In consideration of the mutual promises herein, The Municipality of Anchorage ("MOA") and Henning, Inc. agree as follows. This Contract consists of:

A. Part I, consisting of 15 sections of Special Provisions;
B. Part II, consisting of 11 sections of General Provisions;
C. Appendix A consisting of 5 pages;
D. Appendix B consisting of 3 pages;
E. Appendix C consisting of 10 pages;
F. Appendix D consisting of 2 pages;
G. Appendix E consisting of 1 page;
H. Appendix F consisting of 2 pages;

PART I
SPECIAL PROVISIONS

Section 1. Definitions.

In this Contract:

A. "Administrator" means the Director of the Anchorage Health Department or their designee.
B. "Contractor" means Henning, Inc.
C. "MOA" means the Municipality of Anchorage.

Section 2. Scope of Services.

A. Contractor shall perform professional services in accordance with Appendix A, which is attached hereto and incorporated in this section by reference.
B. MOA shall not allow any claim for services other than those described in this section. However, Contractor may provide, at its own expense, any other services that are consistent with this Contract.

Section 3. Time for Performance.

A. This Contract becomes effective when signed by all parties.
B. The period of performance for services will be from contract execution to December 31, 2022.

Section 4. Compensation; Method of Payment.
A. Subject to Contractor's satisfactory performance, MOA shall pay Contractor no more than $711,000.

B. MOA shall pay Contractor in accordance with the budget attached as Appendix B and incorporated herein by reference for services performed under this Contract.

C. Upon execution of this Contract, Contractor may request an advance of funds not to exceed 25% ($177,750.00) of the total Contract amount.

D. Subsequent payments under this Contract will be in the amount of actual expenditures reported by Contractor.

E. By the 15th day of the month following the billing period, Contractor shall present an invoice to the Administrator describing the work for which it seeks payment. The invoice will include but is not limited to the MOA purchase order number, days, times, expenses, and fees provided or incurred by Contractor to the satisfaction of the Administrator. If any payment is withheld because Contractor's performance is unsatisfactory, the Administrator must, within 15 days of the payment denial, notify Contractor of the payment denial and set forth, with reasonable specificity, what was unsatisfactory and why.

F. Contractor is not entitled to any compensation under this Contract, other than what is expressly provided for in this Contract.

G. Any advanced funds not expended at the end of Contract term shall be returned to MOA.

H. As a condition of payment, Contractor shall have paid all municipal taxes currently due and owing by Contractor.

Section 5. Termination of Contractor's Services.

Contractor's services under Section 2 may be terminated:

A. By mutual consent of the parties.

B. For the convenience of Anchorage, if MOA notifies Contractor in writing of its intent to terminate under this paragraph at least 15 days prior to the effective date of the termination.

C. For cause, by either party where the other party fails in any material way to perform its obligations under this Contract. Termination under this subsection is subject to the condition that the terminating party notifies the other party of its intent to terminate, stating with reasonable specificity the grounds therefor, and the other party fails to cure the default within 30 days after receiving the notice.

Section 6. Duties Upon Termination.

A. If MOA terminates Contractor's services for convenience, MOA shall pay Contractor for its actual costs reasonably incurred in performing before
termination. Payment under this subsection shall never exceed the total compensation allowable under Section 4. All finished and unfinished documents and materials prepared by Contractor shall become the property of MOA and will be turned over to Administrator at the time of termination.

B. If Contractor's services are terminated for cause, MOA shall pay Contractor the reasonable value of the services satisfactorily rendered prior to termination less any damages suffered by MOA because of Contractor's failure to perform satisfactorily. The reasonable value of the services rendered shall never exceed the Contract rate for such services, and payment under this subsection shall not exceed 90% of the total compensation allowable under Section 4. Any finished or unfinished documents or materials prepared by Contractor under this Contract shall become the property of MOA and will be turned over to Administrator at the time of termination.

C. If Contractor receives payments exceeding the amount to which it is entitled under this Contract, Contractor shall remit the excess to the Administrator within thirty (30) days of discovering the over payment or receiving notice from the MOA to do so, whichever is sooner.

D. Contractor shall not be entitled to any compensation under this Contract until Contractor has delivered to Administrator all documents, records, work product, materials and equipment owned by ANC within 15 days of termination.

E. If Contractor's services are terminated, for whatever reason, Contractor shall not claim any compensation under this Contract, other than that allowed under this Contract.

F. Except as provided in this section, termination of Contractor's services under Section 5 does not affect any other right or obligation of a party under this Contract.

Section 7. Insurance.

A. Contractor shall maintain in good standing, for the entire period of the Contract, the insurance described in subsection B of this section. Before rendering any services under this Contract, Contractor shall furnish the Administrator with a Certificate of Insurance in accordance with subsection B of this section in a form acceptable to the Risk Manager for MOA.

B. Contractor shall provide the following insurance:

1.) $500,000 Employers Liability and Workers Compensation as required by Alaska Law.

2.) Commercial Automobile Liability in the amount of $1,000,000 combined single limit to include: owned, hired, and non-owned.

3.) Commercial General Liability including:
$2,000,000 General Aggregate
$2,000,000 Products/Completed Operations
$1,000,000 Personal & Advertising Injury
$1,000,000 Each Occurrence
$10,000 Medical Payments
$1,000,000 Sexual Abuse and Molestation

4.) Professional Liability insurance with limits not less than $5,000,000 per occurrence and in the aggregate.

5.) Cyber/Privacy Liability insurance with limits not less than $3,000,000. The Cyber coverage shall include, but not be limited to, claims involving invasion of privacy violations (including HIPPA), Information theft, and release of private information. The policy shall provide coverage for breach response costs as well as regulatory fines and penalties as well as credit monitoring expenses.

C. Policies written on a "claims-made basis" must have a two (2) year tail of coverage, or an unbroken continuation of coverage for two (2) years from the completion of Contract requirements.

D. Each policy of insurance required by this section shall provide for advance notice to the MOA/Contract Administrator prior to cancellation in accordance with the policy. IF the insurer does not notify the MOA on policy cancellation it shall be Contractor’s responsibility to notify the MOA of such cancellation.

E. With the exception of Workers Compensation and Professional Liability each policy shall name The Municipality as an "additional insured" and the actual policy endorsement shall accompany each Certificate of Insurance.

F. General Liability and Workers Compensation policies shall be endorsed to waive all rights of subrogation against the Municipality of Anchorage by reason of any payment made for claims under the above coverage. This policy endorsement shall accompany each Certificate of Insurance.

G. All policies for general liability shall be primary and noncontributing with any insurance that may be carried by the Municipality.

H. If Contractor maintains broader coverage and/or higher limits than the minimums shown above than the MOA requires the MOA shall be entitled to the broader coverage and/or the higher limits maintained by Contractor. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to the MOA.

I. Contractor shall require and verify that all subcontractors maintain insurance meeting all requirements stated herein, and Contractor shall ensure that the MOA is an additional insured on insurance required from subcontractors.
Section 8.  Assignments.

Unless otherwise allowed by this Contract or in writing by the Administrator, any assignment by Contractor of its interest in any part of this Contract or any delegation of duties under this Contract shall be void, and an attempt by Contractor to assign any part of its interest or delegate duties under this Contract shall give MOA the right to immediately terminate this Contract without any liability for work performed.


