

**PROFESSIONAL SERVICES CONTRACT**

**by and between**

**City of Flagstaff**

**and**

**Terros, Inc. dba Terros Health**

This Professional Services Contract (“Contract”) is made this \_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_, by and between the CITY OF FLAGSTAFF, a political subdivision of the State of Arizona, of 211 West Aspen Avenue, Flagstaff, Arizona 86001 (“City”) and TERROS, INC. DBA TERROS HEALTH, an Arizona non-profit corporation, of 3003 North Central Avenue, Suite 400, Phoenix, Arizona 85012 (“Terros Health”). In the Contract, the City and Terros Health may be referred to individually as a Party or collectively as Parties.

**RECITALS**

- A. Terros Health is a health care company specializing in crisis services, mental health, and substance abuse treatment. Terros Health is currently offering Terros Flagstaff Crisis Services for Coconino County. Terros Health is accredited by the Commission on Accreditation of Rehabilitation Facilities and is in good standing with the State of Arizona;
- B. The City desires to provide the community with crisis intervention and mental health stabilization services through a mobile response unit. This mobile response unit will provide proactive outreach to the community and also respond to public safety calls, such as, public intoxication, substance abuse, trauma informed, and mental or behavioral health related events received through the Flagstaff Police Department (“FPD”) Communication Center (or 9-1-1 Dispatch);
- C. Terros Health desires to create a Mobile Alternative Response Team (“Mobile ART”) staffed with Terros Health behavioral health crisis specialists (“Crisis Specialists”) fully qualified by all necessary behavioral health education, training, experience, licensure, and/or certification to work in conjunction with the Flagstaff Fire Department (“FFD”) to provide proactive outreach and respond to public safety calls for individuals in distress; and
- D. The City and Terros Health desire to enter into the Contract establishing the terms and conditions under which FFD Emergency Medical Technicians (“EMTs”) and Crisis Specialists will provide Mobile ART Services.

NOW THEREFORE, for and in consideration of the mutual obligations and covenants set forth herein, the Parties agree as follows:

**AGREEMENT**

- 1. **Duration.** The Contract will be effective on the date first set forth above and will continue in force and effect for an Initial Term of three (3) years. Upon expiration of the Initial Term and upon mutual written consent of the Parties, the Contract may be renewed for up to two (2) successive one (1) year terms subject to the provisions of the Contract.

2. **Scope of Services.** The City and Terros Health will provide proactive outreach and respond to non-emergent public safety calls for individuals in distress, as identified in the **Scope of Services** (“Mobile ART Services”), attached hereto as **Exhibit A**, in accordance with the **Implementation Plan**, attached hereto as **Exhibit B**. Mobile ART Services may involve a wide range of crisis events, such as primary substance use, suicidality, non-suicidal self-harm, interpersonal/family dynamics, interpersonal violence, and/or psychotic symptoms of an underlying mental health condition.

#### 2.1 Responsibilities of FFD EMTs

- 2.1.1 All EMTs will operate under the direct supervision of FFD. The City will be solely responsible for the actions of the EMTs performing Mobile ART Services.
- 2.1.2 EMTs will provide basic life support assessment and treatment within the scope of Emergency Medical Technician certification.
- 2.1.3 If an EMT performing Mobile ART Services determines that an individual requires medical care greater than basic life support assessment and treatment, the EMT will contact FFD and/or medical transport (e.g., Guardian Medical Transport). The EMT will take responsibility for the medical care of that individual until an appropriate transfer of care can be completed.

#### 2.2 Responsibilities of Terros Health Crisis Specialists

- 2.2.1 All Crisis Specialists will operate under the direct supervision of Terros Health and Terros Health will be solely responsible for all the actions of its Crisis Specialists.
- 2.2.2 No Crisis Specialist will be considered an employee or agent of the City, FFD, or FPD.
- 2.2.3 The relationship between Crisis Specialists and the individuals receiving services is that of a professional behavioral health provider/patient. Crisis Specialists will be solely responsible for providing field-based clinical behavioral health crisis management, care coordination, and crisis intervention services.
- 2.2.4 The Crisis Specialist will be solely responsible for deciding to contact Terros Health RBHA contracted State-funded Crisis Services, or another agency, for a higher level of professional behavioral health care, including suicide response.
- 2.2.5 The Crisis Specialist will consult with Terros Health Behavioral Health Professionals, when needed, and Terros Health will be responsible for all decisions regarding court-ordered evaluation and court-ordered treatment pursuant to Arizona Revised Statutes, Title 36, Chapter 5, Sections 504-544, and. The EMT partnering with the Crisis Specialist shall not be responsible for decisions regarding court-ordered evaluation and court-ordered treatment but

will serve as a witness upon the request of Terros Health, in any application for involuntary evaluation processes that is determined necessary by the Crisis Specialist.

3. **Compensation.** Compensation to Terros Health for satisfactorily performing Mobile ART Services is identified in the **Compensation Schedule**, attached hereto as **Exhibit C**. The City will make payments to Terros Health on or before the fifteenth day of the month.
4. **Termination.** Notwithstanding any other provisions to the contrary, the Contract may be terminated as follows:
  - 4.1 Either Party may terminate the Contract if the other Party is in breach of any provision for more than sixty (60) days after notice of the breach has been given. In the case of a breach which cannot be cured within such sixty (60) day period, the breaching Party must immediately initiate and diligently pursue a plan of curative action that is acceptable to the non-breaching Party. Termination for a recurring breach may be made if the breach is uncured within thirty (30) days after the second notice in any twelve (12) month period and immediately, without opportunity for cure, in the third or any subsequent notice of breach in any twelve (12) month period.
  - 4.2 The City may terminate the Contract immediately, and without prior notice, upon Terros Health's failure to have in force any insurance required by the Contract or if Terros Health fails to maintain any certificate or license required for performance of the Mobile ART Services.
  - 4.3 The City may terminate all or a portion of the Contract, with ninety (90) days written notice, if there is no funding for the Mobile ART Services due to budget constraints and non-appropriation of funds for the following fiscal year, without penalty or liability to Terros Health.
  - 4.4 The City may terminate all or a portion of the Contract, with ninety (90) days written notice, without penalty or liability to Terros Health, if the City determines, based on the data collected by Terros Health, that there is no longer a sufficient need for the Mobile ART Services in the community. For example, if there is diminishing need for proactive outreach as identified by the Terros Health data or if the Terros Health data identifies that 9-1-1 Dispatch calls are primarily serviced by FFD or FPD rather than the Mobile ART.
  - 4.5 In the event that the City terminates all or a portion of the Contract pursuant to either sections 4.3 or 4.4 above, the City shall pay to Terros Health the sum of the following costs which represent the respective interests of Terros Health to the terminated portion of the Contract:
    - 4.5.1 The portion of the compensation related to the services satisfactorily completed by Terros Health immediately prior to the notice of termination;

4.5.2 The expenses incurred, including, contractual costs that are outlined in the **Compensation Schedule**, attached as **Exhibit C**, for which Terros Health is liable as the result of termination of all or a portion of the Contract.

