

**THIRD AMENDMENT
PROFESSIONAL SERVICES CONTRACT**

Contract No. 2021-84

**by and between
City of Flagstaff
and
Terros, Inc. dba Terros Health**

This Third Amendment (“Third Amendment”) to the fully executed Professional Services Contract No. 2021-84 dated October 19, 2021 (“Agreement”) for the Mobile Response Services (currently referred to as “Community Alliance, Response & Engagement” or “CARE”) is made this ___ day of _____, 2024, by and between the City of Flagstaff (“City”) and Terros, Inc. dba Terros Health (**“TERROS HEALTH”**).

The Parties to the Agreement hereby agree to the following amendment. Deleted text has a ~~strike through~~ and new text is **BOLDED AND ALLCAPS AND RED FONT**.

THEREFORE, in consideration of their mutual promises in the Agreement, and any other amendments, the City and Terros Health agree to the following amendments:

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.
- D. **DURING THE PERIOD THE AGREEMENT HAS BEEN IN EFFECT, THE PROGRAM HAS BEEN FORMALLY NAMED “COMMUNITY ALLIANCE, RESPONSE & ENGAGEMENT” OR (“CARE”)**; and
- E. The City and Terros Health desire to enter into the Contract establishing the terms and conditions under which ~~FFD~~ **TERROS HEALTH** Emergency Medical Technicians (“EMTs”) and Crisis Specialists will provide **CARE** ~~Mobile ART~~ Services.

AGREEMENT

2. **Scope of Services.** The City **HAS PARTNERED WITH** and Terros Health **TO** will provide proactive outreach and respond to non-emergent public safety calls for individuals in distress, as identified in the **Scope of Services (“CARE SERVICES”)** (~~“Mobile ART Services”~~), attached hereto as **Exhibit A, AS AMENDED**, in accordance with the **Implementation Plan**, attached hereto as **Exhibit B, AS AMENDED**. **ANY REFERENCE TO “MOBILE ART” IN THE REMAINDER OF THE DOCUMENT SHALL BE REPLACED WITH “COMMUNITY ALLIANCE, RESPONSE & ENGAGEMENT” OR (“CARE”).** **CARE** ~~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~~ **TERROS HEALTH** EMCTs

2.1.1 All EMTs will operate under the direct supervision of **TERROS HEALTH** ~~FFD~~. **TERROS HEALTH** ~~The City~~ will be solely responsible for the actions **AND CERTIFICATION** of the EMCTs performing **CARE** ~~Mobile ART~~ Services.

2.1.2 EMTs will provide basic life support assessment and treatment within the scope of **THE ARIZONA DEPARTMENT OF HEALTH SERVICES BUREAU OF EMERGENCY MEDICAL SERVICES AND TRAUMA SYSTEM EMERGENCY MEDICAL CARE TECHICIAN** ~~Emergency Medical Technician~~ certification (**“EMCT”**).

2.1.3 If an EMCT performing **CARE** ~~Mobile ART~~ Services determines that an individual requires medical care greater than basic life support assessment and treatment, the EMCT will contact **9-1-1 DISPATCH**. ~~FFD and/or medical transport (e.g., Guardian Medical Transport)~~. The EMCT will take responsibility for the medical care of that individual until an appropriate transfer of care can be completed.

2.1.4 NO EMCT WILL BE CONSIDERED AN EMPLOYEE OR AGENT OF THE CITY, FFD, OR FPD.

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 **CARE Mobile-ART Services** is identified in the **Compensation Schedule, AS AMENDED**, attached hereto as **Exhibit C**. The City will make payments to Terros Health on or before the fifteenth day of the month.

8. **Indemnification.**

8.1 **GENERAL INDEMNIFICATION**

8.1.1 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 **EMCTS AS IDENTIFIED IN SECTION 2.1 AND** 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 Sections **2.1 OR** 2.2 of this Contract.

