTION OF SCOPE FOR OPERATION OF MEN'S CROSSROADS
INCORPORATED AND EFFECTIVE UNDER AMENDMENT #2

Background

CrossRoads is a Washoe County funded & lead initiative providing a tiered/modified housing approach, that focuses on identifying, intervening, and stabilizing traditionally high complexity homeless or near homeless individuals through effective programming, services, community collaboration, and a continuum of care. The Men's CrossRoads programs offer safe and structured alcohol and drug free living environments with wrap-around services.

The Men's CrossRoads programs focuses on assisting participants in their personal self-change process through providing a phase-based, supportive and structure living environment; HSA Case Workers targeted and intensive case management services; life skills development, training, and rehearsal; educational/vocational/employment readiness; and linkage to any needed primary and behavioral health services. CrossRoads is an outcome- informed resource targeted on assisting individuals in obtaining sustainable housing and independent functioning.

Scope of Work

The Contractor affiliated with CrossRoads serves a vital role in care team by providing the necessary structure, oversight, safety and consistency needed to ensure participants' long term success. The Contractor's work in the (Supportive Housing Program) "SHP" milieu, interacting with the CrossRoads Men's Program participants on a daily basis. Contractor staff are expected to engage with participants and ensure adherence to program rules, norms, values, and expectations while offering support, guidance, respect, and compassion. Contractor staff may be asked to facilitate life skills classes, complete data entry, maintain inventory logs at properties, submit orders to County, open medication lockers for participant access, perform Preliminary Breath Testing (PBT) for alcohol use and drug screening for illicit substances, transport of participants, report program infractions, complete chore checks at various sites, facilitate leisure and recreational activities, participate in and lead or organize community committees, teach program specific classes/workshops related to employment readiness.

Key Terms:

Case Management (provided by COUNTY, not the responsibility of the Contractor) is a collaborative process that assesses, plans, implements, coordinates, monitors, and evaluates the options and services required to meet the client's health and human service needs that may include:

- **Assessment:** to determine a person's current and potential strengths, weaknesses, and needs
- **Planning:** development of a specific, comprehensive, individualized case plan based on assessed needs and strengths
- **Linkage:** to refer participants to necessary services and treatments provided in the community that support their goals
- **Support/Guidance:** direct case management to ensure program participation and attendance in CrossRoads programming and adherence to program requirements

- **Client Advocacy:** to intercede on behalf of a specific participant or a class of participants to ensure equity and appropriate services
- **Crisis Intervention:** assisting participants in crisis to stabilize through direct interventions and mobilizing needed supports and services
- **Resource Development:** attempting to create additional services or resources to address the needs of participants
- **Discharge Planning:** implementing many of the above functions to help participants plan to transition from CrossRoads into a more permanent setting or other identified location

Participant refers to any person residing in the CrossRoads SHP program.

Incident Report is a report submitted in accordance with the incident reporting policy for CrossRoads. An incident report or “IR” is submitted for rules infractions and occurrences that require documentation and are entered into the data base currently used by CrossRoads. IR’s are not punitive in nature and are used to report information.

Critical Incident Report is a report that covers any “Critical Incident” which is any actual or alleged event or situation creating a significant risk of substantial or serious harm to the physical or mental health, safety or well-being of an individual(s) involved at CrossRoads. Critical Incident reports are submitted by County staff to the Coordinator and Adult Services Director in accordance with policy.

AVATAR is the current data base used for CrossRoads case management and data tracking. The software program is utilized for program prescreening, acceptance/denials, bed management, wait lists, assessments, case planning, incident reporting, rent and subsidy tracking, group class attendance and discharges as well as other program data management. Individual log in information is required to access Avatar which is a *confidential* data base used by County.

Community a group of individuals residing together who identify one another as a source of support for making life changes.

Community Support Staff are the Contractor’s staff who work in the SHP and interact with the Men’s CrossRoads participants.

Care Team also may be referred to as a “change team” or “Multidisciplinary team” is a group of people who support the participants in the CrossRoads SHP from admissions through departure from the program. The team may consist of Contractor community support staff, County staff members and case workers, the County Management team, community Addiction and Mental Health providers, medical providers and Peer Support staff. Care teams may vary depending on the participant and their unique situation and needs.

Trauma-Informed Care and Practice is a strengths-based framework grounded in an understanding of and responsiveness to the impact of trauma, that emphasizes physical, psychological, and emotional safety for both providers and participants, and that creates opportunities for participants to rebuild a sense of control and empowerment.

