

**CITY OF OCEANSIDE****PROFESSIONAL SERVICES AGREEMENT****PROJECT: Oceanside Navigation Center Shelter Operator Services**

THIS AGREEMENT, dated August 6, 2025 for identification purposes, is made and entered into by and between the CITY OF OCEANSIDE, a municipal corporation, hereinafter designated as "CITY", and Interfaith Community Services (ICS) hereinafter designated as "CONSULTANT."

**NOW THEREFORE, THE PARTIES MUTUALLY AGREE AS FOLLOWS:**

1. **SCOPE OF WORK.** The project is more particularly described in **Exhibit A** of this Agreement and as follows: CONSULTANT shall operate and manage the Oceanside Navigation Center located at 3131 Oceanside Boulevard, providing a low-barrier, trauma-informed emergency shelter focused on transitioning individuals experiencing homelessness to stable housing. Services include comprehensive case management, housing navigation, supportive services, healthcare access, employment assistance, and behavioral health support, following Housing First principles. The terms and conditions for CONSULTANT'S use of the Oceanside Navigation Center property to perform the scope of work herein are set forth in that certain Property Use Agreement dated August 6, 2025 between the City and CONSULTANT ("Property Use Agreement").
2. **INDEPENDENT CONTRACTOR.** CONSULTANT'S relationship to the CITY shall be that of an independent contractor. CONSULTANT shall have no authority, express or implied, to act on behalf of the CITY as an agent, or to bind the CITY to any obligation whatsoever, unless specifically authorized in writing by the CITY. CONSULTANT shall be solely responsible for the performance of its employees, agents, and subcontractors under this Agreement, including the training of each employee regarding the rights and responsibilities of an employer and employee for any potential discrimination or harassment claim under state or federal law. CONSULTANT shall report to the CITY any and all employees, agents, and consultants performing work in connection with this project, and all shall be subject to the approval of the CITY.
3. **WORKERS' COMPENSATION.** Pursuant to Labor Code section 1861, the CONSULTANT hereby certifies that the CONSULTANT is 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 the CONSULTANT will comply

## **Oceanside Shelter Operator Services**

with such provisions, and provide certification of such compliance as a part of this Agreement.

### **4. LIABILITY INSURANCE.**

**4.1.** CONSULTANT shall, throughout the duration of this Agreement maintain comprehensive general liability and property damage insurance, or commercial general liability insurance, covering all operations of CONSULTANT, its agents and employees, performed in connection with this Agreement including but not limited to premises and automobile.

**4.2** CONSULTANT shall maintain liability insurance in the following minimum limits:

Comprehensive General Liability Insurance  
(bodily injury and property damage)

Combined Single Limit Per Occurrence	\$ 2,000,000
General Aggregate	\$ 4,000,000*

Commercial General Liability Insurance  
(bodily injury and property damage)

General limit per occurrence	\$ 2,000,000
General limit project specific aggregate	\$ 4,000,000

<u>Automobile Liability Insurance</u>	\$ 2,000,000
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\*General aggregate per year, or part thereof, with respect to losses or other acts or omissions of CONSULTANT under this Agreement.

**4.3** If coverage is provided through a Commercial General Liability Insurance policy, a minimum of 50% of each of the aggregate limits shall remain available at all times. If over 50% of any aggregate limit has been paid or reserved, the CITY may require additional coverage to be purchased by the CONSULTANT to restore the required limits. The CONSULTANT shall also notify the CITY promptly of all losses or claims over \$25,000 resulting from work performed under this contract, or any loss or claim against the CONSULTANT resulting from any of the CONSULTANT'S work.

**4.4** All insurance companies affording coverage to the CONSULTANT for the purposes of this Section shall add the City of Oceanside as "additional insured" under the designated insurance policy for all work performed under this agreement. Insurance

## Oceanside Shelter Operator Services

coverage provided to the City as additional insured shall be primary insurance and other insurance maintained by the City of Oceanside, its officers, agents, and employees shall be excess only and not contributing with insurance provided pursuant to this Section.

- 4.5 All insurance companies affording coverage to the CONSULTANT pursuant to this agreement shall be insurance organizations admitted by the Insurance Commissioner of the State of California to transact business of insurance in the state or be rated as A-X or higher by A.M. Best.
- 4.6 CONSULTANT shall provide thirty (30) days written notice to the CITY should any policy required by this Agreement be cancelled before the expiration date. For the purposes of this notice requirement, any material change in the policy prior to the expiration shall be considered a cancellation.
- 4.7 CONSULTANT shall provide evidence of compliance with the insurance requirements listed above by providing, at minimum, a Certificate of Insurance and applicable endorsements, in a form satisfactory to the City Attorney, concurrently with the submittal of this Agreement.
- 4.8 CONSULTANT shall provide a substitute Certificate of Insurance no later than five (5) days prior to the policy expiration date. Failure by the CONSULTANT to provide such a substitution and extend the policy expiration date shall be considered a default by CONSULTANT and may subject the CONSULTANT to a suspension or termination of work under the Agreement.
- 4.9 Maintenance of insurance by the CONSULTANT as specified in this Agreement shall in no way be interpreted as relieving the CONSULTANT of any responsibility whatsoever and the CONSULTANT may carry, at its own expense, such additional insurance as it deems necessary.
- 5. **FURNISHINGS.** The CITY shall provide the CONSULTANT with the items listed on the **Inventory List** ("Inventory"), attached hereto as *Exhibit B* and incorporated by reference. All Inventory provided by the CITY shall remain the property of the CITY, with the CONSULTANT having the right to use these items during the term of the Agreement. The CONSULTANT shall not remove or replace any Inventory provided by the CITY without the CITY's prior written consent.