8.1.2 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, **OR** employees, ~~subcontractors or~~

~~volunteers in performing or failing to~~ **IF THERE IS A FAILURE TO MEET THE STANDARD OF CARE REQUIRED OF THE CITY, ITS OFFICERS, AGENTS, OR EMPLOYEES IN PERFORMING THEIR PROFESSIONAL DUTIES.** ~~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.~~

8.2 CYBER SECURITY AND PRIVACY BREACH INDEMNIFICATION

8.2.1 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 ALLEGING A BREACH OF CYBERSECURITY OBLIGATIONS, INCLUDING BUT NOT LIMITED TO UNAUTHORIZED ACCESS, FAILURE OF SECURITY, WRONGFUL DISCLOSURE, OR OTHER NEGLIGENCE IN THE HANDLING OF CONFIDENTIAL INFORMATION; DATA BREACH EXPENSES, INCLUDING BUT NOT LIMITED TO, CONSUMER NOTIFICATION, WHETHER OR NOT REQUIRED BY LAW, CREDIT FILE OR IDENTITY MONITORING OR REMEDIATION SERVICES AS A RESULT OF THE BREACH INCLUDING STATE, FEDERAL, OR PAYMENT CARD INFORMATION.

8.2.2 TERROS HEALTH SHALL NOTIFY THE CITY WITHIN 48 HOURS OF ANY CYBER SECURITY OR PRIVACY BREACH IT EXPERIENCES AND WHETHER THIS AFFECTS ANY CITY DATA.

8.2.3 LOSS OF DATA SECURITY REGARDING ANY CITY DATA BY TERROS HEALTH SHALL CONSTITUTE A CAUSE FOR BREACH OF CONTRACT WHICH MAY LEAD TO CANCELLATION OF THIS AGREEMENT BY THE CITY ON A PRO RATA CHARGE FOR SERVICES INCURRED TO DATE AND WITH NO PENALTY CHARGES.

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

9.3.6 CYBER LIABILITY

GENERAL AGGREGATE	\$2,000,000
EACH OCCURRENCE	\$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.

9.5.6 SEXUAL ABUSE AND MOLESTATION COVERAGE. SEXUAL LIABILITY INSURANCE COVERAGE IS REQUIRED UNDER THIS AGREEMENT TO ADDRESS ANY POTENTIAL CLAIMS OF SEXUAL ABUSE AND/OR MOLESTATION FROM INDIVIDUALS RECEIVING CARE SERVICES. SUCH COVERAGE MAY BE A PART OF THE COMMERCIAL GENERAL LIABILITY OR A SEPARATE POLICY. TERROS HEALTH SHALL PROVIDE THE CITY A COPY OF THE INSURANCE CERTIFICATE DEMONSTRATING COVERAGE FOR TERROS HEALTH, ITS OFFICERS, AGENTS, EMPLOYEES, SUBCONTRACTORS WHO MAY PROVIDE CARE SERVICES

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

CONTRACTS DEPARTMENT

~~Christine Mahlstede~~
~~Director of Payer Relations and Contracting~~
Terros Health
3003 North Central Avenue, Suite 400
Phoenix, Arizona 85012

CONTRACTS@TERROSHEALTH.ORG

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

CITY:

Shannon Anderson
SENIOR Deputy City Manager
City of Flagstaff
211 West Aspen Avenue
Flagstaff, AZ 86001
sanderson@flagstaffaz.gov

TERROS HEALTH:

KAREN HOFFMAN TEPPER, PHD
~~Peggy J. Chase~~
President and CEO
Terros Health
3003 North Central Avenue, Suite 400
Phoenix, AZ 85012
KAREN.TEPPER@TERROSHEALTH.ORG
peggy.chase@terroshealth.org

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

COPY TO:
CONTRACTS DEPARTMENT
Terros Health
3003 North Central Avenue, Suite 400
Phoenix, Arizona 85012
CONTRACTS@TERROSHEALTH.ORG

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

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

27. FORCED LABOR OF ETHNIC UYGHURS. TERROS HEALTH HEREBY CERTIFIES THAT IT DOES NOT USE THE FORCED LABOR OF ETHNIC UYGHURS IN THE PEOPLE’S REPUBLIC OF CHINA AS DEFINED IN A.R.S. § 35-394, ET SEQ.

