

MOTION

NO. M-25-441

CITY HALL: August 21, 2025

BY: COUNCILMEMBERS MORENO, GREEN AND GIARRUSSO (BY REQUEST)

WHEREAS, Section 70-10(a) of the New Orleans City Code (“Code”) ordains that certain contracts providing for the aggregate expenditure of more than \$1,000,000.00 in city funds during the initial term and all allowable renewal terms or having an initial term of more than one year must be signed by the President of the New Orleans City Council (“Council”); and

WHEREAS, Section 70-10(b) of the Code ordains that the President of the Council shall not execute any such contract unless authorized to do so by Council motion; and

WHEREAS, the Health Department and CrescentCare, after completing the procurement process through a Notice of Funding Availability (NOFA) desire to enter into a Professional Services Agreement for \$2,500,000.00 over three years to oversee and operate a Harm Reduction and Care Navigation Mobile Unit that engages with, provides services to, and makes referrals for people using drugs; **NOW THEREFORE**

BE IT MOVED BY THE COUNCIL OF THE CITY OF NEW ORLEANS, That the President of the Council shall be added as a signatory to the Professional Services Agreement between the Health Department and CrescentCare.

BE IT MOVED BY THE COUNCIL OF THE CITY OF NEW ORLEANS, That the President of the Council is authorized to sign the Professional Services Agreement between the Health Department and CrescentCare as attached hereto as Exhibit A.

BE IT FURTHER MOVED BY THE COUNCIL OF THE CITY OF NEW ORLEANS, That the Clerk of Council shall forward copies of this motion including Exhibit A to the City Attorney’s Office to effectuate this request.

THE FOREGOING MOTION WAS READ IN FULL, THE ROLL WAS CALLED ON THE ADOPTION THEREOF, AND RESULTED AS FOLLOWS:

YEAS:

NAYS:

ABSENT:

AND THE MOTION WAS ADOPTED.

PROFESSIONAL SERVICES AGREEMENT
BY AND BETWEEN
THE CITY OF NEW ORLEANS
AND
NO/AIDS TASK FORCE, DBA CRESCENTCARE
Harm Reduction and Care Navigation Mobile Unit

THIS PROFESSIONAL SERVICES AGREEMENT (the “**Agreement**”) is entered into by and between the City of New Orleans, represented by LaToya Cantrell, Mayor (the “**City**”), and NO/AIDS Task Force, DBA CrescentCare, represented by Alice Reiner, Chief Executive Officer (the “**Contractor**”). The City and the Contractor may sometimes be collectively referred to as the “**Parties.**” The Agreement is effective as of August 18, 2025 (the “**Effective Date**”).

RECITALS

WHEREAS, the City is seeking qualified persons to provide professional services including harm reduction and operating a mobile care navigation unit; and

WHEREAS, the Contractor submitted a proposal dated February 12, 2025, and the City has selected the Contractor to perform the professional services.

NOW THEREFORE, the City and the Contractor agree as follows:

ARTICLE I - THE CONTRACTOR’S OBLIGATIONS

A. Services. The Contractor will:

- 1.** Oversee a collaborative Harm Reduction and Care Navigation Mobile Unit (HR Unit) supported by multiple community-based organizations.
- 2.** Act as the lead agency responsible for providing administrative and operational oversight for the HR Unit.
- 3.** Develop subcontracts with community-based partners to support the work of the HR Unit.
- 4.** Retrofit a vehicle for use as the mobile unit.
 - a.** This vehicle will transport HR Unit staff to community sites and outreach locations and transport additional supplies for team use at various outreach locations.
- 5.** The HR Unit will provide the following resources and services.
 - a.** Provision of care navigation and prevention services.
 - b.** HIV and STI testing.
 - c.** Primary care services, wound care, buprenorphine prescriptions, and point of care/laboratory testing when medical staff are working on the unit (this will occur 50% the time).
 - d.** Linkage and referrals to pharmacy services.
 - e.** Distribution of items like clothing, hygiene items, food, sterile water.