The CONSULTANT is responsible for the replacement, repair, and maintenance of the Inventory during the term of this Agreement. The CONSULTANT shall bear the cost of replacing or repairing any Inventory that is damaged, in whole or in part, due to the negligent or willful acts or omissions of the CONSULTANT, its employees, agents, or invitees. Upon expiration or termination of this Agreement, the CONSULTANT shall return all Inventory to the CITY in good condition, subject to reasonable wear and tear.

## **Oceanside Shelter Operator Services**

The CONSULTANT must notify the CITY in writing within **two (2) days** of any required Inventory replacement.

6. **PROFESSIONAL ERRORS AND OMISSIONS INSURANCE.** Throughout the duration of this Agreement and four (4) years thereafter, the CONSULTANT shall maintain professional errors and omissions insurance for work performed in connection with this Agreement in the minimum amount of Two Million Dollars (\$2,000,000.00).

CONSULTANT shall provide evidence of compliance with these insurance requirements by providing a Certificate of Insurance.

7. **CONSULTANT'S INDEMNIFICATION OF CITY.** To the greatest extent allowed by law, CONSULTANT shall indemnify and hold harmless the CITY and its officers, agents and employees against all claims for damages to persons or property arising out of CONSULTANT's work, including the negligent acts, errors or omissions or wrongful acts or conduct of the CONSULTANT, or its employees, agents, subcontractors, or others in connection with the execution of the work covered by this Agreement, except for those claims arising from the willful misconduct, sole negligence or active negligence of the CITY, its officers, agents, or employees. CONSULTANT'S indemnification shall include any and all costs, expenses, attorneys' fees, expert fees and liability assessed against or incurred by the CITY, its officers, agents, or employees in defending against such claims or lawsuits, whether the same proceed to judgment or not. Further, CONSULTANT at its own expense shall, upon written request by the CITY, defend any such suit or action brought against the CITY, its officers, agents, or employees resulting or arising from the conduct, tortious acts or omissions of the CONSULTANT.

CONSULTANT'S indemnification of CITY shall not be limited by any prior or subsequent declaration by the CONSULTANT.

8. **COMPENSATION.** CONSULTANT'S compensation for all work performed in accordance with this Agreement, shall not exceed the total contract price of \$2,055,762 per year.

No work shall be performed by CONSULTANT in excess of the total contract price without prior written approval of the CITY. CONSULTANT shall obtain approval by the CITY prior to performing any work that results in incidental expenses to CITY.

CONSULTANT may submit Actual Financial Reimbursement (AFR) requests on a monthly basis in accordance with the Scope of Work attached as Exhibit A to this Agreement.

## Oceanside Shelter Operator Services

9. **TIMING REQUIREMENTS.** Time is of the essence in the performance of work under this Agreement and the timing requirements shall be strictly adhered to unless otherwise modified in writing. All work shall be completed in every detail to the satisfaction of the CITY beginning October 1, 2025, with the initial contract term lasting through June 30th, 2027. The CONSULTANT may request an extension of the term of this Agreement for two (2) successive one (1) year periods under the terms and conditions of this Agreement, subject to funding availability and provided that the CONSULTANT is not in default or breach of any term, condition, or covenant of this Agreement. CONSULTANT shall provide CITY with any written request to extend the term of the Agreement, no later than one-hundred twenty (120) days prior to the expiration date of the term of this Agreement. The City Manager in his/her capacity as the CITY's authorized representative, shall, in his/her sole discretion, have the authority to approve or deny any such request, and written notice of such decision shall be provided to CONSULTANT not later than sixty (60) days after receipt of the request.
10. **ENTIRE AGREEMENT.** This Agreement together with Property Use agreement comprises the entire integrated understanding between CITY and CONSULTANT. Together with the Property Use Agreement, concerning the work to be performed for this project and supersedes all prior negotiations, representations, or agreements.
11. **INTERPRETATION OF THE AGREEMENT.** The interpretation, validity and enforcement of the Agreement shall be governed by and construed under the laws of the State of California. The Agreement does not limit any other rights or remedies available to CITY. The CONSULTANT shall be responsible for complying with all local, state, and federal laws whether or not said laws are expressly stated or referred to herein.

Should any provision herein be found or deemed to be invalid, the Agreement shall be construed as not containing such provision, and all other provisions, which are otherwise lawful, shall remain in full force and effect, and to this end the provisions of this Agreement are severable.
12. **AGREEMENT MODIFICATION.** This Agreement may not be modified orally or in any manner other than by an agreement in writing signed by the parties hereto.
13. **TERMINATION OF AGREEMENT.** Either party may terminate this Agreement by providing ninety (90) days' written notice to the other party. If any portion of the work is terminated or abandoned by the CITY, then the CITY shall pay CONSULTANT for any work completed up to and including the date of termination or abandonment of this Agreement. The CITY shall be required to compensate CONSULTANT only for work performed in accordance with the Agreement up to and including the date of termination.

## **Oceanside Shelter Operator Services**

- 14. SIGNATURES.** The individuals executing this Agreement represent and warrant that they have the right, power, legal capacity and authority to enter into and to execute this Agreement on behalf of the respective legal entities of the CONSULTANT and the CITY.

## Oceanside Shelter Operator Services

IN WITNESS WHEREOF, the parties hereto for themselves, their heirs, executors, administrators, successors, and assigns do hereby agree to the full performance of the covenants herein contained and have caused this Professional Services Agreement to be executed by setting hereunto their signatures on the dates set forth below.

Interfaith Community Services (ICS)

By: *Delia Rios*  
Name/Title Delia Rios, COO

By: \_\_\_\_\_  
Name/Title  
95-3837714  
Employer ID No.

