



# Council Agenda Report

To: Mayor Grisanti and the Honorable Members of the City Council

Prepared by: Luis Flores, Public Safety Liaison

Reviewed by: Susan Dueñas, Public Safety Manager

Approved by: Steve McClary, Interim City Manager

Date prepared: June 6, 2022

Meeting date: June 27, 2022

Subject: Professional Services Agreement with The People Concern

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**RECOMMENDED ACTION:** Authorize the Mayor to execute a Professional Services Agreement with The People Concern to provide outreach, emergency and interim housing options, and housing navigation services for homeless individuals and families in the Malibu community for the period of July 1, 2022 through June 30, 2024 in an amount not to exceed \$770,000.

**FISCAL IMPACT:** No additional appropriation is required. Funding for this agreement is included in the proposed Budget for Fiscal Year 2022-2023 in Account No.100-7031-5119 (Homeless Outreach and Support Services).

**WORK PLAN:** This item was included in Item #1.k. (Homelessness Outreach and Services) of the Adopted Work Plan for Fiscal Year 2021-2022.

**DISCUSSION:** Since 2017, the City of Malibu has provided homeless outreach services through a contract with The People Concern (TPC). TPC provides a two-person Outreach Team that engages people and families experiencing homelessness on the streets, hillsides, and beaches of Malibu. In 2019, the City was awarded a Housing Navigation Grant from the Los Angeles County Homeless Initiative to expand housing services for the homeless population in Malibu through the creation of Housing Navigator position for 18 months. The position has since become fully funded by the City. In coordination with the Malibu Homeless Outreach Team, the Housing Navigator provides individualized support to people experiencing homelessness by helping each client develop a plan to address their barriers to housing and become self-sufficient.

Through a coordinated effort, the Malibu Outreach Team and Housing Navigator has been able to transition 318 people experiencing homelessness on the streets of Malibu into temporary, interim, or permanent housing while connecting them to a fully-integrated system of care – including mental and medical health care, substance abuse services, and employment services. Of those 318, 53 have been permanently housed.

The outreach efforts are critically important to the overall homeless response efforts of the City, especially as it relates to public safety. The outreach team works in coordination with law enforcement to transition people into safer living arrangements as part of encampment clearing operations and assist unhoused individuals who are struggling with mental health issues to be connected to mental health services. They also educate individuals about the dangers of living unhoused in wildfire zones, urge them to refrain from setting fires, and have them leave from areas that are at high risk of wildfire spreads. Instead of solely removing individuals from the brush and other wildfire zones, the outreach efforts ensure that the individuals being removed are connected to a network of services so that the sensitive areas remain clear of encampments. Additionally, outreach workers are readily accessible to the community and are actively patrolling the City to respond to calls for help.

The City's current contract with TPC expires on June 30, 2022. Therefore, to continue the City's homeless outreach efforts, staff issued a Request for Proposals on April 4, 2022 for an organization to provide outreach, emergency and interim housing options, and housing navigation services for homeless individuals and families in the Malibu community. The RFP also requires a monthly report that includes information about the number of contacts, repeat contacts, and clients that have been placed in temporary, interim, or permanent housing be provided to City staff to inform strategic decision-making, demonstrate program success, and highlight homelessness service efforts

Proposals were due by May 20, 2022, and the City received a total of three proposals. The proposals were rated based on criteria such as organizational experience with homeless outreach services, familiarity with Malibu's homelessness concerns, understanding of the scope of work, and understanding of the public safety impacts that homeless encampments can create in Very High Fire Hazard Severity Zone (VHFHSZ) areas. The top two submissions were interviewed by Public Safety staff and The People Concern was determined to be the best candidate for the project due to their thorough understanding of homelessness in Malibu, comprehensive approach to homeless service provision, and their existing relationships with homeless individuals and service providers in and around Malibu that enhance the organization's capabilities and rate of success.

ATTACHMENTS: Professional Service Agreement with The People Concern

## **AGREEMENT FOR PROFESSIONAL SERVICES**

This Agreement is made and entered into as of June 27, 2022, by and between the City of Malibu (hereinafter referred to as the "City"), and The People Concern (hereinafter referred to as "Service Provider").

The City and the Service Provider agree as follows:

### **RECITALS**

A. The City does not have the personnel able and/or available to perform the services required under this Agreement.

B. The City desires to contract out for consulting services for certain projects relating to providing outreach, emergency and interim housing options, and housing navigation services for homeless individuals and families in the Malibu community.

C. The Service Provider warrants to the City that it has the qualifications, experience and facilities to perform properly and timely the services under this Agreement.

D. The City desires to contract with the Service Provider to perform the services as described in Exhibit A of this Agreement.

NOW, THEREFORE, the City and the Service Provider agree as follows:

**1.0 SCOPE OF THE SERVICE PROVIDER'S SERVICES.** The Service Provider agrees to provide the services and perform the tasks set forth in the Scope of Work, attached to and made part of this Agreement, except that, to the extent that any provision in Exhibit A conflicts with this Agreement, the provisions of this Agreement govern. The Scope of Work may be amended from time to time by way of a written directive from the City.

**2.0 TERM OF AGREEMENT.** This Agreement will become effective on July 1, 2022, and will remain in effect for a period of two years from said date unless otherwise expressly extended and agreed to by both parties or terminated by either party as provided herein.

**3.0 CITY AGENT.** The City Manager, or his designee, for the purposes of this Agreement, is the agent for the City; whenever approval or authorization is required, Service Provider understands that the City Manager, or his designee, has the authority to provide that approval or authorization.

**4.0 COMPENSATION FOR SERVICES.** The City shall pay the Service Provider for its professional services rendered and costs incurred pursuant to this Agreement in accordance with the Scope of Work's fee and cost schedule. The cost of services shall be a total amount not to exceed \$770,000. No additional compensation shall be paid for any other expenses incurred, unless first approved by the City Manager, or his designee.

4.1 The Service Provider shall submit to the City, by no later than the 10<sup>th</sup> day of each month, its bill for services itemizing the fees and costs incurred during the previous

month. The City shall pay the Service Provider all uncontested amounts set forth in the Service Provider's bill within 30 days after it is received.

**5.0 CONFLICT OF INTEREST.** The Service Provider represents that it presently has no interest and shall not acquire any interest, direct or indirect, in any real property located in the City which may be affected by the services to be performed by the Service Provider under this Agreement. The Service Provider further represents that in performance of this Agreement, no person having any such interest shall be employed by it.

5.1 The Service Provider represents that no City employee or official has a material financial interest in the Service Provider's business. During the term of this Agreement and/or as a result of being awarded this contract, the Service Provider shall not offer, encourage or accept any financial interest in the Service Provider's business by any City employee or official.

