



City of Palm Desert
CMO - City Manager
Todd Hileman, City Manager
73-510 Fred Waring Drive, Palm Desert, CA 92260

PROPOSAL DOCUMENT REPORT

RFP No. 2023-RFP-202

Homeless Outreach and Engagement Services

RESPONSE DEADLINE: August 2, 2023 at 4:00 pm

Report Generated: Friday, September 8, 2023

Kingdom Causes dba City Net Proposal

CONTACT INFORMATION

Company:

Kingdom Causes dba City Net

Email:

bryan.cullison@citynet.org

Contact:

Bryan Cullison

Address:

4508 Atlantic Avenue
Suite 292
Long Beach, CA 90807

Phone:

(323) 627-0433

Website:

www.citynet.org

Submission Date:

Aug 2, 2023 1:48 PM

ADDENDA CONFIRMATION

No addenda issued

QUESTIONNAIRE

1. Proposal (WITHOUT COST)*

Proposals shall be concise, well organized and demonstrate qualifications and applicable experience. Proposals shall be organized and include page numbers for all pages in the proposal. The proposal shall be uploaded here, in the following order and shall include:

A. Cover Letter

1. This letter should briefly introduce the firm, summarize the firm's general qualifications, include an executive summary of the specific approach which will be used to deliver the work scope; and identify the individual(s) name, address and phone number authorized to negotiate Agreement terms and compensation.

B. Experience and Technical Competence

1. **Background:** Provide history of the agency's experience which specifically addresses the agency's experience with similar Service as described in this RFP.

2. **References:** The proposal shall include a list of service contracts that are similar in scope and function to this RFP. Provide a description of the project, client name, and the name, title, and telephone number of the primary contact person.

C. Firm Staffing and Key Personnel

1. **Staffing:** Provide the number of staff to be assigned to perform the Services and the names/discipline/job title of each as well as your firm's capacity to provide additional personnel as needed.

2. **Key Personnel:** Identify key persons that will be principally responsible for working with the City of Palm Desert. Indicate the role and responsibility of each individual.

3. **Team Organization:** Describe proposed team organization, including identification and responsibilities of key personnel.

4. Subcontractors: The Proposer shall identify functions that are likely to be subcontracted and identify the subcontractor that is anticipated to perform each function, if appropriate.

D. Proposed Method to Accomplish the Work

1. Describe the technical and management approach to providing the Services to the City of Palm Desert. Proposer should take into account the scope of the Services, and general functions required. Include a draft first year schedule of tasks, milestones, and deliverables that will provide for timely provision of the Services. In reviewing the scope of Services and goals described herein, the Proposer may identify additional necessary tasks and is invited to bring these to the City’s attention within the discussion of its proposed method to accomplish the work.

Palm_Desert_RFP_23_Submission.pdf

2. Fee Proposal*

Please provide a lump-sum, not-to-exceed fee proposal for the scope of Services. The fee proposal shall include hourly rates for all personnel for “Additional Work” (as such term is defined in the proposed Agreement attached herein).

Palm_Desert_CN_SOE_Budget_8.2.pdf

3. Non-Collusion Declaration*

The undersigned declares:

I am an authorized representative of my company, the party making the foregoing Bid, to certify the following.

The Bid is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation. The Bid is genuine and not collusive or sham. The Bidder has not directly or indirectly induced or solicited any other Bidder to put in a false or sham bid. The Bidder has not directly or indirectly colluded, conspired, connived, or agreed with any Bidder or anyone else to put in a sham bid, or to refrain from bidding. The Bidder has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the Bid Price of the Bidder or any other Bidder, or to fix any overhead, profit, or cost element of the Bid Price, or of that of any other Bidder. All statements contained in the Bid are true. The Bidder has not, directly or indirectly, submitted his or her Bid Price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, to any corporation, partnership, company, association, organization, bid depository, or to any member or agent thereof to effectuate a collusive or sham bid, and has not paid, and will not pay, any person or entity for such purpose.

Any person executing this declaration on behalf of a Bidder that is a corporation, partnership, joint venture, limited liability company, limited liability partnership, or any other entity, hereby represents that he or she has full power to execute, and does execute, this declaration on behalf of the Bidder.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Confirmed

4. SAM.gov*

Please enter your legal entity name for SAM.gov verification.

Kingdom Causes, Inc.

[Click to Verify](#) *Value will be copied to clipboard*

5. Type of Business*

Other

6. Litigation*

Provide litigation history for any claims filed by your firm or against your firm related to the provision of Services in the last five (5) years (or type "N/A").

N/A

7. Changes to Agreement*

The City's standard professional services agreement contract is included as an attachment herein. The Proposer shall identify any objections to and/or request changes to the standard contract language in this section of the proposal (or type "N/A"). If you are identifying changes here **ALSO** upload a copy of the redlined Language/Agreement with your Proposal. Changes requested may affect the City's decision to enter into an Agreement.

N/A

8. No Deviations from the RFP*

In submitting a proposal in response to this RFP, Proposer is certifying that it takes no exceptions to this RFP including, but not limited to, the Agreement. If any exceptions are taken, such exceptions must be clearly noted here, and may be reason for rejection of the proposal. As such, Proposer is directed to carefully review the proposed Agreement and, in particular, the insurance and indemnification provisions therein (or type "N/A").

N/A

9. Project Team Resumes*

Submit resumes of all key personnel/support staff that will produce work product for the Services. Describe their qualifications, education, and professional licensing.

Jessica_Bruce_(Feb_2023).pdfRosalinda_Chio_(Feb_2023).pdfBrad_Fieldhouse_(Feb_2023).pdf

10. List the Signatory(s) Authorized to Sign and Bind an Agreement.*

(If two (2) signatures are required, include the following information for both signatories)

- A. Full Name
- B. Title
- C. Physical Business Address
- D. Email Address
- E. Phone Number

Brad Fieldhouse

Executive Director

2115 W. Crescent Avenue, Suite 275

Anaheim, CA 92801

brad@citynet.org

714-904-0167

11. Certification of Proposal*

The undersigned hereby submits its proposal and, by doing so, agrees to furnish services in accordance with the Request for Proposal (RFP), and to be bound by the terms and conditions of the RFP.

Confirmed

July 31, 2023

Jason Austin
Social Services Coordinator
73-510 Fred Waring Drive
Palm Desert, CA 92260
Email: Jaustin@palmdesert.gov

Mr. Austin,

I am writing as an authorized representative of Kingdom Causes, Inc. DBA City Net. Kingdom Causes is a 501(c)(3) organization with tax-exempt status and a current valid business license with the State of California.

City Net is well positioned, qualified, and experienced to partner with the City of Palm Desert as the provider for the Homeless Outreach and Engagement Services Contract.

We demonstrate in this proposal through our staffing plan, budget, experience, references, methodology, training, infrastructure, and documentation that we can perform all the necessary services, on time, on budget, and with excellence.

As part of our organizational DNA and vision statement, we value collaboration. Relationships are important, both with our clients and partners. We are responsive to requests for clarifications, modifications, documentation, and data. We aim to satisfy the requirements of all our contracts and to exceed expectations and standards.

We invite you to inquire with our references listed here and government agencies and entities with which we have partnered to see how their experience has been. We have a demonstrated history over the last ten years of dozens of contracts completed on time, on budget, and with data that confirms and validates our performance. Our past fiscal year (22-23) budget of \$25 million and our current calendar year budget (2023) of \$35 million reflect the scope of our work, the growth of our partnerships and services, and a validation from City and County governments across California of the caliber and seriousness of our work.

Arguably the most important aspect of our work is our relationship and success with each person we encounter experiencing street-level homelessness. We specialize in this work, and everything we do in our hiring, training, methodology, reporting, and case management reflects this priority. We use best practices, policies and procedures for street outreach and engagement, case management, and housing navigation to place our clients in available housing units.

Throughout this process, City Net will coordinate with representatives of the City of Palm Desert to ensure the overall vision of the program, including its budget, safety, and timelines are within the parameters of all agreements.



Kingdom Causes DBA City Net
EIN: 57-1162424
4508 Atlantic Avenue, Suite 292
Long Beach, CA 90807
714-712-0107 (Org Main)

Designated City Net Signatory:
Brad Fieldhouse
Executive Director
brad@citynet.org
714-904-0167 (Work Mobile)

Brad Fieldhouse has the authority to obligate the organization, negotiate with the City of Palm Desert and to execute on behalf of City Net any agreement that may result from such negotiations.

We would be excited to partner with the City of Palm Desert in providing the services outlined in this RFP and are thankful for the opportunity to present ourselves as a candidate through this proposal.

Brad Fieldhouse
Authorized Signer Name



Authorized Signer Signature

July 31, 2023
Date



B. Experience and Technical Competence

1. Background: Provide history of the agency's experience which specifically addresses the agency's experience with similar Service as described in this RFP.

City Net is committed to breaking the cycle of homelessness in the communities we serve by connecting neighbors experiencing homelessness to transformative care and innovative housing solutions.

City Net is one of the largest street outreach nonprofit organizations in Southern California with 225+ dedicated to direct client engagement on the streets or in interim housing shelters. Southern California has many excellent homeless service providers—many of them larger than City Net—but few can match our focus on direct client services in the field. It is our main service, so we have developed unparalleled expertise.

City Net also has a unique skill set in providing street outreach to challenging unsheltered encampments. We have successfully partnered with city and county agencies on some of the largest and most visible homeless encampments in the history of southern California, including the Santa Ana River Trail in Orange County, the Civic Center/Plaza of the Flags in Santa Ana, La Palma Park/Maxwell Park in Anaheim, State Street in Santa Barbara, the Riverbed and Massachusetts Avenue in Riverside County, amongst others. Additionally, City Net had a contract with CalTrans and currently has one with Union Pacific Railroad for outreach, engagement, and case management for neighbors experiencing homelessness along high-risk transit corridors around San Diego and along railroads throughout Southern California. City Net has also had experience in family reunification, housing navigation, and housing retention services in the County of Riverside, and is familiar with the CES housing matching process.