CITY OF OCEANSIDE

By: \_\_\_\_\_  
City Manager

APPROVED AS TO FORM:

*Delia Rios, COO*  
City Attorney

**NOTARY ACKNOWLEDGMENTS OF CONSULTANT MUST BE ATTACHED.**

# CALIFORNIA CERTIFICATE OF ACKNOWLEDGMENT

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California )

County of SAN DIEGO )

On 24 JULY 2025 before me, CLAUDIA CASTRO, NOTARY PUBLIC,  
(here insert name and title of the officer)

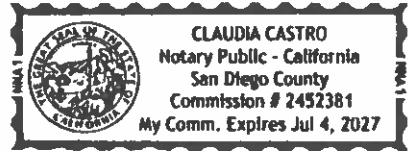
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who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

Signature



(Seal)

## Optional Information

Although the information in this section is not required by law, it could prevent fraudulent removal and reattachment of this acknowledgment to an unauthorized document and may prove useful to persons relying on the attached document.

### Description of Attached Document

The preceding Certificate of Acknowledgment is attached to a document titled/for the purpose of \_\_\_\_\_

containing \_\_\_\_\_ pages, and dated \_\_\_\_\_

The signer(s) capacity or authority is/are as:

- ☐ Individual(s)  
☐ Attorney-in-Fact  
☐ Corporate Officer(s) \_\_\_\_\_  
Title(s) \_\_\_\_\_

- ☐ Guardian/Conservator  
☐ Partner - Limited/General  
☐ Trustee(s)  
☐ Other: \_\_\_\_\_

representing: \_\_\_\_\_  
Name(s) of Person(s) or Entity(ies) Signer is Representing

### Additional Information

#### Method of Signer Identification

Proved to me on the basis of satisfactory evidence:  
☐ form(s) of identification ☐ credible witness(es)

Notarial event is detailed in notary journal on:  
Page # \_\_\_\_\_ Entry # \_\_\_\_\_

Notary contact: \_\_\_\_\_

#### Other

☐ Additional Signer(s) ☐ Signer(s) Thumbprint(s)

☐ \_\_\_\_\_



## **Oceanside Shelter Operator Services**

**Scope of Work: Oceanside Navigation Center Operator**

**I. Project Overview, Objective, Location & Administration office Location**

As part of the City of Oceanside's comprehensive approach to ending homelessness, the CONSULTANT will operate the City of Oceanside Navigation Center for unsheltered individuals and households (the "Program"). The Program is dedicated to providing safe, low-barrier shelter along with stabilization and supportive services to connect persons experiencing homelessness with income, public benefits, health services, and permanent or other appropriate housing solutions that are client-centered. Serving as a critical entry point into the homeless response system, the Program contributes to regional goals by ensuring that instances of homelessness are rare, brief, and non-recurring. It plays an essential role in supporting a more comprehensive, humane, and effective response to homelessness in Oceanside. The Program will operate 24 hours a day, seven days a week, including holidays, at 3131 Oceanside Boulevard, Oceanside, CA 92054 ("Program Site"). Additionally, the CONSULTANT will maintain an administrative office located at 550 West Washington St., Escondido CA which will be open Monday through Friday, from 8:00 AM to 5:00 PM.

**II. Program Description**

The Oceanside Navigation Center (the "Program") will provide individuals experiencing homelessness, who have not been successfully diverted from the homeless assistance system, with emergency shelter and a diverse range of onsite supportive services, including but not limited to stabilization and housing relocation assistance. Designed as a short-term solution, the Program aims to assist individuals in transitioning to permanent housing or other appropriate community-based housing solutions as quickly as possible.

Families with children experiencing homelessness will be diverted and receive a warm hand-off to a separate program that directly provides temporary housing, supporting their transition to long-term housing services, rather than being referred to the Navigation Center. A clear referral process will be created by the CONSULTANT and shared with the City prior to their transition into the role of service provider.

All services will be client-centered, housing-focused, and delivered using a person-centered, trauma-informed approach within a welcoming, solution-oriented environment. Services will be regularly evaluated for effectiveness and accessibility to ensure optimal outcomes for participants. The Program will utilize motivational interviewing-based case management and housing navigation services to support individualized exit plans and reduce unsheltered homelessness and related public safety concerns.

**The Oceanside Navigation Center is committed to:**

- Providing a safe, stable, and dignified emergency housing option for individuals experiencing homelessness.
- Rapidly connecting clients to housing that meets their individual needs, with a focus on securing permanent housing whenever possible.
- Delivering high-quality, trauma-informed, and solution-focused services that are easily accessible and respectful of each participant's experience.
- Promoting proactive community collaboration and cross-sector case conferencing with providers and partners to streamline service delivery.
- Supporting regional goals to make homelessness rare, brief, and non-recurring through integrated, participant-driven approaches.

The CONSULTANT will adhere to all Regional Task Force on the Homeless (RTFH) performance standards and requirements and will actively participate in the Coordinated Entry System (CES) as appropriate and in alignment with RTFH community standards and policies.

**III. Target Population/Geographical Area**

The Program will primarily serve individuals and households experiencing homelessness within the City of Oceanside who are in need of safe, stable shelter and supportive services. These services are intended to assist clients in accessing income, public benefits, and health care, while working toward permanent housing or other suitable long-term housing solutions.

In alignment with priorities established by the U.S. Department of Housing and Urban Development (HUD), the CONSULTANT and the City will make every effort to prioritize the following subpopulations:

- Individuals experiencing chronic homelessness
- Homeless veterans
- Families experiencing homelessness

**IV. Program Eligibility**

To be eligible for the Program, each participant must meet the following criteria:

**1. Residency or Employment in Oceanside:**

The individual must currently reside or work within the City of Oceanside, supported by verifiable documentation. Acceptable forms of evidence may include a driver's license, work identification, pay stubs, or confirmation from local assistance programs, social services providers, or shelter staff operating within the city.

**2. Homelessness Status:**

The individual must meet one of the following definitions as outlined by the U.S. Department of Housing and Urban Development (HUD):

- Literally Homeless (Category 1)

- At Imminent Risk of Homelessness (Category 2)
  - Fleeing or Attempting to Flee Domestic Violence (Category 4)
3. **Certification of Homelessness:**  
Participants must be certified as homeless using HUD's preferred order of documentation as outlined in 24 CFR Parts 91, 582, and 583. Third-party verification is preferred whenever possible.

