

**SERVICES AGREEMENT
(Not Construction Related)**

One Arizona Distribution of Opioid Settlement Funds Agreement ("ONE Arizona Agreement")
Consultant Contract - Heat Relief Case Management Services

This Services Agreement ("Agreement") is entered into and effective between the CITY OF GLENDALE, an Arizona municipal corporation ("City") and PHOENIX GOSPEL MISSION, INC. dba PHOENIX RESCUE MISSION, an Arizona Nonprofit corporation, authorized to do business in Arizona ("Consultant") as of the ____ day of _____, 2025 ("Effective Date").

RECITALS

- A. City intends to undertake a project for the benefit of the public and with public funds, that is more fully set forth in **Exhibit A** attached (the "Project");
- B. City desires to retain the professional services of Consultant to perform certain specific duties and produce the specific work as set forth in the attached **Exhibit B**, Project Scope of Work ("Scope");
- C. Consultant desires to provide City with services ("Services") consistent with industry-best practices and the standards set forth in this Agreement, in order to complete the Project; and
- D. City and Consultant desire to memorialize their agreement with this document.

AGREEMENT

The parties hereby agree as follows:

1. Key Personnel; Other Consultants and Subcontractors.

- 1.1 Services. Consultant will provide all Services necessary to assure the Project is completed timely and efficiently consistent within Project requirements, including, but not limited to, working in close interaction and interfacing with City and its designated employees, and working closely with others, including other consultants or contractors, retained by City.

2. Schedule. The Services will be undertaken in a manner that ensures the Project is completed timely and efficiently in accordance with the Project. Nevertheless, this Agreement terminates on December 31, 2025.

3. Consultant's Work.

- 3.1 Standard. Consultant must perform Services in accordance with the standards of due diligence, care, and quality prevailing among consultants having substantial experience with the successful furnishing of Services for projects that are equivalent in size, scope, quality, and other criteria under the Project and identified in this Agreement.

3.2 Licensing. Consultant warrants that:

- a. Consultant currently holds all appropriate and required licenses, registrations and other approvals necessary for the lawful furnishing of Services ("Approvals"); and
- b. Neither Consultant nor any Subconsultant has been debarred or otherwise legally excluded from contracting with any federal, state, or local governmental entity ("Debarment").
 - (1) City is under no obligation to ascertain or confirm the existence or issuance of any Approvals or Debarments, or to examine Consultant's contracting ability.
 - (2) Consultant must notify City immediately if any Approvals or Debarment changes during the Agreement's duration. The failure of the Consultant to notify City as required will constitute a material default under the Agreement.

3.3 Compliance.

- a. Services will be furnished in compliance with applicable federal, state, county and local statutes, rules, regulations, ordinances, building codes, life safety codes, and other standards and criteria designated by City.
- b. Consultant must not discriminate against any employee or applicant for employment on the basis of race, color, religion, sex, national origin, age, marital status, sexual orientation, gender identity or expression, genetic characteristics, familial status, U.S. military veteran status or any disability. Consultant will require any Sub-contractor to be bound to the same requirements as stated within this section. Consultant, and on behalf of any subcontractors, warrants compliance with this section.

3.4 Work Product.

- a. Ownership. Upon receipt of payment for Services furnished, Consultant grants to City exclusive ownership of and all copyrights, if any, to evaluations, reports, drawings, specifications, project manuals, surveys, estimates, reviews, minutes, all "architectural work" as defined in the United States Copyright Act, 17 U.S.C § 101, *et seq.*, and other intellectual work product as may be applicable ("Work Product").
 - (1) This grant is effective whether the Work Product is on paper (e.g., a "hard copy"), in electronic format, or in some other form.
 - (2) Consultant warrants, and agrees to indemnify, hold harmless and defend City for, from and against any claim that any Work Product infringes on third-party proprietary interests.
- b. Delivery. Consultant will deliver to City copies of the preliminary and completed Work Product promptly as they are prepared.
- c. City Use.
 - (1) City may reuse the Work Product at its sole discretion.
 - (2) In the event the Work Product is used for another project without further consultations with Consultant, the City agrees to indemnify and hold Consultant harmless from any claim arising out of the Work Product.
 - (3) In such case, City will also remove any seal and title block from the Work Product.