City Net has the capacity, experience, infrastructure, processes, and technology that align with being a primary service provider addressing homelessness in the City of Palm Desert. We can be ready to start service provision from Day One of a contract, and we have the competitive advantage of having built up, tested, and implemented the unique pipeline and breadth of service of our outreach and engagement teams (along with all of the existing technology and staffing models, vendor relationships, and policies and procedures that come with them), with contracts in 7 of the 15 largest cities in all of California.

City Net currently has more than 50 active contracts, including city, county, state, federal, and corporate contracts, with others pending, many of them similar in type and scope to this one. Most of our contracts are yearlong and usually get renewed serially, depending on funding availability.

As a summary example of our work, in the last completed fiscal year alone we estimate that we facilitated almost 3,000 Street Exits (U.S. Department of Housing and Urban Development Housing-Qualified Programs), 500+ Permanent Housing Placements, 33,000+ Outreach Engagements, and 30,000 Diverted Emergency Service Calls. We worked in seven different California counties (Los Angeles, Orange, Riverside, Santa Barbara, San Diego, San Joaquin, and Sacramento) and the Union Pacific Railroad lines (statewide). City Net also provided 25,000+ Shelter Bed Nights and oversaw more than 4,300 Volunteer Hours through all programs.



City Net has a history and reputation of being able to say yes to projects that have very short timelines, and its values of positivity, collaboration (over 250 partnerships forged), initiative, empowerment, transparency, and being solutions-focused all serve it well in such times and opportunities.

2. References: The proposal shall include a list of service contracts that are similar in scope and function to this RFP. Provide a description of the project, client name, and the name, title, and telephone number of the primary contact person.

Reference 1

Company name: City of Corona
Address: 400 S. Vicentia Ave, Corona, CA 92882
Contact person: Karen Roper
Email address: karen.roper@coronaca.gov
Telephone: 951-739-4949
Project name: Collaborative homeless services
Dates worked performed: 2018 – present
Summary of scope of services: Shelter Partner, Street Outreach, Housing Navigation, Case Management

Reference 2

Company name: City of Riverside
Address: 3900 Main Street, Riverside, CA 92522
Contact person: Michelle Davis
Email address: mdavis@riversideca.gov
Telephone: 951-826-5461
Project name: Multiple
Dates worked performed: 2020 – present
Summary of scope of services: Shelter Operator, Street Outreach, Housing Navigation, Case Mgmt

Reference 3

Company name: City of Anaheim
Address: 200 South Anaheim Boulevard, Anaheim, CA 92805
Contact person: Sandra (Sagert) Lozeau
Email address: slozeau@anaheim.net
Telephone: 714-765-4413
Project name: Community Care Response Team (CCRT)
Dates worked performed: 2021 - present
Summary of scope of services: Anaheim Community Care Response Team - street outreach and citywide dispatched teams to respond to community and 911 calls that are homeless-related

Reference 4

Company name: City of Santa Ana
Address: 20 Civic Center Plaza, Santa Ana, 92701
Contact person: Terri Eggers
Email address: teggers@santa-ana.org
Telephone: 714-647-5378



Project name: Santa Ana Multidisciplinary Response Team (SMART)

Dates worked performed: 2021 – present

Summary of scope of services: Santa Ana Multidisciplinary Response Team - street outreach and citywide dispatched teams to respond to community and 911 calls that are homeless-related

C. Firm Staffing and Key Personnel

1. Staffing: Provide the number of staff to be assigned to perform the Services and the names/discipline/job title of each as well as your firm’s capacity to provide additional personnel as needed.

Direct Service FTEs (2.25)

Regional Program Director (0.05 FTE): Senior-level staff responsible for overall project compliance with management, operations, and public safety standards.

Program Supervisor (0.1 FTE): Responsible to direct all street outreach and engagement, case management and housing navigation activities, staff management/ supervision, and project coordination. The Program Supervisor will also engage in direct services as needed in these categories to assure that all programmatic goals and objectives are met within the operational framework of the project.

Case Manager (1.0 FTE): Staff responsible for street outreach and engagement, case management, and housing navigation.

Lead Case Manager (1.0 FTE): Staff responsible for street outreach and engagement, case management, and housing navigation, who has demonstrated leadership capabilities, and proficiency and experience in homeless services.

- Street Outreach - Provide essential services necessary to reach out to unsheltered homeless people; connect them with emergency shelter, housing, or critical services; and provide urgent, non-facility-based care to unsheltered homeless people who are unwilling or unable to access emergency shelter, housing, or an appropriate health facility.
- Case management - assessing housing and service needs, arranging, coordinating, and monitoring the delivery of individualized services to meet the needs of the program participants. Using the coordinated assessment system; conducting the initial evaluation, including verifying and documenting eligibility; counseling; developing, securing, and coordinating services; obtaining Federal, State, and local benefits; monitoring and evaluating program participant progress; providing information and referrals to other providers; and developing an individualized housing and service plan, including planning a path to permanent housing stability.
- Housing navigation - developing housing plans, addressing the barriers identified during the plan, acquiring documentation, and completing forms required for housing. Work also involves housing search which includes attending property owner meetings, setting appointments, and assisting with paperwork related to housing applications. Navigation also



includes tasks involved with securing housing including inspections, utility startups, and moving into housing.

Data Analyst (0.1 FTE): Staff responsible for data collection, completing data entry, monitoring and reviewing data quality, completing data analysis, reporting to HMIS, training staff on using HMIS, and implementing and complying with HMIS requirements.

Indirect Service FTEs (0.28): Executive Leadership, Finance, HR, Operations, and Community Engagement

2. Key Personnel: Identify key persons that will be principally responsible for working with the City of Palm Desert. Indicate the role and responsibility of each individual.

The primary leaders overseeing the success of this project will be Brad Fieldhouse, the President/Executive Director; Jessica Bruce, the Chief Program Officer; and Rosalinda Chio, the Deputy Chief Program Officer. Their information, experience, and roles are described below.

President/Executive Director

Dr. Brad Fieldhouse - Brad founded City Net in 2013 and its parent nonprofit Kingdom Causes in 2003. He is a SoCal native and has had the privilege of working with many amazing leaders/staff over the years that have been part of Kingdom Causes, Inc. and its various affiliates. In addition, Brad has worked in a consulting capacity with hundreds of nonprofits to help them achieve organizational excellence and life-changing impact. He has deep expertise in strategy, collaboration, collective impact, and capacity building. His commitment to lifelong learning earned him a Master of Divinity and a Doctorate degree in Transformational Leadership for the Global City with an emphasis on Faith-Based and Civic Partnerships for the Common Good.

Chief Program Officer

Jessica Avelar-Bruce - Jessica is a program management and direct services professional with over 17 years of homeless collaborative services experience. She provides leadership to a team of over 200 staff facilitating street outreach, housing navigation, emergency shelter, and permanent supportive housing. Her network reaches across multiple counties and states, with a reputation that includes her charismatic leadership style and consistent outcomes.

Deputy Chief Program Officer

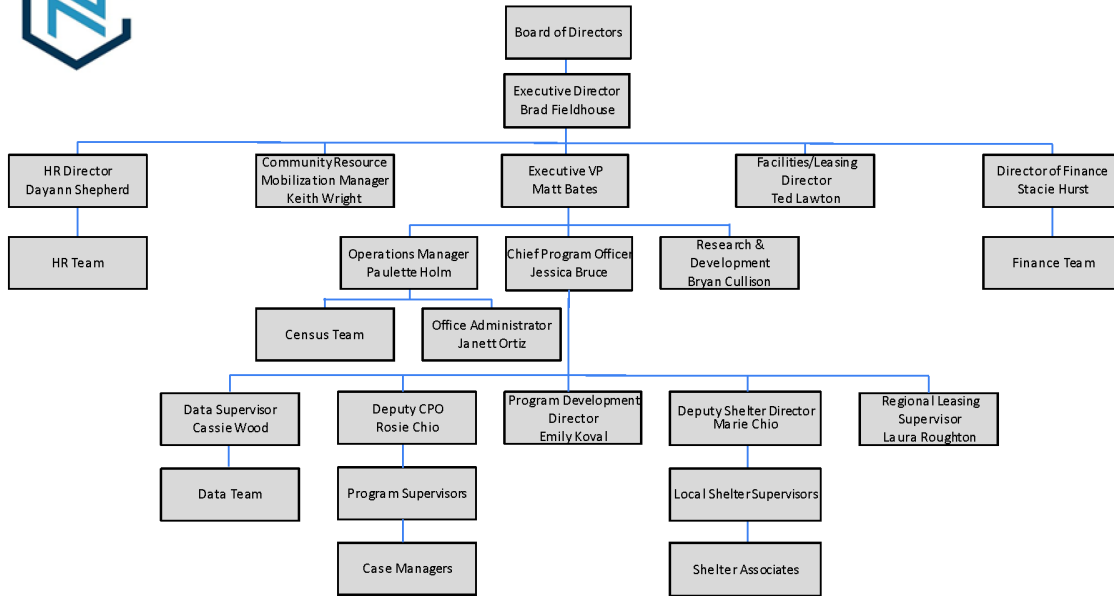
Rosalinda Chio - Rosie has been with City Net since 2020, working in homeless services since 2009. Her experience includes direct client services and program managing for a 225-bed shelter, 75-bed men's shelter, and transitional housing.

3. Team Organization: Describe proposed team organization, including identification and responsibilities of key personnel.





General Organizational Chart
Current as of May 2023



4. Subcontractors: The Proposer shall identify functions that are likely to be subcontracted and identify the subcontractor that is anticipated to perform each function, if appropriate.

N/A

D. Proposed Method to Accomplish the Work

1. Describe the technical and management approach to providing the Services to the City of Palm Desert. Proposer should take into account the scope of the Services, and general functions required. Include a draft first-year schedule of tasks, milestones, and deliverables that will provide for the timely provision of the Services. In reviewing the scope of Services and goals described herein, the Proposer may identify additional necessary tasks and is invited to bring these to the City’s attention within the discussion of its proposed method to accomplish the work.

Outreach Engagement is one of the visible services City Net provides, and case managers are trained to follow best practices in a professional manner. Before beginning outreach engagement, case managers must pass 80 hours of case management training which includes, but is not limited to: rapport building, whole-person care, implicit bias, mental health and behavioral health first aid, trauma-informed care, housing first principles, de-escalation, motivational interviewing, progressive engagement, and housing retention services. Case Managers are aware that it can take between 8-10 engagements before an outreach contact agrees to services and continue to visit clients with patience until they are ready to engage.