5.2 If a portion of the Service Provider's services called for under this Agreement shall ultimately be paid for by reimbursement from and through an agreement with a developer of any land within the City or with a City franchisee, the Service Provider warrants that it has not performed any work for such developer/franchisee within the last 12 months, and shall not negotiate, offer or accept any contract or request to perform services for that identified developer/franchisee during the term of this Agreement.

## **6.0 GENERAL TERMS AND CONDITIONS.**

**6.1 Termination.** Either the City Manager or the Service Provider may terminate this Agreement, without cause, by giving the other party ten (10) days written notice of such termination and the effective date thereof.

6.1.1 In the event of such termination, all finished or unfinished documents, reports, photographs, films, charts, data, studies, surveys, drawings, models, maps, or other documentation prepared by or in the possession of the Service Provider under this Agreement shall be returned to the City. If the City terminates this Agreement without cause, the Service Provider shall prepare and shall be entitled to receive compensation pursuant to a close-out bill for services rendered and fees incurred pursuant to this Agreement through the notice of termination. If the Service Provider terminates this Agreement without cause, the Service Provider shall be paid only for those services completed in a manner satisfactory to the City.

6.1.2 If the Service Provider or the City fail to fulfill in a timely and proper manner its obligations under this Agreement, or if the Service Provider or the City violate any of the covenants, agreements, or stipulations of this Agreement, the Service Provider or the City shall have the right to terminate this Agreement by giving written notice to the other party of such termination and specifying the effective date of such termination. The Service Provider shall be entitled to receive compensation in accordance with the terms of this Agreement for any work satisfactorily completed hereunder. Notwithstanding the foregoing, the Service Provider shall not be relieved of liability for damage sustained by virtue of any breach of this Agreement and any payments due under this Agreement may be withheld to off-set anticipated damages.

**6.2 Non-Assignability.** The Service Provider shall not assign or transfer any



interest in this Agreement without the express prior written consent of the City.

**6.3 Non-Discrimination.** The Service Provider shall not discriminate as to race, creed, gender, color, national origin or sexual orientation in the performance of its services and duties pursuant to this Agreement, and will comply with all applicable laws, ordinances and codes of the Federal, State, County and City governments.

**6.4 Insurance.** The Service Provider shall submit to the City certificates indicating compliance with the following minimum insurance requirements no less than one (1) day prior to beginning of performance under this Agreement:

(a) Workers Compensation Insurance as required by law. The Service Provider shall require all subcontractors similarly to provide such compensation insurance for their respective employees.

(b) Comprehensive general and automobile liability insurance protecting the Service Provider in amounts not less than \$1,000,000 for personal injury to any one person, \$1,000,000 for injuries arising out of one occurrence, and \$500,000 for property damages or a combined single limit of \$1,000,000. Each such policy of insurance shall:

1) Be issued by a financially responsible insurance company or companies admitted and authorized to do business in the State of California or which is approved in writing by City.

2) Name and list as additional insured the City, its officers and employees.

3) Specify its acts as primary insurance.

4) Contain a clause substantially in the following words: "It is hereby understood and agreed that this policy shall not be canceled nor materially changed except upon thirty (30) days prior written notice to the City of such cancellation or material change."

5) Cover the operations of the Service Provider pursuant to the terms of this Agreement.

**6.5 Indemnification.** Service Provider shall indemnify, defend with counsel approved by City, and hold harmless City, its officers, officials, employees and volunteers from and against all liability, loss, damage, expense, cost (including without limitation reasonable attorneys fees, expert fees and all other costs and fees of litigation) of every nature arising out of or in connection with Service Provider's performance of work hereunder or its failure to comply with any of its obligations contained in this Agreement, regardless of City's passive negligence, but excepting such loss or damage which is caused by the sole active negligence or willful misconduct of the City. Should City in its sole discretion find Service Provider's legal counsel unacceptable, then Service Provider shall reimburse the City its costs of defense, including without limitation reasonable attorney's fees, expert fees and all other costs and fees of litigation. The Service Provider shall promptly pay any final judgment rendered against the City (and its

officers, officials, employees and volunteers) covered by this indemnity obligation. It is expressly understood and agreed that the foregoing provisions are intended to be as broad and inclusive as is permitted by the law of the State of California and will survive termination of this Agreement.

**6.6 Compliance with Applicable Law.** The Service Provider and the City shall comply with all applicable laws, ordinances and codes of the federal, state, county and city governments, including, without limitation, Malibu Municipal Code Chapter 5.36 Minimum Wage.

**6.7 Independent Contractor.** This Agreement is by and between the City and the Service Provider and is not intended, and shall not be construed, to create the relationship of agency, servant, employee, partnership, joint venture or association, as between the City and the Service Provider.

6.7.1. The Service Provider shall be an independent contractor, and shall have no power to incur any debt or obligation for or on behalf of the City. Neither the City nor any of its officers or employees shall have any control over the conduct of the Service Provider, or any of the Service Provider's employees, except as herein set forth, and the Service Provider expressly warrants not to, at any time or in any manner, represent that it, or any of its agents, servants or employees are in any manner employees of the City, it being distinctly understood that the Service Provider is and shall at all times remain to the City a wholly independent contractor and the Service Provider's obligations to the City are solely such as are prescribed by this Agreement.

**6.8 Copyright.** No reports, maps or other documents produced in whole or in part under this Agreement shall be the subject of an application for copyright by or on behalf of the Service Provider.

**6.9 Legal Construction.**

(a) This Agreement is made and entered into in the State of California and shall in all respects be interpreted, enforced and governed under the laws of the State of California.

(b) This Agreement shall be construed without regard to the identity of the persons who drafted its various provisions. Each and every provision of this Agreement shall be construed as though each of the parties participated equally in the drafting of same, and any rule of construction that a document is to be construed against the drafting party shall not be applicable to this Agreement.

(c) The article and section, captions and headings herein have been inserted for convenience only, and shall not be considered or referred to in resolving questions of interpretation or construction.

(d) Whenever in this Agreement the context may so require, the masculine gender shall be deemed to refer to and include the feminine and neuter, and the singular shall refer to and include the plural.

**6.10 Counterparts.** This Agreement may be executed in counterparts and as so executed shall constitute an agreement which shall be binding upon all parties hereto.

**6.11 Final Payment Acceptance Constitutes Release.** The acceptance by the Service Provider of the final payment made under this Agreement shall operate as and be a release of the City from all claims and liabilities for compensation to the Service Provider for anything done, furnished or relating to the Service Provider's work or services. Acceptance of payment shall be any negotiation of the City's check or the failure to make a written extra compensation claim within ten (10) calendar days of the receipt of that check. However, approval or payment by the City shall not constitute, nor be deemed, a release of the responsibility and liability of the Service Provider, its employees, sub-consultants and agents for the accuracy and competency of the information provided and/or work performed; nor shall such approval or payment be deemed to be an assumption of such responsibility or liability by the City for any defect or error in the work prepared by the Service Provider, its employees, sub-consultants and agents.