28. CONFIDENTIALITY.

28.1 THE PARTIES SHALL COMPLY WITH ALL APPLICABLE LOCAL, STATE, AND FEDERAL CONFIDENTIALITY AND PRIVACY LAWS AND REGULATIONS, INCLUDING, BUT NOT LIMITED TO HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT, INCLUDING 42 CFR PART 2 (“HIPAA”). NOTHING IN THIS AGREEMENT SHALL REQUIRE OR BE CONSTRUED TO REQUIRE EITHER PARTY TO VIOLATE SUCH PROVISIONS OF ANY LAW OR REGULATION OR SUBJECT EITHER PARTY TO LIABILITY OR RENDER SUCH PARTY TO BREACH OF THIS AGREEMENT FOR ADHERING TO SUCH PROVISIONS OF ANY LAW OR REGULATION. CONFIDENTIAL INFORMATION MAY INCLUDE, BUT IS NOT LIMITED TO PERSONALLY IDENTIFIABLE HEALTH INFORMATION, AND OTHER PERSONALLY IDENTIFIABLE INFORMATION SUCH AS FINANCIAL, EMPLOYMENT, OR POLICE RECORDS (“CONFIDENTIAL INFORMATION”).

28.2 THE PARTIES AGREE TO TAKE ALL REASONABLE AND APPROPRIATE ACTION TO PREVENT SUCH DISCLOSURE BY ITS OFFICERS, AGENTS, EMPLOYEES, SUBCONTRACTORS.

28.3 CONFIDENTIAL INFORMATION MAY BE SUPPLIED TO TERROS HEALTH SOLELY FOR THE PURPOSES OF PERFORMANCE UNDER THIS AGREEMENT AND TERROS HEALTH AGREES NOT TO USE THIS DATA FOR ANY OTHER PURPOSE OR TO DISCLOSE THE DATA TO ANY THIRD PARTY. THE PARTIES SHALL BE LIABLE FOR ANY DAMAGES ARISING FROM A BREACH BY THEIR PARTY OF ANY LOCAL, STATE, OR FEDERAL CONFIDENTIALITY OR PRIVACY LAWS RELATED TO THE PERFORMANCE UNDER THIS AGREEMENT.

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

CITY OF FLAGSTAFF

TERROS HEALTH

Greg Clifton
City Manager

KAREN HOFFMAN TEPPER, PHD
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

COMMUNITY ALLIANCE, RESPONSE & ENGAGEMENT (“CARE”)

~~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 **“COMMUNITY ALLIANCE, RESPONSE & ENGAGEMENT” OR (“CARE”)**. ~~Mobile Alternative Response Team (“Mobile ART”)~~. ~~Mobile ART~~ **CARE** personnel will be comprised of ~~City of Flagstaff Fire Department~~ **TERROS HEALTH** Emergency Medical **CARE** Technicians **(“EMCTS”)** 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. **CARE** ~~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 **CARE** ~~Mobile ART~~ Services.

- 1.1 Terros Health will provide the necessary **EMCTS AND** Crisis Specialists, to include full-time and on-call positions, to meet the operational hours required by the Contract to deliver **CARE** ~~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 **TERROS HEALTH WILL PROVIDE AT LEAST ONE (1) EMCT TO MEET THE OPERATIONAL HOURS REQUIRED BY THE CONTRACT TO DELIVER CARE SERVICES. THE EMCT WILL PROVIDE MEDICAL CARE TO INCLUDE BASIC LIFE SUPPORT ASSESSMENT AND TREATMENT, WHILE RECOGNIZING THE NEED FOR A HIGHER LEVEL OF CARE WHEN NECESSARY.**
- 1.32 Oversight of Terros Health employees will be provided by Terros Health Director of Northern Arizona Crisis Services and Senior Director of Crisis Services.
- 1.43 The Project Director will be the Terros Health Director of Northern Arizona Crisis Services.
- 1.54 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 **EMCTS AND** 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.

- 1.65 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.
- 1.76 **EMCTS AND** 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.
- 1.8 EMCTS AND CRISIS SPECIALISTS WILL BE EXPECTED TO PROVIDE EXCEPTIONAL SERVICE WHEN PERFORMING CARE SERVICES. THE FFD EMERGENCY MEDICAL SERVICES BATTALION CHIEF AND THE TERROS HEALTH DIRECTOR MAY COMMUNICATE DIRECTLY REGARDING FEEDBACK RECEIVED ABOUT CARE SERVICES AND OF TERROS HEALTH PERSONNEL**

