

**ARLINGTON COUNTY, VIRGINIA**

**AGREEMENT NO. 22-DHS-EP-257  
AMENDMENT NUMBER 1**

This Amendment Number 1 is made on the date of execution by the County and amends Agreement Number 22-DHS-EP-257 ("Main Agreement") dated July 1, 2021 between Doorways for Women and Families, Inc. ("Contractor") and the County Board of Arlington County, Virginia ("County").

The County and the Contractor agree to amend the main contract called for under the Main Agreement as follows:

**I. ADD THE FOLLOWING LANGUAGE TO PARAGRAPH 5. CONTRACT AMOUNT**

In accordance with Attachment 1, the County will reimburse the Contractor up to \$33,885.42 for case management at the shelter overflow hotel.

The contract amount is hereby increased by \$ \$33,885.42 from \$948,240.00 to \$982,125.42.

**II. ADD THE FOLLOWING LANGUAGE TO PARAGRAPH 6. PAYMENT:**

The Contractor must submit monthly reimbursement invoices no later than the 15th day of each month for the preceding month for case management expenses at the shelter overflow hotel to the County's Project Officer, who will either approve the invoice or require corrections. The final reimbursement invoice must be sent no later than July 8, 2022.

Invoices for case management at the shelter overflow hotel must be accompanied by supporting documentation including payroll reports, general ledger reports and any other documentation of costs incurred.

**III. DELETE PARAGRAPH 7. REIMBURSABLE EXPENSES IN ITS ENTIRETY**

**IV. ADD THE FOLLOWING LANGUAGE AS PARAGRAPH 52. COVID-19 VACCINATION POLICY FOR CONTRACTORS:**

Due to the COVID-19 pandemic, the County has taken various steps to protect the welfare, health, safety and comfort of the workforce and public at large. As part of these steps, the County has implemented various requirements with respect to health and safety including policies with respect to social distancing, the use of face-coverings and vaccine mandates. All County Contractors, entering County owned, controlled, or leased facilities or facilities operated by a contractor if the services provided at that location are exclusive to Arlington County Government or contractors with public facing responsibilities must adopt these policies for implementation with their employees and subcontractors working on County contracts.

Contractors are required to obtain and maintain the COVID-19 vaccine status of employees or subcontractors, require any unvaccinated or not fully vaccinated employees to follow a weekly testing protocol established by the Contractor to submit to weekly testing, and provide any accommodations as required by law. Contractor should submit the certification of compliance to the Purchasing Agent at the time of contract execution and within five working days of the end of each quarter (see Exhibits J & K). In addition, all Contractor and subcontractor employees subject to the requirements of this section must also comply with the County COVID-19 masking and social distancing protocols, as signed at each County location.

It is recognized that the COVID-19 pandemic is an ongoing health crisis. As such, requirements with respect to health and safety, including vaccines and face-coverings may change over time. Contractors are expected to adhere to the County requirements as they evolve in response to the crisis.

For questions, Contractor may email [contractorvaccineinfo@arlingtonva.us](mailto:contractorvaccineinfo@arlingtonva.us).

**V. ADD THE FOLLOWING LANGUAGE TO THE RESPECTIVE SECTIONS OF EXHIBIT A - SCOPE OF WORK**

**1. SECTION I: OPERATIONAL AND SERVICE REQUIRMENTS APPLICABLE TO ALL PROGRAMS, PART B: SERVICES BY THE CONTRACTOR**

15. The Contractor must educate families with school age children of their educational rights as mandated by the McKinney Vento Act (42 U.S. § 11431) and support families in enrolling in school and/or remain at the school they were attending prior to experiencing homelessness (as possible). The Contractor will coordinate with the Arlington County Public Schools McKinney-Vento Liaison to support parents and students in accessing and utilizing school services.

**2. SECTION II: FAMILY HOME SCOPE OF WORK**

**C. CASE MANAGEMENT AT THE SHELTER OVERFLOW HOTEL**

Due to the unpredictable nature of COVID-19, the Delta variant, and the variable demand for emergency shelter in Arlington County, the Department of Human Services, in partnership with the Continuum of Care (CoC), may temporarily expand emergency shelter options. Expanded shelter space for families will consist of hotel rooms at the Days Inn Pentagon located at 3030 Columbia Pike, Arlington VA 22204 or other local hotels. Notice of such expansion will be given to the Contractor at least 14 days prior to start and 14 days prior to end of expansion.