A. Except as otherwise provided herein, all data, documents and materials produced by Contractor under this Contract shall be the property of MOA, which shall retain the exclusive right to publish, disclose, distribute and otherwise use, in whole or in part, any such data, documents or other materials. Exclusive rights shall not be attributed to portions of such materials presently in the public domain or which are not subject to copyright. All materials will be turned over to MOA within 15 days of termination of this Contract.

B. Equipment purchased by Contractor with designated Contract funds shall be the sole property of Anchorage marked and inventoried as such with a copy of the inventory forwarded to MOA. Contractor will provide a report listing all MOA assets by October 17, 2022. All MOA assets will be properly marked with a MOA asset tag.

Section 10.  Notices.

Any notice required pertaining to the subject matter of this Contract shall be either sent via email or mailed by prepaid first class registered or certified mail, return receipt requested to the following addresses:

Anchorage:  Municipality of Anchorage
Anchorage Health Department
Attention: Housing and Homeless Services
P.O. Box 196650
Anchorage, AK 99519-6650
Email: housingandhomelessservices@anchorageak.gov
Phone: 907-343-6718

Contractor:  Henning Inc.
Attention: Shawn Hays
1025 W. 77th Ave.
Anchorage, AK 99518
Email: shays@henninginc.org
Phone: 907-764-7763

Notices are effective five days after proof of receipt.

Section 11.  Contract Budget.
In connection with its performance under this Contract, Contractor shall not make expenditures other than as provided in line items in the Contract budget (Appendix B).

Section 12. Force Majeure.

A. Any failure to perform by either party due to force majeure shall not be deemed a violation or breach hereof.

B. As used in this Contract, force majeure is an act or event of substantial magnitude, beyond the control of the delayed party, which delays the completion of this Contract, including without limitation:

1. Any interruption, suspension or interference resulting solely from the act of the MOA or negligent act(s) of the MOA not otherwise governed by the terms of this Contract.

2. Strikes or work stoppages.

3. Any interruption, suspension or interference with the project caused by acts of God, or acts of a public enemy, wars, blockades, insurrections, riots, arrests or restraints of governments and people, civil disturbances or similar occurrences.

4. Order of court, administrative agencies or governmental officers other than the MOA.


Contractor shall establish and maintain a financial management system that:

A. Provides accurate, current, and complete disclosure of all financial transactions relating to the Contract;

B. Maintains separate accounts by source of funds for all revenues and expenditures and identifies the source and application of funds for Contractor's performance under this Contract, including information pertaining to subcontracts, obligations, unobligated balances, assets, liabilities, outlays and income;

C. Effectively controls and accounts for all MOA funds and Contract property;

D. Compares actual expenditures with budgeted amounts and relates financial information to performance or productivity data including unit cost information where applicable;

E. Allocates administrative costs to direct service delivery units;

F. Minimizes the time between receipt of funds from MOA and their disbursement by Contractor;

G. Provides accounting records supported by source documentation; and
H. Provides a systematic method assuring the timely and appropriate resolution of audit findings and recommendations.

Section 14. Funding Requirements.

If any funding source for this Contract should impose additional requirements upon MOA for the use of those funds, Contractor agrees to abide by those additional requirements immediately upon receipt of written notice thereof from MOA.

Section 15. Subcontracts.

Contractor may enter into subcontracts for the purchase of goods and services necessary for the performance of this Contract, provided:

A. Every subcontract shall be reduced to writing and contain a precise description of the services or goods to be provided and the nature of the consideration paid therefore.

B. Every subcontract under which Contractor delegates the provision of services shall be subject to review and written approval by Administrator before it is executed by Contractor.

C. Every subcontract in an amount exceeding $1,000.00 shall require reasonable access to business records of the subcontractor relating to the purchase of goods or services pursuant to the subcontract.
PART II

GENERAL CONTRACT PROVISIONS

Section 1. Relationship of Parties.

Contractor shall perform its obligations hereunder as an independent contractor of MOA. MOA may administer the Contract and monitor Contractor’s compliance with its obligations hereunder. MOA shall not supervise or direct Contractor other than as provided in this section.

Section 2. Nondiscrimination.

A. Contractor will not discriminate against any employee or applicant for employment because of race, color, religion, national origin, ancestry, age, sex, sexual orientation, gender identity, or marital status, or who is a "qualified individual with a disability", as that phrase is defined in the Americans With Disabilities Act of 1990. Contractor will take affirmative action to ensure that applicants are employed and that employees are treated during employment without regard to their race, color, religion, mental or physical disability, sexual orientation or gender identity. Such action shall include, without limitation, employment, upgrading, demotion or transfer, recruitment or recruiting advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training including apprenticeship. Contractor agrees to post, in conspicuous places available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.

B. Contractor shall state, in all solicitations or advertisements for employees to work on contract jobs, that all qualified applicants will receive equal consideration for employment without regard to race, color, religion, national origin, ancestry, age, sex, sexual orientation, gender identity, marital status, or mental or physical disability.

C. Contractor shall comply with any and all reporting requirements that may apply to it which the Anchorage Office of Equal Employment Opportunity Contract Compliance may establish by regulation. The contract compliance officer may accept Contractor’s compliance with federal requirements or Contractor’s federal reporting documents in lieu of reporting under this section.

D. Contractor shall include the provisions of subsections A through C of this section in every subcontract or purchase order under this Contract, so as to be binding upon every such subcontractor or vendor of Contractor under this Contract. The contract compliance officer may accept Contractor’s compliance with federal requirements or Contractor’s federal reporting documents in lieu of reporting under this section.

E. Contractor shall comply with all applicable federal, state and municipal laws concerning the prohibition of discrimination including, but not limited to Title 5 and Title 7, Chapter 7.50 of the Anchorage Municipal Code.
Section 3. Permits, Laws and Taxes.

Contractor shall acquire and maintain in good standing all permits, licenses and other entitlements necessary to its performance under this Contract. All actions taken by Contractor under this Contract shall comply with all applicable statutes, ordinances, rules and regulations. Contractor shall pay all taxes pertaining to its performance under this Contract.

Section 4. Nonwaiver.

The failure of either party at any time to enforce a provision of this Contract shall in no way constitute a waiver of the provision, nor in any way affect the validity of this Contract or any part hereof, or the right of such party thereafter to enforce each and every provision hereof.

Section 5. Amendment.

A. This Contract shall only be amended, modified or changed by a writing, executed by authorized representatives of the parties, with the same formality as this Contract was executed.

B. For the purposes of any amendment modification or change to the terms and conditions of this Contract, the only authorized representatives of the parties are:

   Contractor: Executive Director
   MOA: Mayor, Municipal Manager or Approved Designee

C. Any attempt to amend, modify, or change this Contract by either an unauthorized representative or unauthorized means shall be void.

Section 6. Jurisdiction; Choice of Law.

Any civil action rising from this Contract shall be brought in the Superior Court for the Third Judicial District of the State of Alaska at Anchorage. The laws of the State of Alaska shall govern the rights and obligations of the parties under this Contract.

Section 7. Severability.

Any provision of this Contract decreed invalid by a court of competent jurisdiction shall not invalidate the remaining provisions of the Contract.