4. **Compensation for the Project.**

- 4.1 Compensation. Consultant's compensation for the Project, including those furnished by its Subconsultants or Subcontractors will not exceed \$63,551.00 as specifically detailed in **Exhibit D** ("Compensation").
- 4.2 Change in Scope of Project. The Compensation may be equitably adjusted if the originally contemplated Scope as outlined in the Project is significantly modified.
 - a. Adjustments to Compensation require a written amendment to this Agreement and may require City Council approval.
 - b. Additional services which are outside the Scope of the Project contained in this Agreement may not be performed by the Consultant without prior written authorization from the City.
 - c. Notwithstanding the incorporation of the Exhibits to this Agreement by reference, should any conflict arise between the provisions of this Agreement and the provisions found in the Exhibits and accompanying attachments, the provisions of this Agreement shall take priority and govern the conduct of the parties.
- 4.3 Allowances. An "Allowance" may be identified only for work that is required by the Scope and the value of which cannot reasonably be quantified at the time of this Agreement.

- a. As stated in Sec. 4.1 above, the Compensation must incorporate all Allowance amounts and any unused allowance at the completion of the Project will remain with City.
- b. Consultant may not add any mark-up for work identified as an Allowance and which is to be performed by a Subconsultant.
- c. Consultant will not use any portion of an Allowance without prior written authorization from the City.
- d. Examples of Allowance items include, but are not limited to, subsurface pothole investigations, survey, geotechnical investigations, public participation, radio path studies and material testing.

5. **Billings and Payment.**

5.1 Applications.

- a. Consultant will submit monthly invoices (each, a "Payment Application") to City's Project Manager and City will remit payments based upon the Payment Application as stated below.
- b. The period covered by each Payment Application will be one calendar month ending on the last day of the month.

5.2 Payment.

- a. After a full and complete Payment Application is received, City will process and remit payment within 30 days.
- b. Payment may be subject to or conditioned upon City's receipt of:
 - (1) Completed work generated by Consultant and its Subconsultants; and
 - (2) Unconditional waivers and releases on final payment from all Subconsultants as City may reasonably request to assure the Project will be free of claims arising from required performances under this Agreement.

5.3 Review and Withholding. City's Project Manager will timely review and certify Payment Applications.

- a. If the Payment Application is rejected, the Project Manager will issue a written listing of the items not approved for payment.
- b. City may withhold an amount sufficient to pay expenses that City reasonably expects to incur in correcting the deficiency or deficiencies rejected for payment.

6. **Termination.**

6.1 For Convenience. City may terminate this Agreement for convenience, without cause, by delivering a written termination notice stating the effective termination date, which may not be less than 15 days following the date of delivery.

- a. Consultant will be equitably compensated for Services furnished prior to receipt of the termination notice and for reasonable costs incurred.
- b. Consultant will also be similarly compensated for any approved effort expended, and approved costs incurred, that are directly associated with Project closeout and delivery of the required items to the City.

6.2 For Cause. City may terminate this Agreement for cause if Consultant fails to cure any breach of this Agreement within seven days after receipt of written notice specifying the breach.

- a. Consultant will not be entitled to further payment until after City has determined its damages. If City's damages resulting from the breach, as determined by City, are less than the equitable amount due but not paid Consultant for Services furnished, City will pay the amount due to Consultant, less City's damages, in accordance with the provisions of Sec. 5.