### **Self-Certification Is Allowed**

Self-certification is when a person experiencing homelessness declares their housing status without third-party documentation. It is a written and signed statement from the individual describing their current living situation (HUD permits self-certification as a last resort when).

- a) Third-party documentation (from service providers, landlords, shelters, etc.) is not available.
- b) Written observation by outreach workers is not possible or applicable.
- c) The individual has no available documentation of their living situation.

4. **Age Requirement:**  
Participants must be 18 years of age or older.

**B. In accordance with Housing First principles, the Program will not require or deny eligibility based on the following factors:**

- 1. Sobriety or a commitment to remain drug-free
- 2. Mental health diagnosis or adherence to a prescribed medication plan
- 3. Participation in religious services or faith-based activities
- 4. Enrollment in drug treatment programs (including NA/AA)
- 5. Ability or willingness to pay for services
- 6. Possession of personal identification

### **C. Exclusions:**

Individuals or households are ineligible if any household member has been:

- 1. Convicted of manufacturing methamphetamine in federally assisted housing, or
- 2. Subject to a lifetime registration requirement under a state sex offender registry.

## **V. Program Components**

The Navigation Center Program is designed as a low-barrier, housing-focused intervention that supports participants in quickly resolving their homelessness and accessing essential services. The following components outline the structure and expectations of the Program:

### **A. Referral and Entry**

1. Participants will be referred directly by the Oceanside Homeless Outreach Team (HOT), the Oceanside Public Housing Authority, or other approved community service partners operating within the City.
2. Walk-in participation is not permitted. Referrals from the City will receive priority.

#### **B. Low-Barrier and Housing First Model**

1. The Program operates under Housing First principles, meaning access is not contingent on sobriety, income, criminal background, participation in treatment, or engagement in services.
2. Services are designed to reduce barriers and focus on rapid connection to housing and basic needs.

#### **C. Participation in Coordinated Entry System (CES)**

- a. Participants will engage in intakes, screenings, assessments, case conferencing, and other key components of CES, as outlined by the Regional Task Force on the Homeless (RTFH) community standards and policies.

#### **D. Case Management Services**

Participants will have access to comprehensive case management services that include:

1. A formal intake and move-in process guided by program policies and procedures
2. A self-sufficiency assessment based on best practices or RTFH standards
3. Development of individualized housing plans with stabilization goals
4. Coordination with County, State, Federal, and nonprofit service providers
5. Onsite access to partner agency staff offering supportive and housing services
6. Assistance in locating safe and affordable permanent or longer-term housing
7. Support with housing applications and completion of required paperwork
8. Advocacy with landlords through coordination with housing navigators and case managers

#### **E. Basic Services and Residential Operations**

The Program will offer appropriate 24-hour residential services, including:

1. Capacity for up to 75 beds in a permitted and compliant structure (any changes to bed count must be pre-approved by the City)
2. At least two meals per day
3. ADA-compliant access to showers, wash stations, restrooms, laundry facilities/services, and secure belongings storage
4. Routine operating supplies such as hygiene items, basic medical and cleaning supplies
5. ADA-compliant telephone access and message services (provided by the city)
6. Janitorial, maintenance, and waste removal services
7. Regular linen laundering

8. Onsite testing for communicable diseases, provided by the City or County of San Diego

#### **F. Outreach and Engagement**

The CONSULTANT will actively collaborate with the Oceanside HOT to engage individuals and households experiencing homelessness in parks, streets, and other locations across the city. Outreach efforts will focus on:

1. Building trust and rapport to expedite access to housing and services
2. Identifying diversion and non-CES housing solutions when appropriate
3. Administering or referring for community triage and CES assessment tools
4. Maintaining consistent contact with individuals to foster engagement and service linkage
5. Meeting immediate needs such as food, clothing, and safety
6. Providing or facilitating access to medical care, transportation, mental health care, and substance use treatment

## **II. Provider Responsibilities**

### **Shelter Operations**

- Operate a congregate shelter 24 hours per day, 7 days per week, with trained on-site staff and security personnel at all times.
- Maintain a clean, safe, and accessible facility that meets public health and safety standards.
- Enforce a low-barrier admission policy that does not require sobriety, income, documentation, or participation in services as a condition of entry.
- Develop and implement written policies and procedures governing intake, discharge, client rights, and grievance resolution.
- Support a structured 90-day stay model for each participant, with individualized progression and discharge planning.
- Reserve two beds for male clients and two beds for female clients to support referrals made by the Oceanside Police Department's Homeless Outreach Team (HOT).

### **Client Engagement & Services**

- Conduct comprehensive client intakes and assessments upon entry to determine housing needs, service needs, and vulnerability.
- Create individualized housing-focused service plans for each client, with clearly defined goals and timelines.
- Provide or coordinate access to supportive services including:
  - Case management and housing navigation
  - Behavioral health care, medical services, and substance use treatment
  - Employment readiness, job placement, educational support, and vocational training
  - Public benefits enrollment and retention assistance

- Employ trauma-informed care, harm reduction strategies, and motivational interviewing as standard practices.
- Ensure access to peer support services to promote participant engagement and empowerment.

### **Staffing & Management**

- Maintain adequate staffing across all program areas including intake, case management, operations, and security.
- Ensure that all staff are trained in trauma-informed care, cultural competence, crisis de-escalation, and harm reduction practices.
- Provide regular opportunities for staff development and training to support professional growth and service quality.
- Operate the Navigation Center in accordance with approved program standards, with sufficient staff to support continuous 24-hour operations.

