

**EXHIBIT A  
SCHEDULE OF SERVICES  
FREED - CENTER FOR INDEPENDENT LIVING**

This Agreement is entered into by and between the County of Nevada, Department of Behavioral Health, herein referred to as “County”, and the FREED - Center for Independent Living (CONTRACTOR ), herein referred to as “Contractor”, for the Landlord Liaison Team (LLT) program. The program will service households experiencing homelessness by providing dedicated staffing whose primary goal is to secure new landlords who have housing units for rent in western Nevada County. Through landlord engagement, the LLT will work to expedite placement into housing for individual homeless households referred to the program by the County’s Street Outreach team.

The LLT will utilize a variety of tools to encourage landlords to offer units to homeless households. LLT will work closely with the Enhanced Care Management (ECM) team and other street outreach providers to assist in efforts to engage unsheltered households and connect them to permanent housing. Through dedicated support, LLT staff will manage a full scope of landlord incentives and rental assistance, assist in collecting vital documents required to gain housing, centralize the process of landlords entering the homeless response system and meeting the need to be responsive to landlords specifically as people who are experiencing homelessness often need added support to remain housed as they become tenants under standard lease terms. The central purpose of the LLT is to assist in the coordination of encampment resolutions and boost the number of households exiting homelessness who do not access shelter first. A direct-to-housing approach is required to ensure housing placement and retention outcomes contained in the state-required Joint County and CoC Homeless Action Plan.

LLT services shall be designed to meet clients’ diverse needs wherever they are at. This means that LLT staff will often be present in the field with outreach workers and will have tools in place that allow for the processing of referrals and delivery of services directly at encampments or in community locations where people are, as opposed to only offering services in an office location. Landlord services will include a dedicated one-number-to-call with rapid follow up should a landlord need assistance in addressing lease issues with a tenant. The Contractor will be expected to participate in weekly client case conferencing meetings, monthly CoC meetings and other ad hoc meetings with community partners addressing unsheltered homelessness

The Contractor will deliver the following services:

**Landlord Outreach:** CONTRACTOR will target outreach to private landlords, property management companies and real estate companies. Outreach to these entities will provide landlords with information about the services of LLT as it relates to incentive payments, risk mitigation funds, unit modification funds, master leasing options, post housing tenant supports, and direct rental assistance provided to tenants to support rent. The Contractor shall deploy marketing materials developed by the contractor with approval from the County that highlight these landlord-centered services.

**Administration of Landlord Incentives:** CONTRACTOR shall administer incentives to landlords who agree to make units available to program participants. Incentives include:

- One time signing bonuses of up to \$1000 for a minimum 12-month lease
- Costs deemed appropriate by the contractor to bring an existing unit up to HUD minimum livability standards so that the unit can be legally rented, and the tenant could utilize a Housing Choice or VASH voucher
- Holding Fees for units – fees paid to landlords equal to the cost of monthly rent to hold the unit for a tenant who is still collecting documents or going through processes needed to lease the unit

- Cost associated with holding events or conducting outreach to landlords that highlight the programs incentives and seeks to garner new landlords to provide units to the program's participants.

**Administration of Rental assistance and client incentives:** Contractor shall administer direct rental assistance to program participants who sign leases and client incentives that aid in attaining housing and staying housed. This can include:

- Up to 6 months of partial or full rental payments. For Tenants requiring assistance beyond six months, CONTRACTOR will seek approval from the County.
- Covering costs such as application fees, fees associated with the cost of required documents (IDs, Birth certificates etc.), paying down client debts to improve credit scores, other items related to a participant being able to secure permanent housing. Costs above \$500 for an individual participant must be cleared by the County.

