

Agenda Item 3.B

RECOMMENDATION

Staff recommends that the Tracy Homelessness Advisory Committee receive an informational report regarding the City's shelter operators' approved services and a financial summary of the implementation of the City Council Strategic Plan to End and Prevent Homelessness.

EXECUTIVE SUMMARY

This report provides an overview of the approved services and budget pertaining to the City of Tracy's efforts to address the impacts of homelessness and quality of life issues in the community.

BACKGROUND

In recognizing the importance of responding to quality-of-life issues including the human services needs of the City of Tracy unsheltered population, the City has devoted significant resources toward addressing the impacts of homelessness within the community. Pursuant to Council's reaffirmation of the emergency shelter crisis in August of 2022, the City Manager authorized staff to move forward on interim emergency shelter solutions, contracts for services, and selection of providers to run the interim site.

On October 31, 2022, the City Council approved two Professional Services Agreements (PSA) to support the Interim Shelter site activities located at 370 Arbor Avenue. Kingdom Causes (DBA City Net) was awarded a PSA for shelter operations with a not to exceed amount of \$2,906,711. This agreement is specific to the day-to-day operations of the shelter which includes but is not limited to providing onsite support in the form of case management, maintenance of the facility and on-site security. In addition, shelter guests are provided access to facilities, laundry services, meals and clothing. A second PSA was awarded to Tracy Community Connections Center (TCCC) for pre-shelter intake and referral services with a not to exceed amount of \$829,948. This agreement is specific to providing the pre shelter intake portion of the process. This includes outreach in the community to assess the population and prepare individuals to enter shelter. An assessment is provided prior to shelter entry and includes transportation to the shelter and mail services while staying at the shelter.

ANAYLSIS AND DISCUSSION

The City moved forward with establishing an Interim Emergency Shelter and in order to accomplish this task, this initiative included securing services from qualified operators to run and operate an interim shelter and to engage with the unsheltered population.

The City of Tracy's Interim Emergency Shelter included an initial startup plan that consisted of an all-hands-on deck approach to ensure the success of the shelter project. This required the full-service collaboration of both the City Net and Tracy Community Connections Center teams to complete the transition plan and open the shelter site. For the first 90 days, as an

assessment period, the City was closely monitoring the services being provided and the needs of those requesting services. In addition, our shelter services were being provided at a premium due to the rapid start up under the shelter crisis declaration. During this time, the City has been assessing the performance and services of our two providers. This time period began in November and went through February.

The shelter has remained at full capacity. The City has made it known to both providers that February is the end of the premium period, as well as the assessment period and that the City will no longer be paying those premiums. It is the goal of the Homeless Services Division to provide the contracted services to the City’s most vulnerable population that adheres to both quality-of-life issues while providing due diligence to our constituents. The Homeless Services Division manages these contracts and assesses the validity of the invoicing to ensure they are reflective of the services being provided. In addition, the City is accountable to grantors for these services and must report out on outcomes and track data in order to continue to sustain the shelter project. If a provider is not responsive to the City’s needs and is not providing the quality of care that is expected, the City will reevaluate the terms of the PSAs.

The tables below provide an overview of the approved City Operator services, budget, and recorded expenses in the City’s financial system. The table below provides the costs by City Net for shelter operations. These costs include labor for personnel, facilities and operations, client services, and administration. Facilities and operations costs include facilities upkeep, equipment, security, janitorial, pest control and liability insurance; and rapid start-up costs include temporary relocation expenses for travel and lodging for personnel. Client services costs includes supplies, meals, clothing, pet supplies, and transportation. Administration fees are a percentage of the total invoice amount.

City Net Budget and Expenses Paid as of February 28, 2023

	Approved Budget	Expenses-to-date (as of February 28 2023)
Labor	\$929,377	\$401,276
Facilities and Operations – includes rapid startup costs	\$990,110	\$290,003
Client Services	\$717,523	\$133,032
Administration	\$269,701	\$82,431
TOTAL	\$2,906,711	\$906,746

*The City has received invoicing for the month of March and is currently in the process of reviewing.

The table below provides a detail of the Scope of Work for City Net Professional Services Agreement.