### **Project Site Readiness (ADA-Compliant Environment)**

- Implement and maintain the final Program Site layout as approved by the City.
- Ensure the following program elements are operational and accessible for participants:
  - Beds with linens
  - Hygiene products and routine operating supplies
  - Laundry facilities
  - Personal storage for participants
  - Designated meal preparation and food service area
  - Dining space
  - Private space for case management and supportive service engagement
- Provide access to an ADA-compliant telephone and voicemail service.
- Maintain secure entry and exit points monitored by on-site staff.
- Establish and regularly review a fire escape and emergency evacuation plan.
- Provide and maintain First Aid kits and Automated External Defibrillators (AEDs), as these are not included in the City's equipment inventory.
- Plan and budget for pest control services, including bed bug and flea treatment, as the facility does not include a fixed bed bug treatment system.
- Furnish and replenish all linens, bedding, and hygiene supplies. These items are the sole responsibility of the CONSULTANT.

### **Deliverables & Compliance**

- Register the Program in the 2-1-1 San Diego database and ensure the listing is kept current with program details.
- Ensure that all applicable staff are trained in the use of the Homeless Management Information System (HMIS).
- Maintain written operational policies and procedures addressing the following areas:
  - Determination of homelessness eligibility using HUD's definition, supported by third-party documentation where applicable

- Implementation of low-barrier community living rules aligned with Housing First principles, including:
  - Sobriety and/or drug-free commitment shall not be required
  - Mental health treatment or medication adherence shall not be mandatory
  - Participation in religious activities shall not be required
  - Payment or ability to pay shall not be a condition of service
  - Identification shall not be required to access services
- Adherence to all applicable local, state, and federal anti-discrimination laws including the federal Fair Housing Act, the California Fair Employment and Housing Act, and the Unruh Civil Rights Act.

### **III. Community Engagement**

The CONSULTANT will implement and maintain a comprehensive Community Engagement and Good Neighbor Plan to ensure the Program site operates harmoniously within the surrounding neighborhood. This plan will include, but is not limited to, the following components:

- **Clean and Safe Environment**  
Ensure the area surrounding the Program site is maintained in a clean, safe, and welcoming condition for both participants and the neighboring community.
- **Community Relationship Building**  
Proactively foster positive relationships with local residents, businesses, and community stakeholders. This includes engaging in open communication and addressing concerns in a respectful and timely manner.
- **Community Feedback Mechanisms**  
Provide accessible opportunities for community members to submit feedback, complaints, or concerns through electronic and/or written formats.
- **Good Neighbor Policy Implementation**  
Implement a formal Good Neighbor Policy that outlines expectations for respectful and responsible program operations and behavior. An MOU specific to vandalism is not required under this Agreement. However, the CONSULTANT must implement and maintain a Good Neighbor Policy that includes procedures for addressing vandalism, graffiti, and property damage. This policy should detail response protocols and coordination with local law enforcement or the City, as appropriate.
- **Ongoing Stakeholder Coordination**  
Coordinate regularly with nearby residents, businesses, and local law enforcement to promote transparency, build trust, and support mutual goals.
- **Issue Resolution and Reporting**  
Address complaints or concerns promptly and report all issues to the Homeless Services Manager in a timely and thorough manner.

### **IV. Security and Site Control**



To ensure a safe and well-managed environment, both the city and the CONSULTANT will implement comprehensive site security measures and designate clear lines of communication and response.

**A. Designated Points of Contact**

Both the City and the CONSULTANT will designate a point-of-contact who is available at all times to address security or operational issues and coordinate directly with the Oceanside Police Department (OPD) as needed.

**B. Entry and Access Control**

The Program site features secured entry and exit points with 24/7 staff monitoring and video surveillance. The current system utilizes traditional keyed entry. A buzz-in system is not presently installed. The CONSULTANT may propose modifications to access control systems, subject to City review and approval.

**C. Site Security Responsibilities**

The CONSULTANT is responsible for providing and maintaining 24-hour security and site control measures that prioritize the safety of participants, staff, volunteers, and visitors. This includes:

- Ensuring continuous site monitoring by trained security personnel
- Incorporating OPD recommendations into security staffing plans and procedures
- Managing access to the facility and maintaining secure sleeping and external areas
- Enforcing rules such as no-smoking policies
- Monitoring participants and promptly reporting emergencies to fire or police departments
- Directing participants and emergency responders in the event of an incident

**D. Emergency Preparedness and Staff Training**

- All staff must be trained on emergency response protocols, including fire safety and evacuation procedures.
- Egress routes must remain clear, unobstructed, and free from combustible materials at all times to ensure safe evacuation in case of emergency.

**E. Incident Reporting**

The CONSULTANT is required to report all critical incidents to the city within 24 hours of occurrence. A *critical incident* is defined as any actual or alleged event that presents a substantial risk to the physical or mental health, safety, or well-being of an individual associated with the Program.

**V. Emergency Preparedness**

The CONSULTANT is required to develop, maintain, and implement a comprehensive Emergency Preparedness Plan to ensure the safety and well-being of all individuals at the Program site. A copy of the plan must be submitted to the City within 60 days of the contract's effective date. Additionally, upon request by the City, the CONSULTANT must provide the most current version of the plan within 15 calendar days.

At a minimum, the Emergency Preparedness Plan must include:

**A. Emergency Leadership and Coordination**

- Identification of designated staff responsible for emergency response ("person in charge") during each shift.

**B. Emergency Contacts and Communication**

- A list of emergency phone numbers and key resources.
- A communication protocol accessible to all staff and security personnel, detailing how to contact CONSULTANT and City staff.

**C. Evacuation and Shelter-in-Place Procedures**

A posted and visible emergency evacuation plan at the Program site that includes:

- A site map with designated meeting locations for evacuees
- Immediate evacuation procedures
- Delayed evacuation procedures
- Shelter-in-place procedures
- Re-entry protocols following an evacuation or shelter-in-place event

**D. Fire Safety and Compliance**

A fire escape plan that complies with all Fire Marshal requirements, including participation in inspections and recertifications as necessary.