- b. If City's direct damages exceed amounts otherwise due to Consultant, Consultant must pay the difference to City immediately upon demand; however, Consultant will not be subject to consequential damages more than \$2,000,000 or the amount of this Agreement, whichever is greater.
- 7. **Conflict.** Consultant acknowledges this Agreement is subject to A.R.S. § 38-511, which allows for cancellation of this Agreement in the event any person who is significantly involved in initiating, negotiating, securing, drafting, or creating the Agreement on City's behalf is also an employee, agent, or consultant of any other party to this Agreement.
- 8. **Insurance.** For the duration of the term of this Agreement, Consultant shall procure and maintain insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of all tasks or work necessary to complete the Project as herein defined. Such insurance shall cover Consultant, its agent(s), representative(s), employee(s) and any subcontractors.
 - 8.1 Minimum Scope and Limit of Insurance. Coverage must be at least as broad as:
 - a. Commercial General Liability (CGL): Insurance Services Office Form CG 00 01, including products and completed operations, with limits of no less than **\$2,000,000** per occurrence for bodily injury, personal injury, and property damage. If a general aggregate limit applies, either the general aggregate limit shall apply separately to this project/location or the general aggregate limit shall be twice the required occurrence limit.
 - b. Automobile Liability: Insurance Services Office Form Number CA 0001 covering Code 1 (any auto), with limits no less than **\$2,000,000** per accident for bodily injury and property damage.
 - c. Worker's Compensation: Insurance as required by the State of Arizona, with Statutory Limits, and Employers' Liability insurance with a limit of no less than **\$2,000,000** per accident for bodily injury or disease.
 - 8.2. Indemnification.
 - a. To the fullest extent permitted by law, Consultant must defend, indemnify, and hold harmless City and its elected officials, officers, employees and agents (each, an "Indemnified Party," collectively, the "Indemnified Parties") for, from, and against any and all claims, demands, actions, damages, judgments, settlements, personal injury (including sickness, disease, death, and bodily harm), property damage (including loss of use), infringement, governmental action and all other losses and expenses, including attorneys' fees and litigation expenses (each, a "Demand or Expense" collectively "Demands or Expenses") asserted by a third-party (i.e. a person or entity other than City or Consultant) and that arises out of or results from the breach of this Agreement by the Consultant or the Consultant's negligent actions, errors or omissions (including any Subconsultant or Subcontractor or other person or firm employed by Consultant), whether sustained before or after completion of the Project.
 - b. This indemnity and hold harmless provision applies even if a Demand or Expense is in part due to the Indemnified Party's negligence or breach of a responsibility under this Agreement, but in that event, Consultant will be liable only to the extent the Demand or Expense results from the negligence or breach of a responsibility of Consultant or of any person or entity for whom Consultant is responsible.
 - c. Consultant is not required to indemnify any Indemnified Parties for, from, or against any Demand or Expense resulting from the Indemnified Party's sole negligence or other fault solely attributable to the Indemnified Party.
 - 8.3 Other Insurance Provisions. The insurance policies required by the Section above must contain, or be endorsed to contain the following insurance provisions:

- a. **The City, its officers, officials, employees and volunteers are to be covered as additional insureds** of the CGL and automobile policies for any liability arising from or in connection with the performance of all tasks or work necessary to complete the Project as herein defined. Such liability may arise, but is not limited to, liability for materials, parts or equipment furnished in connection with any tasks, or work performed by Consultant or on its behalf and for liability arising from automobiles owned, leased, hired or borrowed on behalf of the Consultant. General liability coverage can be provided in the form of an endorsement to the Consultant's existing insurance policies, provided such endorsement is at least as broad as ISO Form CG 20 10, 11 85 or both CG 20 10 and CG 23 37, if later revisions are used.
 - b. For any claims related to this Project, the **Consultant's insurance coverage shall be primary insurance** with respect to the City, its officers, officials, employees, and volunteers. Any insurance or self-insurance maintained by the City, its officers, officials, employees or volunteers shall be in excess of the Consultant's insurance and shall not contribute with it.
 - c. Each insurance policy required by this Section shall provide that coverage shall not be canceled, except after providing notice to the City.
- 8.4 Acceptability of Insurers. Insurance is to be placed with insurers with a current A.M. Best rating of no less than A: VII, unless the Consultant has obtained prior approval from the City stating that a non-conforming insurer is acceptable to the City.
- 8.5 Waiver of Subrogation. **Consultant hereby agrees to waive its rights of subrogation which any insurer may acquire** from Consultant by virtue of the payment of any loss. Consultant agrees to obtain any endorsement that may be necessary to effect this waiver of subrogation. The Workers' Compensation Policy shall be endorsed with a waiver of subrogation in favor of the City for all work performed by the Consultant, its employees, agent(s) and subcontractor(s).
- 8.6 Verification of Coverage. Within 15 days of the Effective Date of this Agreement, Consultant shall furnish the City with original certificates and amendatory endorsements, or copies of any applicable insurance language making the coverage required by this Agreement effective. All certificates and endorsements must be received and approved by the City before work commences. Failure to obtain, submit or secure the City's approval of the required insurance policies, certificates or endorsements prior to the City's agreement that work may commence shall not waive the Consultant's obligations to obtain and verify insurance coverage as otherwise provided in this Section. The City reserves the right to require complete, certified copies of all required insurance policies, including any endorsements or amendments, required by this Agreement at any time during the Term stated herein.
- Consultant's failure to obtain, submit or secure the City's approval of the required insurance policies, certificates or endorsements shall not be considered a Force Majeure or defense for any failure by the Consultant to comply with the terms and conditions of the Agreement, including any schedule for performance or completion of the Project.
- 8.7 Subcontractors. Consultant shall require and shall verify that all subcontractors maintain insurance meeting all requirements of this Agreement.
- 8.8 Special Risk or Circumstances. The City reserves the right to modify these insurance requirements, including any limits of coverage, based on the nature of the risk, prior experience, insurer, coverage or other circumstances unique to the Consultant, the Project or the insurer.
9. **E-verify, Records and Audits.** To the extent applicable under A.R.S. § 41-4401, the Consultant warrants its compliance and that of its Subconsultants with all federal immigration laws and regulations that relate to their employees and compliance with the E-verify requirements under A.R.S. § 23-214(A). The Consultant or Subconsultant's breach of this warranty shall be deemed a material breach of the Agreement and may result in the termination of the Agreement by the City under the terms of this Agreement. The City retains the legal right to randomly inspect the papers and records of the other party to ensure that the other party is complying with the above-mentioned warranty. The Consultant and Subconsultant warrant to keep their respective papers and records open for random inspection during normal business hours by the other party. The

Consultant and Subconsultant shall cooperate with the City's random inspections, including granting the City entry rights onto their respective properties to perform the random inspections and waiving their respective rights to keep such papers and records confidential.

10. No Boycott of Israel. To the extent A.R.S § 35-393 through § 35-393.03 are applicable, the parties hereby certify that they are not currently engaged in, and agree for the duration of the Agreement to not engage in, a boycott of goods or services from Israel, as that term is defined in A.R.S § 35-393.

11. Uyghur Forced Labor Prevention Act (UFLPA). Consultant certifies that it does not currently, and during the term of this Agreement, will not use:

- a. the forced labor of ethnic Uyghurs in the People's Republic of China;
- b. any goods or services produced by the forced labor of ethnic Uyghurs in the People's Republic of China; and
- c. any contractors, subcontractors or suppliers that use the forced labor or any goods or services produced by the forced labor of ethnic Uyghurs in the People's Republic of China.

12. Attestation of PCI Compliance. When applicable, the Contractor will provide the City annually with a Payment Card Industry Data Security Standard (PCI DSS) attestation of compliance certificate signed by an officer of Contractor with oversight responsibility.

13. Notices.

13.1 A notice, request or other communication that is required or permitted under this Agreement (each "Notice") will be effective only if:

- a. The Notice is in writing; and
- b. Delivered in person or by overnight courier service (delivery charges prepaid), certified or registered mail (return receipt requested).
- c. Notice will be deemed to have been delivered to the person to whom it is addressed as of the date of receipt, if:
 - (1) Received on a business day before 5:00 p.m. at the address for Notices identified for the Party in this Agreement by U.S. Mail, hand delivery, or overnight courier service; or
 - (2) As of the next business day after receipt, if received after 5:00 p.m.
- d. The burden of proof of the place and time of delivery is upon the Party giving the Notice.
- e. Digitalized signatures and copies of signatures will have the same effect as original signatures.