**6.12 Corrections.** In addition to the above indemnification obligations, the Service Provider shall correct, at its expense, all errors in the work which may be disclosed during the City's review of the Service Provider's report or plans. Should the Service Provider fail to make such correction in a reasonably timely manner, such correction shall be made by the City, and the cost thereof shall be charged to the Service Provider.

**6.13 Files.** All files of the Service Provider pertaining to the City shall be and remain the property of the City. The Service Provider will control the physical location of such files during the term of this Agreement and shall be entitled to retain copies of such files upon termination of this Agreement.

**6.14 Waiver; Remedies Cumulative.** Failure by a party to insist upon the performance of any of the provisions of this Agreement by the other party, irrespective of the length of time for which such failure continues, shall not constitute a waiver of such party's right to demand compliance by such other party in the future. No waiver by a party of a default or breach of the other party shall be effective or binding upon such party unless made in writing by such party, and no such waiver shall be implied from any omissions by a party to take any action with respect to such default or breach. No express written waiver of a specified default or breach shall affect any other default or breach, or cover any other period of time, other than any default or breach and/or period of time specified. All of the remedies permitted or available to a party under this Agreement, or at law or in equity, shall be cumulative and alternative, and invocation of any such right or remedy shall not constitute a waiver or election of remedies with respect to any other permitted or available right of remedy.

**6.15 Mitigation of Damages.** In all such situations arising out of this Agreement, the parties shall attempt to avoid and minimize the damages resulting from the conduct of the other party.

**6.16 Partial Invalidity.** If any provision in this Agreement is held by a court of competent jurisdiction to be invalid, void or unenforceable, the remaining provisions will nevertheless continue in full force without being impaired or invalidated in any way.

**6.17 Attorneys' Fees.** The parties hereto acknowledge and agree that each will bear his/her or its own costs, expenses and attorneys' fees arising out of and/or connected with the negotiation, drafting and execution of the Agreement, and all matters arising out of or connected therewith except that, in the event any action is brought by any party hereto to enforce this Agreement, the prevailing party in such action shall be entitled to reasonable attorneys' fees and costs in addition to all other relief to which that party or those parties may be entitled.

**6.18 Entire Agreement.** This Agreement constitutes the whole agreement between the City and the Service Provider, and neither party has made any representations to the other except as expressly contained herein. Neither party, in executing or performing this Agreement, is relying upon any statement or information not contained in this Agreement. Any changes or modifications to this Agreement must be made in writing appropriately executed by both the City and the Service Provider.

**6.19 Notices.** Any notice required to be given hereunder shall be deemed to have been given by depositing said notice in the United States mail, postage prepaid, and addressed as follows:


**CITY:** Steve McClary  
City Manager  
City of Malibu  
23825 Stuart Ranch Road  
Malibu, CA 90265-4861  
TEL (310) 456-2489 x 224  
FAX (310) 456-2760

**SERVICE PROVIDER:** John Maceri  
Chief Executive Officer  
The People Concern  
2116 Arlington Ave.  
Suite 100  
Los Angeles, CA 90018  
TEL (323) 334-9000

**6.20 Warranty of Authorized Signatories.** Each of the signatories hereto warrants and represents that he or she is competent and authorized to enter into this Agreement on behalf of the party for whom he or she purports to sign.

**7.0 GENERAL TERMS AND CONDITIONS. (City and Service Provider initials required at EITHER 7.1 or 7.2)**

**7.1 Disclosure Required.** By their respective initials next to this paragraph, City and Service Provider hereby acknowledge that Service Provider is a "consultant" for the purposes of the California Political Reform Act because Service Provider's duties would require him or her to make one or more of the governmental decisions set forth in Fair Political Practices Commission Regulation 18700.3(a) or otherwise serves in a staff capacity for which disclosure would otherwise be required were Service Provider employed by the City. Service Provider hereby acknowledges his or her assuming-office, annual, and leaving-office financial reporting obligations under the California Political Reform Act and the City's Conflict of Interest Code and agrees to comply with those obligations at his or her expense. Prior to consultant commencing services hereunder, the City's Manager shall prepare and deliver to consultant a memorandum detailing the extent of Service Provider's disclosure obligations in accordance with the City's Conflict of Interest Code.

City Initials \_\_\_\_\_  
Service Provider Initials 

Service Provider Initials

JOHN COTTI, Interim City Attorney

# Exhibit A



THEPEOPLECONCERN

Because everyone should be housed, healthy and safe.  
OPCC & LAMP COMMUNITY UNITED

5/18/2022

City of Malibu  
Attention: Susan Duenas  
Public Safety Manager  
23825 Stuart Ranch Road  
Malibu, CA 90265  
Phone: (310) 456-2489

To Ms. Duenas and the City of Malibu,

Thank you so much for your generous prior support for our Malibu Outreach and Housing Navigation Services. In this package, please find The People Concern's application for the City of Malibu's Homeless Outreach Services RFP.

We remain very grateful for the partnership we have forged with the City of Malibu and we look forward to continuing its proven success. With your support, we will continue our compassionate and innovative services, making significant, positive differences in the lives of hundreds of our most vulnerable neighbors.

Please feel free to contact me if you have any questions or concerns about the attached grant application. I can be reached at [jmaceri@thepeopleconcern.org](mailto:jmaceri@thepeopleconcern.org) or 323-334-9000.

Sincerely,

John Maceri  
Chief Executive Officer

# **Response to Request for Proposals – Homeless Outreach Services**

## **The People Concern**

*2115 Arlington Ave. Suite 100  
Los Angeles, CA 90018*

<b>ORGANIZATION, CREDENTIALS AND EXPERIENCE.....</b>	<b>1</b>
A. Provide a summary of the company’s qualifications, credentials and experience related to the project.....	1
B. Describe the size of your company, and indicate the principal, company official(s), and other personnel who will be assigned to work on behalf of the City. ....	3
C. Provide a list of three of the company’s prior clients with contact information (names, titles, addresses, phone numbers and email addresses) for the appropriate persons at the client organization that the City can contact. ....	3
<b>Understanding of the Scope of Work .....</b>	<b>4</b>
Provide a narrative reflecting the company’s understanding of the Scope of Work and detailed proposal to implement the project. ....	4
<b>Performance Metrics.....</b>	<b>10</b>
Provide a description of the company’s reporting methodology and explain what and how data will be used to demonstrate success and plan for improvement. Because the housing navigator will be funded as a pilot project, it will be crucial to quantitatively demonstrate the impact and effectiveness of the position. ....	10
<b>Professional Services Agreement.....</b>	<b>11</b>
The selected company must use and comply with the terms and conditions of the City’s standard Professional Services Agreement, as provided in Attachment 1 of this RFP. ....	11
<b>Insurance .....</b>	<b>12</b>
The Company must be able to supply a Certificate of Liability Insurance.....	12
<b>Litigation .....</b>	<b>13</b>
Firms are required to list past, current, or pending litigation resulting from professional services rendered over the past five years. If a court or an arbitrator rendered a decision, state the results. ....	13
<b>Fees .....</b>	<b>14</b>
Under separate cover, provide a rate proposal for the services to be provided that includes personnel costs, overhead, and supplies needed to support the outreach and housing navigation activities. ....	14



# ORGANIZATION, CREDENTIALS AND EXPERIENCE

## A. Provide a summary of the company's qualifications, credentials and experience related to the project.

The People Concern was formed through the 2016 union of two trusted social service organizations: Ocean Park Community Center (OPCC), the largest homeless services provider on the Westside of Los Angeles County, and Lamp Community, a similar organization based in Skid Row. The agencies were founded in 1963 and 1985, respectively. As both agencies prioritized the most vulnerable, their complementary strengths allowed for a merged agency to have a deeper impact on the community.