Section 8. Integration.
This instrument and all appendices and amendments hereto embody the entire agreement of the parties. There are no promises, terms, conditions or obligations other than those contained herein; and this Contract shall supersede all previous communications, representations or agreements, either oral or written, between the parties hereto. If a conflict occurs between the Special Provisions, General Provisions, and Appendixes, the order of precedence shall be Special Provisions, General Provisions, Appendix D, then Appendix A.

Section 9. Liability.

Contractor shall indemnify, defend, save and hold MOA harmless from any and all claims, lawsuits or liability, including attorney fees and costs, allegedly arising out of loss, damage or injury to persons or property or from any wrongful or negligent act, error or omission of Contractor, Contractor's agents, employees, subcontractors or invitees, occurring during the course of, or as a result of Contractor's, Contractor's agents, employees, contractors, subcontractors or invitees performance pursuant to this Contract.

Section 10. Inspection and Retention of Records.

Contractor shall, at any time during normal business hours and as often as MOA may deem necessary, make available to MOA, for examination, all of its records with respect to all matters covered by this Contract for a period ending three years after the date Contractor is to complete performance in accordance with Section 2 of the Special Provisions. Upon request, and within a reasonable time, Contractor shall submit such other information and reports, including but not limited to the Emergency Shelter Incident Report, relating to its activities under this Contract, to MOA, in such form and at such times as MOA may reasonably require. Contractor shall permit MOA to audit, examine and make copies of such records, and to make audits of all invoices, materials, payrolls, records of personnel and other data relating to all matters covered by this Contract. MOA may, at its option, permit Contractor to submit its records to MOA in lieu of the retention requirements of this section.

Contractor shall notify the Administrator of any incident or injury sustained by persons utilizing Sullivan Arena that require licensed medical attention as well as any damage/vandalism/theft to the building or grounds. This notification shall be in the form of a written report and shall be transmitted to the Administrator no later than one (1) working day following such injury and/or incident.

Section 11. Availability of Funds.

Payments under this Contract may require funds from future appropriations and may be subject to future appropriations. If sufficient funds are not appropriated for payments required under this Contract, this Contract shall terminate without penalty to MOA and MOA shall not be obligated to make payments under this Contract beyond those which have previously been appropriated.
IN WITNESS WHEREOF, the parties have executed this Contract on the date and at the place shown below.

MUNICIPALITY OF ANCHORAGE

Amy Demboski
Mayor, Municipal Manager or Approved Designee
Name: Amy Demboski
Title: Municipal Manager
Date: 11/14/2022

HENNING INC

____________________________
Name: Shawn Hays
Title: Executive Director
Date: 10/20/2022

IRS Tax Identification No. 85-2780915
Tax Status: Non-Taxable [X]

RECOMMEND FOR APPROVAL:

Kimberly Rash
Name: Kimberly Rash
Title: Acting Director, Anchorage Health Department
Date: 10/20/2022
APPENDIX A: SCOPE OF WORK
NON-CONGREGATE EMERGENCY SHELTERING SERVICES
AT THE ALEX HOTEL

Section 1—The Municipality of Anchorage will provide:

1) Non-Congregate Emergency Shelter Contract Management
2) Lease of 55 rooms (49 double occupancy and 6 King-sized bed w/kitchenette) for up to 110 MOA clients located at the Alex Hotel, 4613 Spenard Road.
3) Management of lease contract with the Alex Hotel.

Section 2—HENNING, INC., the Emergency Shelter Contractor, will provide:

1) Emergency Sheltering Services:
   a) As the hotel is currently operating as a facility in which individuals are sleeping in rooms, the attainment of an Emergency Shelter Designation is not needed as it is being used as it was originally intended.
   b) Provide Non-Congregate Emergency Sheltering Services for Clients at Facility provided by the Alex Hotel at 4613 Spenard Road, 24 hours a day, seven days a week.
   c) Emergency Shelter Contractor will provide shelter operations through case management and a peer support team with an emphasis on transitioning people to permanent housing. The aim of the Non-Congregate Emergency Shelter Project is to:
      i) Preserve life, health, and safety.
      ii) Provide Case Management, Housing Navigation, and Peer support services that focus on rapid exit to permanent housing or appropriate supportive services to the Clients checked into the Alex Hotel; and
      iii) Promote system transformation to rapidly exit individuals and couples from congregate shelters to permanent housing.
   d) Provide intake of Clients in a way that ensures the safety and rights of Clients inside and outside the Facility. At a minimum, all weapons and illicit substances will be removed from Clients and stored securely until returned to the Client upon their departure from the Facility.
   e) Provide totes/containers for secure storage of confiscated Client items. Items must be separated into individual containers per Client.
   f) To minimize disruption to Clients during quiet hours, Emergency Shelter Contractor shall intake Clients between the hours of 8 AM to 10 PM, unless prior arrangements have been made, unless the shelter is at full capacity.
   g) Provide a minimum of two hot meals (breakfast and dinner) to each overnight Client per day.
   h) Provide hot/cold beverages and cold snacks (1 grab & go bag) for all Clients per day.
2) Client Management
   a) Emergency Shelter Contractor will provide each Client with a welcome packet of
      information to include Client and Shelter Provider rules, rights and responsibilities,
      policies, and a resource booklet that will be provided to the Emergency Shelter
      Contractor by AHD.
      i) The Emergency Shelter respects the rights and dignity of the people it serves
         and treats them in a non-coercive manner. This establishes the rights and
         responsibilities for Clients accessing services at the Emergency Shelter. The
         rights and responsibilities include:
         (1) RIGHTS
             (a) The right to feel safe in the Emergency Shelter.
             (b) The right to be treated with respect regardless of your race, status,
                 gender, sexual orientation, age, religion, or beliefs.
             (c) The right to speak up when you feel your rights may have been violated.
             (d) The right to make a complaint.
         (2) RESPONSIBILITIES
             (a) The responsibility to respect the rights of others to feel safe.
             (b) The responsibility to respect the cultural backgrounds and privacy of
                 others.
             (c) The responsibility to follow schedules and rules of the Emergency
                 Shelter.
             (d) The responsibility to let program staff know if you are uncomfortable
                 and/or need assistance.
             (e) The responsibility to inform staff if laws or rules may have been violated.
             (f) The responsibility to inform staff if you feel ill.
   b) Turn-aways and Trespass
      i) Trespass - If a Client is unable to comply with the policies of the Emergency
         Shelter or is violent, they may be legally trespassed from the Shelter. A
         trespass is a legal action that involves APD. Emergency Shelter Emergency
         Shelter Contractor's Administrator or designee will work with APD to trespass
         individual Clients from the property. The information of any Client trespassed
         should be noted on the incident form and a grievance process offered.
      ii) Work with Anchorage Safety Center/Safety Patrol and Fire Department (311)
          for clients meeting Title 47 criteria or needing immediate medical assistance to
          be transported to the most appropriate location.
      iii) Shelter at the Facility is by referral; all turn-aways should be directed to the
          Sullivan Arena or coordination conducted with other shelters to find a safe place
          for the individual. No Client shall be left outside of the shelter until appropriate
          accommodations are made for the health, life, and safety of the individual.
          (1) Emergency Shelter Contractor will call 911 to request emergency response
              for situations creating a serious safety concern.
   c) Room inspection:
i) Hotel housekeeping staff will inspect the room once per week in the course of performing their regular duties.
   (1) Issues will be directed to Hotel Management.
ii) Hotel Management will inspect the rooms together with the Emergency Shelter Contractor on a weekly basis for both cleanliness and damage to property.
iii) Hotel Management will work with the Emergency Shelter Contractor staff to work with the MOA-paid Client on maintaining their room.
iv) If Hotel Manager requests more frequent cleanings, Emergency Shelter Contractor will forward this request to HHS Program Manager who must authorize this request.

d) Safety
   i) Roving Patrols will monitor activity inside and outside of the facility. They will be staffed at a ratio of 1:50 Client/monitor ratio with a minimum of two safety personnel at all times. Roving patrols will report to the Shelter Manager or designee.

