

AMENDMENT NO. 2

186027

Subrecipient Contract No. 32000781

The above referenced Subrecipient Contract between the City of Portland (City) acting by and through its Portland Housing Bureau (PHB) and JOIN (Subrecipient) is hereby amended as follows:

1. The amount of compensation is increased by \$30,000. Delete item #4 (Compensation) on page 1 in its entirety and replace with:

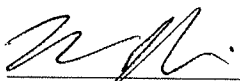
4. Compensation

The amount of compensation shall not exceed \$1,344,757 in City general funds. The compensation requirements are contained in Section V.

2. Delete Section IV.G in its entirety and replace with:
G. Total compensation under this Contract shall not exceed ONE MILLION, THREE- HUNDRED FORTY-FOUR THOUSAND, and SEVEN HUNDRED FIFTY-SEVEN DOLLARS (\$1,344,757).
3. Delete Exhibit A in its entirety and replace with Exhibit A attached to this Amendment.
4. Add equity access goals to the contract, attached as Exhibit D.
5. Reporting: Reporting on equity goals is required annually and in the fourth quarter narrative report.
6. All other terms and condition of Contract No. 32000781 shall remain the same.

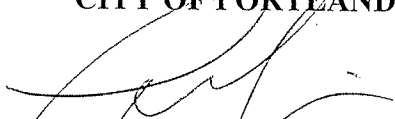
JOIN

CITY OF PORTLAND



Marc Jolin
Executive Director

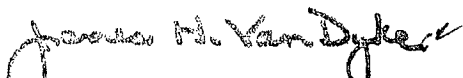
April 10, 2013
Date



Traci Manning, Director
Portland Housing Bureau

4/11/13
Date

APPROVED AS TO FORM:
APPROVED AS TO FORM



James H. VanDyke
City Attorney

4/23/13
Date

LaVonne Griffin-Valade
City Auditor

Date

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EXHIBIT A
JOIN – FY 2012-13 (Amendment #2)
REQUEST FOR PAYMENT

TO: City of Portland, PHB
Attn: Ryan Deibert
 421 SW 6th Avenue, Suite 500
 Portland, Oregon 97204

Request For Payment #: _____
 Billing Period: _____

Contract #: 32000781

GF

Budget Category	Contracted Budget	Amended Budget	Amount This Bill	Amount Billed to Date	Balance
Personnel	\$639,460	\$639,460			
Operating Expenses	\$159,800	\$159,800			
Client Services	\$372,337	\$402,337			
Administrative Costs	\$143,160	\$143,160			
SUBTOTAL*	\$1,314,757	\$1,344,757			

Please attach detailed information as specified in the contract, or as requested by Contract Manager.

Total Amount Requested: _____ Total Balance: _____

JOIN/Prepared By: _____ Phone No.: _____

JOIN/Approved By: _____ Email: _____

Signature

Date

NOTE: Please reproduce this form on agency letterhead or submit cover letter to this invoice that includes total requested and authorizing signature

EXHIBIT D
JOIN Equity Access Goals FY12/13

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In alignment with the Equity Agenda of PHB, Subrecipient will:

1. Report annually to PHB regarding achievements and outcomes associated with the adopted equity amendment to Subrecipient's strategic plan (Attachment A).
2. Conduct and report to PHB quarterly assessments of how the demographic profile of those experiencing street homelessness (using the best available data) compares with Subrecipient housing placement (access) and retention (success) rates. On the basis of this assessment:
 - a. Describe specific gaps or success in service access to understand the extent and potential reasons for each gap.
 - b. Identify and implement strategies to address each gap that appears to persist over two or more quarters. Examples of potential strategies may include improvements to staff diversity and training/skills, access to culturally specific resources, community referral partnerships, etc.
 - c. Conduct year-end review of remedial strategies to determine effectiveness. Briefly report findings and recommended changes to remedial strategies.
3. Inform PHB of any subsequent changes to the adopted equity amendment to the Subrecipient's strategic plan.

