

AGREEMENT FOR PROFESSIONAL SERVICES

**ARTICLE 1
PARTIES AND PURPOSE**

Section 1.1 Parties

THIS AGREEMENT is entered into on _____, 2026, by and between the CITY OF LODI, a municipal corporation (hereinafter "CITY"), and OUTREACH MINISTRIES INTERNATIONAL, a California nonprofit corporation (hereinafter "CONTRACTOR").

Section 1.2 Purpose

CITY selected the CONTRACTOR to provide the services required in accordance with the Scope of Services attached, as Exhibit A and incorporated by this reference.

CITY wishes to enter into an agreement with CONTRACTOR for operation of the Lodi Access Center and Emergency Shelter (hereinafter "Project") as set forth in the Scope of Services attached as Exhibit A. CONTRACTOR acknowledges that it is qualified to provide such services to CITY.

**ARTICLE 2
SCOPE OF SERVICES**

Section 2.1 Scope of Services

CONTRACTOR, for the benefit and at the direction of CITY, shall perform the Scope of Services as set forth in Exhibit A.

Section 2.2 Time for Commencement and Completion of Work

CONTRACTOR shall commence work pursuant to this Agreement, upon receipt of a written notice to proceed from CITY or on the date set forth in Section 2.6, whichever occurs first, and shall perform all services diligently and complete work under this Agreement based on a mutually agreed upon timeline or as otherwise designated in the Scope of Services.

CONTRACTOR shall submit to CITY such reports, diagrams, drawings and other work products as may be designated in the Scope of Services.

CONTRACTOR shall not be responsible for delays caused by the failure of CITY staff to provide required data or review documents within the appropriate time frames. The review time by CITY and any other agencies involved in the project shall not be counted against CONTRACTOR's contract performance period. Also, any delays due to

weather, vandalism, acts of God, etc., shall not be counted. CONTRACTOR shall remain in contact with reviewing agencies and make all efforts to review and return all comments.

Section 2.3 Meetings

CONTRACTOR shall attend meetings as may be set forth in the Scope of Services.

Section 2.4 Staffing

CONTRACTOR acknowledges that CITY has relied on CONTRACTOR's capabilities and on the qualifications of CONTRACTOR's principals and staff as identified in its proposal to CITY. The Scope of Services shall be performed by CONTRACTOR, unless agreed to otherwise by CITY in writing. CITY shall be notified by CONTRACTOR of any change of Project Manager and CITY is granted the right of approval of all original, additional and replacement personnel at CITY's sole discretion and shall be notified by CONTRACTOR of any changes of CONTRACTOR's project staff prior to any change.

CONTRACTOR represents it is prepared to and can perform all services within the Scope of Services (Exhibit A) and is prepared to and can perform all services specified therein. CONTRACTOR represents that it has, or will have at the time this Agreement is executed, all licenses, permits, qualifications, insurance and approvals of whatsoever nature are legally required for CONTRACTOR to practice its profession, and that CONTRACTOR shall, at its own cost and expense, keep in effect during the life of this Agreement all such licenses, permits, qualifications, insurance and approvals, and shall indemnify, defend and hold harmless CITY against any costs associated with such licenses, permits, qualifications, insurance and approvals which may be imposed against CITY under this Agreement.

Section 2.5 Subcontracts

Unless prior written approval of CITY is obtained, CONTRACTOR shall not enter into any subcontract with any other party for purposes of providing any work or services covered by this Agreement.

Section 2.6 Term

The term of this agreement commences on October 23, 2026 and terminates upon completion of the Scope of Services or on October 31, 2031, whichever occurs first. The term of this Agreement is contingent upon the continued availability of funding and financial resources necessary to support operation of the Lodi Access Center. In the event such funding or resources become unavailable or insufficient, the City may modify

the scope of this Agreement to within available resources, or terminate this Agreement in accordance with Section 4.11.

Section 2.7 Option to Extend Term of Agreement

At its option, CITY may extend the terms of this Agreement for an additional **five (5)** year extension; provided, CITY gives CONTRACTOR no less than thirty (30) days written notice of its intent prior to expiration of the existing term. In the event CITY exercises any option under this paragraph, all other terms and conditions of this Agreement continue and remain in full force and effect.

The total duration of this Agreement, including the exercise of any option under this paragraph, shall not exceed ten (10) year(s).

ARTICLE 3
COMPENSATION

Section 3.1 Compensation

CONTRACTOR's compensation for all work under this Agreement shall conform to the provisions of the Fee Proposal, attached hereto as Exhibit B and incorporated by this reference.

CONTRACTOR shall not undertake any work beyond the scope of this Agreement unless such additional work is approved in advance and in writing by CITY.

Section 3.2 Method of Payment

CONTRACTOR shall submit invoices for completed work on a monthly basis, or as otherwise agreed, providing, without limitation, details as to amount of hours, individual performing said work, hourly rate, and indicating to what aspect of the Scope of Services said work is attributable. CONTRACTOR's compensation for all work under this Agreement shall not exceed the amount of the Fee Proposal.

Section 3.3 Costs

The Fee Proposal shall include all reimbursable costs required for the performance of the Scope of Services. Payment of additional reimbursable costs considered to be over and above those inherent in the original Scope of Services shall be approved in advance and in writing, by CITY.

Section 3.4 Auditing

CITY reserves the right to periodically audit all charges made by CONTRACTOR to CITY for services under this Agreement. Upon request, CONTRACTOR agrees to furnish CITY, or a designated representative, with necessary information and assistance needed to conduct such an audit.

CONTRACTOR agrees that CITY or its delegate will have the right to review, obtain and copy all records pertaining to performance of this Agreement. CONTRACTOR agrees to provide CITY or its delegate with any relevant information requested and shall permit CITY or its delegate access to its premises, upon reasonable notice, during normal business hours for the purpose of interviewing employees and inspecting and copying such books, records, accounts, and other material that may be relevant to a matter under investigation for the purpose of determining compliance with this requirement. CONTRACTOR further agrees to maintain such records for a period of three (3) years after final payment under this Agreement.

ARTICLE 4 **MISCELLANEOUS PROVISIONS**

Section 4.1 Nondiscrimination

In performing services under this Agreement, CONTRACTOR shall not discriminate in the employment of its employees or in the engagement of any subcontractor on the basis of race, color, religion, sex, sexual orientation, marital status, national origin, ancestry, age, or any other criteria prohibited by law.

Section 4.2 ADA Compliance

In performing services under this Agreement, CONTRACTOR shall comply with the Americans with Disabilities Act (ADA) of 1990, and all amendments thereto, as well as all applicable regulations and guidelines issued pursuant to the ADA.

Section 4.3 Indemnification and Responsibility for Damage

CONTRACTOR to the fullest extent permitted by law, shall indemnify and hold harmless CITY, its elected and appointed officials, directors, officers, employees and volunteers from and against any claims, damages, losses, and expenses (including reasonable attorney's fees and costs), arising out of performance of the services to be performed under this Agreement, provided that any such claim, damage, loss, or expense is caused by the negligent acts, errors or omissions of CONTRACTOR, any subcontractor employed directly by CONTRACTOR, anyone directly or indirectly employed by any of them, or anyone for whose acts they may be liable, except those injuries or damages arising out of the active negligence, sole negligence, or sole willful misconduct of the City of Lodi, its elected and appointed officials, directors, officers, employees and volunteers. CITY may, at its election, conduct the defense or participate in the defense of any claim related in any way to this indemnification. If CITY chooses at its own election to conduct its own defense, participate in its own defense, or obtain

To CONTRACTOR: Outreach Ministries International
935 C. Central Avenue
Lodi, CA 95240
Attn: Jason McEachron

Section 4.9 Cooperation of CITY

CITY shall cooperate fully and in a timely manner in providing relevant information it has at its disposal relevant to the Scope of Services.

Section 4.10 CONTRACTOR is Not an Employee of CITY

CONTRACTOR agrees that in undertaking the duties to be performed under this Agreement, it shall act as an independent contractor for and on behalf of CITY and not an employee of CITY. CITY shall not direct the work and means for accomplishment of the services and work to be performed hereunder. CITY, however, retains the right to require that work performed by CONTRACTOR meet specific standards without regard to the manner and means of accomplishment thereof.

Section 4.11 Termination

CITY may terminate this Agreement, with or without cause, by providing CONTRACTOR at least sixty (60) days written notice. The parties acknowledge that the sixty (60) day notice period is intended to allow for an orderly transition and ramp down of services, including coordination to support continuity of care and appropriate transition planning for individuals utilizing the Lodi Access Center. Notwithstanding the foregoing, in the event CONTRACTOR materially breaches the Scope of Services or otherwise fails to perform in accordance with the terms of this Agreement, CITY may provide CONTRACTOR ten (10) days written notice to cure such breach. If CONTRACTOR fails to cure the breach within the notice period, CITY may terminate this Agreement effective immediately or upon such date specified by CITY. Where phases are anticipated within the Scope of Services, at which an intermediate decision is required concerning whether to proceed further, CITY may terminate at the conclusion of any such phase. Upon termination, CONTRACTOR shall be entitled to payment as set forth in attached Exhibit B to the extent work has been satisfactorily performed through the effective date of termination. CONTRACTOR shall immediately begin an orderly wind down of services and, upon termination, suspend all work not necessary for transition activities and deliver any documents or work in progress to CITY. However, CITY shall assume no liability for costs, expenses, or lost profits resulting from services not completed or for contracts entered into by CONTRACTOR with third parties in reliance upon this Agreement.

Section 4.12 Confidentiality

CONTRACTOR agrees to maintain confidentiality of all work and work products produced under this Agreement, except to the extent otherwise required by law or permitted in writing by CITY. CITY agrees to maintain confidentiality of any documents owned by CONTRACTOR and clearly marked by CONTRACTOR as “Confidential” or “Proprietary”, except to the extent otherwise required by law or permitted in writing by CONTRACTOR. CONTRACTOR acknowledges that CITY is subject to the California Public Records Act.

Section 4.13 Applicable Law, Jurisdiction, Severability, and Attorney’s Fees

This Agreement shall be governed by the laws of the State of California. Jurisdiction of litigation arising from this Agreement shall be venued with the San Joaquin County Superior Court. If any part of this Agreement is found to conflict with applicable laws, such part shall be inoperative, null, and void insofar as it is in conflict with said laws, but the remainder of this Agreement shall be in force and effect. In the event any dispute between the parties arises under or regarding this Agreement, the prevailing party in any litigation of the dispute shall be entitled to reasonable attorney’s fees from the party who does not prevail as determined by the San Joaquin County Superior Court.

Section 4.14 City Business License Requirement

CONTRACTOR acknowledges that Lodi Municipal Code Section 3.01.020 requires CONTRACTOR to have a city business license and CONTRACTOR agrees to secure such license and pay the appropriate fees prior to performing any work hereunder.

Section 4.15 Captions

The captions of the sections and subsections of this Agreement are for convenience only and shall not be deemed to be relevant in resolving any question or interpretation or intent hereunder.

Section 4.16 Integration and Modification

This Agreement represents the entire understanding of CITY and CONTRACTOR as to those matters contained herein. No prior oral or written understanding shall be of any force or effect with respect to those matters covered hereunder. This Agreement may not be modified or altered except in writing, signed by both parties.

Section 4.17 Contract Terms Prevail

All exhibits and this Agreement are intended to be construed as a single document. Should any inconsistency occur between the specific terms of this Agreement and the attached exhibits, the terms of this Agreement shall prevail.

Section 4.18 Severability

The invalidity in whole or in part of any provision of this Agreement shall not void or affect the validity of any other provision of this Agreement.

Section 4.19 Ownership of Documents

All documents, photographs, reports, analyses, audits, computer media, or other material documents or data, and working papers, whether or not in final form, which have been obtained or prepared under this Agreement, shall be deemed the property of CITY. Upon CITY's request, CONTRACTOR shall allow CITY to inspect all such documents during CONTRACTOR's regular business hours. Upon termination or completion of services under this Agreement, all information collected, work product and documents shall be delivered by CONTRACTOR to CITY within ten (10) calendar days.

CITY agrees to indemnify, defend and hold CONTRACTOR harmless from any liability resulting from CITY's use of such documents for any purpose other than the purpose for which they were intended.

Section 4.20 Authority

The undersigned hereby represent and warrant that they are authorized by the parties to execute this Agreement.

Section 4.21 Federal Transit Funding Conditions

If the box at left is checked, the Federal Transit Funding conditions attached as Exhibit D apply to this Agreement. In the event of a conflict between the terms of this Agreement or any of its other exhibits, and the Federal Transit Funding Conditions, the Federal Transit Funding Conditions will control.

Section 4.22 Counterparts and Electronic Signatures

This Agreement and other documents to be delivered pursuant to this Agreement may be executed in one or more counterparts, each of which will be deemed to be an original copy and all of which, when taken together, will be deemed to constitute one and the same agreement or document, and will be effective when counterparts have been signed by each of the parties and delivered to the other parties. Each party agrees that the electronic signatures, whether digital or encrypted, of the parties included in this Agreement are intended to authenticate this writing and to have the same force and effect as manual signatures. Delivery of a copy of this Agreement or any other document

contemplated hereby, bearing an original manual or electronic signature by facsimile transmission (including a facsimile delivered via the Internet), by electronic mail in "portable document format" (".pdf") or similar format intended to preserve the original graphic and pictorial appearance of a document, or through the use of electronic signature software will have the same effect as physical delivery of the paper document bearing an original signature.

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IN WITNESS WHEREOF, CITY and CONTRACTOR have executed this Agreement as of the date first above written.

ATTEST:

CITY OF LODI, a municipal corporation

OLIVIA NASHED
City Clerk

AARON M. BUSCH
Interim City Manager

APPROVED AS TO FORM:

OUTREACH MINISTRIES INTERNATIONAL, a
California nonprofit corporation

By: _____
JOHN M. LUEBBERKE
Interim City Attorney 

By: _____
JASON MCEACHRON
Chief Executive Officer

Attachments:

Exhibit A/B – Scope of Services & Fee Proposal

Exhibit C – Insurance Requirements

Exhibit – Federal Transit Funding Conditions (if applicable)

Funding Source:

(Business Unit & Account No.)

Doc ID:

CA: Rev.04.2026-LT (CA Formatted)

Exhibit A – Scope of Services

CONTRACTOR shall provide full operational management services for the Lodi Access Center and Emergency Shelter (“Access Center”), a low-barrier emergency shelter and access center serving individuals experiencing homelessness within the City of Lodi. Services shall be provided twenty-four (24) hours per day, seven (7) days per week.

Services shall include, but not be limited to:

- a. Operation of overnight shelter services and day services intended to promote housing stability, self-sufficiency, and long-term stabilization.
- b. Outreach and engagement activities intended to connect unsheltered individuals with shelter, housing, behavioral health, medical care, and supportive services, including participation in coordinated outreach efforts with community and governmental partners.
- c. Intake, assessment, case management, housing navigation, benefits navigation, and referrals to supportive services, including behavioral health, substance use treatment, medical care, legal assistance, and other stabilization resources.
- d. Workforce development services, including employment readiness, job search assistance, life skills development, individualized employment planning, coordination with employers and workforce development partners, and connection to vocational training or educational opportunities. CONTRACTOR shall make reasonable efforts to assist participants in obtaining and maintaining employment as part of their transition toward permanent housing and independence.
- e. Day-use services, including meals, showers, hygiene access, transportation coordination, and storage management.

Contractor shall operate the Access Center in a manner consistent with a low-barrier shelter model, ensuring individuals are not denied access solely due to mental illness, substance use disorder, pets, partners, or personal possessions, provided participants comply with established safety, eligibility, and conduct requirements. Individuals accessing overnight shelter services must be ambulatory and able to independently care for themselves, as the Access Center is intended to provide shelter and supportive services and is not equipped to provide a higher level of medical or custodial care. Contractor shall maintain written policies and procedures governing intake, eligibility, client conduct, grievance procedures, safety, and program participation.

Contractor shall be responsible for the day-to-day operation, staffing, supervision, janitorial coordination, routine site management, and general oversight necessary to maintain a safe, clean, secure, and functional facility. Contractor shall provide overnight shelter operations and day-use services, including meals, showers, hygiene access, transportation coordination, storage management, case management, housing navigation, benefits navigation, employment readiness, workforce development, and referrals to supportive services, including behavioral health, substance use treatment, medical care, legal assistance, and other stabilization resources intended to support participant well-being and long-term housing outcomes.

Contractor shall implement and maintain a workforce development component intended to support participant self-sufficiency and long-term stability, including employment readiness, job search assistance, life skills development, individualized employment planning, connection to

vocational training or educational opportunities, and coordination with local employers and workforce development partners. Contractor shall make reasonable efforts to assist participants in obtaining and maintaining employment as part of their transition toward permanent housing and independence.

Contractor shall conduct outreach and engagement activities intended to connect unsheltered individuals with shelter, housing, behavioral health, medical care, and supportive services, including participation in coordinated outreach efforts with community and governmental partners. Contractor shall implement practices that support neighborhood cleanliness, discourage loitering and disruptive activity in and around the Access Center, and maintain a Good Neighbor approach responsive to surrounding businesses and residents.

Contractor shall work in close and ongoing collaboration with onsite and community partners, including San Joaquin Health and San Joaquin County Behavioral Health Services, to support integrated and coordinated service delivery. Contractor shall coordinate participant referrals, case conferencing, care coordination, stabilization planning, and access to onsite supportive services, including behavioral health, medical, sobering, recuperative, isolation, and other wraparound services available at or through the Access Center. Contractor shall actively participate in collaborative service planning efforts to ensure continuity of care, improve participant outcomes, and avoid duplication of services.

Contractor shall participate in and maintain compliance with the San Joaquin County Homeless Management Information System (HMIS), including timely entry of required client-level data, maintenance of required agreements and data-sharing requirements, and submission of monthly performance reports to the City in a format determined by the City. Contractor shall track program outcomes, shelter utilization, housing placements, employment connections, workforce participation, service referrals, and other performance measures identified by the City.

Contractor shall implement housing-focused case management strategies intended to reduce length of stay and support transitions to permanent housing, rehabilitation, reunification, employment, education, or other long-term stabilization outcomes. Contractor shall maintain active partnerships with housing providers, employers, workforce development agencies, behavioral health providers, and other community resources necessary to support participant success.

Contractor shall maintain staffing, training, security procedures, emergency response protocols, and facility oversight sufficient to ensure the health, safety, and well-being of Access Center participants, staff, visitors, and the surrounding community and shall comply with all applicable federal, state, local, grant, and City requirements related to homeless shelter operations, recordkeeping, confidentiality, and program administration.

Contractor shall perform the services described herein in a manner consistent with the requirements set forth in the City's Request for Proposal ("RFP") for Access Center and Emergency Shelter Operational Management Services and Contractor's awarded RFP submission, as updated to reflect negotiated staffing and budget amounts, attached hereto as Attachment 1 and incorporated herein by this reference. Contractor shall materially comply with the operational, service delivery, performance, workforce development, reporting, and coordination commitments identified in Attachment 1, except where expressly modified, superseded, or otherwise approved in writing by the City pursuant to this Agreement.

Contractor shall also comply with the roles, responsibilities, billing limitations, documentation requirements, and service coordination requirements identified in Attachment 2, as may be amended from time to time and approved by the City, relating to allowable reimbursement and billing of services in coordination with onsite and community service partners. Contractor acknowledges that services provided at the Access Center shall be coordinated to avoid duplication of services or reimbursement, particularly in relation to Enhanced Care Management (ECM), Community Supports, behavioral health services, medical services, recuperative care, and other onsite supportive services provided by or in coordination with San Joaquin Health, San Joaquin County Behavioral Health Services, and other authorized partners. Contractor shall participate in required care coordination, case conferencing, documentation standards, and reconciliation processes necessary to maintain compliance with applicable funding, billing, and program requirements.

Donations and Operational Cost Offsets

Operator has agreed to utilize charitable donations and community support, when available, to help offset operational costs of the Access Center and Emergency Shelter. Such support may include monetary contributions, donated goods, supplies, furnishings, food, hygiene items, volunteer services, or other in-kind material support.

Due to the variable nature and administrative burden associated with assigning fair market value to in-kind and material donations, the City shall not require detailed accounting or valuation of non-monetary donated items, provided that the approved operational budget and service levels remain substantially consistent with the Agreement and no additional City funding is requested as a result of reliance on such donations.

Monetary donations received and utilized to offset operational costs related to the Access Center and Emergency Shelter shall be reported to the City on a quarterly basis in a form mutually agreed upon by the City and Operator. Reporting shall include the amount of monetary donations received and a high-level description of their operational use.



Dear City Council Members and City Staff,

We would like to begin by expressing our sincere gratitude for the opportunity to have operated the Temporary Lodi Access Center over the past year. It has been an honor to serve our community through this initiative, and we are deeply appreciative of the trust the City of Lodi has placed in us.

Over the past twelve months, the Lodi Access Center has proven to be an essential resource for individuals experiencing homelessness in our city. Through consistent engagement, compassion, and collaboration, we have helped **174 individuals transition into housing or rehabilitation programs**. Additionally, **51 guests have successfully gained employment** through our support services, case management, and partnerships with local employers. These outcomes represent an estimated **\$6 million in savings for the City of Lodi** through reduced emergency services, law enforcement calls, encampment cleanups, and decreased strain on the hospital system.

These results reflect not only our commitment but also the effectiveness of our relationship-based approach. Our dedicated team continues to meet people where they are—physically, emotionally, and spiritually—helping them take the next step toward stability and hope. Many of those we serve have lived on the streets for years, often losing faith in the possibility of change. Yet, through consistent care, trust, and accountability, we have witnessed remarkable transformation.

Our team remains deeply committed to the City of Lodi's vision of a compassionate and coordinated response to homelessness. We have built strong working relationships with local law enforcement, social service providers, and community partners, ensuring that the Access Center operates safely, efficiently, and in alignment with city goals.

Since 2009, **Outreach Ministries International**, doing business as **Gravity Church**, has been engaged in this mission—pioneering outreach efforts in Lawrence Park, building bridges between local churches, businesses, and civic agencies, and walking alongside those society often overlooks. The past year has reaffirmed what we have always believed: when the community works together, transformation is possible.

As we look toward the future, we respectfully ask for the opportunity to continue operating the Lodi Access Center, expanding our capacity to serve, and strengthening our city's coordinated care system. We are confident that, together, we can build upon this solid foundation to reach even more individuals in need.

Please find attached letters of recommendation from **United Way of San Joaquin County**, **St. Mary's Community Services**, and **Lodi Community Foundation**, as well as our detailed **Lodi Access Center Statistics and Savings Report**.

Thank you for your time, partnership, and continued commitment to the people of Lodi.

Sincerely,

Jason McEachron

CEO - Outreach Ministries International

Pastor Gravity Church

DOING GOOD FOR 100 YEARS

1926 UNITED WAY OF SAN JOAQUIN COUNTY 2026

October 29, 2025

To Whom It May Concern,

United Way of San Joaquin County is pleased to express its strong support for the life changing work being conducted at the Lodi Access Center, operated in partnership with Outreach Ministries International (OMI). The Center has proven to be a vital community resource—uniting service agencies, faith-based organizations, and local leaders to address homelessness, housing instability, and related health and social challenges with compassion, dignity, and measurable results.

Through its leadership and proven ability at the Lodi Access Center, OMI has demonstrated an unwavering commitment to the well-being of the Lodi community. Their dedicated outreach and case management efforts have effectively connected unsheltered individuals to critical services, reduced reliance on emergency systems, and strengthened coordination among local providers. The impact of this work had saved the City of Lodi over \$5M in resources that would have otherwise been expended by the city. OMI's work at the Lodi Access Center is a model of partnerships between public and private entities and collaborative efforts towards a common goal.

United Way of San Joaquin County recognizes that measurable success OMI has achieved over the past year and the business acumen with which it operates. We are confident that the organization's proven results, community trust, and collaborative approach position it as a strong and deserving candidate for future grant and partnership opportunities.

Our thanks for your consideration of OMI for this and future grants in helping reduce homelessness in Lodi and surrounding cities in San Joaquin County.

Sincerely,



Kristen Birtwhistle
President/CEO
United Way of San Joaquin County



October 31, 2025

Ms. Jennifer Rhyne
Neighborhood Services Manager

City of Lodi
221 W. Pine Street
Lodi, CA 95240

RE: Letter of Recommendation for Outreach Ministries International – Lodi Access Center Operator Application

Dear Ms. Rhyne,

On behalf of St. Mary's Community Services, I am pleased to recommend Outreach Ministries International for selection as the operator of the permanent Lodi Access Center.

St. Mary's Community Services exists to create pathways out of homelessness and poverty by offering essential daily services and supportive programs provided with dignity. Through our partnership with Outreach Ministries International, we have established an effective continuum of care that addresses critical service gaps between Stockton and Lodi, ensuring individuals experiencing homelessness receive comprehensive support across our region.

Outreach Ministries International has consistently demonstrated its capacity to help individuals experiencing homelessness achieve self-sufficiency. Their client-centered approach has earned the trust and respect of both services providers and the people they serve. This strong foundation enables our organizations to collaborate effectively on current initiatives while strategically planning for expanded services that meet evolving community needs.

The continuation of services at the Lodi Access Center under Outreach Ministries International's leadership is essential for our community. Their proven track record, deep understanding of local needs, and commitment to collaborative service delivery make them an ideal partner to operate this vital resource.

We strongly support Outreach Ministries International's application and are confident they will continue to provide exceptional services to individuals experiencing homelessness in Lodi. Should you request an additional information, please do not hesitate to contact me at (209) 290-2823 or kfiser@smcares.org.

In partnership,

A handwritten signature in blue ink that reads "Krista M. Fiser".

Krista M. Fiser, MA
Chief Executive Officer

November 3, 2025

**Creating lasting
legacies that
build a stronger
Lodi community.**

Chairperson

John K. Ledbetter

Vice Chairperson

Trenton Diehl

Treasurer

Drew Stroud

Secretary

Daniel Castillo

Board Members

Christine Franklin

Corie Stewart Trujillo

JP Doucette

Matthew Soeth

Megan Galarneau

Obaid Khan

Sabrina Schneweis-Coe

Shelby Young

Whitney Kesterson

Emeritus

MaryAnn Maggio

Chief Executive Officer

Louis Ponick

Re: Support for the Lodi Access Center (Lodi, CA)

To Whom It May Concern,

The Lodi Community Foundation is pleased to express its support for the Lodi Access Center and the essential services it provides to our community. The Center plays a critical role in addressing homelessness in Lodi by offering coordinated access to resources, support, and care for individuals and families in need.

The work being done at the Lodi Access Center continues to have a positive and measurable impact on our community. Outreach Ministries International, as the Center's current operator, has stepped forward to take on the significant responsibility of managing the Center. Their dedication and effectiveness have ensured that the Lodi Access Center continues to meet the growing needs of our community.

Maintaining a long-term, stable, and capable operator is vital to ensuring the continued success and sustainability of the Access Center. A consistent, experienced organization is key to delivering high-quality services and maximizing the positive outcomes already being achieved.

The Lodi Community Foundation recognizes the importance of the Access Center's mission and supports Outreach Ministries International's bid to serve as the operator of the permanent Access Center.

Thank you for your consideration and for your ongoing commitment to advancing the work of charitable organizations serving the greater Lodi area.

Sincerely,



Louis Ponick
Chief Executive Officer
LODI COMMUNITY FOUNDATION
Phone: 209.400.7192



Impact by the Numbers

1-year Operational Summary

Program Engagement

- 59 clients have entered rehabilitation program
- 39 clients have remained in or successfully completed the program

Housing Transitions

- 115 clients have transitioned into housing
- 97 clients remain successfully housed
 - *(Includes 10 clients who transitioned to a long-term, more accommodating shelter)*

Employment Outcomes

- 51 clients have gained employment
- 33 clients remain employed

Client Totals

- A total of 174 transitions (to either programs or housing)
*10 clients transitioned twice → **164 unique individuals transitioned***

Estimated Cost Savings to the City of Lodi

Calculation Step	Formula	Amount
Estimated annual cost per unsheltered person	$\$60,000 \times 164$	\$9,840,000
Subtract Lodi Access Center annual budget	$\$9,840,000 - \$1,500,000$	\$8,340,000
Apply success rate (78.1%)	$\$8,340,000 \times 0.781$	\$6,513,540

Estimated Cost Savings (12 months): \$6,513,540

@ \$56,800 per person = \$6,103,671

References: www.pacificcbpr.org/wp-content/uploads/2023/04/San-Joaquin_2022_Cost-of-Homelessness-Report.pdf

**According to the 2022 San Joaquin County Cost of Homelessness Survey Summary Report prepared by University of the Pacific, the cost of homelessness in San Joaquin County in 2021 was estimated between \$131.8 million and \$160.2 million. The survey report also estimated that the average cost per individual homeless person was between \$56,800 and \$69,100.*

***The average cost per individual equals \$62,950. The above calculation rounds the cost down to \$60,000 per individual.*

****This total cost does not include the additional number of clients currently residing at the Lodi Access Center. The average bed count for overnight stays for the month of July was 37.*



REQUEST FOR PROPOSAL

FOR

ACCESS CENTER AND EMERGENCY SHELTER OPERATIONAL MANAGEMENT SERVICES

City of Lodi
Community Development Department
Neighborhood Services Division
221 W. Pine Street, Lodi, California 95240
Ph: 209-269-4519
NeighborhoodServices@lodi.gov

IV. PROPOSER INFORMATION

1. **Name of Entity or Organization:** Outreach Ministries International
2. **Address:** 935 S. Central Ave, Lodi, CA 95240
3. **Mailing Address (if different than above):** 715 S Central Ave, Lodi, Ca 95240
4. **Executive Director/CEO (Name, title, email, phone number):** Jason McEachron, CEO, jason@gravitychurch.com, 209-327-0669
5. **Contact Person (if different than above):**
6. **Number of years organization has been in business:** 42 Years
7. **Number of years organization has operated as a 501 (c) (3):** 42 Years
8. **Federal Tax ID Number:** 94-2876623
9. **Has this organization operated under another name? (X) Yes () No**
 - a. **If yes, list all previous names:**
 - o Gravity Church
 - o Agape Love
 - o Second Step Living
 - o His Place Food Bank
 - o Bridges and Breadcrumbs

10. Are you registered with sam.gov? (X) Yes () No

If yes, please provide UEI number: **LD6WQWAKRKV1**

If no, please register for UEI number at <https://sam.gov/entity-registration>

11. Number of year's organization has conducted the program for which services are being requested: 17 Years

12. Provide 3 References to speak to your organization's work and successes with homelessness services:

1. St. Mary's Community Services - Krista Fiser (Chief Executive Officer)
Email: kfiser@smcares.org
Phone: (209) 290-2823
2. United Way - Kristen Birthwhistle (President & CEO)
Email: kbirtwhistle@unitedwaysjc.org
Phone: (209) 642-0725
3. Lodi Community Foundation - Louis Ponick (CEO)
Email: lponick@lodicf.org
Phone: (209) 400-7192
4. CVLIHC/HMIS - Jon Mendelson (Executive Director)
Email: jmendelson@cvlihc.org
Phone: (209) 472-7200 ext. 104
5. Community Partnership - Lynsey Nuss (Interim Executive Director)
Email: LNuss@cpfsj.org
Phone: (209) 269-8262
6. Lodi Committee on Homelessness - John Ledbetter (Former LCOH Chairperson)
Email: john@vinofarms.net
Phone: (209) 481-7606

13. Describe your organization’s history and experience in providing services to individuals experiencing homelessness:

In 1982, Outreach Ministries International (OMI) began outreach services in Stockton, Ca. Our initial location was located on Pacific Avenue and we opened a free coffee shop drop-in center named ‘The Youth Connection’. We operated free weekly music concerts, food and outreach events to connect people with services. Though the homeless community looked different then, they were still in need of resources and life direction. In 2005, we began weekly homeless outreach in Lawrence Park in Lodi which included hot meals, clothing and other resources. We have continued those outreach endeavors in various functions ever since. Many of the original people we engaged from Lawrence Park are now living productive lives off of the streets. Starting in 2024 we were awarded the operations for the Lodi Temporary Access Center and will continue the operations until the permanent access center operations are implemented.