3) Emergency Shelter Contractor Policies and Procedures (Appendix C)
a) Emergency Shelter Contractor will use AHD Emergency Shelter Contractor Policies and Procedures. (Appendix C).

b) The Emergency Shelter Contractor will establish a shelter operation plan to ensure safe and efficient shelter operations.

c) The shelter operations plan will be present and adhered to by all staff working and must include:
   i) Shelter layout drawing, including exits and entrances, that demonstrates the evacuation procedure.
   ii) The intake and discharge procedures for how a Client will enter and leave the shelter.
   iii) Staffing plan, including the supervision of staff and volunteers.
   iv) How to coordinate with other shelters in the event capacity is reached.
   v) Emergency Points of Contact.

4) Reporting
a) Emergency Shelter Contractor will keep a nightly roster of Clients utilizing the facility. The sign in roster (Appendix E) provided by AHD includes the following information: first and last name, date of birth, gender, and time in to and time out of the Facility. The Emergency Shelter Contractor will enter all Client Information into the Alaska Homeless Management Information System (AKHMIS). Emergency Shelter Contractor will send roster and incident reports (Appendix F) to AHD Contract Administrator on a basis determined by AHD.
   i) Required Monthly Reporting to be submitted by the 15th of each month to the AHD Contract Administrator:
      (1) Alex Hotel Program Report (Appendix D)
      (2) Aggregate HMIS Reports
      (3) Data Reporting (Nightly Rosters, Incident Reports, Etc.)
(4) Reporting may be changed by AHD as needed throughout the Contract period.

ii) Report emergencies and critical incidents to the Anchorage Police Department and Anchorage Fire Department. Complete and submit incident reports to AHD. Complete the AHD-provided incident report and establish a mechanism to record and track incidents should it become necessary for a Client to be trespassed from the Facility due to unacceptable behavior.

iii) The Emergency Shelter will establish a complaint procedure and report all complaints to AHD Point-of-Contact (POC) weekly.

iv) The Emergency Shelter Contractor shall notify the AHD POC IMMEDIATELY for incidents involving:
   - Death, loss of limb, or eyesight of a staff member or Client
   - Unable to continue operations;
   - Situation in which there is imminent threat to the loss of life or property;
   - Any full or partial closures of the Facility for any reason;
   - Major changes to operations.

v) The Emergency Shelter Contractor shall notify the AHD POC of the following events within 24 hours:
   - Abuse and Neglect of Clients Investigations;
   - Minor Change of Operations;
   - Media contact;
   - Drawing Media Attention; and
   - If APD/AFD has been called for services involving a crime committed or for intervention.

5) Facility Use

a) Emergency Shelter Contractor will work with the Alex Hotel Management and Clients to ensure that minimum standards of cleanliness are maintained.

b) Emergency Shelter Contractor will restrict Client movement within the Facility to 4613 Spenard Road location.

c) Emergency Shelter Contractor will report any facility maintenance or damage issues via email to the AHD Contract Administrator at housingandhomelessservices@anchorageak.gov

d) Emergency Shelter Contractor will provide their own phones and computers.
   i) The Alex Hotel will provide wifi.

e) Security staff will perform regular patrol of active facility areas during their shifts.

f) All staff will receive appropriate training for the identification of common pests as well as prevention and control measures.

g) All staff will be trained in de-escalation techniques and ways to handle the population they are serving in a respectful, dignified manner.

6) Service Animals

a) Service animals must always be allowed in the Shelter.

b) Clients are responsible for caring for their service animals.
7) Other
   a) Participate in meetings as requested by AHD or the Municipality of Anchorage. This may include neighborhood engagement as directed by AHD.
   b) All media inquiries for Non-Congregate Emergency Shelter shall be directed to AHD. The Emergency Shelter Contractor agrees to work collaboratively to resolve disputes between the AHD, Alex Hotel and the Emergency Shelter Contractor outside of the media. If an interview on another topic results in a conversation about Non-Congregate Emergency Shelter or a reference to the Contract with AHD or to AHD employees, Emergency Shelter Contractor must notify AHD of this immediately after the interview is completed.
   c) The Emergency Shelter Contractor will coordinate with AHD with respect to press releases, advertising, and events concerning this Contract and scope of work.

Section 3: Staffing Requirements
1) Staffing Levels
   a) Provide at least nine (9) staff at all times. Provide a floor staffing ratio of 1 staff to 30 Clients from 8 AM to 12 AM and 1 staff to 50 Clients from 12 AM to 8 AM.
   b) Minimum staff levels per weekday (Monday-Friday) shift include:
      i) 1 entrance monitor
      ii) 1 intake/admin
      iii) 2 roving patrol team members
      iv) 1 laundry attendant
      v) 1 shelter manager
      vi) 3 Shift Leads
      vii) 1 case manager/peer support supervisor (weekly day shift)
      viii) 4 case managers (weekly day shift)
   c) Minimum staff levels per weekend (Saturday – Sunday) shift include:
      i) 1 entrance monitor
      ii) 1 intake/admin
      iii) 2 roving patrol team members
      iv) 1 laundry attendant
      v) 1 shelter manager
      vi) 3 Shift Leads
   d) Ensure all staff have passed a criminal background check.
   e) The following items are preferred, but not required:
      i) Provide staff trained in Cardio-Pulmonary Resuscitation (CPR) and who have Blood Borne Pathogen training. Provide AHD with proof of certification.
### APPENDIX B: BUDGET

Capacity 110

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<thead>
<tr>
<th>Cost Categories</th>
<th>Project Cost</th>
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</thead>
<tbody>
<tr>
<td>Personnel &amp; Fringe @ 25%</td>
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<td>Travel – Non-Critical Transport</td>
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#### Narrative Description of Costs