City Net Scope of Work

	Positions Funded	Activities Funded
Labor	<ul style="list-style-type: none"> Regional Director 	<ul style="list-style-type: none"> .10 week
	<ul style="list-style-type: none"> Regional Supervisor 	<ul style="list-style-type: none"> .10 week
	<ul style="list-style-type: none"> Shelter Operations Manager 	<ul style="list-style-type: none"> Full salary
	<ul style="list-style-type: none"> Lead Shelter Associate 	<ul style="list-style-type: none"> Full salary 2.0
	<ul style="list-style-type: none"> Shelter Associate 	<ul style="list-style-type: none"> Full salary 5.6
	<ul style="list-style-type: none"> Case Manager 	<ul style="list-style-type: none"> Full Salary 2.0
	<ul style="list-style-type: none"> Data Entry 	<ul style="list-style-type: none"> .10 week
	<ul style="list-style-type: none"> Executive Leadership 	<ul style="list-style-type: none"> .20 week
	<ul style="list-style-type: none"> Finance and Billing 	<ul style="list-style-type: none"> .10 week
	<ul style="list-style-type: none"> Human Resources 	<ul style="list-style-type: none"> .20 week
	<ul style="list-style-type: none"> Community Engagement 	<ul style="list-style-type: none"> .40 week
	<ul style="list-style-type: none"> Inventory, purchasing, Tech Support 	<ul style="list-style-type: none"> .20 week
Facilities and Operations		<ul style="list-style-type: none"> Rapid startup costs, modular repairs, general facilities upkeep, cleaning, pest control, furnishings, computers, outside maintenance needs, security camera maintenance and repairs, security personnel, liability insurance
Client Services		<ul style="list-style-type: none"> Client transport, vehicle insurance, toiletries, supplies, paper goods, meals, snacks, beverages, pet supplies, rapid rehousing fees.
Administration		<ul style="list-style-type: none"> 10.2275305% of the monthly invoice

The table below provides the costs by Tracy Community Connections Center (TCCC) for pre shelter intake and referral services. These costs include labor for personnel, transportation services, Navigation Center, general liability insurance and administration.

TCCC Budget and Expenses Paid as of February 28, 2023

	Approved Budget	Expenses-to-date (as of February 28, 2023)
Labor	\$652,048	\$181,829
Transportation	\$20,641	\$8,478
Navigation Center	\$39,207	\$13,056
General Liability Insurance	\$16,129	\$3,830
Administration	\$101,923	\$29,007
TOTAL	\$829,948	\$236,199

The City has received invoicing for the month of March and is currently in the process of reviewing.

The table below provides a detail of the Scope of Work for TCCC Professional Services Agreement.

TCCC Scope of Work

	Positions Funded	Activities Funded
Labor	• Director	• Full salary
	• Case Management Director	• Full salary
	• Case Manager	• Full salary
	• Weekend Case Manager	• Partial salary .8
	• Drivers	• Full salary 2.1
	• Street Outreach	• Full salary 3.8
	• Assistant	• Full salary
Transportation		• Vehicle Insurance
		• Registration Fees
		• Mileage (Navigation Center)
		• Maintenance reserve
Navigation Center		• Full Navigation center rent
		• Phone/internet
		• Supplies
		• Photo badges

		<ul style="list-style-type: none"> • Scanner/Camera
		<ul style="list-style-type: none"> • Uniforms
General Liability Insurance		<ul style="list-style-type: none"> • Varies per month
Administration		<ul style="list-style-type: none"> • 14% of the monthly invoice

FISCAL IMPACT

November 2022 through February 28, 2023, invoices paid to City Net totaled \$906,746 and to TCCC totaled \$236,199.

ACTION REQUESTED OF THE COMMITTEE

Staff recommends that the Tracy Homeless Advisory Committee receive an informational report regarding the City’s shelter operators’ approved services and a financial summary of the implementation of the city council strategic plan to end and prevent homelessness.

