



City Clerk Document No. _____

City Council Meeting Date: June 11, 2026

**AMENDMENT TO CITY OF CHANDLER AGREEMENT
HEAT RELIEF SERVICES
CITY OF CHANDLER AGREEMENT NO. 4929**

THIS AMENDMENT NO. 1 (Amendment No. 1) is made and entered into by and between the City of Chandler, an Arizona municipal corporation (City), and AZCEND (Contractor), (City and Contractor may individually be referred to as Party and collectively referred to as Parties) and made _____, 2026 (Effective Date).

RECITALS

WHEREAS, the Parties entered into an agreement for heat relief services (Agreement); and

WHEREAS, the term of the Agreement was May 1, 2025, through April 30, 2026, with the option of up to four one-year extensions; and

WHEREAS, the Parties wish to exercise the first option through this Amendment to extend the Agreement for one year.

AGREEMENT

NOW THEREFORE, the Parties agree as follows:

1. The recitals are accurate and are incorporated and made a part of the Agreement by this reference.
2. Section III is amended to read as follows: The Agreement is extended for a one-year period May 1, 2026, through April 30, 2027.
3. The Contractor will perform services in accordance with Revised Exhibit A of the original Agreement, attached to and made a part of this Amendment No. 1.
4. Section IV, Price is amended to read as follows: The City will pay the Contractor the per unit cost set forth in Revised Exhibit B of the original Agreement, attached to and made a part of this

Amendment No. 1. Total payments made to the Contractor during the term of this Amendment No. 1 will not exceed \$570,395.76.

- 5. The Contractor will conduct Homeless Management Information System data collection, entry, and reporting in accordance with the requirements of Exhibit C to this Amendment No. 1, attached to and made a part of this Amendment No. 1.
- 6. All other terms and conditions of the Agreement remain unchanged and in full force and effect. If a conflict or ambiguity arises between this Amendment No. 1 and the Agreement, the terms and conditions in this Amendment No. 1 prevail and control.

IN WITNESS WHEREOF, the Parties have entered into this Amendment on the Effective Date.

FOR THE CITY

FOR THE CONTRACTOR

By: _____

By: Steve Hewitt _____

Its: _____

Its: Interim CEO _____

APPROVED AS TO FORM:

By: _____

City Attorney

DMG

ATTEST:

By: _____

City Clerk

REVISED EXHIBIT A SCOPE OF SERVICES

Program Overview

AZCEND will assist the City of Chandler in providing comprehensive heat relief services to Chandler residents for the 2026 Heat Season. Services provided by AZCEND will include Daytime Respite Center Services and Overnight Respite Center Services.

The Daytime Respite Center is a vital program aimed at reducing heat-related illnesses and fatalities among vulnerable populations, particularly people experiencing homelessness, the elderly, and individuals without reliable access to cooling. Operating 6 days a week, Monday through Friday, and Sunday, from 9:00 AM to 7:00 PM, the center offers a safe, climate-controlled space with access to water, snacks, restrooms, cooling amenities, cots to rest, and basic hygiene supplies. Services will also be provided on Saturdays when Maricopa County issues an extreme heat warning.

To address extreme heat conditions, AZCEND will also offer consecutive overnight respite services on the hottest nights, staffed with trained personnel. Overnight services will be provided June 15, 2026, through September 18, 2026, from 7:00 PM to 5:30 AM in coordination with the City of Chandler.

Eight Cooling Centers will operate throughout the city during the day, offering cooled indoor spaces for residents seeking relief from the heat. Amenities will include drinking fountains or bottled water, snacks, and heat relief supplies such as sunscreen, cooling towels, and socks. The City of Chandler will provide each location with supplies on a weekly basis. A list of Cooling Centers is included at Attachment A.

Objectives

- Provide immediate relief from extreme heat during peak daytime hours for vulnerable individuals and families
- Offer temporary overnight respite services during periods of high heat for individuals experiencing homelessness
- Reduce the incidence of heat-related medical emergencies and deaths in Chandler, AZ
- Connect participants with community health and social services where appropriate

Operational Period

Start Date: May 1, 2026

End Date: October 31, 2026

Location and Schedule

Day Respite Services

Location: AZCEND Community Room 345 S California St, Chandler, AZ 85225, (Max Capacity 40)

Hours of Operation: 9:00 AM – 7:00 PM (6 days per week, Sunday through Friday)

Overnight Respite Services

Location: AZCEND Community Room 345 S California St, Chandler, AZ 85225, (Max Capacity 40)

Back-Up Location: Snedigar Recreation Center, 4500 S Basha Rd, Chandler, AZ 85248 (Max Capacity 40). Transportation will be provided to and from the facility.
 Hours of Operation: Overnight Services: 7:00 PM – 5:30 AM (June 15, 2026, thru September 18, 2026, and as needed and agreed upon between the parties.)