**Personnel (Total Cost $360,412.00)**

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<th>Number of Hours per Week</th>
<th>Position Name</th>
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<th>Avg Sal/year</th>
<th>Avg Fringe</th>
<th>Avg Sal/month + Fringe</th>
<th>3 Months</th>
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<td>40</td>
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<td>$32.00</td>
<td>$66,560.00</td>
<td>$16,640.00</td>
<td>$6,933.33</td>
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</tr>
<tr>
<td>168</td>
<td>2) Shift Lead</td>
<td>4.2</td>
<td>$22.00</td>
<td>$45,760.00</td>
<td>$11,440.00</td>
<td>$8,961.33</td>
<td>$26,884.00</td>
</tr>
<tr>
<td>84</td>
<td>3) Personal Care Attendant (DHSS)</td>
<td>2.1</td>
<td>$22.00</td>
<td>$45,760.00</td>
<td>$11,440.00</td>
<td>$8,961.33</td>
<td>$26,884.00</td>
</tr>
<tr>
<td>105</td>
<td>4) Laundry Attendant</td>
<td>1.6</td>
<td>$17.00</td>
<td>$35,360.00</td>
<td>$8,840.00</td>
<td>$5,451.33</td>
<td>$16,354.00</td>
</tr>
<tr>
<td>168</td>
<td>5) Intake/Admin</td>
<td>4.2</td>
<td>$18.00</td>
<td>$37,440.00</td>
<td>$9,360.00</td>
<td>$13,884.00</td>
<td>$41,652.00</td>
</tr>
<tr>
<td>168</td>
<td>6) Door Monitor</td>
<td>4.2</td>
<td>$17.00</td>
<td>$35,360.00</td>
<td>$8,840.00</td>
<td>$13,112.67</td>
<td>$39,338.00</td>
</tr>
<tr>
<td>168</td>
<td>7) Safety Personnel - Roving</td>
<td>4.2</td>
<td>$17.00</td>
<td>$35,360.00</td>
<td>$8,840.00</td>
<td>$13,112.67</td>
<td>$39,338.00</td>
</tr>
<tr>
<td>168</td>
<td>8) Safety Personnel - Roving</td>
<td>4.2</td>
<td>$17.00</td>
<td>$35,360.00</td>
<td>$8,840.00</td>
<td>$13,112.67</td>
<td>$39,338.00</td>
</tr>
<tr>
<td>40</td>
<td>9) Safety Personnel Supervisor</td>
<td>1</td>
<td>$20.00</td>
<td>$41,600.00</td>
<td>$10,400.00</td>
<td>$4,333.33</td>
<td>$13,000.00</td>
</tr>
<tr>
<td>40</td>
<td>10) Case Manager Supervisor and Peer Support</td>
<td>1</td>
<td>$24.00</td>
<td>$49,920.00</td>
<td>$12,480.00</td>
<td>$5,200.00</td>
<td>$15,600.00</td>
</tr>
<tr>
<td>40</td>
<td>11) Case Manager</td>
<td>1</td>
<td>$22.00</td>
<td>$45,760.00</td>
<td>$11,440.00</td>
<td>$4,766.67</td>
<td>$14,300.00</td>
</tr>
<tr>
<td>40</td>
<td>11) Case Manager</td>
<td>1</td>
<td>$22.00</td>
<td>$45,760.00</td>
<td>$11,440.00</td>
<td>$4,766.67</td>
<td>$14,300.00</td>
</tr>
<tr>
<td>40</td>
<td>11) Case Manager</td>
<td>1</td>
<td>$22.00</td>
<td>$45,760.00</td>
<td>$11,440.00</td>
<td>$4,766.67</td>
<td>$14,300.00</td>
</tr>
</tbody>
</table>
The Shelter Manager and Shift Leads are responsible for oversight and day to day operations of the shelter, including supervision of staff, supplies, and data entry. They will spend 100% of their time on site. Safety personnel are responsible for the safety of the guests, staff, visitors, and the property. They will spend 100% of their time on site. The case management team will be dedicated to connecting shelter guests to housing and services. They will spend approximately 25% of their time in the community and 75% of their time on site. The remaining personnel will be onsite providing services to guests.

**Travel (Total Cost $30,000)**

<table>
<thead>
<tr>
<th>Purpose of Travel</th>
<th>Location</th>
<th>Travel Item</th>
<th>Rate</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Non-Critical Transport</td>
<td></td>
<td></td>
<td></td>
<td>$30,000.00</td>
</tr>
</tbody>
</table>

Non-critical transport includes transport to, from, between, or among places of employment, housing, medical treatment, and other relevant services. Transport includes the purchase of a 10-passenger van, maintenance of the van and fuel.

**Contractual (Total Cost $0)**

N/A

**Supplies (Total Cost $1,500.00)**

<table>
<thead>
<tr>
<th>Item</th>
<th>Rate</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating &amp; Laundry Supplies</td>
<td></td>
<td>$1,500.00</td>
</tr>
</tbody>
</table>

- Office supplies (paper, pens, toner, staples) at $500.00
- Laundry detergent and cleaning supplies at $1000.00

**Equipment (Total Cost $15,000.00)**

<table>
<thead>
<tr>
<th>Item</th>
<th>Rate</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Equipment</td>
<td></td>
<td>$15,000.00</td>
</tr>
</tbody>
</table>

The computers will be based in the administrative office and will be used to develop and maintain client databases in addition to performing administrative work connected to this program.

- Seven cell phones $7,000.00
- Seven computers $7,000.00
- Two printers/scanners $1,000.00

**Outreach and Marketing (Total Cost $0)**
N/A

Other (Total Cost $58,833.67)

<table>
<thead>
<tr>
<th>Activity</th>
<th>Rate</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food – 100 people</td>
<td>$8 ea / 2x Meals per day</td>
<td>$46,666.67</td>
</tr>
<tr>
<td>Snacks &amp; Beverages – 100 people</td>
<td>$4</td>
<td>$12,167.00</td>
</tr>
</tbody>
</table>

Guests will be provided with two meals a day - breakfast and dinner - and are provided through a contract with a local restaurant. Snacks and beverages (coffee and juice) will be purchased in bulk by the shelter manager and will be available to all guests.

Administration/Indirect (10% of direct costs) (Total Cost $46,774.53)

Administrative costs include:

- Human resource and payroll processing
- Office rent for administrative staff
The Emergency Shelter Contractor will use AHD Emergency Shelter Contractor Policies and Procedures as a minimum standard of care. All documentation generated by the Emergency Shelter Contractor for the duration of this contract is the sole property of the Municipality of Anchorage.
1. Definitions

Client - a person served by or utilizing the services of the contractor

Good Cause - a substantial reason put forth in good faith that is not unreasonable, arbitrary, or irrational and that is sufficient to create an excuse for an act under the law

Emergency Shelter - any facility, the primary purpose of which is to provide a temporary shelter for the homeless in general or for specific populations of the homeless and which does not require occupants to sign leases or occupancy agreements.

2. Operating Hours

Emergency Shelters are operated 24 hours, 7 days a week. A Client may not be asked to leave the premises without good cause before 8:00 a.m. on the day on which deactivation is scheduled to begin.

3. Client Care

Abuse and neglect of Client(s) by Emergency Shelter staff will not be tolerated.

Definitions:
- Physical abuse of a Client is the use of force; regardless of provocation, beyond that which is necessary to restrain a Client from injuring themselves or others.
- Mental abuse is treating a person in a disrespectful or demeaning manner with actions or words that could diminish their sense of personal worth.
- Client neglect is the abandonment or the failure to take adequate safeguards of Clients in one’s charge. Deliberate or careless failure to provide the care appropriate to a Client’s treatment is also considered Client neglect.

Emergency Shelter staff found guilty of abuse or neglect may be subject to criminal charges and immediate termination.

Any Emergency Shelter staff observing an incident, which they believe constitutes abuse or neglect of a Client, should immediately contact the Contractor’s Administrator or designee and document the incident on an incident report form. Please refer to section 16 that has the notification criteria.

Upon notification of an alleged incident of abuse or neglect, it shall be the responsibility of the Contractor’s Administrator or designee to investigate the incident.

