

## PURCHASE OF SERVICE AGREEMENT

THIS PURCHASE OF SERVICE AGREEMENT (hereinafter "Agreement"), made and entered into on the first day of July, 2016, by and between the **LEXINGTON-FAYETTE URBAN COUNTY GOVERNMENT**, an urban county government of the COMMONWEALTH OF KENTUCKY created pursuant to KRS chapter 67A (hereinafter "Government"), 200 East Main Street, Lexington, Kentucky 40507, on behalf of its Department of Social Services (hereinafter "Sponsor"), and, **The Hope Center** with offices located at P.O. Box 6 (360 West Loudon Avenue), Lexington, Kentucky 40588, (hereinafter "Organization").

### WITNESSETH

That for and in consideration of the mutual promises and covenants herein expressed, the Government and the Organization agree as follows:

1. Government hereby retains Organization for the period beginning on **July 1, 2016**, and continuing for a period of twelve (12) months from that date unless within that period Government gives the Organization thirty (30) days written notice of termination of this Agreement in which case this Agreement shall terminate thirty (30) days from the date notice is given to the Organization.

2. Government shall pay Organization the sum of **One Million, Thirty-One Thousand Dollars (\$1,031,000)** for the services required by this Agreement, said services being more particularly described in the Addendum attached hereto and incorporated herein by reference, one-fourth (1/4<sup>th</sup>) of which shall be payable in July 2016 or shortly thereafter upon receipt of an invoice, with one-fourth (1/4<sup>th</sup>) payable each quarter thereafter upon submission of a quarterly financial report and invoice, and a detailed quarterly program report. **Quarterly financial reports, invoices, and detailed program reports shall be**

**submitted by October 14<sup>th</sup>, 2016, January 13<sup>th</sup>, 2017 and April 14<sup>th</sup>, 2017. A year-end program report shall be submitted by July 14<sup>th</sup>, 2017.** Both reports shall reflect the services and programs directly related to the funding provided by Lexington Fayette Urban County Government with emphasis on measurable outcomes, and specifically outlined in the funding application. Forms for both the quarterly financial and program reports will be provided.

3. In the event of termination of this Agreement by Government as provided for in paragraph 1 above, Organization shall be entitled to that portion of total compensation due under this Agreement as the service rendered bears to the service required herein.

4. Organization shall perform all duties and services included in the Addendum \*(Description of the specific uses of funds allocated by program name(s) and details of the expected client and agency outcomes) attached hereto faithfully and satisfactorily at the time, place and for the duration prescribed herein. Compensation paid pursuant to this Agreement shall be used exclusively for the services set forth in the Addendum and for no other purpose. Any alteration in the nature of such services and duties constitutes an amendment to this Agreement and must be in writing signed by both parties. Organization shall keep itself fully informed of all federal and state laws and all municipal ordinances and regulations in any manner affecting the work or performance of this Agreement, and shall at all times observe and comply with such laws, ordinances and regulations, whether or not such laws, ordinances or regulations are mentioned herein, and shall indemnify Government, its officers, agents and employees against any claim or liability arising from and based on the Organization's violation of any such laws, ordinances or regulations.

5. Organization represents that it has filed all federal, state and local income tax returns required by law in the legally prescribed time and manner. This Agreement shall not become effective unless and until copies of all of the executed originals of the

aforementioned tax returns filed for the Organization have been registered for the current tax year by the Organization in the office of the Sponsor, and the Organization shall not be compensated unless and until such registration has taken place.

6. The Organization shall, on such forms as the Sponsor shall provide, submit to Sponsor an annual report and financial statement which summarize the previous year's activities regarding the services enumerated in the addendum attached hereto.

7. Books of accounts shall be kept by the Organization and entries shall be made therein of all money, goods, effects, debts, sales, purchases, receipts, payments and any other transactions of the Organization. The books of accounts, together with all bonds, notes, bills, letters and other writings belonging to the Organization, shall be maintained at the principal place of business of the Organization as set forth in this Agreement. Government shall have free and complete access to the books, papers and affairs of the Organization, that relate to the performance of this Agreement, at all reasonable times, and if it desires, it may have the books and papers of the Organization, that relate to the performance of this Agreement, audited and examined by auditors, accountants or attorneys. Any examination shall be at the expense of the Government.