**5. Remedies.**

5.1 If Terros Health is deemed in breach of the Contract, Terros Health will be liable for the costs to replace the Mobile ART Services that are not being provided, from the notification of breach to the termination of Contract, through the proportionate reduction of compensation until the breach is remedied or the Contract is terminated. The maximum liability of Terros Health would not exceed the monthly compensation identified in the **Compensation Schedule**, attached hereto as **Exhibit C**.

5.2 The foregoing remedies provided to the City for breach of the Contract by Terros Health will not be exclusive. The City will be entitled to exercise any one or more other legal or equitable remedies available because of Terros Health's breach with or without termination.

5.3 In the event of breach of the Contract by the City, Terros Health's will be entitled to all legal and equitable remedies allowed by law.

**6. Records.**

6.1 The Contract, and any related materials, are a matter of public record and subject to disclosure pursuant to Arizona Public Records Law, A.R.S. § 39-121 et seq. If Terros Health has clearly marked its proprietary information as “confidential,” the City will notify Terros Health prior to release of such information.

6.2 All quality assurance activities shall remain privileged and confidential pursuant to A.R.S. §§ 36-2401-2403, and other applicable confidentiality laws and regulations imposed by other bodies involved in quality assurance activities.

**7. Inspection.** Upon reasonable advance notice and only to the extent permitted by applicable law, the City, or its authorized representatives, may inspect, and audit, of any Terros Health’s records that relate to the Contract. If any audit by the City identifies that Terros Health received revenues from a third-party for Mobile ART Services provided or that payments to Terros Health were in excess of the amount to which Terros Health was entitled under the Contract, Terros Health will promptly pay to City the amount of such excess.

**8. Indemnification.**

8.1 Terros Health will indemnify and hold the City, and its officers, agents, employees, subcontractors and volunteers, harmless from and against any third-party claims, actions, liabilities, costs, including reasonable attorneys’ fees and other costs of defense, arising out of the acts, errors, or omissions of Terros Health, its officers, agents, employees, subcontractors or volunteers, in performing or failing to perform the responsibilities of Crisis Specialists as identified in Section 2.2 of this Contract. In

the event any such action or claim is brought against the City, Terros Health will, if the City so elects and upon tender by the City: (a) defend the same at Terros Health's sole cost and expense; and/or (b) promptly satisfy any judgment adverse to the City; or (c) reimburse the City for any loss, cost, damage, or expense, including attorneys' fees, suffered or incurred by the City. The City will notify Terros Health, within a reasonable time, of any claim, threat of claim, or legal action as it relates to Section 2.2 of this Contract.

- 8.2 The City will indemnify and hold Terros Health, its officers, agents, employees, subcontractors and volunteers, harmless from and against any third-party claims, actions, liabilities, costs, including reasonable attorneys' fees and other costs of defense, arising out of the acts, errors, or omissions, whether alleged or actual, of the City, its officers, agents, employees, subcontractors or volunteers in performing or failing to perform the responsibilities of FFD EMTs as identified in Section 2.1. In the event any such action or claim is brought against Terros Health, the City will, if Terros Health so elects and upon tender by Terros Health: (a) defend the same at the City's sole cost and expense; and/or (b) promptly satisfy any judgment adverse to Terros Health; or (c) reimburse Terros Health for any loss, cost, damage, or expense, including attorneys' fees, suffered or incurred by Terros Health. Terros Health will notify the City, within a reasonable time, of any claim, threat of claim, or legal action as it relates to Section 2.1 of this Contract.
- 8.3 These indemnity provisions will survive the termination, cancellation, or revocation, whether in whole or in part, of the Contract.
- 8.4 In the event that a claim should arise from the performance of Mobile ART Services, the Parties will make a good faith effort to discuss a joint defense.

## **9. Insurance.**

- 9.1 In General. Each Party will maintain insurance against claims for injury to persons or damage to property arising from performance of, or in connection with, this Contract by such Party's officers, agents, employees, subcontractors or volunteers. Coverage provided by each Party will not be limited to the liability assumed under the indemnification provisions of this Contract.
- 9.2 Requirement to Procure and Maintain. Each insurance policy required by this Contract will be in effect at, or before, commencement of work under this Contract and will remain in effect until all of the applicable Party's obligations under this Contract have been met, including any warranty periods. Either Party's failure to maintain the insurance policies as required by this Contract or to provide timely evidence of renewal upon request will be considered a material breach of this Contract.
- 9.3 Minimum Scope and Limits of Insurance. The following insurance requirements are minimum requirements for this Contract and in no way limit the indemnity covenants contained in this Contract. The City does not represent or warrant that the minimum limits set forth in this Contract are sufficient to protect Terros Health from liabilities

that might arise out of this Contract and Terros Health is free to purchase such additional insurance as Terros Health may determine is necessary.

Terros Health will provide coverage at least as broad and with limits not less than those stated below.

9.3.1 Commercial General Liability - Occurrence Form

General Aggregate	\$5,000,000
Products/Completed Operations	\$1,000,000
Each Occurrence	\$2,000,000

9.3.2 Umbrella Coverage \$2,000,000

9.3.3 Automobile Liability \$1,000,000

Any Automobile or Owned, Hired,  
and Non-owned Vehicles  
Combined Single Limit Per Accident  
for Bodily Injury & Property Damage

9.3.4 Workers' Compensation and Employer's Liability

Workers' Compensation	Statutory
Employer's Liability: Each Accident	\$500,000
Disease - Each Employee	\$500,000
Disease - Policy Limit	\$500,000

9.3.5 Professional Liability \$2,000,000

9.4 Self-Insured Retention. Any self-insured retentions must be declared to and approved by the City. If not approved, the City may require that the insurer reduce or eliminate such self-insured retentions with respect to the City, its officers, agents, employees, subcontractors and volunteers. Terros Health will be solely responsible for any self-insured retention amounts. The City, at its option, may require that Terros Health secure payment of such self-insured retention by a surety bond or irrevocable and unconditional letter of credit.