The People Concern provides a comprehensive suite of eight core services: housing (both interim and permanent), mental health care, medical care, substance abuse services, domestic violence services, income/benefits assistance, wellness/life skills programs, and outreach and engagement. This work has always adhered to the latest and best practices such as Housing First, Harm Reduction, and trauma-informed care. Placing well-being first, The People Concern's services do not just provide immediate relief; we empower clients by providing the structural support needed to end their homelessness and live thriving lives.

In September 2016, The People Concern began providing street outreach services, in collaboration with the agency's housing navigators, to serve clients in Malibu. The agency performs these services with a proactive approach: providing professional interdisciplinary outreach to the City's underserved. These are individuals currently living in Malibu's streets, canyons, parks, shopping areas, and on its beaches, who lack the social safety net and basic resources we need to live. They are high utilizers of public services – such as those provided by the Sheriff's and Fire Departments, which can be very costly to the community. As such, the program's services do not just help homeless individuals of Malibu, but also the community as a whole.

Since its creation, the program has successfully partnered with the City of Malibu to make an impact among the community's most vulnerable. The team has made contact with over 4086 individuals and helped 318 leave the streets to a successful destination, 53 of these being to permanent supportive housing. Over the years, the team has built trust, rapport, and strong community relationships among the residents, allowing our staff to successfully engage Malibu's homeless individuals. Each interaction provides essential resources to clients, but also represents a potential bridge for people experiencing homelessness to attain housing and long-term stability. Through funding from the City, The People Concern will have the resources to continue helping the underserved, homeless residents of Malibu achieve their potential.

While The People Concern has been operating this program since 2016, it has decades of experience providing similar social services. Indeed, because of our agency's deliberate, compassionate and innovative approach to social services, we are the go-to agency for partners seeking new strategies. Among our accomplishments are:

- When the City of Los Angeles began its Bridge Home initiative, we were the first service provider to join the efforts.
- When many homeless men and women were in need during the Covid-19 pandemic, we managed two different hotel sites in support of the Project Homekey programs as well as two Project Roomkey projects. Currently, the two sites are scheduled to undergo early conversion to permanent supportive housing in 2022.
- As a result of the increase in our work in creating permanent, supportive housing, the agency created a Housing Developer Department to assist with the acquisition and construction/project management of these sites, demonstrating both our expansion of services and dedication to providing housing assistance.
- As part of its commitment to implement racial equity, diversity, and cultural, the agency has hired its first Chief Diversity, Equity, and Inclusion Officer to help implement our DEI plan. Ongoing communication and engagement activities are planned over the coming year to continue to build investment in this change-work by staff from across the agency.
- When communities of concerned citizens in the Pacific Palisades were looking to reach homeless individuals living in their neighborhoods; we were asked how to do it and then hired to achieve results. After one year of work as the sole service provider in the Pacific Palisades, The People Concern reduced homelessness there by 50%.
- The agency has created a Director of Public Policy position in order to advance a clear strategic plan to better position the agency to influence, inform and educate staff, government officials, and the community about policy positions and legislative issues affecting the people we serve.
- The agency renovated and opened a new Wellness Center in the heart of Skid Row for homeless men and women to easily access mental health services.
- We are the managing general partner and the supportive services provider of a vast campus of interim and permanent housing in Lancaster. This new site has made The People Concern the largest homeless services provider in the Antelope Valley.

B. Describe the size of your company, and indicate the principal, company official(s), and other personnel who will be assigned to work on behalf of the City.

The People Concern has over 650 employees, with a current organization annual operation budget of over \$76 million. Last year, across all of the county's eight Service Planning Areas (SPAs), we served 15,218 individuals.

Outreach services in Malibu are overseen by Brooke Slusser, Chief Program Officer of Mental Health, Interim Housing and Access Center. Zachary Coil, Director of Westside Outreach, will coordinate the program and oversee a Program Manager. A Program Manager with an extensive background and expertise in homeless services will supervise the two Outreach and Engagement Case Managers and the Housing Navigator.

C. Provide a list of three of the company's prior clients with contact information (names, titles, addresses, phone numbers and email addresses) for the appropriate persons at the client organization that the City can contact.

Margaret Willis, Administrator, Housing & Human Services Division, City of Santa Monica  
310-458-8701  
1685 Main Street, Room 212 Santa Monica, CA 90401  
[Margaret.Willis@smgov.net](mailto:Margaret.Willis@smgov.net)

Steven Hilton, Former CEO and Board Chair, Hilton Foundation  
310-457-7552  
30440 Agoura Road Agoura Hills, CA 91301  
[Stevehilton9@gmail.com](mailto:Stevehilton9@gmail.com)

Elizabeth Boyce, Director, Access, Referral & Engagement, Los Angeles County Department of Health Services  
323-374-3300  
313 N. Figueroa Street, 6th Floor East, Los Angeles, CA 90012  
[eboyce@dhs.lacounty.gov](mailto:eboyce@dhs.lacounty.gov)



# Understanding of the Scope of Work

Provide a narrative reflecting the company's understanding of the Scope of Work and detailed proposal to implement the project.

**1)** The agency provides two Outreach Workers and a Housing Navigator, overseen by a Program Manager, to engage the City of Malibu's homeless population and link them to all needed comprehensive, integrated services. All those services are provided at no additional cost by The People Concern or through linkage to another provider in the community. This work includes ongoing case management as appropriate in order to ensure successful linkages to services. Clients are connected to the Housing Navigator, who will assist them in preparing for placement in permanent housing. The Program Manager, currently shared with the Pacific Palisades Task Force on Homelessness, provides an additional level of clinical and mental health oversight for our clients and our staff. Our existing staff are highly knowledgeable both about the homeless community in Malibu, but also of all services available and the process for enrolling in each, including eligibility requirements. During initial contacts, staff assesses the needs of the individual and determines their eligibility for various programs.