Engagement Services



Engagement Services are activities to locate, identify, and build relationships with unsheltered homeless individuals to offer immediate support, intervention, and connections with homeless assistance programs and/or mainstream social services and other housing programs. Specific activities include:

- Responding to community needs reported through email, phone calls, and texts from City of Palm Desert staff, hospital discharge staff, law enforcement, and other homeless service agencies
- Documenting outreach engagements properly in HMIS and City Net’s internal tracking software to create a by-name list
- Providing opportunities for outreach engagements at any community-hosted events
- Conducting an initial assessment of client needs and eligibility
- Providing informal crisis counseling
- Addressing urgent physical needs, such as providing meals, blankets, clothes, or toiletries
- Actively connecting and providing information and referrals to needed services.

Collaboration

City Net recognizes it takes a village to get clients the support and care they need, and regularly collaborates with:

- Chrysalis
- Coachella Valley Rescue Mission
- Corona Substance Abuse Center
- Love Riverside
- Make It Cozy Home Furnishings
- Path of Life Ministries
- Pathways of Hope
- People Assisting the Homeless (PATH)
- Riverside Access Center
- Riverside Behavioral Healthcare Center
- Riverside Municipal Airport
- Riverside Police Department
- Salvation Army
- Union Pacific Railroad
- VA Community Resource and Referral Centers
- Mercy House
- Helping Hearts
- Step Up Outreach

Emergency Health

City Net will refer homeless neighbors to emergency health services to the extent that other customary emergency health services and treatments are unavailable or inaccessible to the homeless neighbor. An example of emergency health services to which City Net will refer homeless neighbors is outpatient



treatment of urgent medical conditions by licensed medical professionals in community-based settings (e.g., streets, parks, campgrounds) to those eligible participants unwilling or unable to access emergency shelter or an appropriate healthcare facility. City Net may assist healthcare professionals in the case management aspects of the following activities:

- Assessing health problems and developing treatment plans
- Assistance in understanding health needs
- Administering Narcan when necessary and partnering with Public Health and/or County Mental Health providers to distribute Narcan with educational information when available
- Providing directly or assisting to obtain appropriate emergency medical treatment
- Providing medication and follow-up services.

Emergency Mental Health

City Net will refer homeless neighbors to emergency mental health services to the extent that other customary emergency mental health services and treatments are unavailable or inaccessible to the homeless neighbor. An example of emergency health services to which City Net will refer homeless neighbors is outpatient treatment of urgent mental health conditions by licensed professionals in community-based setting (e.g., streets, parks, and campgrounds) to those eligible participants unable or unwilling to access emergency shelter or an appropriate mental health care facility. City Net may assist mental healthcare professionals in the case management aspects of the following activities:

- Crisis intervention
- Prescription of psychotropic medications
- Explanation about the use and management of medications
- Combinations of therapeutic approaches to address multiple problems

Transportation

Occasionally, City Net may engage in transportation activities, including:

- Transportation of unsheltered people to emergency shelters, emergency health, emergency mental health, or other service facilities
- Provision of public transportation for participants
- Transportation costs (bus tickets, gas, minor car repairs, etc.) to assist homeless neighbors to relocate out of the region, provided they have permanent housing there.
- Assistance to program participants to use public transportation.

Services for Special Populations

Services for special populations are essential services that have been tailored to address the special needs of homeless youths, those with criminal backgrounds and/or history of involvement with the justice system, victims of domestic violence, dating violence, sexual assault, or stalking, including



connections to services offered by rape crisis centers, domestic violence shelters, and other organizations that serve persons who meet the HUD definition of homelessness and have special needs.

Food and Emergency Services

Food and other emergency services will be given to clients primarily as they first move into housing and for emergency circumstances. During the duration of their tenancy, clients will be connected to food banks and service agencies in the community as their primary resource for emergency needs.

In addition to street outreach and engagement, City Net also enrolls clients in HMIS and works to connect clients to cash/non-cash benefits and permanent housing plans. City Net practices progressive engagement in case management, meaning case managers strive to meet clients frequently in the beginning (1-3 times per week) until a strong rapport is built, clients stabilize, and housing documents are obtained. They then reduce the number of interactions to weekly or bi-weekly as clients progress through the system and get closer to their housing goals.

Case Management

Case management activities to assess housing and service needs and arrange, coordinate and/or monitor the delivery of individualized services. Specific activities include:

- Assessment and intake using HMIS
- Completing and entering VI-SPDAT scores in HMIS
- Conducting initial evaluations including verifying and documenting eligibility
- Counseling
- Developing/securing/coordinating services
- Helping obtain Federal, State, and local benefits
- Monitoring and evaluating program participant progress in particular programs
- Providing information and referrals to other providers
- Developing an individualized housing stabilization plan that leads to the attainment of stable permanent housing.

Supportive Services

Supportive services may include providing access to and assistance in obtaining:

- Medicaid/Medi-Cal
- Women, Infants and Children (WIC)
- Food Stamps/CalFresh/EBT
- Federal-State Unemployment Insurance Program
- Social Security Disability Insurance (SSDI)
- Supplemental Security Income (SSI)
- General Relief (GR)



- Other mainstream resources such as housing, health, social services, employment, education services and youth programs that an individual or family may be eligible to receive.

Landlord Engagement

Landlord engagement involves housing navigators and case managers reaching out to private landlords in the community to advocate for clients to be matched to housing opportunities. Specific activities include:

- Educate private landlords on the Rapid Re-Housing program's policies and protocols
- Provide information regarding City Net's landlord incentive programs and the benefits of participation
- Advocate for clients' housing needs
- Match clients to specific units with landlords who have a shared interest
- Provide a hotline number to call for emergencies
- Create a line of communication for when new units become available

Housing Navigation

Housing Navigators also have the responsibility of properly matching clients to housing units. These matches require the following activities:

- Conducting Housing Needs Assessment
- Creating Housing Budget
- Completing housing applications
- Addressing and overcoming any potential barriers to housing (no/low credit, criminal charges, lack of rental history, etc.)
- Introducing landlord to client
- Introduction to the neighborhood so the client can assess access and transportation to daily errands and supportive services

Housing Documentation

A large part of case management involves providing the proper documentation to move through the housing process. City Net case managers assist clients in obtaining the following documents needed to be housed:

- Signed HMIS Release of Information and Confidentiality Agreement
- Copy of ID, Social Security Card, DD-214 (if applicable)
- Homeless or Chronic Homeless Verification
- Disability verification (if applicable)
- Proof of income
- Hand-written signed copy of the lease
- Lead-based paint disclosure form



- VAWA form
- W-9
- HSQ Inspection
- Client budget
- Individualized Action Plan (IAP)
- Individualized Stability Plan (ISP)
- Receipts of rental payment
- Copy of voucher (if applicable)
- Request for Tenancy Approval (if applicable)
- Rent Reasonableness form
- Duplication of Benefits form

Draft First Year of Deliverables, Tasks, and Milestones

- 7 - Number of unduplicated clients who move into permanent housing
- 12 - Number of unduplicated clients who move into a shelter or interim housing
- 39 - Number of unduplicated clients who complete a CES assessment
- 380 - Cumulative annual number of Outreach and Engagement encounters
- 39 - Number of unduplicated individuals who receive case management services

First four months of service: (October 1, 2023 – January 31, 2024)

- Case Managers enroll the first 15 clients into services and connect to the CES.
- Case Managers complete document-ready status for the first round of enrollments, knowing it takes about 3 months to achieve document readiness.
- Strong focus on establishing networks and collaborations with local agencies during the first 4 months.
- City Net provides monthly status reports on client engagement, enrollment, and deliverables.

Months Five to Eight of service: (February 1, 2024 – May 31, 2024)

- Case Managers enroll the next 15 clients into services and connect clients to the CES.
- Case Managers house the first 3 clients through relocation, RRH, PSH, etc.
- City Net provides monthly status reports on client engagement, enrollment, and deliverables.

Months Nine to Twelve of service: June 1, 2024 – September 30, 2024

- Case Managers enroll the next 9 clients into services and connect clients to the CES.
- Case Managers house 4 clients through relocation, RRH, PSH, etc.
- City Net provides monthly status reports on client engagement, enrollment, and deliverables.



10.2. Questions for Response
Provider Experience and Qualifications

1. Describe your past and present experience in providing services to the homeless population. Please include dates, names of funding sources, and a summary of services related to homeless services.