Prepared by: Virginia Carney, Homeless Services Manager
 Reviewed by: Adriana Castaneda, Director of Mobility and Housing
 Reviewed by: Riana Daniel, Deputy City Attorney
 Approved by: Karin Schnaider, Assistant City Manager

Attachment A: PowerPoint – Tracy Homeless Advisory Committee Update – Financial Summary

ATTACHMENT A



Tracy Homelessness Advisory Committee Update

FINANCIAL SUMMARY

May 18th, 2023



OVERVIEW

- Tracy Emergency Housing Facility (TEHF)
 - City Operators
 - Professional Services Agreement
 - Financial Summary
 - Service Providers Updates
 - Tracy Police Department Familiar Faces Update
 - Tracy Community Connections Center, Inc. Update
 - Kingdom Causes DBA City Net Update



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Tracy Emergency Homeless Facility (TEHF) – City Operator

Professional Services Agreement (PSA) Details

Consultant	Kingdom Causes DBA City Net
City Council Approval	November 1, 2022
Term	One year contract schedule to expire on October 31, 2023
Not to Exceed Amount	\$2,906,711
Scope of Work	To provide 24/7 site management, operations, and maintenance at the shelter.



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TEHF Financial Summary- City Net

	Approved Budget	Expenses-to-date (as of February 28, 2023)
Labor	\$929,377	\$401,276
Facilities and Operations – includes rapid start up costs	\$990,110	\$290,003
Client Services	\$717,523	\$133,032
Administration	\$269,701	\$82,431
TOTAL	\$2,906,711	\$906,746

*Note: March 2023 invoice was received and is under review.



TEHF Financial Summary- City Net

	Positions Funded	Activities Funded
Labor	<ul style="list-style-type: none"> Regional Director Regional Supervisor Shelter Operations Manager Lead Shelter Associate Shelter Associate Case Manager Date Entry Executive Leadership Finance and billing Human resources Community Engagement Inventory, purchasing, Tech Support 	<ul style="list-style-type: none"> .10 week .10 week Full salary Full salary 2.0 Full salary 5.6 Full salary 2.0 .10 week .20 week .10 week .20 week .40 week .20 week
Facilities and Operations		<ul style="list-style-type: none"> Rapid start up costs, modular repairs, general facilities upkeep, cleaning, pest control, furnishings , computers, outside maintenance needs, security camera maintenance and repairs, security personnel, pest control, liability insurance
Client Services		<ul style="list-style-type: none"> Client transport, vehicle insurance, toiletries, supplies, paper goods, meals, snacks, beverages, pet supplies, rapid rehousing fees.
Administration		<ul style="list-style-type: none"> 10.2275305% of the monthly invoice



Tracy Emergency Housing Facility (TEHF) – City Operator

Professional Services Agreement (PSA) Details

Consultant	Tracy Community Connections Center (TCCC)
City Council Approval	November 1, 2022
Term	One year contract schedule to expire on October 31, 2023
Not to Exceed Amount	\$829,948
Scope of Work	To provide pre shelter outreach, intake, and referral support services for shelter entry.



TEHF Financial Summary- TCCC

	Approved Budget	Expenses-to-date (as of February 28, 2023)
Labor	\$652,048	\$181,829
Transportation	\$20,641	\$8,478
Navigation Center	\$39,207	\$13,056
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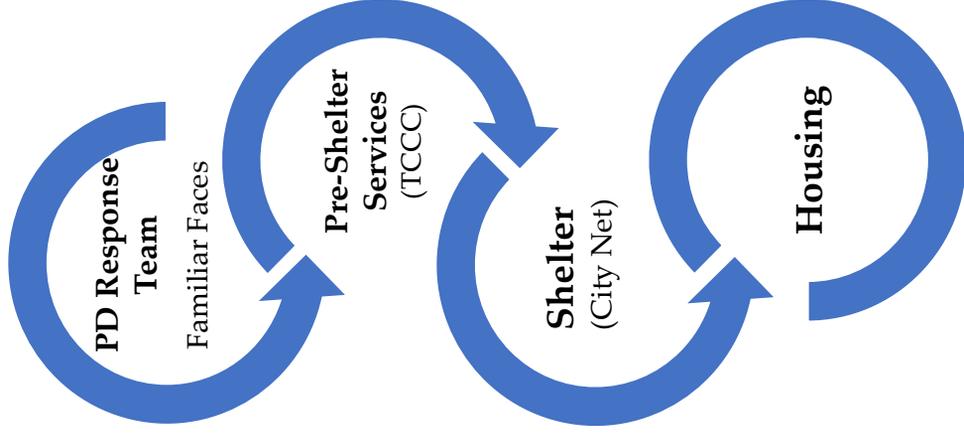