The Outreach Team conducts planned and systematic outreach to homeless individuals on the streets, hillsides and beaches of the Malibu Area. The outreach workers then assess the needs of willing individuals and connect them with, or provide referrals to, local services, housing and resources. The workers make ongoing contact with individuals who have often become accustomed to life on the streets or in hillside encampments or beach tents.

The Malibu area may generally be defined as the entire zip code of 90265, as well as the smaller 90263, and 90264 zip codes. More specifically, the Malibu area is defined as that area within the following Los Angeles Homeless Services Authority Tracts: 800406, 800408, 800410, 800504, and 800506.

**2)** The scope of the team's responsibilities includes initial outreach and engagement with homeless individuals. As a core element of placement in permanent housing, the team conducts assessments using the VI-SPDAT, and administers that assessment in order to enroll them into the Coordinated Entry System as soon as enough trust is built to do so successfully. Additionally, staff conduct additional assessments as appropriate, or link clients to clinicians for specific mental health assessments. Families and transition age youth may be linked to the appropriate CES providers.

The rapport and trust built by the team over the last several years has allowed the team to engage this population effectively. Many of the individuals we encounter have been on the street for years and may be living with mental illness, physical health problems and substance addiction. With some chronically homeless individuals, it may take many months before they are willing to accept services. With this in mind, the street outreach team engages the homeless community wherever they are, all with the goal of moving

clients as quickly as possible into permanent supportive housing with integrated, comprehensive services. Through years of building trust, undergoing continuous training, and addressing the aforementioned barriers, the team has been able to perform ongoing outreach and engagement.

Throughout the engagement and case management process, the team provides linkage with The People Concern's integrated and comprehensive services, and referrals to alternative services if The People Concern services are not appropriate for a particular individual. These services include the following:

**Interim Housing:** Clients can participate in one of The People Concern's interim housing programs, all of which provide integrated, comprehensive, wrap-around services. Please refer to Section Four of the Scope of Work for more information regarding interim housing.

**Mental Health Care:** Over 95 percent of the clients that The People Concern serves have Serious Mental Illness. For this reason, mental health services for this population are vitally important and include: clinical outreach and field-based crisis intervention; individual therapy; group treatment; psychiatric care and addiction medication management; and hospitalization. The People Concern is a Department of Mental Health (DMH) MediCal certified agency, allowing for additional resources to be made available to Malibu clients. For example, utilizing Briskin Foundation funds, the agency employs a Clinical Case Manager who carries a small caseload of clients who require intensive clinical care and support in order to be successful. This position is split between Palisades and Malibu teams.

**Medical Care:** In collaboration with Venice Family Clinic (VFC), The People Concern provides medical care, psychiatric care, and addiction medicine to clients on the street, onsite at its programs and in clients' homes after they are housed. This partnership, funded through the Briskin Foundation, provides comprehensive physical care. This service-rich team has a physician, physician's assistant, a psychiatrist, mental health clinicians, substance abuse experts, and peers. Lastly, The People Concern's Access Center has two onsite exam suites staffed by Venice Family Clinic.

In-house clients with medical conditions may be referred to The People Concern Respite Bed Program at our interim housing site, Turning Point.

**Wellness/Life Skills & Substance Abuse Program:** The People Concern provides access to a variety of opportunities through our interim housing program. Using a "Harm Reduction" approach, The People Concern's Wellness Program offers daily groups, training, Narcan accessibility and education, and workshops addressing topics including anger management, communication, drug/alcohol education, codependency, relapse prevention, healthy relationships, stress management, and other life skills. The program also covers medication management, diabetes management and other topics on illnesses common to this population. The program design is based on research that has examined a range of substance abuse interventions and found that interventions should

consist of a well-coordinated, multidisciplinary team approach, with 24-hour access to specialist-trained personnel and a range of program types in the short and long-term. Clients benefit from this structured day-long program offering individual therapy, group therapy, trainings, and workshops in critical life skills topics.

**Domestic Violence Services:** Though The People Concern's Sojourn program, clients in need of domestic violence services can receive a full range of services, including access to one of The People Concern's two domestic violence shelter programs and Sojourn's Children's program.

**Benefits Acquisitions/Income Assistance:** Clients may receive benefits acquisition and income assistance through The People Concern's interim housing program. As soon as clients begin receiving intensive case management, staff helps them compile the documentation necessary to acquire any benefits to which they are entitled (SSI, SSDI, GR, etc.). Clients may receive referrals to CBEST and internal referrals to The People Concern's money management program. Staff use the SOAR model of benefits acquisition. At each step of the process, our staff assists with completing forms, gathering documentation, submitting applications, and accompanying clients to appointments. In addition, The People Concern's Stipend Program provides clients with a range of work-related activities that allow them to build skills and confidence while earning a stipend for their contribution.

Finally, clients who qualify may also participate in The People Concern's Money Management Program. This program provides our clients with benefit assistance, money management services, and financial education.

**Work & Community Integration:** The People Concern offers a variety of volunteer opportunities, client groups, classes and other opportunities for social interaction. Through these services, clients may become connected to communities outside of The People Concern to help them re-integrate into society.

**Basic Living Services:** As part of its outreach and engagement, The People Concern provides food, clothing, phone access, mail services, and transportation assistance (tokens and rides using agency vans). These services are often the first steps toward enrolling clients in case management.

**3) Housing Navigation and Case Management:** While the Outreach and Engagement Case Managers provide some case management services, their focus are on linkage to other services as described above. The core element of case management, placement into permanent housing, is integrated into the day-to-day work of one full time Housing Navigator, hired through these funds.

As clients enter case management, they begin the process of acquiring all necessary documentation and identification. Employing Housing First methodology, The People Concern does everything it can to assist clients in taking the steps necessary to secure permanent housing as quickly as possible.

After collaborating with the Outreach and Engagement Case Managers to help the participant get initial documentation and enroll in all benefits to which they may be eligible, the focus turns to applying for a voucher. For those who require a higher level of care than scattered site housing, the Housing Navigator helps them explore other options, such as project based housing or a board and care.

For those who are matched to a voucher through the coordinated entry system, case managers will assist them to complete the initial voucher application and associated eligibility documentation, and travel to the Housing Authority to pick up the voucher. They conduct group or individual sessions on life skills needed for housing. They also take the client to visit units, arranging appointments through partner landlords, through searches online, or cold-calls to landlords. They assist clients to submit rental applications, pay the associated fees, and submit all required documentation.

Additionally, the Housing Navigator works with landlords throughout the County to identify additional landlords to accept vouchers. They proactively reach out to landlords, making them aware of the incentives available to them, and working to clear up misconceptions or concerns they may have. They also maintain relationships with existing landlords and respond to complaints. The goal of this work is to ensure that clients may be housed quickly after receiving a voucher.

The People Concern has longstanding relationships with landlords and housing developers across Los Angeles County, providing a steady stream of both scattered site housing units and access to special housing projects. The People Concern offers connections to shared housing options for clients who want to live with others and specialized housing, including senior and Veteran housing. Integrated in our case management and housing services, The People Concern always advocates for housing services based on client needs and eligibility.