9.5 Other Insurance Requirements. The Terros Health policies will contain, or be endorsed to contain, the following provisions:

9.5.1 Additional Insured. In Commercial General Liability and Automobile Liability Coverages, the City of Flagstaff, its officers, agents, employees, subcontractors and volunteers will be named and endorsed as additional insureds with respect to liability arising out of this Contract and activities performed by or on behalf of Terros Health, including products and completed operations of Terros Health, and automobiles owned, leased, hired, or borrowed by Terros Health.

- 9.5.2 Broad Form. Terros Health’s insurance will contain broad form contractual liability coverage.
- 9.5.3 Primary Insurance. With respect to Terros Health’s insurance coverage as described in this Section , such coverage will be primary insurance with respect to the City, its officers, agents, employees, subcontractors and volunteers. Any insurance or self-insurance maintained by the City, its officers, agents, employees, subcontractors and volunteers, will be in excess of the coverage of Terros Health’s insurance and will not contribute to it.
- 9.5.4 Each Insured. Terros Health’s insurance will apply separately to each insured against whom a claim is made, or suit is brought, except with respect to the limits of the insurer’s liability.
- 9.5.5 Waiver of Subrogation. The policies will contain a waiver of subrogation against the City, its officers, agents, employees, subcontractors and volunteers, for losses arising from work performed by Terros Health for the City.
- 9.6 Notice of Cancellation. Each insurance policy required by the insurance provisions of this Contract will provide the required coverage and will not be suspended, voided, cancelled, reduced in coverage, or in limits unless prior written notice has been given to the applicable Party. Notices required by this section will be sent directly to the individuals identified below and will reference the Contract Number:
- Patrick Brown, Purchasing Director  
Contract No. 2021-84  
Purchasing Department  
City of Flagstaff  
211 West Aspen Avenue  
Flagstaff, Arizona 86001
- Christine Mahlstedte  
Director of Payer Relations and Contracting  
Terros Health  
3003 North Central Avenue, Suite 400  
Phoenix, Arizona 85012
- 9.7 Acceptability of Insurers. Terros Health will place insurance hereunder with insurers duly licensed or approved unlicensed companies in the State of Arizona and with a “Best’s” rating of not less than A-: VII. The City does not represent or warrant that the above required minimum insurer rating is sufficient to protect Terros Health from potential insurer insolvency.
- 9.8 Certificates of Insurance. Terros Health will furnish the City with certificates of insurance (ACORD form) as required by this Contract. The certificates for each insurance policy will be signed by a person authorized by that insurer to bind coverage on its behalf. Any policy that contains additional insured endorsements that restricts

or limits coverage must be approved by the City's Attorney's Office in consultation with the City's Risk Manager, whose decision will be final. The City contract number and project description will be noted on the certificates of insurance. The City must receive and approve all certificates of insurance and endorsements before Mobile ART Services commence.

9.9 Policies. The City reserves the right to require, and receive within ten (10) days, complete, certified copies of all insurance policies and endorsements required by this Contract, at any time. The City will not be obligated, however, to review any insurance policies or to advise Terros Health of any deficiencies in such policies and endorsements. The City's receipt of Terros Health's policies or endorsements will not relieve Terros Health from, or be deemed a waiver of, the City's right to insist on strict fulfillment of Terros Health's obligations under this Contract.

9.10 Modifications. Any modification or variation from the insurance requirements applicable to Terros Health in this Contract must have the prior approval of the City's Attorney's Office in consultation with the City's Risk Manager, whose decision will be final. Any modification or variation from the insurance requirements applicable to the City in this Contract must have the prior approval of Terros Health. Such action will not require a formal Contract amendment but may be made by their handwritten revision and notation to the foregoing insurance requirements.

**10. Subcontracting.** Terros Health was selected for its special knowledge, skills, and expertise, and will not subcontract the Mobile ART Services required under the Contract, in whole or in part, without the City's prior written approval, which may be withheld for any reason. However, if subcontracting is authorized by the City, Terros Health will require any approved subcontractor to agree, as to the portion subcontracted, to comply with all obligations of Terros Health specified in the Contract. Notwithstanding the City's approval of a subcontractor, Terros Health will remain obligated for full performance of the Contract and the City will incur no obligation to any subcontractor.

**11. Assignment.** Terros Health was selected for its special knowledge, skills, and expertise, and will not assign the Contract and/or the Mobile ART Services required under the Contract, in whole or in part, without the City's prior written approval, which may be withheld for any reason. Any assignment without such consent will be null and void. Unless expressly provided for in a separately executed Consent to Assignment, no assignment will relieve Terros Health (Assignor) from any of its obligations and liabilities under the Contract with respect to the City.

**12. Independent Contractor.** Terros Health will be an independent contractor for purposes of all laws, including but not limited to the Fair Labor Standards Act, Federal Insurance Contribution Act, Social Security Act, Federal Unemployment Tax Act, Internal Revenue Code, Immigration and Naturalization Act, Arizona revenue and taxation, workers' compensation, and unemployment insurance laws.

**13. Taxes.** Terros Health will be responsible for payment of all taxes including federal, state, and local taxes related to or arising out of Terros Health's performance of the Contract. Such taxes include, but are not limited to, federal and state income tax, social security tax,

unemployment insurance taxes, use taxes, and any other taxes or business license fees as required. Terros Health qualifies for the Arizona Transaction Privilege Tax Healthcare Exemption and will provide the City certification of such for the period of October 1, 2020 through September 30, 2021. Throughout the term of the Contract, Terros Health will provide the City evidence of renewal of the certification of qualification for the Arizona Transaction Privilege Tax Healthcare Exemption.

14. **Compliance with Laws.** Each Party will, in all material ways, comply with all applicable federal, state, and local laws, rules, codes, ordinances, and regulations at all times and in the performance of the Mobile ART Services.
15. **Drug Free Workplace.** The City has adopted a Drug Free Workplace policy for itself and those doing business with the City to ensure the safety and health of all persons working on City contracts and projects. Terros Health personnel will abstain from use or possession of illegal drugs while engaged in performance of the Contract.
16. **Cancellation for Conflict of Interest.** The Contract may be cancelled for conflict of interest in accordance with A.R.S. § 38-511.
17. **Cancellation for Gratuities.** The City may cancel the Contract at any time, without penalty or further liability to Contractor, if the City determines that Terros Health has given or offered to give any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant in connection with award or performance of the Contract.
18. **Cooperative Planning Requirements.** Terros Health recognizes that planning within the City, and other state and local agencies, is essential to the success of a coordinated service delivery system, such as the Mobile ART Services. Terros Health agrees to attend and participate in a reasonable number of meetings and planning efforts initiated by the City, and to provide non-confidential data already in Terros Health's possession which may be required by the City and is reasonably necessary to achieve compliance with the City's programmatic goals. Terros Health agrees to maintain open and responsive working relations with the City, FPD, and FFD.
19. **Legal Workers.** As mandated by A.R.S. § 41-4401, each Party (a) warrants the Party's compliance with all federal immigration laws and regulations that relate to the Party's employees and their compliance with A.R.S. § 23-214(A); (b) acknowledges that a breach of the warranty in subsection (a) of this section will be deemed a material breach of the Contract that is subject to penalties up to and including termination of the Contract; and (c) retains the legal right to inspect the papers of any contractor or subcontractor employee who works pursuant to the Contract to ensure compliance with the warranty.