CITY/COUNTY/ENTITY	PROJECT NAME	FUNDING TYPE	PROJECT TYPE	INITIAL CONTRACT DATE
City of Baldwin Park	Baldwin Park Individual Bridge Housing - Esperanza Villa		Shelter	11/1/2022
City of Baldwin Park	Baldwin Park Bridge Family Housing - Serenity Homes		Shelter	8/1/2022
City of Bellflower	Bellflower Homeless Services		Mixed	4/1/2019
City of El Monte	El Monte Street Outreach & Engagement		O&E	10/1/2022
City of Norwalk	Street Outreach & Engagement	GRANT	O&E	9/1/2022
City of Redondo Beach	Housing Navigation, Outreach, Case Management	ESG	O&E	1/1/2021
City of Whittier	Street Outreach & Engagement & Census		Mixed	7/1/2021
City of Anaheim	Anaheim Community Care Response Team	ESG	Response Team	1/1/2021
County of Orange	CalOptima Health Partnership	N/A	Other	7/1/2023
City of Costa Mesa	After Hours Homeless Prevention and Street Outreach Services	CDBG	O&E	5/1/2021
City of Fountain Valley	Fountain Valley Street Outreach & Engagement		O&E	3/1/2022
County of Orange	Health Care Agency Motel Stay Assistance		Housing	8/1/2017
County of Orange	Subcontract with Jamboree Housing Corporation	Subcontract	Housing	9/1/2022
City of Newport Beach	Homeless Outreach Services		O&E	2/1/2018
County of Orange	OC Point In Time Count	County	Census	7/1/2023
County of Orange	Orange County Homeless Survey		Census	3/1/2023
City of Santa Ana	Santa Ana Multi-Disciplinary Response Team	HHAP/ARPA	Response Team	11/1/2021
City of Tustin	Homeless Outreach Services		O&E	1/1/2020
County of Orange	Orange County United Way Welcome Home OC		Housing	8/1/2021
City of Corona	Collaborative Homeless Services		Mixed	12/1/2018
City of Hemet	Street Outreach		O&E	12/1/2021
City of Murrieta	Street Outreach and Emergency Shelter		Mixed	7/1/2021
City of Norco	Collaborative Homeless Services		Mixed	7/1/2021
City of Perris	Street Outreach & Engagement		O&E	7/1/2022
City of Riverside	Public Safety and Engagement Team	ESG	O&E	12/1/2019
City of Riverside	Rental Assistance Program and Motel Voucher Program		Housing	4/1/2020
County of Riverside	Bringing Families Home	DPSS	Mixed	12/1/2022
County of Riverside	Riverside EFSP - ARPA-R and Phase 40		O&E	11/1/2021
County of Riverside	Rapid Rehousing		Housing	3/1/2020
City of San Jacinto	Street Outreach & Engagement & NCS Shelter	ESG	Mixed	7/1/2021
County of Sacramento	Safe Stay Site	GRANT	Shelter	9/1/2022
City of Chula Vista	Pallet Shelter	ESG/PHLA	Shelter	5/1/2022
City of San Diego	SD Homeless Quality of Life Street O&E		O&E	10/1/2021
City of Tracy	Tracy Interim Shelter Site		Shelter	10/1/2022
City of Goleta	Street Outreach & Engagement, Bridge Housing	CDBG	Mixed	10/1/2021
City of Santa Barbara	HASB Supportive Services		O&E	TBD
City of Montecito	Street Outreach & Engagement	DONATIONS	O&E	1/1/2021
City of Santa Barbara	Permanent Location Housing Allocation		Housing	1/1/2021
City of Santa Barbara	El Carrillo Housing Management		Shelter	6/1/2021
City of Santa Barbara	Supportive Housing Program		Housing	9/1/2021
Union Pacific Railroad	Homeless Outreach to Encampments on UPR Tracks	GRANT	O&E	12/1/2019

The above table is not a comprehensive list of every contract we have worked on, but it is very representative of our work for the last few years. As mentioned, City Net currently has more than 50 active contracts, including city, county, state, federal, and corporate contracts, with others pending, many of them similar in type and scope to the type of services in this RFP. Most of our contracts are yearlong and usually get renewed serially, depending on funding availability. The range of services we provide has also been detailed, but we do homelessness prevention, street outreach and engagement, case management, housing navigation, emergency/interim/bridge housing, permanent supportive housing, homeless censuses, and non-congregate shelters.



Services

Provide a detailed response to the following questions.

1. Describe how your agency will ensure services are provided in a culturally competent manner.

City Net does not discriminate amongst its clients on the basis of race, color, ancestry, religion, religious creed, sex, gender, national origin, age, disability, HIV status, marital status, military or veteran status, sexual orientation, gender identity, gender expression, genetic information, medical condition, or any other protected characteristic under applicable law.

Working in seven counties in California, already a diverse region, City Net's clients reflect the full diversity of culture, race, and ethnicity. A disproportionate number of California's homeless population identifies as African American, Asian American, Latino American, or Native American, and because of increased discrimination against and victimization of these neighbors, City Net seeks to assist this specific population in our day-to-day work. Our staff are trained to practice advocacy at the forefront of our work and actively support reforms to inequities within the systems that continue to devastate our most vulnerable neighbors.

City Net conducts staff trainings on Implicit Bias, Cultural Competency, and Capitalizing on Diversity, as well as on Building a Culture of Anti-Racism published by OC Human Relations.

City Net also values the certifications of external agencies for the sake of accountability, integrity, and trust-building amongst its constituents, donors, stakeholders, clients, and staff, and as such has achieved Platinum status for the last four years from GuideStar, one of the premier certification agencies for nonprofit organizations. One area newly introduced in their evaluation process is the Diversity, Equity, and Inclusion status. It is in the plan and vision of City Net to comply with all DEI inquiries.

Our street and encampment outreach itself is designed to be comprehensive in nature, engaging every single individual we encounter who may be experiencing homelessness.

2. Describe your agency experience providing homeless related services and how your agency will form and maintain effective collaborations with city departments, community providers, law enforcement, neighbors and other residents, businesses, the County of Riverside and Continuum of Care providers.

Partnering with existing service providers is part of our modus operandi. We do so not out of obligation, but out of a sincere belief that only in partnership with others will street level homelessness be eliminated. In our very vision statement, our objective is to reduce homelessness to functional zero in the regions we serve through collaborative supportive services, housing provision, and data-driven solutions that empower our clients to reach their personal goals.

We don't have the space to list our partnerships here, but the list is over 250 partnering agencies. We have relationships with and formal contracts and MOU's with shelters, mental health facilities, and rehab centers throughout California for the purpose of securing beds or placements for our clients. We partner with several agencies for medical and mental health professionals to accompany our Response Teams to the calls they are dispatched to, allowing us to offer additional onsite services right where a



person is at than we would be able to offer ourselves. We have also partnered both formally and informally with many service and faith-based organizations and foundations for the production and distribution of hygiene kits, snack kits, and welcome home baskets.

Specific to Riverside County, partnering agencies will include:

- Chrysalis
- Coachella Valley Rescue Mission
- Corona Substance Abuse Center
- Love Riverside
- Make It Cozy Home Furnishings
- Path of Life Ministries
- Pathways of Hope
- People Assisting the Homeless (PATH)
- Riverside Access Center
- Riverside Behavioral Healthcare Center
- Riverside Municipal Airport
- Riverside Police Department
- Salvation Army
- Union Pacific Railroad
- VA Community Resource and Referral Centers
- Mercy House
- Helping Hearts
- Step Up Outreach

3. Describe your agency’s model for outreach and engagement to the homeless community; and how that model will be a strong fit for the city of Palm Desert. What best practices or evidence-based practices will you use, especially trauma-informed care, into the model to be used. Will vehicles be leased, or personal vehicles be used?

Our staff are trained in client-centered, trauma-informed, housing first, and harm reduction methodologies, and offer robust relationship-building, and professional case management in coordination with Homeless Management Information System (HMIS), the Coordinated Entry System (CES), and evidence-based practices.

We have developed strategies and specialized teams for each subpopulation that we serve. We use triggers for change to elicit internal motivation to take the necessary steps to change their lives. We do not push what we think is best, but we honor client choice to create an individualized action plan meeting clients where they are at. We also follow progressive engagement practices, where we meet intensively with the client to address immediate needs, and gain trust and rapport (2-3 times per week) and then slowly decrease the frequency of contact as the client becomes more stabilized, independent, and continues achieving document ready status. We have proven success with our clients through compassion, consistency, and utilizing the client’s timing in order to accept services.



All City Net programs are informed by and consistent with Housing First principles. Housing First is an approach to serving people experiencing homelessness that recognizes a client must first be able to access a decent, safe place to live that does not limit the length of stay (permanent housing) before stabilizing, improving health, reducing harmful behaviors, or increasing income. Under the Housing First approach, anyone experiencing homelessness is connected to a permanent home as quickly as possible, and programs remove barriers to accessing housing, like requirements for sobriety or absence of criminal history. No one is rejected based on poor credit or financial history, poor or lack of rental history, criminal convictions unrelated to tenancy, or behaviors that indicate a lack of “housing readiness.” Housing First also recognizes the need for robust supportive services upon housing placement. It is not “Housing Only” or “Housing Alone”, but “Housing First”, which implies that additional steps are generally needed to achieve successful long-term housing stability.

All clients in this proposed project will be entered into HMIS and connected to the Coordinated Entry Systems (CES). Case managers will work with clients to achieve document-ready status and enter those documents into the CES to connect clients to potential housing and shelter opportunities. In addition to assuring that resources flow to the most vulnerable homeless individuals through CES, these systems also provide a safeguard against duplication of services because we can see in HMIS what other services and benefits the client is receiving, as well as the agency who may be providing these services. Our case managers reach out to their counterparts at these other agencies to confirm the provision of services, to case conference, and to clarify any questions around potential duplication. When appropriate, City Net staff conduct diversion screening and reunification support to prevent those with other resources from entering the homeless shelter system.

In our vision statement, City Net’s objective is to reduce homelessness to functional zero in the regions we serve through collaborative supportive services, housing provision, and data-driven solutions that empower our clients to reach their personal goals. We know we can best accomplish this with our professional staff, upbeat passion, courage, integrity, and intra-/inter- agency collaboration.

Due to safety regulations and best practices, City Net will use leased vehicles only to transport clients. Transportation in personal vehicles is against company policy.

4. Describe how your organization will accomplish the following: Provide homeless services including (1) Outreach and Engagement; (2) Case Management; (3) Housing Navigation; (4) Care Coordination; (5) Referral and Linkage to supportive services to any individual experiencing homeless; (6) Linkage to Mental Health and/or Substance Use Treatment and Services; and (7) Creation and management of a City By-Name List of people experiencing homelessness in the city. What is your model for getting someone off the streets and into shelter, permanent supportive housing, interim housing, mental health/substance use programs/services, and/or other housing opportunities. Include your experience working with the Coordinated Entry System, Housing Vouchers, Rapid Rehousing Services or any other housing focused program.

This is covered in D. 1. above, but reiterated here for ease of navigation.



Outreach Engagement is one of the visible services City Net provides, and case managers are trained to follow best practices in a professional manner. Before beginning outreach engagement, case managers must pass 80 hours of case management training which includes, but is not limited to: rapport building, whole-person care, implicit bias, mental health and behavioral health first aid, trauma-informed care, housing first principles, de-escalation, motivational interviewing, progressive engagement, and housing retention services. Case Managers are aware that it can take between 8-10 engagements before an outreach contact agrees to services and continue to visit clients with patience until they are ready to engage.