The Housing Navigator plays a role in helping individuals sustain housing, working along the Outreach and Engagement Case Managers and other agency staff, such as clinicians. They focus on initial move-in, being present when they take possession of the apartment, and facilitating the purchase of basic furnishings and household items. They assist with utilities registration, and otherwise focus on logistics of the initial days in permanent housing. Support at this stage dramatically improves the ability of individuals to succeed in housing.

**4) Interim Housing:** While clients are in the process of obtaining permanent housing, they can participate in one of The People Concern's interim housing programs, all of which provide integrated, comprehensive, wrap-around services. The People Concern's Westside interim housing beds are an invaluable asset for our clients and our numerous beds make the agency stand out in the resources we can provide the most vulnerable in the area. All of The People Concern's interim housing programs are not just "shelters." Instead each program provides a full range of services, groups, workshops and programs that are integrated into the daily life of clients.

Also available is a Respite Beds Program, which offers onsite nursing and medical care to clients with acute or chronic medical conditions. This program works in conjunction with and receives referrals from the Venice Family Clinic. The program is fully integrated with all of the interim housing program services and has been found to be linked with decreased use of emergency medical services.

All Malibu clients are eligible for interim housing, and are considered for openings equally based on bed availability. Placement in interim housing is always considered a step towards permanent housing, which is always the goal our staff work to help our clients attain as quickly as possible. Similarly, placement in interim housing is in no way required for placement into permanent housing.

Although this RFP is not soliciting specific interim or temporary beds for people experiencing homelessness in Malibu, The People Concern is happy to discuss contracting for dedicated beds reserved for the City of Malibu. Those beds would be paid for separately from the outreach and housing navigation services proposed in this RFP, and are estimated to cost \$2,400 per month per bed.

**5)** The People Concern can facilitate access to housing subsidies from a variety of sources, including the SPA 5 Coordinated Entry System, HACoLA, the Department of Health Services-Housing for Health, and the LA County Department of Mental Health, or otherwise to options such as funding for family reunification or for placement in a board and care or similar facility. Clients of the Malibu Outreach Team will receive access to these resources, just as any of our other participants would. At times, Malibu specific resources have become available, and we will promptly link clients to such opportunities.

Once in permanent housing, clients continue to receive ongoing supportive services. Central to The People Concern's efforts is an integrated, multidisciplinary team model providing wraparound care both before and after placement in permanent housing. In the first weeks and months after a client moves into permanent housing, they benefit from increased contact with case managers, clinicians, and other care providers through home visits in an effort to provide the assistance needed to make the transition to more independence. In addition, The People Concern's clinicians provide assessments, psychotherapy, clinically informed interventions to assist clients in maintaining housing, crisis intervention, and linkages to services in their new neighborhoods.

**6)** Outreach staff make efforts early in their relationship with each individual to determine their veteran status. When a client is a veteran, they are promptly linked to Veterans Affairs (VA) services. While this avenue typically makes available a greater range of services, we still provide case management until they are housed or are receiving case management from the VA.

**7)** The Program Manager will prepare and submit reports monthly. This will outline monthly and cumulative progress towards goals such as number of total contacts, new



contacts, those engaged in case management, and placements in permanent and interim housing. The reports will also cover challenges and progress of those already off of the streets. In addition to these numbers, the narrative report will outline significant happenings, success stories, community interactions, and next steps, all providing a detailed look at the work being done.

All of this data will be examined monthly by the Program Manager. This will be compared to previous months' data, and evaluated to notice successes, struggles, and trends. This informs supervision with Outreach and Engagement Case Managers and will be considered to see if larger program changes are necessary.

**8)** Staff regularly attend community events related to homelessness to build partnerships and share experience related to areas and individuals that we serve. The Program Director, Program Manager, and outreach workers participate in Homelessness Task Force meetings. When asked, the Program Manager has presented at City Council meetings.

Staff also contribute to the building of resources through community events. For example, the entire team has helped plan and carry out Homeless Connect Days, events designed to bring resources and services to connect city, county, state and nonprofit agencies to homeless individuals. The team participates in LAHSA's Homeless Count, essential to gathering the demographic statistics that informs all social work for the homeless in the county.

**9)** In order to be available to the Malibu Community, an access email address and an access phone line exist for community members to report information they may have about the locations of homeless individuals in order to assist the team in locating "hot spots" and in locating the homeless population in Malibu. The Outreach and Engagement Case Managers monitor the phone line, answering the line or returning messages during business hours.

The team has long-standing relationships with the Malibu community and service providers, and has regular meetings with Malibu's police and fire responders. These relationships actively facilitates services for those initially connected to public safety and emergency services. The outreach team also has periodic meetings with the Malibu community leaders involved in the funding/establishment of the team.

# Performance Metrics

Provide a description of the company's reporting methodology and explain what and how data will be used to demonstrate success and plan for improvement. Because the housing navigator will be funded as a pilot project, it will be crucial to quantitatively demonstrate the impact and effectiveness of the position.

The Program Manager will prepare and submit reports monthly. The People Concern will track total contacts, new contacts, those engaged in case management, and placements in permanent and interim housing. The reports also cover challenges and progress of those already off of the streets. In addition to these numbers, the narrative report outlines significant happenings, success stories, community interactions, and next steps, all providing a detailed look at the work being done.

Success for the Housing Navigator is primarily signified by the number of vouchers issued and placements into permanent housing, as having this position will speed our ability to accomplish this. They track the number of individuals they are working with, the number of vouchers issued, the number actively engaged in housing search, and the number of those successfully in permanent housing. The date each milestone is achieved for each client is also tracked.

Together, these detailed reports make a clear case for the success of the program, reflecting both the ultimate goal of the program: individuals leaving the street to successful destinations, as well as showing detailed progress in activities necessary along the way.

All of this data is examined monthly by the Program Manager. Results are compared to previous months' data, and evaluated to notice successes, struggles, and trends. This process informs supervision with Outreach and Engagement Case Managers and is considered to see if larger program changes are necessary.

This data is also part of the agency's robust data collection and evaluation infrastructure overseen by the Chief Compliance Officer and the Director of Evaluation and Compliance. A four-person team collects and validates data and trains line staff to submit data accurately and in a timely manner. Compliance and Evaluation staff conduct chart reviews on a bi-weekly basis to ensure clean data collection.

# Professional Services Agreement

The selected company must use and comply with the terms and conditions of the City's standard Professional Services Agreement, as provided in Attachment 1 of this RFP.

The People Concern understands and agrees to the terms and conditions of the City's standard Professional Services Agreement.

# Insurance

The Company must be able to supply a Certificate of Liability Insurance.

Attached, please find a copy of The People Concern's Certificate of Liability Insurance for the calendar year 2022.



