

## **EXHIBIT A – SCOPE OF SERVICES**

### **Sunrise Community for Recovery & Wellness, Inc. COVID-19 Non-Congregate Temporary Emergency Hotel Shelter Operations**

#### **Description:**

The City of Asheville ("City") will rent hotel space to be used as a COVID-19 non-congregate emergency hotel shelter. Sunrise Community for Recovery & Wellness, Inc. ("Sunrise") will provide essential operations services defined herein for the COVID-19 non-congregate temporary emergency hotel shelter for an initial period through June 30, 2021, with compensation not to exceed \$107,628.

SP  
5/31/2021

#### **Outcome Statement:**

100 people experiencing unsheltered homelessness will access the COVID-19 non-congregate emergency hotel shelter.

#### **Essential Operations Services:**

1. Serve as operational lead and central liaison between hotel staff, security personnel, shelter guests, and the City of Asheville.
2. Provide on site daily staff coverage between the hours of 8:00 a.m. and 8:00 p.m.
3. Provide on-site support to shelter guests, including connections to community resources, problem solving and mediation with other guests or hotel staff, and exit planning into permanent housing or other appropriate interventions.
4. Ensure shelter guests are informed of facility and programmatic rules, and support guests in complying with rules.
5. Triage and de-escalate situations as appropriate.
6. Conduct regular check-ins with each shelter participant at their individual rooms.
7. Coordinate with and provide direction to contracted security and report concerns to City of Asheville staff.
8. Provide for shelter participants' clothing to be laundered.

#### **Compliance:**

1. Facilitate entry of all participant data into HMIS.
2. Activities are funded on a reimbursable basis. Sunrise will draw reimbursement on a bi-weekly basis.
3. Sunrise shall provide support documentation such as invoices and payroll registers for all expenditures included in the Draw request. Each invoice shall be marked "PAID", show the date of the initial payment by the Sub-recipient and the number of the check used

for payment. The payroll register must include the date of the Register, the staff person's names, total gross salary, taxes and benefits, net salary and the number of payroll check(s) submitted for each employee. All COVID-19 shelter operating cost reimbursement documentation must be clearly identified as 'COVID-19 Shelter.' Payroll costs must clearly detail amounts requested for reimbursement as 'COVID-19 Shelter.'

S Polston  
May 31, 2021