

## Addendum A: Scope of Services

- 1) Purpose: As a member of Rapid City's co-responder initiative, the Contractor agrees to provide needs assessment, emergency resource navigation, and collaborative case management to the houseless community in crisis within the City limits of Rapid City, SD upon referral from partnering outreach providers. The Contractor is an independent and autonomous actor in providing these services.
- 2) Referring Entities: Contractor acknowledges that the partnering entities engaged in this initiative are those connected or contracting with the City of Rapid City or Pennington County for street outreach efforts. Referrals can be expected from the entities listed below under 'Cooperative Planning,' as well as Journey On, Inc. and Volunteers of America (VOA).
- 3) Service Hours: Contractor's support of crisis navigation and case management to the houseless population will generally span five (5) days per week during business hours of 8am-5pm with phone consultation available for partner agencies in the evenings and weekends through a designated phone number.
- 4) Service Location: Contractor will deliver consultation, case management services, and proactive engagement with co-response field teams and case managers.
- 5) Service Delivery: Contractor acknowledges that services will be provided in a person-centered manner and in a collaborative approach with the intent of engaging existing community resources to offer wrap-around services to the community members in crisis. This will require shared communications, planning, and documentation across providers that Contractor agrees to participate in through appropriate confidentiality and release of information practices.
- 6) Service Risk: Contractor acknowledges that the scope of services, providing support to houseless individuals, may result in damage to person or property. Hence, the Contractor agrees to assume the risk of providing services, and agrees to maintain insurance coverage pursuant to Agreement terms.
- 7) Cooperative Planning: Contractor recognizes that planning within the City and other state and local agencies is essential to the success of a coordinated service delivery system. Contractor agrees to attend and participate in a reasonable number of meetings and planning efforts initiated by City. Contractor agrees to maintain open and responsive working relations with the Rapid City Police Department (RCPD), Pennington County Sheriff's Office (PCSO), Pennington County Health and Human Services (PCHHS), Rapid City Fire Department (RCFD), Pennington County Dispatch (PCD), and other community partners supporting houseless response activities.
- 8) Staffing: Contractor represents that it has employees who have experience and training to provide the services described in a reasonable and responsible manner. Contractor agrees to complete background checks and other appropriate employment screenings for those delivering services under this Agreement. Contractor acknowledges those with convictions of any sex offense, abuse of minors or active unresolved formal charges involving crimes of violence as defined in SDCL 22-1-2 (9), are ineligible to participate in delivery of services.
- 9) Community Crisis Training: This position is funded under a community crisis intervention team grant. The program manager will coordinate and lead community crisis intervention training with co-response partners.