Operation of overnight respite services at Chandler sites requires execution of the Revocable License and Hold Harmless Agreements (“License”). Any additional Chandler-owned sites where overnight respite is provided will require a separate License.

Cooling Centers:

SITE	ADDRESS	HOURS
Basha Library (CC)	5990 S. Val Vista Dr., Chandler, AZ 85249	Mon-Wed 7:30am-7pm Thu-Fr 7:30am-5pm Sat 9am-1pm
Chandler Nature Center (CC)	4050 E. Chandler Heights Rd., Chandler, AZ 85249	Mon-Thu 8am-7pm Fr 8am-5pm Sat 8am-2pm
Neighborhood Resources (CC)	235 S. Arizona Ave., Chandler, AZ 85225	Mon-Fr 8am-5pm
Downtown Library (CC)	22 S. Delaware St., Chandler, AZ 85225	Mon-Wed 9am-8pm Thu-Sat 9am- 5pm Sun 9am-1pm
Hamilton Library (CC)	3700 S. Arizona Ave., Chandler, AZ 85248	Mon-Wed 7:30am-7pm Thu-Fr 7:30am-5pm Sat 1pm-5pm
Sunset Library (CC)	4930 W. Ray Rd., Chandler, AZ 85226	Mon-Wed 9am-8pm Thu-Sat 9am- 5pm Sun 1pm-5pm
Tumbleweed (CC)	745 E. Germann Rd., Chandler, AZ 85286	Mon-Fri 5am-8pm Sat 7am-8pm Sun 10pm-5pm
Salvation Army (CC)	85 E. Saragosa St. Chandler, AZ 85225	Mon-Fri 11am to 5pm

Shower Trailer with Laundry Facilities

The Contractor will utilize the shower trailer with laundry facilities previously purchased by the city to provide shower and laundry services to heat relief participants. In the event that the Contractor no longer provides the services described in this agreement on behalf of the city, the Contractor will return the shower trailer with laundry facilities purchased with city funds to the city.

Data Collection and Reporting

The Homeless Management Information System (HMIS), a secure, confidential database used by service providers to document homelessness and service use, will be utilized to record programmatic data. AZCEND is responsible for daily data entry. Data should be entered in real time at intake and exit. Data will be reported to the city weekly or as otherwise agreed between parties.

Data elements will include:

- Number of unique guests served
- Demographics and service use for new guests

- Services provided (cooling, food, hygiene items, referrals)
- Duration of stay

AZCEND will be responsible for providing Maricopa County and the City of Chandler the daily counts and any other data elements determined to be required.

In addition, AZCEND will document incidents such as medical emergencies, conflicts or behavioral concerns, calls to law enforcement or EMS, and guest complaints that require follow-up in compliance with standard operating procedures.

Evaluation Metrics

- Daily guest count
- Unduplicated guest count
- Peak use times
- Number of overnight stays
- Staff and guest incident reports
- Distribution of water/snack/hygiene items
- Connections to external services

Program Operations

Policy Documents: Contractor will maintain a written Operations Manual, Guest Expectations Policy and Prioritization Criteria (“Policy Documents”). These Policy Documents must be approved by the city prior to beginning operations. The approved Policy Documents are incorporated into this Agreement by reference.

Eligibility: The centers are open to Chandler residents in need of respite from the heat—no ID or documentation is required. However, guests must comply with center rules and expectations to remain.

The Day Respite Center will provide:

- A cool, sanitary indoor space to rest
- Water, snacks, and basic hygiene supplies
- A safe and sanitary environment staffed by trained individuals
- Low-stimulation activities (movies, games, books) to help create a calm environment
- Referral information for ongoing services
- Shower and laundry services

The Overnight Respite Center will provide:

- A cool, indoor space to sleep
- Water, a dinner meal, and basic hygiene supplies
- A safe environment staffed by trained individuals
- Referral information for ongoing services

Staff will:

- Treat each guest with compassion and dignity, while maintaining clear boundaries.

- Circulate throughout the space, maintaining a visible and approachable presence.
- Follow safety protocols and documentation procedures, including conducting visual screening for any signs of distress or need for medical attention.
- Inform each guest of the rules, available services, and schedule for the day.

Clean-Up and Janitorial: The Contractor is responsible for clean-up and janitorial services at facilities owned or operated by the Contractor. The city is responsible for janitorial services owned by the city. Contractor staff operating city owned facilities will provide basic clean-up as needed during service delivery hours.

Additional Services

The Contractor may provide other related services upon request from the city.