8. Government may designate such persons as may be necessary to monitor and evaluate the services rendered by the Organization. The Government, its agents and employees, shall, at all times, have unrestricted access to all places where or in which the services required hereunder are being carried on and conducted. Inspection and monitoring of the work by these authorities shall in no manner be presumed to relieve in any degree the responsibility or obligations of Organization, nor to constitute the Organization as an agent of the Government.

9. Organization shall provide equal opportunity in employment for all qualified persons, shall prohibit discrimination in employment because of race, color, creed, national

origin, sex or age, shall promote equal employment through a positive, continuing program of equal employment, and shall cause each of its subcontracting agencies to do so. This program of equal employment opportunity shall apply to every aspect of its employment policies and practices.

10. Organization shall adopt a written sexual harassment policy, which shall, at a minimum, contain a statement of current law; a list of prohibited behaviors; a complaint process; and a procedure which provides for a confidential investigation of all complaints. The policy shall be given to all employees and clients and shall be posted at all locations where Organization conducts business. The policy shall be submitted to Sponsor for review within thirty (30) days of the execution of this Agreement.

11. This instrument, and the Addendum \*(Description of the specific uses of funds allocated by program name(s) and details of the expected client and agency outcomes) incorporated herein, contains the entire agreement between the parties, and no statement, promises or inducements made by either party or agent of either party that is not contained in this written Agreement shall be valid and binding; and this Agreement may not be enlarged, modified or altered except in writing signed by the parties and endorsed hereon.

12. Organization agrees that it shall apply all funds received by it from the Urban County Government in accordance with the following investment policy guidelines:

- A. Objectives: Capital preservation with surety of income. Reasonable competitive income consistent with high investment quality and purpose of funds. All investments shall conform with state and local law and regulations and these policies.
- B. Investment Funds Management: The governing board may elect to either:
  - (1) Manage its investment through its executive director where the size or complexity of funds to be managed is deemed by the board to

be within the training, expertise and/or available time capacity of the executive director and the operating staff; or

(2) Utilize the professional investment management facilities of a local bank trust department acting in a fiduciary capacity within the same approved investment policies and federal, state, local and trust laws and regulation. The trust department may utilize its regular short-term one hundred percent (100%) US Treasury Fund for daily funds investment.

The election of option 1 or 2 should be made consistent with the relative cost incurred and in the case of option 2 the cost shall be competitive among local trust departments.

C. Investment Policies - - Safety and Prudence.

(1) Short-term liquidity funds shall be invested in "riskless" investment, i.e., deposits in Kentucky commercial banks or savings and loan associations that are fully federally insured or deposits collateralized by U.S. Treasury securities with a current market value of at least one hundred percent (100%), or in direct obligations of U.S. Treasury securities.

Investments shall be diversified according to maturity in order to meet projected cash flow needs.

Collateral pledged to secure uninsured deposits shall be held at a federal reserve bank with the receipt providing absolute control by the agency.

(2) Retirement funds, endowment funds, long-term capital reserve funds and any other special funds may be held and invested by a local bank trust department under investment objectives and diversification in accordance with the individual nature of the funds and pursuant to the "prudent man" investment rule as well as general trust law.

(3) All investments shall be reviewed monthly by a finance or investment committee of the agency.

(4) Local brokerage firms may hold and invest funds provided that investments are located within Kentucky and are full insured.

D. Audit - - All investments shall be audited at least annually by independent certified public accountant who shall express an opinion as to whether or not investments during the year audited have conformed with state and local law and regulation and with the approved investment policies.

13. Notice – Any written notice required by the Agreement shall be delivered by certified mail, return receipt requested, to the following:

For Organization:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Attn: \_\_\_\_\_

For Government:

Lexington-Fayette Urban County Gov.  
200 East Main Street  
Lexington, Kentucky 40507

Attn: Chris Ford, Commissioner  
Department of Social Services

IN WITNESS WHEREOF, the parties have executed this Agreement at Lexington, Kentucky, the day and year first above written.