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 EMCTS PROVIDED BY TERROS HEALTH WILL MAINTAIN AN ARIZONA STATE EMCT CERTIFICATION. TERROS HEALTH WILL PROVIDE COPIES OF THE STATE EMCT CERTIFICATIONS FROM THE ARIZONA DEPARTMENT OF HEALTH SERVICES BUREAU OF EMERGENCY MEDICAL SERVICES AND TRAUMA SYSTEM THROUGH THE ENTIRETY OF THE CONTRACT. IF AN EMCT LOSES THEIR CERTIFICATION, TERROS HEALTH WILL SCHEDULE ANOTHER CERTIFIED EMCT TO COVER THE EMCT SHIFT.**
- 2.32 The Crisis Specialists provided by Terros Health will be university master's level licensed behavioral health professionals ("BHPs") or behavioral health technicians ("BHTs").
- 2.43 All Terros Health personnel who will provide **CARE** 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.~~
- 2.54 **EMCTS AND** 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.

2.65 **EMCTS AND** 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 CARE Mobile ART Services.

3.1 **THE FFD EMERGENCY MEDICAL SERVICES (EMS) BATTALION CHIEF OR DESIGNEE WILL SERVE AS THE PRIMARY CONTACT FOR THE CITY REGARDING CARE SERVICES. THE EMS BATTALION CHIEF WILL BE THE CONTRACT ADMINISTRATOR PROVIDING, AMONGST OTHER ITEMS THAT MAY ARISE:**

3.1.1 CONTRACT ADMINISTRATIVE ASSISTANCE TO TERROS HEALTH;

3.1.2 COORDINATE ANY NECESSARY ADMINISTRATIVE COMMUNICATION WITH 9-1-1 DISPATCH;

3.1.3 ENSURE FACILITIES, TRANSPORTATION, AND EQUIPMENT IS AVAILABLE, MAINTAINED, AND PROPERLY USED; AND

3.1.4. COMMUNICATE WITH FPD, FFD, AND CITY ADMINISTRATION WHEN CARE SERVICES ARE UNAVAILABLE AS DESCRIBED IN SECTION 7, BELOW.

~~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 TRANSPORTATION Equipment.

4.1 Facilities.

4.1.1 **Base of Operation.** The base of operation for the vehicle and equipment used to provide **CARE Mobile ART Services** will be **AT A** FFD Fire Station **OR**

CITY FACILITY IDENTIFIED BY THE CITY#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 **CARE 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 **CARE 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 EMCT and one (1) personnel will be a behavioral health Crisis Specialist.

4.2.2.2 Under non-emergency situations, **CARE 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. **CARE Mobile ART** personnel may use the **FFD 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, **CARE Mobile ART** personnel will call 9-1-1 Dispatch for advanced life support. ~~from FFD and/or medical transport.~~

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

4.2.2.5 After every shift, **CARE Mobile ART** personnel will return the vehicle and any other equipment provided by the City for **CARE Mobile ART** Services to the identified **A FFD Fire Station OR CITY FACILITY IDENTIFIED BY THE CITY**, 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 CARE 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, AS AMENDED**, 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,~~ **THE TERROS HEALTH VEHICLE MAY BE USED** 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 **CARE 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.

~~4.2.4.1.~~ **City-Provided Vehicle.**

- ~~4.2.4.1.1~~ ~~Once operational,~~ **4.2.4.1.1** The City will provide one (1) passenger vehicle in good working order and general condition for **CARE Mobile ART** Services.
- ~~4.2.4.2.1.2~~ **4.2.4.2.1.2** 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. **CARE Mobile ART Personnel Attire.** ~~The City will design a Mobile ART logo.~~ **EMCTS AND** Crisis Specialists will wear the **CARE Mobile ART** logo on Terros Health uniform shirts to identify them as **CARE Mobile ART** personnel. **CARE Mobile ART** personnel will wear a reflective vest with the **CARE 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 **CARE Mobile-ART** personnel. EMTs will wear normal FFD duty uniforms with reflective vests while on scene.

6. **City-Provided Police FFD Radios AND EQUIPMENT.**

6.1 **CITY-PROVIDED FFD RADIOS**

6.1.1 ~~6.1~~ The City will provide **CARE Mobile-ART** personnel with 800mhz radios in good working order and general condition to interact with 9-1-1 Dispatchers.