14. Describe the organization’s current approach to outreach and service delivery, particularly for unsheltered individuals or highly vulnerable populations:

In addition to the daily outreach efforts conducted through the staff at Lodi Access Center, we offer (7) different delivery methods for our services..

Second Step Living Homes: Transitional housing placement for clients that have successfully completed treatment

Agape Love: Weekly homeless outreach events providing hot meals, clothing, hygiene care (showers, haircuts), and connection with mental health resources and weekly outreach via teams going to encampments.

His Place Food Bank: Weekly food box distribution.

Gravity Church: Weekly classes and support groups (Recovery Meeting, Mental Health Meeting, Bible Studies, etc.) every day of the week.

Bridges and Breadcrumbs: Homeless outreach and life coaching with a focus on employment, housing, and referrals to community services.

CalTrans Weekly Meeting: Check-in meetings with CalTrans, CHP, local police departments, and various other outreach providers; scheduled cleanups, areas of concern, and strategizing are discussed

Bi-weekly County Outreach: Outreach workers from BHS, Prevail, Lodi PD, Community Medical Center, and the OMI Lodi Access Center perform a joint outreach in Lodi

V. PROPOSAL NARRATIVE

Proposers must provide responses to each of the items listed below. Responses should be clear, concise, and limited to 500 words or less per question, unless otherwise specified.

Where applicable, Proposers are encouraged to reference or attach sample policies, procedures, or other supporting documents that substantiate their responses. Attachments are not subject to the 500- word limit and may exceed that restriction as needed to provide adequate context or documentation.

Failure to respond to all required items may result in the proposal being deemed non-responsive.

1. Service Summary

Provide a summary of the proposed services to be delivered, including a high-level description of work to be performed and the key outcomes your organization expects to achieve.

The Low-Barrier Lodi Access Center (LAC) provides a comprehensive and compassionate range of services designed to support individuals experiencing homelessness or housing instability. The program is structured around three core phases—Flow In, Flow Within, and Flow Out—each addressing a critical point in a client’s journey from crisis to stability. The LAC model emphasizes dignity, accessibility, and long-term outcomes that strengthen both individuals and the greater Lodi community.

Flow In (Client-Focused)

Outreach Ministries International (OMI) conducts trauma-informed, person-centered outreach to engage individuals with empathy and respect. Outreach workers meet people where they are, providing information about the Access Center, connecting clients to resources, and helping them set achievable goals. Building trust through consistent, non-judgmental engagement is the first step toward long-term solutions and breaking the cycle of homelessness.

Expected Outcomes:

- At least 20 referrals to the LAC per month
- At least 5 referrals per month to other shelters, programs, or housing

Flow Within (Client-Focused)

The LAC offers a safe, low-barrier shelter where clients can access immediate necessities and supportive services that promote stability and well-being.

- Showers: Daily access to clean, private facilities
- Meals: Three nutritious meals daily plus snacks on request
- Case Management: (Provides personalized support to navigate resources, set goals & overcome barriers)
- Transportation: Help with transit to appointments, employment, and essential services
- Benefits Access: Guidance for SSI, SDI, Disability, or Veterans benefits
- Resource Navigation: Referrals to health, legal, family, and behavioral services
- Workforce Development: Training, job readiness, and employment placement support

Expected Outcome: Operate at or near full capacity, providing consistent safety and stability for individuals in crisis.

Flow Out (Client-Focused)

This phase focuses on long-term success and community reintegration.

- Recovery Programs: Connection to substance abuse treatment and ongoing recovery support
- Housing Navigation: Assistance finding, securing, and maintaining stable housing, including budgeting, credit repair, and utility setup
- Workforce Development Partnerships: Continued support for employment retention and career advancement

Expected Outcomes:

- 20+ clients transitioned per month into rehabilitation or housing programs
- 8–10 employment gains per month with expanded resources and partnerships

Community-Focused Components

The Access Center also delivers meaningful benefits to the broader Lodi community through outreach, education, and collaboration.

Community Outreach:

OMI partners with local hospitals and emergency services to reduce non-emergency calls, easing the strain on public systems and saving taxpayer dollars. Outreach workers also respond directly to calls from citizens and business owners, ensuring that individuals in need receive timely support and community concerns are resolved.

Community Engagement:

Public tours, presentations, and volunteer opportunities invite residents to experience the Center's impact firsthand. These efforts foster understanding, reduce stigma, and inspire ongoing community support and involvement.

Partnerships:

Collaborations with local businesses and organizations expand workforce opportunities while strengthening civic engagement. OMI is also developing a pressure washing and street cleaning service, which would provide employment for clients and contribute to a cleaner, more welcoming community. Strong partnerships with faith-based organizations and Second Step Living further extend housing options and holistic support.

2. Organizational Experience

Describe your organization's experience with programs or services similar to those described in the RFP. If the scope of work is new to your organization, describe the relevant expertise, partnerships, or resources that will support successful implementation.

Our experience in providing services comes from years of extensive and intentional outreach to the homeless community. We have learned the unique challenges that they face and have provided resources to them primarily by providing weekly outreach, food boxes, hot meals, clothing and referrals. We have members that have worked and/or are still working in other temporary and transitional housing programs. Our team has extensive experience with the "trenches of homelessness" because many have been homeless and hopeless themselves. Those members have developed relationships and trust with Lodi's homeless population. With connections to a vast variety of resources including recovery meetings, drug rehabilitation facilities, ADA compliant shelters, transitional living, side-job employers, career-offering employers, private practice services, referrals to county services, the OMI team is able to cater to every aspect of a person experiencing homelessness. OMI is a team of business owners, homeless advocates, licensed and certified substance abuse counselors, pastors, chaplains, sponsors, and mental health and addiction treatment professionals.

Our most notable accomplishment of experience has been over the last year while operating the 46-bed temporary Lodi Access Center. In that time, OMI has successfully transitioned **174 clients into housing or supportive programs** and helped **51 clients gain employment**—an average of 14 individuals per month. Economically, these outcomes represent an estimated **\$6 million in savings** for the City of Lodi through reduced emergency, law enforcement, encampments cleanups, and hospital system strain. We are experts at working in the trenches of homeless advocacy, outreach and transitioning into new lifestyle opportunities. Employment, rehabilitation, and stable housing are the 3 primary areas that we focus on.

3. Collaborative Partnerships

Describe current and past collaborations with other nonprofits, government agencies, faith-based organizations, and community stakeholders relevant to homelessness, housing, health, or supportive services.

Collaborative Partnerships

At the heart of Outreach Ministries International (OMI) there is a deeply collaborative philosophy that understands that *meaningful progress in addressing homelessness, housing instability, and health challenges requires the sustained engagement of a diverse network of partners*. Through this community-centered approach, we have expanded our reach and impact, ensuring that clients benefit from a continuum of care tailored to their unique needs.

Shelter Partners

Over the past year, OMI has strengthened relationships with key shelters to enhance coordinated care and improve outcomes. Together, we share a belief that homelessness is a community issue best addressed through collaboration. The Salvation Army Hope Harbor is both a neighbor and a partner, working alongside us through collaborative case management and shared resources. Saint Mary's Dining Room provides medical respite beds, Homeless Court services, and comprehensive shelter care, while Gospel Center Rescue Mission offers additional bed space and recovery services. The Tracy Shelter accommodates older, disabled clients, and Prevail supports families and teens escaping domestic violence with safe shelter and trauma-informed care.

Housing Partners

Stable housing is foundational to long-term success, and OMI's partnerships with local landlords, nonprofit housing developers, and transitional housing providers ensure that clients have access to diverse housing options. Key collaborators include Central Valley Housing/Coordinated Entry System, San Joaquin Housing Authority, and Visionary Home Builders, which facilitate access to low-income housing. Second Step Housing's landlord-partnership model supports both housing supply and the local economy, while Lodi House provides transitional housing for single mothers. Valley Sober Living and Lilly Pad offer supportive sober living environments, and Sunny Day Communities provides affordable options for low-income seniors.

Rehabilitation Partners

OMI does not operate its own rehabilitation program, instead we match clients with the programs best suited to their individual goals and needs. Our network includes San Joaquin County Recovery House, New Directions, Adult & Teen Challenge in Turlock, the Salvation Army, Gospel Center Rescue Mission (Stockton and Modesto), Jordan's Crossing in Oroville, and Redwood Family Center in Modesto. This individualized placement approach honors client choice and maximizes the potential for long-term recovery.

Community and Agency Partners

OMI collaborates with many agencies to provide wraparound services. United Way of San Joaquin County supports OMI's pursuit of Medi-Cal ECM and CS services, overseeing billing and assisting with grant development. Grace and Mercy Charitable Foundation provides weekday lunches, while the Community Partnership for Families offers immigration, healthcare/benefits coverage, and employment assistance. San Joaquin County Behavioral Health and Whole Person Care provide on-site evaluations and case management for at-risk clients, and OMI's partnership with the Social Security Administration has streamlined benefit access. Local churches—Gravity Church, First Baptist Church of Lodi, Faith Community Lodi, and many more—contribute facilities, volunteers, and spiritual support, while the Child Abuse Prevention Council provides family counseling and advocacy.

Every Monday, Gravity Church hosts a collaborative outreach consisting of Agape Love, Take a Chance with Christ Clothing Ministries, Showered With Love, and Community Medical Center. While food, showers, healthcare, and clothing are provided, trust is being gained and the bridge to the LAC is being built.

4. Operational Methodology

Provide an overview of your approach to operating the City's Access Center and Emergency Shelter, including how you plan to scale services to meet evolving needs.

Program Operations and Service Plan

To provide a safe and inclusive environment, the Lodi Access Center (LAC) will maintain a low-barrier intake process, ensuring eligibility regardless of sobriety, mental health status, pet ownership, partnerships, possessions, or income level. This approach allows clients to gain stability while addressing health and behavioral challenges and focusing on long-term recovery and the ultimate goal — **long-term viable housing**.

Security and Intake:

Before admission, clients are screened through meganslaw.ca.gov and nsopw.gov to ensure community safety. Although overnight family units are not available, parents and children are welcome to receive daytime services. Clients must be ambulatory and have a connection to Lodi. During intake, each individual signs an agreement to follow the LAC's rules and policies. No drug or breathalyzer test is required; however, clients must demonstrate **coherency, stability, and compliance** to enter.

Each client receives an **HMIS identification card** for entry, exit, meal distribution, and access to services. Upon arrival, clients are searched for drugs, alcohol, paraphernalia, and weapons to maintain safety. Staff are trained in OMI policies, procedures, Emergency & Fire Preparedness, Active Shooter Response, Workplace Violence Prevention, Conflict Resolution, and all hold certifications in **CPR/First Aid, Narcan administration, and Mental Health First Aid** to ensure compassionate and capable care.

Services:

OMI case managers provide hands-on support to help individuals apply for **SSI, SDI, Disability, VA benefits**, and other assistance programs. Collaborations with county departments and community agencies streamline applications and reduce wait times. Regular information sessions help clients overcome barriers to enrollment.

LAC services focus on:

- Coordinated referrals and connections to community resources.
- Employment readiness and workforce development opportunities.
- Education and training on budgeting, health, and daily stability.
- Support for recovery and successful transitions into permanent housing.

HMIS and Reporting:

Clients are enrolled in one or more **HMIS program categories**:

- Outreach
- Day Services

- Shelter Services
- Housing Sustainability and Tenancy

Within each program, services such as meals, showers, transportation, and employment progress are tracked. A full-time HMIS Specialist maintains data integrity, logs services, updates records, and prepares reports. HMIS enables OMI to **measure outcomes, demonstrate success, and meet grant reporting requirements.**

Evolving Needs:

To meet changing community needs, OMI will remain adaptable:

- **Outreach:** Additional staff will be trained to provide outreach when needed.
- **Capacity:** If the need exceeds 60 beds, flex space will be utilized and additional staff hired, with per-bed cost adjustments.
- **Reporting:** If funders require additional documentation, multiple staff will receive HMIS training for expanded reporting.
- **Housing:** Through its Second Step Living model, OMI partners with local landlords to add bed space as needed and maintains relationships with transitional housing providers outside San Joaquin County to ensure timely placement.
- **Recuperative Care:** OMI partners with a Health Plan of San Joaquin County provider certified to offer recuperative care. Pending more discussion and city approval, OMI would consider utilizing the “flex space” for a recuperative care option.

Through this comprehensive, low-barrier, and data-driven model, OMI will continue to provide a **safe, compassionate, and effective pathway from homelessness to stability and long-term housing.**

5. Tasks and Implementation

Specify the key tasks and activities your organization will undertake to accomplish the program’s goals. Explain how and when these activities will be implemented and monitored for success.

Overview:

The foundation of our services is to provide **safe shelter, showers, and nutritious meals** in a welcoming environment where every individual is treated with dignity and compassion. Our goal is to support individuals as they transition into long-term, viable housing through personalized case management and established community resource connections.

Our case management model is designed to meet the diverse needs of everyone who walks through the doors of the Lodi Access Center (LAC). Central to this model is our “**Tree to Success**” system — a structured, step-by-step process that guides individuals along various pathways, all leading toward the same **ultimate goal: long-term, viable housing.** Each pathway is broken down into clear, manageable steps that connect clients to a range of supportive resources.

Our **Outreach Team** plays a vital role in building trust within the unsheltered community. Through consistent engagement and relationship-building, they guide individuals toward the LAC and other essential services.

Once enrolled in the Lodi Access Center (LAC), participants are encouraged to engage in **Workforce Development** and **Housing Navigation** programs designed to promote long-term independence. Through the Workforce Development Program, clients commit to actively participating in their recovery from substance use (if applicable), contributing through volunteer service at the Center, and embracing a posture of learning and accountability. The goal extends beyond securing employment, it is to support clients in **achieving and sustaining long-term employment**.

Because the path to permanent housing can vary depending on availability and individual circumstances, clients are encouraged to enroll in these programs early to shorten their stay and accelerate progress toward stability. Together, these initiatives strengthen partnerships, close service gaps, and empower individuals to move **beyond temporary shelter toward lasting independence and self-sufficiency**.

Over the past year, an average of **14 clients per month** have successfully transitioned into rehabilitation programs or housing. This consistent progress has inspired others within the unsheltered community, strengthening the LAC's growing reputation as a place of "**achievable success**." As this message continues to spread, trust deepens, participation increases, and more individuals take meaningful steps toward stability and self-sufficiency.

*See attached Tree to Success - *Exhibit V_5.1*

*See attached Workforce Development Program - *Exhibit V_5.2*

6. Shelter Operations Capability

Demonstrate your organization's capacity to develop, implement, and manage an emergency shelter. Include a brief summary of your organizational infrastructure, staffing, and internal systems.

Each OMI employee has received training and certification in: Emergency & Fire Preparedness, Active Shooter Response, Workplace Violence Prevention, Conflict Resolution, CPR/First Aid, Narcan administration, and Mental Health First Aid

We have a qualified team to implement and oversee a comprehensive plan. Our Outreach Advisory Committee consists of several uniquely qualified individuals that provide the experience and expertise needed to navigate this project. We have experience collectively in areas of public grant administration, budgeting, team building and mobilization, providing mental health services, and building relationships with the homeless community. This team includes the following key members:

Jason McEachron: Chief Executive Officer OMI, CEO McEachron Homes, Pastor Gravity Church

Johnny Coughran: Director Temp Lodi Access Center, Project Manager J-C Engineering, Chaplain

Marvin Bryant: Case Manager at Lodi Access Center, Certified Biblical Counselor(ABC), Associate Pastor Vintage Church, Board Member of Love Lodi

Dennis Buettner, SJ County Behavioral Health Homeless Outreach Worker for 23 years (retired and working part time at the LAC)

Schaunna McEachron, Senior Workers Compensation Claims Examiner, Administration and HR

Kathryn Siddle, San Joaquin County Social Worker (retired), Homeless Advocate, Grant Writer

Frankie Negron, Visionary Home Builders - Grant Writer

7. Admission and Program Participation Procedures

Provide detailed policies and procedures related to the intake and sheltering process, including:

- **Client rules and guidelines, Identification requirements**
- **Screening and assessment protocols**
- **Bed reservation and allocation system**
- **New client orientation process**
- **Policies for day-use clients and services**
- **Returning client procedures**
- **Exit and re-admission criteria for disqualification**

*See attached Client Rules & Guidelines - *Exhibit V_7.0*

- **Client rules and guidelines, identification requirements**

Upon check-in the client will be given a written list of the shelter rules and guidelines. These rules will include respectful behavior and no drugs, alcohol, paraphernalia or weapons. Each client will be looked up in the HMIS database to see if they have received services prior. If there is no identification available, an intake interview will be completed with all new clients. Service providers within the community will also be able to make referrals.

- **Screening and assessment protocols**

Individuals must meet three (3) qualifications in order to become a client:

- (1) All clients will be screened using NSOPW.com and meganslaw.com to verify they are not a registered sex offender.
- (2) All clients must be ambulatory (able to care for themselves).
- (3) All clients must have a connection to Lodi or be referred by a legitimate agency.

Additionally, new and current clients will be visually screened each time at the security check point for coherency and ability to be compliant.

- **Bed reservation system**

Upon check-in, each client will be added to the daily roster of overnight guests and assigned a bed and bedding. Bed assignments are reserved for clients who maintain consistent attendance. If a client misses two consecutive nights without prior notice, their bed will be released for reassignment and all personal belongings will be removed and returned to the client in accordance with OMI property handling procedures. This policy ensures fair access to shelter accommodations and efficient use of available space.

- **New client orientation**

All new clients will receive a facility tour upon intake to familiarize them with shelter operations, amenities, and safety procedures. During orientation, clients will be provided with a written list of participant rights and responsibilities, which staff will review to ensure understanding. Safety, sanitation, and behavioral expectations will be clearly explained to promote a secure, respectful, and well-maintained environment for all participants.

- **Day use clients**

The facility gate will be open daily from 9:00 a.m. to 6:00 p.m. for day-use clients to access essential services, including meals, showers, charging stations, and other supportive resources. Life skills

training and case management services will be available to all day-use clients as part of OMI's commitment to promoting self-sufficiency and long-term stability. Staff will make every effort to engage day-use participants in ongoing case management and enrollment into the overnight shelter program, with the ultimate goal of supporting each individual's transition into stable, permanent housing.

- **Returning clients**

Returning clients will be checked in and assessed for any changes in their admission status. If the client previously left on bad terms or was suspended/disqualified for any reason, an interview process for readmission may take place.

- **Exit and re-admission**

If a client leaves the center and seeks readmission, preference will be given to individuals who have not received services in the past. A thirty (30) day waiting period between exit and re-admission will be enforced for clients that have violated policy. Depending on the case, some violations may lead to complete disqualification. Even in this case, OMI staff will attempt to refer that individual to other available community resources.

8. Connection to Services and Housing

Explain how your organization will coordinate and refer clients to supportive services and housing programs. Describe partnerships or systems used to facilitate these connections.

Our organization will coordinate and refer clients to supportive services and housing programs through a structured, collaborative approach. Upon intake, each client's needs will be assessed. The case management team will offer to develop an individualized service plan. We maintain active partnerships with local agencies such as SJHA and the Haggerty Partnership, as well as housing providers like the Main St 40-unit project, Central Valley Housing, and Visionary Home Builders. These partnerships enable us to quickly connect clients with resources tailored to their needs, including job readiness programs, health care, mental health services, and housing opportunities. Referrals are facilitated through a combination of direct communication, and regular case conferencing among partner organizations. Our staff coordinate with service providers to ensure smooth transitions and follow-up support for clients. The coordination of efforts, ensuring that all referrals are timely, client-centered, and tracked for effectiveness. By leveraging these established systems and relationships, we are able to efficiently link clients to the supportive services and housing programs essential for their long-term stability and reduce recidivism.

SJHA

Central Valley Housing - 211

Visionary Home Builders

2nd Step Living Homes placement

Sunny Days Communities

Valley Sober Living

Lilly Pad and Lotus Rising

Main St 40-unit apartment building

Haggerty Construction Partnership on 12-Unit apartment complex

9. Housing-Focused Goals

Describe your strategy for minimizing length of stay and assisting clients in obtaining permanent housing.

At the Lodi Access Center (LAC), clients see their peers securing employment and moving into stable housing—this firsthand evidence is one of the most powerful motivators and helps reduce the length of stay for new clients. Clients who opt into OMI’s case management are guided through the “Tree to Success,” where their individual path is clearly outlined and broken into achievable next steps.

To promote accountability and progress, clients are allowed a maximum of six months at the LAC. Service extensions may be granted based on demonstrated effort and circumstances related to securing housing. Please see the attached *Exhibit V_9.0* for further explanation.

*See attached Tree to Success - *Exhibit V_5.1*

*See attached LAC Client Enrollment Duration Policy - *Exhibit V_9.0*

10. HMIS Participation

Detail your organization’s past or current use of HMIS and outline your plan to ensure compliance with all data entry and reporting requirements.

OMI currently maintains five authorized HMIS operators who regularly update client data and program statistics to ensure accurate reporting and accountability. If awarded operations of the permanent center, OMI will expand this capacity to include one full-time HMIS Specialist and seven approved users, further strengthening our data accuracy and compliance with all HMIS standards.

OMI will continue to operate its core HMIS programs — **Outreach, Day Services, Shelter Services, and Housing Sustainability and Tenancy** — all of which are fully integrated into the HMIS platform for consistent data tracking and coordination.

- **Outreach:** Outreach workers utilize HMIS to create client referrals, record case management notes, and document exit destinations upon transition. This process ensures that all interactions are tracked and services are coordinated seamlessly across providers.
- **Operations:** Operations staff use HMIS for client intake and service logging. Before admitting an individual into the facility, staff review each client’s history within the system to identify any potential red flags or safety concerns. Once admitted, all services received — including shelter, meals, transports, etc. — are accurately recorded in HMIS.
- **Case Management:** Case managers use HMIS to maintain case notes, record referrals, track program participation, and document exit destinations. This comprehensive use of HMIS allows for real-time monitoring of client progress, facilitates coordination among service providers, and supports data-driven decision-making.
- **Reporting:** HMIS reports will be provided monthly to the City of Lodi and to any grant provider upon request. Internally, reports are also used to evaluate performance, monitor trends, and communicate program outcomes. These reports are critical in measuring and demonstrating success and will be managed diligently and responsibly.
- **Housing Sustainability and Tenancy:** HMIS will continue to play a vital role in tracking client success after individuals transition out of the shelter. The system allows staff to identify whether clients maintain stable housing or return to homelessness, enabling timely

intervention and continued support when needed. Through consistent and transparent data management practices, OMI ensures that every service interaction contributes to a measurable understanding of client outcomes and overall program impact.

11. Coordinated Entry Participation

Describe how your organization engages with the local coordinated entry system to assess client needs and match them with available services.

Our organization actively participates in the local coordinated entry system (211) to ensure that each client's needs are matched with the most appropriate available services. During case management assessments, we conduct comprehensive interviews designed to identify housing status, service needs, current income, and individual vulnerabilities. These assessments are then submitted to the coordinated entry system which is a critical step in securing achievable long-term housing.

12. Accessibility and Inclusion

Describe how the proposed program will ensure accessibility for individuals with physical, mental, or developmental disabilities and those with other special needs.

The proposed low-barrier Access Center is committed to ensuring accessibility and inclusion for all individuals, including those with physical, mental, or developmental disabilities, as well as those with other special needs. Our facility will be ADA-compliant, featuring wheelchair ramps, accessible restrooms, and barrier-free entryways to accommodate individuals with mobility challenges. In addition, our staff will receive specialized training to recognize and respond appropriately to the diverse needs of clients, including those with mental health conditions or developmental disabilities. Program policies will emphasize flexibility and individualized support, allowing for reasonable accommodations such as modified intake procedures, assistance with daily living activities, and tailored case management. We will collaborate with local service providers specializing in disability support to ensure clients have access to necessary assistive devices, therapies, and advocacy services. By fostering an inclusive environment and maintaining strong partnerships with specialized agencies, the shelter will actively promote equitable access to services, ensuring that all clients—regardless of ability or special need—can receive the support and resources required for their safety, well-being, and long-term stability.

If a client needs a higher level of care than what the shelter operator or county services can offer, a referral will be made to Adult Protective Services, Valley Mountain Regional Center, or similar. This situation can arise and we want to make sure that a client is getting the proper care.

13. Outreach to Unsheltered Individuals

Share your plan to proactively reach out to Lodi's unsheltered population and encourage their voluntary transition to the Access Center.

Method:

OMI's approach to Lodi's unsheltered population is rooted in love, compassion, and healing. We believe every individual deserves dignity, respect, and the opportunity to rebuild their life. Our

outreach team meets people where they are—on the streets, in encampments, or in public spaces—offering compassionate conversation, consistent presence, and genuine care.

While there are instances where enforcement becomes necessary for public safety, these efforts are carried out in close collaboration with the Lodi Police Department and always with a focus on care and connection. OMI emphasizes trust-building and relationship development as the cornerstone of our approach. This commitment to patience and empathy fosters voluntary engagement with the Lodi Access Center (LAC), often leading to smoother transitions and more sustainable outcomes. Each interaction is guided by the belief that change happens best when individuals are supported with dignity, choice, and understanding.

Our team takes time to listen to each person's story, validate their experiences, and identify their most pressing needs — whether that includes food, water, clothing, medical attention, or simply someone safe to talk to. This trauma-informed, person-centered approach ensures that outreach is not transactional, but relational. Through this process, we help individuals view the Access Center not merely as a shelter, but as a place of healing, opportunity, and restoration. Many of these relationships take time to develop. OMI has been operating in this

Collaboration is central to our outreach efforts. OMI works closely with local faith communities, healthcare providers, and social service partners to provide comprehensive, wrap-around supports that extend beyond immediate shelter needs. These partnerships enhance service coordination and strengthen our collective ability to move individuals from crisis toward stability.

Locations and Outreach Coordination

- **Daily Encampment Outreach:** OMI will visit encampments routinely and responsively to phone calls. Additionally, OMI partners with San Joaquin County and other agencies every other Wednesday to conduct coordinated outreach at local encampments, connecting unsheltered individuals to essential resources and services.
- **Weekly Outreach at Gravity Church:** Every Monday, Gravity Church hosts a homeless outreach event that provides meals (*Agape Love*), messages of encouragement, showers (*Showered with Love*), clothing, and on-site medical care provided by Community Medical Center.
- **Weekly CalTrans Coordination Meetings:** Every Wednesday, OMI attends meetings with CalTrans to discuss scheduled cleanups, identify areas of concern, and collaborate on strategies that balance safety, compassion, and community well-being.
- **Monthly Lodi Committee on Homelessness (LCOH) Meetings:** many local providers, volunteers, and concerned citizens come together to share, educate, and strategize towards solution
- **Quarterly COC Shelter Committee Meetings:** Countywide collaboration between participating shelters; we discuss areas of need and share ideas and successes
- **Quarterly Hospital Council Stanislaus and San Joaquin Counties Hospital & Shelter Partners Meeting:** Similar to the COC shelter meetings but on a larger, two county scale

14. Community Engagement and Good Neighbor Plan

Provide a detailed "Good Neighbor Plan" that includes:

The purpose of our Good Neighbor Plan is to outline our commitment to cultivating positive relationships with residents, businesses, and community groups as we operate the Access Center. Our goals are to communicate transparently, educate and engage the public, maintain safety and property standards, respond promptly to community concerns, and minimize any potential impact on the surrounding neighborhood. This plan reflects our dedication to being a responsible, collaborative, and valued member of the community.

■ **Communication with residents, businesses, and community groups**

We have established open and consistent communication channels to keep our Advisory Committee informed and involved. This committee includes business, community, and non-profit professionals who in turn take the information gained out to the community. In addition, our Advisory Committee listens and learns from the community opinions, ideas and concerns to relay back to LAC leadership.

■ **Public education and outreach**

Our outreach initiatives will include our Director giving presentations to organizations, businesses and churches designed to educate the community about the shelter's mission, services, and impact. We will distribute resource materials at these events. Tours will be provided upon request and special events will be showcased on social media. These efforts aim to dispel misconceptions, encourage collaboration, and promote a supportive environment for all.

■ **Security and property management**

To maintain a safe and welcoming environment, we will implement on-site security protocols, including professional staff presence, surveillance systems, and clear visitor policies. Facility maintenance will be prioritized to ensure cleanliness, repair, and aesthetic standards are consistently met. OMI reinforces the Lodi Access Center's commitment to being a good neighbor and maintaining positive relationships with the surrounding community. Clients are reminded that respect for local residents and businesses is essential, and violations of the Good Neighbor Policy result in suspension of services—whether incidents occur on or off site. OMI works closely with the Ambassadors and Lodi Police Department to promote safety. For non-emergency or potentially disruptive situations, staff first contact the Ambassadors, who successfully resolve about 50% of incidents without police involvement, allowing LPD to focus on higher-priority emergencies. In urgent situations, OMI staff follow established emergency protocols and call 911 immediately.

■ **Responsiveness to neighborhood concerns**

Community members are encouraged to voice concerns. All complaints will be documented, investigated, and resolved according to a transparent resolution process, with regular reporting on outcomes shared at LCOH and Advisory meetings. We are committed to timely, respectful, and effective responses to all neighborhood feedback.

■ **Strategies to minimize community impact**

We will proactively address potential impacts through targeted strategies: traffic

management plans will coordinate client arrivals and departures to reduce congestion; litter control measures will include regular cleanups and accessible waste disposal; noise reduction protocols will limit disruptive activities during evening hours. Ongoing evaluation, including community surveys and impact assessments, will guide adjustments and improvements to minimize disruption and support neighborhood well-being. Through open dialogue, proactive outreach, and responsive operations, we strive to create a positive environment for both our clients and our neighbors, ensuring the shelter remains a valued and responsible presence in the area.

15. Security Policies and Procedures

Describe your proposed security plan, including policies related to:

■ **Secured entry/exit points**

All shelter access will occur through a single main entrance, monitored during all operational hours. Guests must check in with staff or security at the front desk before entry. Emergency exits will remain clearly marked, alarmed, and used only in emergency situations. Fencing, lighting, and security cameras will be maintained to ensure a safe perimeter. This controlled entry process helps prevent unauthorized access and ensures accurate head counts for safety and compliance

■ **On-site security personnel**

Staff security personnel will be stationed on-site during operating and overnight hours. Their duties include monitoring the premises, assisting with check-in, responding to disturbances, and ensuring adherence to shelter rules. All security staff will receive training in trauma-informed care, de-escalation, and cultural sensitivity to ensure interactions are respectful and supportive. Security will coordinate closely with shelter staff to promote a calm, welcoming environment.