LEXINGTON-FAYETTE URBAN  
COUNTY GOVERNMENT

HOPE CENTER

BY: \_\_\_\_\_  
Jim Gray, Mayor

BY: \_\_\_\_\_  
Title: \_\_\_\_\_

ATTEST:

\_\_\_\_\_  
Clerk of the Urban  
County Council

\* The addendum referenced in items 4 and 11 must be attached to this document and approved prior to the start of fiscal year payments.

# Addendum

**Agency:** Hope Center

**Program Name:** Emergency Shelter

**LFUCG Emergency Shelter Program FY17 Funding:** \$260,000

**Program Summary:** The Hope Center Emergency Shelter provides lodging, food and clothing to homeless adult men in Fayette County 24-hours per day, 365 days per year. The shelter exposes participants to a comprehensive menu of services while providing basic needs. Hope Center provides lodging to about 180-220 men each night, for an average of 6,000 nights of lodging and 13,000 meals per month. In 2014, Hope Center distributed over 39,053 items of clothing.

The program's goal and overriding philosophy is to provide services to all who need them. The nature of the shelter is to provide services on a day-to-day basis, with provision of shelter, food and clothing the primary goal. The Shelter does this, and has never turned anyone away due to lack of capacity.

The Mayor's Task Force report developed in the 1980s which called for the establishment of the Emergency Shelter stated that needs must be met on a variety of levels – beginning with safe and accessible shelter. The report further recognized the need for services that encourage movement out of shelter dependency. The shelter is often the first exposure homeless men have to the Hope Center, and provides a way for trust to be established, allowing Hope Center to introduce its other programs and services which are designed to address factors that contribute to homelessness, including substance abuse, mental illness, employment, education, health needs, etc.

Services begin with the intake process. During business hours, each arriving participant will meet with an intake office representative to complete the comprehensive intake/needs assessment. Intake gathers information such as where the participant came from, why they are at the shelter, demographic information, medical history, criminal history, mental health and substance abuse issues, and what they want from the shelter. Each is provided with a photo ID. Those who arrive after business hours complete intake with help from the front desk, and are issued temporary IDs. They meet with someone from the intake office the next business day. Everyone is assigned and introduced to a caseworker.

Specific populations targeted include adult homeless men, including veterans and men with substance abuse and/or mental health issues.

**Program Results and Effectiveness:**

*Outputs for 7/1/2015 through 6/30/2016*

Number of Beds Available: 148

Number of Unduplicated People Served: 1,600

*Outcomes and Targets for 7/1/2015 through 6/30/2016*

<b>Outcome</b>	<b>Target Number</b>	<b>Target Days/Percentage</b>
Average Length of Stay	N/A	30 Days
Number and % Who Exited and Returned Within 12 Months	300	18.75%
Number and % Who Exited and Had Obtained a Job and/or Increased Income Upon Exit	160	10%
Number and % of Residents who Exited the Program to Permanent Housing	80	5%



## Addendum

**Agency:** Hope Center, Inc.

**Program Name:** Detention Center Recovery Program

**LFUCG Extended Social Resource Grant Program FY17 Funding:** \$105,000

**Program Summary:** Both innovative and creative, the Detention Recovery Programs provides daily, full-day recovery services Monday-Friday to inmates of the Fayette County Detention Center. To complete the program, participants take an average of 92 classes and attend 204 meetings. Program capacity is 15 women and 30 men, and the program serves about 106 participants annually. Program goals are successful completion of all program components. All participants receive daily lessons in the 12-Steps and Recovery Dynamics, supplemented with additional classes. Community Meetings, held 2-3 times weekly, address issues that arise from day-to-day community living. Participants hold themselves and their peers accountable for conduct and a commitment to change. The community meetings help participants by identifying specific issues that may be impeding recovery, such as loss of focus, reoccurring destructive behaviors or unacceptable program behavior. The community members make suggestions, and through a vote select a learning experience that will help the participant gain insight into the need for change. Cognitive Behavioral Intervention (CBI), is presented in two courses, Thinking for a Change, and Problem Solving for Offenders. Both courses are endorsed by the National Institute of Corrections to promote effective changes in offender thinking patterns. The courses teach offenders to change and manage antisocial feelings and thinking; increase self-control, self-management and problem solving skills; and to recognize risky situations and develop plans to deal with them. Transition planning starts about halfway through the program.