Engagement Services

Engagement Services are activities to locate, identify, and build relationships with unsheltered homeless individuals to offer immediate support, intervention, and connections with homeless assistance programs and/or mainstream social services and other housing programs. Specific activities include:

- Responding to community needs reported through email, phone calls, and texts from City of Palm Desert staff, hospital discharge staff, law enforcement, and other homeless service agencies
- Documenting outreach engagements properly in HMIS and City Net’s internal tracking software to create a by-name list
- Providing opportunities for outreach engagements at any community-hosted events
- Conducting an initial assessment of client needs and eligibility
- Providing informal crisis counseling
- Addressing urgent physical needs, such as providing meals, blankets, clothes, or toiletries
- Actively connecting and providing information and referrals to needed services.

Collaboration

City Net recognizes it takes a village to get clients the support and care they need, and regularly collaborates with:

- Chrysalis
- Coachella Valley Rescue Mission
- Corona Substance Abuse Center
- Love Riverside
- Make It Cozy Home Furnishings
- Path of Life Ministries
- Pathways of Hope
- People Assisting the Homeless (PATH)
- Riverside Access Center
- Riverside Behavioral Healthcare Center
- Riverside Municipal Airport
- Riverside Police Department
- Salvation Army
- Union Pacific Railroad



- VA Community Resource and Referral Centers
- Mercy House
- Helping Hearts
- Step Up Outreach

Emergency Health

City Net will refer homeless neighbors to emergency health services to the extent that other customary emergency health services and treatments are unavailable or inaccessible to the homeless neighbor. An example of emergency health services to which City Net will refer homeless neighbors is outpatient treatment of urgent medical conditions by licensed medical professionals in community-based settings (e.g., streets, parks, campgrounds) to those eligible participants unwilling or unable to access emergency shelter or an appropriate healthcare facility. City Net may assist healthcare professionals in the case management aspects of the following activities:

- Assessing health problems and developing treatment plans
- Assistance in understanding health needs
- Administering Narcan when necessary and partnering with Public Health and/or County Mental Health providers to distribute Narcan with educational information when available
- Providing directly or assisting to obtain appropriate emergency medical treatment
- Providing medication and follow-up services.

Emergency Mental Health

City Net will refer homeless neighbors to emergency mental health services to the extent that other customary emergency mental health services and treatments are unavailable or inaccessible to the homeless neighbor. An example of emergency health services to which City Net will refer homeless neighbors is outpatient treatment of urgent mental health conditions by licensed professionals in community-based setting (e.g., streets, parks, and campgrounds) to those eligible participants unable or unwilling to access emergency shelter or an appropriate mental health care facility. City Net may assist mental healthcare professionals in the case management aspects of the following activities:

- Crisis intervention
- Prescription of psychotropic medications
- Explanation about the use and management of medications
- Combinations of therapeutic approaches to address multiple problems

Transportation

Occasionally, City Net may engage in transportation activities, including:

- Transportation of unsheltered people to emergency shelters, emergency health, emergency mental health, or other service facilities
- Provision of public transportation for participants



- Transportation costs (bus tickets, gas, minor car repairs, etc.) to assist homeless neighbors to relocate out of the region, provided they have permanent housing there.
- Assistance to program participants to use public transportation.

Services for Special Populations

Services for special populations are essential services that have been tailored to address the special needs of homeless youths, those with criminal backgrounds and/or history of involvement with the justice system, victims of domestic violence, dating violence, sexual assault, or stalking, including connections to services offered by rape crisis centers, domestic violence shelters, and other organizations that serve persons who meet the HUD definition of homelessness and have special needs.

Food and Emergency Services

Food and other emergency services will be given to clients primarily as they first move into housing and for emergency circumstances. During the duration of their tenancy, clients will be connected to food banks and service agencies in the community as their primary resource for emergency needs.

In addition to street outreach and engagement, City Net also enrolls clients in HMIS and works to connect clients to cash/non-cash benefits and permanent housing plans. City Net practices progressive engagement in case management, meaning case managers strive to meet clients frequently in the beginning (1-3 times per week) until a strong rapport is built, clients stabilize, and housing documents are obtained. They then reduce the number of interactions to weekly or bi-weekly as clients progress through the system and get closer to their housing goals.

Case Management

Case management activities to assess housing and service needs and arrange, coordinate and/or monitor the delivery of individualized services. Specific activities include:

- Assessment and intake using HMIS
- Completing and entering VI-SPDAT scores in HMIS
- Conducting initial evaluations including verifying and documenting eligibility
- Counseling
- Developing/securing/coordinating services
- Helping obtain Federal, State, and local benefits
- Monitoring and evaluating program participant progress in particular programs
- Providing information and referrals to other providers
- Developing an individualized housing stabilization plan that leads to the attainment of stable permanent housing.

Supportive Services

Supportive services may include providing access to and assistance in obtaining:



- Medicaid/Medi-Cal
- Women, Infants and Children (WIC)
- Food Stamps/CalFresh/EBT
- Federal-State Unemployment Insurance Program
- Social Security Disability Insurance (SSDI)
- Supplemental Security Income (SSI)
- General Relief (GR)
- Other mainstream resources such as housing, health, social services, employment, education services and youth programs that an individual or family may be eligible to receive.

Landlord Engagement

Landlord engagement involves housing navigators and case managers reaching out to private landlords in the community to advocate for clients to be matched to housing opportunities. Specific activities include:

- Educate private landlords on the Rapid Re-Housing program's policies and protocols
- Provide information regarding City Net's landlord incentive programs and the benefits of participation
- Advocate for clients' housing needs
- Match clients to specific units with landlords who have a shared interest
- Provide a hotline number to call for emergencies
- Create a line of communication for when new units become available

Housing Navigation

Housing Navigators also have the responsibility of properly matching clients to housing units. These matches require the following activities:

- Conducting Housing Needs Assessment
- Creating Housing Budget
- Completing housing applications
- Addressing and overcoming any potential barriers to housing (no/low credit, criminal charges, lack of rental history, etc.)
- Introducing landlord to client
- Introduction to the neighborhood so the client can assess access and transportation to daily errands and supportive services

Housing Documentation

A large part of case management involves providing the proper documentation to move through the housing process. City Net case managers assist clients in obtaining the following documents needed to be housed:



- Signed HMIS Release of Information and Confidentiality Agreement
- Copy of ID, Social Security Card, DD-214 (if applicable)
- Homeless or Chronic Homeless Verification
- Disability verification (if applicable)
- Proof of income
- Hand-written signed copy of the lease
- Lead-based paint disclosure form
- VAWA form
- W-9
- HSQ Inspection
- Client budget
- Individualized Action Plan (IAP)
- Individualized Stability Plan (ISP)
- Receipts of rental payment
- Copy of voucher (if applicable)
- Request for Tenancy Approval (if applicable)
- Rent Reasonableness form
- Duplication of Benefits form

5. Describe how your team will manage behavioral health crisis or public safety situations when engaging individuals in the field.

City Net staff are trained in de-escalation techniques and proper safety protocols to address clients who are experiencing mental health crises or are in unsafe environments and situations. Case managers are well versed in IBOC training, skills that will help reduce or eliminate the risk of violence, and deter clients from needing higher level of care such as emergency room visits or calls to law enforcement by helping them stabilize to a calmer state. By focusing on clients' needs, case managers are able to provide empathetic compassion and address behavioral issues with less confrontation to gain control. This increases the receptivity and engagement of clients to services.

6. Describe how you will collect, and input data based on services provided. Include the process for data collection and how your organization will ensure data is maintained in compliance with applicable confidentiality requirements. How will data be communicated to the city? Share any data collection forms either already in use or proposed for this program.



In accordance with our street outreach and engagement policies and procedures, City Net staff record all assessments and subsequent services in the Homeless Management Information System (HMIS), which requires them to enter and maintain timely and complete client data.

All clients in this proposed project will be entered and confidentially stored in HMIS and, as appropriate for prospective candidates, the Coordinated Entry System (CES). City Net staff are trained in these systems, and our written policies and procedures state their work must be coordinated through these systems. City Net will also create a Persons Served List (PLS) as completed for past contracts to track clients' movement throughout the system of care and to refer to in case conferencing.

HMIS securely records information (data) about people accessing housing and homeless services, which may include, but is not limited to, names and contact information, birthdates, demographic information, self-reported medical information, veteran status, disability status, etc. Under the HMIS Data-Sharing Agreement, the individual client data of those who consent to have their information stored in HMIS is only viewable by qualified staff at each participating agency. To participate in HMIS, leaders at each agency must sign an Agency Agreement that includes a commitment to protecting client data and maintaining confidentiality. Agency staff (HMIS End Users) also must pass multiple trainings that go over the importance of client privacy.

City Net is accountable to our HMIS Data-Sharing partners, to the Riverside County Continuum of Care, and to the Department of Housing and Urban Development (HUD) to maintain the privacy and security of the personal information collected about clients. Aside from these legal and funding-related obligations, City Net also has an ethical responsibility to clients to not share their personal data in ways to which they have not agreed. To ensure our commitment to excellent data collection, privacy and security, analysis and reporting practices, we do not authorize external agencies to complete these functions on behalf of the agency except in very limited circumstances and only with prior written approval and City Net's full participation.

In addition to assuring that resources flow to the most vulnerable homeless individuals (through CES), these systems also provide a safeguard against duplication of services. Our case managers and housing navigators are trained to reach out to their counterparts at other agencies to confirm provision of services, to case conference, and to clarify any questions around potential duplication.

The caseloads of our case managers are closely monitored by our data team to ensure clients active in the HMIS are receiving services and exited appropriately as well.



City Net case managers and housing navigators are equipped with laptops and/or iPads to ensure live data entry into the HMIS and CES systems. This ensures that we are following the timeliness standards set by the Continuum of Care while also limiting room for error.

7. What type of screening tools and outcome measures will you use to assist in linkage to mental health and/or substance use treatment? Please be specific in your examples, i.e. We use the Screening, Brief Intervention and Referral to Treatment (SBIRT) Tool, etc.

City Net does not currently have a standard assessment tool for its case managers to use while engaging with clients and potential clients on the streets. It has used the VI-SPDAT in the past but is open to utilizing other screening tools and other assessments, including the SBIRT, for its work in connecting clients to the proper services.

10.3. Performance Objectives and Staffing
Performance Objectives

Provide a detailed response to the following questions:

1. Describe how your agency will track and collect outreach and engagement data, including the number of unduplicated individuals engaged, sheltered, housed, and connected to substance use and other supportive services.

