

**SECOND AMENDMENT TO AGREEMENT
BETWEEN THE COUNTY OF SAN MATEO AND
SAMARITAN HOUSE**

THIS AMENDMENT TO THE AGREEMENT, entered into this ____ day of _____, 20____, by and between the COUNTY OF SAN MATEO, hereinafter called "County," and Samaritan House, hereinafter called "Contractor";

W I T N E S S E T H:

WHEREAS, pursuant to Government Code Section 31000, County may contract with independent contractors for the furnishing of such services to or for County or any Department thereof;

WHEREAS, the parties entered into an agreement (the "Agreement") for the purpose of operating a safe harbor homeless shelter services on June 27, 2017 for the amount of \$1,800,980 for the term of July 1, 2017 to June 30, 2020; and

WHEREAS, the parties subsequently entered into an amendment to the Agreement on January 29, 2019 to increase the amount by \$187,250 to provide cover operational costs deficit resulting from the loss of Department of Housing and Urban Development Continuum of Care grant funding; and

WHEREAS, the parties wish to further amend the Agreement to replace certain current exhibits, add funds in the amount of \$1,495,237 for a revised total obligation amount not to exceed \$3,483,467 and extend the term of the Agreement through June 30, 2022.

NOW, THEREFORE, IT IS HEREBY AGREED BY THE PARTIES HERETO AS FOLLOWS:

1. Section 1. Exhibits and Attachments of the Agreement is amended to read as follows:

The following exhibits and attachments are attached to this Agreement and incorporated into this Agreement by this reference:

Exhibit A (rev. 2020) – Program/Project Description
Exhibit B (rev. 2020) – Method and Rate of Payment
Exhibit C (rev. 2020) – Performance Reporting and Monitoring
Exhibit D – Clarity Human Services System
Attachment I – § 504 Compliance
Attachment P – Personally Identifiable Information for County Contractors, Subcontractors, Vendors and Agents

2. Section 2. Services to be Performed by Contractor of the Agreement is amended to read as follows:

In consideration of the payments set forth in this Agreement and in Exhibit B (rev. 2020), Contractor shall perform services for County in accordance with the terms, conditions, and specifications set forth in this Agreement and in Exhibit A (rev. 2020), Exhibit C (rev. 2020) and Exhibit D (revised 1/2019).

3. Section 3. Payments of the Agreement is amended to read as follows:

In consideration of the services provided by Contractor in accordance with all terms, conditions, and specifications set forth in this Agreement and in Exhibit A (rev. 2020), County shall make payment to Contractor based on the rates and in the manner specified in Exhibit B (rev. 2020). County reserved the right to withhold payment if County determines that the quantity or quality of the work performed is unacceptable. In no event shall County's total fiscal obligation under this Agreement exceed THREE MILLION FOUR HUNDRED EIGHTY-THREE THOUSAND FOUR HUNDRED SIXTY - SEVEN DOLLARS (\$3,483,467). In the event that County makes any advance payments, Contractor agrees to refund any amounts in excess of the amount owed by County at the time of contract termination or expiration. Contractor is not entitled to payment for work not performed as required by this agreement.

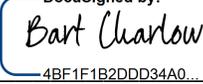
4. Section 4. Term of the Agreement is amended to read as follows:

Subject to compliance with all terms and conditions, the term of this Agreement shall be from July 1, 2017 through June 30, 2022.

5. Original Exhibit A is replaced with Revised Exhibit A, (rev. 2020) in its entirety and is attached hereto.
6. Exhibit B (revised 1/2019) is replaced with Revised Exhibit B, (rev. 2020) in its entirety and is attached hereto.
7. Original Exhibit C is replaced with Revised Exhibit C, (rev. 2020) in its entirety and is attached hereto.
8. **All other terms and conditions of the Agreement dated June 27, 2017 between County and Contractor and previously amended on January 29, 2019 shall remain in full force and effect.**

In witness of and in agreement with this Second Amendment's terms, the parties, by their duly authorized representatives, affix their respective signatures:

For Contractor: Samaritan House

	Date	Contractor Name (please print)
<p>DocuSigned by:  <small>4BF1F1B2DDD34A0...</small></p>	<p>6/2/2020 4:03 PM PDT</p>	<p>Bart Charlow</p>
Contractor Signature		

COUNTY OF SAN MATEO

By:
President, Board of Supervisors, San Mateo County

Date:

ATTEST:

By:
Clerk of Said Board

Exhibit A (rev. 2020)
Program/Project Description
Samaritan House Safe Harbor Shelter
Homeless Shelter Operations

A. Purpose

The purpose of this Agreement between County and Contractor is to provide homeless shelter services, including specific program components of: housing-focused case management and service linkage; a safe, decent environment for residents to stay until they find permanent housing; and inclement weather beds during the San Mateo County Inclement Weather Program activations.