- f. Harm reduction supplies.
 - g. Syringe exchange services.
 - h. Syringe disposal services.
 - i. Linkage to additional resources.
 - j. Transportation assistance for individuals needing transportation to clinics or other social services.
 - k. Crisis services through a dedicated hotline.
6. The Contractor will ensure the HR Unit services are accessible in multiple languages.
7. The HR Unit will be deployed to sites that are operated by community partners such as Trystereo and Freestanding Communities, and to outreach locations to be determined at later dates.
8. The Contractor will develop a targeted strategy to provide outreach to locations in underserved, geographically diverse, and evidence-based locations using up-to-date overdose data trends/hotspots or through word of mouth from drug users. This includes providing HR Unit services in New Orleans East and on the Westbank of New Orleans. NO/AIDS Task Force DBA CrescentCare will also include input from Trystereo and the New Orleans Syringe Access Program (NOSAP) when identifying new drop-in sites and potential outreach locations.
9. The HR Unit will operate after the close of traditional clinic hours (9am – 5pm) at least four days per week.
10. The Contractor will develop a referral system for at least one local hospital and the Orleans Justice Center (local jail) to make referrals to the HR Unit.
11. Develop a dedicated hotline to link individuals to resources.
12. Develop a dashboard to track HR Unit usage, Key Performance Indicators (KPIs), and outcomes.
13. The HR Unit will be staffed by at least the following:
- a. One full-time Prevention Specialist, who will be responsible for driving the HR Unit, providing HIV and STI testing services, and disseminating prevention and educational materials;
 - b. Two full-time Navigators, who will be responsible for providing linkages to care;
 - c. Half (50%) full-time Physician;
 - d. Half (50%) full-time Medical Assistant; and
 - e. 1.7 full-time (three staff members) Community Outreach Workers, who will have lived experience with substance use and support linkages to care and social services.
14. Contractor will hire one full-time Project Coordinator, who will provide project management responsibilities including managing the schedule, facilitating stakeholder meetings, coordinating supplies, and developing project reports.

15. Staff a community outreach worker supervisor at (.15 full-time) who will provide supervision for the community outreach workers.

16. Data collection and reporting. At minimum NO/AIDS Task Force DBA CrescentCare will track and report the following to NOHD monthly:

- a. Number of outreach events by type;
- b. Location of each Outreach Event;
- c. Time of day services were delivered for each outreach event;
- d. Total number of hours delivering services at each outreach event;
- e. Number of individuals the HR unit engaged with;
- f. Number of harm reduction supplies distributed;
- g. Amount of syringes disposed;
- h. Number of Narcan/Naloxone distributed;
- i. Number of HIV tests conducted;
- j. Number of STI tests conducted
- k. Number of people receiving medical services on the HR Unit, including medical services provided by type (i.e. wound care, primary care, etc.);
- l. Number of people receiving pharmacy services;
- m. Number of people who received MOUD services from the HR Unit;
- n. Number of basic needs items distributed;
- o. The number of referrals made directly from the dedicated hotline;
- p. Number of people referred to services by type (medical care, mental health care, substance use services, social services, housing services);
- q. Number of times transportation assistance was provided;
- r. Number of individuals referred to the unit by:
 - i. Hospitals; and
 - ii. OJC;
- s. Most requested services from clients; and
- t. Number of highest utilizers of service (those utilizing services four or more times over the month), including the three most requested services from this group.

17. The Contractor will disseminate an annual report by March 31st of each year that includes: a summary of the services rendered over the previous year, aggregate data on the number of people engaged by the unit, number of services provided, and notable accomplishments over the previous year;

18. Perform all other services and obligations as set forth in any the following documents that are incorporated fully into this Agreement: Contractor’s proposal dated February 12, 2025, attached hereto as *Exhibit A*;

19. Submit complete and accurate invoices, maintain records, submit to audits and inspections, maintain insurance, and perform all other obligations of the Contractor as set forth in this Agreement;

20. Promptly correct any errors or omissions and any work deemed unsatisfactory or unacceptable by the City, all at no additional compensation;

21. Monitor, supervise, and otherwise control and be solely responsible for all persons performing work on its behalf;

22. Perform all requirements set forth in La. R.S. 38:2192, including, without limitation, the payment of any associated costs, and submit a copy of any recorded documents to the City within 30 days after the approval of the associated plan change or amendment; and

23. Cooperate with the City and any person performing work for the City.

B. Standards. The Contractor, and any person performing work on its behalf, will perform all work under this Agreement in accordance with care & skill ordinarily used by members of the Contractor’s profession practicing under similar circumstances at the same time and in the same locality.