■ **Loitering deterrence**

To maintain a positive relationship with the surrounding community, loitering around the facility or adjacent properties will be discouraged. Lodi Ambassadors will be contacted to help deter loitering as well as staff and outreach team members will engage anyone lingering outside the premises and offer appropriate services or direct them to intake areas. Clear signage and friendly reminders will help maintain order without confrontation. The Outreach Team will work in the surrounding community to connect unsheltered individuals with available shelter beds, case management, and support services. Outreach staff help reduce loitering, promote safety, and build trust between the shelter and the neighborhood. They also play a critical role in overflow management and community coordination

■ **Conflict de-escalation**

All conflict de-escalation efforts at Outreach Ministries International (OMI) are directed and overseen by the Director and Director of Operations, who serve as the primary authorities in all incidents involving safety, client behavior, or staff intervention. OMI's approach emphasizes trauma-informed care, professionalism, and dignity in every interaction. All staff, including case managers, shift leads, security, and volunteers, are trained in nonviolent crisis intervention and conflict-resolution practices. Staff are responsible for recognizing early signs of agitation or distress and are expected to use calm, respectful, and non-confrontational communication to defuse situations. Verbal de-escalation must always be attempted before any physical or administrative intervention. If a situation begins to escalate or safety becomes a concern, staff must immediately notify the Shift Lead or Case Manager, who will then contact the Director or Director of Operations for guidance and authorization before taking further action. These leaders assess the situation, determine the appropriate level of response, and

provide real-time decision-making and oversight to support staff and client safety. All major actions, including relocation, separation, or involvement of external agencies such as law enforcement, must be approved or directed by the Director or Director of Operations to ensure compliance with OMI policies, trauma-informed principles, and all legal requirements. When appropriate, individuals involved in conflict may be asked to take a brief time-out from the facility to restore calm or may be referred to external services for additional support. Staff are required to complete an incident report following any significant conflict, ensuring accurate documentation for review and follow-up. The Director and Director of Operations conduct a post-incident debrief within twenty-four hours of any major occurrence to review staff reports, evaluate the response, and identify opportunities for improvement. They also provide emotional and supervisory support to involved staff and ensure corrective actions are documented in OMI's internal reporting system. All staff participate in annual conflict-resolution and crisis-response training. The Director of Operations ensures training materials remain current with best practices, while the Director reviews incident trends and implements necessary updates to strengthen safety, consistency, and staff competency across the organization.

■ **Client property storage**

Each overnight guest will be provided a personal storage locker located next to their assigned bed. This locker is intended for essential personal items only, and belongings exceeding the designated space will not be permitted in the shelter. Maintaining orderly storage helps ensure a safe, clean, and respectful environment for all guests. Clients who are not overnight guests may store their belongings in the secured lockers located in the entry courtyard. These lockers will be clearly labeled and managed by staff to ensure proper organization and accountability. Items that are not classified as drugs, alcohol, contraband, or weapons but are still considered unsafe or prohibited will be logged, secured, and handled in accordance with organizational policy. Providing structured, secure storage reduces theft, conflict, and clutter while giving clients peace of mind that their belongings are safe. All staff are responsible for ensuring proper use of the storage system and for maintaining a consistent, respectful approach when addressing property-related concerns.

■ **Handling of weapons or contraband**

Upon check-in, clients will be asked whether they possess any prohibited items, including drug paraphernalia, mind-altering substances, weapons, alcohol, or any materials that violate posted shelter rules. Clients who refuse to forfeit prohibited items will not be permitted entry into the facility. Weapons, drugs, alcohol, and other contraband are strictly prohibited anywhere on shelter property. Clear signage will be posted throughout the facility to communicate this policy to all guests, staff, and visitors. If prohibited items are discovered, staff will follow established safety procedures to secure or dispose of them properly and will contact law enforcement if necessary. All interactions involving the discovery or surrender of contraband will be handled with professionalism and respect. Staff are expected to maintain a trauma-informed approach at all times, ensuring that guests are treated with dignity while upholding the safety and integrity of the shelter environment. The Director or Director of Operations will be notified immediately of any serious incident involving weapons or illegal substances and will oversee documentation, reporting, and any required coordination with law enforcement or community partners.

■ **Coordination with law enforcement**

Law enforcement plays a vital role in maintaining safety and supporting community stability around OMI operations. The shelter maintains a positive and professional working relationship with local police departments and community response teams while continuing to operate independently in day-to-day activities. OMI works in close coordination with law enforcement to ensure that all interactions are handled with professionalism, respect, and adherence to legal and ethical standards. Officers may be

called upon to assist in situations involving threats to safety, criminal activity, or noncompliance that cannot be resolved through staff-led de-escalation efforts. The Director and Assistant Director serve as the primary liaisons with law enforcement, ensuring consistent communication, accountability, and clear protocols. Regular meetings with law enforcement partners will help strengthen collaboration, review safety procedures, and promote a shared commitment to maintaining a secure and respectful environment for clients, staff, and the surrounding community.

- **Overflow bed management**

When capacity is reached, staff will implement an overflow management plan to ensure no vulnerable individual is left without support. Priority will be given to families, women, elderly, and medically fragile guests. Outreach teams will coordinate with partner shelters, churches, and community programs to find alternative placements. When possible, guests will remain in a safe waiting area until additional beds or transportation become available.

If overflow is consistent for any period of time, OMI will communicate with and ask for approval from the City to utilize the Flex Space.

*See attached OMI Employee Handbook - *Exhibit V_15.0*

16. Health and Safety Policies

Describe your proposed policies related to client health and safety, including:

- **Prescription medication handling**

OMI follows strict protocols to ensure the safe handling, storage, and distribution of client medications. Medications are either picked up by staff or delivered directly to OMI from authorized pharmacies or healthcare providers. Upon arrival, all medications are verified, logged, and securely stored in a locked safe. When clients are present, medications are provided directly to them. If a client is not currently at the Center at the time of delivery, their medication is safely stored in the secure safe until their return. Staff document all medication handling activities, including the date of receipt, client name, and medication type, to maintain accountability and accurate records. Medications that remain unclaimed after 60 days are considered abandoned. These medications are disposed of safely and responsibly in coordination with a licensed pharmacy, following all applicable federal, state, and local regulations for medication disposal. This process ensures that all medications are handled with the highest level of care and confidentiality, prioritizing client safety, compliance, and trust in accordance with best practices for homeless service and healthcare coordination programs.

With regard to administering medication, OMI is not a medical provider and therefore all clients are responsible for self-administering their own medication.

- **Use of over-the-counter medications**

OMI does not handle, store, or regulate over-the-counter (OTC) medications. Clients are responsible for purchasing, managing, and safely storing their own OTC medications such as pain relievers, cold medicine, vitamins, and other non-prescription items. Staff may provide general information on community resources or local pharmacies where OTC medications can be obtained but will not distribute, dispense, or store these items on behalf of clients. This policy is designed to respect client autonomy while maintaining compliance with health and safety standards and avoiding liability related to medication administration or misuse. Clients are encouraged to use OTC medications responsibly and to seek medical guidance when unsure about proper use, possible side effects, or interactions with prescription medications.

■ **Infection control protocols**

OMI is committed to maintaining a safe and healthy environment for all clients, staff, and volunteers. To prevent the spread of illness, we follow standard infection control practices based on public health recommendations and community care standards. Individuals who exhibit signs of illness—such as fever, coughing, sneezing, or other flu-like symptoms—are required to wear a mask while on-site to reduce the risk of transmission to others. Staff will provide masks and other necessary protective items as needed. Clients who are ill are encouraged to seek medical evaluation and follow-up care from our medical partner organizations, who can assess symptoms and provide guidance on the next best steps for treatment and recovery. Staff members are trained to practice and promote proper hygiene, including regular handwashing, sanitizing shared spaces, and maintaining cleanliness in common areas. These infection control measures are designed to uphold a healthy environment, protect vulnerable individuals, and ensure that services can continue safely and effectively.

■ **HIPAA compliance and client confidentiality**

OMI is committed to protecting the privacy and confidentiality of all client information in full compliance with the Health Insurance Portability and Accountability Act (HIPAA) and related state and federal privacy regulations. All staff, volunteers, and partnering agencies are required to handle client information responsibly and ethically to ensure trust and safety in the delivery of services. Client records—both physical and electronic—are secured and accessible only to authorized personnel who require the information to perform their job duties. Information shared between staff, partner agencies, or medical providers is limited strictly to what is necessary for coordinating care and service delivery. Conversations involving client information must take place in private settings, and identifying details should never be disclosed in public or casual discussions. Written consent is required before sharing any client information with outside agencies or individuals, except when disclosure is legally mandated (such as threats of harm or suspected abuse). All staff receive training on confidentiality, data security, and HIPAA regulations as part of onboarding and continuing education to ensure compliance and to safeguard client rights at every level of service. Maintaining confidentiality is essential to the mission of the Lodi Access Center—to provide compassionate, ethical, and professional support to every individual we serve.

17. Facility Maintenance Plan

Explain how your organization will maintain a clean, safe, and sanitary facility environment on a daily basis.

To maintain a safe, clean, and healthy environment, the Lodi Access Center enforces the following daily hygiene and facility maintenance protocols:

Staff Responsibilities

- **Day Shift** staff oversee daily operations, general cleanliness, and work collaboratively to manage and resolve challenges as they emerge.
- **Swing and Night Shifts** are responsible for ensuring the daily deep cleaning and sanitization of all facility areas to maintain a safe and hygienic environment

Client Expectations and Personal Areas

- Each client is assigned a designated storage space near their bed. Personal belongings must not exceed this assigned area.
- Bedding areas must remain clean, organized, and well-maintained throughout the day.
- Overnight clients are required to shower daily, and all clothing and bedding must be

cleaned weekly.

- Day clients who present hygiene concerns may be asked to shower or may have restricted access to services, including shelter entry, at staff discretion.

Infection and Pest Prevention

- All clothing, bedding, and personal belongings must be placed in the designated “burn box” treatment prior to entering the shelter to prevent bed bugs and other infestations.
- Hand sanitizer stations are available throughout the facility, and clients are encouraged to frequently wash and sanitize their hands.
- Staff sanitize furniture, fixtures, and high-touch areas multiple times daily.
- Showers are sanitized before each use.

Client Participation

As part of case management and preparation for employment, clients are encouraged to participate in daily cleaning tasks and contribute to the upkeep of the facility.

18. Transportation Plan

Describe your proposed transportation-related policies and procedures, including:

■ Client transportation to/from the Access Center facility

OMI provides either bus passes or transportation coordination services to assist clients in safely accessing the facility and essential community resources. However, clients are responsible for signing up for transportation needs as early as possible to allow adequate time for scheduling and coordination. Clients must clearly communicate their time frames, pick-up locations, and return plans to ensure that transportation arrangements can be made efficiently and without delay. OMI staff will coordinate transportation to the best of their abilities, based on available resources, driver schedules, and service demand. While OMI strives to accommodate all reasonable transportation requests, availability cannot always be guaranteed. Clients are encouraged to plan ahead and maintain open communication with staff to support smooth coordination and minimize disruptions. This approach helps OMI ensure fairness, safety, and reliability in transportation services while promoting client responsibility and proactive participation in their own care.

■ Transportation of new clients and their belongings

OMI is committed to ensuring the safe and respectful transportation of new clients and their personal belongings to the Access Center. To maintain a clean, healthy, and secure environment for all clients and staff, all belongings are subject to search prior to transport or upon arrival at the facility. Clients are permitted to bring essential items only, such as clothing, hygiene products, necessary medications, and important personal documents. Belongings must meet basic hygiene and safety standards, as determined by staff discretion, to prevent the introduction of pests, hazardous materials, or unsanitary conditions into the facility or vehicle. Items deemed unsafe, unsanitary, or excessive in volume may not be transported or stored at OMI. Staff will work with clients to identify which items can be safely brought to the Center.

■ Response to emergency transport needs initiated by Police or City staff

OMI collaborates closely with local law enforcement, city personnel, and emergency services to ensure the safety and well-being of individuals in crisis. While OMI supports coordination efforts when emergency transport needs arise, it is important to note that OMI staff are not emergency responders and do not provide emergency medical or

crisis transport services. In situations requiring immediate medical attention, behavioral health intervention, or public safety response, OMI relies on emergency services such as law enforcement, fire departments, or emergency medical technicians (EMTs) to assess and manage the situation appropriately. When police or city staff initiate an emergency transport involving an individual connected to OMI, our team will cooperate fully by sharing relevant information, facilitating communication, and ensuring continuity of care once the individual is stabilized or released. OMI's role is supportive and collaborative—focused on maintaining client safety, assisting with follow-up care, and coordinating resources once the emergency response has been completed.

■ **Receiving donations and deliveries**

OMI greatly values the generosity of community members, organizations, and partners who contribute donations in support of our mission. To ensure that all donations are received, stored, and distributed appropriately, OMI staff will communicate, collaborate, and determine how, when, and if donations will be accepted, whether items are being delivered to the facility or scheduled for pickup by OMI staff. All donation offers are reviewed based on current program needs, available storage space, and the suitability or condition of the items. OMI reserves the right to decline donations that cannot be safely stored, do not align with client needs, or would create logistical or sanitation challenges. All donations are subject to OMI's decontamination protocols to ensure cleanliness, safety, and health compliance prior to storage or distribution. Professional deliveries (such as mail, packages, and courier services) will be received and signed for by OMI management or designated employees to maintain accountability and chain of custody. Deliveries and donations will be coordinated directly by OMI staff to ensure safety, accountability, and minimal disruption to daily operations. Staff are responsible for documenting received items and ensuring they are distributed fairly and efficiently to benefit clients and support program activities.

19. Nondiscrimination and Equity Policies

Detail your organization's policies for:

- **Compliance with all applicable federal and state civil rights laws**
- **Adherence to the Americans with Disabilities Act (ADA)**
- **Prevention of sexual harassment**
- **Policy on identifying alternative resources for individuals not eligible for onsite services (registered sex offenders, disqualified due to behaviors, etc.)**

OMI is committed to complying with all applicable state and federal labor and civil rights laws. Our organization prioritizes the well-being of our employees and strives to maintain a fair and equitable workplace. We will adhere to all regulations regarding employment practices, wages, hours, and working conditions. We are committed to fostering a diverse and inclusive workplace. Our organization does not discriminate on the basis of race, color, national origin, age, disability, religion, or sex, including pregnancy, sexual orientation, and gender identity. We value the unique contributions of every individual and strive to create an environment where all employees feel respected and empowered.

Compliance with the Americans with Disabilities Act

OMI is dedicated to ensuring compliance with the Americans with Disabilities Act (ADA). We strive to provide an accessible and inclusive environment for all employees and visitors. This includes making reasonable accommodations for individuals with disabilities and promoting equal opportunities in all aspects of our operations.

Sexual harassment

OMI is committed to maintaining a workplace that is free from sexual harassment and any form of discrimination. We do not tolerate inappropriate behavior of any kind, and we encourage all employees to report any incidents of sexual harassment. All staff will complete sexual harassment training.

Policy regarding sex offenders-Disqualification of Services

OMI maintains a firm commitment to safety, accountability, and ethical service delivery while ensuring fair and transparent access to support for all eligible clients. During the intake process, all clients are screened for eligibility and compliance with OMI's safety standards. Individuals identified as registered sex offenders will not be eligible for services. This determination is made through verification with the National Sex Offender Public Website (NSOPW.com) prior to admission to ensure the safety of all clients, staff, and the surrounding community. Client conduct within the shelter is governed by clearly defined policies designed to promote respect, safety, and a stable living environment. Violations of shelter rules, including possession of contraband, aggressive behavior, or repeated noncompliance, will be addressed in accordance with OMI's established disciplinary procedures. Depending on the severity of the infraction, the client may receive a verbal warning, temporary suspension, or full disqualification from services at the discretion of the Shelter Director or Director of Operations. These decisions are made following incident review, documentation, and, when appropriate, consultation with supervisory staff. OMI prioritizes trauma-informed and equitable responses when addressing policy violations. Whenever possible, clients will be offered opportunities to discuss concerns, receive mediation, or connect to alternative resources before a suspension or discharge occurs. All actions taken are guided by OMI's commitment to maintaining a safe environment while upholding the dignity and rights of all participants.

20. Pet and Service Animal Accommodation

Describe your proposed policies for allowing and managing pets and service animals on-site.

Upon check-in, we will assess the client's possession of any pets. One pet will be allowed per client and the animals must be assessed for any history of aggressiveness. No animals with aggressive history will be allowed. It will be the owner's responsibility to care for and clean up after their pet. OMI will provide pet food for up to six pets/month.

21. Grievance and Complaint Procedures

Outline your policies for receiving, reviewing, and resolving client grievances and complaints. Include your whistleblower policy.

Any grievances should be taken to the shift manager, director, and/or co-director to discuss the details of the occurrence. Staff will assess each situation to take the correct course of action to work towards a resolution. If the situation validates itself, a report will be made and filed. OMI encourages employees to report any illegal or unethical behavior without fear of retaliation. All complaints made in good faith will be taken seriously and investigated. Employees can report concerns related to fraud, misconduct, or violations of laws and regulations to HR. All reports will be treated with absolute confidentiality. OMI will ensure that the identity of the whistleblower is protected. The grievance policy will be posted at the lobby front desk and will consist of contact information for the director, the executive director, and city staff so that every level of grievance may be reported appropriately.

22. Incident Reporting and Documentation Policy

Outline your system for reporting, documenting, and following up on client and staff incidents (e.g., injuries, altercations, overdoses, critical behavioral health events).

To ensure safety, accountability, and professionalism, all incidents involving clients or staff are documented and addressed through a clear and consistent process.

Client Incidents

Client write-ups are first completed by hand as notes and then scanned into their digital file. If a client begins to show a pattern of misconduct or repeated rule violations, they will receive a warning and an opportunity to correct their behavior. Should the behavior continue—or if a serious violation occurs—consequences may include suspension of services or, in severe cases, disqualification from the program.

Staff Incidents

Staff write-ups are submitted directly to Human Resources. The corrective process typically begins with a verbal warning. If the issue persists, formal corrective action is implemented. Continued noncompliance may result in termination. In the event of serious misconduct, staff may be terminated immediately without prior warning or progressive discipline.

City Notification

For severe incidents—such as overdose, assault, or major injury—the City will be notified promptly to ensure appropriate response and documentation.

23. Emergency Preparedness and Response Plan

Describe your protocols for handling facility emergencies including:

- Medical emergencies
- Fire evacuation procedures
- Staff training on emergency drills

OMI has developed policies for medical emergencies and fire evacuation. This includes clearly marked signage installed in the tent. Upon award of the permanent Access Center, OMI will create similar evacuation policies used in case of fire or emergency. Staff will be trained to respond to medical and fire emergencies. Current staff has been trained in the following: *CPR / FIRST AID, Conflict Resolution, Mental Health First Aid, Public Health Services' Injury Prevention Program - Opioid Safety and Proper Administration of Naloxone, Workplace Violence Prevention, Emergency Evacuation Procedure, Emergency & Fire Preparedness, Active Shooter Response*

*See attached Emergency & Fire Preparedness - *Exhibit V_23.0*

24. Staff Training and Development

Detail required staff training (e.g., trauma-informed care, de-escalation, cultural competency, CPR/First Aid, confidentiality). Include any ongoing professional development or certification requirements.

OMI's HR department utilizes professional development software to monitor training progress, identify emerging needs, and assign refresher courses or certifications as required by law or contractual

obligations. The OMI Director reviews training content annually to ensure alignment with current research, local regulations, and evolving community needs. Through this blended approach of technology, professional instruction, and hands-on practice, OMI ensures staff remain current, competent, and confident in their ability to serve clients and uphold the organization's standards of care. All staff has been trained in the following areas: *CPR / FIRST AID, Conflict Resolution, Mental Health First Aid, Public Health Services' Injury Prevention Program - Opioid Safety and Proper Administration of Naloxone, Workplace Violence Prevention, Emergency Evacuation Procedure, Emergency & Fire Preparedness, Active Shooter Response.*

25. Internal Monitoring and Quality Assurance

Explain how your organization monitors service delivery quality, ensures compliance with regulations and funder requirements, and uses data to drive performance improvement.

OMI ensures high-quality service delivery and compliance through a structured system of internal monitoring and continuous improvement. Regular program evaluations are conducted to assess service effectiveness, adherence to funder requirements, and compliance with local, state, and federal regulations. Staff complete routine documentation reviews, client file audits, and direct service observations to verify that all procedures meet established standards of care and ethical practice. Feedback from clients, staff, and community partners is collected through surveys, meetings, and case reviews to identify strengths and areas for improvement. All data is compiled and analyzed to monitor program outcomes, client progress, and operational efficiency. This information is used to inform decision-making, guide staff training, and drive performance improvement initiatives. OMI is committed to transparency, accountability, and maintaining the highest standards in all aspects of service delivery.

26. Confidentiality, Client Records, and Data Security

Describe your policies and practices for maintaining and safeguarding client records, ensuring HIPAA and HMIS compliance, managing data sharing with partners, and responding to potential breaches.

All staff will complete annual HIPAA training. Administrative, physical and technical safeguards will be established to limit access to Protected Health Information (PHI) ensuring that only the minimum necessary amount of information is shared between staff and agencies to provide services. Clients will be provided with a Notice of Privacy Practices (NPP) upon admission into the program and participation in the HMIS system explaining their rights.

27. City and County Partner Coordination

Describe how your organization will maintain communication and coordination with City staff and County Partners to support the successful operations of the Access Center.

OMI maintains a comprehensive internal monitoring and quality assurance system to ensure all programs operate in full compliance with local, state, and federal regulations, as well as funder requirements and contractual obligations. Bi-weekly meetings are scheduled with city staff to discuss items of concern, billing, progress, etc.. This level of accountability prepares OMI to be organized and ready for county or grant audits at any given time. Service delivery quality is monitored through routine audits, case file reviews, staff supervision, and direct observation. Incident reports, client feedback, and performance data are collected and reviewed regularly to identify trends, strengths, and areas for improvement. Leadership oversees the implementation of corrective actions when needed and ensures that staff receive follow-up training or coaching to maintain high standards of

care. OMI utilizes secure data management systems to track client progress, service outcomes, and compliance metrics. This data is analyzed to drive informed decision-making, improve efficiency, and enhance program effectiveness. Monthly reports are generated to evaluate performance goals, ensure accountability, and maintain transparency with funders and stakeholders. Through this structured approach, OMI ensures that all services are delivered ethically, efficiently, and in alignment with best practices, ultimately strengthening outcomes for clients and the community.

28. Data Collection and Reporting

Explain the methods used to collect and track demographic and service data, including the software system(s) used for reporting.

OMI utilizes professional data management and reporting systems to collect, track, and analyze demographic and service-related information. All client intakes, service interactions, and outcomes are entered into a secure case management database that complies with federal and state confidentiality standards, including HIPAA. The system allows for real-time data entry, progress tracking, and report generation, ensuring accuracy and consistency across all programs. Demographic data such as age, gender, ethnicity, and income level are collected during intake, along with service data related to housing, case management, and referrals. Staff are trained to input data accurately and verify information regularly to maintain data integrity. Reports are generated monthly and quarterly to monitor performance outcomes, identify trends, and ensure compliance with funder requirements. Data is also used to inform program development, measure impact, and support ongoing quality improvement efforts. Through this structured and technology-supported approach, OMI ensures transparency, accountability, and data-driven decision-making in all service areas.

29. CalAIM Medical Respite Experience

If applicable, describe your organization's experience providing Medical Respite services under CalAIM, either directly or through a subcontractor relationship. In your response, please include:

- A summary of your Medical Respite program(s), including scope of services and target populations
- Whether services were provided directly or through a subcontractor
- The number of clients served annually and typical length of stay
- Coordination protocols with managed care plans (MCPs), hospitals, or referring entities
- Outcomes tracked and reported (e.g., discharge destinations, health stabilization, hospital readmission rates) Billing and reimbursement experience under CalAIM, including familiarity with Department of Health Care Services (DHCS) standards and reporting requirements
- How this experience would inform your organization's ability to implement Medical Respite services at the Access Center, if selected
- **If your organization is not interested in operating any Medical Respite services as potential cost offset, please clearly state that in your response**

OMI is not currently a Medical CalAIM provider; however, we maintain an active partnership with a Health Plan of San Joaquin–approved provider that operates other recuperative care programs. Regarding the Lodi Access Center, this provider has expressed interest in supporting recuperative care services at the site. While no formal commitment has been made, they indicated that several operational details, logistics, and program requirements would need to be clarified and finalized before moving forward. OMI remains open and willing to pursue this opportunity in collaboration with the provider.

VI. BUDGET

All proposals must include a detailed line-item operating budget that accounts for all anticipated Scope of Work expenses associated with managing and operating the Access Center and Emergency Shelter. The budget should be realistic, cost-effective, and scalable and reflect the tiered bed capacity model outlined in the RFP.

Cost Savings and Funding Offsets

Proposers are strongly encouraged to identify and account for cost-saving strategies and alternative funding sources that may reduce reliance on City funding. These may include, but are not limited to:

- **In-kind donations (e.g., food, supplies, equipment)**

OMI receives consistent in-kind support from community members, local businesses, and partner organizations that share its mission of service. These donations include food, hygiene products, clothing, bedding, cleaning supplies, and equipment essential to daily operations and client care. In-kind contributions play a critical role in sustaining program activities, reducing operating costs, and ensuring that resources are available to meet the immediate needs of individuals and families served by OMI. All donations are reviewed for quality, safety, and relevance to current program needs before distribution. OMI staff coordinate the receipt, documentation, and allocation of items to ensure accountability and fair distribution among clients. This process not only strengthens operational efficiency but also reflects the generosity and collaboration of the broader community. Through these in-kind partnerships, OMI continues to enhance service delivery while fostering community engagement and shared responsibility for improving the well-being of vulnerable populations.

- **Volunteer labor (please estimate FTE equivalents, even if no cost is incurred)**

Based on ongoing participation trends, clients are estimated to volunteer approximately 1,531 times per year, averaging about 1 hour per instance, resulting in an estimated total of 1,531 volunteer hours annually. Using the standard calculation where 1 Full-Time Equivalent (FTE) per 40 hours, this results in approximately 38.28 FTEs of volunteer service each year. Moving forward, the goal is to increase volunteer engagement to reach an estimated 45 FTEs annually, reflecting the organization's continued commitment to expanding community involvement and client participation. While no direct labor costs are incurred, this level of volunteer contribution represents a significant investment of time and service that enhances program operations, strengthens sustainability, and demonstrates strong community partnership.

- **Philanthropic support**

OMI benefits from strong philanthropic support through the ongoing generosity of community members, faith-based organizations, and local partners who share our mission of service. This support is expressed through both monetary and in-kind contributions, including food, clothing, hygiene supplies, and essential program materials. These contributions strengthen program sustainability, reduce operational costs, and allow OMI to allocate more resources directly toward client care and program development. OMI will continue cultivating philanthropic partnerships through community outreach, donor engagement, and transparent communication about program outcomes. This approach ensures that every contribution, whether financial or in-kind, creates measurable impact, supports long-term stability, and reflects the collective responsibility of the community in addressing homelessness and social inequities.

- **Private or public grants**

OMI actively pursues both public and private grant opportunities to support its programs, services, and long-term sustainability. The organization has dedicated grant writers on staff who are skilled in researching, developing, and managing funding proposals that align with OMI's mission and community impact goals. Their expertise ensures that all submissions meet funder requirements, comply with reporting standards, and accurately reflect measurable outcomes and performance indicators. Through a combination of government contracts, foundation grants, and corporate partnerships, OMI maintains a diverse funding portfolio that strengthens financial stability and reduces reliance on any single funding source. The organization's internal grant writing capacity allows for timely response to new opportunities and effective management of existing awards, including fiscal oversight, data tracking, and compliance with all contractual obligations. OMI's commitment to transparency, accountability, and measurable impact continues to position the organization as a trusted recipient of both public and private funding designed to improve outcomes for individuals and families in need.

- **Community partnerships**

OMI excels in building and maintaining strong community partnerships that enhance service delivery and create meaningful impact. The organization has developed a reputation for effective collaboration with city and county agencies, faith-based groups, healthcare providers, educational institutions, and nonprofit organizations. These partnerships ensure coordinated care, reduce duplication of services, and strengthen the overall continuum of support available to individuals and families in need. OMI's approach to partnership is rooted in open communication, mutual respect, and shared accountability. By leveraging collective resources and expertise, OMI is able to provide comprehensive, client-centered solutions that address the complex needs of the populations it serves. The organization's consistent engagement in community coalitions, task forces, and advisory boards demonstrates its leadership and reliability as a partner.

- **CalAIM Medical Respite reimbursement (if proposing to operate Medical Respite beds – not required)**

N/A to OMI's current services

- **Other funding offsets or reimbursements available through state, federal, or nonprofit program**

OMI is actively pursuing multiple funding offsets and reimbursement opportunities available through state, federal, and nonprofit programs to strengthen program sustainability and expand services. The organization consistently researches and applies for funding streams aligned with its mission, including opportunities available through CalAIM, HUD, and state community development initiatives. OMI's in-house grant writers are experienced in identifying eligible programs and leveraging available resources to maximize community impact. Collaboration is central to OMI's funding strategy. The organization works closely with other nonprofits, healthcare providers, and local agencies to share data, align reporting structures, and maximize cost efficiency. These cooperative efforts ensure that available funds are utilized strategically to enhance service capacity while avoiding duplication. By maintaining an active presence in regional funding networks and continually seeking partnerships, OMI demonstrates strong fiscal responsibility and innovation in developing sustainable funding models that support long-term community outcomes.