ATTACHMENT A

Equity Amendment to JOIN 2011-2016 Strategic Plan

VII. Culturally Appropriate and Equitable Service Deliveryⁱ

Goal: JOIN is committed to ensuring that all persons who are sleeping on the streets or who seek assistance in our day space are able to successfully access and utilize our services regardless of their race, ethnicity, faith, culture, language, disability, gender, and sexual orientation. JOIN recognizes that certain minority communities are significantly overrepresented among those experiencing homelessness and that we have an obligation to help address this overrepresentation. As such, JOIN is committed to achieving equitable outcomes by pursuing effective strategies at every level of the organization and within each of the goals of our Strategic Plan.

A. Housing Placement and Retention – In order to ensure that JOIN's outreach and retention team is able to effectively engage and successfully serve the diversity of the people experiencing homelessness in our community, we will:

- (1) Conduct quarterly assessments of how the demographic profile of those experiencing street homelessness (using the best available data) compares with both our housing placement (access) and retention (success) rates. On the basis of this assessment:
 - a. Evaluate specific gaps in service access or success to understand the extent and reasons for each gap.
 - b. Identify and implement strategies to address each gap, including improvements to staff diversity and training/skills, access to culturally specific resources, community referral partnerships, etc.
 - c. Conduct six month review of remedial strategies to determine effectiveness and make necessary changes.
 - d. Present equity outcomes to the Board of Directors every six months and at the annual Board Retreat and adopt any amendments to the organization's policies and procedures that are necessary to improve those outcomes.
- (2) Create a team of outreach and retention workers as diverse with respect to race, ethnicity, culture, language, and experience as those we serve, and who have the skills necessary to effectively engage and serve the diversity of people experiencing homelessness. We will achieve this by:
 - a. Hiring a third party with the necessary expertise to conduct a thorough analysis of our hiring processes, including our job descriptions, recruitment, application processes, and interview methods to ensure that vacant positions are as accessible as possible to a diverse applicant pool.

- b. Affirmatively market all vacant positions through organizations, media, and personal networks that will reach potential job candidates of diverse backgrounds. Continuously expand our relationships with these organizations and networks.
 - c. Use our internship and volunteer programs to create avenues of access into the organization for people with diverse backgrounds who may not currently have the qualifications for JOIN's salaried positions.
 - d. Continue to use a model of service that maximizes the control that the recipient has over the nature and timing of the services received, in order to ensure that organizational and staff values do not take precedence over the personal values and perspectives of those being served.
 - e. Provide training to all staff on culturally appropriate and equitable service delivery and encourage staff to develop language and other particular skills that will assist them in serving sub-populations within the homeless community.
 - f. Ensure that all staff have access to translated materials, language lines, and other resources to allow effective communication with individuals who have limited or no English language proficiency.
- (3) Create partnerships with landlords that facilitate our success working with people of diverse races, ethnicities, cultures, abilities, sexual orientations, and family configurations:
- a. Ensure that tenants and landlords we work with understand and respect the legal rights and obligations they have under the Fair Housing Act, the Landlord Tenant Act, and the Americans with Disabilities Act.
 - b. Support tenants in asserting their rights under the Fair Housing Act and other local, state, and federal civil rights statutes.
 - c. Seek out landlords that may not require traditional forms of identification and offer flexibility on admission criteria that tend to disproportionately adversely impact some minority communities in their search for rental housing.
 - d. Identify housing that because of its type, location, or proximity to certain amenities or personal supports may be preferable to, and lead to higher housing retention rates, for members of certain sub-populations.
 - e. Work to encourage landlords to accept Section 8 vouchers and other long-term federal rent subsidy programs in order to increase residential choice for the people we serve.
 - f. Explore developing, or partnering on the development of, housing that is low-cost, in an high-amenity areas, and is managed in a manner to maximize

accessibility to communities of color that are overrepresented in the homeless community.