When clients are placed at the hotel, the Contractor must:

1. Follow the Standard Operating Procedures (SOP) for Shelter Overflow as they pertain to the Contractor (see Exhibit M).
2. Provide case management to families that have been referred to the hotel overflow shelter and assigned for case management services to the Contractor by the Centralized Access System (CAS). Case management services must be comparable to services provided to persons residing in the Family Home shelter.
3. Designate a point of contact for PathForward staff, assigned to the hotel, to respond to family needs as they arise.
4. Respond to and address unusual/critical incidents, as described in attached SOP, at the hotel that involve families assigned to the Contractor by the next business day. Contractor staff will be notified by PathForward staff assigned to the hotel.
5. Participate in shelter overflow coordination meetings as scheduled by the County Project Officer.
6. Report on case management at the shelter overflow hotel using all Family Home shelter reporting requirements of the Main Agreement.

- VI. ADD THE ATTACHED BUDGET - CASE MANAGEMENT AT THE SHELTER OVERFLOW HOTEL, AS ATTACHMENT 1 TO EXHIBIT B - CONTRACT PRICING
- VII. ADD THE ATTACHED CONTRACTOR COVID-19 VACCINATION CERTIFICATION AS EXHIBIT K
- VIII. ADD THE ATTACHED CONTRACTOR COVID-19 VACCINATION QUARTERLY COMPLIANCE CERTIFICATION AS EXHIBIT L
- IX. ADD THE ATTACHED NON-CONGREGATE SHELTER OVERFLOW STANDARD OPERATING PROCEDURES AS EXHIBIT M

All other terms and conditions of the Main Agreement remain in effect.

WITNESS these signatures:

THE COUNTY BOARD OF ARLINGTON  
COUNTY, VIRGINIA

DOORWAYS FOR WOMEN AND FAMILIES, INC.

AUTHORIZED DocuSigned by:  
 SIGNATURE: *Lucas Alexander*  
 NAME: Lucas Alexander  
 TITLE: Procurement Officer  
 DATE: 11/15/2021

AUTHORIZED DocuSigned by:  
 SIGNATURE: *Diana Ortiz*  
 NAME: Diana Ortiz  
 TITLE: President and CEO  
 DATE: 11/12/2021

**EXHIBIT B  
CONTRACT PRICING**

ATTACHMENT 1

CASE MANAGEMENT AT THE SHELTER OVERFLOW HOTEL BUDGET

October 18, 2021 - June 30, 2022

Line Item	Detailed Explanation	Cost
Case Manager	Case Manager for 36.5 weeks, includes salary, fringe benefits and holiday pay	\$ 29,804.93
Mileage	Reimbursement of Mileage for travel to and from the Hotel (using the US General Services Administration Privately Owned Vehicle (POV) Mileage Reimbursement Rates of the year in which the mileage expense occurs)	\$ 1,000.00
	<b>SUBTOTAL</b>	<b>\$ 30,804.93</b>
	<i>INDIRECT RATE</i>	<i>10%</i>
	INDIRECT COST	\$ 3,080.49
	<b>GRAND TOTAL</b>	<b>\$ 33,885.42</b>

## EXHIBIT M

### **NON-CONGREGATE SHELTER OVERFLOW STANDARD OPERATING PROCEDURES**

#### **Standard Operating Procedures**

Due to the unpredictable nature of COVID-19, the Delta variant, and the variable demand for emergency shelter in Arlington County, the Department of Human Services, in partnership with the Continuum of Care (CoC), is temporarily expanding emergency shelter using 15 rooms at the Days Inn Pentagon. The following Standard Operating Procedures have been developed in coordination with participating partners to implement and support clear and consistent practices that promote CoC values, safety and security of persons experiencing homelessness, and continuity of services delivery.

**Participating partners:** The following outlines specific roles and responsibilities of respective partners for purposes of coordinating and overseeing services for the Hotel Overflow Program, and in addition to existing roles and responsibilities.

- **Arlington County Government:** Providing financial resources for the implementation of shelter overflow.
- **Continuum of Care/Homeless Services Program:** Providing contractual oversight and technical assistance to support implementation.
- **Community Assistance Bureau, Centralized Access Program:** Providing shelter referrals and supporting in bed management.
- **PathForward:** Providing administrative oversight of Hotel Overflow intakes, food and cleaning services, HMIS reporting, as well as services to single adults referred from CAS.
- **Bridges to Independence:** Providing supportive services to family households referred from CAS and staying at the Hotel Overflow Program.
- **Doorways for Women and Families:** Providing supportive services to family households referred from CAS and staying at the Hotel Overflow Program.

