

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 throughout the City limits of Rapid City, SD upon referral from partnering outreach providers. The Contractor is an independent and autonomous actor in the provision of 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 outlined below under 'Cooperative Planning' in addition to the Journey On, Inc. and Great Plains Tribal Leaders Health Board (GPTLHB).
- 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 and case management services through the VOA office location at 111 New York St. The hours of 11am-4pm will be reserved for open or walk-in crisis consultation through the VOA Outreach entrance with the remainder reserved for scheduled appointments for the purpose of case management or Coordinated Entry assessment.
- 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 houseless community in crisis. This will require shared communications, planning, and documentation across providers that the Contractor agrees to participate in through appropriate confidentiality and release of information practices.
- 6) Data Collection and Reporting: Contractor acknowledges that the South Dakota Housing Development Authority's HMIS (Homeless Management Information System) may be utilized for client data and reporting (although done so as an autonomous program within the system). Contractor acknowledges and agrees to support these coordinated data entry practices in the process of providing case management services thru HMIS or an as yet unidentified, mutually agreed upon reporting system. This includes the completion of Coordinated Entry assessments as a required access point for federal rapid rehousing programs.
- 7) 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.
- 8) 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.
- 9) 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.