Lodi Access Center

OMI Employees

- 18 Full-time Employees**
- 19 Part-time Employees**
- 3 Subcontractors**
- 3 Administrative & HR Support**

***Full-time Staff will be eligible for Health Benefits**

Full-time (w/ Benefits)

- 1 Director
- 1 Co-director
- 1 HMIS/Reports
- 1 Lobby Operator
- 1 Cook
- 1 Prep Cook
- 1 Laundry/Shower
- 3 Security
- 1 Driver
- 1 Outreach Coordinator
- 1 Workforce Dev. Coordinator
- 2 Shelter Monitors
- 2 Lobby Operators

17 Full-time Employees

Part-time

- 3 Shelter Monitors
- 3 Lobby Operators
- 1 Cook
- 3 Prep Cook
- 1 Laundry/Showers
- 5 Security
- 1 Driver
- 1 Street Cleanup

18 Part-time Employees

Subcontractors

- 2 Case Managers (FT)
- 1 Outreach (PT)

3 Subcontractors

Lodi Access Center Proposed Budget

Personnel Cost - Year 1 (60 Beds)		Year 2	Year 3	Year 4	Year 5
	Total	Cost	Cost	Cost	Cost
Wages/Salaries	\$ 1,131,640.00	\$ 1,188,222.00	\$ 1,247,633.10	\$ 1,310,014.76	\$ 1,375,515.49
Benefits	\$ 269,620.40	\$ 350,506.52	\$ 403,082.50	\$ 463,544.87	\$ 533,076.60
OMI Administrative Costs	\$ 125,000.00	\$ 131,250.00	\$ 137,812.50	\$ 144,703.13	\$ 151,938.28
Employer Payroll Tax	\$ 125,046.22	\$ 131,298.53	\$ 137,863.46	\$ 144,756.63	\$ 151,994.46
Total Other Personnel Costs	\$ 1,651,306.62	\$ 1,801,277.05	\$ 1,926,391.56	\$ 2,063,019.38	\$ 2,212,524.84

Operating Cost - Year 1 (60 Beds)		Year 2	Year 3	Year 4	Year 5
Item	Cost	Cost	Cost	Cost	Cost
Food and Meal Expenses	\$ 145,000.00	\$ 152,250.00	\$ 159,862.50	\$ 167,855.63	\$ 176,248.41
Janitorial and Laundry Supplies	\$ 12,000.00	\$ 12,600.00	\$ 13,230.00	\$ 13,891.50	\$ 14,586.08
Landscape Maintenance	\$ 2,500.00	\$ 2,625.00	\$ 2,756.25	\$ 2,894.06	\$ 3,038.77
Transportation (Fuel, Maintenance, & Repairs)	\$ 12,000.00	\$ 12,600.00	\$ 13,230.00	\$ 13,891.50	\$ 14,586.08
Office Supplies and Admin Expenses	\$ 8,500.00	\$ 8,925.00	\$ 9,371.25	\$ 9,839.81	\$ 10,331.80
Technology and Equipment	\$ 7,000.00	\$ 7,350.00	\$ 7,717.50	\$ 8,103.38	\$ 8,508.54
Outreach Expenses	\$ 5,000.00	\$ 5,250.00	\$ 5,512.50	\$ 5,788.13	\$ 6,077.53
Neighborhood Clean up and Good Neighbor Engagement	\$ 9,000.00	\$ 9,450.00	\$ 9,922.50	\$ 10,418.63	\$ 10,939.56
Insurance (Liability, W.C., Vehicle)	\$ 67,962.00	\$ 71,360.10	\$ 74,928.11	\$ 78,674.51	\$ 82,608.24
Employee Training and Development (Fees and Wages)	\$ 6,700.00	\$ 7,035.00	\$ 7,386.75	\$ 7,756.09	\$ 8,143.89
Vehicle - Truck	\$ -	\$ -	\$ -	\$ -	\$ -
Cleaning Equipment	\$ 10,000.00	\$ 7,500.00	\$ 7,875.00	\$ 8,268.75	\$ 8,682.19
Hygiene, Bedding, and Clothing	\$ 12,000.00	\$ 12,600.00	\$ 13,230.00	\$ 13,891.50	\$ 14,586.08
Safety Equipment	\$ 750.00	\$ 787.50	\$ 826.88	\$ 868.22	\$ 911.63
HMIS Cards, Scanning Equipment, and Fees	\$ 7,250.00	\$ 4,612.50	\$ 4,843.13	\$ 5,085.28	\$ 5,339.55
OMI Apparel & Promotion	\$ 3,500.00	\$ 3,675.00	\$ 3,858.75	\$ 4,051.69	\$ 4,254.27
Replacements for mattresses, furnishings	\$ 5,000.00	\$ 5,250.00	\$ 5,512.50	\$ 5,788.13	\$ 6,077.53
Storage Shed	\$ 2,000.00	\$ -	\$ -	\$ -	\$ -
Bunk Bed Stairs	\$ -	\$ -	\$ -	\$ -	\$ -
Client Storage	\$ 4,000.00	\$ -	\$ -	\$ -	\$ -
ECM Billing Fee (8%)	\$ 12,000.00	\$ 12,600.00	\$ 13,230.00	\$ 13,891.50	\$ 14,586.08
Additional Office Space/Storage	\$ -	\$ -	\$ -	\$ -	\$ -
Payroll fee	\$ 3,600.00	\$ 3,780.00	\$ 3,969.00	\$ 4,167.45	\$ 4,375.82
Veterinary Care	\$ 1,000.00	\$ 1,050.00	\$ 1,102.50	\$ 1,157.63	\$ 1,215.51
Total Operating Costs	\$ 336,762.00	\$ 341,300.10	\$ 358,365.11	\$ 376,283.36	\$ 395,097.53

Deductions - Year 1 (60 Beds)		Year 2	Year 3	Year 4	Year 5
Item	Cost	Cost	Cost	Cost	Cost
Monetary Donations/Fundraisers	\$ 140,000.00	\$ 154,000.00	\$ 169,400.00	\$ 186,340.00	\$ 204,974.00
In-kind Donations (Hygiene, Clothing, etc.)	\$ 20,000.00	\$ 22,000.00	\$ 24,200.00	\$ 26,620.00	\$ 29,282.00
In-kind Donations (Food)	\$ 40,000.00	\$ 44,000.00	\$ 48,400.00	\$ 53,240.00	\$ 58,564.00
Workforce Partnerships	\$ 18,068.62	\$ 19,875.48	\$ 21,863.03	\$ 24,049.33	\$ 26,454.27
Medi-Cal ECM/CS Reimbursement	\$ 150,000.00	\$ 150,000.00	\$ 150,000.00	\$ 150,000.00	\$ 150,000.00
TOTAL DEDUCTIONS	\$ 368,068.62	\$ 389,875.48	\$ 413,863.03	\$ 440,249.33	\$ 469,274.27

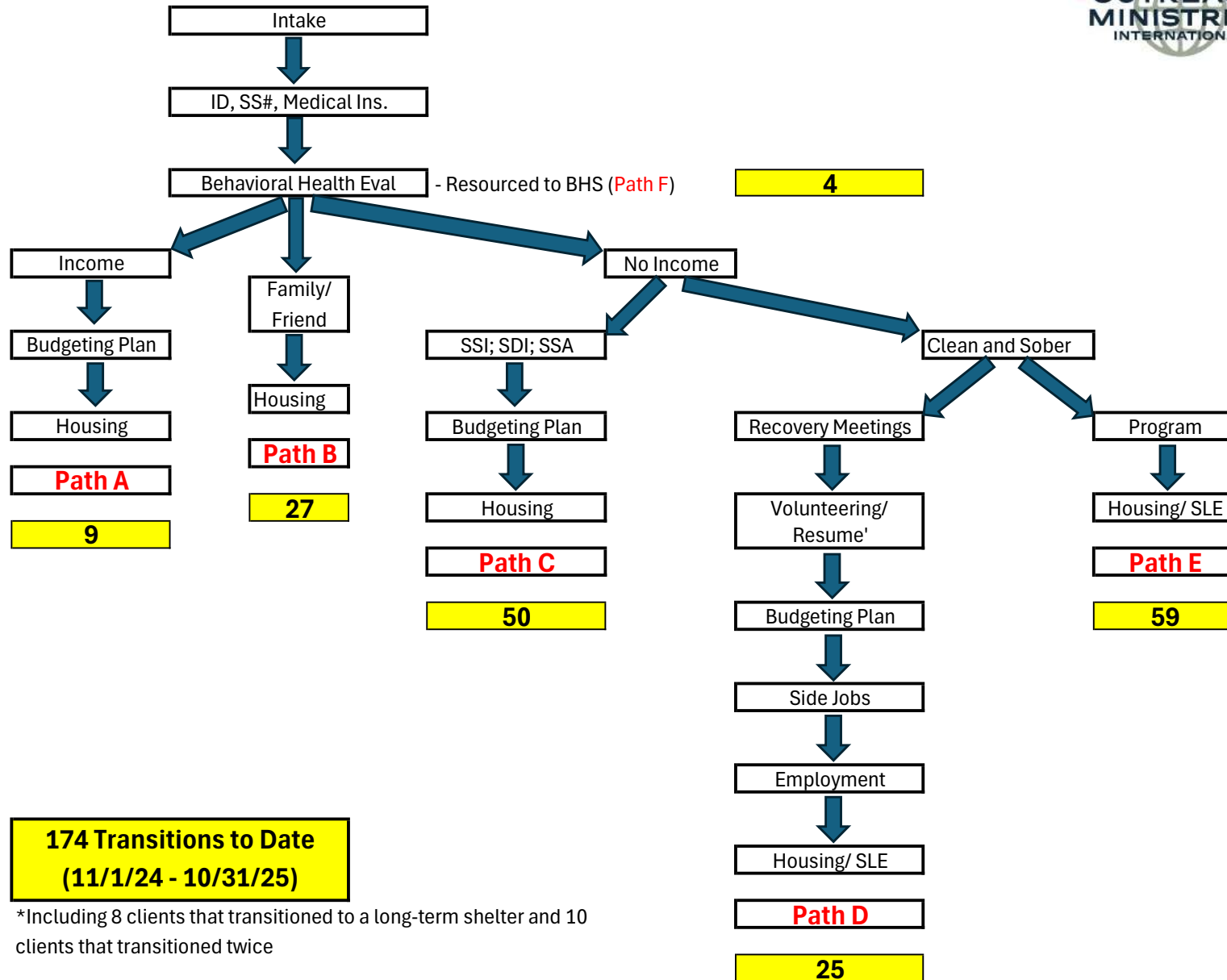
60 Overnight Clients	Year 1	Year 2	Year 3	Year 4	Year 5
Total Cost (Operating/Personnel/Deductions)	\$ 1,620,000.00	\$ 1,752,701.67	\$ 1,870,893.63	\$ 1,999,053.41	\$ 2,138,348.10

Cost per Overnight Client per Year	Cost Per Overnight Client	Cost Per Overnight Client	Cost Per Overnight Client	Cost Per Overnight Client	Cost Per Overnight Client
Quantity of Overnight Clients	Year 1	Year 2	Year 3	Year 4	Year 5
60 Clients	\$74	\$80	\$85	\$91	\$98
60-80 Clients - Flex Space (Unit rates for each bed over 60 and less than 80)	\$70	\$76	\$83	\$91	\$99
208 Clients (Unit rates for each bed over 80 and less than 208)	\$70	\$76	\$83	\$91	\$99

Start Up Costs (Based on 60 people)(below items to come out of operating costs; not in addition to)	
Item	Cost
Food and Meal Expenses	\$ 35,000.00
Food misc.	\$ 12,000.00
Vehicle - Truck	\$ -
Cleaning Equipment	\$ 7,000.00
Landscaping Equipment/Tools	\$ 800.00
Janitorial/Landscaping/Cleaning Supplies	\$ 3,500.00
Hygiene, Bedding, and Clothing	\$ 4,000.00
Laundry Supplies	\$ 400.00
Office Supplies	\$ 3,500.00
Office Equipment	\$ 7,000.00
Safety Equipment	\$ 500.00
HMIS Cards & Scanning Equipment	\$ 4,500.00
Employee Training & HMIS fees	\$ 6,700.00
All Staff Training Day	\$ 5,500.00
OMI Apparel & Promotion	\$ 2,500.00
Replacements for mattresses, furnishings	\$ -
Transportation (Fuel, Maintenance, & Repairs)	\$ 1,000.00
Storage Shed	\$ 2,000.00
Bunk Bed Stairs	\$ -
Client Storage	\$ 7,500.00
ECM Billing Fee (8%)	\$ 1,000.00
Additonal office space/storage	\$ -
Communication	\$ 4,000.00
Insurance	\$ 3,000.00
Vehicle Insurance	\$ 3,000.00
Worker's Comp Insurance	\$ 5,000.00
Employer Payroll Tax	\$ 6,500.00
Payroll fee	\$ 300.00
Neighborhood Clean up Fuel and Supplies	\$ 2,500.00
Outreach Supplies	\$ 1,500.00
Veterinary Care	\$ 1,000.00
TOTAL START UP COSTS	\$ 131,200.00



The TREE to SUCCESS



**174 Transitions to Date
(11/1/24 - 10/31/25)**

*Including 8 clients that transitioned to a long-term shelter and 10 clients that transitioned twice

Outreach Ministries Workforce Development Partnership

Connecting Shelter Clients to Employment Opportunities

I. Program Purpose

- Support individuals transitioning from homelessness into the workforce.
 - Provide employers with motivated, job-ready candidates.
 - Build strong partnerships with businesses that value second-chance hiring and community impact.
-

II. Client Vetting & Preparation

Before referral to employment, each client is evaluated on:

1. **Substance-Free Readiness** – Screening for drugs/alcohol; connection to recovery support if needed.
2. **Teachability** – Demonstrated willingness to learn and accept coaching.
3. **Volunteer Engagement** – Participation in shelter volunteer roles (food service, cleaning, organizing) to build reliability.
4. **Work Skills Assessment** – Identification of transferable skills and prior experience.
5. **Attitude & Professionalism** – Respect, teamwork, punctuality, and conflict resolution.
6. **Recovery Engagement (if applicable)** – Connection to voluntary recovery, mental health, or vocational rehabilitation services as needed.

III. Client Development Services

- **Job Readiness Training:** Resume building, interviewing, workplace expectations.
 - **Soft Skills Coaching:** Communication, teamwork, time management, reliability.
-

IV. Employer Partnership Opportunities

- **Direct Hiring:** Connect with pre-vetted, job-ready candidates.
 - **Work Experience/Apprenticeships:** Provide on-the-job training opportunities.
 - **Transitional Employment:** Short-term, subsidized roles to build work history.
 - **Industry Training Collaboration:** Co-develop training tailored to your workforce needs.
-

V. Employer Support & Benefits

- **Ongoing Case Management:** Clients receive continued coaching and problem-solving support.
 - **Retention Check-Ins:** Follow-up at 30/60/90 days to ensure success.
 - **Community Impact:** Strengthen workforce diversity and support local stability.
 - **Tax Incentives:** Eligibility for programs such as the Work Opportunity Tax Credit (WOTC).
-

VI. Next Steps for Partnership

- Identify job openings or skill needs within your company.
- Meet with shelter workforce development staff to design a hiring plan.
- Pilot placement with ongoing communication and support.
- Scale partnership for long-term hiring pipelines.
- Meet with shelter workforce development staff to co-design a hiring and training plan.
- Pilot placements with clear communication and feedback loops.
- Scale partnership to support a sustainable, inclusive hiring pipeline.



Outreach Ministries Workforce Development Partnership

Client Participation Agreement

Connecting Shelter Clients to Employment Opportunities

This voluntary Client Participation Agreement ("Agreement") is made between Omi operators of the Lodi Access Center ("Shelter") and _____ ("Client") for participation in the voluntary Workforce Development Partnership Program ("Program").

I. Purpose

The purpose of this Agreement is to outline mutual expectations and responsibilities for clients who choose to participate in the Program, which connects shelter residents to employment and training opportunities.

This agreement is separate from the Client's shelter residency agreement, and participation or non-participation in the Program will not affect the Client's eligibility to stay at the Lodi Access Center. The Program aligns with Housing First and Low-barrier shelter principles, ensuring equitable access and voluntary participation.

II. Voluntary Program Participation Requirements

By signing this Agreement, the Client agrees to participate in the following voluntary workforce development activities, as they are relevant to their personal development goals:

Recovery Engagement

- a. Attend regular alcohol and/or drug recovery meetings as recommended by case management.
- b. Actively engage in personal recovery goals.
2. Substance-Free Commitment
 - a. Submit to alcohol and drug testing as a condition of participation in the Program.
 - b. Understand that a positive test does not affect the right to remain at the Lodi Access Center but may pause or suspend participation in the Program until readiness can be re-established.
3. Job Readiness & Development
 - a. Participate in training, coaching, and workforce preparation activities, including resume building, interview skills, and soft-skills workshops.
 - b. Accept feedback and demonstrate teachability and professionalism.
4. Volunteer Engagement
 - a. Contribute to shelter volunteer activities (e.g., food service, cleaning, organizing) to demonstrate reliability and build work history.



III. Program Support from Lodi Access Center

- Case management, coaching, and job-readiness support.
- Access to recovery support groups and referrals for additional services.
- Employer connections and workforce development opportunities.
- Ongoing follow-up and problem-solving assistance throughout employment.

IV. Acknowledgment

- Participation in this Program is entirely voluntary.
- Declining or discontinuing participation will not affect the Client's right to shelter services.
- Program participation may be paused or ended if mutually agreed goals are not currently aligned, but shelter residency remains unaffected.

Clients may request reasonable accommodation at any time to support their participation.

V. Mutual Agreement

By signing below, both parties acknowledge and agree to the terms outlined in this Agreement.

Client Name: _____

Client Signature: _____ Date: _____

OMI Representative Name: _____

OMI Representative Signature: _____ Date: _____

LODI ACCESS CENTER

Client Rules And Guidelines

EXHIBIT V_7.0

- Weapons of any kind are prohibited
- No fighting.
- No bringing in any drugs.
- No bringing in any alcohol.
- All first-time clients must complete an intake packet to receive services.
- You must register at the front desk daily to receive services.
- You are required to shower each day to stay that night.
- There are no in and out privileges after 6:00pm.
- Between the hours of 6:00pm and 8:30am clients are not allowed to go into any vehicles on the property unless you are leaving the property.
- No stealing.
- Tampering or damaging the property or equipment will result in an automatic disqualification.
- Must respect staff, volunteers, and all clients.
- Each station has supplemental rules that must be followed.
- Only 1 animal is allowed per family (Upon approval)
- You cannot acquire an animal after becoming a client.

I understand that if I violate any of these rules or guidelines, I may be subject to disqualification from the Lodi Access Center. Depending on the circumstance, this disqualification can be for a period of time or indefinitely.

Client Name: _____

Client Signature: _____ **Date:** _____

LODI ACCESS CENTER

Client Rules And Guidelines

- Weapons of any kind are prohibited
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CLIENT COPY



LODI ACCESS CENTER CLIENT EMERGENCY CONTACT INFORMATION

CLIENT NAME: _____ DATE: _____

EMERGENCY CONTACT INFORMATION:

PRIMARY CONTACT NAME: _____

RELATIONSHIP TO CLIENT: _____

MAIN PHONE NUMBER: _____ ALTERNATE: _____

EMAIL ADDRESS: _____

CITY & STATE RESIDES IN: _____

SECONDARY CONTACT NAME: _____

RELATIONSHIP TO CLIENT: _____

MAIN PHONE NUMBER: _____ ALTERNATE: _____

EMAIL ADDRESS: _____

CITY & STATE RESIDES IN: _____

In the event of an emergency when I am unable to communicate for myself or when I request assistance, I, _____, give Outreach Ministries International (OMI) staff permission to contact the above named individual(s) to correspond on my behalf. I understand that it may be necessary for OMI to share confidential information with my emergency contact, such as my name, location, and physical state of wellness, and I agree with this information being shared.

*****Please note that OMI will not share anything outside of vital confidential information relevant to the emergency.***

CLIENT SIGNATURE



Lodi Access Center

Release of Liability and Assumption of Risk Agreement

Operated by OMI dba Bridges and Breadcrumbs

Introduction and Purpose

By signing this document, you acknowledge that you have voluntarily chosen to use the services provided at the Lodi Access Center operated by Outreach Ministries International (OMI) dba Bridges and Breadcrumbs. This release form informs you of the risks associated with using the shelter and releases OMI from liability for certain types of incidents that may arise.

Description of Services and Assumption of Risk

The Lodi Access Center is a low-barrier shelter, which means it allows access to individuals with diverse personal circumstances, including but not limited to substance use challenges and mental health conditions. While we strive to maintain a safe and supportive environment, you acknowledge and assume all risks associated with communal living at the shelter. These risks may include, but are not limited to, exposure to illness, injury, disputes with other clients, and personal property loss or damage.

Waiver of Liability

In consideration of being allowed to use the facilities and services of the Lodi Access Center, you hereby release and discharge OMI dba Bridges and Breadcrumbs, its employees, agents, and volunteers from any liability, claim, or action that you or your legal representatives may have arising from any injury, illness, or damage to you or your personal property. This waiver extends to claims arising from OMI's ordinary negligence but does not include gross negligence or intentional misconduct by OMI staff.

Acknowledgment of Personal Responsibility

By signing this release, you acknowledge and agree:

- **Responsibility for Personal Belongings:** You are responsible for any personal belongings you bring to the shelter. OMI is not liable for the loss, theft, or damage of personal items.
- **Compliance with Shelter Rules:** You agree to follow the Lodi Access Center's rules and guidelines. Disregard for these rules may result in restrictions or termination of your access to the shelter.

- **Conduct Toward Others:** You commit to respecting other clients, staff, and volunteers and understand that aggressive or disruptive behavior may lead to limitations on your shelter access.

Confidentiality and Consent to Release Information

Your information is handled with confidentiality. However, in cases of emergency, medical, or behavioral incidents, you consent to allow Lodi Access Center staff to communicate necessary information to local health or emergency services to ensure your safety and the safety of others.

Agreement and Acknowledgment

By signing below, you confirm that you have read, understood, and agree to the terms of this Release of Liability and Assumption of Risk Agreement.

Client Acknowledgment and Signature

Client's Printed Name

Date

Client Signature

Witness Printed Name (OMI Representative)

Date

Witness Signature



Consent for Release of Information

To: _____ (Agency Name)

Name of individual: _____

I authorize the above-named agency to collect information or records, including but not limited to protected personal information, about me through the Homeless Management Information System of the San Joaquin Continuum of Care.

Data collected can be used according to the SJCoC HMIS Policies and Procedures and the SJCoC HMIS Privacy Policy and Data Sharing Policy. By signing this Release of Information, I certify that I understand my rights in relation to the collection, protection, and sharing of data through the HMIS.

By signing, I acknowledge that I am the individual to whom the information/record applies or that person's parent (if a minor) or legal guardian and legally authorized to obtain these records. I acknowledge that any knowingly false representation made to obtain information from the above-named agency can lead to punishment by fine, imprisonment or both.

Client/legal guardian signature: _____ Date: _____

CLIENT COPY



HOMELESS MANAGEMENT INFORMATION SYSTEM PRIVACY POSTING

San Joaquin Continuum of Care

****PLEASE READ CAREFULLY****

We collect personal information directly from you for reasons that are discussed in our privacy policy. We may be required to collect some personal information by law or by organizations that give us money to operate this program. Other personal information that we collect is important to run our programs, to improve services for homeless persons, to provide more resources for homeless persons, and to better understand the needs of homeless persons. We only collect information that we consider to be appropriate.

Information is only shared in limited circumstances in order to meet these goals, and to provide you with better services or resources that we believe may help you.

If you have any questions or would like to see our privacy policy, our staff will provide you with a copy.

CLIENT COPY

San Joaquin Continuum of Care Homeless Management Information System

SJCoC HMIS PRIVACY POLICY AND DATA SHARING POLICY

SJCoC HMIS PRIVACY POLICY AND DATA SHARING POLICY

This Notice describes the Privacy Policy of the San Joaquin Continuum of Care (SJCoC) Homeless Management Information System (HMIS). The SJCoC has executed a Memorandum of Understanding with Central Valley Low Income Housing Corp. (CVLIHC) to act as the HMIS Lead Agency, administering the HMIS on behalf of SJCoC, is governed by the SJCoC Board of Directors

Each CHO (or Participating Agency) is required to adopt this privacy policy related to the use of the SJCoC HMIS. This requirement includes agencies defined as Victim Service Providers and who are required to use a comparable data base. This Privacy Policy is included as a separate document in Appendix I, and should be made available to clients upon request.

Not all SJCoC stakeholders have direct access to HMIS; direct access is provided only to CHOs that are direct providers of services under the structure of these policies and procedures; funding sources that contract/subcontract with other agencies/individuals who are tasked by the contract to provide those direct services are not considered “direct providers.” Throughout the SJCoC, there are certain agencies, usually the service provider agencies that are directly interacting with homeless clients, that actively use and contribute to the HMIS. Any agency with access to the HMIS is required to sign an **Agency Partnership Agreement**. All HMIS Lead Agency personnel (including employees, volunteers, affiliates, contractors and associates), and all participating agencies and their personnel, are required to comply with this notice. All personnel in the SJCoC with access to HMIS must receive and acknowledge receipt of a copy of this Notice, agree in writing to comply with it, and receive training on this Privacy Policy before being given access to HMIS.

This Privacy Policy applies to all Personally Identifiable Information that is collected and maintained in the SJCoC HMIS, including electronic and hard copies derived from the HMIS.

Personally Identifying Information, also known as Protected Personal Information (PPI), is defined by the 2004 HUD Data and Technical Standards as: *“Any information maintained by or for a Covered Homeless Organization about a living homeless client or homeless individual that: (1) Identifies, either directly or indirectly, a specific individual; (2) can be manipulated by a reasonably foreseeable method to identify a specific individual; or (3) can be linked with other available information to identify a specific individual.”*

The SJCoC HMIS will use only de-identified, aggregate data for homeless policy and planning decisions, in preparing federal, state, or local applications for homelessness funding, to demonstrate the need for and effectiveness of programs, and to obtain a system-wide view of program utilization in the state.

The HMIS Lead Agency will endeavor in good faith to answer requests by Public Agencies by producing reports generated from the HMIS to provide information regarding homelessness within the SJCoC. Resulting reports will utilize only de-identified, aggregate data. The HMIS Lead Agency will, to a reasonable extent, also endeavor in good faith to answer requests by SJCoC stakeholders with reports generated from the HMIS to provide information regarding homelessness within the SJCoC. Resulting reports will utilize only de-identified, aggregate data. The HMIS Lead Agency is not mandated to provide reports to Public Agencies or SJCoC stakeholders, and the HMIS Lead Agency is the sole arbiter regarding the reasonableness of requests from Public Agencies and SJCoC stakeholders and whether to respond to those requests.

Direct sharing of data contained in the HMIS is not allowed, except under the express direction of the SJCoC Board of Directors following the strict process established by the SJCoC under the Data-Sharing Agreement (Appendix H).

Protection of PII is of extreme importance to the SJCoC. This document explains to clients and Participating Agencies the circumstances under which PII may be shared without express consent. The Privacy Posting (Appendix E) describes generally the conditions under which client data may be shared, including PII, and shall be posted publicly by each Participating Agency.

Federal law may require participating agencies to have their own agency-specific privacy policies. Information entered and accessed by the Collaborative Applicant may therefore also be covered by additional, agency-specific privacy policies. Participating agencies may be more restrictive in their privacy policies, but may not be less restrictive than this Privacy Policy. In accordance with federal law, all participating agencies are required to post a sign at their intake desks, offices, or website, if applicable, explaining the reasons information is requested.

The SJCoC and the HMIS Lead Agency reserve the right to amend this Privacy Policy at any time. It is possible that an amendment may affect PII that we obtained before the effective date of the amendment. All amendments apply retroactively. We will maintain a record of the changes made in amendments and post new versions of this Privacy Policy on the website located at: <http://www.sanjoaquinoc.org/>

SJCoC has adopted an approach to client consent for use and disclosure of information consistent with regulations set forth by HUD in Federal Register/ Vol. 69, No. 146 / Friday, July 30, 2004 / Notices and with the Coordinated Entry Management and Data Guide (published October 2018) at <https://files.hudexchange.info/resources/documents/coordinated-entry-management-and-data-guide.pdf>

- “Use” means, with respect to PII, the sharing, employment, application, utilization, examination, or analysis of such information internally within the HMIS participating agency that maintains such information or within the HMIS Lead.
- “Disclosure” means, with respect to PII, the release, sharing, transfer, provision of access to, or divulging of information to an organization outside the HMIS participating agency holding the information or outside the HMIS Lead Agency. Disclosure of any information to any entity that has not signed a Data Sharing MOU and is not required by law can only occur with written client consent

Only information that is needed for 1) coordination of services and case management, 2) administration, 3) billing, and 4) analytics are collected.

- **Coordination of services and case management:** Agencies may use or disclose client information for case management purposes to provide or coordinate services for you and your family to help you end your homelessness. Participating Agencies may use or disclose your information to locate suitable services or housing, to conduct referrals and assessments, to determine program eligibility, and to otherwise collaborate to address your specific needs and circumstances.. Unless a client requests that his/her record remain hidden, client PII/PPI will only be shared with an HMIS CHO/Participating Agency that has executed a Data Sharing MOU. The HMIS Lead Agency may share client information on an HMIS-wide basis (or on a subset thereof) if the HMIS Lead Agency determines the sharing of data is to provide enhanced services, including case management, health care, and/or housing, and if the agency/organization receiving the client information has completed the process described in the Data Sharing Agreement (Appendix H) and is determined to have met the requirements therein. The HMIS Lead Agency may share client information on an HMIS-wide basis to meet mandatory reporting requirements of the federal and state governments, including but not limited to Longitudinal Systems Analysis, System-wide Performance, Housing Inventory Count, Point in Time Count, and others as determined by the HMIS Lead Agency.
- **Administrative Uses:** Agencies may use client information to carry out administrative functions internally including but not limited to legal, audit, personnel, oversight, and management functions.
- **Billing Use:** Agencies may use client information for functions related to payment or reimbursement for services if required by the funder/billing agency.
- To carry out maintenance and operation of the SJCoC HMIS;
- To create reports for the SJCoC that include your data but only in a manner in which your identity is not disclosed
- **Research Use:** Agencies may use client information for internal analysis including but not limited to evaluating program effectiveness, creating an unduplicated database on clients served within the system, understanding local and regional needs and trends in homelessness, and assessing an agency’s progress towards achieving goals and objectives. PII that could be used to identify a client should never be included in these reports. The release of aggregate HMIS data to an entity that is not a CHO/Participating Agency must be approved by the SJCoC Data and HMIS Committee and SJCoC Board of Directors.
- **Required by Law:** Agencies may disclose client personal information that meets the minimum standard necessary for the immediate purpose to comply with legal requirements. Agencies may only disclose client information to law enforcement entities in response to appropriate legal requests including subpoena or court order. Agencies may disclose client PII to an agency authorized by law to receive reports of abuse, endangerment, neglect, or domestic violence if this agency believes the clients are the victim of such treatment provided any of the following apply:
 - 1) the disclosure is required by law, such as “mandated reporting”
 - 2) the agency believes the disclosure is necessary to prevent serious harm, or to lessen a serious or imminent threat to the health and safety of an individual or public and the

information is given to law enforcement or other person reasonably able to prevent or reduce that threat.

Each CHO must develop and implement a written plan to dispose of or, in the alternative, to remove identifiers from, PII that is not in current use seven years after the PII was created or last changed (unless a statutory, regulatory, contractual, or other requirement mandates longer retention).

Client Rights

- Clients have the right to get services even if they choose **NOT** to participate in the SJCoC HMIS; this right is limited by the nature of the project; some projects are required by law or regulation to collect certain data to establish and document program eligibility.
- Clients have the right to ask who has seen their information.
- Clients have the right to see or receive a copy of their information and to change it if it is not correct. Requests to view or receive a copy of their information shall be in writing and clients must provide proof of identity; the request and proof of identity shall be maintained in the client file (electronic or hard copy). To change information, clients must show documentation verifying the correct information.

If clients do not want their information shared with a specific agency or do not wish to share their information any longer (, it is their responsibility to let their case manager or intake worker know, who must then take the proper action to honor that request and to document that client's request appropriately.

If a client has any questions about the use of their personal information or are concerned about client privacy or safety, they should share their questions or concerns with agency management. If a client feels that the security or integrity of their information has been violated by an end-user or the CHO itself, clients should file a complaint with the Agency, following their procedures that are in place. Clients may also file a complaint with the HMIS Lead Agency; all CHOs/Participating Agencies are required to provide a client with a **Grievance Filing Form** (Appendix F) at their request and submit the completed form to the HMIS Lead Agency; in instances where the HMIS Lead Agency is the subject of a grievance, it will be submitted to the SJCoC Data and HMIS Committee for review and action. The HMIS Lead Agency, in conjunction with the SJCoC Data and HMIS Committee, will investigate each grievance and submit suggested actions to the CHO/Participating Agency within 30 days. Clients that submit a grievance filing form will not be retaliated against for filing a complaint. Clients may also ask for a copy and/or an explanation of the privacy policy.



Homeless Management Information System Enrollment Form (Program: _____)

(Separate Enrollment Form must be completed for all household members as part of Program Enrollment;
Head of Household must complete all fields; Children in Household only need shaded/highlighted fields.)