4. Client Intake

The Emergency Shelter Contractor recognizes the importance of collecting Client data. When a Client arrives at the Emergency Shelter the following information must be collected on the Emergency Shelter Sign In Log (Appendix F):
- First and last name, printed legibly
- Date of birth
- Identified sex
- Contact phone number
- Client initials acknowledging that they have read and understood the shelter rules
All Clients must be at least eighteen (18) years old to be admitted to the Emergency Shelter. All those under the age of eighteen (18) will be referred to Covenant House for transport to an appropriate location or facility. If the Client is under the age of 18 then Emergency Shelter staff will place the individual in a safe place until transportation has arrived.

All Clients will be separated according to gender. Allow Clients to leave the Facility at any time. Notify Clients choosing to leave the Facility that they will not be allowed back into the Facility that evening/night.

Client Intake forms will be uploaded to the designated AHD Sharepoint portal daily.

5. Client Monitoring

Routine Monitoring:
An Emergency Shelter staff member will monitor all Clients, conducting Health and Safety (H&S) checks every thirty (30) minutes. During these checks the staff member will ensure adequate rise and fall of the chest.

Clients unconscious or not breathing:
Shelter staff must call 911 immediately if a Client is noted to not be breathing normally or is unconscious and unable to wake. The staff member will make all reasonable attempts to position Clients on their side in order to protect their airway.

Clients under the Influence:
When a Client who is unable to understand or follow shelter staff directions has been identified, the person appears to be under the influence, and there is no health life or safety concerns (Client is conscious and breathing) Emergency Shelter staff will notify Anchorage Safety Center (ASC) by calling 311.

Until ASC staff arrives, it is the responsibility of Emergency Shelter staff to provide a controlled environment with adequate safeguards affording a hazard-free period to prevent complications that may be life-threatening.

The staff member will make all reasonable attempts to position Clients on their side in order to protect their airway. Depression of the cough and vomiting reflex in extreme intoxication is most frequently the cause of death by aspiration pneumonia; therefore, no Client will be allowed to ingest any solid food. The Client may be permitted small amounts of water.

6. Client Property Search and Contraband

For the health and safety of Clients and staff, all Clients entering the Emergency Shelter will be checked for alcohol, drugs and dangerous paraphernalia.

Female staff will search all female Clients. In the absence of female staff, male staff can search the female Clients and their property only if there is a second staff member observing, and the staff uses only the back of his hand for personal searches.

Each Client entering the Emergency Shelter will be checked for the following items:

- Medications – If prescribed to the Client, they may keep the medications.
- Suspected “illicit” drugs and paraphernalia
- Alcoholic beverages and/or containers (sealed or open)
• Weapons and/or potential weapons such as:
  o Knives
  o Carving tools
  o Guns
  o Metal combs
  o Other items of concern to staff
• Items of high value which are at risk of being stolen or lost.

When performing a contraband check, staff will adhere to the following:
• Alcoholic beverages, illicit drugs, and weapons or potential weapons are not allowed on a Client entering the Emergency Shelter.
• Contraband property will be taken and labeled with Name, Date of Birth, and Time of Arrival and stored in a secured area.
• Contraband property will be returned to Clients as they exit the shelter.
• The contractor will follow Anchorage Police Department protocols on when to contact them about types/quantities of illicit drugs. An incident report will be created with the APD officer’s name and badge number will be noted.

7. Client Resources Provided
Clients utilizing an Emergency Shelter receive the following resources at a minimum:
  1. A welcome pack with information to include Client and Shelter Provider rules, rights and responsibilities (Section 6) and policies.
  2. Provide two meals per Client per day. Meals may be prepared off-site.
  3. Provide hot/cold beverages and a (grab & go) lunch sack for Clients.

8. Client Rights and Responsibilities
Upon intake into the shelter Clients will be advised of their rights and responsibilities and provided with the information in writing.

The Emergency Shelter respects the rights and dignity of the people it serves and treats them in a respectful manner. This establishes the rights and responsibilities for Clients accessing services at the Emergency Shelter. The rights and responsibilities include:

RIGHTS
• The right to feel safe in the Emergency Shelter;
• The right to be treated with respect regardless of your race, color, sexual orientation, gender identity, religion, national origin, marital status, age, religion, or beliefs, physical or mental disability;
• The right to speak up when you feel your rights may have been violated;
• The right to make a complaint.

RESPONSIBILITIES
• The responsibility to respect the rights of others to feel safe;
- The responsibility to treat others with civility and respect the privacy of others;
- The responsibility to follow schedules and rules of the Emergency Shelter;
- The responsibility to let program staff know if you are uncomfortable and need assistance;
- The responsibility to inform staff if laws or rules may have been violated.
- The responsibility to inform staff if you begin to feel ill.

9. **Client Trespass and Turn Away(s)**

**Trespass**

If a Client is unable to comply with the policies of the Emergency Shelter or is violent, they may be legally trespassed from the Shelter. A trespass is a legal action that involves APD. Emergency Shelter Contractor’s Administrator or designee will work with APD to trespass individual Clients from the property. The information of any Client trespassed should be noted on the incident form. Any trespass notice shall be in writing and include an appeals process. If a Client expresses a concern or makes a complaint concerning their involuntary discharge, they can take the following steps: 1. The Client should submit an appeal to discuss the matter fully with the Shelter Manager. Appeal forms are at the check in desk. 2. The Client will be informed of the Shelter Manager’s decision within 24 hours. If the Client is still unsatisfied with the outcome, the Client may submit a request for intervention to the Executive Director, who will acknowledge receipt within three days. The Executive Director will take any corrective action required within three days and inform the guest, in writing, of the resolution. 3. Client have the right to ask assistance of another person to speak on their behalf or help fill out an appeal form.

**Turn-aways**

If the Emergency Shelter is at capacity and a Client must be turned away, staff will communicate with other shelters to find a location for Clients to go. A list will be provided upon activation of the plan. No Client shall be left outside of the shelter until appropriate accommodations are made for the health, life, and safety of the individual.

If available, Clients will be given bus passes to go to other shelters.

If available, Clients transportation will be called for Clients to move to a different shelter with open spaces.

10. **Complaints Policy**

The Emergency Shelter will establish a complaint procedure to ensure that Client concerns can be addressed. The Emergency Shelter will report all complaints to AHD POC weekly.

11. **Confidentiality**

The information concerning Clients in the Emergency Shelter will be kept confidential. The Emergency Shelter will not reveal or confirm who is in shelter to anyone except when required by law to do so.

Emergency Shelter staff will:

- Respectfully treat, as confidential, discussions about Clients, Client records, and material containing Client information;
• Inform all Clients that any concerns or questions on how their personal information is shared be directed to Supervisor on Duty or the Contractor’s Administrator;
• Will not leave confidential Client information in common areas; and
• Store any documents containing sensitive information in locking file cabinet.

Staff will not disclose information about Clients to anyone outside the Emergency Shelter without a signed release of information, except as required by law or agreed upon by program guidelines as outlined below. These situations may include:

• Abuse and Neglect: Staff are required by law to report the abuse or neglect of a child, or vulnerable adult to Adult Protective Services or to local law enforcement.
• Duty to Warn: Staff are required by law to report instances where a Client expresses a threat of violence that may harm anyone, including a potential for suicide.
• Under 18 Years of Age: Refer to Section 2 for policies relating to Clients under 18 years of age.