13.2 Representatives.

- a. Consultant. Consultant's representative (the "Consultant's Representative") authorized to act on Consultant's behalf with respect to the Project, and his or her address for Notice delivery is:

Phoenix Rescue Mission, Inc.
c/o Gabe Priddy
1540 W. Van Buren St.
Phoenix, AZ 85007

- b. City. City's representative ("City's Representative") authorized to act on City's behalf, and his or her address for Notice delivery is:

City of Glendale
c/o Candace Schulte
5850 W. Glendale Ave., Suite SoCC
Glendale, Arizona 85301

With required copy to:

City Manager
City of Glendale
5850 West Glendale Avenue
Glendale, Arizona 85301

City Attorney
City of Glendale
5850 West Glendale Avenue
Glendale, Arizona 85301

c. Concurrent Notices.

- (1) All notices to City's representative must be given concurrently to City Manager and City Attorney.
- (2) A notice will not be deemed to have been received by City's representative until the time that it has also been received by the City Manager and the City Attorney.
- (3) City may appoint one or more designees for the purpose of receiving notice by delivery of a written notice to Consultant identifying the designee(s) and their respective addresses for notices.

14. Entire Agreement; Survival; Counterparts; Signatures.

14.1 Integration. This Agreement contains, except as stated below, the entire agreement between City and Consultant and supersedes all prior conversations and negotiations between the parties regarding the Project or this Agreement.

- a. Neither Party has made any representations, warranties or agreements as to any matters concerning the Agreement's subject matter.
- b. Representations, statements, conditions, or warranties not contained in this Agreement will not be binding on the parties.
- c. Inconsistencies between the solicitation, any addenda attached to the solicitation, the response or any excerpts, if any, and this Agreement, will be resolved by the terms and conditions stated in this Agreement.

14.2 Interpretation.

- a. The parties fairly negotiated the Agreement's provisions to the extent they believed necessary and with the legal representation they deemed appropriate.
- b. The parties are of equal bargaining position and this Agreement must be construed equally between the parties without consideration of which of the parties may have drafted this Agreement.
- c. The Agreement will be interpreted in accordance with the laws of the State of Arizona.

14.3 Survival. Except as specifically provided otherwise in this Agreement, each warranty, representation, indemnification and hold harmless provision, insurance requirement, and every other right, remedy and responsibility of a Party, will survive completion of the Project, or the earlier termination of this Agreement.

14.4 Amendment. No amendment to this Agreement will be binding unless in writing and executed by the parties. Electronic signature blocks do not constitute execution for purposes of this Agreement. Any amendment may be subject to City Council approval.

14.5 Remedies. All rights and remedies provided in this Agreement are cumulative and the exercise of any one or more right or remedy will not affect any other rights or remedies under this Agreement or applicable law.

14.6 Severability. If any provision of this Agreement is voided or found unenforceable, that determination will not affect the validity of the other provisions, and the voided or unenforceable provision will be reformed to conform with applicable law.

14.7 Counterparts. This Agreement may be executed in counterparts, and all counterparts will together comprise one instrument.

15. Term.

15.1 The term of this Agreement commences on April 22, 2025 and continues until December 31, 2025. There are no extensions or renewals available exception as provided below.

15.2 Extension for Procurement Processes. Upon the expiration of the Term of this Agreement, including the initial term and any renewals, at the City's sole discretion, this Agreement may be extended on a month-to-month basis for a maximum of six (6) months to allow for the City to complete its procurement process to select a vendor to provide the services/materials similar to those provided under this Agreement. The City will notify the Contractor in writing of its intent to extend the Agreement at least thirty (30) calendar days prior to the expiration of the Term. Any extension provided under this subsection will continue under the same terms and conditions as in effect immediately prior to the expiration of the then-current term.

16. Dispute Resolution. Any controversy or claim arising out of or relating to this contract, or the breach thereof, shall be settled by arbitration administered according to the American Arbitration Association's Commercial Arbitration Rules, and judgment on the award rendered by the arbitrator may be entered in any court having jurisdiction thereof.

17. Exhibits. The following exhibits, with reference to the term in which they are first referenced, are incorporated by this reference.