- 20. Notices.** Notices will be sent by certified mail and email to the individual designated to receive notices as identified below:

CITY:

Shannon Anderson  
Deputy City Manager  
City of Flagstaff  
211 West Aspen Avenue  
Flagstaff, AZ 86001  
[sanderson@flagstaffaz.gov](mailto:sanderson@flagstaffaz.gov)

Deputy Chief, Operations  
Flagstaff Police Department  
911 East Sawmill Road  
Flagstaff, AZ 86001

Deputy Chief, Operations  
Flagstaff Fire Department  
211 West Aspen Avenue  
Flagstaff, AZ 86001

Patrick Brown, C.P.M., CPPB  
Purchasing Director  
211 West Aspen Avenue  
Flagstaff, AZ 86001  
[pbrown@flagstaffaz.gov](mailto:pbrown@flagstaffaz.gov)

TERROS HEALTH:

Peggy J. Chase  
President and CEO  
Terros Health  
3003 North Central Avenue, Suite 400  
Phoenix, AZ 85012  
[peggy.chase@terroshealth.org](mailto:peggy.chase@terroshealth.org)

Each Party will notify the other of any change in the name, address, or email to be used for delivery of notices.

**21. Dispute Resolution.**

- 21.1 **Continued Performance.** Unless the Contract is terminated, neither Party will suspend performance of its obligations hereunder pending the resolution of a dispute.
- 21.2 **Negotiation.** The Parties will use all reasonable attempts to resolve disputes informally through negotiation.
- 21.3 **Construction of Contract.** The Contract will not be construed against either Party regardless of which party drafted it. The Contract will be governed by and construed in accordance with the laws of the State of Arizona.
- 21.4 **Governing Law.** The Contract will be governed, interpreted, and enforced in accordance with the laws of the State of Arizona.
- 21.5 **Dispute Resolution.** Either Party will have the right to litigate any disputes which arise under the Contract. Any litigation brought by either Party against the other to

enforce the provisions of the Contract must be filed in the Coconino County Superior Court. In the event any action at law or in equity is instituted between the Parties in connection with the Contract, the prevailing Party in the action will be entitled to its costs including reasonable attorneys' fees and court costs from the non-prevailing Party.

22. **Integration.** The Contract embodies the entire agreement of the Parties concerning the Mobile ART Services. There are no promises, terms, conditions, or obligations other than those contained herein. The Contract will supersede all prior communications, representations, or agreements, either oral or written, between the Parties. The Contract will not be amended except in writing and signed by both Parties.
23. **Survival.** Any duty, liability, or obligation of a Party which arises under the Contract, including without limitation, obligations with respect to indemnification, will survive the termination or expiration of the Contract and will be legally enforceable until satisfied by performance or payment, or until enforcement is legally precluded by lapse of time.
24. **No Third-Party Beneficiaries.** There are no third-party beneficiaries of the Contract. The Parties agree and intend that the Contract will be enforceable only by the Parties and their duly authorized representatives.
25. **No Boycott of Israel.** Pursuant to A.R.S. §§ 35-393 and 35-393.01, the Parties certify that they are not currently engaged in and agree, for the duration of the Contract, not to engage in a boycott of Israel.
26. **Non-Discrimination.** The Parties warrant that they will comply with any state and federal laws, rules, and regulations which mandate that all persons, regardless of race, color, pregnancy, religion, sex, sexual orientation, gender identify, genetic information, age, national origin, disability, veteran status, caregiving responsibilities, or familial status will have equal access to employment opportunities. The Parties will take affirmative action to ensure that it will not participate either directly or indirectly in the discrimination prohibited by or pursuant to Title VI of the Civil Rights Act of 1964, Pregnancy Discrimination Act of 1978, Americans with Disabilities Act of 2008 as amended, Section 504 of the Rehabilitation Act of 1973, Section 109 of the Housing and Community Development Act of 1974, the Age Discrimination Act of 1975, Age Discrimination and Employment Act of 1967 as amended, and the Genetic Information Nondiscrimination Act of 2008. In addition, both Parties will also comply with Flagstaff City Code, Chapter 14-02, Civil Rights, which prohibits discrimination based upon sexual orientation or gender identity or expression.

In witness whereof, the Parties have, through their duly authorized representatives, executed the Contract on the dates set forth below.

**CITY OF FLAGSTAFF**

**TERROS HEALTH**

\_\_\_\_\_  
Greg Clifton  
City Manager

\_\_\_\_\_  
Peggy J. Chase  
President and CEO

Attest:

\_\_\_\_\_  
City Clerk

Approved as to form and as to authority granted  
by law:

\_\_\_\_\_  
City Attorney

## **EXHIBIT “A” SCOPE OF WORK**

### Mobile Alternative Response Team

The City of Flagstaff and Terros Health have come together to address the issues of public intoxication, substance use, trauma, and mental or behavioral health related events in the community. To meet this goal, the City and Terros Health will implement mobile proactive outreach and crisis intervention and stabilization services through the Mobile Alternative Response Team (“Mobile ART”). Mobile ART personnel will be comprised of City of Flagstaff Fire Department Emergency Medical Technicians and Terros Health Crisis Specialists who will utilize a passenger vehicle to engage with community members and provide intervention to individuals who may be experiencing mental health or substance abuse crisis events. Mobile ART personnel will also assist individuals with positive coping skills and identifying resources to reduce instances of recurrent crisis episodes in Flagstaff.