Client name: _____ **Date of Enrollment:** _____

Social Security Number: _____ **Date of Birth:** _____

Phone number/email address: _____

CES Referral: Yes No **Other referring agency (if any):** _____

Case manager from other agency (if any): _____ **Case manager phone/email:** _____

Location of Client at enrollment: Stockton Lathrop Lodi Manteca Tracy
 Unincorporated County Other: _____

Client is: Head of Household Unaccompanied Adult (Single Adult) Other Adult in household
 Child in household Unaccompanied Youth (Youth without any other household members)

Head of Household (if different from "Client Name"): _____

Gender: Woman/Girl Man/Boy Culturally specific identity Transgender NonBinary
 Questioning Different Identity Client doesn't know Client prefers not to answer
 Data not collected

Race (check all that apply):
 White Black or African American Asian
 American Indian or Alaskan Native Native Hawaiian or Pacific Islander Data not collected
 Client doesn't know Client prefers not to answer

Ethnicity: Hispanic/Latinx Non-Hispanic/Latinx Client doesn't know
 Client prefers not to answer Data not collected

Marital Status: Married Not Married but Living with Partner Divorced Separated
 Widowed Never Married Unknown Data Not Collected

Sexual Orientation: Straight/Heterosexual Gay/Lesbian Bisexual Questioning
 Client doesn't know Client refuses Data not collected

Client's Preferred Language: _____

Veteran status: Yes No Client doesn't know Client refused

Branch of military: Army Air Force Navy Marines
 Other Client doesn't know Client refused

Current living situation / Type of Residence (where was household last night?):

- | | |
|--|--|
| <input type="checkbox"/> Emergency shelter | <input type="checkbox"/> Place not meant for human habitation |
| <input type="checkbox"/> Transitional housing for homeless | <input type="checkbox"/> Hotel/motel paid by HSA or charity |
| <input type="checkbox"/> Permanent housing for formerly homeless | <input type="checkbox"/> Hotel/motel paid by household |
| <input type="checkbox"/> Psychological hospital/facility | <input type="checkbox"/> Rental by client with ongoing housing subsidy |
| <input type="checkbox"/> Substance abuse treatment facility or Detox center | <input type="checkbox"/> Rental by client with no ongoing subsidy |
| <input type="checkbox"/> Residential project/halfway house w/ no homeless criteria | <input type="checkbox"/> Owned by client with ongoing housing subsidy |
| <input type="checkbox"/> Hospital or other medical residential facility | <input type="checkbox"/> Owned by client with no ongoing subsidy |
| <input type="checkbox"/> Staying with family members | <input type="checkbox"/> Jail/prison/juvenile detention facility |
| <input type="checkbox"/> Staying with friends | <input type="checkbox"/> Long-term care facility |
| <input type="checkbox"/> Foster care or foster group home | <input type="checkbox"/> Other (_____) |
| <input type="checkbox"/> Client doesn't know | <input type="checkbox"/> Client prefers not to answer |
| | <input type="checkbox"/> Data not collected |

Current living situation / Length of stay in prior living situation indicated above:

- | | | |
|---|--|--|
| <input type="checkbox"/> 1 week or less | <input type="checkbox"/> 1 week to 1 month | <input type="checkbox"/> 1 month to 3 months |
| <input type="checkbox"/> 3 months to 1 year | <input type="checkbox"/> more than 1 year | <input type="checkbox"/> Client doesn't know |
| | | <input type="checkbox"/> Client refused |

Approximate date this homeless episode started: _____

Number of times been on the streets or in Emergency Shelter during the past three years: _____

Verification provided: Yes No

Total number of months on streets or in ES during the past three years: _____

Verification provided: Yes No

Last permanent address: _____

Is Client currently being evicted:

- Yes No Client doesn't know Client refused Data Not Collected

Has Client been evicted in past 3 years:

- Yes No Client doesn't know Client refused Data Not Collected

Number of evictions in past 3 years: _____

Has Client been discharged from an institution (jail, hospital, etc.) in past 6 months:

- Yes No Client doesn't know Client refused Data Not Collected

Disabling condition:

- Yes No Client doesn't know Client refused
- Verification provided: Yes No

Physical Disability:

- Yes No Client doesn't know Client refused Data not collected

If yes, is it long term? Yes No Client doesn't know Client refused Data not collected

Developmental Disability:

- Yes No Client doesn't know Client refused Data not collected

If yes, is it long term? Yes No Client doesn't know Client refused Data not collected

Chronic Health Condition:

- Yes No Client doesn't know Client refused Data not collected

If yes, is it long term? Yes No Client doesn't know Client refused Data not collected

HIV-AIDS diagnosis:

- Yes No Client doesn't know Client refused Data not collected

Mental Health Problem:

- Yes No Client doesn't know Client refused Data not collected

If yes, is it long term? Yes No Client doesn't know Client refused Data not collected

Substance Use Disorder: Alcohol Use Drug Use Both Alcohol and Drug Use No
 Client refused Data not collected

If yes, is it long term? Yes No Client doesn't know Client refused Data not collected

Victim of Domestic Violence: Yes No Client doesn't know Client refused Data not collected

Are you currently fleeing?: Yes No Client doesn't know Client refused Data not collected

Last occurrence: within past 3 months 3 to 6 months ago 6 to 12 months ago
 more than 1 year ago Client doesn't know Client refused

Cash income (in most recent 30 days): for any income, list amount monthly

_____ Earned income	_____ Unemployment insurance
_____ Workers compensation	_____ Private disability
_____ Veteran's service related disability	_____ SSDI
_____ SSI	_____ Social Security retirement
_____ Veteran's non-service disability pension	_____ Employment pension
_____ TANF	_____ General Assistance
_____ Spousal support	_____ Child support
_____ Other (explain: _____)	

_____ **Total cash monthly income**

Non-cash benefits (in most recent 30 days): for any benefits, list amount monthly

_____ SNAP / Food stamps
 _____ WIC
 _____ TANF child care
 _____ TANF transportation
 _____ Other TANF
 _____ Other (explain: _____)

Health Insurance

Yes No Medi-Cal

If Yes: Is Health Insurance through Health Net :
 Yes No Client doesn't know Client refused Data not collected

If Yes: Is Health Insurance through Health Plan of San Joaquin:
 Yes No Client doesn't know Client refused Data not collected

If Yes: What is your Managed Health Plan Number: _____

Yes No Medicare

Yes No State Children's Health Insurance Plan

Yes No VA Medical Services

Yes No Employer provided health insurance

Yes No Health insurance through COBRA

Yes No Private pay health insurance

Yes No State Health Insurance for Adults

Yes No Indian Health Services Program Other: _____

Does Client have a Payee or Conservator:

- Yes No Client doesn't know Client refused Data not collected

Client perceives life has value and worth:

- Strongly Disagree Somewhat Disagree Neither Disagree nor Agree Somewhat Agree Strongly Agree
 Client doesn't know Client refused Data not collected

Client perceives they have support from others who will listen to problems:

- Strongly Disagree Somewhat Disagree Neither Disagree nor Agree Somewhat Agree Strongly Agree
 Client doesn't know Client refused Data not collected

Client perceives they have a tendency to bounce back after tough times:

- Strongly Disagree Somewhat Disagree Neither Disagree nor Agree Somewhat Agree Strongly Agree
 Client doesn't know Client refused Data not collected

Client frequency of feeling nervous, tense, worried, frustrated, or afraid:

- Not at all Once a month Several times a month Several times a week At least every day
 Client doesn't know Client refused Data not collected

General health status:

- Excellent Very good Good Fair Poor Client doesn't know Client refused Data not collected



LODI ACCESS CENTER CLIENT ENROLLMENT DURATION POLICY

This policy establishes clear guidelines for the maximum duration of client enrollment and the conditions for re-enrollment at Lodi Access Center (LAC) Emergency Shelter operated by Outreach Ministries International's (OMI). The policy aligns with California Health and Safety Code and Housing and Urban Development (HUD) best practices for emergency shelter management. This policy ensures compliance with state definitions and promotes equitable, consistent access to shelter services for all clients.

California Health and Safety Code § 50801 defines Emergency Shelter as "housing with minimal supportive services for homeless persons, limited to occupancy of six months or less."

HUD guidelines states an "Emergency Shelter is any facility, the primary purpose of which is to provide temporary or transitional shelter for the homeless in general or for specific populations of the homeless."

A 45-day waiting period before re-enrollment is adopted by OMI as an internal best practice to prevent cyclical, non-progressive use of services and to ensure equitable access for all eligible individuals.

Enrollment and Re-Enrollment

- Enrollment in services at the Lodi Access Center Emergency Shelter is limited to a **maximum of six (6) consecutive months (180 days) per client.**
- After reaching the 6-month enrollment limit, clients must exit the program.
- Clients who have exited after reaching the 6-month maximum are not eligible to re-enroll for a minimum period of forty-five (45) days following their exit date.
- Re-enrollment after the 45-day period is subject to availability and standard intake procedures.
- Exceptions or extensions beyond the 6-month limit are not permitted except as required by law or at the discretion of the Lodi Access Center Director in extraordinary circumstances (i.e., a viable long term housing plan).

Procedures

- Staff will monitor client enrollment dates and notify clients as they approach the 6-month limit.
- 30 days prior to reaching the term limit, clients will receive written notice of their required exit date and the earliest date they may reapply for services.

Policy Scope and Implementation

This policy is effective immediately and applies to all current and future shelter guests. The Lodi Access Center operates as a low-barrier emergency shelter, in alignment with California and federal guidelines.

Clients are not required to engage in case management or supportive services as a condition of shelter entry or continued stay during their allowable enrollment period of up to 180 days. Voluntary services are offered to support client stability and housing goals, but participation is not mandatory.

The time-limited nature of overnight shelter stays — capped at six (6) consecutive months — is in place solely to promote equitable access and is not tied to service participation or progress benchmarks.

However, in extraordinary circumstances where a client is actively engaged in a viable housing or program plan, limited extensions beyond the 180-day maximum may be considered at the discretion of the Shelter Director. In such cases, extensions may be contingent upon ongoing participation in supportive services directly related to housing placement or stabilization.

I have read and understand the Client Enrollment Duration Policy and agree to comply with the policy.

CLIENT SIGNATURE

DATE



ANTI-DISCRIMINATION AND HARRASSMENT POLICY

Outreach Ministries International (OMI) is committed to providing a workplace that is free from all forms of discrimination and harassment. We believe that all employees have the right to work in an environment that promotes equal opportunities and prohibits discriminatory practices, including harassment.

Policy

Discrimination and harassment based on race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local law will not be tolerated. This policy applies to all employment practices, including recruitment, selection, promotion, transfer, merit increase, salary, training and development, demotion, and separation.

Harassment is defined as behavior, which is not welcome, is personally offensive, debilitates morale, and therefore, interferes with work effectiveness. Harassment can occur as a result of a verbal or physical act or expression.

Complaint Procedure

Any employee who feels harassed or discriminated against should report the incident immediately to his or her supervisor, or directly to the Human Resources Department if the supervisor is the subject of the complaint.

Every reported complaint of harassment or discrimination will be investigated promptly and impartially, with every effort made to maintain confidentiality. The complainant and the accused will be informed of the results of the investigation.

If it is determined from the investigation that harassment or discrimination occurred, the offender will be subject to appropriate disciplinary action, up to and including termination.

Retaliation

Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action, up to and including termination.

Training

OMI will conduct periodic training sessions to ensure that all employees understand their rights and responsibilities under this policy and the foundation's commitment to maintaining a workplace free from discrimination and harassment.

At Outreach Ministries International, we strive to create a work environment in which all individuals are treated with respect and dignity. Everyone has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment.

Please note that this policy does not constitute a contract of employment or alter the at-will nature of any employee's employment in any way.

I have read and understand the above policy and agree to abide by its guidelines

Employee Signature

Date



ATTENDANCE POLICY

Punctuality and regular attendance is very important to the operation of Outreach Ministries International's business, and is the responsibility of each employee. Tardiness and absences cause a slow-down in operations and create an added burden for fellow employees. Good attendance is something that is expected from all employees. As such, employees are expected to report to work at their scheduled start time and be prepared to begin their workday. Employees are also expected to remain at work for their entire workday. Late arrivals, early departures or other absences from scheduled hours are disruptive and should be avoided as much as possible.

This policy does not apply to absences covered by statutory leave. These exceptions are described in separate policies.

Absence

"Absence" is defined as when an employee is unavailable for work as assigned/scheduled and such time off was not scheduled/approved in advance as required by the Company's notification procedure. There are typically three types of absences:

- **Excused absence.** Occurs when an employee provides management with sufficient notice in advance of the absence; the absence request has been approved in advance by the employee's supervisor; and the employee has sufficient accrued paid time off (PTO) to cover the absence. Sufficient notice is at least forty-eight (48) hours prior to the absence taking place. Excused absences also include pre-approved vacation, personal holidays, bereavement leave and jury duty.
- **Unplanned absence.** Occurs when an employee has properly notified their supervisor that they will be absent from work due to an illness or an emergency. Employees must notify their supervisor no later than one (1) hour prior to the employee's scheduled start time on the same day the absence is occurring. Each employee is responsible for contacting their supervisor if they are going to be absent from work.
- **Unexcused absence.** Occurs when an employee fails to report to work or properly notify their supervisor of the absence ("No call, no show") or when an employee has exhausted all of their sick leave. Absences that occur frequently or demonstrate a pattern of absenteeism may be deemed unexcused and subject to corrective action. An unexcused absence counts as one (1) occurrence for the purposes of discipline under this policy. No more than three (3) unexcused absences will be allowed in a twelve (12) month period.

Employees with three (3) or more consecutive days of excused absence due to illness or injury may be asked to provide a doctor's note prior to returning to work, unless this violates state or local law. Furthermore, employees who have exhausted their sick leave may be asked to provide a doctor's note for the day(s) they were absent. Providing Outreach Ministries International with

a doctor's note does not automatically deem an absence excused. Management will review overall patterns of attendance and make determinations accordingly.

Absences and tardiness reported by text message and email are not acceptable.

Tardiness

An employee is deemed to be tardy when they:

- Fail to report for work at the assigned/scheduled work time.
- Arrive to work past their scheduled start time.
- Leave work prior to the end of assigned/scheduled work time without prior supervisory approval.
- Take an extended meal or break period without approval.

If an employee cannot report to work as scheduled, they must notify their supervisor no later than their regular starting time. This notification does not excuse the tardiness but simply notifies the supervisor that a schedule change may be necessary.

Employees who must leave work before the end of their scheduled shift must also notify their supervisor immediately.

We realize traffic or weather conditions may cause an employee to be late occasionally. However, employees are expected to plan for traffic and weather problems and to allow for extra time to commute to work. If the employee will be late, they must let their supervisor know of their late arrival as soon as practical. Notification does not change the fact that this will still be considered an unexcused tardy. Excessive absences, tardiness, or early departures will lead to discipline, up to and including discharge. Absences or tardiness are excessive if they occur frequently or if they demonstrate a pattern.

Corrective Action

Excessive absenteeism is defined as two (2) or more occurrences of unplanned absences or late arrivals in a thirty (30) day period and may result in corrective action. Three (3) occurrences of unexcused absences in a twelve (12) month period are considered grounds for termination.

Job Abandonment

Any employee who fails to report to work for a period of three (3) days (no call/no show) or more without properly notifying their supervisor will be considered to have abandoned their job and voluntarily terminated their employment with Peer Recovery Services.

I have read and understand the above policy and agree to abide by its guidelines

Employee Signature

Date



CONFIDENTIALITY POLICY

Employees may not disclose confidential information to anyone outside the Company without appropriate authorization.

Confidential information may include client names and information, client whereabouts, whether or not a client is receiving services, employee information, internal reports, financials, policies, or other internal business-related communications.

Confidential information may only be disclosed or discussed with those who need the information. Conversations of a confidential nature should not be held within earshot of the public or clients.

When any inquiry is made regarding an employee, former employee, or client, the inquiry should be forwarded to a Director or Human Resources **without comment from the employee**. If an inquiry is made about a client, employee, or any other confidential information, employees are to direct the individual to speak to the Director or Human Resources.

This policy is intended to impress upon employees the need for discretion at all times and is not intended to inhibit normal business communications. In addition, nothing in this policy is intended to infringe upon employee rights under Section 7 of the National Labor Relations Act.

I have read and understand the above policy and agree to abide by its guidelines

Employee Signature

Date



CORRECTIVE ACTION POLICY

At Outreach Ministries International (OMI), we value the contribution of every employee. In order to provide the highest level of services to our members, we expect all employees to meet performance expectations and to conduct themselves in accordance with our standards of conduct as well as other applicable policies and procedures. Employees who fail to meet performance expectations or engage in unacceptable conduct shall be subject to corrective action.

OMI does not adhere to any formal system of discipline but considers various factors such as the gravity of the violation, the number of times a rule has been violated, the type of rules violated and the employee's overall performance when deciding how or when to issue corrective action.

Corrective action is considered as part of an employee's total performance. Therefore, continued infractions whether in one category or distinct and multiple categories, the employee's performance is viewed with all the infractions in mind. Where there are multiple infractions within an immediate time frame, all the infractions will be outlined into one single corrective action document.

The following progressive disciplinary process may be utilized to improve performance and address employee conduct issues:

- First offense – Verbal (documented)
- Second offense – First written reprimand
- Third offense – Final written reprimand
- Fourth offense – Termination

While the use of progressive disciplinary steps is recommended, it is not required, and OMI reserves the right to take any corrective action it deems appropriate based on the facts and circumstances of each case.

Corrective actions will remain in an employee's personnel file but will expire after twelve (12) months and no longer be considered when evaluating overall performance with the exception of egregious or willful misconduct that resulted in a corrective action.

This policy is not intended to, should not be construed to, and does not create a term of employment. Further, it does not limit or modify OMI's right to terminate your employment or to alter the terms and conditions of your employment, at any time and for any reason, with or without cause. OMI may, of course, terminate employment without following the progressive discipline steps outlined above whenever it determines that such action is warranted. Severe misconduct does not require progressive discipline and is grounds for immediate termination. Examples of severe misconduct are found in OMI's Workplace Conduct Policy.

All employees are expected to meet our standards of performance, professionalism, and conduct, and to follow our work rules. Any improper conduct or violation of work rules may warrant disciplinary action, up to and including termination.

I have read and understand the above policy and agree to abide by its guidelines.

Employee Signature

Date



Drug and Alcohol Use Policy

Outreach Ministries International (OMI) is committed to providing a safe, productive, and healthy work environment for all employees. This Drug and Alcohol Use Policy outlines OMI's position on the use of these substances in the workplace or when conducting OMI business.

Policy

- 1. Alcohol Use:** The consumption of alcohol during working hours, including meal and break periods, is strictly prohibited.
- 2. Illegal Drug Use:** The use, possession, sale, or distribution of illegal drugs in the workplace or while conducting OMI business is strictly prohibited. This also includes the misuse of prescription drugs.
- 3. Prescription Drugs:** If an employee is taking a prescribed medication that may affect their ability to safely perform their job, they should notify their supervisor or the Human Resources department.
- 4. Impairment:** Employees are prohibited from working while under the influence of alcohol, illegal drugs, or any substances that impair their ability to perform their job safely and effectively.

Testing

If reasonable suspicion exists to believe that an employee is under the influence of drugs or alcohol during working hours, OMI reserves the right to require a drug or alcohol test. OMI may also require drug testing as part of a post-accident investigation.

Treatment and Counseling

OMI encourages employees struggling with substance abuse to seek professional assistance. We are supportive of those who voluntarily seek help, and will work to accommodate employees undergoing treatment, as long as this does not create undue hardship for the organization.

Consequences of Violations

Violations of this Drug and Alcohol Use Policy may result in disciplinary action, up to and including termination of employment. Legal activities related to drug use may also be reported to law enforcement.

At Outreach Ministries International, we care about the well-being of our employees. If you have questions about this Drug and Alcohol Use Policy or need assistance with a substance abuse issue, please contact the Human Resources department.

Please note that this policy does not constitute a contract of employment or alter the at-will nature of any employee's employment in any way.

I have read and understand the above policy and agree to abide by its guidelines

Employee Signature

Date



DUAL RELATIONSHIP POLICY

Integrity, safety, and professionalism are very important to the operation of Outreach Ministries International's (OMI) business at the Lodi Access Center. This policy establishes clear guidelines for managing dual relationships between staff, volunteers, and clients in order to ensure an equitable approach to every client.

Definition

A *dual relationship* occurs when a staff member or volunteer has another significant relationship with a client outside of their professional role with OMI and/or at the Lodi Access Center. This includes, but is not limited to, business, social, familial, or romantic relationships.

Policy Guidelines

Prohibition of Dual Relationships

Staff and volunteers must not enter into dual relationships with clients that could impair professional judgment, create conflicts of interest, or risk the appearance of impropriety. This includes, but is not limited to:

- Romantic or sexual relationships with current clients.
- Business or financial dealings with clients (e.g., lending/borrowing money, buying/selling goods or services).

Pre-existing Relationships

If a staff member or volunteer has a close personal friendship or family relationship with a client that predates their employment or volunteer service with OMI at the Lodi Access Center, this is still considered a dual relationship.

- These pre-existing relationships must be disclosed to the Director or Assistant Director of Operations upon hire or as soon as they are recognized.
- The Director will assess the situation and, if necessary, adjust duties to avoid conflicts of interest or boundary issues.

Disclosure and Management

If a staff member or volunteer becomes aware of a potential or actual dual relationship, whether pre-existing or new, they must immediately disclose it to the Director or Assistant Director of Operations. The Director will determine the appropriate course of action, which may include limiting the employee's involvement with the client.

Boundaries

Staff and volunteers are expected to maintain clear and professional boundaries at all times. Personal contact information should not be shared with clients unless required for official center business and approved by a supervisor. Whenever necessary, OMI would prefer clients use the Lodi Access Center phone number to correspond with staff.

It is understood by OMI that certain interactions with clients will require the sharing of personal contact information. Acceptable interactions for sharing contact information should be discussed with the Director prior to sharing. OMI considers interactions which include Recovery Support, Mentoring, Transportation to/from community events and specific resources, and Community Service and Ministry to be acceptable reasons for sharing personal contact information. If a staff member shares personal contact information with a client, staff are expected to notify the Director of such exchange.

Gifts and Favors

Staff and volunteers must not accept personal gifts, favors, or services from clients, nor offer them to clients, as this may compromise professional boundaries.

Reporting Concerns

Any concerns or violations of this policy must be reported to the Director or Assistant Director. Violations may result in corrective action, up to and including termination, as outlined in OMI's corrective action and workplace conduct policies.

Enforcement

Failure to adhere to this policy may result in disciplinary action, including suspension or termination consistent with the OMI's corrective action procedures.

Questions regarding this policy should be submitted to Human Resources.

I have read and understand the above policy and agree to abide by its guidelines

Employee Signature

Date



EMPLOYEE DRESS CODE POLICY

The Lodi Access Center strives to create a safe, welcoming, and professional environment for both clients and staff. Our dress code policy is designed to promote a positive image of the center while allowing staff to dress comfortably and practically for the tasks at hand.

Dress Code Guidelines:

1. General Attire
 - Staff should wear clean, well-maintained clothing that is professional yet practical for the nature of their work.
 - Acceptable attire includes jeans or khakis, casual slacks, and appropriate-length shorts or skirts (knee-length or longer).
 - Tops should include polo shirts, blouses, or collared shirts. T-shirts without graphics or logos are also acceptable.
 - Clothing should be free of offensive language, images, or large brand logos. Lodi Access Center or organization-branded apparel is encouraged.
2. Footwear
 - Closed-toe shoes are required to ensure safety, especially when handling equipment or assisting with tasks involving transportation and movement of supplies.
 - Comfortable, non-slip shoes are encouraged, as staff are often required to walk or stand for extended periods.
 - Sandals, flip-flops, and open-toed shoes are not permitted.
3. Outerwear and Accessories
 - Jackets, sweaters, and other outerwear are permitted, especially during cooler weather, but should follow the same guidelines regarding logos and images.
 - For staff working outdoors or engaging in outreach activities, hats and other protective outerwear are allowed for sun protection.
 - Accessories should be minimal and practical, avoiding items that may pose a safety risk.
4. Hygiene and Presentation
 - Staff are expected to maintain personal hygiene to ensure a pleasant and respectful environment for clients and coworkers.
 - Hair should be clean and neatly presented. Long hair should be secured if working around food, equipment, or in other active roles.
 - Scented products should be minimal to respect clients and staff who may have sensitivities to fragrance.
5. Safety Gear
 - Staff in roles that involve outdoor clean-up or security should wear any required safety gear, such as gloves, reflective vests, or protective eyewear, provided by the center.

6. Exceptions and Accommodations

- Reasonable accommodations to this dress code will be made for religious, cultural, or medical reasons.
- Staff who have questions about the dress code or require accommodation should speak with their supervisor.

Policy Enforcement: If attire does not meet these guidelines, staff may be asked to adjust their clothing to comply with the dress code. Repeated violations may require further discussion with the supervisor.

I have read and understand the above policy and agree to abide by its guidelines

Employee Signature

Date



HUMAN WASTE REMOVAL POLICY

Dealing with human waste on your property requires strict hygiene protocols to ensure the safety of your staff. Here's a general approach to training and procedures for handling this situation:

Key Steps for Handling Human Waste:

Personal Protective Equipment (PPE):

Staff involved in cleaning should wear appropriate **PPE**, including:

Disposable gloves (preferably nitrile or latex)

Face masks (to avoid inhaling particles)

Eye protection (goggles)

Disposable or washable aprons and/or coveralls

Ensure staff is trained on how to properly put on and take off PPE to avoid contamination.

Cleaning Supplies:

Use **disinfectants that are EPA-approved** for cleaning up biohazards, specifically those effective against fecal bacteria and viruses (e.g., bleach solution diluted at 1:10 or other biohazard-specific cleaning products).

Provide **absorbent material** for any liquid waste and tools like scrapers or shovels to handle solid waste without direct contact.

Cleaning and Disinfection Process:

1. **Step 1: Remove the Waste:** Use disposable tools or designated equipment to pick up solid waste. For liquid waste, apply absorbent material first.
2. **Step 2: Disinfect the Area:** After the waste is removed, thoroughly disinfect the area with an appropriate cleaning agent, following product instructions for kill time.
3. **Step 3: Proper Disposal:** Dispose of waste, PPE, and cleaning materials in double-bagged, sealed trash bags. Follow local regulations for disposal of biohazardous waste if necessary.

Handwashing and Hygiene:

After cleaning, staff should **immediately wash hands** with soap and water for at least 20 seconds, even if gloves were worn.

Provide alcohol-based hand sanitizer (60% alcohol) for use if soap and water are unavailable immediately but always encourage proper handwashing.

I have read and understand the above policy and agree to abide by its guidelines

Employee Signature

Date



INTERNET AND EMAIL USE POLICY

Outreach Ministries International (OMI) recognizes that internet and email systems are essential tools for business communication and productivity. This Internet and Email Use Policy provides guidelines for the appropriate use of these tools to ensure their use aligns with OMI's values and professionalism.

Policy

1. **Acceptable Use:** Internet and email systems are primarily for business use.
2. **Inappropriate Use:** The internet and email must not be used for transmitting offensive, discriminatory, or harassing content. The illegal download of copyrighted materials, the viewing of inappropriate or explicit content, and any activity that could harm OMI's systems, such as downloading malware or using unsecured networks, is strictly prohibited.
3. **Confidential Information:** Never share confidential or proprietary information without appropriate authorization. This includes client data, employee information, or any other information that could harm the Foundation if disclosed.

Email Etiquette

1. **Professionalism:** Emails should be composed in a professional manner. Use proper grammar and spelling and avoid using slang or overly casual language.
2. **Clear Subject Lines:** Use clear and concise subject lines to help recipients understand the purpose of the email.
3. **Attachments:** Be cautious when sending attachments. Ensure the recipient is expecting the attachment and that it's a necessary part of your communication.

Monitoring

OMI reserves the right to monitor and access any information sent or received through its internet and email systems to ensure compliance with this policy. Employees should have no expectation of privacy when using OMI's internet and email systems.

Consequences of Violations

Violations of this Internet and Email Use Policy may result in disciplinary action, up to and including termination of employment.

Policy Review and Updates

This policy will be reviewed periodically and may be updated at any time. Employees are responsible for understanding and complying with this policy as well as any updates that may be made.

At Outreach Ministries International, we count on our employees to use internet and email responsibly and professionally. If you have any questions about this Internet and Email Use Policy, please contact the Human Resources department.

Please note that this policy does not constitute a contract of employment or alter the at-will nature of any employee's employment in any way.

I have read and understand the above policy and agree to abide by its guidelines

Employee Signature

Date



INTRODUCTORY PERIOD POLICY

The purpose of this policy is to notify employees of Outreach Ministries International's (OMI) introductory period and the "at-will" employment relationship between OMI and its employees.

Policy

New employees, whether part-time or full-time, have an introductory employment status for ninety (90) working days. During this period, you will have an opportunity to learn about your new position and see whether you are satisfied with your employment at OMI, and we will use the introductory period to see if you are able to perform the job duties required by the position.

Employment may be terminated without notice at any time during this period. Completion of this introductory period is also not a guarantee of continued employment. During the entire course of your employment, you are an "at-will" employee, so either you or OMI may terminate your employment with or without cause, and with or without notice, as long as it is consistent with any and all applicable laws.

The introductory period may be extended at the discretion of OMI, as it deems appropriate.

I have read and understand the above policy and agree to abide by its guidelines.

Employee Signature

Date

California Workers: You have the right to Paid Sick Leave

Starting January 1, 2024: 40 hours or 5 days per year

You qualify for paid sick leave from your employer if you worked:



At least 30 days with the same employer in the current year.



90 days with the same employer.



Full-time, part-time or as a temporary worker.

You can use paid sick leave:



For treatment, diagnosis or preventative care for yourself or a family member or a designated person.



By notifying your employer as soon as possible when you need to take paid sick leave. A note from the doctor is not required.



For at least 40 hours or 5 days per year, whichever is more. Employers can provide additional paid sick leave, but not less than 40 hours or 5 days per year.

Earning Paid Sick Leave: Employers can provide workers at least 1 hour of paid sick leave for every 30 hours worked, or they can provide all 5 days or 40 hours at the start of each year or 12 month period.

! Cities or regions in California may require employers to provide additional sick leave.

What is 40 hours or 5 days?

The employer must allow workers to use 40 hours or 5 days, whichever is more.

Example 1: An employee normally works 10-hour days. They have the right to 5 days, or 50 hours, of paid sick leave.

Example 2: An employee normally works 6-hour days. They have the right to 40 hours of paid sick leave.

If you were not paid for the sick leave you took, you can file a wage claim.



Keep track of your hours and pay stubs



Document communication with employer



Contact the Labor Commissioner's Office near you

It is illegal for your employer to fire you, reduce your hours or otherwise retaliate against you for asking to use paid sick leave. All workers qualify for paid sick leave, regardless of immigration status. For questions on paid sick leave, retaliation protections, filing a wage claim or retaliation complaint, call the Labor Commissioner's Office 833-LCO-INFO (833-526-4636).

For more information, visit www.dir.ca.gov/PaidSickLeave





PAID SICK LEAVE POLICY AND ACKNOWLEDGEMENT

At Outreach Ministries International (OMI), we understand that employees may need to take time off from work due to personal illness, injury, or to care for a sick family member. In accordance with California law, we have established the following Sick Leave Policy to ensure our employees have the time they need to rest and recover without worrying about loss of income.

Eligibility and Accrual

All employees who work in California for 30 or more days within a year from the commencement of their employment are entitled to paid sick leave. Paid Sick leave begins to accrue on the first day of employment. Employees will accrue paid sick leave at a rate of 40 hours or 5 days per year of employment. Unused Paid Sick Leave may not be carried over to the next year.

Usage

Employees may begin using accrued paid sick days on the 90th day of employment. After the 90th day of employment, employees may use sick leave as it is accrued.

Paid sick leave can be used for the employee's own health care needs or for the health care needs of a family member including child, parent, spouse, registered domestic partner, grandparent, grandchild, and sibling.

Notice and Certification

If the need for paid sick leave is foreseeable, the employee should provide reasonable advance notice. If the need for paid sick leave is unforeseeable, the employee shall provide notice of the need for leave as soon as practicable.

OMI may require employees to provide reasonable documentation (like a note from a healthcare provider) for sick leaves of three days or more.

Payment

Employees will be compensated at their regular rate of pay during their sick leave.

No Retaliation

OMI will not retaliate against employees for requesting or using accrued sick leave.

I have read and understand the above policy and agree to abide by its guidelines

Employee Signature

Date



PAYDAY POLICY

At Outreach Ministries International (OMI), we value the hard work and dedication of our employees. In recognition of your efforts, we have established the following Payday Policy to ensure a clear and consistent understanding of our pay procedures.