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
1/5/2022

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an **ADDITIONAL INSURED**, the policy(ies) must have **ADDITIONAL INSURED** provisions or be endorsed. If **SUBROGATION IS WAIVED**, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> Arthur J. Gallagher & Co. Insurance Brokers of CA., Inc. 505 N Brand Blvd, Suite 600 Glendale CA 91203	<b>CONTACT NAME:</b> Michelle Gonzalez	<b>FAX (A/C, No):</b>
	<b>PHONE (A/C, No, Ext):</b> 818.539.8630	<b>E-MAIL ADDRESS:</b> Michelle_Gonzalez@ajg.com
<b>INSURER(S) AFFORDING COVERAGE</b>	<b>NAIC #</b>	
License#: 0726293 THEPEOP-04	<b>INSURER A :</b> Nonprofits' Insurance Alliance of CA	
<b>INSURED</b> The People Concern 2116 Arlington Avenue Los Angeles, CA 90018	<b>INSURER B :</b> Quality Comp Inc	
	<b>INSURER C :</b>	
	<b>INSURER D :</b>	
	<b>INSURER E :</b>	
	<b>INSURER F :</b>	

**COVERAGES** **CERTIFICATE NUMBER:** 2014781987 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> <b>COMMERCIAL GENERAL LIABILITY</b> <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER:		2022-01343	1/1/2022	1/1/2023	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 500,000 MED EXP (Any one person) \$ 20,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COMP/OP AGG \$ 3,000,000 \$
A	<input checked="" type="checkbox"/> <b>AUTOMOBILE LIABILITY</b> <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY		2022-01343	1/1/2022	1/1/2023	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ Comp & Collision \$ 500/\$500
A	<input checked="" type="checkbox"/> <b>UMBRELLA LIAB</b> <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 0		2022-01343-UMB	1/1/2022	1/1/2023	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000 \$
B	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input type="checkbox"/> N/A	0150330711	1/1/2022	1/1/2023	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
A	Professional Liability Directors & Officers Liability		2022-01343 2022-01343-DO	1/1/2022 1/1/2023	1/1/2023 1/1/2023	Per Claim \ Aggregate \$1M \ \$3M Per Claim \ Aggregate \$1M \ \$1M

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)  
Nonprofits' Insurance Alliance of CA - A.M. Best #: 011845

Policy: Improper Sexual Conduct Liability  
Policy#: 2022-01343  
Carrier: Nonprofits' Insurance Alliance of CA  
Policy Term: 1/1/2022 To 1/1/2023  
Per Claim: \$1,000,000 / Aggregate: \$1,000,000

See Attached...

**CERTIFICATE HOLDER** **CANCELLATION**

City of Malibu 23825 Stuart Ranch Road Attn: Reva Feldmen, City Manager Malibu CA 90265	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE 

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# **ADDITIONAL REMARKS SCHEDULE**

Page 1 of 1

AGENCY Arthur J. Gallagher & Co.		NAMED INSURED The People Concern 2116 Arlington Avenue Los Angeles, CA 90018	
POLICY NUMBER			
CARRIER	NAIC CODE		
EFFECTIVE DATE:			

## **ADDITIONAL REMARKS**

**THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,**

**FORM NUMBER:** 25 **FORM TITLE:** CERTIFICATE OF LIABILITY INSURANCE

Policy: CRIME  
 Policy#: CCP 3145973-02  
 Carrier: Fidelity and Deposit Company of Maryland  
 Policy Term: 1/1/2022 To 1/1/2023  
 Employee theft: Limit: \$500,000 / Deductible: \$5,000  
 Forgery or Alteration: Limit: \$500,000 / Deductible: \$5,000  
 Theft of money and securities: Limit: \$200,000 / Deductible: \$2,000  
 Money and Securities: Limit: \$100,000 / Deductible: \$1,000  
 Robbery or burglary of other property: Limit: \$100,000 / Deductible: \$1,000  
 Money orders and counterfeit paper currency: Limit: \$500,000 / Deductible: \$5,000

Coverage: Cyber Liability  
 Policy Number: RPS-P-50224416M  
 Carrier: BCS Insurance Company  
 Policy Period: 1/1/2022 - 01/01/2023  
 Limit: \$2,000,000 Aggregate: \$2,000,000 Retention: \$15,000

Primary Sexual Misconduct Limits of \$1mm per occurrence/\$1mm aggregate, policy #2022-01343, combined with an Umbrella limit of \$1mm, policy #2022-01343-UMB, provides total sexual misconduct limits of \$2mm per occurrence/\$2mm aggregate.

Crime Coverage under policy number CCP 3145973-02 includes Theft of Money & Securities Inside the Premises with a \$100,000 limit and Outside the Premises with a \$100,000 limit, \$1,000 deductible applies to each.

Evidence of Coverage



RE: Quality Comp, Inc.—Self-Insured Workers' Compensation Group

To Whom It May Concern:

As proof of workers' compensation coverage, I would like to provide you with the attached Certificate of Consent to Self-Insure issued to Quality Comp, Inc. by the California Department of Industrial Relations, Office of Self-Insurance Plans. This Certificate carries an effective date of December 1, 2004 and does not have an expiration date. The Quality Comp, Inc. program has excess insurance coverage with Safety National Casualty Corporation. Safety National is a fully licensed and admitted writer of Excess Workers' Compensation Insurance in the State of California (NAIC #15105). The company is rated "A++ Superior" Category "XV" by A.M. Best & Company.

**Specific Excess Insurance**

Excess Workers' Compensation: Statutory per occurrence excess of \$500,000

Employers Liability: \$1,000,000 Limit

**Term of Coverage**

Effective Date: January 1, 2022

Expiration: January 1, 2023

Please contact me if you have any questions or require additional information. Thank you.

Sincerely,

A handwritten signature in dark ink that reads "Jacqueline Harris".

Jacqueline Harris

Director of Underwriting

RPS Monument



STATE OF CALIFORNIA  
DEPARTMENT OF INDUSTRIAL RELATIONS  
OFFICE OF THE DIRECTOR

NUMBER 4515

## CERTIFICATE OF CONSENT TO SELF-INSURE

Quality Comp, Inc.

THIS IS TO CERTIFY, That (a CA corporation)

has complied with the requirements of the Director of Industrial Relations under the provisions of Sections 3700 to 3705, inclusive, of the Labor Code of the State of California and is hereby granted this Certificate of Consent to Self-Insure.