**Document Collection and application assistance:** CONTRACTOR will provide dedicated support to collect documents and complete applications for housing and long-term subsidies. This includes:

- Assisting Street Outreach staff with applying for documents such as birth certificates, identifications, Military service records (DD214), credit checks, background checks or any item deemed necessary to attain housing
- Fully managing the process of applying for Housing Choice Vouchers or other long-term federal rental subsidies. This includes completing all packets to be placed on the waitlists, collecting documents, and ensuring that program participants receive and respond to the Regional Housing Authority with any additional information required to remain on the waitlist to receive a voucher when selected

**Collaboration with Enhanced Care Management outreach teams and community providers:**

CONTRACTOR will participate in regular collaborative meetings and accompany outreach teams to encampments or other locations where unsheltered homeless households reside or seek services regularly.

- Weekly case conferencing meetings (Behavioral Health Bridge Housing and Veterans)
- Bi-monthly collaborative meetings with Law Enforcement partners
- Ad Hoc meetings with street outreach
- Weekly Direct encampment - street outreach engagements throughout the Brunswick Basin and adjacent sites as needed.

**Post Housing Supports:** CONTRACTOR will assist in providing post housing supports, leveraging internal CONTRACTOR controlled projects to assist clients in gaining items needed to equip housing units with needed items or assistive adaptations, and focused support on mediation of landlord-tenants issues.

- Assist in collecting household items
- Assist in setting up PGE and other accounts needed to start occupancy in units
- Provide assistance in understanding lease terms and rights as a renter
- Provide adaptive assessments and unit modifications as needed
- Establish a number for landlords to call and receive next business day follow up for any tenant or behavioral issues. CONTRACTOR staff are not necessarily required to respond but are responsible for contacting and coordinating response with the tenants' primary case manager
- Act as a mediator between the tenant and the landlord in cases where the tenant and landlord are having issues that can be addressed through clear communication and stability planning
- Provide Rent Well or equivalent classes to participants. The classes are not mandatory but shall be offered and participants encouraged to attend

**Data Collection:** CONTRACTOR shall ensure timely collection of data utilizing the Homeless Management Information System (HMIS)

- Ensure AB977 compliance.
- Adhere to all COC Coordinated Entry and HMIS policies related to collection of universal and commons data elements, timeliness etc.
- Work with HMIS administrator to establish specific HMIS projects for the LLT and ensure that the project set up allows for specific tracking of HCD Encampment resolution funds pursuant to all requirements listed for data collection listed in the Notice of Funding Availability and authorizing legislation.
- Provide quarterly and annual CAPR reports to the County for all project types related to the project.
- Provide addendum data on program participants who access services offered by the contractor that are not funded through this agreement such as programs that provide unit modifications or assist in increasing income. Report should show how these projects were leveraged to provide stability in housing or make housing possible for program participants.

**Outcomes:**

**Outcome 1:** Develop and administer landlord recruitment tools (risk mitigation, incentives, mediation services) and deploy marketing materials to recruit a minimum of 20 new landlords per year.

**Outcome 2:** Assist a minimum of 20 people per year with rental assistance. Individual assistance will not exceed \$16,500 per year.

**Outcome 3:** Enroll a minimum of 50 individual participants in the program per year.

**Outcome 4:** Within 30 days of enrollment in the program, initiate assistance in collecting documents and completing applications for housing, long-term subsidy support, and any other item needed to be eligible to secure housing.

**Outcome 5:** Within 60 days of program start date, develop a landlord hotline process that ensures rapid follow up to any landlord who contacts the hotline whether by the contractor staff or identified primary case management staff.

**Outcome 6:** For up to 6 months after being housed, provide post housing services to program participants that aid case managers in acquiring household items, furniture, opening necessary accounts (PGE, Waste management etc.), reviewing and establishing a budget and acting as a point of contact for landlords regarding tenant issues.

**Outcome 7:** Attend weekly Case Conferencing meetings to collaborate directly with the Enhanced Care Management and Behavioral Health Bridge housing teams as a means to identify clients and engage case managers and clients in housing navigation processes.

**Outcome 8:** Within 90 days of program start, develop program materials in a manner consistent with offering LLT services directly in the field. This means that LLT staff will be available to accompany outreach teams to field-based locations with the ability to assist clients directly in the field in completing all items related to them seeking permanent housing.