12. Discharge Policy

The Emergency Shelter ensures that when service is terminated, either voluntarily or involuntarily, Emergency Shelter staff will follow an orderly and respectful process to exit Clients from the facility.

The time that any person leaves or is exited from the facility should be noted on the Emergency Shelter Sign In log.

13. Facility Sanitation

• The Emergency Shelter will be maintained in a clean and sanitary condition.
• The facility must be continuously cleaned and in good repair.
• The area used by a Client that has been exited must be cleaned prior to allocating that area to another Client.
• Janitorial – The Alex Hotel will provide for janitorial services:
  ▪ Toiletries and paper products will be provided by the Alex Hotel.
  ▪ Clean Bathrooms and showers once per week
  ▪ Conduct general cleaning around the facility
  ▪ The contractor will not:
    • Clean the bathrooms or showers more frequently, if areas need additional cleaning beyond the contract, it must be authorized by Housing and Homeless Services Program Manager.
• Facility will be maintained by the Alex Hotel.
• Contractor will follow their own Bloodborne Pathogen protocol for spills of blood and other body fluids.
• Staff must line trashcans with plastic bags and deposit filled bags in the dumpsters on site. Trash cans must be cleaned once a day or as needed with a diluted solution of bleach in a 1:100 solution with water.
• The Contractor’s Administrator or designee will inspect the facility weekly to ensure the facility is maintained, the equipment is functional and in good repair, and the sanitation and safety codes are followed.
• If staff detect repair needs while cleaning, staff will immediately inform Contractor’s Administrator or designee. The Contractor’s Administrator will report the issues to the Alex Hotel Management and AHD POC for resolution.

14. Incident Reports

Emergency Shelter staff will use the AHD provided Emergency Shelter Incident Report (Appendix 2). An incident report will be written for any incident indicated on the form to include the following:

• Client is discharged to Anchorage Police Department
• Client is discharged to Anchorage Fire Department
• Client is discharged to Anchorage Safety Patrol
• Fight with physical contact between Clients
• Any injury to staff or Clients
• Any reports of abuse or neglect
• Anytime there is a report of a crime that occurred on the property. APD should also be contacted if a crime is reported.
• Items which are indicated on the Emergency Shelter Incident Report
• Any other instance in which a supervisor deems a written report to be necessary

Staff will complete all reports prior to the conclusion of their shift.
Incident reports will be uploaded to the designated AHD Sharepoint portal daily.

15. Infectious Diseases Prevention and Response

Staff will follow best practices to reduce risk of both staff and guests of infectious diseases. Staff will be diligent in implementing CDC guidelines prevention strategies and follow procedures. Any concerns of infectious diseases should be reported to the AHD POC.

16. Internal Investigations Policy

Investigations are expected to be conducted any time an employee violates these policies and procedures.

• It is important that employees not only follow policies and procedures outlined in this document, but those that are enforced through the contracting company.

The Contractor’s Administrator or designee must investigate Client abuse and neglect within twenty-four (24) hours and report findings with any relevant attachments or witness statements.

The Contractor’s Administrator or designee will determine whether the alleged incident is factual, and whether any disciplinary actions are necessary.

For incidents which are determined to constitute a valid case of abuse or neglect, the Contractor’s Operations Manager must consult with the AHD POC.
Final investigation reports will be submitted to the AHD Point of Contact as necessary or if there is injury to a Client.

At any time, AHD may conduct its own investigation into incidents that occurred.

17. Public Comment

The Emergency Shelter will always operate with compassion and respect for those Clients served as well as for individuals in the community. All comments and concerns of community members will be documented, evaluated and responded to by AHD.

The Contractor’s Administrator should explain to the concerned individual that the Emergency Shelter encourages all input from the community and the Municipality has an established Public Comments can be addressed: wwahd@muni.org any concerns they might have.

- All complaints made to Emergency Shelter staff, by either an individual from the community, or service providers, must be documented in detail at the time of their occurrence.
- If a community member is unwilling to complete a Public Comments Form, they will be provided the contact information for the Contractor’s Administrator and be given the office number and normal office hours of the Anchorage Health Department Point of Contact.
- Any complaint considered an emergency, or vitally important to the operation of the Emergency Shelter, will be referred immediately to the Contractor’s Administrator.
- The AHD Point of Contact will respond to comments or complaints from the public and Clients.

18. Reporting Requirements to AHD

For AHD to efficiently monitor the Emergency Shelter Contract there are several reporting requirements the Contractor is required to follow:

Report emergencies and critical incidences to the Anchorage Police Department and Anchorage Fire Department. Complete and submit incident reports to AHD. Complete the AHD provided incident report and establish a mechanism to record and track incidences should it become necessary for a Client to be trespassed from the Facility due to unacceptable behavior.

The Contractor’s Administrator or designee will immediately call the AHD Point of Contact in the following circumstances:

- Death, loss of limb, or Eyesite of a staff member or Client
- Unable to continue operations
- Situation in which there is imminent threat to the loss of life or property
- Major changes to operations; and

For the following events will be reported during working hours within 24 hours (8am to 5pm):

- Abuse and Neglect of Clients’ Investigations
- Minor Change of Operations
- Media contact
- Drawing Media Attention
- If APD/AFD has been called for services involving a crime committed or for intervention.
Monthly Reporting: The following forms and reports must be uploaded to the MOA system using instructions provided by the AHD Point of Contact no later than the 15th of the month for the previous month:

- Monthly Invoice
- Contractor Program Report (Appendix E)
- Emergency Shelter Contractor Monthly Report form
- Monthly Data Reports
  - Complaints - The Emergency Shelter will establish a complaint procedure and report all complaints to AHD POC weekly.
  - Investigations
  - Public and Client Comments
  - Any documents requested by the AHD Point of Contact
  - Updates to Points of Contact
- Daily Data Reports
  - Sign In Logs (Appendix F) – Contractor will keep a daily roster of Clients utilizing the facility and upload the roster daily into a shared portal provided by AHD. The sign in roster provided by AHD includes the following information: first and last name, date of birth, gender, and time in to and time out of the Facility. AHD prefers that the Contractor enter all Client Information into the Alaska Homeless Management Information System (AKHMIS) but this is not required.
  - Incident Reports (Appendix G). Reported Daily to the AHD Sharepoint portal
- Within 5 working days
  - Client Care Incidents

Reporting to be kept on file

- All documents listed above

19. Shelter Operations

The Contractor will establish a shelter operations plan to ensure safe and efficient shelter operations. The shelter operations plan will be distributed to all working staff and must include:

- Shelter layout drawing, including exits and entrances, that demonstrates the capacity of mats a shelter can accommodate during normal conditions and at maximum capacity;
- The intake and discharge procedures for how a guest will enter and leave the shelter;
- Staffing plan, including the supervision of staff and volunteers;
- Coordination with other shelters in the event capacity is reached; and
- Emergency Points of Contact
- Trespass and appeals process
- Complaint process
- Ensuring there is an ADA process
### APPENDIX D: MONTHLY REPORT FORMS

**MUNICIPALITY OF ANCHORAGE ANCHORAGE HEALTH DEPARTMENT INVOICE**

<table>
<thead>
<tr>
<th>Contract Agreement No.</th>
<th>Project Name: Non-Congregate Shelter Services at Alex Hotel</th>
</tr>
</thead>
</table>