#### **I. Hotel Overflow Intake Process:**

**Hotel overflow referrals will only occur when HSC (including 7<sup>th</sup> Floor Space expansion) and RPC is at capacity for single adults.**

**Family shelter referrals for hotel overflow will only occur when family shelter capacity is maximized.**

As the Arlington County Clinical Coordination Program receives referrals through the Centralized Intake Process for individuals who are homeless and in need of emergency shelter, 15 hotel rooms will be available at the Days Inn Pentagon (located at 3030 Columbia Pike, Arlington VA 22204) to provide overflow shelter beds on an as-needed basis. Each hotel room has two queen-size beds and can accommodate up to two individuals or a four-person family.

A PathForward staff member will be responsible for tracking available rooms and assigning incoming clients to available rooms using the Homeless Management information System (HMIS). Clients will be assigned one household per room until shelter and hotel capacity is full, at which point newly referred single adult households may be placed in an occupied room with another single adult. (Family households will not be asked to share rooms with other non-related single adults or family households.) See Section II for additional guidance regarding the check-in process and bed management/HMIS entries.

If a client is identified as having a disability necessitating an ADA room, a PathForward staff member will ensure that the client is assigned to an ADA room, if available. If an ADA room is not available, PathForward should contact DHS' CCP for alternative arrangements.

When shelter capacity is full and referrals to shelter are needed, clients who are part of a high-risk group, such as people over 65 or those with certain underlying health conditions (respiratory, immunocompromised, chronic disease), should be prioritized for non-congregate shelter overflow hotel rooms at the Days Inn Pentagon. This may necessitate moving current shelter participants to the overflow hotel.

## **II. Check-In Process**

Once the client arrives at the hotel, the a PathForward staff member on duty will inform the client of their room number. A Guest Information Sheet (Appendix A) will be left in the room, and the a PathForward staff member on duty should review this Sheet with the client upon arrival.

It is very important that no client Personally Identifiable Information (PII) is shared with hotel staff, so as to comply with HIPAA regulations. As a result, only hotel room numbers will be shared with hotel staff. Supportive services will initiate at time of check-in and case management from the lead services agency (PathForward, Bridges to Independence or Doorways) will include completing respective program intakes as would otherwise occur at shelter sites.

PathForward will be responsible for bed management tracking for Hotel Overflow clients (manually in a bed tracking spreadsheet (attached) or in HMIS, per CoC HMIS Lead instructions). Ongoing supportive services, HMIS client data entry, Touch Points, and referrals will be the responsibility of the client's respective service provider (PathForward, Bridges to Independence, or Doorways).

## **III. Provision of Care and Supplies**

The hotel is responsible for providing each room with basic toiletries, toilet paper, tissues, linens, and towels at check-in; additional toiletries will be delivered to the room door once every three days, and old linens and towels will be collected and new linens and towels will be delivered to the room door once every five days and at room turnover. Clients can make additional requests for toilet paper and tissues to the PathForward staff member on duty, and staff will coordinate with hotel staff for delivery to the room door. Any requests for items beyond those previously mentioned will be handled by the PathForward staff member on duty.

## **IV. Provision of Food**

All food will be provided by PathForward. Meals will be delivered or served at established times, as listed below:

**Breakfast: between 7pm - 8am**  
**Lunch: between 12pm - 1pm**  
**Dinner (hot meal): between 5pm - 6pm**

Leftover meals may be stored onsite using the hotel's staff office refrigerator; meals should be provided if requested by guests, and within a reasonable timeframe if the client/guest(s) are being referred via the 1010 line. If a client arrives at the hotel after meals have already been provided that day, and the client

has not eaten, then the PathForward staff on duty should purchase the food and drop it off at the client's room.

#### **V. Safety and Security**

Onsite security at the hotel will not be provided. Arlington County Police will make periodic patrols through the hotel parking lot. PathForward staff will have 24-7, on-site staff for client emergencies and other unusual or critical incidents.

Because these hotel rooms are not intended for isolation or quarantine, clients are permitted to come and go as needed. However, due to the pandemic, and to maintain the safety of clients and other hotel guests and staff, clients will be discouraged from congregating in community spaces. If a client is being aggressive or hostile, PathForward staff on duty should call **911** if efforts to de-escalate and safely manage conflict or client behavior are not successful.

If there is such an incident, the PathForward staff member on duty must document the critical incident, per the Critical Incident Reporting Process outlined in the Unified Shelter operating procedures. Wellness checks must be performed at least daily among residing residents if not visibly seen or heard from during their stay. PathForward staff may request Key Card copies for occupied rooms via the Days Inn onsite staff at reception 24/7. Duplicate Key Cards can be utilized to gain access to guest rooms whether authorized or not by the residing guest(s).