City Net leadership will meet with City of Palm Desert staff to discuss the contract's reporting requirements and data priorities prior to the contract start date. City Net's data team will set up the contract in HMIS with the data points that the server host is able to track, i.e., the number of unduplicated individuals engaged, sheltered, housed, connected to substance use and other supportive services and creation of a by-name list. If there are data points the City of Palm Desert is interested in, City Net is also able to create internal tracking systems and ArcGIS software to collect these data points. Year-to-date Data Dashboard updates will be provided to the City of Palm Desert monthly.

2. Describe your agency's experience with outcome measures focused on homeless services and street outreach. Please include what tools you have used and describe your plan for applying that process to this contract.



Coordination between our Development, Data, Finance, and Program teams will take place at the beginning of the contract, if awarded, to clearly delineate all required documentation and their timelines, expected reporting deadlines and frequency.

The tools we use have been described in detail in other sections in this RFP.

All the contracts City Net has with other CoC entities have reporting requirements, by which we abide, aiming to exceed all stated expectations and benchmarks. It is through our commitment to excellence that we are able to renew our contracts with these entities serially/annually.

Staffing

Provide a detailed response to the following questions.

1. Describe the number and type of staff that will be allocated to this program.

Direct Service FTEs (2.25)

Regional Program Director (0.05 FTE): Senior-level staff responsible for overall project compliance with management, operations, and public safety standards.

Program Supervisor (0.1 FTE): Responsible to direct all street outreach and engagement, case management and housing navigation activities, staff management/ supervision, and project coordination. The Program Supervisor will also engage in direct services as needed in these categories to assure that all programmatic goals and objectives are met within the operational framework of the project.

Case Manager (1.0 FTE): Staff responsible for street outreach and engagement, case management, and housing navigation.

Lead Case Manager (1.0 FTE): Staff responsible for street outreach and engagement, case management, and housing navigation, who has demonstrated leadership capabilities, and proficiency and experience in homeless services.

Data Analyst (0.1 FTE): Staff responsible for data collection, completing data entry, monitoring and reviewing data quality, completing data analysis, reporting to HMIS, training staff on using HMIS, and implementing and complying with HMIS requirements.

Indirect Service FTEs (0.28): Executive Leadership, Finance, HR, Operations, and Community Engagement



2. Describe how you will recruit, hire, train, and supervise staff to provide the services described in this RFP. What is your agency's process for recruiting, training, and retaining multilingual/multicultural staff?

City Net is an equal opportunity employer. A copy of its applicable Equal Opportunity and Affirmative Action Policy will be available in the Employee Handbook and through the Human Resources Department of the Administrative Offices.

Screening Procedure

In general, candidates follow all steps below starting at step 0 or 1.

0. Pre-application sourcing/proactive recruitment

Position openings will be posted on City Net's Careers webpage. We use the Gravity App to encourage our staff to share our job postings with great candidates in their networks. We also offer a Referral Incentive for employees who refer a candidate who successfully completes their 60-Day Introductory Period. Aside from employee referrals, our Talent Acquisition Partner finds and proactively contacts potential candidates through LinkedIn, Facebook, Google, AI SmartSourcing, and other sources.

1. Initial Review

All candidates are required to complete an initial pre-screening questionnaire with questions specific to the role for which they are applying, and to submit a current resume. Our Recruiters review—with human eyes—all candidates' Resumes, Cover Letters (if applicable), Screening Questions, and any job-specific Assessments to determine whether each application meets the minimum qualifications for the position sought. We do not consider your name, or the names of your undergraduate and graduate schools from your resume. This process is aimed at opening all our job opportunities to more candidates, reviewing applicants on performance assessments instead of resume proxies (e.g., where you went to school).

2. Phone Interview

A Recruiter conducts a short phone interview with matching candidates (10-25 minutes, depending on the position). Successful candidates' files are sent to the hiring team, who will decide whether to move forward. We inform candidates of the hiring supervisor's decision, regardless of the outcome.

3. Pre-Employment Information Gathering & Skills Tests

Successful candidates will be sent an information-gathering form to complete which includes professional reference information, specific hours of availability, etc. Most positions also require special skills tests such as online calendars, case note writing, proofreading, etc.

4. In-Person/Video Interview

The hiring supervisor invites successful candidates to an initial in-person or video interview (depending on the position). Candidates who pass this interview move on to an Observational or Panel interview.

5. Observational Interview (for client-facing positions) or Panel Interview (back-office support staff positions)

Client-facing positions: The hiring supervisor schedules an interview in the field or shelter so that the candidate can observe the position's pace, population, and environment to ensure that they feel it's a good fit for them. The interviewer will also observe the candidate's interactions with our staff and ask additional interview questions.

Back-office positions: The hiring supervisor conducts a panel interview with candidates and appropriate other staff or Board members. This interview may include a live skills observation, such as a screenshare while the candidate completes a set of tasks in Excel.



6. References and Social Media Check

A recruiter contacts the professional references provided on the information gathering form and conducts a web/public Social Media Check.

7. Wage Recommendation

A Human Resources Admin reviews the candidate's previous experience and education and makes a starting wage recommendation to the hiring manager based on our current Wage Ranges and Education & Experience Criteria.

8. Staffing Change Request

The hiring supervisor submits a request for approval from Finance and Management.

9. Conditional Offer of Employment

Human Resources prepares and sends a conditional offer of employment.

10. Background Check

Once a conditional offer has been accepted, a criminal history record check and Motor Vehicle Report (if applicable for the position) are run.

11. Pre-Hire Documentation

For those who successfully pass our background check requirements, Our People Operations Coordinator and HR staff work with candidates to gather necessary documentation prior to the first day of work, such as proof of education, headshots, etc.

12. Onboarding

Day 1 of employment with City Net includes onboarding with our People Operations Coordinator, document signing, introduction to your supervisor and colleagues, and basic training.

13. Orientation & Training

The first 60 to 90 days (two to three months) of employment include general organization-wide as well as job-specific orientation and training with your supervisor, lead(s), and our People Operations Coordinator. Activities are tracked through an individual Planner, trainings through our Learning Management System, and 1:1s and 30-, 60-, and 90-day Reviews through our Performance Management System.

Acceptance Procedure

A completed application packet and staff letter of recommendation will be sent to the head of the Human Resources Department who conducts a thorough background check. Every potential applicant will be screened for active warrants, violent felony convictions, sexual offenses which require registration, and legal ability to work. The applicant must successfully complete all screening requirements before they will be able to begin working directly with clients.

Upon hire, the new employee will sign a job agreement form and will be provided a job description informational sheet for their records. They will also attend a general orientation program led by the Head of the Human Resources Department. This orientation will cover important topics, such as but not limited to, sexual harassment policies, and appropriate interactions with co-workers, volunteers, and clients. Training places a heavy emphasis on appropriate conduct between staff and clients and will be expected to adhere to these practices when interacting with clients. Program Manager and Operations manager will complete a lengthier program-specific orientation process.

It is the policy of the Organization to provide equal employment opportunities without regard to race, color, ancestry, religion, religious creed, sex, gender, national origin, age (40 years of age and older), disability, HIV status, marital status, military or veteran status, sexual orientation, gender identity,



gender expression, genetic information, medical condition, or any other protected characteristic under applicable law. This policy relates to all phases of employment, including, but not limited to, recruiting, employment, placement, promotion, transfer, demotion, reduction of workforce and termination, rates of pay or other forms of compensation, selection for training, the use of all facilities, and participation in all company-sponsored employee activities. Provisions in applicable laws providing for bona fide occupational qualifications, business necessity, or age limitations will be adhered to by the Organization where appropriate.

As part of the company's equal employment opportunity policy, the Organization will also take affirmative action as called for by applicable laws and Executive Orders to ensure that minority group individuals, females, disabled veterans, recently separated veterans, other protected veterans, Armed Forces service medal veterans, and qualified disabled persons are introduced into the Organization's workforce and considered for promotional opportunities.

The objective of the Organization's Equal Employment Opportunity and Affirmative Action Policy is to improve the Organization's success by:

- attracting and retaining the best possible employees
- providing a safe, respectful, and flexible work environment
- delivering our services in a safe, respectful, and reasonably flexible way

Any employee observing or subjected to unlawful discrimination by another employee, manager, client, agent, vendor, or any third party to the Organization is to promptly and fully report the facts of the incident and the names of the individuals involved to their immediate supervisor. If the employee is uncomfortable discussing the matter with management, if the matter involves management, or if the matter is not resolved, the employee is to immediately notify any Executive Leadership Team member.

All reports will be promptly investigated, and the complainant will be informed of the outcome of the investigation and of any steps that will be taken to address the issue, where applicable. Whenever possible, the confidentiality of the complaint and the anonymity of the complainant will be maintained. However, there may be instances in which the details of the complaint or identity of the complainant must be disclosed in order to investigate or address the complaint. In those instances, the complainant will be notified before disclosure is made, and the Organization will take all reasonable steps to ensure that the complainant does not suffer any reprisals or retaliation. Management may not harass, intimidate, or otherwise retaliate against employees who have 1) filed a complaint, 2) assisted or participated in an investigation, compliance review, hearing, or any other activity related to the administration of any federal, state, or local law requiring equal employment opportunity, 3) opposed any act or practice made unlawful by any federal, state, or local law requiring equal employment opportunity, and/or 4) exercised any other legal right protected by federal, state, or local law requiring equal employment opportunity.

All employees are required to recognize the Organization's Equal Employment Opportunity and Affirmative Action policy and to cooperate with its implementation. Violation of this policy may result in disciplinary action, up to and including immediate termination.



The Organization will post any and all required notices and posters in a conspicuous place (available to employees and applicants). Employees with questions about required notices or posters are encouraged to contact the Human Resources.

The Organization has assigned the Human Resources Director to be its Affirmative Action Officer. The Affirmative Action Officer directs and monitors the implementation of personnel procedures pertaining to equal employment opportunity and affirmative action throughout the Organization. Employees with questions about this policy are encouraged to contact the Affirmative Action Officer.

3. Provide concise job descriptions for each position that will be allocated to this program, and include minimum qualifications, education and/or experience, language capabilities, duties and responsibilities.