6.1.2 ~~6.2~~ The City will train all **CARE Mobile-ART** personnel to operate the radios and on radio procedures.

6.1.3 ~~6.3~~ At the start of a shift, **CARE Mobile-ART** personnel will collect the radios from ~~A the identified~~ FFD Fire Station **OR CITY FACILITY IDENTIFIED BY THE CITY**. At the end of a shift, **CARE Mobile-ART** personnel will return the radios to the identified FFD Fire Station **OR CITY FACILITY** and ensure that the radios are secure and plugged into charging stations.

6.1.4 ~~6.4~~ If a radio does not work properly, **CARE Mobile-ART** personnel will make immediate arrangements to exchange the radio to be fixed by the City. **CARE Mobile-ART** personnel will notify **THE EMS BATTALION CHIEF FFD** when a radio is out of service.

6.2 **CITY PROVIDED EQUIPMENT**

6.2.1 THE CITY WILL PROVIDE ALL EMS EQUIPMENT TO BE UTILIZED BY CARE PERSONNEL TO PROVIDE MEDICAL CARE, INCLUDING, A TRAUMA BAG, ORAL GLUCOSE, MONITORS, NARCAN TO INITIATE BASIC LIFE SUPPORT ASSESSMENT AND TREATMENT.

6.2.2 IN THE EVENT ADDITIONAL MEDICAL CARE-RELATED EQUIPMENT IS NECESSARY, TERROS HEALTH AND THE EMS BATTALION CHIEF WILL COORDINATE RESPONSIBILITY.

7. **CARE 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. **CARE Mobile-ART** personnel will be scheduled for a ten (10) hour shift which will run from ~~10~~**9:00** AM to ~~8~~**7:00** 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 **QUARTERLY** ~~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 **CARE Mobile-ART** personnel pick up the vehicle and **FFD police** radios at the identified FFD Fire Station **OR CITY FACILITY**.

7.4 CARE PERSONNEL WILL COMMUNICATE BEING OUT OF SERVICE WITH 9-1-1 DISPATCH TO MAINTAIN THEIR STATUS WITH THE COMMUNICATION CENTER (E.G., AVAILABLE FOR RESPONSE, GOING OUT OF SERVICE, GOING BACK INTO SERVICE)

7.5 INCLEMENT WEATHER OR OTHER PERIODS WHEN CARE SERVICES ARE UNAVAILABLE DUE TO HEALTH AND/OR SAFETY CONSIDERATIONS WILL BE DETERMINED BY THE TERROS HEALTH DIRECTOR OF NORTHERN ARIZONA IN COORDINATION WITH THE EMS BATTALION CHIEF BC OR DESIGNEE.

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 **THE ARIZONA DEPARTMENT OF HEALTH SERVICES BUREAU OF EMERGENCY MEDICAL SERVICES AND TRAUMA SYSTEM EMCT** ~~Emergency Medical Technician~~ certification and the Crisis Specialist will be responsible for professional behavioral health services. **CARE 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 **CARE Mobile-ART**, and, if so, will relay the information to **CARE Mobile-ART** personnel via the **FFD 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 **EMCT** determines that it is necessary to provide a heightened level of life support and/or and treatment, the **CARE PERSONNEL EMT** will contact **9-1-1 DISPATCH**. ~~FFD and/or medical transport.~~

9.4 **CARE 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~~, **CHECK IN SIX (6) MONTHS FOLLOWING THE EXECUTION OF THE THIRD AMENDMENT**, 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.~~

10.23 ~~Upon the conclusion of the monthly meetings,~~ Terros Health, FPD, and FFD will meet **SIX (6) MONTHS FOLLOWING THE EXECUTION OF THE THIRD AMENDMENT AND** quarterly to discuss the data collected. Terros Health will present a **6-MONTH CHECK IN AND** quarterly reports identifying the key findings from **CARE Mobile ART** Services, including lessons learned and programmatic recommendations.

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

11.2 **CARE 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. RESERVED.