#### **VI. Visitor Policy**

To mitigate and prevent the risk of exposure to COVID-19 to clients, social service staff and other hotel guests and staff, no outside guests or visitors are allowed on the premises or in clients' rooms. The only exceptions to this are Case Managers. These approved visitors may be from a local homeless shelter, the Behavioral Healthcare Division, etc. Clients will be encouraged to go off site for socializing.

For family placements at the hotel, family shelter providers (Doorways and Bridges to Independence) will provide case management supports to guests and will reiterate these procedures. See section VIII: Supporting Successful Client Participation for guidance on addressing violations of the visitor policy.

#### **VII. Sheets, Towels, Trash, and Room Cleaning**

The hotel staff is responsible for cleaning all sheets and towels, and providing clean sheets and towels once every five days and at room turnover. Clients will be instructed to bag and tie up all sheets and towels and leave them outside of their room on a set day each week of their stay, utilizing the garbage bags that the hotel staff provides. On the set linen cleaning day, the PathForward staff member on duty should call each room and instruct clients to bag up their sheets and towels, tie up the bag, and leave it outside of their room for cleaning.

For daily trash pick-up, the PathForward staff member on duty during the daytime shift will place **blue** trash bags at each occupied room's door. Then, the PathForward staff member will call all rooms and instruct them to bag up any trash/leftover food that is in their room and tie it up in the provided **blue** bag and leave it outside of their door. Once all trash has been left outside the doors, the PathForward staff member will notify the onsite hotel cleaning staff, who will pick up all bagged trash and dispose of it in the dumpster onsite at the hotel. PathForward staff should spot check occupied rooms, at least daily, to

ensure proper housekeeping is being maintained. Spot checks may occur utilizing duplicate hotel room Key Card(s). PathForward staff may request Key Card copies for occupied rooms via the Days Inn onsite staff at reception 24/7. Duplicate Key Cards can be utilized to gain access to guest rooms whether authorized or not by the residing guest(s).

Clients' personal laundry will **not** be cleaned during their stay. Efforts should be made to encourage clients to make use of HSC or RPC day-program laundry facilities as needed.

If a client needs their room cleaned during their stay due to an unforeseen incident, and after each client checks out and vacates a room, PathForward will be responsible for providing cleaning for each room in preparation for the next client. Cleaning of rooms, based on turnover, should occur within 24 hours of a vacancy.

For family placements at the hotel, family shelter providers (Doorways and Bridges to Independence) will provide case management supports to guests and will reiterate these procedures.

### **VIII. Supporting Successful Client Participation**

PathForward, Bridges to Independence and Doorways staff will reinforce Hotel Overflow guidelines and procedures with all clients. Staff should proactively respond to behaviors that may impact a person's ability to stay in the hotel using the minimum level of intervention needed to preserve client dignity, to prevent escalation of behaviors, while still responding to individual and community safety concerns. Staff will refer to the Unified Shelter SOPs which outline a series of options shelters have to address difficult behaviors, rooted in recovery and crisis prevention. Staff will utilize Agreements for Success to support clients in addressing behaviors that will impact their ability to remain in the hotel and utilize Unified Shelter/Family Shelter meetings or Case Conferences as needed. If a client is a safety risk to themselves or others, Emergency Services (703-228-5160) and/or 911 should be contacted immediately. Should an immediate, involuntary discharge occur, staff will notify the CCP Manager (jadam@arlingtonva.us) and CoC Coordinator (tvan@arlingtonva.us) by email the next business day. See Section IX for additional guidance regarding Critical Incident Reporting Process.

### **IX. Critical Incident Reporting Process**

PathForward will follow the Unified Shelter Protocols for any unusual or critical incident. Incident Reporting forms will be sent to the CoC Coordinator via this email: [DHSSheltercontracts@arlingtonva.us](mailto:DHSSheltercontracts@arlingtonva.us). Incidents involving households served by Doorways and Bridges to Independence will be reported to points of contact for each agency. Any immediate dismissals that cannot be prevented with staff intervention will, in addition to having an incident report form submitted, will include communication directly to the CoC Coordinator and Clinical Coordination Program Manager. Should incidents occur with Doorways and Bridges to Independence staff and while their respective staff are on-site, the intervention, documentation and reporting responsibilities will be with those providers. PathForward staff must be informed of all incidents among any hotel guests/clients.

### **X. Check-Out Process**

Each client will be housed for as long as emergency shelter is needed, until a bed becomes available at another appropriate location, or until the contract with the Days Inn ends – whichever comes first. Once a client is checked out, the PathForward staff person on duty will check that person out of the bed in HMIS, documenting the outcome of the client's departure. Anticipated and unplanned shelter departures of clients served by Bridges to Independence and Doorways will be communicated to



PathForward staff as quickly as possible to initiate the check-out process. All pending and anticipated departures must be reported to CCP in advance.