- Exhibit A Project
- Exhibit B Scope of Work
- Exhibit C Schedule
- Exhibit D Compensation

[Signatures on following page.]

The parties enter into this Agreement effective as of the date shown above.

City of Glendale,
an Arizona municipal corporation

By: Kevin R. Phelps
Its: City Manager

ATTEST:

Julie K. Bower
City Clerk (SEAL)

APPROVED AS TO FORM:

Michael D. Bailey
City Attorney

Phoenix Gospel Mission, Inc. dba Phoenix
Rescue Mission,
an Arizona Nonprofit Corporation



By: KEN BRISSA
Its: CEO

EXHIBIT A
Services Agreement

PROJECT

1. **PROJECT NAME.** The Consultant will implement, operate, and/or complete – including providing all necessary or reasonable labor, materials, services, supervision, tools, equipment, licenses, and permits necessary to operate Heat Relief Case Management Services (the “Project”), which is further defined with specificity in Scope of Work (Exhibit B), Schedule (Exhibit C) and Compensation (Exhibit D) in a manner satisfactory to the City and consistent with any standards required as a condition of providing these Funds.

2. **REQUIREMENTS.** Notice is hereby given that this Agreement is a result of funding received by the ONE Arizona Agreement. The Consultant will comply with the regulations as set forth in the ONE Arizona Agreement and all applicable federal, state, and local laws, statutes, ordinances, administrative rules, building codes, regulations and lawful orders of any public authority bearing on the performance of the Activity pursuant to this Agreement; including, but not limited to 2 C.F.R. Part 200 and those identified in Addendum No.1 Applicable Federal Laws and Regulations.

2.1 The City shall provide reasonable technical assistance to the Consultant to assist in complying with state and federal laws and accountability for diligent performance and compliance with the terms and conditions of this Agreement and all applicable laws, regulations, and standards. However, this assistance in no way relieves the Consultant of full responsibility and accountability for its actions and performance in compliance with the terms of this Agreement.

3. **MONITORING.**

3.1 The City will monitor the performance of the Consultant against goals and estimates as outlined in the Scope of Work. Substandard performance as determined by the City will constitute noncompliance with this Agreement. If action to correct such substandard performance is not taken by the Consultant within a reasonable period of time after being notified by the City, contract suspension or termination procedures may be initiated. In addition, Consultant will be deemed ineligible to apply for any type of future funding opportunities with the City until performance monitoring deficiencies have been determined resolved by the City.

3.2 On-site visits for compliance monitoring may be made by the City at any time during the Consultant’s normal business hours, announced or unannounced. During an on-site visit, the Consultant shall make all its records, policies, procedures, and accounts related to work performed under this Agreement available to the City for inspection and copying.

EXHIBIT B
Services Agreement

SCOPE OF WORK

1. **PROJECT DESCRIPTION.** The Consultant will provide case management services for individuals or families or people with or are at-risk for mental health and/or substance use disorders and other vulnerable populations at-risk for heat-related illnesses or death who would like to take refuge at the two heat relief respite centers, as specified at the below locations, during the hours of operation from 4:00 pm - 8:00 pm Monday through Saturday during the performance period. The Consultant will collaborate with homelessness service partners/providers to coordinate services for clients and collaborate with heat relief respite center operators to address any issues raised by neighbors or other community members relating to the operations in a timely manner.

2. **REPORTING SUSPICIOUS OR DANGEROUS ACTIVITY.** If the Consultant observes any suspicious activity or crime, it should be promptly reported to the police department. The Consultant will report any incidents it observes that may involve a liability issue, require emergency response intervention, significant disruptions in services, or unusual or dangerous interactions which may leave the City open for public scrutiny. The Consultant shall report incident to City staff by telephone as soon as possible within 24 hours following the occurrence and shall provide a detailed incident report to City staff within 3 business days following the occurrence.

3. **ADDRESS/LOCATION OF PROJECT.**

- Glendale Mission and Ministry Center, 6242 N 59th Avenue, Glendale, AZ 85301
- St. John's Lutheran Church, 7205 N 51st Avenue, Glendale, AZ 85301

4. **GOALS AND PERFORMANCE MEASURES.** An estimated minimum of ### individuals per day to receive case management services between these two locations.