Homeless shelters, both emergency shelter and transitional housing programs, are short-term interventions designed to act as a safety net for households who are unsheltered or who are in the midst of a housing crisis and have no alternative housing options. Homeless shelter services provide an entry point into stabilization services and move households towards permanent housing as quickly as possible. Individuals and families who enter a homeless shelter receive immediate short-term case management to address and resolve current crises, as well as case management focused on addressing barriers that prevent households from re-entering housing. Shelter stays are generally short term (1 month) or medium term (2-4 months), but the stays vary by client/household.

B. Services to be Provided

The target population for homeless shelter services are homeless persons who are unsheltered (living outdoors, in vehicles, or other places not meant for human habitation), as well as those who are experiencing a housing crisis and have no alternative housing options after having been assessed and referred from the Coordinated Entry System (CES).. This includes persons with disabilities, little to no income, evictions, criminal convictions, alcohol or substance use issues, mental and physical health challenges, and/or other barriers to maintaining housing.

Contractor must accept referrals following the process established by County, including participation in and receiving referrals only from County's CES.

The specific population to be served under this agreement are homeless individuals and households as defined by Category 1, 2, and 4 of the Department of Housing and Urban Development's (HUD) Homeless Definition Final Rule, current and inclusive of any updates during the term of this agreement. Households will be identified and referred to the homeless shelter programs through County's CES when implemented.

1. Category 1: Literally Homeless includes an individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:
 - a. Has a primary nighttime residence that is a public or private place not meant for human habitation;
 - b. Is living in a publicly or privately-operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels/motels paid for by charitable organizations or by federal, state, and local government programs); or
 - c. Is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.

2. Category 2: Imminent Risk of Homelessness includes an individual or family, who will imminently lose their primary nighttime residence, provided that:
 - a. Residence will be lost within 14 days of the date application for homeless assistance;
 - b. No subsequent residence has been identified; and
 - c. The individual or family lacks the resources or support networks needed to obtain other permanent housing.
 - i. Note: CES will work with each household to identify alternate housing situations, rather than the household entering homelessness.
 - ii. Households in Category 2 will only be eligible for shelter services after receiving CES/Diversion services and CES determining that the household needs shelter and there is no appropriate alternative housing resource.

3. Category 4: Fleeing/Attempting to flee domestic violence includes any individual or family who:
 - a. Is fleeing, or is attempting to flee, domestic violence;
 - b. Has no other residence; and
 - c. Lacks the resources or support networks to obtain other permanent housing

San Mateo County Residency

Program participants will be San Mateo County residents at the time of program enrollment. Case management and housing plans may include strategies for out-of- county permanent housing solutions; however, if a household chooses to move out of the County, services under this proposal would cease and Contractor would identify resources in the community to which the client moves so the client could continue to receive services in his/her new location.

Program Philosophy and Design

Contractor will develop, document, and update program policies and procedures to maintain that homeless shelter program(s):

1. Focus on serving the households determined to need shelter at the time of assessment through the Coordinated Entry System. This entails serving households who are unsheltered or are at imminent risk of being unsheltered, who cannot otherwise be diverted from shelter entry.
2. Accept clients who are referred via the Coordinated Entry System.
3. Assess clients for the sole purpose of informing client's housing-focused case plan and determining immediate needs. Service needs or other types of assessments are not be used to make eligibility and admission decisions.
4. Employ Housing First principles and seek to reduce requirements that act as barriers to shelter services. Contractor does not deny admission based on conditions of: sobriety and/or an expressed commitment to becoming sober, participation in supportive services or other programming, proof of employment or citizenship, ability to pay, etc.
5. Provide ongoing, comprehensive staff trainings on safety protocols and procedures, job functions and responsibilities, and emergency response protocol, and Housing First principles.
6. Train all staff in cultural competence and sensitivity.
7. Maintain written documentation of policies and procedures, and update the documents as necessary.
8. Operate in compliance with HUD's Equal Access to Housing Final Rule, ensuring that all individuals have equal access and accommodations to shelter, regardless of gender,