The Detention Recovery Program addresses the bonus point-eligible need area of substance abuse; and we request these bonus points.

**Long-Term Program Goals:** The long-term program goals are 1) to provide services that will result in reduced recidivism among program participants who complete the program; and 2) reduce homelessness in Fayette County. These goals are aligned with Hope Center's mission, which is to care for homeless and at-risk persons by providing life-sustaining and life-rebuilding services that are comprehensive and address underlying causes.

ACTIVITIES	OUTPUTS	OUTCOMES
Program management, coordination with Detention Center, coordination with community and agency partners, coordination of volunteer activities, maintenance of existing staff levels, coordination of	Provision of ongoing supervision and support to staff and volunteers; ongoing coordination with all community partners.	<b>1. Consistent ongoing day-to-day management of the program, including consistent procedures and clear communication to participants.</b>
Provision of services including screening, mentoring, counseling, classes, community meetings, transition planning, and other core services.	Provision of program admission for 44 women and 62 men, and provision of classes and other services provided Monday-Friday of each week for to up to 15 women and 30 men.	<b>2. An admission-to-completion ratio (A/C) of 43% for women and 60% for men.</b>
Provision of Recovery Dynamics, Cognitive Behavior Intervention, AA materials, and other necessary teaching resources.	Distribution of materials to up to 15 women and 30 men.	<b>3. Improved knowledge of Recovery Dynamics in 50% of participants who remain in the program for at least 30 days.</b>

INDICATOR	MEASUREMENT TOOL/APPROACH	SAMPLING STRATEGY & SIZE	FREQUENCY & SCHEDULE OF DATA COLLECTION
Satisfactory program management.	Documented issues, problems or grievances from clients or detention center staff	All Hope Center Detention Recovery Program employees, and all participants in the recovery programs to the extent that grievances will be collected from any	Reported weekly as part of ongoing Hope Center management team meetings, with written documentation available.
Advancement in program, program completion.	Program records indicating admissions and completions	All participants who are admitted to the program.	Information is compiled monthly as part of Hope Center's ongoing data collection, management and analysis
Satisfactory completion of Recovery Dynamics evaluations.	Regular Recovery Dynamics evaluations	All participants who remain in the program at least 14 days.	At least weekly.

## Addendum

**Agency:** Hope Center, Inc., Lead Agency  
 Jubilee Jobs of Lexington, Collaborating Agency

**Program Name:** Hope Center Men's Recovery Program

**LFUCG Extended Social Resource Grant Program FY17 Funding:** \$210,000

**Program Summary:** The Hope Center Recovery Program for Men generally takes six months or longer to complete. It features a detoxification unit for those who are under the influence when they arrive; a Motivational Track, which requires clients to demonstrate their commitment to entering the program by attending classes and AA or NA meetings for two weeks or longer; a Phase 1 in which the men devote their entire time to learning about addiction, the principles of recovery, the twelve steps and how to plan and live a life free from drugs and alcohol; and a Phase 2 in which the men begin the process of seeking employment and housing outside the facility. The program goals are recovery, self-sufficiency, and housing (end of homelessness) for participants. The Recovery Program for Men served an unduplicated 776 men in 2014, including the provision of 82,443 nights of lodging and 140,169 meals.

The Jubilee Jobs process focuses on compassion, rapid and accurate assessment of an applicant's interests, abilities and placement in the most appropriate job possible. Jubilee Jobs specializes in assisting participants, most who face serious barriers to employment, with developing or improving their job search skills and directly assists them with finding employment. Jubilee Jobs provides skilled job preparation, placement, retention and career advancement to help disadvantaged job seekers move beyond poverty toward self-sufficiency. Its job process is FREE to both applicants and employers. Its purpose is to find employment for people who need, want and have the ability to work.

For this collaboration, Hope Center, Inc. will act as the lead fiscal and reporting agency. Jubilee Jobs will work with the Recovery Program for Men to provide regular 1-hour Life Skills presentations at Hope Center, and to incorporate the Jubilee Jobs program into the Recovery Program, with Hope Center requiring certain Recovery Program participants to complete the Jubilee Jobs program. Both agencies will participate in regular meetings to share and report to each other on the program budget; share and report to each other on the program goals; and prepare the quarterly program reporting and fiscal requirements of the ESR program.