Operation of the Men's CrossRoads Programs:

A. Administrative Oversight:

Contractor will demonstrate through effective leadership and management the following:

1. Ability to work in a transparent & collaborative manner with County management and leadership staff.
2. Implement a systemic plan that includes providing community support, advocacy, wellness and community engagement services with participants including those living with or reunifying with their children.
3. Implement and follow current program policies and procedures.
4. Collaborate with County in program and policy development and revision as necessary and required to meet program and participant needs.
5. Implement and provide written policy and procedures for grievances from participants, as well as operational procedures utilized by operations staff.
6. Provide reporting in a format and within the timeframes required by County such as contract deliverables, participant activities, status, and other items as determined by County.
7. Participate in mandatory meetings to review progress of the program, participants and results including but not limited to:
 - a. Weekly multi-disciplinary team meetings to be attended by Management staff or appropriate representative;
 - b. Weekly meetings, upon request, with a County supervisor;
 - c. Leadership meeting, upon request, with Provider's Administration and County Management;
 - d. Participation in program audits and
 - e. Team Building opportunities and trainings;
8. Utilize a formal process in collaboration with County, for assisting participants in engaging in community volunteer activities as part of their CrossRoads SHP participation.
9. Maintain proper insurance for volunteers.
10. Invoice on a monthly basis with back-up documentation in a format determined by County.
11. Document and track, on a monthly basis, the required monthly substance use screening/testing.
12. Document, on a monthly basis, participant leisure/recreational activities to include but not limited to:
 - a. Number and type of structured activities provided;
 - b. Times and days activities were provided;
 - c. Ancillary activities tied to specific trips (e.g. driving to I love kickboxing, set up and take down of volleyball nets, obtaining craft supplies, etc.); and
 - d. Duplicated and unduplicated number of participants served.
13. Document and provide reporting on a monthly basis of on-site peer lead classes/seminars. This includes, utilizing specific curriculum which has been identified and purchased by County to be utilized by provider in the provision of some classes.

14. Document and provide reporting on a monthly basis of work force development classes and attendance logging for these services related to employment skill assessment, resume writing, job search, interviewing, maintaining employment etc.
15. Ensure timely and accurate professional documentation in AVATAR system for monthly reporting requirements.

B. Community Support Services

The *CrossRoads Supportive Community* approach is a cornerstone of the CrossRoads SHP. Participants use the structural elements of the community approach as a foundation for developing, practicing, and mastering a prosocial and alcohol and drug free lifestyle. Community Support Staff play a central role in this process including but not limited to:

- a. Engagement: to use communication skills and listening responses to establish an effective working relationship/alliance with the participant.
- b. Participant Supervision: to monitor and provide oversight of participants to ensure a safe and secure environment.
- c. Participant Structure: to facilitate and/or assist in facilitating day to day events, activities, and services.
- d. Coaching/Guiding: to assist participants in understanding and following the rules, norms, and expectations of the Men's CrossRoads SHP through a supportive and strength-based approach.
- e. Modeling: to demonstrate with consistency both verbally and behaviorally the programs rules, norms, values, and expectations.
- f. Intervention: as appropriate, assist in preventing or altering the course of a participant's actions.

CrossRoads is committed to maintaining a safe, structured, and secure environment which emphasizes physical, psychological, and emotional safety for both program participants and program staff. The program's phase-based approach, standardized rules, norms, and expectations serves as the foundation for creating the desired environment. The Contractor will:

1. Manage day to day operations of the Men's SHP.
2. As appropriate and agreed upon, work with participants on specific objectives identified in the Multidisciplinary team meetings, ensuring objectives always refers back to the participant's case plan.
3. Coordinate and consult with team members and County staff to keep all parties informed of issues and participant progress. Including behavioral health and substance use/relapse information or concerns. All CrossRoads SHP participants will be required to sign a release of information to ensure their safety and success in the sober living program. Recipients will not enter the program without said release of information and will be discharged from the program if a revocation of said release is requested by the participant.
4. Increase the levels of cultural sensitivity, awareness and competency regarding community support services.
5. Document all community supportive services including the date and time the services were provided in AVATAR.
6. Complete end of shift reports for incoming staff and case workers to be aware of community and participant activity.