- gender identity, sexual orientation, and/or marital status.
- 9. Record data for all clients served in the San Mateo County Clarity Homeless Management Information System (HMIS).
 - a. Shelter program(s) will obtain and record information of every client who stays in the shelter. Client information, including universal data elements and program-specific data elements, will be accurate, complete, and current.
 - b. Programs will train staff on HMIS data collection and entry.
- 10. Continuously monitor data quality and review data/outcomes and utilize for continuous quality improvement.

Program Components

Process by which client’s access/are referred into shelters:

Contractor will only accept clients who have been referred via the CES established by HSA. The only exception to this is if the shelter has received approval from HSA for a modified referral process for a specific number of beds as listed below or as updated by HSA in writing.

Contracted Shelter Beds/Units

Contractor provides the following homeless shelter program beds: 90 beds

Contractor is authorized to utilize a separate referral process for the following restricted beds/contracted out beds at this time.

Number of Beds	Funder	Population
Up to 5	BHRS (County Health System, Behavioral Health and Recovery Services)	Homeless adult residents of San Mateo County with significant mental health issues who are receiving services from BHRS
Up to 5	Sutter Health	Homeless adult residents of San Mateo County who have medical issues

The remaining 80 beds are not reserved for any funder or specific population and are available for homeless individuals/households in San Mateo County to be referred by CES.

Housing-Focused Case Management and Service Linkage

Contractor shall provide housing-focused case management and service linkage to all clients in the shelter program. Shelter case managers will respond to clients’ immediate and short-term service needs, complete an initial housing needs assessment, and develop a housing-focused case plan to secure housing. Case managers will work to identify and build upon clients’ strengths. Additionally, case management will provide linkage to appropriate services and

supports, as well as continued monitoring and follow-up regarding client progress and ongoing needs. The goal of the housing-focused case management is to help clients locate and move to a permanent housing situation as quickly as possible; permanent housing includes market housing, senior housing, affordable housing, shared housing situations, moving in with a relative or friend, obtaining housing with a voucher or subsidy, or any housing situation that is not time-limited.

Under this program component, Contractor shall:

1. Offer housing-focused case management to all clients, not only clients who are there for longer stays or clients in certain parts of the shelter program(s).
2. Employ a person-centered, strengths-based approach that tailors case management to each client/household. Case management is individualized to each client or household; case managers actively work to identify the unique needs and goals of each client.
3. Implement Housing First principles, focusing on addressing clients' housing needs and goals.
4. Ensure case management participation is not mandatory. Case managers will engage with and develop a rapport with each client and offer assistance that is relevant and useful to addressing the goals and needs the client has identified to reach the goal of re-entering permanent housing as quickly as possible.
5. Employ harm-reduction and trauma-informed care to tailor services to clients' needs.
6. Work collaboratively with any other programs/staff that are providing services to the client while in shelter (e.g. a rapid re-housing program case manager). Shelter case managers will work to ensure a smooth transition and continuity of care with a client's new or additional case manager.
7. Ensure shelter(s) policies and procedures employ involuntary exits as an absolute last resort strategy. Instead, case managers should support clients to manage conflict and/or any other problems that may be presented during their shelter stay.

Shelter Facility – Health, Safety, and Disability Accommodations

Contractor is responsible for upholding standards and following protocol to ensure shelter program's client and staff health and safety. Contractor shall provide proper procedures and appropriate training on a range of safety measures are in place to ensure shelter residents and staff are afforded a high level of safety and security while onsite. Contractor works to create and maintain an environment where the safety of clients, staff, and volunteers are prioritized at all times.