**Long-Term Program Goals:** The mission of the Hope Center is to care for homeless and at-risk persons by providing life-sustaining and life-rebuilding services that are comprehensive and address underlying causes. In keeping with this mission, the long-term program goal of the Hope Center Recovery Program for Men is to reduce homelessness in Fayette County.

ACTIVITIES	OUTPUTS	OUTCOMES
Day-to-day program management, coordination with community and agency partners, coordination of volunteer activities, maintenance of existing staff levels, coordination of ongoing training and other staff support needs.	Provision of ongoing supervision and support to staff and volunteers; ongoing coordination with all community partners.	<b>1. Consistent ongoing day-to-day management of the program, including consistent procedures and clear communication to participants.</b>

Provision of detoxification unit for those who are under the influence when they arrive; a Motivational Track, which requires clients to demonstrate their commitment to entering the program by attending classes and AA or NA meetings for two weeks or longer; a Phase 1 in which the men devote their entire time to learning about addiction, the principles of recovery, the twelve steps and how to plan and live a life free from drugs and alcohol; and a Phase 2 in which the men begin the process of seeking employment and housing outside the facility	Provision services for an unduplicated 1,500 men, including detox, Motivational Track services, and Recovery Program.	<b>2. Provision of the Recovery Program for Men, thus promoting and supporting recovery, including employment and housing.</b>
Provision of human needs and recovery supports, including lodging, meals, classrooms, Recovery Dynamics and other educational and recovery supplies	Provision of more than 82,000 nights of lodging and 140,000 meals for Recovery Program participants; provision of orientation packets and program materials to all participants.	<b>3. Capacity to provide the supports needed to enable men to achieve recovery.</b>
Collaboration with Jubilee Jobs for employment services for participants	Regular meetings between collaborating agencies to discuss share and report on program budget, program goals, and to prepare the quarterly program reporting and fiscal requirements for the ESR program	<b>4. Submission of quarterly reports with signatures from each collaborating agency.</b>

<b>INDICATOR</b>	<b>MEASUREMENT TOOL/APPROACH</b>	<b>SAMPLING STRATEGY &amp; SIZE</b>	<b>FREQUENCY &amp; SCHEDULE OF DATA COLLECTION</b>
Satisfactory program management.	Documented issues, problems or grievances from clients	All Hope Center Recovery Program for Men employees and participants	Reported weekly as part of ongoing Hope Center management team meetings, with written documentation available.
Continued availability of program resources for all aspects of the continuum of recovery	Number of units of services provided; detox, Motivational, Recovery, nights of lodging, meals provided.	All Recovery Program for Men participants.	Reported monthly part of Hope Center's ongoing data collection, management and analysis.
Sobriety during program and at follow-up	Random drug testing during program; self-report	All Recovery Program for Men participants who have entered the Recovery phase of the program	Testing is weekly so each client is randomly tested once per month; reported at baseline, 6- and 8- month follow-up; and used in daily program management.
Successful collaborative program to improve employment resources	Documentation of employment resources provided	Hope Center and Jubilee Jobs staff; Hope Center participants	Reported monthly part of Hope Center's ongoing data collection, management and analysis.

# Addendum

**Agency:** Hope Center, Inc., Lead Agency  
 Jubilee Jobs of Lexington, Collaborating Agency

**Program Name:** Hope Center Recovery Program for Women

**LFUCG Extended Social Resource Grant Program FY17 Funding:** \$196,000

**Program Summary:** The Hope Center Recovery Program for Women generally takes 6 months to complete. It features a stabilization unit called Safe Off the Streets for women first entering the program; a Motivational Track, which requires clients to demonstrate their commitment to entering the program by attending classes and AA or NA meetings for two weeks or longer; a Phase 1 in which the women devote their entire time to learning about addiction, the principles of recovery, the twelve steps; how to plan and live a life free from drugs and alcohol; and pre-vocational skills. In Phase 2 in which the women begin the process of seeking employment and housing outside the facility. The target audience is adult homeless women with substance abuse. The program goals are recovery, self-sufficiency, and housing (end of homelessness) for participants.