7. Educate and advocate for the values and principles of the CrossRoads alcohol and drug free supportive living community including an investment in behavior change and recovery.
8. Collaborate with County to provide a SHP participant support, structure and supervision model which incorporates a standardized phase/tier system. Such phase/tier system will include incremental increases in participant privileges and responsibilities tied to the participant's adherence to the SHP standards and expectations. This system will account specifically for the individual's unique service planning needs as determined by the participant's care team.
9. Collaborate with County to provide standardized rules and norms within the CrossRoads SHP. These rules and norms are based in the belief that all participants are worthy and capable of making life changes and that the participant's investment in the CrossRoads SHP, County's targeted case management services, and the participants access to community based medical and behavioral health services is a means by which life change can be accomplished.
10. Contractor will, in conjunction with County, implement standardized community and participant rules with appropriate sanctions and/or learning opportunities for individuals who violate the program and property standards. Contractor will submit timely and professional documentation regarding violations and implemented sanctions.
11. Collaborate with County to provide a series of life skills classes and seminars using a standardized curriculum. All training of the Contractor's staff related to the standardized curriculum use will be the responsibility of County.
12. Operations management includes room checks, verifying cleanliness and upkeep at all CrossRoads properties, reporting damage, maintenance needs and maintaining standards of cleanliness. Managing inventory and household items, placing timely orders with County staff when supplies are needed including drug tests and testing equipment.
13. Provide a daily and weekly structure for SHP participants to include but not limited to:
 - A minimum of 15 hours of participant leisure & recreational activities/events per week including a minimum of two hours per day, seven days per week;
 - Access mutual self-help meetings weekly. Examples include Alcoholics Anonymous (AA), Narcotics Anonymous (NA), Gamblers Anonymous (GA), Self-Management and Recovery Training (SMART), National Alliance on Mental Illness (NAMI) Connections;
 - Community Support Staff lead and/or peer co-facilitated life skills classes or seminars facilitated by trained Community Support Staff and/or senior and transition phase peers weekly based on the program's curriculum delivery flow;
 - Arrange and coordinate volunteering program for participants;
 - Conduct chaperone training for eligible participants and organize chaperones to meet program needs.
14. Provide for daily Preliminary Breath Testing (PBT) for the use of alcohol on all identified participants and weekly program generated randomized Urine Analysis (UA) testing for other illicit drug use on all participants.

15. Enter timely, accurate data into an identified drug testing data base for all testing completed.
16. Follow established protocol for testing and chain of custody requirements for presumptive positive tests to be transported to Sober 24 for laboratory confirmation.
17. Open medication lockers allowing for participant access as scheduled at all CR SHP sites, ensuring participants are completing medication logs and maintaining logs of dates/times and which lockers were opened.
18. Ensure all Men's CrossRoads SHP sites have community staff oversight as needed and agreed upon.
19. Ensure staff is available after regular business hours (M-F 8am-5pm) for monitoring of CrossRoads participants, program sites ensuring that the locations are safe and well operated.
20. Assist with new participant intake processes including testing, personal belongings inventory, clothes washing, program orientation, introduction to housemates, issuing of personal hygiene supplies and food baskets.

Staff Requirements

The Contractor shall establish minimum qualifications for employed and/or contracted provider staff to operate the CrossRoads Men's SHP. Which includes:

1. Appropriately staff the Men's SHP based on the agreed upon staff model.
2. Ensure a cadre of available and trained on-call personal to insure adequate staff coverage and available to provide coverage for staff sick leave, vacations, and vacancies.
3. The Contractor understands that the exact number of employees and hours may vary as necessary to operate the CrossRoads Men's SHP and is based upon the number of participants in residence at any given time.

Training Requirements

1. Work collaborative with County to ensure all Contractor staff attend within 90 days of commencement of employment all scheduled core competency in-services, trainings, workshops, and webinars as determined collaboratively with County including but not limited to:
 - a. Participant de-escalation strategies
 - b. Participant crisis management approaches
 - c. CPR/First Aid
 - d. Naloxone administration
 - e. Participant mental health crisis recognition
 - f. Trauma- informed care
 - g. Culturally competent and relevant care
 - h. Incident reporting
 - i. Formal training on administering PBT and UA tests
 - j. Confidentiality Training
 - k. LGBTQ+ Training
 - l. Life Skills curriculum facilitation training
2. Submit a monthly training report for review by County with the invoice that includes training offered, attended and name of employee.

3. Contractor shall insure all contractor staff and volunteer staff complete and remain current on County required Mandated Washoe County Defensive Driving Training prior to operating any County owned vehicles. All contractor staff and volunteer staff shall have a valid Nevada driver's license for the appropriate class of vehicle prior to operating any County owned vehicles.