

## ATTACHMENT 1

### SCOPE OF SERVICES

The purpose of this contract is to set forth the rights, obligations and responsibilities of Urban Ministries of Durham to provide emergency shelter services to the homeless population of Durham County.

1. Major Responsibilities:

- A. Urban Ministries shall provide emergency shelter services to the homeless population of Durham County.
- B. Shelter services shall be provided at the Community Shelter located at 412 Liberty Street to all persons in need of emergency food, shelter, clothing, and supportive services, except that services may be denied when capacity has been reached for such services at the Community Shelter; and services may be denied to persons who would pose a danger to the staff, or a danger or disruption to the provision of services to others—for example, persons who are under the influence of intoxicants or drugs, or who are or have been threatening to others or have violated the Community Shelter’s reasonable rules for provision of services.
- C. Those persons being served by Urban Ministries shall NOT be required to hold any religious belief in order to receive services.
- D. No funds provided hereunder shall be used to fund religious worship, instruction, or proselytization. All services funded by the County hereunder shall be secular and Urban Ministries shall have the obligation to ensure compliance with this provision by employees or anyone under Urban Ministries’ control. The failure of Urban Ministries to comply with this provision shall be deemed a material breach of this agreement.

### UMD Performance Objectives

The City/County Homeless Services Advisory Committee has adopted performance criteria for overall Emergency Shelter performance within our Continuum of Care. The UMD board agreed that UMD will use these same measures for performance monitoring standards for the coming fiscal year **FY18-19**. All data will come from NCHMIS, and the measures are as follows:

- A. 30% or more of single adult exits will be to permanent housing
- B. 15% or more of non-disabled single adults will exit with employment income
- C. 10% or more of single adults will exit with at least one mainstream benefit
- D. The average cumulative length of stay for single adults will be less than 50 days.
- E. 50% or more of households with children will exit to permanent housing
- F. 50% or more of adults in households with children will exit with employment income
- G. 50% or more of families will exit with at least one mainstream benefit
- H. The average length of stay for households with children will be less than 75 days.

In addition, Urban Ministries will continue to report on the following measures on a quarterly basis:

- I. The number of nights of shelter provided at the Community Shelter for homeless persons.
- J. Provision of shelter for no less than 800 unduplicated homeless individuals at the Community Shelter.
- K. Provision of quarterly demographic information consistent with the universal data elements established by the North Carolina Homeless Management Information System (NCHMIS) for all individuals residing at the Community Shelter, including data on average lengths of shelter stay (for those leaving for housing), % whose last permanent residence was Durham County and % from somewhere beyond

Durham County, and % of individuals coming in to UMD directly after being discharged from another institution.

- L. The number of volunteer hours received at UMD's charitable programs (monthly target - 2,500 hours).

#### Reporting:

Urban Ministries shall furnish the County Manager or his designee the following periodic reports, including an accounting for the expenditures of County funds pertaining to the work of services undertaken pursuant to this contract, the costs and obligations incurred or to be incurred in connection therewith, and any other matters covered by this Agreement. Additionally, Urban Ministries shall provide:

- A. A brief quarterly written report to the County Manager or a designated County representative regarding performance measures and other and achievements year-to-date to be submitted by due dates as follows:  
Quarter 1 – October 15, **2018**  
Quarter 2 – January 15, **2019**  
Quarter 3 – April 15, **2019**  
Quarter 4 – (Annual Summary) July 15, **2019**
- B. Communication from Urban Ministries on progress as requested by the County or as deemed appropriate by Urban Ministries.
- C. A copy of the most current Urban Ministries Annual Report to the County Manager upon its production.

These reporting requirements shall survive the termination of the agreement.

#### Funding

Of the total amount of this contract, **\$321,863.00** shall be divided into twelve monthly payments of \$26,821.91 each, and these automatic monthly payments shall be made by electronic funds transfer (EFT) by the 15th of each month.