TEHF Financial Summary- TCCC

	Positions Funded	Activities Funded
Labor	<ul style="list-style-type: none"> • Director • Case Management Director • Case Manager • Weekend Case Manager • Drivers • Street Outreach • Assistant 	<ul style="list-style-type: none"> • Full salary • Full salary • Full salary • Partial salary .8 • Full salary for 2.1 • Full salary 3.8 • Full salary
Transportation		<ul style="list-style-type: none"> • Vehicle Insurance • Registration Fees • Mileage (Navigation Center) • Maintenance reserve
Navigation Center		<ul style="list-style-type: none"> • Full Navigation center rent • Phone/internet • Supplies • Photo badges • Scanner/Camera • Uniforms • Varies per month
General Liability Insurance		<ul style="list-style-type: none"> • 14 % of the monthly invoice
Administration		



Homeless Support Services



Familiar Faces: Responds to Police Department (PD) calls for service related to unsheltered homeless individuals, identification, triage, and transport.

Pre-Shelter Services: Street outreach and engagement, client needs assessment, intake, referrals to programs and or shelter site.

Emergency Shelter Operations: Daily care and program oversight of clients, maintenance of facility and site.

Housing: Transitional and permanent housing, and permanent supportive housing, etc.



Provider Updates

Homeless Services Providers (as of April 30, 2023)									
Homeless Service Provider	Clients in / Referred to Shelter	Total Number of Contacts	Clients on Waitlist	Client Refusal into Shelter	Exits / Negative	Exits / Positive	Warming Center Engagements	Total Approx. Unsheltered / Encampments	
City Net (Shelter Operator)	46	117	N/A	N/A	11	60	N/A	N/A	
Tracy CCC (Pre-shelter Intake and Referral)	109	171	29	49	N/A	52		67 unsheltered/3 encampments	
Familiar Faces (Tracy PD – Outreach Coordinators)	9	113	14	28	N/A	6	N/A	52 unsheltered/3 encampments	
Unique Total			43	77	11	118	0		



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Tracy Police Department Familiar Faces Services Update

- The Familiar Faces Team received their Transportation Van from City of Tracy Fleet Management. The van will greatly enhance their transportation capabilities and services offered.
- TCCC, Tracy PD and Trine Security have been monitoring an unsheltered female who was pregnant and residing at El Pescadero Park. She was previously accepted into TEHF twice. However, she refused to stay. Despite the Team's efforts to offer pre-natal care and services, she returned to the park. The female gave birth to a baby girl at Sutter Tracy Community Hospital (STCH).
- The Team continues to provide resources for substance use, mental health, and housing while engaging with our unsheltered. Most recently, 2 unsheltered were referred for senior housing and 1 for the Housing and Disability Advocacy Program (HDAP).



Tracy Community Connections Center Services Update

- Engaged with 4 clients living in the park who were dealing with substance abuse. As a result of these engagements, 1 client is in a sober living facility, 1 has been sober for 90 days, 1 has been sober for 30 days, and 1 client was referred to an in-patient facility.
- Engaged with 2 veterans and placed them into the shelter. One veteran is still in the shelter, while the other has been exited.
- 3 ill clients who were on the waiting list for the shelter who, TCCC placed them into a hotel to give them a safe place to recover from their illness.



City Net Update - Case Management/Supportive Services

On-Site Case Management

- Case Management is an intensive provision of client services where staff connect clients to medical/mental health/substance use programs, employment, food stamps and other cash/non-cash benefits, obtain housing required documents, and create a housing plan.
- “Document Readiness” and “Housing Plans” are discussed at weekly appointments and client support happens throughout the week as needed
- Client user agreement requires weekly attendance to formal appointments

Service Provided:	
Total Clients Served	117
Appointments hours	465
Employment Assistance	25
Health Insurance	11
ID Card Assistance	17
Mental Health Referral	26
SS Card Assistance	19
Substance use Referral	12
VISPDATS	5



City Net Update - Case Management/Supportive Services

On-Site Supportive Services

- Supportive services include any additional services to case management that allows clients at the Tracy Shelter to thrive.
- Examples include meals, clothing, life skills classes, art classes, pet care, etc.
- These services often help with the transition from shelter to permanent housing



Services Provided:	
Pet Care	30
Life skills	38
Art classes	10
Clothing sets	117
Meals	22,029
Hygiene Kits	117
Bus passes	47



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Questions?