**E. Emergency Response Protocols for Specific Events**

Procedures for the following emergency scenarios:

- Fire
- Earthquake
- Flood
- Wildfire
- Tsunami
- Gas leak
- Power outage
- Medical emergencies
- Workplace violence, including threats, criminal activity, and active shooter situations

**F. Emergency Equipment and Utilities**

- Clearly posted maps showing the locations of all emergency equipment and supplies.
- Clearly posted locations of utility and sprinkler shutoffs.

## **VI. System Coordination and Integration**

To support a comprehensive, person-centered service delivery model, the CONSULTANT will participate in coordinated systems designed to enhance care coordination, data tracking, and housing outcomes.

### **A. Coordinated Entry System (CES)**

The CONSULTANT will actively participate in the CES process as outlined by the Regional Task Force on the Homeless (RTFH), including:

- Utilizing the CES standardized vulnerability assessment tool to guide screening, referral, and admission decisions for all eligible participants, when appropriate and per RTFH policy.
- Participating in housing navigation, case conferencing, and other CES components as appropriate.

### **B. 2-1-1 San Diego Participation**

The CONSULTANT is encouraged to list the Program in the 2-1-1 San Diego database, including relevant details and services. The listing should be reviewed, updated, or approved at least once within 12 months.

### **C. Community Information Exchange (CIE)**

The CONSULTANT will participate in the 2-1-1 CIE system to the fullest extent appropriate for the Program model. At minimum, this includes:

- Ensuring direct service staff have login access to view client profiles to support service planning and care coordination.
- Collaborating with 2-1-1 to determine the most appropriate level of data integration, including potential for data entry, electronic referrals, and information sharing through CIE.

## **VII. Performance Metrics and Reporting**

The CONSULTANT shall utilize the Homeless Management Information System (HMIS) and CES in accordance with San Diego County Continuum of Care (CoC) standards. The following data and metrics will be tracked and reported monthly:

- Total number of unduplicated clients served

- Percentage of clients exiting to permanent housing
- Percentage of clients transitioned to transitional housing, community programs, or family/friend housing
- Average and individual length of stay
- Client demographics
- Engagement in supportive services
- HMIS data accuracy and completeness
- Percentage of clients who increased their income
- Percentage of clients who obtained housing-ready documents
- Incident reports for clients exited due to behavioral issues
- Annual performance goals include:
- A minimum 40% permanent housing placement rate
- At least 90% HMIS data compliance rate

### **VIII. Program Standards and Performance Monitoring**

#### **A. Compliance and Continuous Improvement**

- The CONSULTANT shall participate in ongoing improvement activities, including meetings, trainings, and collaboration with the City to identify and implement enhancements to service delivery.
- The CONSULTANT will comply with all requirements related to care and maintenance of the facility, including participating in semiannual inspections, performing timely maintenance, and notifying the City of any issues.
- City staff may conduct both scheduled and unscheduled site visits. While efforts will be made to minimize disruptions, site staff cooperation is expected.

#### **B. Documentation and Readiness**

- Upon request, the CONSULTANT must provide current program policies and procedures within 15 calendar days.
- Program documentation must include, at a minimum:
- Case management practices, including assessments, housing plan development, and use of RTFH-approved triage tools

- Program exit and termination policies
- Procedures for verifying homelessness status compliant with HUD requirements, prioritizing third-party documentation but not making it a barrier
- Contraband control and confiscation policies
- Client grievance and complaint procedures
- Confidentiality, privacy, and consent policies (including ROI)
- Compliance with the Violence Against Women Act (VAWA), including occupancy rights
- Reasonable accommodation and appeals process
- Notice of privacy practices for participants
- Client rights and responsibilities
- Description of Housing First fidelity and ongoing implementation procedures

#### **C. Adherence to Housing First Principles**

The Program shall operate under Housing First principles as defined by the U.S. Department of Housing and Urban Development (HUD) and the United States Interagency Council on Homelessness (USICH). These principles include:

- Rapid access to permanent housing without preconditions such as sobriety, treatment participation, or income verification
- Supportive services designed to promote housing stability and reduce returns to homelessness, rather than prerequisites for housing placement

### **IX. Program Records**

#### **A. Recordkeeping**

- The CONSULTANT shall maintain complete and accurate records related to all activities funded under this Agreement. Upon request, the CONSULTANT must make all program-related documents, financial records, and supporting materials available to the City or its designated representatives within 15 calendar days.
- All records containing personal participant information must be stored securely. Physical files shall be kept in locked cabinets, and electronic records must be protected with password access.
  - iii. The CONSULTANT is responsible for maintaining an up-to-date inventory of all equipment and furnishings purchased with funds provided through this Agreement.

#### **B. Homeless Management Information System (HMIS)**

- The CONSULTANT shall enter and maintain client-level data in the HMIS platform approved by the Regional Task Force on Homelessness (RTFH).
- The CONSULTANT must adhere to the HMIS Policies and Procedures applicable during the term of this Agreement, including guidelines for data collection, data entry, data quality, and standards related to timeliness, completeness, and missing information.

## **X. Program Outcomes**

### **A. Data Entry and Reporting**

The CONSULTANT shall enter all program data into the RTFH-approved HMIS to support analytics and performance monitoring. Program progress must be reported to the City through monthly and end-of-term reports, in a format and timeline specified by the City.

Delays in responding to City inquiries regarding reports may result in a finding of noncompliance.

### **B. Corrective Action**

If performance benchmarks are not met, the CONSULTANT will work with the city to develop a corrective action plan to address performance gaps and improve outcomes.