Under this program component, Contractor shall:

1. Provide a safe living space for residents.
2. Adhere to all applicable local, state, and federal safety and health guidelines and maintain agency policies and training to address safe food handling, injury and burn prevention, sanitation and hygiene, client health management, and staff health management.
3. Train staff on health and safety measures to effectively promote a desirable, safe environment for all shelter residents. This includes training on emergency situations, de-escalation, and crisis prevention.
4. Provide space at the shelter available for clients at all times during the day (day time as

- well as evening/night).
5. Enact policies and procedures to prevent, identify and address workplace violence and sexual harassment.
 6. Be in compliance with Fair Housing rules and implement a set of policies and procedures to provide reasonable accommodations for households with disabilities.
 7. Enact training, policies and protocol to prevent violence, theft, and other incidents that put the safety and well-being of shelter clients, volunteers and/or staff at risk. Have policies and procedures in place to investigate any potential incident of violence, theft or other incidents, including a thorough investigation and actions to address the findings.
 8. Complete appropriate background checks and screening for all staff and any volunteers who may interact with clients or may have access to client information.
 9. Train staff and any volunteers who may interact with clients or client information on client confidentiality.

Inclement Weather Program

Under this program component, Contractor shall:

1. Provide additional capacity on nights when the Inclement Weather program is activated
2. Engage clients participating in the inclement weather program in services and encourage them to access shelter and housing services.

Contractor will participate in the San Mateo County Inclement Weather Program. Contractor will provide 9 beds on the days when HSA activates Inclement Weather Program is activated.

These beds are for residents of the County of San Mateo who are homeless and are referred through the Inclement Weather Program process established by HSA. Contractor will adhere to the activation announcement dates sent by the HSA start and end each activation.

Contractor will receive referrals for these beds only via the Inclement Weather referral process established by HSA. Contractor will communicate and coordinate with referring agencies and the LifeMoves Inclement Weather Program staff regarding beds available and questions regarding clients being referred.

Quality Assurance and Continuous Quality Improvement

Contractor will conduct quality assurance and continuous quality improvement including ongoing training, coaching, and internal review to ensure quality and consistency of services, and adherence to policies and procedures. Contractor will conduct ongoing reviews of services and documentation of services (file reviews), and data quality.

Contractor will implement systematic processes to collect ongoing feedback from clients and other stakeholders.

Program Policies, Procedures, and Training

Contractor will maintain all policies, procedures and tools for staff, and ensure that they are updated to be in alignment with current HUD guidance as appropriate, CES best practices, and County's CES structure as determined by HSA.

Contractor will continually review shelter policies, manuals, and procedures. Contractor will review all policies, manuals, and procedures at least once per fiscal year to ensure alignment with housing first principles, housing-focused services, County's CES structure, equal access, fair housing/accommodations, mandated reporting, incident reporting, HMIS data entry, and other key topics for shelter operations (or more often per Contractor internal plans or per County's request).

Contractor will maintain training for all shelter staff regarding housing first principles, housing-focused services, County's CES structure, equal access, fair housing/accommodations, mandated reporting, incident reporting, HMIS data entry, de-escalation techniques and crisis response, and other key topics for shelter operations.

C. Other Contractor Responsibilities

1. Provide services that are culturally appropriate to the populations served.
2. Maintain policies, procedures, and tools for staff and update as needed to align Housing First principles and enable shelter staff to identify and serve the hardest- to-serve.
3. Provide services that are low-barrier, meaning that participants are not screened out or discharged from the program based on having too little or no income, an active or history of substance abuse, a criminal record, or perceived "lack of motivation" or lack of participation in shelter services/programs.
4. Maintain timely, accurate client records of all clients served in the San Mateo County Clarity/HMIS database (see Exhibit D).
 - a. All client records will be entered into Clarity.
 - b. Data entry will be entered during or as soon as possible after the services.
 - c. With the implementation of CES, program entries and exits will be entered on the same day as the client enters or exits the program, in order to maintain accurate information about bed availability for CES.
 - d. Under all circumstances, data entry will be completed within 4 business days of the service provision.
5. Apply for/pursue existing and additional funding from a variety of potential funding sources, including private foundations, individual donations, corporate giving, grants, and public funding opportunities, in order to maintain a diverse mix of funding sources.
6. Maintain process to thoroughly investigate any alleged incident involving clients. If an incident occurred, identify and address any staffing, staff training, facility improvement, policy/protocol/procedure, or other changes necessary to address the incident and prevent future incidents.
7. Critical Incident Reports – All critical incidents will be reported via email within 24 hours to the HSA, Center on Homelessness staff, including the events of: death, homicide, suicide or suicide attempt, assault (to another client or staff) and other significant incidents.
8. Participate in County's strategic plan implementation and program and system evaluations.
9. Participate in point-in-time counts and surveys.
10. Participate in Continuum of Care meetings and HSA Homeless and Safety Net provider meetings.
11. Provide a budget summarizing how the contract funds will be spent. Contractor will need approval from HSA for any budget change requests.
12. As set forth above, Contractor shall provide 80 beds for HSA's use pursuant to this Agreement. If Contractor wishes to increase or decrease the number of beds contracted