5. **CLIENT ELIGIBILITY.** The Consultant shall implement client eligibility standards in alignment with Home Investment Partnerships American Rescue Plan (HOME-ARP) eligibility requirements as defined in Community Planning and Development (CPD) Notice 21-10, or "the Notice".

5.1 To comply with HOME-ARP eligibility requirements, all program beneficiaries must meet the criteria for at least one (1) of the following definitions of a Qualifying Population:

5.1.1 Homeless (as defined in 24 CFR 91.5, Homeless (1), (2), or (3)); or

5.1.2 At-Risk of Homelessness (as defined in 24 CFR 91.5); or

5.1.3 Fleeing or Attempting to Flee, Domestic Violence, Dating Violence, Sexual Assault, Stalking or Human Trafficking (as defined by HUD); or

5.1.4 Other populations that do not qualify in any other category (as defined in the Notice).

5.5 The Consultant shall create and maintain a system and process (including policies and procedures) to categorize and track all program beneficiaries according to their Qualifying Population status as this term is defined in the Notice. This tracking methodology must be incorporated into the Consultant's performance reporting.

5.6 To document Qualifying Population status, the Consultant will follow the three-tier process stipulated in 24 CFR 576.500(b). In the following order of priority, the Consultant will obtain at least one of the following:

5.6.1 Third party documentation, such as records/entries contained in a HUD-approved HMIS or comparable database for victims of domestic violence, a By-Name List; or similar database; or

5.6.2 Written observation from a street outreach worker or referral from a social worker, case manager or other provider agency; or

5.6.3 An attestation (written or verbal) by the client. If provided verbally, the Consultant must provide written evidence of the attestation including the name and organizational affiliation of the person taking the attestation, date and time, and any client-specific information that can identify the client. The person documenting the attestation must sign, date and attest to the truthfulness and accuracy of the client attestation.

5.7 All Qualifying Population documentation must be available in writing. The Consultant will document eligibility in the following ways:

5.7.1 In following the order of priority practice, PRM Case Managers will search for engaged clients in the Homelessness Management Information System (HMIS) and will create an entry into the city's homeless street outreach. Based on the observation of a PRM Case Manager, a Homeless Certification form is completed for every client after the client's first engagement with the Homeless Outreach & Navigation team. When possible, the HUD Universal Data Elements information is collected and entered into PRM's program database and HMIS. The client's Homeless Certification form are uploaded and stored in PRM's database and HMIS client profile.

6. REPORTING. The Consultant shall complete monthly reports in accordance with the following requirements:

6.1 Monthly reporting to be submitted no later than the 15th calendar day of the month, following the close of the prior month (i.e., February 15th for January report) to include:

6.1.1 Monthly Outcome Report Form provided by the City that reports progress on outcomes/performance measures.

6.2 Consultant will provide any ad hoc reports as requested by the City, including aggregate data. Such reporting shall be for the purposes of improving access to and effectiveness of service. The City reserves the right to add, remove, or revise reporting requirements at its discretion.

6.3 Share aggregate data at the request of City as soon as possible, but no later than five (5) business days from the request date.

**EXHIBIT C
Services Agreement**

SCHEDULE

Heat Relief Agreement Schedule

Deliverable	Date	Comment
Monthly Reporting Forms and Final Report Form templates	By April 22, 2025	City and County will have agreed upon and finalized Monthly Reporting Forms and Final Report Form templates
Staff hired and training delivered	By April 30, 2025	City and Consultants
Operations start date	May 1, 2025	Respite Center locations and transportation services are fully operational.
May Monthly Payment Form and Monthly Outcomes Form Submission	1st invoice of the season By June 15, 2025	
June Monthly Payment Form and Monthly Outcomes Form Submission	By July 15, 2025	
July Monthly Payment Form and Monthly Outcomes Form Submission	By August 15, 2025	
Provide plans for review for facility shutdown	By September 1, 2025	Provide plans for shutdown date and service termination. Discuss final date of operations.
August Monthly Payment Form and Monthly Outcomes Form Submission	By September 15, 2025	
Operations and service termination initial deadline	By October 15, 2025	
Monthly Payment Form and Monthly Outcomes Form Submission	By October 15, 2025	
Final Report Form initial deadline	Last invoice of the season: Nov. 15, 2025	Final report is due 15 days after the close of the standard heat season. If operations and service date is extended, the due date will be 15 days following the last date of operations.
Final Report Form deadline	December 15, 2025	Final Report due date.