Director of Outreach & Engagement (O&E) Programs Position Description

Job Type: Regular, Full-time, Salaried

Status: Exempt

Expected Hours and Place of Work: This is not a remote position. The incumbent works full-time from the specified worksite(s) of City Net, where the office hours are Monday-Friday 8:30 am-5:00 pm, and some evenings and weekends as necessary for optimal business function. This position requires frequent local travel, primarily in Southern California.

Starting Salary Range: \$80,000-\$87,000 per year, gross

Position Overview

The Director of Programs provides management and direction to the programs of the organization, including but not limited to management of supervisory staff; development and control of program budgets; ensuring that program activities comply with contracts; development and implementation of policies and procedures; active participation in obtaining funds and grants; coordinating or integrating the program within the organization; representing and furthering the program and the organization to the community.

Essential Functions

- Implement the Chief Program Officer's strategic vision and direction for all City Net O&E programs.
- Under the direction of the Chief Program Officer, develop all City Net O&E programs and policies.
- Provide expert program and policy recommendations to the Chief Program Officer.
- Through excellent leadership and teamwork, ensure progress toward organizational vision.
- Provide excellent professional representation of City Net, serving as a liaison with government agencies, funders, the community, and the public.
- Present on behalf of City Net in the community; build and maintain excellent relationships with current and potential stakeholders.
- Manage City Net's budget, staffing, and programs under the direction of the Chief Program Officer and in alignment with City Net's mission and values.
- Develop and implement policies, procedures, trainings, and monitoring systems to ensure all City Net services are delivered per contract requirements.
- Oversee—through management of O&E managers and supervisors and in consultation with HR—all City Net staff recruitment, hiring, onboarding, training, coaching, monitoring, and corrective action.
- Cultivate relationships with staff that inspire and motivate and communicate openly with all internal stakeholders.
- Assist the Chief Program Officer (under the leadership of the President) in developing, refining, and implementing the City Net strategic plan; executing and communicating the plan internally and externally, including assisting with overseeing the implementation of all strategies contained therein, so that all internal and external stakeholders understand the organization-wide strategic plan and how it carries out the organization's overall mission, vision, and values.
- Identify current and potential O&E program challenges and strategize and implement solutions.
- Participate with all supervisory staff in creating a positive and beneficial work environment for all employees.
- Systematically, frequently, and consistently collect various types of data related to all program activities, successes, and progress toward goals, including but not limited to contract deliverables, fundraising, finance, and administration; compile or oversee the compilation of data into thorough, accurate, and clear reports; present reports to the Chief Program Officer, President and other stakeholders as requested.
- In all activities, ensure that City Net's programs comply with all contracts, funders' requirements, and organizational policies.
- Meet or exceed all goals established by the Chief Program Officer.





Regional Program Supervisor, Outreach & Engagement (O&E) Position Description

Job Type: Regular, Full-time, Salaried

Status: Exempt

Expected Hours and Place of Work: This is not a remote position. The incumbent works full-time from the specified worksite(s) of City Net, with a specific weekly work schedule to be determined in consultation with the Director of Programs or Program Manager. The schedule will include evenings, weekends, and frequent on-call shifts as necessary for optimal business function. This position requires occasional local travel, primarily in Southern California.

Starting Hourly Wage: Please see our [Wage Ranges - Kingdom Causes, Inc. dba City Net.xlsx](#)

Position Overview

The O&E Regional Program Supervisor is responsible for oversight and supervision of Collaborative Case Managers (CCMs) in their assigned region, ensuring quality of customer service and data collection. Their role is to ensure the execution and completion of administrative tasks while assisting case managers with processing difficult cases in the field, encouraging unity within the team, and helping staff grow and develop according to organizationally established goals for their positions. They are also responsible for supervising the delivery of all City Net programs and services in their assigned region(s), including scheduling and ensuring that services are delivered in accordance with City Net's contracts and other requirements.

Essential Functions

Direct Supervision

- Ensure that all Collaborative Case Managers are delivering services in a professional manner and in accordance with all departmental and organizational policies and procedures.
- In consultation with Human Resources and the Director of Programs and/or Program Manager, coach and correct staff as needed. Thoroughly document all corrective actions, including verbal discussions of concerns. Assist HR and Management in preparing documentation required for further corrective action (e.g. second written discussions of concerns and terminations), with recognition that the Regional Program Supervisors' suggestions and recommendations as to the hiring or firing and as to the advancement and promotion or any other change of status of other employees will be given particular weight.
- Monitor staff members' performance on an ongoing basis sufficiently to determine whether their performance in their jobs aligns with City Net's professional expectations and all departmental and organizational policies and procedures. Quickly and thoroughly identify and correct all areas of concern.
- Regularly, supportively, and—whenever possible—confidentially discuss both positive and negative appraisals of individual staff members with them. Provide concrete suggestions for improving areas of negative performance.
- Work with case management and outreach staff to address areas of growth and to recognize and develop strengths.
- Ensure clear, measurable, and achievable goals are established for each position and staff member reporting to you. Discuss those goals and staff members' progress toward them (or lack thereof) with each staff member individually.
- Assist the Director of Programs and/or Program Manager in recruitment of all regional staff, with recognition that the Regional Program Supervisors' suggestions and recommendations as to the hiring of other employees will be given particular weight.
- Oversee training of all assigned staff.
- Under the direction of the Director of Programs and in consultation with HR, develop and implement new job descriptions for assigned positions when appropriate.
- Conduct formal performance reviews of assigned staff at least annually.
- Assist in resolving organizational concerns when needed.
- Conduct check ins with assigned staff at least weekly.
- Participate in and meaningfully contribute to outreach with assigned staff monthly.
- Facilitate case conferencing and support case managers with clients that require intensive case management services plan.
- Work collaboratively with the Data Team to ensure case management data complies with City Net/HMIS data standards.
- Strategize, set, and monitor staff schedules in alignment with the goals and priorities set by the Director of Programs. Review and approve or decline timesheets, time off requests, make up time requests, meal waivers, and expense requests within the policies and procedures set forth by the Director of Programs and HR.
- Assist Management in assessing staff requests for Leaves of Absence.





Case Manager I Position Description

Job Type: Regular, Full-time, Hourly
Status: Non-Exempt

Expected Hours and Place of Work: This is not a remote position. The incumbent works full-time, primarily “in the field” with daily team meetings at their assigned workplace, where the typical office hours are Monday-Friday 8:30 am-5:00 pm, and some evenings and weekends as necessary for optimal business function. This position requires frequent local travel, primarily in Southern California.

Starting Hourly Rate Range: \$18.86-\$20.86 per hour, gross (dependent on education, experience, and market factors)

Position Overview

Case Managers I (CMs I) provide case management and supportive services to individuals and families who are experiencing street-level homelessness. Through street outreach, CMs seek to connect unsheltered homeless neighbors to sustainable housing. CMs meet clients where they are and support them to achieve their goals. They may be dispatched to answer 9-1-1 calls and community requests for service for people without housing and mental health concerns. Our CMs use problem-solving, empathy, and verbal de-escalation skills to maintain a safe and secure environment for guests. City Net’s services are housing-focused; CMs work with clients on developing long-term housing plans. CMs connect homeless neighbors to appropriate supportive services, including medical health treatment, mental health treatment, counseling, and permanent housing.

Case Managers offer care and service coordination in partnership with other nonprofits, County and City entities, law enforcement, behavioral health services, and medical providers to ensure clients receive the help they need. These services are provided in collaboration with our partners with the intention of assisting clients with obtaining and maintaining permanent housing as quickly as possible. City Net’s programs follow Housing First and Harm Reduction service models.

Essential Functions

Client Engagement

- Encounter, greet, and converse with people experiencing street-level homelessness in a manner that is consistently both kind and professional, with the aim of offering them support and resources to achieve their goals

Intake/Data Collection

- Thoroughly, accurately, consistently, and timely gather and document various types of data...
 - To better understand client needs
 - To accurately assess client eligibility for community resources-to share with funders and stakeholders to improve the county’s service landscape
 - To enter into the Homeless Management Information System (HMIS) and the county’s Coordinated Entry System (CES)
- Follow all Coordinated Entry System protocols and organizational procedures

Linkage to Supportive Services

- Screen clients for eligibility and provide referrals to appropriate services
- Find resources using 2-1-1 and other community resources approved by the CM supervisor
- Complete a “warm handoff” or other coordination assistance with partner agencies

Light Advocacy

- Call, email, provide verification of homelessness, or offer other communication to partner agencies to help clients access resources
- Offer to accompany clients to appointments if the client has difficulty navigating services or representing their needs
- Develop and maintain positive professional relationships with various stakeholders to help clients achieve their goals and maintain City Net’s positive reputation in the community. This may include but is not limited to attending and professionally representing City Net at community meetings related to the CM’s assigned clients/geographic locations.

Compliance and Goal-Meeting

- Consistently meet all assigned productivity and outcome goals
- In all activities, comply with all contracts, funder requirements, and City Net procedures and policies
- Meet or exceed all goals and requirements established by the Chief Program Officer for this position





Case Manager II Position Description

Job Type: Regular, Full-time, Hourly

Status: Non-Exempt

Expected Hours and Place of Work: This is not a remote position. The incumbent works full-time, primarily “in the field” with daily team meetings at their assigned workplace, where the typical office hours are Monday-Friday 8:30 am-5:00 pm, and some evenings and weekends as necessary for optimal business function. This position requires frequent local travel, primarily in Southern California.

Starting Hourly Rate Range: \$22.01-\$24.01 per hour, gross (dependent on education, experience, and market factors)

Position Overview

Case Managers (CMs) provide case management and supportive services to individuals and families who are experiencing street-level homelessness. Through street outreach, CMs seek to connect unsheltered homeless neighbors to sustainable housing. CMs meet clients where they are and support them to achieve their goals. City Net’s services are housing-focused; CMs work with clients on developing long-term housing plans. CMs connect homeless neighbors to appropriate supportive services, including medical health treatment, mental health treatment, counseling, and permanent housing.

Case Managers offer care and service coordination in partnership with other nonprofits, County and City entities, law enforcement, behavioral health services, and medical providers to ensure clients receive the help they need. These services are provided in collaboration with our partners with the intention of assisting clients with obtaining and maintaining permanent housing as quickly as possible.