### **C. Program Performance Measures**

The CONSULTANT will make good faith efforts to achieve the following outcomes during the Agreement term, based on HUD-aligned and CoC best practices:

<b>Performance Area</b>	<b>Measure</b>	<b>Target/Standard</b>	<b>Reporting Requirement</b>
<b>Efficiency</b>	Number of individuals served	Track total unduplicated persons	Monthly
	Number of Oceanside residents served	Track only (no target set)	Monthly
	Number of persons exiting the program	Track total exits	Monthly
	Number of “stayers” (participants from previous month who did not exit)	Track engagement and retention	Monthly
	Occupancy rate	≥ 90% (excluding ramp-up/wind-down periods)	Monthly
<b>Housing Outcomes</b>	Exits to permanent or longer-term housing	≥ 30%	Monthly
	Exits to transitional housing	Track only (no target set)	Monthly

	Exits to shared living arrangements	Track only (no target set)	Monthly
	Negative exits (noncompliance or rule violations)	≤10% (noncompliance or rule violations)	Monthly
	Exits to emergency shelter or unsheltered settings	Track only (no target set)	Monthly
	Exits to family reunification or reconnection	Track only (no target set)	Monthly
<b>Length of Participation</b>	Average length of stay (all exits)	Report only	Monthly
	Avg. length of stay (exits to permanent housing)	≤ 150 days	Monthly
	Avg. length of stay (stayers)	Report only	Monthly
<b>Housing Stability (Recidivism)</b>	Return to homelessness within 6 months after exit to permanent housing	≤ 12%	Quarterly or as specified
<b>Self-Sufficiency/Income</b>	% of adults retaining income source at exit	Report only	Monthly & term-end
	% of adults gaining or increasing income at exit	≥ 20–30% (recommended target)	Monthly & term-end
	% of adults retaining employment income at exit	Report only	Monthly & term-end
	% of adults gaining or increasing employment income at exit	Report only	Monthly & term-end
	% of adults who gained health insurance coverage	Track only (no target set)	Monthly & term-end
	Number of adults who obtained housing-ready documents (ID, SS card, etc.)	Track only (no target set)	Monthly

#### **XI. Milestone Definitions: Small Wins Toward Housing Stability**

To support a client-centered, Housing First approach, the city recognizes the importance of tracking key milestones that reflect progress toward long-term housing stability. The following definitions apply to selected performance measures listed under Self-Sufficiency:

<b>Milestone</b>	<b>Definition</b>	<b>Acceptable Documentation</b>
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<b>Obtained Health Insurance Coverage</b>	Client enrolled in Medi-Cal, Medicare, Covered CA, or private/employer health insurance.	Insurance card, enrollment letter, or case manager note.
<b>Obtained State-Issued Identification (ID)</b>	Client received a valid California driver's license or state ID.	Copy of ID or confirmation of application submitted.
<b>Obtained Birth Certificate</b>	Client received an official copy of their birth certificate.	Copy of certificate or document request confirmation.
<b>Obtained Social Security Card (SS Card)</b>	Client received or replaced a Social Security card.	Copy of card or confirmation letter from SSA.
<b>Other Housing-Ready Documents</b>	Includes verification of income, credit report, proof of benefits, or landlord references.	Document copies or staff verification in HMIS notes.

**Reporting Note:**

Providers are expected to track and report these milestones monthly. Each milestone should be counted once per client per document type, per program enrollment term. Providers may also share narrative examples in monthly reports to illustrate how document readiness has supported client success.

**XII. Requests for Reimbursement (AFR)**

**A.** The CONSULTANT must submit monthly Actual Financial Reimbursement (AFR) requests, including all required supporting documentation, in a format and method specified by the City. Submissions must be received no later than the last day of the month following the month in which the expenses were incurred.

**B.** Required supporting documentation includes, but is not limited to:

- Legible copies of all pages of vendor invoices and receipts
- Dated employee timesheets approved by a supervisor
- Payroll service reports
- Proof of payment, which may include:
  - Check number on the bank statement
  - Copy of the canceled check
  - Confirmation of electronic funds transfer (EFT)

Failure to provide the appropriate supporting documentation or respond to follow-up inquiries from the city may result in denial of the reimbursement request, in whole or in part.



C. If the AFR is complete and includes all required documentation, the City will make every effort to process reimbursement payments by the 30th day of the month in which the AFR was submitted.

D. Any delay in the CONSULTANT's response to the City regarding monthly or year-end reports may delay the approval of AFRs and result in postponed reimbursement.

### **XIII. Reversion of Funds**

Upon expiration, termination, or breach of this Agreement, the CONSULTANT agrees that the City retains the right to reallocate any unspent funds and all accounts receivable associated with the use of such funds, at the City's sole discretion.

In such cases, the City may, in accordance with its Procurement Policy, engage alternative and/or additional service providers to continue the delivery of services originally outlined in this Agreement.

### **XIV. Close-Outs**

A. Upon the official closing date of the Program, the CONSULTANT shall:

1. Return all program equipment, accounting for normal wear and tear, to a city-designated storage location, and remove all such items from the program site.
2. Restore the program site to the same condition it was in at the start of the Agreement, accounting for reasonable wear and use of the building.
3. Complete and submit a close-out packet to the City. The packet shall include, but is not limited to:
  - Total number of participants housed
  - Summary of program accomplishments
  - Participant demographics
  - Financial summary by funding source
4. The CONSULTANT's obligations shall continue until all close-out requirements have been satisfied. These activities include, but are not limited to:
  - Making all final payments
  - Disposing of or returning program assets, including unused materials, program income balances, and accounts receivable, to the city

- Coordinating with the City to determine custodianship of all relevant program records

**B.** Notwithstanding the close-out, the terms of this Agreement shall remain in effect during any period in which the City retains control over program-related funds.

#### **XV. COVID-19 Emergency Response**

**A.** Services provided under this Agreement may include operations at alternative or additional sites, as deemed necessary by the City of Oceanside. Such direction may be issued to ensure continuity of care and compliance with local, state, or federal public health directives related to COVID-19 mitigation.

**B.** During periods of COVID-19 emergency response, the number of program beds supported by the CONSULTANT, based on approved staffing levels and budget allocations, will be determined through coordination between the CONSULTANT, the City, and its partners, and may be adjusted to reflect logistical capacity and public health guidance.