Paydays

Employees will be paid on a bi-monthly basis. Paydays are scheduled for the 5th and 20th of each month. If these dates fall on a weekend or holiday, the payday will be the last business day prior to the regularly scheduled payday.

Pay Periods

Each paycheck will include earnings for all work performed through the end of the previous payroll period. Our pay periods are as follows:

1. The first pay period of the month covers the 1st through the 15th. Pay for this period will be issued on the 20th of the same month.
2. The second pay period of the month covers the 16th through the last day of the month. Pay for this period will be issued on the 5th of the following month.

Payroll Deductions

Standard payroll deductions include federal and state taxes, and Social Security and Medicare contributions. Any additional deductions, such as contributions to a retirement plan or health insurance premiums, will be itemized on your pay stub.

Direct Deposit

OMI offers direct deposit for all employees. If you choose to participate, your net pay will be deposited directly into your bank account on payday. To enroll in direct deposit, please complete a Payroll Direct Deposit Form and return it to the Human Resources department.

Pay Stubs

Employees will receive a pay stub each payday. This pay stub will show gross pay, deductions, and net pay for the current pay period and the year-to-date totals. Pay stubs will be available through Quickbooks Workforce. Each employee will be given an invitation to access documentation from Workforce.

Final Pay

Upon termination of employment, an employee's final paycheck will include pay for all hours worked up until the end of the employee's final workday, including unused accrued vacation pay, if applicable. Final paychecks will be issued in accordance with California law.

Please direct any questions or concerns regarding payroll to the Human Resources department. We strive to ensure all employees are paid accurately and promptly for the work they perform on behalf of Outreach Ministries International.

Please note that this policy does not constitute a contract of employment or alter the at-will nature of any employee's employment in any way.

I have read and understand the above policy and agree to abide by its guidelines

Employee Signature

Date



USE OF PERSONAL CELL PHONE AND/OR DEVICE POLICY

Outreach Ministries International (OMI) has established this policy to manage personal cell phone and/or device use by employees during work hours, ensuring productivity and professionalism while maintaining privacy and confidentiality in line with California Housing and Urban Development (HUD) regulations. This policy applies to all employees during work hours, particularly in areas accessible to or occupied by clients.

Employees are to use the designated Lodi Access Center Cell Phone when making **ALL** work-related phone calls. ***Employees are not permitted to call other employees who are not on the clock working for work-related phone calls.*** All work-related phone calls, questions, and needs are to be directed first to Assistant Director Zac Edalgo and then Director Johnny Coughran.

Restricted Use During Work Hours: Personal cell phone use is prohibited during work hours except during breaks or for emergency calls, which should be taken away from work areas to ensure privacy and minimize disruptions.

OMI understands that employees may be unable to leave their station of designated work and may encounter longer lengths of time when no clients are present and work duties are completed. During this time, employees may ask permission from their supervisor to use their personal cell phone only while clients are not present and operations will not be disrupted.

Designated Areas and Times: Use personal cell phones in designated areas such as the break room or outside office premises during breaks.

Silent Mode Requirement: Cell phones must be set on silent or vibrate mode during work hours to avoid disturbances.

Emergency Usage: In emergencies requiring a personal call, employees should inform their supervisor, move to a private area away from client activity, and ensure coverage for their duties during the call.

HUD Compliance: Avoid phone or video chats with personal contacts within earshot or line of sight of clients. Such interactions could inadvertently expose protected client information or images, violating HUD regulations.

Compliance and Enforcement: Non-compliance with this policy can result in disciplinary actions. Supervisors are responsible for enforcement and may grant exceptions under specific conditions.

I have read and understand the above policy and agree to abide by its guidelines

Employee Signature

Date

SEXUAL HARASSMENT

FACT SHEET

DFEH



Sexual harassment is a form of discrimination based on sex/gender (including pregnancy, childbirth, or related medical conditions), gender identity, gender expression, or sexual orientation. Individuals of any gender can be the target of sexual harassment. Unlawful sexual harassment does not have to be motivated by sexual desire. Sexual harassment may involve harassment of a person of the same gender as the harasser, regardless of either person's sexual orientation or gender identity.

THERE ARE TWO TYPES OF SEXUAL HARASSMENT

1. **“Quid pro quo”** (Latin for “this for that”) sexual harassment is when someone conditions a job, promotion, or other work benefit on your submission to sexual advances or other conduct based on sex.
2. **“Hostile work environment”** sexual harassment occurs when unwelcome comments or conduct based on sex unreasonably interferes with your work performance or creates an intimidating, hostile, or offensive work environment. You may experience sexual harassment even if the offensive conduct was not aimed directly at you.

The harassment must be severe or pervasive to be unlawful. A single act of harassment may be sufficiently severe to be unlawful.

SEXUAL HARASSMENT INCLUDES MANY FORMS OF OFFENSIVE BEHAVIORS

BEHAVIORS THAT MAY BE SEXUAL HARASSMENT:

1. Unwanted sexual advances
2. Offering employment benefits in exchange for sexual favors
3. Leering; gestures; or displaying sexually suggestive objects, pictures, cartoons, or posters
4. Derogatory comments, epithets, slurs, or jokes
5. Graphic comments, sexually degrading words, or suggestive or obscene messages or invitations
6. Physical touching or assault, as well as impeding or blocking movements

Actual or threatened retaliation for rejecting advances or complaining about harassment is also unlawful.

Employees or job applicants who believe that they have been sexually harassed or retaliated against may file a complaint of discrimination with DFEH within three years of the last act of harassment or retaliation.

DFEH serves as a neutral fact-finder and attempts to help the parties voluntarily resolve disputes. If DFEH finds sufficient evidence to establish that discrimination occurred and settlement efforts fail, the Department may file a civil complaint in state or federal court to address the causes of the discrimination and on behalf of the complaining party. DFEH may seek court orders changing the employer's policies and practices, punitive damages, and attorney's fees and costs if it prevails in litigation. Employees can also pursue the matter through a private lawsuit in civil court after a complaint has been filed with DFEH and a Right-to-Sue Notice has been issued.

EMPLOYER RESPONSIBILITY & LIABILITY

All employers, regardless of the number of employees, are covered by the harassment provisions of California law. Employers are liable for harassment by their supervisors or agents. All harassers, including both supervisory and non-supervisory personnel, may be held personally liable for harassment or for aiding and abetting harassment. The law requires employers to take reasonable steps to prevent harassment. If an employer fails to take such steps, that employer can be held liable for the harassment. In addition, an employer may be liable for the harassment by a non-employee (for example, a client or customer) of an employee, applicant, or person providing services for the employer. An employer will only be liable for this form of harassment if it knew or should have known of the harassment, and failed to take immediate and appropriate corrective action.

Employers have an affirmative duty to take reasonable steps to prevent and promptly correct discriminatory and harassing conduct, and to create a workplace free of harassment.

A program to eliminate sexual harassment from the workplace is not only required by law, but it is the most practical way for an employer to avoid or limit liability if harassment occurs.

SEXUAL HARASSMENT

FACT SHEET



CIVIL REMEDIES

- **Damages for emotional distress from each employer or person in violation of the law**
- **Hiring or reinstatement**
- **Back pay or promotion**
- **Changes in the policies or practices of the employer**

ALL EMPLOYERS MUST TAKE THE FOLLOWING ACTIONS TO PREVENT HARASSMENT AND CORRECT IT WHEN IT OCCURS:

- 1.** Distribute copies of this brochure or an alternative writing that complies with Government Code 12950. This pamphlet may be duplicated in any quantity.
- 2.** Post a copy of the Department's employment poster entitled "California Law Prohibits Workplace Discrimination and Harassment."
- 3.** Develop a harassment, discrimination, and retaliation prevention policy in accordance with 2 CCR 11023. The policy must:
 - Be in writing.
 - List all protected groups under the FEHA.
 - Indicate that the law prohibits coworkers and third parties, as well as supervisors and managers with whom the employee comes into contact, from engaging in prohibited harassment.
 - Create a complaint process that ensures confidentiality to the extent possible; a timely response; an impartial and timely investigation by qualified personnel; documentation and tracking for reasonable progress; appropriate options for remedial actions and resolutions; and timely closures.
 - Provide a complaint mechanism that does not require an employee to complain directly to their immediate supervisor. That complaint mechanism must include, but is not limited to including: provisions for direct communication, either orally or in writing, with a designated company representative; and/or a complaint hotline; and/or access to an ombudsperson; and/or identification of DFEH and the United States Equal Employment Opportunity Commission as additional avenues for employees to lodge complaints.
 - Instruct supervisors to report any complaints of misconduct to a designated company representative, such as a human resources manager, so that the company can try to resolve the claim internally. Employers with 50 or more employees are required to

include this as a topic in mandated sexual harassment prevention training (see 2 CCR 11024).

- Indicate that when the employer receives allegations of misconduct, it will conduct a fair, timely, and thorough investigation that provides all parties appropriate due process and reaches reasonable conclusions based on the evidence collected.
 - Make clear that employees shall not be retaliated against as a result of making a complaint or participating in an investigation.
- 4.** Distribute its harassment, discrimination, and retaliation prevention policy by doing one or more of the following:
 - Printing the policy and providing a copy to employees with an acknowledgement form for employees to sign and return.
 - Sending the policy via email with an acknowledgment return form.
 - Posting the current version of the policy on a company intranet with a tracking system to ensure all employees have read and acknowledged receipt of the policy.
 - Discussing policies upon hire and/or during a new hire orientation session.
 - Using any other method that ensures employees received and understand the policy.
 - 5.** If the employer's workforce at any facility or establishment contains ten percent or more of persons who speak a language other than English as their spoken language, that employer shall translate the harassment, discrimination, and retaliation policy into every language spoken by at least ten percent of the workforce.
 - 6.** In addition, employers who do business in California and employ 5 or more part-time or full-time employees must provide at least one hour of training regarding the prevention of sexual harassment, including harassment based on gender identity, gender expression, and sexual orientation, to each non-supervisory employee; and two hours of such training to each supervisory employee. Training must be provided within six months of assumption of employment. Employees must be trained during calendar year 2019, and, after January 1, 2020, training must be provided again every two years. Please see Gov. Code 12950.1 and 2 CCR 11024 for further information.

TO FILE A COMPLAINT

Department of Fair Employment and Housing

dfeh.ca.gov

Toll Free: 800.884.1684

TTY: 800.700.2320



DE 185 Sexual Harassment Fact Sheet Acknowledgement

When possible, Outreach Ministries International (OMI) encourages individuals who believe they are being subjected to inappropriate conduct to promptly advise the offender that their behavior is unwelcome and request that it be discontinued. Often this action alone resolves the issue. OMI, however, recognizes that an individual may prefer to pursue the matter through the complaint process.

If you believe that you may have been unlawfully harassed, please submit a complaint to Human Resources as soon as possible after the incident. Your complaint should include details of the incident or incidents, names of the individuals involved, and the names of any witnesses. Supervisors will refer all harassment complaints to Human Resources. OMI will immediately undertake an effective, thorough and objective investigation of the harassment allegations.

If OMI determines that unlawful harassment has occurred, disciplinary action up to and including dismissal will be taken in accordance with the circumstances involved. A representative of OMI will advise all parties concerned of the result of the investigation pursuant to the law. OMI will not retaliate against you or any witnesses for filing a complaint and will not tolerate or permit retaliation by management, employees, coworkers or third parties.

You should also be aware that the Federal Equal Housing Employment Opportunity Commission (EEOC) and the California Department of Fair Employment and Housing (DFEH) investigate and prosecute complaints of prohibited harassment in employment. If you feel you have been subjected to harassment, you may contact the DFEH at <https://www.dfeh.ca.gov/>.

I hereby acknowledge that I have read and understand the information provided by the DE 185 Sexual Harassment Fact Sheet and agree to comply with all actions necessary to prevent harassment.

Signature

Date

Human Resources email: admin@lodiaccesscenter.com



POLICY ON RECORDING CLIENTS

Purpose

To ensure compliance with California's two-party consent law and to protect the privacy and trust of clients, this policy outlines the prohibition of recording conversations with clients without proper authorization.

Outreach Ministries International (OMI) is committed to upholding the privacy rights of clients and staff while adhering to all applicable laws. In accordance with California Penal Code Section 632, employees are prohibited from recording of any conversations with clients, whether in person, over the phone, or through other communication methods, without the explicit consent of all parties involved.

This policy applies to all employees, volunteers, contractors, and any individuals acting on behalf of Outreach Ministries International at the Lodi Access Center.

Guidelines

1. No Unauthorized Recording

Employees, volunteers, or any individuals may not use any device or software to record audio, video, or other forms of communication with clients without obtaining explicit written or verbal consent from all parties.

2. Client Consent

If recording is deemed necessary for a specific reason (e.g., training, quality assurance, or documentation), employees must first consult with their supervisor and explain the purpose of the recording. Written consent forms or a recorded verbal consent (with confirmation documented) must be obtained prior to initiating the recording.

3. Confidentiality Emphasis

Employees are encouraged to take notes during interactions with clients to document key details. Written documentation must be kept confidential and comply with the OMI's data protection and confidentiality policies.

4. Legal Exceptions

Any recording must comply with legal exceptions under California law. Employees must consult the Access Center Director before pursuing any exception.

Disciplinary Action

Unauthorized recording of client conversations is considered a serious violation of this policy. Violations may result in disciplinary action, up to and including termination of employment.

Acknowledgment

All employees are required to sign below an acknowledgment confirming their understanding and compliance of this policy.

By adopting this policy, Outreach Ministries International seeks to maintain trust and transparency while protecting the rights and dignity of all individuals involved.

I have read and understand the above policy and agree to abide by its guidelines

Employee Signature

Date



REST AND MEAL BREAK POLICY

This will serve as Outreach Ministries International's (OMI) policy regarding rest breaks and meal periods for employees. It is the policy of OMI to comply with state and federal laws regarding meals and breaks, and OMI recognizes the importance of such breaks.

Rest Breaks

All non-exempt ("hourly") employees are entitled to periodic, uninterrupted duty-free rest breaks during their workday, and to be paid for all such rest breaks. Although you are not required to record your rest break on your timesheet, you are required to notify your supervisor when taking your break.

OMI provides all non-exempt employees one (1) ten (10) minute rest break for every four (4) hours worked or any major portion thereof as follows:

Duration of Shift in Hours

0 to < 3.5 = A non-exempt employee who does not work more than three and a half (3.5) hours in a workday is not entitled to a rest break. However, a rest break may be granted as schedule permits and at OMI's discretion.

> 3.5 to < 6 = A non-exempt employee who works more than three and a half (3.5) hours in a workday, but not more than six (6) hours in a workday, is entitled to take one (1) ten (10) minute rest break.

> 6.0 to < 10.0 = A non-exempt employee who works more than six (6) hours in a workday, but not more than ten (10) hours in a workday, is entitled to take two (2) ten (10) minute rest breaks.

> 10.0 to < 14.0 = A non-exempt employee who works more than ten (10) hours in a workday, but not more than fourteen (14) hours in a workday, is entitled to take three (3) ten (10) minute rest breaks.

>14.0 = A non-exempt employee who works in excess of fourteen (14) hours in a workday, will continue to be entitled to additional ten (10) minute rest breaks for every four (4) hours worked, or major fraction thereof.

It is important that you do not perform any work during your rest breaks. To ensure proper shift coverage, it is critical that you work with your supervisor when scheduling all rest breaks.

Supervisors will note the time when non-exempt employees call in their break and the duration to ensure accuracy and that they are properly getting their rest break. Non-exempt employees will not need to note their rest break on their timesheets.



Meal Periods

OMI provides all non-exempt employees who work more than five (5) hours in a workday with an uninterrupted, duty-free meal period of at least thirty (30) minutes. This meal period is to begin no later than the end of the fifth (5th) hour of work. **Meal Periods are not to exceed thirty (30) minutes.** At the end of the thirty (30) minute meal period, employees are to clock in and resume the scheduled shift.

OMI also provides a second uninterrupted, duty-free meal period of at least thirty (30) minutes when an employee works more than ten (10) hours in a workday. This second meal period is to begin no later than the end of the tenth (10th) hour of work.

Non-exempt employees are entitled to meal periods as follows:

Duration of Shift in Hours

0 to < 5.0 = A non-exempt employee who does not work more than five (5) hours in a workday is not entitled to a meal period. However, a meal period may be granted as schedule permits and at OMI's discretion.

> 5.0 to < 10.0 = A non-exempt employee who works more than five (5) hours in a workday, but not more than ten (10) hours in a workday, is entitled to an uninterrupted, duty-free meal period of at least thirty (30) minutes before the end of the fifth (5th) hour of work.

> 10.0 = A non-exempt employee who works more than ten (10) hours in a workday is entitled to a second uninterrupted, duty-free meal period of at least thirty (30) minutes, before the end of the tenth (10th) hour of work.

It is OMI's policy to relieve all non-exempt employees of their duties during their meal period. As such, schedules and work assignments are created to include duty-free meal periods. All employees are expected to take such designated meal periods, must clock out/in for all meal breaks, and must not perform any work. **As such, all non-exempt employees are required to record their meal period on their timesheet when they clocked out and clocked in from their meal period as they would for the beginning and end of their shift.** All meal breaks must be accurately captured on employees' timesheets.

Further, employees are not allowed to work "off-the clock." Consequently, non-exempt employees should not perform any work after clocking out for their meal period and should not perform any work before clocking in from their meal period. If an employee is instructed to work "off-the-clock" or provide false information on their timesheet, please report it to any supervisor immediately. Anyone who violates this policy, including supervisors, will be subject to disciplinary action. Falsifying your actual time worked is grounds for separation.



Responsibilities

OMI does its best to create schedules to ensure employees have sufficient time to take all required rest and meal periods and to complete their work during their scheduled shift. Meal and rest periods cannot be combined and taken simultaneously. Employees may not use the meal or rest period to arrive at work late or leave work early.

Non-exempt employees are expected to take their meal periods and rest breaks in accordance with this Policy and applicable state and federal guidelines. Management is expected to make meal periods and rest breaks available to employees in accordance with this Policy. Supervisors can schedule meal periods and rest breaks for their employees, taking into account operational requirements and needs.

Any employee, supervisor, or manager who fails to observe meal period and rest break policies will be subject to discipline, up to and including termination of employment. Violations of this Policy should be reported to any supervisor. Every report will be fully investigated, and corrective action will be taken where appropriate.

As a reminder, employees are not to work overtime without permission from their supervisor. Should an employee work overtime without permission, they will be entitled to compensation for all hours worked but will be subject to discipline up to and including termination.

Acknowledgment

I acknowledge that I have been provided with and understand Outreach Ministries International's Rest Break and Meal Period Policy and understand that it is effective immediately. I agree to comply with this policy. I understand that I may be subject to disciplinary action, up to and including termination of employment if I violate this policy.

I have read and understand the above policy and agree to abide by its guidelines.

Signature

Date



WORKPLACE CONDUCT POLICY

Outreach Ministries International (OMI) endeavors to maintain a positive work environment, and every employee plays a role in fostering this environment. Accordingly, all employees are expected to abide by certain standards of conduct, based on honesty, common sense, and professionalism.

The rules set forth below are intended to establish standard expectations for employee conduct and performance but are not intended to be exhaustive. Employees should be aware that unacceptable or inappropriate conduct, even if not specifically listed below, may result in disciplinary action, up to and including termination, at OMI's sole discretion.

Employees may be disciplined and/or terminated for unacceptable or inappropriate conduct, including but not limited to the following:

1. Obtaining employment on the basis of false or misleading information; falsifying employment documents or work records, including completing another employee's time record
2. Theft or unauthorized taking or removal of OMI's property or the property of another employee
3. Breach of confidence, including disclosure, misappropriation, or misuse of confidential information
4. Violation of safety rules and/or policies, including failure to report any unsafe condition, damage to equipment, or a job-related injury
5. Fighting, threatening, bullying, or disrupting the work of others
6. Insubordination or derogatory behavior toward supervisory or management personnel
7. Derogatory, aggressive, or malicious behavior toward any personnel
8. Poor work performance, exhibiting carelessness or negligence in the performance of your job
9. Violation of the OMI's punctuality and attendance standards, including but not limited to irregular attendance, habitual lateness, or unexcused absences
10. Illegal gambling on OMI property
11. Willful destruction or careless usage or damage to OMI's assets or to the equipment or possessions of another employee
12. Unauthorized use or wasting of OMI's supplies, resources, and other work materials
13. Excessive use of work time to engage in conduct of a personal or social nature, or other conduct that detracts from the employee's performance of their job duties
14. Carrying or possessing a weapon such as a gun, dangerous devices, or other weapons on or around OMI premises, including parking lots
15. Participation in a business in competition with the OMI, pursuant to applicable law
16. Use, possession, or sale of unlawful drugs, cannabis, or alcohol while on OMI premises, while on duty, or reporting to work under the influence of alcohol or any unlawful drugs
17. Sleeping or malingering on the job

18. Violation of a confidentiality agreement that exists between OMI and any employee
19. Violation of any OMI policy on harassment, discrimination, and/or retaliation
20. Any other violation of OMI's policies, which are subject to change from time to time, at the OMI's sole discretion

OMI reserves the right to impose whatever discipline it chooses, or none at all, if and when a violation of this policy occurs. OMI will deal with each situation individually and nothing in this policy shall be construed as a promise of specific treatment in a given situation.

Observance of these rules will help to ensure that our workplace remains a safe and desirable place to work, and all employees are expected to observe this policy as outlined above, at all times.

I acknowledge that I have received a copy of Outreach Ministries International's Workplace Conduct Policy. I also acknowledge that I have read and understand the contents and agree to adhere to this policy.

I have read and understand the above policy and agree to abide by its guidelines.

Employee Signature

Date

DI Office Locations and Mailing Addresses

- Chico 645 Salem Street
(PO Box 8190, Chico, CA 95927-8190)
- Chino Hills ... 15315 Fairfield Ranch Road, Ste. 100
(PO Box 60006, City of Industry, CA 91716-0006)
- Fresno 2555 S. Elm Avenue
(PO Box 32, Fresno, CA 93707-0032)
- Long Beach ... 4300 Long Beach Blvd., Ste. 600
(PO Box 469, Long Beach, CA 90801-0469)
- Los Angeles 888 S. Figueroa Street, Ste. 200
(PO Box 513096, Los Angeles, CA 90051-1096)
- Oakland 7677 Oakport Street, Ste. 325
(PO Box 1857, Oakland, CA 94606-1857)
- Sacramento 5009 Broadway
(PO Box 13140, Sacramento, CA 95813-3140)
- San Bernardino 371 West 3rd Street
(PO Box 781, San Bernardino, CA 92402-0781)
- San Diego ... 9246 Lightwave Avenue, Bldg. A, Ste. 300
(PO Box 120831, San Diego, CA 92112-0831)
- San Francisco 745 Franklin Street, Rm. 300
(PO Box 193534, San Francisco, CA 94119-3534)
- San Jose 297 West Hedding Street
(PO Box 637, San Jose, CA 95106-0637)
- Santa Ana 2 MacArthur Place, Suite 400
(PO Box 1466, Santa Ana, CA 92702-1466)
- Santa Barbara 128 East Ortega Street
(PO Box 1529, Santa Barbara, CA 93102-1529)
- Santa Rosa 606 Healdsburg Avenue
(PO Box 700, Santa Rosa, CA 95402-0700)
- Stockton 3127 Transworld Dr., Ste. 150
(PO Box 201006, Stockton, CA 95201-9006)
- California State Government Employees
(PO Box 2168, Stockton, CA 95201-2168)
- Van Nuys 15400 Sherman Way, Rm. 500
(PO Box 10402, Van Nuys, CA 91410-0402)



STATE OF CALIFORNIA

LABOR AND WORKFORCE DEVELOPMENT AGENCY

EMPLOYMENT DEVELOPMENT DEPARTMENT

*This pamphlet is for general information only,
and does not have the force and effect of the law,
rule or regulation.*

The EDD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Requests for services, aids, and/or alternate formats need to be made by calling DI at 1-866-490-8879 (voice), or through the California Relay Services at 711.



DISABILITY INSURANCE PROVISIONS



Disability is an illness or injury, either physical or mental, which prevents customary work. Disability includes elective surgery, pregnancy, childbirth, or related medical conditions.

Disability Insurance (DI) is a component of the State Disability Insurance (SDI) program, designed to partially replace wages lost due to a non-work-related disability (see "Other Programs," for job-related disabilities).

SDI contributions are paid by California workers covered by the SDI program. Contribution rates may vary from year to year. For current rates, visit the DI website at www.edd.ca.gov/disability, or contact the Employment Development Department (EDD) Disability Insurance customer service at 1-800-480-3287 or EDD employment tax customer service at 1-888-745-3886.

DI Plans

- **State Plan.** The DI state plan is covered in this brochure.
- **Voluntary Plan (VP).** A private plan, approved by the Director of the EDD, which may be substituted for the State Plan. Voluntary Plans may be established if the employer and majority of employees agree to do so. VP information and filing a claim may be done through your employer. If you are covered by a VP, the provisions of this brochure may not apply to you. Obtain information about your coverage and file a VP claim through your employer.
- **Elective Coverage (EC).** Employers and self-employed persons, including general partners, may elect coverage. The method of computing benefits for EC participants is not the same as for mandatory rate payers. The cost of participating, which is set annually, can be obtained from your local EDD Employment Tax Customer Service Office.

EC claims are filed in the same manner as State Plan claims; however, there are some differences in eligibility requirements from those listed in this pamphlet.
- For additional information or to apply for coverage, contact EDD DI customer service at 1-800-480-3287, EDD employment tax customer service at 1-888-745-3886, or visit our website at www.edd.ca.gov/disability.

How to Claim State Plan Benefits

1. Use **SDI Online** to securely file for benefits or request a paper claim form online.
 - By Internet: www.edd.ca.gov/disability.
 - By phone: **1-800-480-3287**.
 - By mail: EDD, Disability Insurance, PO Box 989777, West Sacramento, CA 95798-9777.
 - In person by visiting any of the DI offices listed under "DI Office Locations."
 - California state government employees covered by SDI should call **1-866-352-7675**.
2. When filing using SDI Online, complete all required fields. A receipt number will be generated when your claim is submitted.

If using a paper *Claim for Disability Insurance (DI) Benefits* (DE 2501) form, complete and sign Part A-Claimant's Statement. Print clearly, and verify your answers are complete and correct as errors delay payment.
3. Have your physician/practitioner complete the Part B - Physician/Practitioner's Certificate online or use the paper claim form. If filing online, your physician/practitioner will need your receipt number to complete the Part B - Physician/Practitioner's Certificate.

Usually a claim cannot begin more than seven days before you were examined by or under the care of a physician/practitioner. Certification may be made by a licensed medical or osteopathic physician and surgeon, nurse practitioner, physician assistant, chiropractor, dentist, podiatrist, optometrist, designated psychologist, or an authorized medical officer of a United States government facility. Certification may also be made by a licensed nurse-midwife or licensed midwife for disabilities related to normal pregnancy or childbirth.
4. File online or submit your paper claim form within 49 days from the date your disability begins. If your claim is late, you may lose benefits unless your explanation of the delay is accepted as reasonable.

How Benefits Are Paid

- You have an option on how you receive benefit payments. If you are eligible to receive benefits, the EDD issues benefit payments by the EDD Debit CardSM through Bank of America or by check, mailed from the EDD. You do not have to accept the EDD Debit Card. Please allow 7 to 10 days for delivery of checks in the mail.
- Most properly completed claims are processed within 14 days.
- The first seven days of your DI claim are a non-payable waiting period. If a claim is filed for the same or related cause or condition within 60 days of the initial claim, it will be processed as a continuation of the initial claim for which a waiting period was already served. There will not be a new waiting period in such cases.

Benefits are paid as quickly as possible after all information to determine eligibility is received. If you meet all eligibility requirements, benefits will be authorized. If you are eligible for further benefits, you will be authorized for additional benefits electronically or sent a *Claim For Continued Disability Benefits* (DE 2500A) certification form for you to complete for the next benefit period. Usually these benefit periods are for two-week intervals. However, DI pays benefits based on daily eligibility within a seven-day calendar week. Partial weeks are paid at a daily rate. This rate is one-seventh of your weekly benefit amount. Please allow 10 days from the date you mail or electronically submit a certification for receipt of payment.

How Your Benefit Rate is Determined

Benefit amounts are based on wages paid during a specific 12-month **base period**, determined by the date your claim begins. Consider when to start your claim since this may affect your weekly benefit rate, your maximum benefit amount, and the period of your benefit eligibility.

Only **base period** wages subject to the SDI contributions can be used in computing your benefits. To qualify, you must have earned at least \$300 during your base period. The month your claim begins determines which four consecutive quarters are used.

If your claim begins in:

- January, February, or March, your base period is the 12 months ending last September 30.** (Example: A claim beginning February 14, 2017, uses a base period of October 1, 2015, through September 30, 2016.)
- April, May, or June, your base period is the 12 months ending last December 31.** (Example: A claim beginning June 20, 2017, uses a base period of January 1, 2016, through December 31, 2016.)
- July, August, or September, your base period is the 12 months ending last March 31.** (Example: A claim beginning September 27, 2017, uses a base period of April 1, 2016, through March 31, 2017.)
- October, November, or December, your base period is the 12 months ending last June 30.** (Example: A claim beginning November 2, 2017, uses a base period of July 1, 2016, through June 30, 2017.)

Exceptions: If your claim is determined to be invalid, but you were unemployed and seeking work for 60 days or more in any quarter of your base period, you may be able to substitute wages paid in prior quarters.

You may be entitled to substitute wages paid in prior quarters to either validate your claim or increase your benefit amount, if during your base period you:

- Were in the military service.
- Received workers' compensation benefits.
- Did not work because of a labor dispute.

If your situation fits any of the above, include a letter and supporting documentation with your claim form.

Wage Continuation. If your employer continues to pay you wages during your DI claim, your DI benefits may be affected. DI benefits plus wages cannot exceed your regular weekly wage. DI benefits are not affected by vacation pay you may receive.

Maximum Benefits. The maximum benefit amount is 52 times the weekly rate, but not more than your total base period wages. Exception: For employers and self-employed individuals who elect SDI coverage, the maximum benefit amount is 39 times the weekly rate.

Additionally, benefits are payable only for a limited period to a resident in an alcoholic recovery home or drug-free residential facility that is both licensed and certified by the state in which the facility is located. However, disabilities related to or caused by acute or chronic alcoholism or drug abuse, being medically treated, do not have this limitation.

Pregnancy. As with any medical condition, your disability period begins the first day you are unable to do your regular or customary work. DI benefits are based on the period of time your physician/practitioner certifies you are unable to do your regular or customary work. Do not send in your claim for pregnancy-related DI benefits until the date your physician/practitioner certifies you are unable to work.

NOTE: For information on Paid Family Leave (PFL) bonding benefits, see the "Other Programs" section of this brochure.

You May Not be Eligible for Benefits

- If you are receiving Unemployment Insurance or PFL benefits.
- If you are not working or looking for work at the time your disability begins.
- If you are in custody due to conviction of a crime.
- If your full wages are paid.
- If you are receiving workers' compensation at a weekly rate equal to or greater than the DI rate. If workers' compensation benefits are paid at a lower rate than your DI rate, you may be paid the difference.
- For the amount of time a claim is late (without good cause).
- If you make a false statement or fail to report a material fact. (A 30 percent penalty may be assessed if benefits are overpaid because you willfully withheld a material fact or made a false statement.)
- If you fail to attend an independent medical examination when requested. (Fees for such examinations are paid by the EDD.)

The California Unemployment Insurance Code provides for penalties consisting of fines, imprisonment, and loss of benefit rights for fraud against the SDI program.