- (4) Create partnerships at the staff level with culturally specific programs and providers, as well as organizations and institutions that may come into contact with minority community members who are homeless and less likely to be found through our street outreach program.
 - a. Conduct an assessment of potential referral sources and initiate relationships with these sources.
 - b. Provide culturally appropriate materials that can be used by referral sources to explain JOIN's services and referral processes.
 - c. Where appropriate maintain a single-point of contact to minimize complications for referrals from agencies not familiar with social service program processes (e.g. police, Title X)

B. The House – The House provides an array of critical emergency services and a refuge off the streets for currently homeless and formerly homeless individuals and families. In order to make sure these services and this space are accessible and welcoming to the diverse populations experiencing homelessness in our community, we will:

- (1) Provide telephone information and written program materials in English and Spanish, and maintain a contract with and train staff and volunteers to use a telephone translation service in order to ensure language access to all services.
- (2) Seek to recruit staff and volunteers to work in the House who have diverse backgrounds, experiences, and skills that reflect and meet the needs of the diversity of people experiencing homelessness.
- (3) Maintain a space that is physically accessible to persons with disabilities.
- (4) Set and reinforce expectations that it is unacceptable to use language and engage in behavior in the space that denigrates any individual or group on the basis of race, ethnicity, culture, gender, faith, disability, family status, or LGBT status.
- (5) Seek out partnerships that allow us to offer activities and services in the space that are culturally specific and celebratory of minority cultures and communities.
- (6) Conduct an annual survey and ongoing assessment to identify shortcomings and/or improvements in service accessibility.
- (7) Maintain a grievance process that allows individuals to raise and resolve concerns about adverse experiences in the House.

C. Community Education & Leadership Development – JOIN has always emphasized the importance of relying on the voices of people experiencing homelessness to shape JOIN programs and educate the community on what it means to be homelessness. In order to ensure that we are developing leaders whose experiences reflect the full diversity of experience of those who are homeless, we will:

- (1) Recruit formerly homeless people with diverse racial, ethnic, and cultural backgrounds to our Community Advisory Committee so that differences in their experiences can shape JOIN's program evolution.
- (2) Incorporate culturally specific elements into our leadership development training initiative and ensure that differences in culture and language are not barriers to access and success in this effort.
- (3) Develop community partnerships and volunteer placements that will allow participants in the Immersion Program to recognize and appreciate differences in the experience of homelessness across different populations in the community.

D. Administration – In order to ensure that JOIN offers culturally appropriate services and achieves equitable access and service outcomes, JOIN's management and administration must provide leadership on all aspects of the effort. To this end, JOIN will:

- (1) Seek to hire individuals with diverse backgrounds into management and administrative positions within the organization using the same techniques developed for recruiting direct service staff.
- (2) Ensure that management staff is trained in the latest methods/best practices for achieving culturally appropriate services and equity of access and outcomes in an organization like JOIN.
- (3) Create organizational partnerships with culturally specific programs and organizations to allow managers to learn from the successes of these programs.
- (4) Conduct at least annually an organization-wide cultural competency assessment and develop specific strategies to address any identified organizational shortcomings.
- (5) Maintain a data tracking system that allows JOIN to maintain comprehensive data on the race, ethnicity, gender, disability, and family status of those who access services, by type of service, and to disaggregate quarterly and annual outcomes on the basis of these characteristics.
- (6) Use data to identify areas where access and outcomes may not be equitable and evaluate the causes and identify solutions to these inequities.

- (7) Promote community policy-making initiatives that advance the goal of ensuring equitable access and outcomes at the homeless services system level for people of diverse racial, ethnic, and cultural backgrounds, as well as for women, families, members of the LGBT community, people of different faiths, and individuals with disabilities.

E. Board Development – JOIN's Board of Directors must provide leadership and accountability for the organization on making progress toward offering culturally appropriate and equitable services. In order to do this, we will:

- (1) Recruit board members of diverse races, ethnicities, genders, sexual orientations, faiths, and cultures, as well as individuals with personal experiences of poverty.
- (2) Receive training on how to develop and lead a culturally competent non-profit organization.
- (3) Require at least semi-annual updates from staff on the demographics of those receiving services and their outcomes, and require proposals to address any identified inequities.
- (4) Include progress toward the implementation of this Goal in the annual reviews of the management staff.
- (5) Review progress toward implementation of this Goal at the annual Board Staff Retreat.
- (6) Consider the creation of a sub-committee specifically tasked with overseeing the implementation of the strategies identified under this Goal.

ⁱ The sections of this Amendment track the sections of the Strategic Plan. The provisions of this Amendment will be written into the appropriate sections of the Strategic Plan. This Amendment is not intended to stand alone.