



# City Council Memorandum

City of Arts & Innovation

TO: HONORABLE MAYOR AND CITY COUNCIL      DATE: JANUARY 26, 2021

FROM: OFFICE OF HOMELESS SOLUTIONS      WARDS: ALL

SUBJECT: NURSE OUTREACH SERVICES AGREEMENT WITH RIVERSIDE UNIVERSITY HEALTH SYSTEM FOR THE NURSE OUTREACH WORKER PROGRAM, TO PROVIDE BASIC HEALTH CARE TO INDIVIDUALS EXPERIENCING HOMELESSNESS, FOR A ONE YEAR TERM IN THE AMOUNT NOT TO EXCEED \$355,828.78, WITH TWO OPTIONAL ONE-YEAR EXTENSIONS

**ISSUE:**

Approval of a Nurse Outreach Services Agreement with Riverside University Health System for the Nurse Outreach Worker Program, to provide basic health care to individuals experiencing homelessness in the City of Riverside, for a one year term in the amount not to exceed \$355,828.78, with two optional one-year extensions.

**RECOMMENDATIONS:**

That the City Council:

1. Approve a Nurse Outreach Services Agreement with Riverside University Health System for the Nurse Outreach Worker Program, to provide basic health care to individuals experiencing homelessness in the City of Riverside, in the amount not to exceed \$355,828.78, for a one year term with two optional one-year extensions; and

Authorize the City Manager, or his designee, to execute the Nurse Outreach Services Agreement with Riverside University Health System, including the authority to execute the two optional one-year extensions subject to the availability of budgeted funds and to make any minor and non-substantive changes.

**BACKGROUND:**

The Office of Homeless Solutions (OHS) is dedicated to serving individuals experiencing homelessness and mitigating the impacts of homelessness in the community. During the COVID-19 pandemic, OHS has continued daily essential services in outreach to the homeless community, providing resources, emergency shelter, permanent housing and additional supportive services including linkages to health care.

In addition, OHS has ramped up several new projects to accommodate the unsheltered population who do not have access to basic health care resources during the COVID-19 pandemic. Examples include, the placement of hygiene stations and portable restrooms at the Santa Ana Riverbottom, distribution of personal protective equipment, isolation trailers for the senior and medically frail

homeless population and the Massachusetts Action Plan, A MAP Home project to connect unsheltered homeless individuals to housing.

**DISCUSSION:**

On June 16, 2020, City Council reallocated funding from two Public Safety Engagement Team officers to the Office of Homeless Solutions (OHS) for nurses or other street health purposes. OHS reached out to the County of Riverside University Health System to create a Nurse Outreach Workers (NOW) program in the City as they operate The Whole Person Care program, which utilizes trained nurse practitioners to improve the health and well being of individuals with complex medical, behavioral and social services needs, including behavioral health challenges and substance abuse issues.

This integrated network of medical care with dedicated healthcare professionals is expected to provide much relief to the unsheltered homeless population in the City, reported at over 587 individuals according to the 2020 Point-in-Time Count. Unsheltered individuals experiencing homelessness are statistically high utilizers of the emergency department for primary care services due to lack of ongoing medical care. This could not only be a costly burden on the hospital emergency system, but moreover, a negative factor in preventing and decreasing chronic medical conditions in the homeless population. This can lead to debilitating conditions, worsening the probability of access to housing and increasing the rate of demise on the streets.

Through the NOW program, the unsheltered homeless population will receive greater equity in accessing health care given the lack of transportation to and from medical clinics and hospitals, or due to behavioral health or medical health barriers that limit accessing health care. In addition, the unsheltered homeless population will have access to COVID-19 education, resources, testing, and future vaccinations.

The NOW program will be comprised of two professionally trained nurses who will provide nursing duties, care coordination, and homeless case management to unsheltered participants in the City of Riverside experiencing homelessness. NOW nurses will be unique, in that not only will they be providing basic health care services, but also providing homeless case management services by integrating participants into the County’s homeless management system and providing linkages to shelter and other wraparound services, including initial health assessments for recuperative care programs, and connection to insurance providers for medication management. NOW nurses will be working five business days a week in collaboration with the Office of Homeless Solutions, providing critical data to ensure success in the program.

OHS has proposed this COVID-19 response NOW Program to provide basic health care, wound care, and appropriate health care services as determined by trained medical professional nurses who would assess unsheltered clients for COVID-19 and other medical ailments and refer homeless individuals to appropriate health care facilities and supportive services.

The cost to operate the NOW Program is shown in the table below.

<b>LABOR/SALARIES</b>				
<b>Title/Role</b>	<b>Description</b>	<b>Hourly Rate</b>	<b>Annual Salary</b>	<b>Total</b>
Nurse "A"	Working 40 hours per week	\$56.01	\$116,503.39	\$116,503.39
Nurse "B"	Working 40 hours per week	\$56.01	\$116,503.39	\$116,503.39

		<b>Labor Subtotal:</b>	<b>\$233,006.78</b>
<b>OPERATING EXPENSES</b>			
<b>Category</b>	<b>Description</b>	<b>Total</b>	
Equipment	Verizon iPhones, HP Computer/Laptop (hardware and software), and IT support for each nurse	\$ 6,500.00	
Equipment	Blood pressure cuff and stethoscope for each nurse	\$ 450.00	
Materials and Supplies	Personal Protective Equipment (PPE) for each nurse. Includes N-95 masks, gloves, gowns, face shields, etc.	\$10,000.00	
Vehicle/Mileage	Reimbursement of \$0.575 per mile for travel costs when using personal vehicle, and vehicle maintenance costs associated with use of county owned vehicles.	\$15,000.00	
		<b>Operation Expenses Subtotal:</b>	<b>\$31,950.00</b>
<b>CONTINGENCIES</b>			
<b>Category</b>	<b>Description</b>	<b>Total</b>	
Indirect Cost	At 39% for each Nurse: includes general expenses incurred by County of Riverside but not directly borne by the project (insurance, taxes, legal, etc.)	\$90,872.00	
		<b>Contingencies Subtotal:</b>	<b>\$90,872.00</b>
		<b>Total:</b>	<b>\$355,828.78</b>

Riverside University Health System is a part of Riverside County, a political subdivision of the State of California, therefore this purchase is exempt from competitive bidding and Purchasing Resolution 23256, Section 702 (f) applies, and states “Competitive Procurement through the Informal Procurement and Formal Procurement process shall not be required...Where payment for Services is to be made to a Federal, State, and/ or other public entity”

The Purchasing Manager concurs that this purchase is in compliance with Purchasing Resolution 23256.

**FISCAL IMPACT:**

The fiscal impact of this action is \$355,828.78. Sufficient funding is available in the CM – Public Safety Engagement Team Account No. 8003901-421000 to fund the program.

Prepared by: Hafsa Kaka, Officer of Homeless Solutions  
 Certified as to availability of funds: Edward Enriquez, Chief Financial Officer/City Treasurer  
 Approved by: Moises Lopez, Deputy City Manager  
 Approved as to form: Kristi J. Smith, Interim City Attorney

Attachment: Nurse Outreach Services Agreement