#### **1. Terros Health Staffing for Mobile ART Services.**

- 1.1 Terros Health will provide the necessary Crisis Specialists, to include full-time and on-call positions, to meet the operational hours required by the Contract to deliver Mobile ART Services. The City may provide review and feedback regarding the selection of Terros Health personnel, including the Crisis Specialists and the Lead Crisis Specialist, and other individuals directly contributing to the Mobile ART Services, with the exception of emergency and temporary staffing.
- 1.2 Oversight of Terros Health employees will be provided by Terros Health Director of Northern Arizona Crisis Services and Senior Director of Crisis Services.
- 1.3 The Project Director will be the Terros Health Director of Northern Arizona Crisis Services.
- 1.4 The Flagstaff Terros Health Mobile ART Clinical Manager will provide clinical guidance and consultation, scheduling, liaison to stakeholders, direct observation in the field, document clinical and administrative supervision to Crisis Specialists, ongoing training and staff skill development, and will hold a master’s degree in a behavioral health related field and licensure by the Arizona Board of Behavioral Health Examiners.
- 1.5 A Lead Crisis Specialist will work shifts in the field, engage in clinical, administrative, and oversight of tasks, and fulfill a key role in staff training and development.
- 1.6 Crisis Specialists will receive operational support from the Terros Health corporate Human Resources, IT, Informatics, Business Intelligence, Quality/Compliance, Training/Service Excellence, and Facilities teams based out of Phoenix.

## **2. Terros Health Accreditation and Training.**

- 2.1 Terros Health will maintain accreditation by the Commission on Accreditation of Rehabilitation Facilities and provide the City proof of renewal of the accreditation through the entirety of the Contract.
- 2.2 The Crisis Specialists provided by Terros Health will be university master's level licensed behavioral health professionals ("BHPs") or behavioral health technicians ("BHTs").
- 2.3 All Terros Health personnel who will provide Mobile ART Services are, and will always hereunder, be fully qualified by all necessary behavioral health education, training, experience, licensure, and/or certification. This includes training in a national standard of crisis intervention practice utilizing knowledge, skills and abilities guided by Substance Abuse and Mental Health Services Administration or similar nationally recognized best practice model for delivering field-based crisis intervention. Staff training and development will employ utilization of evidence-based practices. Prior to engaging in Mobile ART Services, Terros Health will provide the City written evidence of the Terros Health personnel's qualifications via experience, licensure, training and/or certifications.
- 2.4 Crisis Specialists will be supported by a clinical consultation and supervision behavioral health structure allowing for a layered, effective, ethical, accountable, and quality response. The on-call clinical consultation is available 365 days per year, 24 hours per day.
- 2.5 Crisis Specialists will be supported by other existing Terros Health staff on an as needed basis, including the services of the Terros Flagstaff Crisis Coordinator to assist with day-to-day operations.

## **3. City Flagstaff Fire Department Staffing for Mobile ART Services.**

- 3.1 The City will provide FFD EMTs to deliver basic life support assessment and treatment within the scope of Emergency Medical Technician certification for Mobile ART Services. The cost to provide the EMTs will be included in the overall FFD personnel budget.
- 3.2 EMTs will complete Greater Flagstaff Region Fire Academy prior to providing Mobile ART Services.
- 3.3 EMTs will complete training courses identified by Terros Health and the City prior to providing Mobile ART Services. Every two (2) years, Terros Health will provide the EMTs refresher training of select courses, as needed.
- 3.4 Any FFD employees who will provide Mobile ART Services are, and will always hereunder, maintain an Emergency Medical Technician certification.

#### 4. Use of Facilities and Equipment.

##### 4.1 Facilities.

4.1.1 **Base of Operation.** The base of operation for the vehicle and equipment used to provide Mobile ART Services will be FFD Fire Station #2, located at 1701 Ponderosa Pkwy, Flagstaff, AZ 86001.

4.1.2 **Fuel.** The City will supply the necessary fuel for vehicles used to provide Mobile ART Services.

##### 4.2 Transportation.

4.2.1 **Requirements to Drive.** The City and Terros Health personnel who will be driving any vehicles that will be used for Mobile ART Services will show evidence that they have met the following requirements:

Be at least 22 Years Old

Maintain an Arizona Driver's License

Receive a Positive Annual Motor Vehicle Records Check

Complete a Driver Training Course

##### 4.2.2 General Transportation Protocol.

4.2.2.1 The City-provided vehicle and Terros Health vehicle will be staffed by at least two (2) persons on each shift. At least one (1) personnel will be currently certified as an EMT and one (1) personnel will be a behavioral health Crisis Specialist.

4.2.2.2 Under non-emergency situations, Mobile ART personnel may transport individuals receiving services, family and/or others on-scene to local service providers at the individual's request (such as the Guidance Center, shelters, or food banks) or to the individual's residence or a family member's residence. Mobile ART personnel may use the police radio to notify 9-1-1 Dispatch of the need for police aide transportation assistance.

4.2.2.3 In order to be transported, individuals must be able to self-ambulate into and out of the vehicle. If the individual is unable to self-ambulate, Mobile ART personnel will call 9-1-1 Dispatch for advanced life support from FFD and/or medical transport.

4.2.2.4 The Mobile ART will support ride-alongs and observers of the Mobile Art Services who sign a waiver agreed upon by the Parties.

4.2.2.5 After every shift, Mobile ART personnel will return the vehicle and any other equipment provided by the City for Mobile ART Services to the identified FFD Fire Station, in good working order and general condition.

4.2.3 **Terros Health Vehicle.**

4.2.3.1 Terros Health will make available one (1) passenger vehicle in good working order and general condition for the first six (6) months from the date the Parties begin to provide Mobile ART Services. The City may continue to utilize the Terros Health vehicle on a month-to-month basis until the City-provided vehicle is operational. The **Compensation Schedule**, attached to the Contract as **Exhibit C**, will include the monthly operational cost to Terros Health for the vehicle.

4.2.3.2 Once the City-provided vehicle is operational, during periods of maintenance or repair, and upon written request of the City, Terros Health will make available a vehicle to serve as a back-up. This would be a spare vehicle in the Terros Health fleet and would be available to the City.

4.2.3.3 Terros Health will provide ongoing maintenance and repairs for the Terros Health vehicle according to standard maintenance schedules, including the standard maintenance requirements of any third-party lease contract. The City will bear any costs of any repair necessary due to deliberate or grossly negligent acts by the City's employees.

4.2.3.4 The City will provide removable signage to be applied to the Terros Health vehicle to identify it as a Mobile ART vehicle.

4.2.3.5 The City will install window LED lights for scene lighting and reflective decals (or chevrons) to the rear of the Terros Health vehicle.

4.3.1. **City-Provided Vehicle.**

4.3.1.1 Once operational, the City will provide one (1) passenger vehicle in good working order and general condition for Mobile ART Services.

4.3.1.2 The City will provide ongoing maintenance for the City-provided vehicle according to the City's standard maintenance schedule, except Terros Health will bear any costs of any repair necessary due to deliberate or grossly negligent acts by Terros Health's employees.