out or dedicated to non-HSA entities or renew contracts/funding for beds, Contractor must contact HSA at least 6 months in advance of any such change or renewal to meet and confer regarding the impact. In particular, Contractor will meet and confer with HSA regarding the referral/access process for those beds, staffing and other costs for the beds, and funding. HSA may modify the terms and reduce the funding of this Agreement based on changes to Contractor's restricted/contracted beds.

(End of Exhibit A)

Exhibit B (rev. 2020)
Payments and Rates
Samaritan House Safe Harbor Shelter
Homeless Shelter Operations

In consideration of the services provided by Contractor as shown in Exhibit A (rev. 2020) and subject to the terms and conditions of the agreement, County shall pay Contractor based on the following fee schedule and terms:

General Payment Terms

Availability of Funding:

County may terminate this agreement in whole or a portion of services based upon availability of federal, state or county funds by providing a thirty (30) day written notice to Contractor.

Quality of Work:

County reserves the right to withhold payment if County determines that the quantity or quality of the work performed is unacceptable. If County should find that the quantity or quality of work is unacceptable, County shall notify Contractor in writing with a detailed statement and plan to correct performance. Contractor shall respond to County within fifteen (15) days of receipt of statement with a plan to confirm what steps will be taken to correct performance.

Funding:

County shall have the option to adjust funding across line items in the budget shown in Exhibit B (rev. 2020), and across quarters and fiscal years as agreed upon by both parties and approved by County in writing as long as it does not exceed the total agreement obligation.

Right of County to Request Additional Services:

County shall have the option to adjust, modify or add related services to meet its project/program goals as agreed upon by both parties and adjust costs across line items accordingly as long as it does not exceed the total agreement obligation and is not restricted by any grant or specific funding agreements.

Yearly Allocations

Shelter Operations:

Fiscal Year	Amount Per Fiscal Year	Amount per quarter (one fourth of annual total)
2017-2018	\$575,000	\$143,750.00
2018-2019	\$666,750	\$166,687.50
2019-2020	\$705,230	\$176,307.50
2020-2021	\$733,456	\$183,364
2021-2022	\$733,456	\$183,364
Total	\$3,413,892	N/A

Inclement Weather

Daily rate per night on activated nights when at least one inclement weather cot is used:
\$250

Shelter Services Budget

Expense	FY2020-2021	FY2021-2022
Chief Operating Officer	\$22,841	\$22,841
Case Managers	\$198,658	\$198,658
Shelter Program Aides	\$290,191	\$290,191
Associate Director	\$74,948	\$74,948
Shelter Intake Coordinators	\$54,578	\$54,578
Program Manager	\$33,743	\$33,743
Shared Personnel Expense	-	-
Subtotal Personnel	\$674,960	\$674,960
Supplies	-	-
Rent	-	-
Utilities	-	-
Phones / Communications	\$7,823	\$7,823
Client assistance	-	-
Maintenance / Housekeeping (laundry)	\$4,595	\$4,595
Equipment Rental	\$780	\$780
Training	\$300	\$300
Meal service and dining supplies	-	-
Mileage	\$1,298	\$1,298
Insurance	-	-
Outside Services (IT, Clarity)	\$33,000	\$33,000
Depreciation	-	-
Other fees (payroll fees)	-	-
Postage & Mail	-	-
Recruitment	-	-
Travel Meetings and Conferences	\$700	\$700
In-Kind	-	-
Subtotal Operating Expenses	\$48,496	\$48,496
Accounting	-	-
Administrative overhead	\$10,000	\$10,000
Subtotal Admin Expense	10,000	\$10,000
Total Expenses	\$733,456	\$733,456
Total Contracted Shelter Operations		

Program Budget(s) Overview:

Fiscal Year	Shelter Operations amount	Inclement weather maximum	Total

2017-2018	\$575,000	\$13,750	\$588,750
2018-2019	\$666,750	\$13,750	\$680,500
2019-2020	\$705,230	\$13,750	\$718,980
2020-2021	\$733,456	\$14,162.50	\$747,618.50
2021-2022	\$733,456	\$14,162.50	\$747,618.50
Total	\$3,413,892	\$69,575	\$3,483,467

PAYMENTS & INVOICING

Inclement Weather

1. Contractor will invoice HSA quarterly for Inclement Weather for activated nights when at least one cot is used. Invoice should itemize dates and usage. The invoice should be separate from Shelter Services invoice.