EXHIBIT D
Services Agreement
COMPENSATION

NOT-TO-EXCEED AMOUNT

The total amount of compensation paid to Consultant for full completion of all work required by the Project during the entire term of the Project must not exceed \$63,551.00.

DETAILED PROJECT COMPENSATION

1. The City will fund the Consultant for the full performance of this Agreement and the actual conduct of the Activity specified herein a total amount not to exceed \$63,551.00. This amount constitutes the entire consideration for the City's participation in the performance and completion of all work to be performed for this Activity under this Agreement.

2. ELIGIBLE EXPENSES. The Consultant shall only be reimbursed for eligible expenses as outlined in the agreed upon budget, including:

2.1 Case management services provided at Heat Relief Respite Centers, including personnel salaries, benefits, and overtime pay.

2.2 Purchase of any items not specifically listed above must be approved in writing by City staff.

2.3 Consultant assumes sole and exclusive responsibility for payment of any federal and state income taxes, federal social security taxes, workers' compensation, and unemployment insurance benefits for its physicians, staff, agents, and employees, as well as any and all other mandatory governmental deductions or obligations.

3. MONTHLY BILLINGS. The Consultant will complete monthly billings in accordance with the following requirements:

3.1 A letter requesting reimbursement of expenditures will be prepared on the Consultant's letterhead, or other agreed upon method. The Consultant will use the content and format of the letter prescribed by the City. This letter will be reviewed and signed by the Consultant's executive director (or other authorized signatory identified in this Agreement). Reimbursement requests will be submitted on a monthly basis and due by the 15th of each month.

3.2 The Activity Budget spreadsheet summarizing monthly and year-to-date expenses will be prepared and submitted with each request for reimbursement. This report will also account for other resources utilized under this activity. The City will not reimburse the Consultant without current and complete reporting submittals from the Consultant.

3.3 Copies of all supporting documents must be submitted with the reimbursement request. The Consultant will work closely with the City Representative as specified in this agreement to establish the specific documentation requirements for this Agreement. Examples of supporting documentation, include copies of timesheets, pay stubs, mileage reports, invoices, statements, receipts, etc.

3.4 The City's reimbursement process may take up to 30-days to complete upon acceptance by the City of all required documentation. If the reimbursement procedures noted above are not followed correctly, the activity liaison may return the reimbursement request to the Consultant for revisions or hold the request until all reimbursement requirements have been met. This will delay the reimbursement process. .

3.5 Consultant forfeits the right to progress payment or supply expense reimbursement for costs incurred in any month for which it fails to meet the deadline for submitting the monthly reports, except if such failure is beyond the reasonable control of the Consultant or a reporting extension has been approved in writing by the City employee identified in this contract.

3.7 The Consultant will return to the City, upon expiration or termination of this Agreement, any ONE Arizona Agreement funds that have not been expended and any accounts receivable resulting from the use of ONE Arizona Agreement funds within 30 days after the end of the Agreement Term. Any funds held by the City at the end of the Agreement Term or refunded to the City shall be reallocated by the City.

4. The Consultant shall submit monthly invoices to:

City of Glendale, Community Services Department

5850 W Glendale Ave, Suite SoCC

E-mail: CSchulte@GlendaleAZ.Com; ESmith2@GlendaleAZ.Com

5. BUDGET.

PRM Heat Relief Case Management Budget	
Expense Item	Budget
Case manager overtime salary + benefits	\$ 46,902.00
Vehicle and mileage	\$ 3,360.00
Toolkit assistance	\$ 5,000.00
De minimus	\$8,289.00
Total	\$ 63,551.00