5. **Mobile ART Personnel Attire.** The City will design a Mobile ART logo. Crisis Specialists will wear the Mobile ART logo on Terros Health uniform shirts to identify them as Mobile ART personnel. Mobile ART personnel will wear a reflective vest with the Mobile ART logo while on scene. Terros Health will provide the uniform shirts for Terros Health employees and also provide the reflective vests that will be available for

the on-duty Mobile ART personnel. EMTs will wear normal FFD duty uniforms with reflective vests while on scene.

## **6. City-Provided Police Radios.**

- 6.1 The City will provide Mobile ART personnel with 800mhz radios in good working order and general condition to interact with 911 Dispatchers.
- 6.2 The City will train all Mobile ART personnel to operate the radios and on radio procedures.
- 6.3 At the start of a shift, Mobile ART personnel will collect the radios from the identified FFD Fire Station. At the end of a shift, Mobile ART personnel will return the radios to the identified FFD Fire Station and ensure that the radios are secure and plugged into charging stations.
- 6.4 If a radio does not work properly, Mobile ART personnel will make immediate arrangements to exchange the radio to be fixed by the City. Mobile ART personnel will notify FFD when a radio is out of service.

## **7. Mobile ART Services Staffing Schedule.**

- 7.1 The staffing schedule will cover 365 days per year with built in staffing overlays to reduce staffing gaps based on identified needs. Mobile ART personnel will be scheduled for a ten (10) hour shift which will run from 10:00 AM to 8:00 PM, at the beginning of the Contract term.
- 7.2 The number of shifts and start/end time of shifts will be assessed, as needed, but at the least within six (6) months of initiation of Mobile ART Services, based on the findings of the monthly data reports to match the needs of the community. The City and Terros Health will determine any changes needed in staff scheduling and will adjust the schedule within six (6) weeks of a decision. The City Manager (or designee) and Terros Health administration (or designee) have the authority to modify the staffing schedule identified in the Contract. If staffing requirements are of sufficient magnitude to require a change in compensation, implementation may be delayed until a contract amendment is fully executed. 7.3 The shift will begin when Mobile ART personnel pick up the vehicle and police radios at the identified FFD Fire Station.

8. **Proactive Outreach.** The City and Terros Health will determine locations throughout Flagstaff to provide proactive outreach by reviewing data collected by Terros Health, FPD, and FFD that identify where crisis-related or man-down calls occur more regularly. Upon arrival at a location, the EMT will deliver basic life support assessment and treatment within the scope of Emergency Medical Technician certification and the Crisis Specialist will be responsible for professional behavioral health services. Mobile ART personnel will identify social service resources for individuals and may also distribute items such as blankets, water, and nutrition bars.

## **9. Crisis Intervention and Stabilization Response - Dispatch Process.**

- 9.1 When 9-1-1 Dispatch receives a call, the operator will assess whether the call meets the criteria for Mobile ART, and, if so, will relay the information to Mobile ART personnel via the police radio.
- 9.2 If, while on the scene, the Crisis Specialist determines that it is necessary to provide a deeper assessment and behavioral stabilization, the Crisis Specialist will engage the state-funded crisis system.
- 9.3 If, while on the scene, the EMT determines that it is necessary to provide a heightened level of life support and/or and treatment, the EMT will contact FFD and/or medical transport.
- 9.4 Mobile ART personnel may respond to crisis situations independently as they are working in Flagstaff neighborhoods.

## **10. Data Collection.**

- 10.1 Consistent with applicable law regarding the use and disclosure of protected health and other confidential information, Terros Health will prepare the Monthly, Quarterly, and Annual Reports utilizing the data captured and housed in the Terros Health computer system:
  - Response time
  - Average time on scene
  - Identify the presenting event at the time of service
  - Number of calls generated through 9-1-1 Dispatch
  - Events generated by proactive outreach efforts, including specifically, locations with high numbers of crisis-related or man-down calls and outreach at the shelters
  - Volume of calls per time of year, day of week and time of day
  - Number of calls referred to a care facility or local service provider
  - Number of calls subsequently referred for emergency medical services, such as, intoxication and detoxification
  - Number of calls subsequently referred to FPD, such as, public intoxication, trespassing, public urination, and public menacing
  - Number of individuals seen more than once.
  - How often the same individual is seen more than once within a month, quarter, and/or year (e.g., recidivism)
- 10.2 For the first three (3) months that Mobile ART Services are provided, Terros Health, FPD, and FFD personnel will meet monthly to review data reporting and complete a comparative analysis to capture trends. If necessary, the monthly meetings will extend beyond the three (3) month period to continue to monthly analyze new data collected.
- 10.3 Upon the conclusion of the monthly meetings, Terros Health, FPD, and FFD will meet quarterly to discuss the data collected. Terros Health will present a quarterly report

identifying the key findings from Mobile ART Services, including lessons learned and programmatic recommendations.

10.4 Terros Health will hold an annual meeting to present the City with an annual report to identify the results of the Performance Measures, highlight trends and updates to the model (e.g., staffing schedules), key findings, and recommendations for the following year.

## **11. Inclusion and Cultural Awareness.**

11.1 Mobile ART personnel will strive to provide medical and mental health services while honoring culturally responsive requests for care of unique individuals.

11.2 Mobile ART personnel will receive training related to diversity, inclusion, and cultural awareness to maintain and expand cultural relevance and safeguard the dignity and respect for the individuals they serve.

11.3 The City and Terros Health will continue to build relationships with local resources for referrals, including, the Native American for Community Action, Health Choice Arizona's Tribal Liaison and Sacred Peaks Health Center.

11.4 Terros Health will appropriately procure traditional items such as abalone shells, sage, and cedar to use in the field with individuals as requested.

## **12. Training Programs.**

12.1 Terros Health will develop and provide training programs, at no cost to the City, for the EMTs who will be providing Mobile ART Services, including:

- Mobile ART Mission Orientation: Purpose and Objectives
- Mental Health First Aid
- The 8 Key Actions of Psychological First Aid
- Suicide Assessment
- Implicit Bias
- Cultural Sensitivity, Relevance, and Humility
- T36 Involuntary Petition Process
- Trauma-informed care
- Topics on substance abuse and homelessness

12.2 At least once per year, Terros Health will provide specific training based on emerging trends observed in Mobile ART response and calls for service.

12.3 Twice a year, Terros Health will provide, or coordinate presentation of, a Mental Health First Aid training program, at no cost to the City, for the employees of the City and other individuals who would like to attend.