Jubilee Jobs of Lexington specializes in finding entry-level jobs for the unemployed and underemployed. The Jubilee Jobs process focuses on compassion, rapid and accurate assessment of an applicant's interests, abilities and placement in the most appropriate job possible. Our applicants complete a 7-step program that is based on accountability. We provide skilled job preparation, placement, retention and career advancement to help disadvantaged job seekers move beyond poverty toward self-sufficiency.

For this collaboration, Hope Center, Inc. will act as the lead fiscal and reporting agency. Jubilee Jobs will work with the Recovery Program for Women to incorporate the Jubilee Jobs program into the Recovery Program, with Hope Center requiring all Recovery Program participants to complete the Jubilee Jobs program as part of life skills. Hope Center will provide transportation to and from Jubilee Jobs. Both agencies will participate in regular meetings to share and report to each other on the program budget; share and report to each other on the program goals; and prepare the quarterly program reporting and fiscal requirements of the ESR program.

**Long-Term Program Goals:** The mission of the Hope Center is to care for homeless and at-risk persons by providing life-sustaining and life-rebuilding services that are comprehensive and address underlying causes. The Recovery Program for Women directly addresses our mission by addressing substance abuse, and thus reducing risks for homelessness. The long-term program goal is to reduce homelessness in Fayette County.

ACTIVITIES	OUTPUTS	OUTCOMES
Day-to-day program management, coordination with community and agency partners, coordination of volunteer activities, maintenance of existing staff levels, coordination of ongoing training and other staff support needs	Provision of ongoing supervision and support to staff and volunteers; ongoing coordination with all community partners.	<b>1. Consistent ongoing day-to-day management of the program, including consistent procedures and clear communication to participants.</b>
Provision of Safe Off the Streets (SOS) stabilization; a Motivational Track, which requires clients to demonstrate their commitment to entering the program by attending classes and AA or NA meetings	Provision of Safe Off the Streets for 364 women, Motivational Track services for 312; and Recovery Program for 226.	<b>2. Capacity to provide the Recovery Program for Women, thus promoting and supporting recovery, including employment and housing.</b>

for two weeks or longer; a Phase 1 in which women devote their entire time to learning about addiction, the principles of recovery, the twelve steps and how to plan and live a life free from drugs and alcohol; and a Phase 2 in which women begin the process of seeking employment and housing outside the facility		
Provision of human needs and recovery supports, including lodging, meals, classrooms, Recovery Dynamics and other educational and recovery supplies	Provision of 26,514 nights of lodging and 79,431 meals for Recovery Program participants; provision of orientation packets and program materials to all participants.	<b>3. Capacity to provide the supports needed to enable women to achieve recovery.</b>
Collaboration with Jubilee Jobs for employment services for participants	Regular meetings between collaborating agencies to discuss share and report on program budget, program goals, and to prepare the quarterly program reporting and fiscal requirements for the ESR program	<b>4. Submission of quarterly reports with signatures from each collaborating agency.</b>

<b>INDICATOR</b>	<b>MEASUREMENT TOOL/APPROACH</b>	<b>SAMPLING STRATEGY &amp; SIZE</b>	<b>FREQUENCY &amp; SCHEDULE OF DATA COLLECTION</b>
Satisfactory program management.	Documented issues, problems or grievances from clients	All Hope Center Recovery Program for Women employees and participants	Reported weekly as part of ongoing Hope Center management team meetings, with written documentation available.
Continued availability of program resources for all aspects of the continuum of recovery	Number of units of services provided; Safe Off the Streets, Motivational, Recovery, nights of lodging, meals provided.	All Recovery Program for Women participants.	Reported monthly as part of Hope Center's ongoing data collection, management and analysis.
Sobriety during program and at follow-up	Random drug testing during program; self-report	All Recovery Program for Women participants who have entered the Recovery phase of the program	Testing is weekly so each client is randomly tested once per month; reported at baseline, and 6- month follow-up; and used in daily program management.
Successful collaborative program to improve employment resources	Documentation of employment resources provided	Hope Center and Jubilee Jobs staff; Hope Center participants	Reported monthly part of Hope Center's ongoing data collection, management and analysis.