**REVISED EXHIBIT B
COMPENSATION AND FEES**

Item	Hourly Rate	Hours/Week	Weeks	Estimated Cost
Coordinator	25.00	40	26.2	\$ 26,200.00
Part Time Staff	20.00	120	26.2	\$ 62,880.00
Overnight Staff (2 per shift)	35.00	168	13.7	\$ 80,556.00
Salaries				\$ 219,636.00
Employee Related Expenses				\$ 52,637.00
TOTAL PERSONNEL				\$ 272,273.00

Overnight Security	32.00	77	13.7	\$ 33,756.80
Water Bottles & Hydration				\$ 8,700.00
Breakfast				\$ 7,700.00
Pre-Packaged Snacks				\$ 3,500.00
Lunch				\$ 16,100.00
Dinner				\$ 28,000.00
PPE (Masks, Gloves, Cleaning Supplies)				\$ 4,500.00
Laundry Supplies				\$ 6,000.00
Laundry Service Overnight				\$ 19,200.00
Cleaning Services				\$ 10,000.00
Utilities (AC, Water, Trash)				\$ 20,000.00
Shower Trailer Related Costs				\$ 11,000.00
Contingency (emergencies, repairs, overtime, etc.)				\$ 20,000.00
Overnight Heat Relief Supplies				\$ 4,000.00
Uniforms				\$ 5,000.00
Training				\$ 2,600.00
HMIS				\$ 3,000.00
TOTAL SUPPLIES AND OPERATIONS				\$ 203,056.80
SUBTOTAL				\$ 475,329.80
Indirect 20%				\$ 95,065.96
TOTAL				\$ 570,395.76

EXHIBIT C HMIS DATA COLLECTION AND REPORTING REQUIREMENTS

Purpose:

The purpose of this exhibit is to establish clear expectations for Homeless Management Information System (HMIS) data collection, entry, and reporting to ensure accurate tracking of services provided during the Heat Relief Season. Complete and timely data supports program evaluation, community coordination, and compliance with funding requirements.

General Requirements:

- The Contractor shall utilize the designated HMIS system to document all client interactions and services provided under this agreement. All data shall be entered in accordance with HMIS Data Standards <https://azmag.gov/portals/0/Homelessness/Forms/2025/Maricopa-HMIS-All-Policies-with-ROI-2025.pdf> and local Continuum of Care (CoC) policies <https://maricopacoc.org/wp-content/uploads/2025/08/CoC-Written-Standards.pdf>
- The Contractor is responsible for ensuring that all staff accessing HMIS are properly trained and maintain active user credentials.

Data Entry:

- Each client **must be entered and exited from each service they participate in each day.** Day Respite and Overnight Respite are separate services.
- At the time of exit, the Contractor shall **document the client's destination in HMIS.** This must include, at a minimum, whether the client is:
 - Place not meant for human habitation
 - Entering an emergency shelter
 - Transitioning to a halfway house or other transitional housing setting
 - Other appropriate destination as defined by HMIS Data Standards
- The Contractor shall collect all required Universal Data Elements, including but not limited to:
 - Name
 - Social Security Number
 - Date of Birth
 - Race and Ethnicity
 - Gender
 - Veteran Status
 - Disabling Condition
 - Homeless Status
 - Income
 - Insurance Benefits Received
 - Domestic Violence survivors
- All HMIS data must be entered in real time of service delivery. (Within the service hours that day)
- The Contractor shall implement internal processes to ensure consistent and timely data entry, even during high-volume heat events.

Data Quality:

The Contractor shall maintain the following minimum data quality benchmarks:

- Completeness: All required data fields are complete.
- Accuracy: Data entered reflects services provided and is free from known errors.
- Consistency: Data is entered uniformly across all staff and service locations.
- Regular internal data quality reviews shall be conducted to ensure compliance.

Reporting:

The Contractor shall provide reports to the City (or Contracting Agency) as follows:

Frequency: Daily to Maricopa County and weekly to the City of Chandler.

Maricopa County: Maricopa County will provide a QR code for daily reporting required for the Heat Relief Network. Contractor shall comply with requirements provided by Maricopa County.

City of Chandler: City of Chandler and Contractor will work together to develop a weekly reporting template and dashboard. Contractor shall comply with agreed upon requirements.

Data elements may include but not be limited to:

- Total and unduplicated individuals served
- Total and unduplicated service encounters
- Types of services provided
- Trends or notable increases in service demand
- Supplies provided
- Meal counts

Monitoring and Compliance:

The city reserves the right to monitor HMIS data entry and reporting for compliance with this exhibit.

Important Reminders:

To ensure accurate daily utilization and reporting, the Contractor shall adhere to the following HMIS enrollment and exit procedures:

- Clients returning for services on subsequent days must be re-enrolled in HMIS for each new service date to ensure accurate tracking of daily utilization.
- Each client enrolled in **Day Respite** must be exited in HMIS at the conclusion of each service day. Day Respite enrollments shall not remain open across multiple days.
- Each client enrolled in **Night Respite** must be exited in HMIS at the end of each service period (i.e., following the overnight stay). Night Respite enrollments shall not remain open beyond the applicable service day.
- At the time of exit, the Contractor shall **document the client's destination in HMIS.**