Your Rights. You are entitled to:

- Know the reason and basis for any decision that affects your benefits.
- Appeal any decision about your eligibility for benefits. (Appeals must be sent to the DI office in writing.)
- Request an appeal hearing before an Administrative Law Judge (ALJ). You may further appeal the ALJ's decision to the California Unemployment Insurance Appeals Board and the courts.
- Privacy – all claim information will be kept confidential except for the purposes allowed by law.

Your Obligations. Your responsibilities:

- Complete your claim and other forms correctly, completely, and truthfully.
- Submit your claim and other forms according to time limits on forms. If your claim is submitted late and you believe you have a good reason for being late, you should include a written explanation of the reason(s) with the form.
- Contact DI if you do not understand a question or how to answer it.
- Include your name and claim identification number on letters to DI.

Contact DI

- By **email** at <https://askedd.edd.ca.gov>.
- By phone at:
 - English 1-800-480-3287
 - Spanish 1-866-658-8846
- By **U.S. mail** addressed to PO Box 13140, Sacramento, CA 95813-3140. If you do not have a current claim, you may write to any DI office. Note: Do not mail claim forms to this PO Box.
- By **TTY** (teletypewriter for deaf, hearing-impaired, and speech-impaired persons only) at 1-800-563-2441.
- In person** by visiting any of the DI offices listed under "DI Office Locations."

Other Programs

If you are injured on the job or become ill as a result of your occupation, notify your employer.

If you are able and available to work but unemployed, contact the Unemployment Insurance program of the EDD through the website at www.edd.ca.gov/unemployment, or by phone at 1-800-300-5616 (TTY 1-800-815-9387).

If you need help in finding work, job training, retraining, or other services in order to return to work, visit your local America's Job Center of CaliforniaSM formerly known as One-Stop Career Centers listed at www.servicelocator.org, or in the white pages of your phone directory.

If your disability is permanent or is expected to continue for a year or more, contact the U.S. Social Security Administration at www.ssa.gov, or by phone at 1-800-772-1213 (TTY 1-800-325-0778).

If you take time off work to care for a family member or if you take time off from work to bond with a new child, including newly adopted, newly placed foster children, or those of your registered domestic partner, contact the EDD PFL program at www.edd.ca.gov/disability, or by phone at 1-877-238-4373, or through the California Relay Service at 711.

Note: A PFL bonding claim form will be sent automatically with the final benefit payment to new mothers receiving DI benefits.

If you are a victim of a crime, contact the California Victim Compensation program at 1-800-777-9229 (TTY 1-800-735-2929). You may also contact your county Victim/Witness Assistance Center.

Questions about spousal or parental support obligations should be directed to the district attorney's office for the county that issued the court order.

Questions about child support obligations should be directed to the Department of Child Support Services at 1-866-901-3212 (TTY 1-866-399-4096).



About California Paid Family Leave

For many working Californians, finding time to be with a loved one when they need it most can be difficult. California's Paid Family Leave program was created for those moments that matter – when you are bonding with a new child or caring for a seriously ill family member.

Fast Facts About California Paid Family Leave

- Provides partial wage replacement benefits to bond with a new child (either by birth, adoption, or foster care placement) or to care for a seriously ill family member (child, parent, parent-in-law, grandparent, grandchild, sibling, spouse, or registered domestic partner).
- Doesn't have to be taken all at once.
- Provides approximately 60 to 70 percent of your salary during your leave.
- Funded through your State Disability Insurance tax withholding, so you are most likely eligible if you've paid into State Disability Insurance (noted as "CASDI" on paystubs) or a qualifying voluntary plan in the past 5 to 18 months.
- To bond with a new child, leave can be taken anytime within the first 12 months of a child entering your family.
- Citizenship and immigration status do not affect eligibility.

CALIFORNIA PAID FAMILY LEAVE

moments matter.

Paid Family Leave:

Giving Californians the benefits they need to be there for the moments that matter.

English	1-877-238-4373
Spanish	1-877-379-3819
Cantonese	1-866-692-5595
Vietnamese	1-866-692-5596
Armenian	1-866-627-1567
Punjabi	1-866-627-1568
Tagalog	1-866-627-1569
TTY	1-800-445-1312

Individuals can also visit a Paid Family Leave or Disability Insurance office to obtain claim forms, receive information, or speak to a representative.

Visit a [State Disability Insurance office](https://edd.ca.gov/Disability/Contact_SDI.htm) (edd.ca.gov/Disability/Contact_SDI.htm) near you.



For more information, visit:
CaliforniaPaidFamilyLeave.com

The EDD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Requests for services, aids, and/or alternate formats need to be made by calling 1-866-490-8879 (voice). TTY users, please call the California Relay Service at 711.



CALIFORNIA PAID FAMILY LEAVE

Helping Californians be present for the moments that matter.



Do I Qualify For California Paid Family Leave?

To qualify for Paid Family Leave benefits, **you must meet** the following requirements:

- Need to take time off from work to care for a seriously ill family member or to bond with a new child.
- Be covered by State Disability Insurance (or a voluntary plan in lieu of State Disability Insurance).
- Have earned at least \$300 in the past 5 to 18 months.
- Submit your claim no later than 41 days after you begin your family leave. Do not file before your first day of leave.

If required by your employer, you must use up to two weeks of unused vacation leave or paid time off. Check with your human resources department to confirm your employer's requirements.

How Are Benefit Amounts Calculated?

California Paid Family Leave provides approximately 60 to 70 percent of your weekly salary (from \$50 up to \$1,300 weekly).

The benefit amount is calculated from your highest quarterly earnings over the past 5 to 18 months, before the start of your claim. The Employment Development Department (EDD) has an online calculator that can help you estimate your weekly benefit amount. Visit the [Disability Insurance and Paid Family Leave Calculator \(edd.ca.gov/PFL_Calculator\)](https://edd.ca.gov/PFL_Calculator) to estimate your benefit.

If you are found eligible to receive benefits, you have an option on how you receive your benefit payments: by the EDD Debit CardSM through Bank of America or by check, mailed from the EDD.



Does Paid Family Leave Provide Job Protection?

California Paid Family Leave does not provide job protection or a right to return to work.

However, job protection may be provided under other laws such as the federal Family and Medical Leave Act, the California Family Rights Act, or the New Parent Leave Act (if you qualify).

Notify your employer of your plan to take leave and the reason for taking leave according to your company's policy.

How Do I Apply For Benefits?

Apply for Paid Family Leave benefits by visiting [SDI Online \(edd.ca.gov/SDI_Online\)](https://edd.ca.gov/SDI_Online).

You may also apply using a paper form. Visit [EDD Forms and Publications \(edd.ca.gov/Forms\)](https://edd.ca.gov/Forms) to request a *Claim for Paid Family Leave (PFL) Benefits (DE 2501F)* form.

For caregiving claims, you must provide medical certification showing that the care recipient has a serious health condition and requires your care. This needs to be completed by the care recipient's physician/practitioner. Information about the care recipient and their signature are also required.

For bonding claims, you must provide documentation showing proof of relationship between you and the child (e.g., a copy of the child's birth certificate, adoptive placement agreement, or foster care placement record).

If you are currently receiving pregnancy-related Disability Insurance benefits, it is not necessary to request a Paid Family Leave claim form. The form to file for bonding will be sent through your SDI Online account or by mail when your pregnancy-related disability claim ends.

If you are covered by a voluntary plan, contact your employer for information about your coverage and instructions on how to apply for benefits.

If your claim is denied, you have the right to:

- Know the reason for denial.
- Appeal decisions about your eligibility for benefits. Visit [Appeals \(edd.ca.gov/DisabilityAppeals.htm\)](https://edd.ca.gov/DisabilityAppeals.htm) for information.

All claim information is confidential except for purposes allowed by law.

CALIFORNIA PROTECTS THE CIVIL RIGHTS OF LGBTQ+ PEOPLE

DFEH



FACT SHEET

In California, LGBTQ+ people have equal civil rights, dignity, and worth. The California Department of Fair Employment and Housing (DFEH) is here to help.

It is unlawful for employers, landlords, businesses of all kinds, health care providers and insurers, homeless shelters, state-funded programs and services, and others to discriminate against anyone or treat them unequally because of their sexual orientation, gender identity, gender expression, or sex. Similarly, it is against the law to assault or threaten anyone (or their property) with violence because of these characteristics.

If you have experienced discrimination or violence because you are, or are perceived to be, or are a friend or family member of an

LGBTQ+ person (or any other sexual orientation or gender identity), file a complaint with DFEH. Likewise, if you have experienced discrimination or violence because of how you express your gender, such as the clothes you choose to wear or how you do your hair, file a complaint with DFEH.

And, don't forget that California law protects everyone (including LGBTQ+ people) from discrimination and violence based on race, national origin, disability, and other protected characteristics.

ADDITIONAL EXAMPLES OF UNLAWFUL DISCRIMINATION

- A state-funded program for small businesses turns you away because of bias against transgender and/or lesbian women of color
- A bank gives you less favorable loan terms or denies you a loan because you have a same-sex partner who doesn't speak English and is an immigrant
- A housing provider tries to evict you because you have a Section 8 voucher and a pride flag in your window
- An employer won't even consider your application for a job because you're an older LGBTQ+ person

EXAMPLES OF UNLAWFUL DISCRIMINATION/VIOLENCE

- Your co-workers harass you because you're gay or bisexual
- Your employer prohibits you from using the restroom consistent with your gender identity
- A hotel or restaurant that regularly hosts weddings refuses to host your wedding to someone of the same sex
- A health care provider treats you unequally because you're lesbian or gender non-binary
- A state-funded youth program fails to stop bullying of you because of how you express your gender
- A landlord won't rent to you because your child appears to be LGBTQ+
- Staff at a homeless shelter treats you unequally because they think you are LGBTQ+
- Your neighbor keys your car because he doesn't approve of your "lifestyle"

If you have a disability that requires a reasonable accommodation, DFEH can assist you by phone or, for individuals who are Deaf or Hard of Hearing or have speech disabilities, through the California Relay Service (711), or you can contact us below.

TO FILE A COMPLAINT

Department of Fair Employment and Housing
dfeh.ca.gov
Toll Free: 800.884.1684
TTY: 800.700.2320

TRANSGENDER RIGHTS IN THE WORKPLACE

DFEH



WHAT DOES “TRANSGENDER” MEAN?

Transgender is a term used to describe people whose gender identity differs from the sex they were assigned at birth. Gender expression is defined by the law to mean a “person’s gender-related appearance and behavior whether or not stereotypically associated with the person’s assigned sex at birth.” Gender identity and gender expression are protected characteristics under the Fair Employment and Housing Act. That means that employers may not discriminate against someone because they identify as transgender or gender non-conforming. This includes the perception that someone is transgender or gender non-conforming.

WHAT IS A GENDER TRANSITION?

1. “Social transition” involves a process of socially aligning one’s gender with the internal sense of self (e.g., changes in name and pronoun, bathroom facility usage, participation in activities like sports teams).

2. “Physical transition” refers to medical treatments an individual may undergo to physically align their body with internal sense of self (e.g., hormone therapies or surgical procedures).

A person does not need to complete any particular step in a gender transition in order to be protected by the law. An employer may not condition its treatment or accommodation of a transitioning employee upon completion of a particular step in a gender transition.

FAQ FOR EMPLOYERS

• What is an employer allowed to ask?

Employers may ask about an employee’s employment history, and may ask for personal references, in addition to other non-discriminatory questions. An interviewer should not ask questions designed to detect a person’s gender identity, including asking about their marital status, spouse’s name, or relation of household members to one another. Employers should not ask questions about a person’s body or whether they plan to have surgery.

• How do employers implement dress codes and grooming standards?

An employer who requires a dress code must enforce it in a non-discriminatory manner. This means that, unless an employer can demonstrate business necessity, each employee must be allowed to dress in accordance with their gender identity and gender expression. Transgender or gender non-conforming employees may not be held to any different standard of dress or grooming than any other employee.

• What are the obligations of employers when it comes to bathrooms, showers, and locker rooms?

All employees have a right to safe and appropriate restroom and locker room facilities. This includes the right to use a restroom or locker room that corresponds to the employee’s gender identity, regardless of the employee’s assigned sex at birth. In addition, where possible, an employer should provide an easily accessible unisex single stall bathroom for use by any employee who desires increased privacy, regardless of the underlying reason. Use of a unisex single stall restroom should always be a matter of choice. No employee should be forced to use one either as a matter of policy or due to harassment in a gender-appropriate facility. Unless exempted by other provisions of state law, all single-user toilet facilities in any business establishment, place of public accommodation, or state or local government agency must be identified as all-gender toilet facilities.

FILING A COMPLAINT

If you believe you are a victim of discrimination you may, within three years* of the discrimination, file a complaint of discrimination by contacting DFEH.

To schedule an appointment, contact the Communication Center below.

If you have a disability that requires a reasonable accommodation, the DFEH can assist you by scribing your intake by phone or, for individuals who are Deaf or Hard of Hearing or have speech disabilities, through the California Relay Service (711), or you can contact us below.

CONTACT US

Toll Free: (800) 884-1684
TTY: (800) 700-2320
contact.center@dfeh.ca.gov
www.dfeh.ca.gov

Emergency Evacuation Plan and Policy

EXHIBIT V_23.0

This comprehensive evacuation plan provides essential procedures and protocols to ensure the safe and orderly evacuation of all clients, staff, and guests during emergency situations. The plan establishes clear roles and responsibilities, defines evacuation procedures for various scenarios, and ensures compliance with safety regulations while accommodating individuals with special needs.

This evacuation plan is designed to protect the lives and safety of all building occupants by providing clear procedures for emergency response and evacuation. The primary objectives include:

- Establishing effective emergency communication systems
- Defining clear evacuation routes and procedures
- Ensuring accountability for all occupants during emergencies
- Providing special assistance for persons with disabilities
- Maintaining coordination with emergency responders

Emergency Contact Information

Emergency Services

- **Fire Department:** 911
- **Police Department:** 911
- **Emergency Medical Services:** 911
- **Poison Control:** 1-800-222-1222

Key Personnel

- **Emergency Coordinator:** Director and/or Assistant Director
- **Alternate Emergency Coordinator:** Lead General Operations Staff
- **Floor Keepers:** General Operations Staff
- **Sweep Team Members:** General Operations Staff

Organizational Structure and Roles

Emergency Response Team Structure

Emergency Coordinator

The Emergency Coordinator has overall responsibility for emergency response, including planning and preparation. This individual ensures doors are secured, conducts backup headcounts at safe locations, and coordinates with emergency responders.

Assistant Emergency Coordinator

The Assistant Coordinator uses mass alert systems to notify occupants, contacts emergency services, and gathers reports from floor keepers. If the organization uses an emergency communication system, this person should have administrative access.

Floor Keepers

Floor Keepers are responsible for specific areas or floors and work closely with the Emergency Coordinator to prepare for emergency evacuations. Each floor or area should have a designated Floor Keepers with an assistant or alternate assigned in case of absence.

Floor Keepers responsibilities include:

- Being familiar with emergency procedures and evacuation plans
- Knowing locations of building exits, evacuation assembly points, and areas of refuge
- Remove the lock from the rolling parking lot gate for primary point of exit
- Encouraging occupants to move toward exits quickly during emergencies
- Conducting area sweeps by walking, calling out, knocking on doors, and closing doors when exiting
- Reporting floor status and emergency information to the Emergency Coordinator
- Assisting in identifying missing persons

Evacuation Team Members

The evacuation team should consist of Sweep Teams. Every Sweep Team should comprise two members using the "buddy system" for safety.

- **Sweep Team Members:** Conduct final sweeps of assigned areas to ensure all occupants have evacuated

Evacuation Procedures

Immediate Response Actions

Upon hearing an emergency alarm or receiving evacuation instructions:

1. Remain calm and cease all activities immediately
2. Leave personal belongings behind - do not return for coats, purses, or briefcases
- 3. Bring client list of names and sign in log binder for guests to assembly point**
4. Follow designated evacuation routes to the nearest exit
5. Assist others who may need help, if safe to do so
6. Evacuate animals, if safe to do so
7. Proceed to the designated assembly area
- 8. DO NOT leave before meeting at assembly area and notifying Emergency Coordinator of your safe arrival**
- 9. Conduct roll call of clients, guests, volunteers, and employees using list of names**

Evacuation Routes and Exits

- Primary and secondary evacuation routes must be clearly marked and posted throughout the facility
- All evacuation routes and emergency exits must remain unobstructed at all times
- Emergency lighting should be installed in case of power outages during evacuation
- Route maps showing evacuation paths, emergency exits, fire extinguisher locations, and assembly points must be posted in each work area

Animal Evacuation Plan, if safe to do so

- Have a list of animals on-site, their locations, and keep leashes, cages, and emergency pet kits (food, water, medication) readily accessible.
- Quickly and calmly contain all animals in carriers for safe transport. If time does not permit, open kennel doors, and leave a marked exit open for pets to escape as a last resort.
- Staff or assigned volunteers should know in advance who is responsible for each animal to prevent chaos and ensure no pet is left behind.

Assembly Areas and Accountability

Designated Assembly Points

Assembly areas should be located at least 500 feet away from the building and clearly identified. Each department should have both a main assembly area and an alternate assembly area in case the primary location cannot be used.

ASSEMBLY AREA: NORTH CORNER OF FORREST AVE & N. SACRAMENTO RD

ALTERNATE ASSEMBLY AREA: SOUTH CORNER OF DAISY AVE & N. LOWER SACRAMENTO RD.

Accountability Procedures

Once at the assembly area:

1. Floor Keepers report to the Emergency Coordinator with status of their assigned areas
2. Conduct headcounts using alphabetical lists with missing persons columns
3. Immediately report any missing persons to the Emergency Coordinator
4. Emergency Coordinator communicates with first responders and provides building status
5. No one may re-enter the building until the "all clear" signal is given by authorized personnel

Special Considerations for Persons with Disabilities

Planning Requirements

Organizations must provide equal access to emergency evacuation for persons with disabilities in compliance with ADA requirements. This includes developing Personal Emergency Evacuation Plans (PEEPs) for individuals with permanent or temporary disabilities.

Evacuation Options for Persons with Disabilities

Evacuation Assistance

For persons requiring assistance:

- Establish a buddy system with trained assistants
- Provide evacuation chairs in select locations for persons with mobility limitations
- Ensure assistants know proper lifting and transfer techniques
- Have written instructions for disability-related equipment readily available

Specific Disability Considerations

Mobility Impairments

- Persons requiring minor physical assistance may be helped by trained volunteers under evacuation manager guidance
- Those requiring major physical assistance should remain in areas of refuge until emergency personnel arrive
- Wheelchair users should have their chairs evacuated with them if possible, with power turned off before lifting

Visual Impairments

Assistants should offer their elbow to guide individuals with visual impairments through evacuation routes, communicating as necessary to ensure safe evacuation.

Hearing Impairments

Visual notification systems and written instructions should supplement audio alarms to ensure persons with hearing impairments receive emergency notifications.

Communication Procedures

Emergency Notification Systems

Multi-Channel Communication

Emergency notifications should be sent through multiple channels including:

- Handheld Radios
- SMS text messages
- Phone calls

Notification Priorities

Communication should be targeted and customized for different groups:

1. **Immediate occupants:** Location-specific evacuation instructions
2. **Emergency response team:** Detailed situation reports and coordination information
3. **Senior management:** Executive briefings and decision-support information

Information Management

Emergency Communication Templates (SCENARIOS ATTACHED TO THIS PLAN)

Pre-written notification templates should be prepared for different emergency scenarios to speed response time. Templates should include:

- Nature of the emergency
- Required actions (evacuate, shelter-in-place, etc.)
- Evacuation routes and assembly points
- Special instructions for persons with disabilities
- Contact information for updates

Training and Drills

Training Requirements

All Personnel Training

All staff, clients, and regular guests should receive training on:

- Emergency evacuation procedures and routes
- Location of emergency equipment and alarm systems
- Assembly point locations and accountability procedures
- Procedures for assisting persons with disabilities
- Communication systems and notification methods

Emergency Response Team Training

Emergency Coordinators and Floor Keepers must complete specialized training including:

- Emergency Evacuation Training (required certification)
- Fire extinguisher training (optional)
- Proper lifting and transfer techniques for persons with disabilities
- Two-way radio operation and communication protocols

Evacuation Drills

Evacuation drills should be conducted at least annually, with more frequent drills recommended for high-risk facilities. Drill types should include:

1. **Basic evacuation drills:** Standard evacuation following normal procedures
2. **Scenario-based drills:** Simulating blocked exits, equipment failures, or other complications
3. **Tabletop exercises:** Discussion-based reviews of evacuation procedures

Drill Evaluation

After each drill, conduct a thorough evaluation including:

- Timing of evacuation process
- Effectiveness of communication systems
- Identification of procedural problems or confusion
- Assessment of assistance provided to persons with disabilities
- Recommendations for plan improvements

Plan Maintenance and Review

Regular Updates

This evacuation plan should be reviewed and updated annually or after any significant changes to:

- Building layout or occupancy
- Personnel assignments or contact information
- Emergency procedures or regulations
- Lessons learned from drills or actual emergencies

Maintain records of:

- Emergency team assignments and training completion
- Evacuation drill reports and improvement recommendations
- Updates to emergency contact information
- Equipment inspections and maintenance
- Plan distribution and training documentation

External Coordination

Copies of this evacuation plan should be provided to:

- Local fire department
- Police department
- Emergency medical services
- Emergency management director
- Building management (if applicable)

Regular meetings should be held with local emergency responders to review procedures and ensure coordination during actual emergencies.

Emergency Communication Templates

ACTIVE SHOOTER EVACUATION SCENARIO:

- Upon notification or detection of an active shooter on site, immediately determine the safest course of action for yourself and others: Run, Hide, or Fight.

Run (Evacuate if Possible)

- If there is a safe and accessible escape route, immediately leave the building using the closest exits shown on the map.
- Leave belongings behind and encourage others to evacuate, but do not stay behind if others refuse to run.
- **Bring client list of names and sign in log binder for guests to assembly point if possible**
- **Move quickly to the designated assembly areas well away from the shelter:**
 - **Primary Assembly Area 1: Forrest Ave**
 - **Alternate Assembly Area 2: Daisy Ave.**
- Keep hands visible, follow law enforcement directions, and call 911 when safe.
- **At Assembly Area, conduct roll call of clients, guests, volunteers, and employees using list of names to ensure all are accounted for.**
- **Make a list of unaccounted for individuals or individuals that could not be evacuated and their last known location. Provide the list to Emergency Response Professionals.**

Hide (Shelter in Place if Evacuating is Unsafe)

- If evacuation is not possible, find a secure room inside the building to hide.
- Lock and block doors with furniture if possible, turn off lights, silence phones, and stay out of sight.
- Stay silent and remain calm. Do not open the door until law enforcement announces an all-clear.
- Staff should assist persons with disabilities to reach secure hiding places.

Fight (Last Resort)

- If in imminent danger and unable to evacuate or hide, be prepared to disrupt or incapacitate the shooter by using any objects nearby as improvised weapons.
- Act aggressively and decisively to stop the threat.

After Law Enforcement Arrives

- Keep hands visible, empty, and follow all instructions.
- Expect law enforcement teams to prioritize stopping the shooter and may bypass injured persons; rescue teams will follow to assist victims.
- Remain at the assembly area until law enforcement authorizes leaving or returning to the building.

EARTHQUAKE EVACUATION SCENARIO:

In the event of an earthquake at the shelter, follow these steps using the provided evacuation plan map to ensure everyone's safety.

- When the earthquake starts, instruct everyone to Drop, Cover, and Hold On away from windows, heavy objects, or anything that could fall over.
- After the shaking stops, quickly assess for injuries. Provide first aid if safe to do so, and assist anyone who needs extra help, especially those with limited mobility or injuries.

Evacuation Process

- Evacuate the building in an orderly manner using the nearest safe exit as shown on the map. Watch for hazards like broken glass or debris.
- Leave personal belongings behind - do not return for coats, purses, or briefcases
- **Bring client list of names and sign in log binder for guests to assembly point**
- Follow designated evacuation routes to the nearest exit
- **Guide all clients and staff toward the designated assembly areas listed on the map:**
 - **Assembly Area 1: Forrest Ave**
 - **Alternate Assembly Area 2: Daisy Ave**
- **DO NOT leave before meeting at assembly area and notifying Emergency Coordinator of your safe arrival**
- Keep to clear pathways and avoid standing under or near damaged structures. Use both vehicular and walk-in gates as marked for safe exit.

Special Instructions

- Assign staff and/or clients to assist persons with disabilities, ensuring they have a support buddy or are given priority evacuation through the safest routes.
- For those who cannot evacuate independently, employ the cradle lift or two-person carry as outlined in emergency training.
- Evacuate pets, if safe to do so, keeping animal control practices in place.
- Avoid designated Smoking Area and dumpsters, as these could pose additional post-earthquake risks.

Final Steps

- **At Assembly Area, conduct roll call of clients, guests, volunteers, and employees using list of names to ensure all are accounted for.**
- **Make a list of unaccounted for individuals or individuals that could not be evacuated and their last known location. Provide the list to Emergency Response Professionals.**
- Await further instructions from emergency services before leaving the assembly points or re-entering any buildings.
- Only designated trained personnel may re-enter to retrieve medical supplies or essential gear, and only if the area is deemed safe.

EXPLOSION EVACUATION SCENARIO:

- If an explosion occurs, immediately instruct all shelter occupants to drop and cover their heads, taking shelter away from windows and unsecured items until the initial danger passes.
- As soon as it is safe, check for injuries and hazards such as fire, smoke, debris, or unstable structures before moving anyone.

Evacuation Process

- Evacuate the building in an orderly manner using the nearest safe exit as shown on the map. Watch for hazards like broken glass or debris.
- Leave personal belongings behind - do not return for coats, purses, or briefcases
- **Bring client list of names and sign in log binder for guests to assembly point**
- Follow designated evacuation routes to the nearest exit
- **Guide all clients and staff toward the designated assembly areas listed on the map:**
 - **Assembly Area 1: Forrest Ave**
 - **Alternate Assembly Area 2: Daisy Ave**
- Direct evacuees upwind and at least 150 feet away from the site of the explosion to avoid toxic fumes and secondary blasts
- **DO NOT leave before meeting at assembly area and notifying Emergency Coordinator of your safe arrival**

Special Instructions

- Assign staff and/or clients to assist persons with disabilities, ensuring they have a support buddy or are given priority evacuation through the safest routes.
- For those who cannot evacuate independently, employ the cradle lift or two-person carry as outlined in emergency training.
- Evacuate pets, if safe to do so, keeping animal control practices in place.

Final Steps

- **At Assembly Area, conduct roll call of clients, guests, volunteers, and employees using list of names to ensure all are accounted for.**
- **Make a list of unaccounted for individuals or individuals that could not be evacuated and their last known location. Provide the list to Emergency Response Professionals.**
- Await further instructions from emergency services before leaving the assembly points or re-entering any buildings.
- Only designated trained personnel may re-enter to retrieve medical supplies or essential gear, and only if the area is deemed safe.
- Remain outside and upwind, away from the building, until emergency officials provide the “all clear” signal.

FIRE EVACUATION SCENARIO:

In the event of a fire at the shelter, follow these steps using the provided evacuation plan map to ensure everyone's safety.

- When fire or smoke is detected, immediately activate the nearest fire alarm pull station and notify staff and residents with loud, clear instructions.
- Instruct everyone to stop what they are doing and proceed to the nearest exit as shown on the evacuation map. Leave belongings behind if they could delay evacuation.

Evacuation Process

- Evacuate the building in an orderly manner using the nearest safe exit as shown on the map. Watch for hazards like broken glass or debris.
- Leave personal belongings behind - do not return for coats, purses, or briefcases
- **Bring client list of names and sign in log binder for guests to assembly point**
- Follow designated evacuation routes to the nearest exit
- **Guide all clients and staff toward the designated assembly areas listed on the map:**
 - **Assembly Area 1: Forrest Ave**
 - **Alternate Assembly Area 2: Daisy Ave**
- **DO NOT leave before meeting at assembly area and notifying Emergency Coordinator of your safe arrival**
- Keep to clear pathways and avoid standing under or near damaged structures. Use both vehicular and walk-in gates as marked for safe exit.

Special Instructions

- Assign staff and/or clients to assist persons with disabilities, ensuring they have a support buddy or are given priority evacuation through the safest routes.
- For those who cannot evacuate independently, employ the cradle lift or two-person carry as outlined in emergency training.
- Evacuate pets, if safe to do so, keeping animal control practices in place.

Final Steps

- **At Assembly Area, conduct roll call of clients, guests, volunteers, and employees using list of names to ensure all are accounted for.**
- **Make a list of unaccounted for individuals or individuals that could not be evacuated and their last known location. Provide the list to Emergency Response Professionals.**
- Await further instructions from emergency services before leaving the assembly points or re-entering any buildings.
- Only designated trained personnel may re-enter to retrieve medical supplies or essential gear, and only if the area is deemed safe.
- Follow all directions from on-site emergency responders and keep all fire lanes, access points, and assembly areas clear for response operations.

TRAIN DERAILMENT EVACUATION SCENARIO:

- Upon notification or detection of a train derailment on the tracks behind the building, immediately notify emergency services (911) and activate the shelter's emergency alert system to inform all clients and staff of the situation.
- Assess the situation from a safe distance, staying upwind and uphill from the derailment to avoid exposure to potential hazardous materials or smoke.

Evacuation Process

- Evacuate the building in an orderly manner using the nearest safe exit as shown on the map. Watch for hazards like broken glass or debris.
- Leave personal belongings behind - do not return for coats, purses, or briefcases
- **Bring client list of names and sign in log binder for guests to assembly point**
- Follow designated evacuation routes to the nearest exit
- **Guide all clients and staff toward the designated assembly areas listed on the map:**
 - **Assembly Area 1: Forrest Ave**
 - **Alternate Assembly Area 2: Daisy Ave**
- **DO NOT leave before meeting at assembly area and notifying Emergency Coordinator of your safe arrival**

Special Instructions

- Assign staff and/or clients to assist persons with disabilities, ensuring they have a support buddy or are given priority evacuation through the safest routes.
- For those who cannot evacuate independently, employ the cradle lift or two-person carry as outlined in emergency training.
- Evacuate pets, if safe to do so, keeping animal control practices in place.
- **Do not attempt to approach the train or track area; wait for hazmat teams and emergency responders.**

Communication and Coordination

- The Emergency Coordinator center should coordinate with emergency services, railroad authorities, and local hazmat teams to obtain details about the derailment, car contents, and risk areas.
- **At Assembly Area, conduct roll call of clients, guests, volunteers, and employees using list of names to ensure all are accounted for.**
- **Make a list of unaccounted for individuals or individuals that could not be evacuated and their last known location. Provide the list to Emergency Response Professionals.**
- Await further instructions from emergency services before leaving the assembly points or re-entering any buildings.
- Only designated trained personnel may re-enter to retrieve medical supplies or essential gear, and only if the area is deemed safe.

Other types of evacuation scenarios that might occur at a homeless shelter include:

- **Shelter-In-Place:** When it is safer to remain indoors rather than evacuate, such as during violent threats outside, chemical spills nearby, or severe weather like tornadoes. Occupants lock doors and windows, stay away from exterior walls and windows, and wait for all-clear.
- **Bomb Threat:** Partial or full evacuation due to a reported suspicious package or bomb threat. Special care to evacuate calmly and to designated safe assembly points well away from the building or threat area.
- **Hazardous Materials Incident:** Evacuate or shelter-in-place following accidents involving chemical, biological, or radiological substances either inside or near the shelter. May include evacuation to a different site or shelter-in-place with sealed rooms.
- **Severe Weather Evacuation:** For flooding, wildfires, winter storms, or hurricanes requiring immediate shelter or removal from the premises to secure locations.
- **Utility Failure or Threat:** Evacuation due to gas leaks, power outages, or structural damage that makes continuing to stay inside unsafe.
- **Lockdown or Lockout:** Lockdown is used to secure occupants inside the building when there is a threat inside, while lockout secures the building from external threats but allows normal internal operations.