Essential Functions

Client Needs Assessment

- Meet with clients over multiple interactions to help them prioritize and obtain the housing and supportive services available to them, with the patience and understanding that it takes an average of 8-10 contact attempts before a client begins to trust the CM and voluntarily engage in case management services.

Housing Placement

- Help clients find and access housing programs
- Complete housing applications
- Create and execute a long-term housing plan

Linkage to Supportive Services

- Screen clients for eligibility and provide referrals to appropriate services
- Find resources using 2-1-1 and other community resources approved by the CM supervisor
- Complete a “warm handoff” or other coordination assistance with partner agencies

Advocacy

- Call, email, provide verification of homelessness, or offer other communication to partner agencies to help clients access resources
- Offer to accompany clients to appointments if the client has difficulty navigating services or representing their needs
- Develop and maintain positive professional relationships with various stakeholders to help clients achieve their goals and maintain City Net’s positive reputation in the community. This may include but is not limited to attending and professionally representing City Net at community meetings related to the CM’s assigned clients/geographic locations.

Data Collection

- Thoroughly, accurately, consistently, and timely gather and document various types of data...
 - To better understand client needs
 - To accurately assess client eligibility for community resources-to share with funders and stakeholders to improve the county’s service landscape
 - To enter into the Homeless Management Information System (HMIS) and the county’s Coordinated Entry System (CES)
- Follow all Coordinated Entry System protocols and organizational procedures

Compliance and Goal-Meeting

- Consistently meet all assigned productivity and outcome goals
- In all activities, comply with all contracts, funder requirements, and City Net procedures and policies
- Meet or exceed all goals and requirements established by the Chief Program Officer for this position





Data Specialist

Job Type: Regular, Full-time
Status: Non-Exempt, hourly
Starting Wage Range: \$20.44-\$22.44 per hour, gross

Position Overview

Data Specialists perform all duties of Data Specialists. They are responsible for contributing to the management of the organization's impact measurement and reporting systems, helping to translate data into impactful and compelling stories. The position involves working closely with case managers in the field, organizational leadership, and customers to coordinate and manage the collection, analysis, and reporting of information used for outcome measurement, management dashboards, customer relations, and grants reporting. The position requires a highly organized, detail-oriented person comfortable with producing practical numbers and case studies relevant to a wide range of users and audiences utilizing both quantitative and qualitative analysis.

Essential Functions

- Support the Data Team in the ongoing process of data collection, entry, storage, and analysis; ensuring accessible, secure, high-integrity data
- Produce monthly, quarterly, and annual dashboard reports for customers, organizational leadership and Board of Directors on organizational performance & outcomes and grants
- Recognize human patterns and trends in data and translate them into powerful stories to better communicate the work and performance of the organization in solving homelessness in Southern California
- Provide information and analysis for the purposes of program development and strategic leadership
- Produce timely, transparent, reliable, accurate reports as needed to maintain grant compliance and industry best practices and leadership
- Assist the Data Supervisor in ensuring the integrity of database structure, content, and reports and correlation between various paper and web-based data collection systems and forms to database and reporting architecture
- Assist the Data Supervisor in training, assisting, and working with staff to conduct and monitor all data collection and database system procedures
- Maintain and contribute meaningfully to the improvement of program performance monitoring processes, technology, and reporting systems
- Assist with database improvements and expansion projects as needed
- Other duties as assigned

Administrative Support

- Ensure Data Specialists complete any and all required data entry thoroughly, accurately, and on time and follow all data entry, reporting, and submission procedures.
- Work closely with the Case Managers as needed to ensure all CMs are following the current HMIS procedures and best practices.

Skills & Qualifications

Required

- Excellent attention to detail and accuracy; extremely motivated and results-oriented with outstanding organizational and communication skills
- Strong analytical and technical skills with the ability to collect, organize, analyze, and disseminate significant amounts of information with attention to detail and accuracy
- Confident and efficient use of statistical packages (e.g. Excel, Access, Google Sheets, relational databases/related software) for analyzing datasets and designing databases & spreadsheets

Preferred

- Background or familiarity with HMIS (Homeless Management Information System), ArcGIS, Outreach Grid strongly preferred
- Knowledge of BI/data visualization tools (Power BI, Tableau, Google Data Studio, etc.) or equivalent tool to create impactful reports, visualizations and interactive dashboards



**Palm Desert Homeless Street Outreach and Engagement
12-Month Budget
1 team, full-time M-F, with staff support and client services funds**

Labor							
Category	Title/Role	Description	Full Comp	Hrs/week	Wks	FTE	TOTAL
Client services	Regional Program Director	Project compliance with management, operations and public safety standards to achieve programmatic outcomes	\$52.37	2	52	0.05	\$5,446.48
Client services	Program Supervisor	Direct program activities, staff management/supervision and project coordination.	\$44.74	4	52	0.10	\$9,305.92
Client services	Case Manager I	Street outreach and engagement, case management	\$29.98	40	52	1.00	\$62,358.40
Client services	Case Manager II	Street outreach and engagement, case management	\$33.76	40	52	1.00	\$70,220.80
Client services	Data Analyst	Data management, reporting to/compliance with HMIS requirements	\$36.26	4	52	0.10	\$7,542.08
Client services	Community Engagement	Align with stakeholder activities and generate resources for client needs	\$34.64	2	52	0.05	\$3,602.56
Staff support	Executive leadership	Quality control, problem solving	\$99.79	1	52	0.03	\$5,189.08
Staff support	Finance non-exempt	Payroll, billing, financial controls	\$34.36	2	52	0.05	\$3,573.44
Staff support	Finance exempt	Payroll, billing, financial controls	\$61.50	1	52	0.03	\$3,198.00
Staff support	HR non-exempt	Staff recruiting, hiring, training, disputes	\$35.57	2	52	0.05	\$3,699.28
Staff support	HR exempt	Staff recruiting, hiring, training, disputes	\$64.54	1	52	0.03	\$3,356.08
Staff support	Operations non-exempt	Inventory, purchasing, technical support	\$37.74	1	52	0.03	\$1,962.48
Staff support	Operations exempt	Inventory, purchasing, technical support	\$46.29	1	52	0.03	\$2,407.08
Labor Subtotal:						2.53	\$181,861.68
Client Services							
Category	Description						TOTAL
Transportation/Officing	Client/staff transport (1 vehicle), with mobile officing capabilities, vehicle lease, gas, vehicle insurance, maintenance						\$24,000.00
Housing Assistance	Fees, rental assistance and move-in costs for: rapid rehousing, sober living homes, room and board, rooms for rent, relocations, emergency shelter vouchers, etc. Also fees for documentation, local transportation, work expenses, etc.						\$12,000.00
Client Services Subtotal:						\$36,000.00	
Operations and Program Expenses							
Category	Description						TOTAL
Equipment	Phones, computers (hardware and software) and equipment						\$10,332.30
Materials/Supplies	Uniforms, copies, forms, office supplies, equipment, etc.						\$2,196.75
Materials/Supplies	IT support and client management software licenses						\$2,651.25
Materials/Supplies	Financial audit						\$909.00
Materials/Supplies	Liability Insurance						\$1,136.25
Operations and Program Expenses Subtotal:						\$17,225.55	
Indirect Costs							
Category	Description						TOTAL
De minimis rate for non-federal entity	Per 2 CFR 200.414-11, de minimis rate established for non-Federal entities who do not have negotiated Indirect Cost Rate. This fee is charged at a rate of 10% to offset expenses incurred by the organization but not billable as direct project expenses.						\$23,508.72
Indirect subtotal:						\$23,508.72	
Project TOTAL						\$258,595.95	
Notes: Rates current as of 8/2/23. Second year includes increases in labor, materials and supplies tied to recent local consumer price index. New contracts require 90-day startup time and 20% advance payment. Advance payment will be credited proportionately on each monthly invoice.							

Contact

jessica@citynet.org

www.linkedin.com/in/jessica-avelar-bruce-431177154 (LinkedIn)

Top Skills

Nonprofit Organizations

Philanthropy

Conflict Resolution

Jessica Avelar-Bruce

Chief Program Officer at City Net SoCal
Los Angeles Metropolitan Area

Summary

Experienced Chief Program Officer with a demonstrated history of working in the non-profit organization management industry. Skilled in Nonprofit Organizations, Case Management, Conflict Resolution, Philanthropy, and Program Development. Strong business development professional graduated from California State University, Fullerton.

Experience

City Net SoCal

5 years 8 months

Chief Program Officer

October 2019 - Present (3 years 5 months)

Anaheim, California, United States

Director of Programs

January 2019 - October 2019 (10 months)

Director of Outreach and Engagement

July 2017 - January 2019 (1 year 7 months)

Colette's Children's Home

Program Supervisor

August 2006 - July 2017 (11 years)

Education

California State University, Fullerton

Bachelor's degree

Contact

www.linkedin.com/in/rosalinda-chio-46641496 (LinkedIn)

Rosalinda Chio

Director of Programs at City Net Homeless Services
Anaheim, California, United States

Experience

The Salvation Army
Homeless Services Case Manager

City Net Homeless Services
Director of Programs
January 2020 - Present (3 years 2 months)

Education

University of Phoenix
Master's degree, Psychology

Contact

PO Box 90243
Long Beach, CA 90809
562-208-0500 (Mobile)
bfieldhouse@bedrockcreek.com

www.linkedin.com/in/brad-fieldhouse-b8a933a (LinkedIn)
www.barnabasgroup.org (Company)
www.kingdomcauses.org (Company)

Brad Fieldhouse

President at Bedrock Creek
Long Beach, California, United States

Experience

Bedrock Creek
President
June 2013 - Present (9 years 9 months)

City Net
Executive Director
January 2012 - Present (11 years 2 months)

Barnabas Los Angeles
Managing Partner
March 2008 - Present (15 years)
"Connecting Marketplace leaders with Ministry Opportunities"

Kingdom Causes
Executive Director
January 2005 - January 2012 (7 years 1 month)

Education

Bakke Graduate University
Dmin, Transformational Leadership for the Global City · (2007 - 2011)

Fuller Theological Seminary
MDiv, Theology · (1995 - 2001)

California State University, Long Beach
BS Biology, Physiology · (1990 - 1994)

Valley Christian HS