When a room is about to be fully vacated, the PathForward staff person on duty will ask the client to bag up all sheets, towels, and trash, tie up the bags, and leave them outside of the room upon their departure. This action may also be performed by PathForward cleaning service vendor.

Once this is complete and the room is empty, PathForward will arrange to deep clean the room. Once the cleaning has been completed, the PathForward staff person on duty will inform the hotel cleaning crew so that they can enter the room and restock it with the toiletry bag, toilet paper, and new sheets and linens for the next client.

The agency responsible for client service will also need to complete all client exit assessments in HMIS per normal HMIS governance policies.

**XI. Hotel Media Policy**

Members of the media, people with cameras, people taking photographs, etc. should be referred KURT LARRICK, Department of Human Services Communications, 571-259-2463 (cell)

Appendix A

**GUEST INFORMATION SHEET**

Your room number is \_\_\_\_\_.

**Guest Rules and Responsibilities:**

- Treat all staff with courtesy and respect.
- Keep noise levels down.
- Keep your hotel room clean.
- You may use the room phone to receive incoming calls and make outgoing, local calls. No long-distance calls will be permitted.
- No pay-per-view TV will be permitted.
- No visitors are allowed at any time.
- You will be responsible for any damage to the room. Damages include any tampering or removal of items such as window screens, smoke detectors, TV, etc.
- You will be responsible for the safe keeping of your personal belongings during your stay. This includes any property loss, damage and theft.
- No smoking in the room.
- No pets allowed at any time.
- Upon exiting the hotel, all personal belongings should be bagged and removed. Throw out your hotel key card. Any items left behind will be disposed of.

For any assistance or requests for needed items during your stay, call hotel reception by dialing “0” on your room phone. A staff member is onsite 24/7 and will attend to your needs over the phone. We are here to assist you during this time.

**If you think you are having a medical emergency, please dial 911.**

**WIFI Access:**

The hotel provides free internet/WIFI service. Login information is below:

Network Name: \_\_\_\_\_

Password: \_\_\_\_\_

**Meals:**

You will receive a free hot breakfast and bagged lunch in the morning, and hot dinner every evening during your stay. If you arrive or leave during the middle of the day, your meals will be pro-rated. Breakfast and lunch will be delivered no later than 8:00 am. Please put your boxed lunch in the in-suite refrigerator until you are ready to eat it. Dinner will be delivered no later than 6:00 pm. Please pick up your meals promptly; any meals left outside will be removed.

**Sheets and Towels:**

Every week on Tuesday is linen day. You will receive a large bag with your lunch and breakfast delivery. Please strip your sheets and place them and your towels and washcloths in the bag, tie it closed, and place it outside your room before noon. Housecleaning staff will remove your dirty linens and leave a clean set outside your room door.

**Laundry Services:**

We are not providing personal laundry services during your stay. The Homeless Services Center and Residential Program Center have day programs with open laundry facilities.

**Checkout:**

Please put all your towels and sheets in a bag and tie it up and leave outside your door upon checking out.

X

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Hotel Guest Name (Printed)

Sign and Date

**I attest the above rules and responsibilities of this information sheet were reviewed with me upon check-in by PathForward staff.**

## Appendix B

### Important Telephone Numbers

- In case of an emergency, dial **911**
- Arlington County Police Department Non-Emergency Number: **(703) 558-2222**
- Arlington County Emergency Mental Health Services: **(703) 228-5160**
- 24/7 Shelter Intake Line (for people leaving hotel who have no place to stay or homeless people who show up to the hotel looking for a place to stay): **(703) 228-1010**
- Days Inn Front Desk: **(703) 521-5570, x 151**
- Language Line (Telephonic Interpretation): **1-866-874-3972 (Client ID 506982, Access Code 3336, Description Director's Office CV19)**
- PathForward (case management of PathForward clients only): **703-228-7803**
- Bridges to Independence (Case management of B2I clients only): **TBD**
- Doorways (case management of Doorways clients only): **TBD**
- Triina Van, CoC Coordinator: **703-213-6302** or [tvan@arlingtonva.us](mailto:tvan@arlingtonva.us)
- Jenna Adams, Clinical Coordination Program Manager: **703-228-1305** or [jdadams@arlingtonva.us](mailto:jdadams@arlingtonva.us)
- DHS Shelter Ops, Onsite COVID-Operations manager- **202-826-6481 (cell)**
- Terri Madni, Days Inn manager - **daysinn3030@gmail.com**.