12.4 The City will provide the meeting space for the trainings.

**13. Performance Measure Metrics.**

13.1 Within three (3) months of deploying the Mobile ART Services, performance measure metrics will be established and clearly defined based upon mutual agreement of each Party. Performance measure metrics may include:

13.1.1 Reduction of crisis recidivism and crisis calls for FFD and FPD.

13.1.2 Reduction in the number of arrests, bookings, and prosecutions for alcohol use related offenses including public intoxication, trespassing, public urination, and public menacing.

13.1.3 Reduction in the number of individuals transported to emergency department for intoxication and detox issues.

**EXHIBIT B**  
**MOBILE ALTERNATIVE RESPONSE TEAM IMPLEMENTATION PLAN**

<i>Service</i>	<i>Task</i>	<i>Responsibility</i>	<i>Date Completed</i>	<i>Notes</i>
Mobile ART Deployment	Complete Initial Tasks	Terros Health and City	Six months from execution – Target March 2022	
Terros Health Staff Acquisition	Job Description finalization and posting <ul style="list-style-type: none"> <li>• Crisis Specialists</li> <li>• Lead Crisis Specialist</li> <li>• Clinical Manager</li> </ul>	Terros Health	One month after execution	Identify lead crisis specialist and additional job qualifications
Terros Health Staff Acquisition	Interviewing and Hiring <ul style="list-style-type: none"> <li>• Crisis Specialists</li> <li>• Lead Crisis Specialist</li> <li>• Clinical Manager</li> </ul>	Terros Health clinical management and City representatives	Two or three months after execution	Variable based on candidate pool; backfill
Terros Health Staff Acquisition and Training	Positions start and onboarding and training	Terros Health	Two to Three months after execution	
City EMT Assignments	FFD/Assign EMTs	FFD Leadership	One to Two months after execution	
City EMT Assignments	Positions start and onboarding	FFD Leadership and Terros Health	Two to three months after execution	
City EMT Training	Joint training on behavioral health aspects of crisis intervention to the EMTs and FFD employees.	Terros Health with involvement of FFD	Prior to providing Mobile ART Services	
Mobile ART Ride Alongs	As requested	Mobile ART personnel; Terros Health and City	After initiation of Mobile ART Services	
Monthly Report	Data collection development and process implementation	Terros Health	Monthly from initiation of Mobile ART Services	
Monthly Meetings	Review data and provide operational adjustment and recommendations	Terros Health and FFD/FPD/City	First three months from initiation of Mobile ART Services, may extend if necessary	
Quarterly Report	Data collection	Terros Health	Quarterly after monthly meetings have ended	
Quarterly Meeting	Review data and provide operational adjustments and recommendations	Terros Health and FFD/FPD/City	Quarterly after monthly meetings have ended	
Annual Report	Assess Performance Measures	Terros Health	One year from initiation of Mobile ART Services and each year following	Provide in advance of Annual Meeting
Annual Meeting	Review data and provide operational adjustments and recommendations	Terros Health and FFD/FPD/City	One year from initiation of Mobile ART Services and each year following	

## EXHIBIT C COMPENSATION SCHEDULE

### Mobile Alternative Response Team

Terros Health shall fully and timely provide all services and deliverables described in this proposal for Solicitation No: 2021-84 - Public Safety Alternate Response Model as it pertains to the section in the Scope of Work related to providing **10 hour/day x 365 days** mobile response unit behavioral health staffing.

The initial contract will be in effect for a term of three (3) years and may be renewed or extended for up to two (2) additional one-year terms by mutual written consent of Terros Health and the City of Flagstaff. **The proposed start date of the program is on or around January 1, 2022 pending required City of Flagstaff approvals.**

- \$414,900.00 Year #1 - Initial contract (3 years)  
**Annualized cost would be \$500,400. Terros Health is offering an initial 5-month phased billing period as the program “ramps up” to be fully functional by the end of month 5.**
- \$518,400.00 Year #2 - Initial contract (3 years)
- \$534,000.00 Year #3 - Initial contract (3 years)
- \$550,800.00 Year #4 - 1-year extension option
- \$565,200.00 Year #5 - 1-year extension option

#### Monthly Payment Fee Schedule:

	Month	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Yr 1 Phased Billing - 20%	Month 1	\$ 8,300.00	\$ 43,200.00	\$ 44,500.00	\$ 45,900.00	\$ 47,100.00	\$ 189,000.00
Yr 1 Phased Billing - 40%	Month 2	\$ 16,700.00	\$ 43,200.00	\$ 44,500.00	\$ 45,900.00	\$ 47,100.00	\$ 197,400.00
Yr 1 Phased Billing - 60%	Month 3	\$ 25,000.00	\$ 43,200.00	\$ 44,500.00	\$ 45,900.00	\$ 47,100.00	\$ 205,700.00
Yr 1 Phased Billing - 75%	Month 4	\$ 31,300.00	\$ 43,200.00	\$ 44,500.00	\$ 45,900.00	\$ 47,100.00	\$ 212,000.00
Yr 1 Phased Billing - 100%	Month 5	\$ 41,700.00	\$ 43,200.00	\$ 44,500.00	\$ 45,900.00	\$ 47,100.00	\$ 222,400.00
Yr 1 - 100%	Month 6	\$ 41,700.00	\$ 43,200.00	\$ 44,500.00	\$ 45,900.00	\$ 47,100.00	\$ 222,400.00
Yr 1 - 100%	Month 7	\$ 41,700.00	\$ 43,200.00	\$ 44,500.00	\$ 45,900.00	\$ 47,100.00	\$ 222,400.00
Yr 1 - 100%	Month 8	\$ 41,700.00	\$ 43,200.00	\$ 44,500.00	\$ 45,900.00	\$ 47,100.00	\$ 222,400.00
Yr 1 - 100%	Month 9	\$ 41,700.00	\$ 43,200.00	\$ 44,500.00	\$ 45,900.00	\$ 47,100.00	\$ 222,400.00
Yr 1 - 100%	Month 10	\$ 41,700.00	\$ 43,200.00	\$ 44,500.00	\$ 45,900.00	\$ 47,100.00	\$ 222,400.00
Yr 1 - 100%	Month 11	\$ 41,700.00	\$ 43,200.00	\$ 44,500.00	\$ 45,900.00	\$ 47,100.00	\$ 222,400.00
Yr 1 - 100%	Month 12	\$ 41,700.00	\$ 43,200.00	\$ 44,500.00	\$ 45,900.00	\$ 47,100.00	\$ 222,400.00
	<b>Total</b>	<b>\$ 414,900.00</b>	<b>\$ 518,400.00</b>	<b>\$ 534,000.00</b>	<b>\$ 550,800.00</b>	<b>\$ 565,200.00</b>	<b>\$ 2,583,300.00</b>