**C.** The CONSULTANT shall implement COVID-19 prevention and safety protocols consistent with guidance from HUD, the Centers for Disease Control and Prevention (CDC), and applicable state and county health authorities. These protocols include, but are not limited to:

- Encouraging client and staff vaccination, including booster doses where applicable
- Enforcing mask usage and physical distancing as needed, especially in shared or congregate spaces
- Enhancing facility ventilation and hygiene practices
- Providing access to handwashing stations or hand sanitizer throughout the site
- Conducting regular health screenings and facilitating COVID-19 testing
- Developing protocols for the isolation or relocation of symptomatic or COVID-positive individuals, including the use of non-congregate settings when feasible

**D.** The CONSULTANT shall remain flexible in its operations to support the City's overall COVID-19 response efforts and shall communicate any operational barriers or emerging public health concerns in a timely manner to the City.

#### **XVI. Glossary of Definitions**

Term	Definition
<b>2-1-1 San Diego</b>	2-1-1 San Diego is a resource and information hub that connects people with community, health, and disaster services.

<b>CES (Coordinated Entry System)</b>	A regionally managed system used to assess, prioritize, and match individuals experiencing homelessness with housing and services based on vulnerability and need.
<b>Chronically Homeless</b>	A chronically homeless individual is someone with a disability who has lived in a place not meant for human habitation, a safe haven, or emergency shelter continuously for at least 12 months or on four separate occasions in the past three years, totaling at least 12 months.
<b>City (City of Oceanside)</b>	The City of Oceanside (City), through its Housing and Neighborhood Services Department, provides affordable, safe, and quality homes for low- and moderate-income households and individuals in the city.
<b>Community Development Block Grant (CDBG)</b>	A HUD program providing annual grants to states and local governments to develop viable urban communities by providing decent housing, a suitable living environment, and expanding economic opportunities.
<b>Continuum of Care (CoC)</b>	A HUD program that promotes community-wide efforts to end homelessness, including funding support, rapid rehousing, access to mainstream services, and promoting self-sufficiency.
<b>Critical Incident</b>	Any event that poses a substantial risk to the physical or mental health, safety, or well-being of program participants, staff, or others; includes violence, major medical events, or facility emergencies.
<b>Critical Incident Report</b>	Any actual or alleged event or situation creating a significant risk of harm to an individual's physical or mental health or safety in the Navigation Center.
<b>Diversion</b>	A strategy that helps people seeking shelter to identify immediate alternative housing arrangements, preventing entry into the homelessness system.
<b>Emergency Shelter</b>	A short-term program offering basic services and temporary housing aimed at helping individuals access permanent

	housing quickly. May operate seasonally or under special local arrangements.
<b>HMIS (Homeless Management Information System)</b>	A local information technology system used to collect client-level data and data on the provision of housing and services to people experiencing homelessness.
<b>Homeless</b>	Defined under HUD Category 1 as individuals or families lacking a fixed, regular, and adequate nighttime residence, including those in emergency shelters or exiting institutions after short stays.
<b>Housing First</b>	An approach that prioritizes rapid access to permanent housing without preconditions such as sobriety, income, or participation in services. It emphasizes client choice and supportive services to maintain housing stability.
<b>Low-Barrier</b>	A service delivery model that removes obstacles to program entry, such as requiring sobriety, income, or documentation, and is designed to be accessible to the most vulnerable populations.
<b>Milestone</b>	A meaningful step or achievement that demonstrates participant progress toward housing stability, such as obtaining ID, applying for benefits, or gaining health insurance.
<b>Navigation Center</b>	A temporary, low-barrier shelter that provides emergency accommodations and intensive housing-focused case management to quickly connect participants to permanent housing solutions.
<b>Permanent Housing</b>	Long-term, stable housing without time limits, which may include permanent supportive housing or rapid rehousing, intended to end a person's homelessness.
<b>Recidivism</b>	The return of a formerly housed individual to homelessness, typically measured within a 6-month period following program exit.
<b>Shared Living</b>	A housing solution where individuals share housing with others, including family, friends, or roommates, as a transitional or longer-term housing option.

<b>Stayers</b>	Participants who remain enrolled in the program from the previous reporting month and have not yet exited the shelter or housing program.
<b>Transitional Housing</b>	Temporary housing programs that provide structured living and supportive services for a defined period, typically up to 24 months, while participants work toward permanent housing.

## EXHIBIT B: Furnishings Inventory List

ITEM DESCRIPTION	QTY
<b>Sleeping Areas</b>	
Bunk Beds- Twin/Twin w/mattresses	43
Bunk Beds- Twin/Full w/mattresses	7
<b>Outdoor</b>	
Chairs	24
Dining Table 36"	6
Bike Racks (Qty 18 Total)	1
<b>Dining Room</b>	
36" Square Arrivals Table	8
Chair	32
<b>Administration</b>	
Reception Desk w/pedestal storage	1
Task Chair	1
Lounge Chair	2
Side Table	1
Conference Table	1
Harpin Chair	8
<b>Staff Lounge</b>	
Banquette 36"w	4
Chair	3
Dining table	3
<b>Office Typical- Small</b>	
30"x66" Desk w/Return	4
Height Adjustable Base	4
Guest Chair	8
Task Chair	4
<b>Office Typical- Large</b>	
30"x72" Desk w/Return	4
Height Adjustable Base	4
Guest Chair	8

COM-Westwood, Mirage	16
Task Chair	4
<b>Training Room</b>	
Applause Training Table	12
Movie Nesting Chair	24
<b>Day Room</b>	
Modular Seating L-Shape	2
Lounge Chair	2
Movie Chair	6
Coffee Table	2
Side Table	4
<b>Miscellaneous Items</b>	
Portable Commercial Racks for Storing Clients' Belongings	10
Lockable Container for Clients' Personal Belongings	50
Landline Phone (one must be ADA compliant)	2