This certificate may be revoked at any time for good cause shown.\*




EFFECTIVE:

THE 1st DAY OF December 2004

  
MARK T. JOHNSON  
MANAGER

DEPARTMENT OF INDUSTRIAL RELATIONS  
OF THE STATE OF CALIFORNIA

  
JOHN M. REA  
DIRECTOR

\* Revocation of Certificate.—“A certificate of consent to self-insure may be revoked by the Director of Industrial Relations at any time for good cause after a hearing. Good cause includes, among other things, the impairment of the solvency of such employer, the inability of the employer to fulfill his obligations, or the practice by such employer or his agent in charge of the administration of obligations under this division of any of the following: (a) Habitually and as a matter of practice and custom inducing claimants for compensation to accept less than the compensation due or making it necessary for them to resort to proceedings against the employer to secure the compensation due; (b) Discharging his compensation obligations in a dishonest manner; (c) Discharging his compensation obligations in such a manner as to cause injury to the public or those dealing with him.” (Section 3702 of Labor Code.) The Certificate may be revoked for noncompliance with Title 8, California Administrative Code, Group 2—Administration of Self-Insurance.



**DEPARTMENT OF INDUSTRIAL RELATIONS  
OFFICE OF SELF-INSURANCE PLANS**

11050 Olson Drive, Suite 230  
Rancho Cordova, CA 95670  
Phone No. (916) 464-7000  
FAX (916) 464-7007



**CERTIFICATION OF SELF-INSURANCE OF WORKERS' COMPENSATION**

TO WHOM IT MAY CONCERN:

This certifies that Certificate of Consent to Self-Insure No. 4515 was issued by the Director of Industrial Relations to:

**Quality Comp, Inc.**

under the provisions of Section 3700, Labor Code of California with an effective date of **December 1, 2004**. The certificate is currently in full force and effective.

Dated at Sacramento, California  
This day the 14th of December 2021

A handwritten signature in black ink, appearing to read "Lyn Asio Booz".

Lyn Asio Booz, Chief

ORIG: Jackie Harris  
Director Of Underwriting  
Rps Monument  
255 Great Valley Pkwy, Ste 200  
Malvern, Pa 19355



NUMBER : 4515 - 0034

STATE OF CALIFORNIA  
DEPARTMENT OF INDUSTRIAL RELATIONS  
OFFICE OF THE DIRECTOR

**CERTIFICATE OF CONSENT TO SELF-INSURE**

THIS IS TO CERTIFY, That

**The People Concern**

(Name of Affiliate )

STATE OF INCORPORATION CA

**Quality Comp, Inc.**

(Master CertificateHolder )

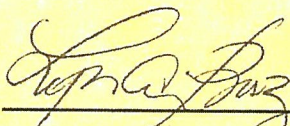
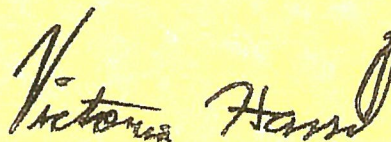
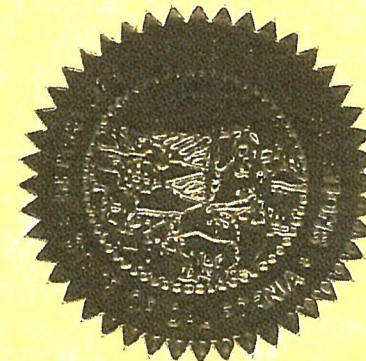
STATE OF INCORPORATION CA

has complied with the requirements of the Director of Industrial Relations under the provisions of Sections 3700 to 3705, inclusive, of the Labor Code of the State of California and is hereby granted this Certificate of Consent to Self-Insure, holder of Master Certificate No, 4515.

This certificate may be revoked at any time for good cause shown.\*

EFFECTIVE DATE : July 1, 2011

DEPARTMENT OF INDUSTRIAL RELATIONS  
OF THE STATE OF CALIFORNIA

  
\_\_\_\_\_  
Lyn Asio Booz, Chief  
\_\_\_\_\_  
Victoria Hassid, Chief Deputy Director, Acting on behalf of Director

\*Revocation of Certificate.--"A certificate of consent to self-insure may be revoked by the Director of Industrial Relations at any time for good cause after a hearing. Good cause includes, among other things, the impairment of solvency of such employer, the inability of the employer to fulfill his obligations, or the practice of such employer or his agent in charge of the administration of obligations, under the this division of any of the following: (a) Habitually and as a matter of practice and custom inducing claimants for compensation to accept less than the compensation due or making it necessary for them to resort to proceedings against the employer to secure the compensation due; (b) Discharging his compensation obligations in a dishonest manner; (c) Discharging his compensation obligations in such a manner as to cause injury to the public or those dealing with him."(Section 3702 of Labor Code.) The Certificate may be revoked for non compliance with Title 8, California Administrative Code, Group 2 -- Administration of Self Insurance



# Litigation

Firms are required to list past, current, or pending litigation resulting from professional services rendered over the past five years. If a court or an arbitrator rendered a decision, state the results.

The People Concern does not have any past, current, or pending litigation resulting from professional services rendered over the past five years.

## Fees

Under separate cover, provide a rate proposal for the services to be provided that includes personnel costs, overhead, and supplies needed to support the outreach and housing navigation activities.

Attached, please find the rate proposal.

# The People Concern

City of Malibu - Homeless Outreach Services

RFP - FY 2022-23



					<u>Year 1</u>	<u>Year 2</u>	<u>TOTAL</u>
FUNDING					385,000	385,000	770,000
PERSONNEL							
<u>Position/Title</u>	<u>Annual</u>	<u>FTE</u>	<u>Alloc</u>	<u># Months</u>			
Program Director	103,650	1	15%	12	15,547	16,014	31,561
Program Manager	62,500	1	65%	12	40,625	41,844	82,469
Outreach & Engagement Case Manager	49,440	1	100%	12	49,440	50,923	100,363
Outreach & Engagement Case Manager	49,440	1	100%	12	49,440	50,923	100,363
Housing Navigator	49,440	1	100%	12	49,440	50,923	100,363
Subtotal Wages					204,492	210,627	415,120
Fringe Benefits	24%		3.80		49,078	50,551	99,629
Total Personnel					253,571	261,178	514,749
NON PERSONNEL							
<u>Expense Type</u>							
Consultant							
General Liab. & Prop. Insurance					2,200	2,200	4,400
Facility Costs: Maintenance & Repairs Supplies					2,200	2,200	4,400
Utilities (Electric, Sewage, Gas)					1,900	1,900	3,800
Telecommunications - Office Phone and Internet					4,400	4,400	8,800
Cell Phones & Services					3,600	3,600	7,200
IT Network					3,500	3,500	7,000
Office Supplies and Outreach Materials					9,829	9,829	19,658
Vehicle Costs					3,300	3,300	6,600
Parking					600	600	1,200
Mileage					2,400	2,400	4,800
Food/ Food Supplies							0
Training					1,750	1,750	3,500
Equipment - computer					2,500	2,500	5,000
Client Related - Housing Facilitation					52,000	44,393	96,393
Total Non Personnel					90,179	82,572	172,751
INDIRECT/ADMIN							
Total Indirect Costs @	12%				41,250	41,250	82,500
Total Budget					385,000	385,000	770,000