## Mobile Alternative Response Team Expense Details

Expense Line Item	Year 1	Year 2	Year 3	Year 4	Year 5	Total
<b>Personnel:</b>	\$ 274,100	\$ 289,800	\$ 298,500	\$ 307,500	\$ 316,700	\$ 1,486,600
<b>Fringe Benefits:</b>	\$ 67,200	\$ 69,200	\$ 71,200	\$ 73,400	\$ 75,600	\$ 356,600
<b>Travel:</b>	\$ 7,300	\$ 7,500	\$ 7,700	\$ 8,000	\$ 8,200	\$ 38,700
<b>Equipment:</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Supplies:</b>	\$ 7,000	\$ 6,600	\$ 6,700	\$ 6,600	\$ 6,700	\$ 33,600
<b>Contracts:</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Construction:</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Other:</b>	\$ 144,800	\$ 145,300	\$ 149,900	\$ 155,300	\$ 158,000	\$ 753,300
<b>Year #1 - Program Start Up - Billing Credit (Months 1-5)</b>	\$ (85,500)	\$ -	\$ -	\$ -	\$ -	\$ (85,500)
<b>Total:</b>	<b>\$ 414,900</b>	<b>\$ 518,400</b>	<b>\$ 534,000</b>	<b>\$ 550,800</b>	<b>\$ 565,200</b>	<b>\$ 2,583,300</b>

### Personnel:

Terros Health has budgeted for all staff salary annual expenses in order to provide **Mobile ART services** 365 days/year from the hours of 10 am – 8 pm (10-hour shifts). See proposed staff model below.

The personnel expenses include salary expenses for 1 – 1.0 FTE **BHP2 Lead**, 1 1.0 FTE **BHP2**, 1 - .75 FTE **BHT2**, .60 FTE of a **Manager**'s time who will be responsible for the program's day-to-day operations, .05 FTE of a **Mobile Crisis Director** and .05 FTE of a **Sr. Director of Crisis Services**.

The BHT & BHP staff will all be hourly/non-exempt employees. Since the services are provided 365 days/year, the budget includes funding for additional staff to provided coverage as needed through the use of On Call staff and/or overtime. Terros Health employees earn PTO throughout the year. Terros Health has 10 paid holidays each calendar year. In addition, Terros Health pays a \$3/hr nighttime shift differential and a \$4/hr weekend shift differential. Management will staff shifts the most cost-effective manner at times but will need to pay On Call or overtime rates due to staff training, PTO, vacancies, etc.

Terros Health projected a 3% staff merit increase for year's 2-5 and a 3% COLA on a \$250K base salary base due to expected future inflation and staff salary market adjustments to stay competitive in the job market.

Proposed Staffing Model:

10 hr shifts (10:00 am - 8:00 pm) - 7 days a week

	Sunday	Monday	Tuesday	Sunday	Thursday	Friday	Saturday
Day	1	1	2	2	2+L	2	2
Night							

1.00	1	BHP2
0.75	2	BHT2
1.00	L	BHP2 - Lead

0.60	Mgr	60% City of Flagstaff/40% Northern AZ Crisis
0.50	OC & OT	
0.10	Mgmt	
<u>3.95</u>		

**Fringe Benefits:**

Terros Health’s fringe benefits amounts are based on a percent of direct labor dollars. For this proposal the rate is budgeted to be 24.50%. This figure is based on historical costs for the existing Terros Health Mobile Crisis program in Flagstaff.

Fringe benefits costs include: FICA, SUI, health, dental & vision insurance, workers’ compensation, 401K match, STD, LTD and other miscellaneous employee benefit programs offered by Terros Health.

\*Costs for health insurance premiums are projected to increase yearly. Since fringe benefits are budgeted as a percentage of salaries, the fringe benefits will include the same 3% COLA increase for years 2-5 as noted in the Personnel section.

**Travel:**

The travel budget includes employee travel reimbursement for the program at an average 200 miles per month at a per mile reimbursement rate of \$.445/mile (annual total being \$1,068). \$1,000/year is budgeted for the program’s vehicle repairs/maintenance. In addition, \$5,235/year is budgeted for the vehicle’s insurance, licensing & registration costs.

For year’s 2-5 a 3% inflation factor was added.

**Supplies:**

Office supplies are budgeted at \$900/year annually and Medical Supplies/PPE costs are budgeted at \$1,800 annually. The amounts remain the same for year’s 2-5.

The Supplies expense line item also includes: Polos/uniforms for staff (typically 1 polo issued per employee per shift) and associated costs (badge, etc.). For the winter months staff will be issued a jacket and winter hat. The program will purchase business cards for staff to share with clients and the public. Drug and alcohol education pamphlets will be printed and shared by the program staff. Educational materials from other organizations will also be shared.

For the vehicle, a Sharps disposal kit will be purchased for needle/pill disposal along with a car fire extinguisher, traffic cones, etc. Comfort items such as water and snacks will be purchased for clients along with some emergency clothing, toiletries, blankets and indigenous/Native American cultural items.

Some items budgeted are one-time expenses and other will be ongoing expenses. Below are the amounts budgeted currently by year.

Yr1	\$4,250
Yr2	\$3,870
Yr3	\$4,025
Yr4	\$3,870
Yr5	\$4,025

**Other:**

The Other expense line item includes:

- Shared occupancy costs (rent, janitorial, utilities, etc.) for the program Manager, program storage and when program staff need to be in the office.
- Insurance costs (Terros Health commercial and malpractice) for the program.
- Cell phone cost reimbursement for Manager (Terros Bring Your Own Device – BYOD program).
- Cell phone and Chromebook cell/data plan costs; other office network connectivity.
- Technology Support (all IT support for IT staff and systems included hardware and software support). Note: Terros Health uses an Electronic Health Record (EHR) called NextGen.
- Staff training and certifications costs.
- Staff recruitment and onboarding costs. Terros Health does random drug testing throughout the year, also.
- Vehicle lease payments (Enterprise) for the Terros Health Vehicle.
- Terros administrative overhead costs (HR, Accounting, Payroll, Finance, Contracts, Legal, etc.).

One-time Costs:

- 2 - Apple iPhones and cases for staff in the field
- 2 – Chromebooks for staff in the field
- 1 – Thin client, monitor, keyboard, etc. for Manager in the office

\*Year 5 includes funds to replace the above cell phone and Chromebooks.

Certain line items in the “Other” expense line item include a 3% inflationary factor for year’s 2-5. Exceptions include expenses like the Enterprise vehicle lease payment and other specific costs such as recruitment & training.