Shelter Services

1. Contractor shall invoice HSA quarterly for actual costs incurred based on the Shelter Services Budget above and the schedule shown below. Contractor shall submit invoice, supporting documentation, and all required reporting by the 20th of each month following the end of the prior quarter for services in accordance with the scope of work in Exhibit A (rev. 2020) and the budget shown in Exhibit B (rev. 2020). The final invoice for each Fiscal Year will be submitted by June 20th due to year-end processing.

Reporting Period	Due Date for Invoice (with reporting, supporting documentation)
Q1 (July-September)	October 20 th
Q2 (October- December)	January 20 th
Q3 (January-March)	April 20 th
Q4 (April-June)	Invoice due June 20 th Reporting due July 20 th

2. County shall pay Contractor upon receipt and approval of invoices and required documentation and reporting as shown in Exhibit C (rev. 2020).

In-Kind Facility Support

The County provides in kind resources to Contractor for facility and maintenance costs at the shelter. This in-kind resource was estimated to be valued at \$319,400 in FY 18-19 (specific value of in-kind resource is subject to change).

(End of Exhibit B)

Exhibit C (rev. 2020)
Performance Reporting and Monitoring
Samaritan House-Safe
Harbor Shelter Homeless
Shelter Operations

Quarterly reporting is a requirement of payment. Delays in submission of complete reports will delay payments of invoices to Contractor.

A. Performance Measures

Performance Measure	Targets	
	FY20-21	FY21-22
Exits to Permanent Housing Percentage of all leavers who exited to a permanent situation	20%	20%
Length of Stay Average length of stay for program participants	45 days	45 days
Increased Employment Income Percentage of adult leavers who exited and stayers (who stayed for 12 months or more) with increased employment income	15%	15%
Increased Non-Employment Income Percentage of adult leavers who exited and stayers (who stayed for 12 months or more) with increased non-employment income	12%	12%
Utilization Rate Average daily bed/unit program slot utilization	95%	95%
HMIS Data Quality Percentage of null/missing and don't know/refused values	Less than 5%	Less than 5%

1. Returns to homelessness will also be tracked, with a goal of minimizing the number of people who return to homelessness after exiting to permanent housing.
2. County shall have the option to modify performance measures, goals, and targets

by written notice. County shall give Contractor advance notice of any modifications and will also discuss changes with Contractor.

Contractor will submit reports to HSA within 20 days of the end of the designated reporting period. Reports will include the following:

A. Quarterly reports

1. Invoices with supporting documentation
2. Number of unduplicated clients served during the reporting period
3. Performance measure report (results for performance measures listed in table above for the current quarter and for fiscal year-to-date)
4. Narrative describing trends, successes, challenges during the reporting period

B. Measure K

1. Contractor will provide a brief paragraph about this Measure K-funded initiative and its goals, to be used for press releases, Measure K dashboard and other public documents to highlight the purpose and impact of the program.

C. Annual Reports/Audits

1. Contractor will submit annual program report within 20 days of the end of the fiscal year. Annual program report will provide information on the impact that shelter services had throughout the entire service year and annual results for each performance measure.
2. Contractor will provide HSA with annual audited financial statements in accordance with generally accepted government auditing standards annually within nine months after the fiscal year end.
3. Contractor will agree to and participate in Site Review/Contract Compliance Visits with HSA designated staff. Visits generally occur once per year, with increased frequency if areas for program improvement arise. Contractor will receive at least two weeks advanced notice unless there is an urgent programmatic need to expedite the process.
4. Contractor will participate in program evaluations and other analysis/evaluations of the homeless system conducted by HSA.

HSA may request additional data from Contractor and/or retrieve reports from Clarity to understand client requests, services, and outcomes. Contractor will receive at least two weeks advanced notice unless there is an urgent programmatic need to expedite the data/report.

All reports shall be submitted by email to Lody Saba at LSaba@smcgov.org or the designated HSA contact.

(End of Exhibit C)