## Addendum

**Agency:** Hope Center, Inc., Lead Agency  
Canaan House, Inc., Collaborating Agency

**Program Name:** Hope Center Mental Health Program

**LFUCG Extended Social Resource Grant Program FY17 Funding:** \$210,000

**Program Summary:** The Hope Center Mental Health Program employs mental health professionals to reach out to adult homeless men with chronic mental illness. Participants are given access to desperately needed comprehensive mental health care. Staff members offer a diverse mix of services that provide effective treatment options tailored to meet individual needs. Clients receive the services of a psychiatrist and a psychiatric nurse from Bluegrass.org.

The team provides a wide variety of services, including: psychiatric assessment and evaluation; medication assistance and monitoring; case management; life skills training; housing support services; service referrals; and transportation assistance. Long-term success entails helping each client reach his potential for self-sufficient living. Each is different, and some need more assistance than others in order to live largely their own. The effort can involve months of work, even years in some cases.

Canaan House was founded in 1989 to provide a home (permanent housing) that is safe and affordable for persons diagnosed with a severe mental illness. Each is eligible to receive Section 8 vouchers rent subsidies, support services and referral to community resources. Canaan house provides a loving, non-judgmental environment that affirms the dignity and self-worth of the residents. Canaan House began with 8 apartments at 379 South Broadway, added a house that houses 3 residents in 1197 Bluebird, and another house with 6 apartments in 2004. LFUCG Community Development was instrumental in the purchases of these properties and Second Presbyterian Church has been a principal supporter of both operational dollars and social support for the residents. Apartments are always full with potential residents on a waiting list when a vacancy occurs.

For this collaboration, Hope Center, Inc. will act as the lead fiscal and reporting agency. Canaan House will provide housing and services for homeless participants with severe mental illness. Both agencies will participate in regular meetings to share and report to each other on the program budget; share and report to each other on the program goals; and prepare the quarterly program reporting and fiscal requirements of the ESR program.

**Long-Term Program Goals:** The mission of the Hope Center is to care for homeless and at-risk persons by providing life-sustaining and life-rebuilding services that are comprehensive and address underlying causes. The Mental Health Program directly addresses our mission by addressing the needs of homeless adult men with serious mental illness, thus reducing risks for homelessness. The long-term program goal is to help mentally ill homeless persons achieve the highest degree of self-sufficiency possible.

ACTIVITIES	OUTPUTS	OUTCOMES
Day-to-day program management, coordination with community and agency partners, coordination of volunteer activities, maintenance of existing staff levels, coordination of ongoing training and other staff support	Provision of ongoing supervision and support to staff and volunteers; ongoing coordination with all community partners and collaborating agency	<b>1. Consistent ongoing day-to-day management of the program, including consistent procedures and clear communication to participants.</b>
Provision of services including engagement, psychiatric assessment and evaluation; medication assistance and monitoring; case management services; life skills training; housing support services; payee services;	Provision of services to 240 unduplicated clients.	<b>2. Capacity to provide the mental health program to adult homeless men with severe mental illness, thus improving mental health stability, housing stability, and financial stability.</b>
Provision of psychiatric services, access to medication, access to housing	Provision of services to 240 men during the grant period, through 7,607 visits and over 8,000 units of service annually.	<b>3. Capacity to help mentally ill clients become more medically, financially and residentially stable.</b>
Collaboration with Canaan House for housing resources for participants	Regular meetings between collaborating agencies to discuss share and report on program budget, program goals, and to prepare the quarterly program reporting and fiscal requirements for the ESR program	<b>4. Submission of quarterly reports with signatures from each collaborating agency.</b>

INDICATOR	MEASUREMENT TOOL/APPROACH	SAMPLING STRATEGY & SIZE	FREQUENCY & SCHEDULE OF DATA COLLECTION
Satisfactory program management.	Documented issues, problems or grievances from clients or partners	All Hope Center Mental Health Program employees and participants; Bluegrass.org ; Canaan House	Reported weekly as part of ongoing Hope Center management team meetings, with written documentation available.
Stability of mental illness, housing, and finances	Compliance with medication and appointment schedules; maintenance of housing; and maintenance of income through entitlements or employment, as measured by case file reports	All mental health program clients who remain in the program for at least 90 days	Reported monthly part of Hope Center's ongoing data collection, management and analysis.
Successful collaborative program to support housing resources	Documentation of housing provided	Collaborating agencies staff; Hope Center Mental Health program participants	Reported monthly part of Hope Center's ongoing data collection, management and analysis.