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 **WILL** 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
COMMUNITY ALLIANCE, RESPONSE & ENGAGEMENT (CARE)
~~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"> • Crisis Specialists • Lead Crisis Specialist • Clinical Manager 	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"> • Crisis Specialists • Lead Crisis Specialist • Clinical Manager 	Terros Health clinical management and City representatives	Two or three months after execution	Variable based on candidate pool; backfill
TERROS HEALTH STAFF ACQUISITION	INTERVIEWING AND HIRING <ul style="list-style-type: none"> • CERTIFIED EMCTS 	TERROS HEALTH CLINICAL MANAGEMENT	TWO OR THREE MONTHS AFTER EXECUTION OF THE THIRD AMENDMENT	
Terros Health Staff Acquisition and Training	Positions start and onboarding and training	Terros Health	Two to Three months after execution	
TERROS HEALTH STAFF ACQUISITION AND TRAINING	POSITIONS START AND ONBOARDING AND TRAINING FOR CERTIFIED EMCTS	TERROS HEALTH	TWO TO THREE MONTHS AFTER EXECUTION OF THE THIRD AMENDMENT	
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	
CARE Mobile ART Ride A longs	As requested	CARE Mobile ART personnel; Terros Health and City	After initiation of CARE 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	
6-MONTH CHECK IN REPORT following the execution of the Third Amendment	DATA COLLECTION, ASSESS PERFORMANCE MEASURES AND REPORTING	TERROS HEALTH AND FFD/FPD/CITY	6-MONTHS AFTER EXECUTION OF THIRD AMENDMENT	
Annual Report	Assess Performance Measures	Terros Health	One year from initiation of CARE 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 CARE Mobile ART Services and each year following	

**EXHIBIT C
COMPENSATION SCHEDULE**

COMMUNITY ALLIANCE, RESPONSE & ENGAGEMENT (“CARE”)

EXHIBIT C AMENDS THE PRIOR EXHIBIT ATTACHED TO THE ORIGINAL AGREEMENT DATED OCTOBER 19, 2021 WITH UPDATED INFORMATION

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.

Compensation Table – Year 4 and Year 5

Month	Year 4	Year 5	Total
Month 1	47,547.00	48,974.00	96,521.00
Month 2	47,547.00	48,974.00	96,521.00
Month 3	47,547.00	48,974.00	96,521.00
Month 4	47,547.00	48,974.00	96,521.00
Month 5	47,547.00	48,974.00	96,521.00
Month 6	47,547.00	48,974.00	96,521.00
Month 7	47,547.00	48,974.00	96,521.00
Month 8	47,547.00	48,974.00	96,521.00
Month 9	47,547.00	48,974.00	96,521.00
Month 10	47,547.00	48,974.00	96,521.00
Month 11	47,547.00	48,974.00	96,521.00
Month 12	47,547.00	48,974.00	96,521.00
Total Expenses:	570,564.00	587,688.00	1,158,252.00

COMMUNITY ALLIANCE, RESPONSE & ENGAGEMENT (“CARE”)

Year 4 and Year 5 Expense breakdown

Expense Line Item	Year 4	Year 5
Personnel	\$ 326,100.00	\$ 335,833.00
Fringe	\$ 87,300.00	\$ 89,919.00
Travel	\$ 8,000.00	\$ 8,000.00
Equipment		
Supplies	\$ 6,600.00	\$ 6,600.00
Contracts		
Construction		
Other	\$ 142,564.00	\$ 147,336.00
Total	\$ 570,564.00	\$ 587,688.00

Personnel:

Terros Health has budgeted for all staff salary annual expenses in order to provide **CARE Services** 365 days/year from the hours of 9 am – 7 pm (10-hour shifts).

The personnel expenses include salary expenses for 1 – 1.0 FTE **BHP2 Lead**, 1 – 1.0 FTE **BHP2**, 1 – .75 FTE **BHP2**, .20 FTE of a **Manager**’s time who will be responsible for the program’s day-to-day operations, .30 FTE of a **CARE Crisis Director**. The **EMCT** staff will include 1 – 1.0 FTE **EMCT**, 1– 0.75 FTE **EMCT**, and 3 On-Call **EMCT**’s to be available as needed.

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 4-5 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.

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 4-5 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 \$.655/mil. \$1,093/year is budgeted for the program’s vehicle repairs/maintenance. In addition, \$5,721/year is budgeted for the vehicle’s insurance, licensing & registration costs.

For year’s 4-5 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 4 and 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.

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 4-5. Exceptions include expenses like the Enterprise vehicle lease payment and other specific costs such as recruitment & training.