**Grantee:** Henning, Inc.

**Address:**
1025 W. 77th Ave.  
Anchorage, AK  
99518

**Invoice Date:**  
**Invoice No.:**  
**Term of Contract:** Execution-December 31, 2022

**REPORT PERIOD:**
Reports are due monthly on or before the 15th of the month following report period unless exempt

(Approved Budget minus Previous Accrued Expenditures minus Expenditures this Period equals Balance Available)

<table>
<thead>
<tr>
<th>Budget Line Item Components</th>
<th>Approved Budget</th>
<th>Previous Accrued Expenditures</th>
<th>Expenditures This Period</th>
<th>Available Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alcohol Tax Homelessness</td>
<td>$ 360,412.00</td>
<td>$ -</td>
<td>$ -</td>
<td>$ 0.00</td>
</tr>
<tr>
<td>Travel</td>
<td>$ 30,000.00</td>
<td>$ -</td>
<td>$ -</td>
<td>$ 0.00</td>
</tr>
<tr>
<td>Supplies</td>
<td>$ 1,500.00</td>
<td>$ -</td>
<td>$ -</td>
<td>$ 0.00</td>
</tr>
<tr>
<td>Equipment</td>
<td>$ 15,000.00</td>
<td>$ -</td>
<td>$ -</td>
<td>$ 0.00</td>
</tr>
<tr>
<td>Other: Food</td>
<td>$ 48,666.67</td>
<td>$ -</td>
<td>$ -</td>
<td>$ 0.00</td>
</tr>
<tr>
<td>Other: Snacks &amp; Beverages</td>
<td>$ 12,166.67</td>
<td>$ -</td>
<td>$ -</td>
<td>$ 0.00</td>
</tr>
<tr>
<td>Indirect</td>
<td>$ 46,774.53</td>
<td>$ -</td>
<td>$ -</td>
<td>$ 0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Total:</strong></td>
<td>$ 0.00</td>
<td>$ 0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>PAY THIS AMOUNT:</strong></td>
<td>$ 514,519.87</td>
<td>$ 0.00</td>
</tr>
</tbody>
</table>

**PAY THIS AMOUNT**

**CONTRACTOR'S CERTIFICATION**
I certify that the amounts reported are allowable costs/expenditures under the terms of the contract.

<table>
<thead>
<tr>
<th>Name &amp; Title of Contract Official</th>
<th>Signature of Official</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Form Prepared By  

<table>
<thead>
<tr>
<th>MOA Use Only below</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Purchase Order #</strong></td>
</tr>
<tr>
<td><strong>Grant #</strong></td>
</tr>
<tr>
<td>Description</td>
</tr>
<tr>
<td>Budget Year</td>
</tr>
</tbody>
</table>

Program Manager Signature:  
Fiscal Signature:  

Date:
Municipality of Anchorage Housing & Homeless Services
Emergency Shelter Contractor Henning at Alex Hotel Monthly Data Report

Shelter Name: ________________________________
Contractor: ________________________________
Report for the month ending: ________________
To be submitted no later than the 15th of the month for the previous month

1. Describe what work occurred during this contract period related to the contract deliverables.

2. Describe any challenges you may be experiencing meeting your deliverables and the steps that have been taken to overcome the challenges.

3. Has your organization been in the news or social media, or produced any newsletters, reports, or success stories related to the project?
   ___ Yes. (If yes, please attach link documentation)
   ___ No.

4. Please share a success story from the contract period.

Monthly Shelter Statistics:
Capacity by day for the month (include calendar). Identify shelter bed usage.

1. Identify shelter capacity
2. How many days did the shelter reach full capacity this month?
3. What was the average number of homeless staying at the shelter?
4. What was the average length of stay for homeless at the shelter?
5. What was the average number of meals ordered per meal?
6. What was the average number of meals ordered per meal?

Submit a copy of all data reports for the reporting month.
<table>
<thead>
<tr>
<th>Date of Intake:</th>
<th>Review Rules (Staff Initial)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Review Rules (Client Initial)</td>
</tr>
<tr>
<td>Time in</td>
<td>Time Out</td>
</tr>
<tr>
<td>Phone / Contact Info</td>
<td></td>
</tr>
<tr>
<td>Date of Birth</td>
<td>MM/DD/YYYY</td>
</tr>
<tr>
<td>Identified Sex</td>
<td></td>
</tr>
<tr>
<td>FIRST NAME OF CLIENT</td>
<td>(One Individual per line)</td>
</tr>
<tr>
<td>LAST NAME OF CLIENT</td>
<td>(One Individual per line)</td>
</tr>
</tbody>
</table>

**Emergency Shelter Name:**

**Emergency Shelter Sign-in Log**

---

**Note:** Review Rules include initial by both staff and client.
### Section I. OCCURRENCE AND NOTIFICATION

<table>
<thead>
<tr>
<th>TYPE OF INCIDENT</th>
<th>WHEN INCIDENT OCCURRED</th>
<th>EMERGENCY CONTACT MADE TO CONTRACTOR</th>
<th>(only when necessary) OTHER CONTACTS MADE</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Accident/Injury/Death</td>
<td></td>
<td>[ ] Yes [ ] No</td>
<td></td>
</tr>
<tr>
<td>□ Ambulance/Fire Police Call</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Arrest</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Assault/Altercation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Discharge</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Emergency Repair Problem(s)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Employee Misconduct</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Sexual Harassment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Involuntary Transfer/Discharge</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Theft</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Trespass/Turn Away(s)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Visits by Media &amp; Other</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Other (Specify)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Date:</th>
<th>Time:</th>
<th>Area:</th>
<th>How Notified?</th>
<th>Date:</th>
<th>Time:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

**WHEN INCIDENT OCCURRED**

- Date: __________
- Time: __________

**EMERGENCY CONTACT MADE TO CONTRACTOR**

- [ ] Yes [ ] No
- Name of Person spoken
- To: __________
- Date: __________
- Time: __________

**OTHER CONTACTS MADE**

- AGENCY: __________
- Name of Person spoken
- To: __________
- Date: __________
- Time: __________

(Continued on next page)

### Section II. a) INDIVIDUAL OR CLIENT(S) INVOLVED

<table>
<thead>
<tr>
<th>Last</th>
<th>First</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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</tbody>
</table>

**Section II. b) STAFF INVOLVED**

Name and Title of Staff Member(s): ________________________________

Name and Title of Staff Member(s): ________________________________

Note: 1 copy for Shelter Files 1 copy for Anchorage Health Department
Notification of appropriate agency must be done

(Continued on next page)
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SECTION III. DETAILED DESCRIPTION OF INCIDENT(S)

Give specific factual account of exactly what happened, who was involved, when and where the incident(s) occurred, name(s) of witness(es), who reported the incident(s), and the cause(s) of the incident(s). Indicate name(s) of outside agencies contacted and other action(s) taken or referrals made by staff and the results of such action(s)/referrals. Then specify where those involved in the incident(s) are located currently. (Attach additional pages if needed.)

Remember to include: Time emergency notification called, arrived and Officers’ I.D.#, Time medical assistance arrived and I.D.#

Resolution:

Name and Signature of Person Completing Reports: ___________________________

Date: _______________  Time: _______________

Supervisor’s Signature: _____________________  Date Reviewed: ___________  Time: ___________

Director’s Signature: _____________________  Date Reviewed: ___________  Time: ___________