## Addendum

**Agency:** Hope Center, Inc., Lead Agency  
Employment Solutions, Inc., Collaborating Agency

**Program Name:** Mobile Outreach

**LFUCG Extended Social Resource Grant Program FY17 Funding:** \$50,000

**Program Summary:** The Mobile Outreach Program team includes a nurse, a case manager and a peer mentor. It operates from a custom motor home (the HopeMobile) parked at a different downtown church location each weekday. The mobile outreach team meets immediate needs in many ways, by distributing food, blankets, warm clothing and other material that help provide respite. It also provides referrals for shelter, counseling and job training at the Hope Center and other agencies. The team also serves people who are marginally housed. By providing these people with services and connecting them to resources, the team helps prevent people from becoming homeless.

Employment Solutions helps people with barriers to employment to become self-sufficient. Employment solutions operates two food programs:

- SAUTE CAFÉ: Utilizing a large fully equipped commercial kitchen, Sauté Café provides hands-on learning in food preparation for the students of the College for Technical Education's Food and Hospitality program. Students learn both practical basic cooking techniques and recipes, as well as develop their creative culinary potentials.
- FRESH APPROACH: Fresh Approach prepares produce and food trays for use by commercial customers, restaurants, caterers and local schools to save them valuable time and expense. Fresh Approach utilizes a workforce consisting primarily of people with severe disabilities.

For this collaboration, Hope Center, Inc. will act as the lead fiscal and reporting agency. Employment Solutions will provide food units for distribution via the HopeMobile. Both agencies will participate in regular meetings to share and report to each other on the program budget; share and report to each other on the program goals; and prepare the quarterly program reporting and fiscal requirements of the ESR program.

**Long-Term Program Goals:** Goals

ACTIVITIES	OUTPUTS	OUTCOMES
Program management, coordination with Detention Center, coordination with community and agency partners, coordination of volunteer activities, maintenance of existing staff levels, coordination of ongoing training and other staff support needs.	Provision of ongoing supervision and support to staff and volunteers; ongoing coordination with all community partners.	<b>1. Consistent ongoing day-to-day management of the program, including consistent procedures and clear communication to participants.</b>
Provision of services including screening, information, referrals, distribution of meals, needed items such as blankets, clothing, etc.	Provision of Mobile Outreach services to 8,000 people	<b>2. Capacity to provide Mobile Outreach, food and other needed items and services to all requesting these services.</b>
Provision of food, needed items, food, referrals, etc.	Provision of 13,000 services and distribution of 95,000 units of food	<b>3. Capacity to maintain the Mobile Outreach program so that homeless and marginally housed persons will be able to access food and needed items, and also be introduced to other programs which may lead to stability and self-sufficiency.</b>
Collaboration with Employment Solutions for food resources for participants	Regular meetings between collaborating agencies to discuss share and report on program budget, program goals, and to prepare the quarterly program reporting and fiscal requirements for the ESR program	<b>4. Submission of quarterly reports with signatures from each collaborating agency.</b>

INDICATOR	MEASUREMENT TOOL/APPROACH	SAMPLING STRATEGY & SIZE	FREQUENCY & SCHEDULE OF DATA COLLECTION
Satisfactory program management.	Documented issues, problems or grievances from clients or detention center staff	All Hope Center Mobile Outreach employees and participants	Reported weekly as part of ongoing Hope Center management team meetings, with written documentation available.
Maintenance of scheduled HopeMobile services	Monthly program reports showing the number of people seen, units of food distributed, and number of services provided.	All Hope Center Mobile Outreach participants	Information is compiled monthly as part of Hope Center's ongoing data collection, management and analysis
Successful collaborative program to support outreach food resources	Documentation of food provided	Collaborating agencies staff; HopeMobile visitor feedback	Reported monthly part of Hope Center's ongoing data collection, management and analysis.