These different scenarios require tailored responses including full or partial evacuation, sheltering in place, or lockdown, depending on the nature, location, and severity of the emergency.

Evacuation Details:

Step	Yes / No	Time	Comments
Alarm activated and functioned			
Staff responded			
Staff verified emergency			
Staff alerted all persons			
Evacuation commenced			
Persons with disabilities assisted			
All persons evacuated			
Assembly point reached			
Roll call completed			

Injuries and Medical Assistance:

Number of injuries: _____

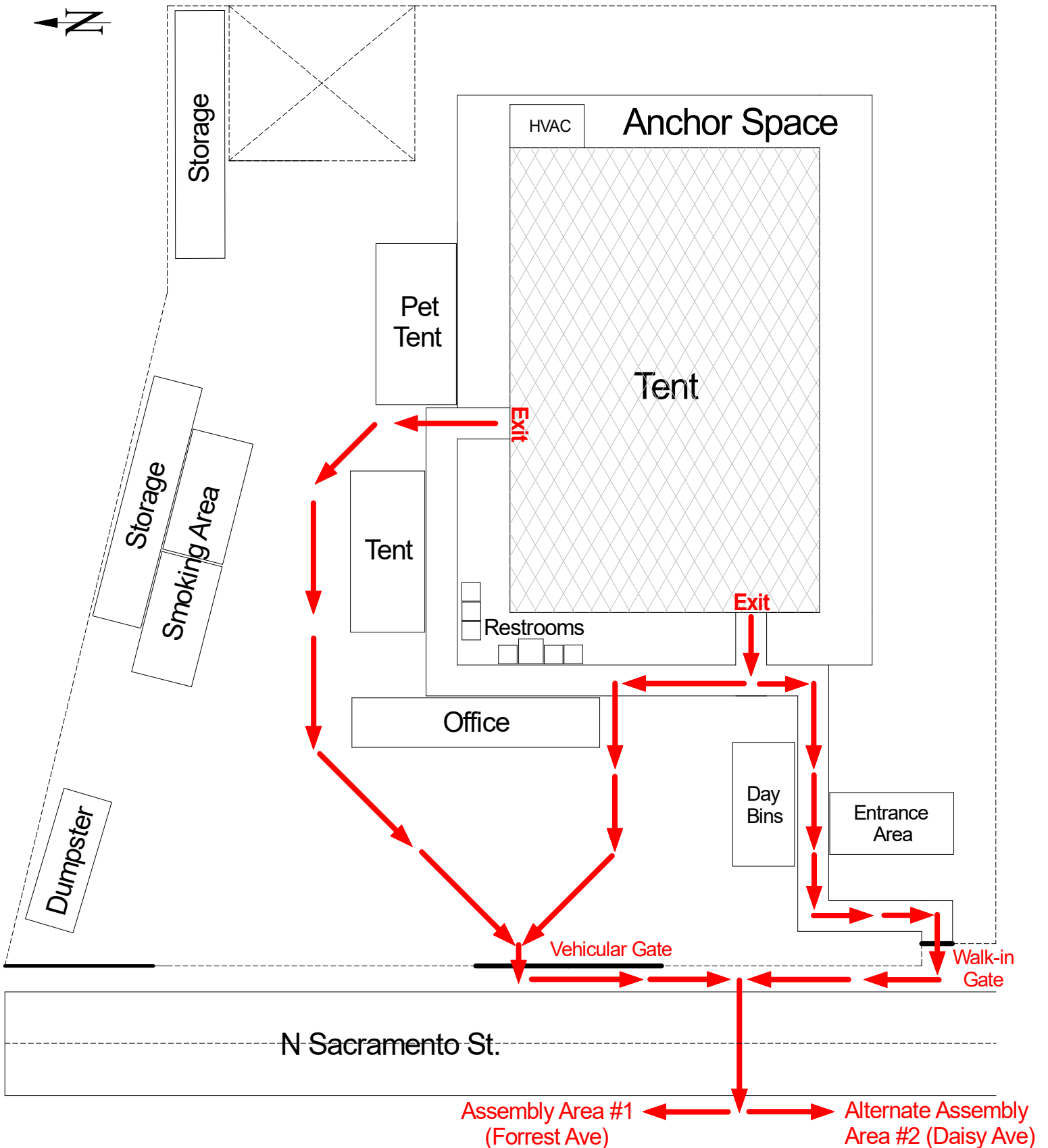
Description of injuries and treatment provided: _____

Property Damage (if any):

Emergency Services Involved:

- Fire Department: [Yes/No]
- Police: [Yes/No]
- Ambulance/EMS: [Yes/No]
- Hazmat Team (if applicable): [Yes/No]
- Other (Specify): _____

Emergency Evacuation Plan





A Pathway to Stability and Hope

Located at **710 N. Sacramento St.**, the Lodi Access Center (LAC) stands as a beacon of hope and transformation for the city’s unsheltered community. Established in July 2022, the LAC was born from an urgent need to provide not only safe shelter, but a comprehensive, compassionate approach to addressing homelessness. Recognizing that the path from crisis to stability requires more than just a bed, the LAC was designed to provide the tools, services, and support systems that foster lasting change.

The LAC is a 46-bed (formerly 49 bed), low-barrier shelter specifically designed to be accessible to the city’s unsheltered individuals, regardless of the obstacles they may face. By removing high-threshold entry requirements, the Access Center ensures that services are available to those most in need, whether they are grappling with mental health challenges, substance use, or other barriers that often prevent access to traditional shelters.

The vision of the LAC is simple yet powerful: to empower individuals to reclaim their lives through safety, stability, and supportive relationships that promote long-term self-sufficiency, sobriety, and hope.

Comprehensive Services that Go Beyond Shelter

The Lodi Access Center offers a robust, client-centered program that includes:

- Secure shelter: Safe, stable accommodations for up to 46 individuals.
- Showers and laundry: Facilities to maintain hygiene and dignity.
- Meals: Nutritious food provided daily to support health and well-being.
- Charging stations: Access to power for essential devices, enabling connection to family, resources, and job opportunities.
- Case management and wrap-around services: Individualized support to address housing, employment, mental health, and substance use needs.
- Pathways to resources: Connections to community-based programs, benefits enrollment, medical care, employment, and more.

These integrated supports help address the complex realities of homelessness and aim to not only provide temporary relief, but to build a solid foundation for lasting change.

Strong Community Partnerships and Proven Results

Originally operated by Inner City Action, management was transferred in November 2024 to Outreach Ministries International (OMI). OMI is a respected local nonprofit organization with an established and engaged presence in the greater Lodi community for over 40 years. The organization's reach includes several community-focused groups such as Gravity Church, Agape Love, and 2nd Step Housing, creating a far reaching and measurable impact.

The effectiveness of the Lodi Access Center has continued to provide measurable outcomes.

From **November 1, 2024 to October 31, 2025**, under OMI's stewardship:

- **59 clients connected to supportive programs:** These include substance use treatment, mental health services, and vocational training—critical resources that address root causes of homelessness and foster resilience.
- **115 clients transitioned into housing:** By facilitating access to permanent and supportive housing, the LAC helps individuals move beyond the shelter system and toward independence.
- **51 clients gained employment:** Through job readiness training, career counseling, and employer partnerships, clients can develop the skills and confidence needed to re-enter the workforce.

The Lodi Access Center exemplifies what is possible when compassion, innovation, and community partnership converge. Through comprehensive services, committed leadership, and measurable outcomes, the LAC offers more than shelter, it offers a real chance at transformation.

A Vision for the Future

As the temporary emergency center continues its work, construction has begun for the 23,000 sq. ft facility on the same site. The expanded center will nearly double the existing bed count and is anticipated to provide enhanced services including mental health beds, mental health respite, and sobering beds.

This project reflects a forward-thinking collaboration between the City of Lodi, San Joaquin County, and the County Health Care Services Agency. The new facility will launch with a diverse mix of care-focused services and an initial bed count designed to meet immediate needs, with the flexibility to expand up to 208 beds as demand and resources allow. Plans include on-site clinical care, integrated behavioral health services, and housing navigation, enhancing support for both shelter residents and the wider community.

The future is bright at the Lodi Access Center. With compassionate leadership, dedicated partners, and a strong foundation of support, the LAC is not just providing shelter, it's paving the way for sustainable transformation.

The future is bright at the Lodi Access Center!

For more information, please visit: www.lodiaccesscenter.com -or- www.lodi.gov/1232/Homelessness-Initiatives

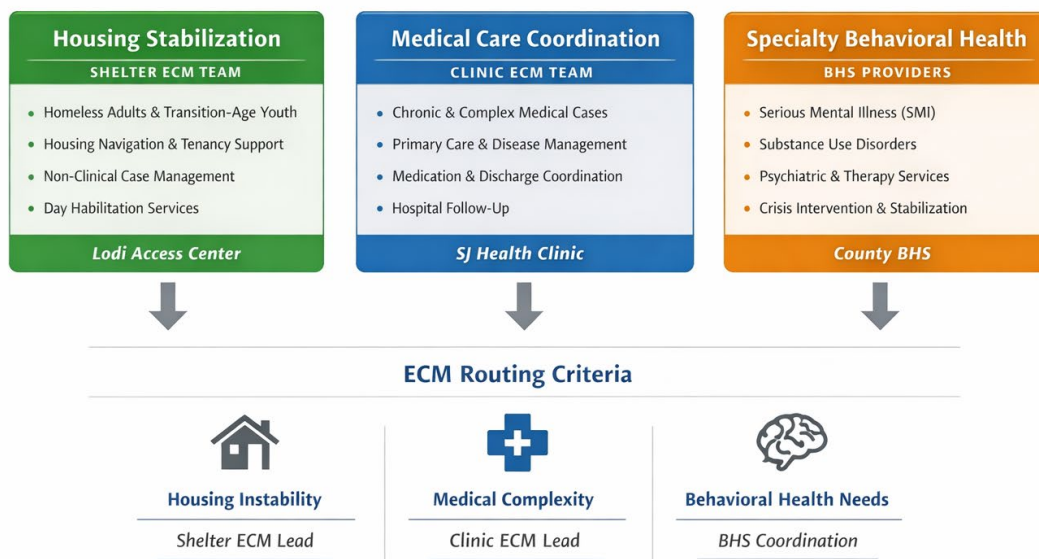


Enhanced Care Management (ECM) & Community Supports (CS) Reimbursement Scope

Outreach Ministries International will operate a 24/7 low-barrier Access Center contracted by the City of Lodi providing day services, intensive case management, housing navigation, and housing sustainability support. Our interest in ECM and Community Supports reimbursement is focused on strengthening and sustaining our housing-centered model; not duplicating clinical or specialty behavioral health services. An SJ Health Clinic and Behavioral Health Beds will be co-located, so we want to ensure no duplication occurs with clearly outline roles.

Access Center Integrated Care Model

Coordinated Roles for ECM & Community Supports



Guiding Principles

Community Supports services will be delivered through a coordinated, multi-provider model that allows flexibility based on member need while maintaining clear service delineation and avoiding duplication.

Clear Roles:

Each partner focuses on its core expertise; housing stabilization, medical care, or specialty behavioral health treatment.

Single ECM Lead:

Only one entity will serve as the ECM lead for a member at a time, based on the primary driver of instability.

Coordinated Care Planning:

Partners will collaborate through shared care planning and case conferencing when needed.

Integrated but Distinct Services:

Although services are co-located at the Access Center, clinical care, behavioral health treatment, and housing stabilization remain operationally distinct.

Compliance and Documentation:

All partners will maintain clear documentation separating ECM activities, Community Supports services, and specialty behavioral health treatment.

1. ECM – Role Clarification & Population Alignment

We understand that only one entity may serve as the ECM lead per member at any given time. We support a structured attribution model as follows:

- Non SMHS members (not placed in respite beds) automatically can get connected with CS services with shelter ECM provider or clinics if medically appropriate.
- SMHS members placed in the Lodi Access Center should first be screened by BHS to determine if there is already housing support in place and if the member has already been slated to be placed in the BHS housing continuum. If not, BHS can refer the member to Lodi Housing Navigation for support if applicable.
- Note: For members using SRO (single room occupancy) and BHS respite beds (established via BHBH grant funding), CVLICH (Central Valley Low Income Housing) is contracted to provide housing navigation for this population.

Shelter ECM Team (City of Lodi Access Center)

The City would serve as ECM lead for:

- Individuals Experiencing Homelessness (without dependent children)
- Transition-Age Youth (18–25) experiencing homelessness
- Adults transitioning from incarceration
- Adults at risk for avoidable ED utilization where housing instability is the primary driver
- Individuals with mild-to-moderate behavioral health needs where stabilization is primarily housing-focused

In these cases, the dominant driver of instability is housing insecurity, and members would benefit most from:

- Intensive housing navigation
- Tenancy sustaining services
- Structured day-service engagement
- Benefits enrollment and system navigation
- Community-based engagement and follow-up
- Care plan development centered on stabilization

We do not employ clinical staff and would not provide therapy, diagnostic assessments, prescribing, or specialty behavioral health treatment.

Clinic ECM Team

We support the clinic serving as ECM lead for:

- Medically complex individuals
- Members with multiple chronic conditions
- High ED or inpatient utilizers
- Post-discharge instability where medical coordination is the dominant driver

In these cases, medical complexity, not housing, drives the care plan.

SMI Members

For members with significant Serious Mental Illness:

- Behavioral Health Services (BHS) remains central for specialty mental health treatment.
- ECM lead assignment (clinic vs. shelter) should be determined based on whether housing instability or medical complexity is the dominant driver.
- Should it be needed, case conferencing will be used for higher-acuity situations to ensure clarity of roles.

2. Community Supports

ECM lead and Community Supports (CS) provider do not need to be the same entity, but duplication of billing for the same service in the same month must be avoided.

The City of Lodi is interested in providing the following eligible Community Supports:

Housing Navigation & Tenancy Sustaining Services

Core components include:

- Landlord engagement
- Housing search and placement
- Lease-up support
- Crisis intervention to prevent eviction
- Ongoing tenancy stabilization

These services align directly with our existing Access Center operations.

Service Delivery Model

The City supports a shared and flexible Community Supports model that aligns with CalAIM requirements while maintaining clear role delineation and avoiding duplication:

- The Access Center will serve as the primary provider of housing-related Community Supports, including housing navigation and tenancy sustaining services.
- Community Supports assignment will remain flexible, based on:
 - Member need
 - Referral pathways
 - Case conferencing and care coordination
- Clinics and Behavioral Health Services (BHS) may provide Community Supports where appropriate, particularly when services intersect with clinical care or treatment planning.
- All partners will adhere to clear documentation standards and monthly reconciliation processes to prevent duplication of services or billing.

Day Habilitation (Non-Clinical)

Our strong day-service capacity positions us well to deliver structured, non-clinical Day Habilitation for adults and Transition-Age Youth, including:

- Independent living skills
- Budgeting and financial literacy
- Employment readiness and vocational preparation
- Community reintegration
- Structured pro-social engagement
- Peer-based stabilization supports

These services would complement, not replace specialty behavioral health or clinical services. We fully support clear service delineation and monthly reconciliation to prevent duplicate billing.

3. Operational Alignment & Compliance Structure

To ensure clean implementation, the City supports:

1. A shared ECM attribution process for new referrals.
 - Example:

1. A brief joint referral review (email or case conference)
2. A standardized intake checklist that identifies the “primary driver”
2. Monthly reconciliation of ECM enrollment to prevent dual enrollment.
3. Clear documentation standards distinguishing:
 - ECM activities
 - Community Supports services
 - Specialty behavioral health treatment

The City operates under established public sector HIPAA, FWA, and IT security protocols and is prepared to align documentation and reporting systems with ECM requirements.

4. Summary of Reimbursement Request

The City of Lodi seeks reimbursement for:

- ECM services for adults and Transition-Age Youth experiencing homelessness where housing instability is the dominant driver of need.
- Housing Navigation and Tenancy Sustaining Services.
- Structured, non-clinical Day Habilitation services.

Our goal is to leverage Medi-Cal reimbursement to sustain and scale housing-centered stabilization services while maintaining a clean compliance structure and seamless member experience.

Exhibit B – Budget

Personnel Cost - Year 1 (60 Beds)		Year 2	Year 3	Year 4	Year 5
	Total	Cost	Cost	Cost	Cost
Wages/Salaries	\$ 1,131,640.00	\$ 1,188,222.00	\$ 1,247,633.10	\$ 1,310,014.76	\$ 1,375,515.49
Benefits	\$ 269,620.40	\$ 350,506.52	\$ 403,082.50	\$ 463,544.87	\$ 533,076.60
OMI Administrative Costs	\$ 125,000.00	\$ 131,250.00	\$ 137,812.50	\$ 144,703.13	\$ 151,938.28
Employer Payroll Tax	\$ 125,046.22	\$ 131,298.53	\$ 137,863.46	\$ 144,756.63	\$ 151,994.46
Total Other Personnel Costs	\$ 1,651,306.62	\$ 1,801,277.05	\$ 1,926,391.56	\$ 2,063,019.38	\$ 2,212,524.84

Operating Cost - Year 1 (60 Beds)		Year 2	Year 3	Year 4	Year 5
Item	Cost	Cost	Cost	Cost	Cost
Food and Meal Expenses	\$ 145,000.00	\$ 152,250.00	\$ 159,862.50	\$ 167,855.63	\$ 176,248.41
Janitorial and Laundry Supplies	\$ 12,000.00	\$ 12,600.00	\$ 13,230.00	\$ 13,891.50	\$ 14,586.08
Landscape Maintenance	\$ 2,500.00	\$ 2,625.00	\$ 2,756.25	\$ 2,894.06	\$ 3,038.77
Transportation (Fuel, Maintenance, & Repairs)	\$ 12,000.00	\$ 12,600.00	\$ 13,230.00	\$ 13,891.50	\$ 14,586.08
Office Supplies and Admin Expenses	\$ 8,500.00	\$ 8,925.00	\$ 9,371.25	\$ 9,839.81	\$ 10,331.80
Technology and Equipment	\$ 7,000.00	\$ 7,350.00	\$ 7,717.50	\$ 8,103.38	\$ 8,508.54
Outreach Expenses	\$ 5,000.00	\$ 5,250.00	\$ 5,512.50	\$ 5,788.13	\$ 6,077.53
Neighborhood Clean up and Good Neighbor Engagement	\$ 9,000.00	\$ 9,450.00	\$ 9,922.50	\$ 10,418.63	\$ 10,939.56
Insurance (Liability, W.C., Vehicle)	\$ 67,962.00	\$ 71,360.10	\$ 74,928.11	\$ 78,674.51	\$ 82,608.24
Employee Training and Development (Fees and Wages)	\$ 6,700.00	\$ 7,035.00	\$ 7,386.75	\$ 7,756.09	\$ 8,143.89
Vehicle - Truck	\$ -	\$ -	\$ -	\$ -	\$ -
Cleaning Equipment	\$ 10,000.00	\$ 7,500.00	\$ 7,875.00	\$ 8,268.75	\$ 8,682.19
Hygiene, Bedding, and Clothing	\$ 12,000.00	\$ 12,600.00	\$ 13,230.00	\$ 13,891.50	\$ 14,586.08
Safety Equipment	\$ 750.00	\$ 787.50	\$ 826.88	\$ 868.22	\$ 911.63
HMIS Cards, Scanning Equipment, and Fees	\$ 7,250.00	\$ 4,612.50	\$ 4,843.13	\$ 5,085.28	\$ 5,339.55
OMI Apparel & Promotion	\$ 3,500.00	\$ 3,675.00	\$ 3,858.75	\$ 4,051.69	\$ 4,254.27
Replacements for mattresses, furnishings	\$ 5,000.00	\$ 5,250.00	\$ 5,512.50	\$ 5,788.13	\$ 6,077.53
Storage Shed	\$ 2,000.00	\$ -	\$ -	\$ -	\$ -
Bunk Bed Stairs	\$ -	\$ -	\$ -	\$ -	\$ -
Client Storage	\$ 4,000.00	\$ -	\$ -	\$ -	\$ -
ECM Billing Fee (8%)	\$ 12,000.00	\$ 12,600.00	\$ 13,230.00	\$ 13,891.50	\$ 14,586.08
Additional Office Space/Storage	\$ -	\$ -	\$ -	\$ -	\$ -
Payroll fee	\$ 3,600.00	\$ 3,780.00	\$ 3,969.00	\$ 4,167.45	\$ 4,375.82
Veterinary Care	\$ 1,000.00	\$ 1,050.00	\$ 1,102.50	\$ 1,157.63	\$ 1,215.51
Total Operating Costs	\$ 336,762.00	\$ 341,300.10	\$ 358,365.11	\$ 376,283.36	\$ 395,097.53

Deductions - Year 1 (60 Beds)		Year 2	Year 3	Year 4	Year 5
Item	Cost	Cost	Cost	Cost	Cost
Monetary Donations/Fundraisers	\$ 140,000.00	\$ 154,000.00	\$ 169,400.00	\$ 186,340.00	\$ 204,974.00
In-kind Donations (Hygiene, Clothing, etc.)	\$ 20,000.00	\$ 22,000.00	\$ 24,200.00	\$ 26,620.00	\$ 29,282.00
In-kind Donations (Food)	\$ 40,000.00	\$ 44,000.00	\$ 48,400.00	\$ 53,240.00	\$ 58,564.00
Workforce Partnerships	\$ 18,068.62	\$ 19,875.48	\$ 21,863.03	\$ 24,049.33	\$ 26,454.27
Medi-Cal ECM/CS Reimbursement	\$ 150,000.00	\$ 150,000.00	\$ 150,000.00	\$ 150,000.00	\$ 150,000.00
TOTAL DEDUCTIONS	\$ 368,068.62	\$ 389,875.48	\$ 413,863.03	\$ 440,249.33	\$ 469,274.27

60 Overnight Clients	Year 1	Year 2	Year 3	Year 4	Year 5
Total Cost (Operating/Personnel/Deductions)	\$ 1,620,000.00	\$ 1,752,701.67	\$ 1,870,893.63	\$ 1,999,053.41	\$ 2,138,348.10

Cost per Overnight Client per Year	Cost Per Overnight Client	Cost Per Overnight Client	Cost Per Overnight Client	Cost Per Overnight Client
Quantity of Overnight Clients	Year 1	Year 2	Year 3	Year 4
60 Clients	\$74	\$80	\$85	\$91
60-80 Clients - Flex Space (Unit rates for each bed over 60 and less than 80)	\$70	\$76	\$83	\$91
208 Clients (Unit rates for each bed over 80 and less than 208)	\$70	\$76	\$83	\$91

Start Up Costs (Based on 60 people)(below items to come out of operating costs; not in addition to)	
Item	Cost
Food and Meal Expenses	\$ 35,000.00
Food misc.	\$ 12,000.00
Vehicle - Truck	\$ -
Cleaning Equipment	\$ 7,000.00
Landscaping Equipment/Tools	\$ 800.00
Janitorial/Landscaping/Cleaning Supplies	\$ 3,500.00
Hygiene, Bedding, and Clothing	\$ 4,000.00
Laundry Supplies	\$ 400.00
Office Supplies	\$ 3,500.00
Office Equipment	\$ 7,000.00
Safety Equipment	\$ 500.00
HMIS Cards & Scanning Equipment	\$ 4,500.00
Employee Training & HMIS fees	\$ 6,700.00
All Staff Training Day	\$ 5,500.00
OMI Apparel & Promotion	\$ 2,500.00
Replacements for mattresses, furnishings	\$ -
Transportation (Fuel, Maintenance, & Repairs)	\$ 1,000.00
Storage Shed	\$ 2,000.00
Bunk Bed Stairs	\$ -
Client Storage	\$ 7,500.00
ECM Billing Fee (8%)	\$ 1,000.00
Additional office space/storage	\$ -
Communication	\$ 4,000.00
Insurance	\$ 3,000.00
Vehicle Insurance	\$ 3,000.00
Worker's Comp Insurance	\$ 5,000.00
Employer Payroll Tax	\$ 6,500.00
Payroll fee	\$ 300.00
Neighborhood Clean up Fuel and Supplies	\$ 2,500.00
Outreach Supplies	\$ 1,500.00
Veterinary Care	\$ 1,000.00
TOTAL START UP COSTS	\$ 131,200.00

Compensation under this Agreement shall not exceed One Million Six Hundred Twenty Thousand Dollars (\$1,620,000) for the first year of the Agreement. For each subsequent year, the prior year's not-to-exceed compensation amount shall serve as the basis for annual compensation and may be adjusted by up to seven percent (7%) to account for documented increases in inflation, employee salaries, employee benefits, medical-related expenses, materials, or other operational costs necessary to maintain the Scope of Services, subject to annual budget appropriation and available funding. Any annual adjustment shall be subject to City review and approval and supported by adequate documentation substantiating the requested increase.



EXHIBIT C

NOTE: The City of Lodi is now using the online insurance program PINS Advantage. Once you have been awarded a contract you will receive an email from the City's online insurance program requesting you to forward the email to your insurance provider(s) to submit the required insurance documentation electronically

Insurance Requirements for Most Contracts (Not construction or requiring professional liability)

Contractor shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder and the results of that work by the Contractor, his agents, representatives, employees or subcontractors.

MINIMUM SCOPE AND LIMIT OF INSURANCE

Coverage shall be at least as broad as:

1. **Commercial General Liability (CGL):** Insurance Services Office Form CG 00 01 covering CGL on an "occurrence" basis, including products and completed operations, property damage, bodily injury and personal & advertising injury with limits no less than **\$2,000,000** per occurrence. If a general aggregate limit applies, either the general aggregate limit shall apply separately to this project/location (ISO CG 25 03 or 25 04) or the general aggregate limit shall be twice the required occurrence limit.
2. **Automobile Liability:** ISO Form Number CA 00 01 covering any auto or if Contractor has no owned autos, then hired, and non-owned autos with limit no less than **\$1,000,000** per accident for bodily injury and property damage.
3. **Workers' Compensation:** as required by the State of California, with Statutory Limits, and Employer's Liability Insurance with limit of no less than **\$1,000,000** per accident for bodily injury or disease.

Other Insurance Provisions:

- (a) Additional Named Insured Status
The City of Lodi, its elected and appointed boards, commissions, officers, agents, employees, and volunteers are to be covered as additional insureds on the CGL and auto policy with respect to liability arising out of work or operations performed by or on behalf of the Contractor including materials, parts, or equipment furnished in connection with such work or operations. General liability coverage can be provided in the form of an endorsement to the Contractor's insurance (at least as broad as ISO Form CG 20 10 11 85 or if not available, through the addition of **both** CG 20 10, CG 20 26, CG 20 33, or CG 20 38; **and** CG 20 37 if a later edition is used
- (b) Primary and Non-Contributory Insurance Endorsement
The limits of insurance coverage required may be satisfied by a combination of primary and umbrella or excess insurance. For any claims related to this contract, the Contractor's insurance coverage shall be primary coverage **at least as broad** as ISO CG 20 01 04 13 as respects the Entity, its officers, officials, employees, and volunteers. Any insurance or self-insurance maintained by the Entity, its officers, officials, employees, or volunteers shall be excess of the Contractor's insurance and shall not contribute with it.
- (c) Waiver of Subrogation Contractor hereby grants to City of Lodi a waiver of any right to subrogation which any insurer of said Contractor may acquire against the City of Lodi by virtue of the payment of any loss under such insurance. Contractor agrees to obtain any endorsement that may be necessary to affect this waiver of subrogation, but this provision applies regardless of whether or not the City of Lodi has received a waiver of subrogation endorsement from the insurer

NOTE: (1) The street address of the **CITY OF LODI** must be shown along with (a) and (b) and (c) above: 221 West Pine Street, Lodi, California, 95240; (2) The insurance certificate must state, on its face or as an endorsement, a description of the project that it is insuring.

- (d) Severability of Interest Clause
The term "insured" is used severally and not collectively, but the inclusion herein of more than one insured shall not operate to increase the limit of the company's liability under the Contractors commercial general liability and automobile liability policies.
- (e) Notice of Cancellation or Change in Coverage Endorsement
This policy may not be canceled nor the coverage reduced by the company without 30 days' prior written notice of such cancellation or reduction in coverage to the Risk Manager, City of Lodi, 221 West Pine St., Lodi, CA 95240.

- (f) Continuity of Coverage
All policies shall be in effect on or before the first day of the Term of this Agreement. At least thirty (30) days prior to the expiration of each insurance policy, Contractor shall furnish a certificate(s) showing that a new or extended policy has been obtained which meets the minimum requirements of this Agreement. Contractor shall provide proof of continuing insurance on at least an annual basis during the Term. If Contractor's insurance lapses or is discontinued for any reason, Contractor shall immediately notify the City and immediately obtain replacement insurance. Contractor agrees and stipulates that any insurance coverage provided to the City of Lodi shall provide for a claims period following termination of coverage which is at least consistent with the claims period or statutes of limitations found in the California Tort Claims Act (California Government Code Section 810 et seq.).
- (g) Failure to Comply
If Contractor fails or refuses to obtain and maintain the required insurance, or fails to provide proof of coverage, the City may obtain the insurance. Contractor shall reimburse the City for premiums paid, with interest on the premium paid by the City at the maximum allowable legal rate then in effect in California. The City shall notify Contractor of such payment of premiums within thirty (30) days of payment stating the amount paid, the name(s) of the insurer(s), and rate of interest. Contractor shall pay such reimbursement and interest on the first (1st) day of the month following the City's notice. Notwithstanding any other provision of this Agreement, if Contractor fails or refuses to obtain or maintain insurance as required by this agreement, or fails to provide proof of insurance, the City may terminate this Agreement upon such breach. Upon such termination, Contractor shall immediately cease use of the Site or facilities and commence and diligently pursue the removal of any and all of its personal property from the site or facilities.
- (h) Verification of Coverage
Consultant shall furnish the City with a copy of the policy declaration and endorsement page(s), original certificates and amendatory endorsements or copies of the applicable policy language effecting coverage required by this clause. All certificates and endorsements are to be received and approved by the City before work commences. However, failure to obtain the required documents prior to the work beginning shall not waive the Consultant's obligation to provide them. The City reserves the right to require complete, certified copies of all required insurance policies, including endorsements required by these specifications, at any time. **Failure to exercise this right shall not constitute a waiver of the City's right to exercise after the effective date.**
- (i) Self-Insured Retentions
Self-insured retentions must be declared to and approved by the City. The City may require the Consultant to provide proof of ability to pay losses and related investigations, claim administration, and defense expenses within the retention. The policy language shall provide, or be endorsed to provide, that the self-insured retention may be satisfied by either the named insured or City.
- (j) Insurance Limits
The limits of insurance described herein shall not limit the liability of the Contractor and Contractor's officers, employees, agents, representatives or subcontractors. Contractor's obligation to defend, indemnify and hold the City and its officers, officials, employees, agents and volunteers harmless under the provisions of this paragraph is not limited to or restricted by any requirement in the Agreement for Contractor to procure and maintain a policy of insurance.
- (k) Subcontractors
Consultant shall require and verify that all subcontractors maintain insurance meeting all the requirements stated herein, and Consultant shall ensure that City is an additional insured on insurance required from subcontractors
- (l) Qualified Insurer(s)
All insurance required by the terms of this Agreement must be provided by insurers licensed to do business in the State of California which are rated at least "A-, VI" by the AM Best Ratings Guide, and which are acceptable to the City. Non-admitted surplus lines carriers may be accepted provided they are included on the most recent list of California eligible surplus lines insurers (LESLI list) and otherwise meet City requirements.