C. Compliance with Laws. The Contractor, and any person performing work on its behalf, will comply with all applicable federal, state, and local laws, regulations, and ordinances, including, without limitation.

D. Invoices.

1. The Contractor must submit invoices monthly (unless agreed otherwise between the Parties to this Agreement) to the City electronically, via its supplier portal, for goods or services provided under this Agreement no later than 15 business days following the end of the period covered by the invoice. Untimely invoices may result in delayed payment for which the City is not liable. At a minimum, each invoice must include the following information:

- a. Name of Contractor;
- b. Date of Invoice;
- c. Invoice Number;
- d. Contract or BRASS Number issued by the City (*i.e.*, K#);
- e. Name of the City Department to be invoiced (*i.e.*, Health);
- f. Description of the Services completed; and
- g. FEMA or HUD Project Number (*i.e.*, PW#), if applicable.

2. Invoices will be processed in accordance with Article III Section B of the Agreement.

3. All invoices must be signed by an authorized representative of the Contractor under penalty of perjury attesting to the validity and accuracy of the invoice.

4. The City may require changes to the form of the invoice and may require additional supporting documentation to be submitted with invoices.

E. Records and Reporting.

1. The Contractor will maintain all books, documents, papers, accounting records, invoices, materials records, payrolls, work papers, personnel records, and other evidence pertaining to the performance of services under this Agreement, including, without limitation, of costs incurred through the later of three (3) years from: (a) the completion of this Agreement (including any renewal or extension periods); or (b) from the resolution of any disputes relating to the Agreement. If this Agreement is terminated for any reason, the Contractor will deliver to the City all plans and records of work compiled through the date of termination.

2. The Contractor will identify any reporting requirements, including the frequency, methods, and contents.

3. The Contractor is solely responsible for the relevance and accuracy of all items and details included in any reports relating to the work performed under this Agreement, regardless of any review by the City.

F. Audit and Inspection.

1. The Contractor will submit to any City audit, inspection, and review and, at the City's request, will make available all documents relating or pertaining to this Agreement maintained by or under the control of the Contractor, its employees, agents, assigns, successors, and subcontractors, during normal business hours at the Contractor's office or place of business in Louisiana. If no such location is available in Louisiana, the Contractor will make the documents available at a time and location that is convenient for the City.

2. The Contractor will abide by all provisions of City Code Section 2-1120, including, but not limited to, City Code Section 2-1120(12), which requires the Contractor to provide the Office of Inspector General with documents and information as requested. Failure to comply with such requests shall constitute a material breach of the contract. The Contractor agrees that it is subject to the jurisdiction of the Orleans Parish Civil District Court for purposes of challenging a subpoena.

G. Insurance.

1. Except as otherwise noted, at all times during this Agreement or the performance of work required by this Agreement, the Contractor will maintain the following insurance in full force and effect for the duration of the work under this Agreement. Evidence of coverage shall be provided prior to the start of any activities/work, in conjunction with the Contractor's scope of work under the Agreement. If the Contractor maintains broader coverage and/or higher limits than the minimums shown above, the City requires and shall be entitled to the broader coverage and/or the higher limits maintained by the Contractor. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to the City.

2. Minimum Requirements.

a. Workers' Compensation & Employers Liability: Insurance in compliance with the Louisiana Workers' Compensation Act(s). Statutory and Employers Liability Insurance with limits of not less than \$1,000,000.

b. *Commercial General Liability*: Insurance including contractual liability insurance, products and completed operations, personal & advertising injury, bodily injury, property damage, products/completed operations, and any other type of liability for which this Agreement applies with limits of liability of not less than \$1,000,000 each occurrence / \$2,000,000 policy aggregate.

c. *Automobile Liability*: Insurance with a combined single limit of liability of not less than \$1,000,000 per accident for bodily injury and property damage. Insurance shall include all owned, non-owned and hired vehicles.

d. *Professional (Errors & Omission) Liability*: As professional services are required under the Agreement, insurance appropriate to the Contractor's profession with limits of liability of not less than \$1,000,000 per occurrence or claim / \$2,000,000 policy aggregate. Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by Contractor in this agreement.

e. Policy shall be kept in force and uninterrupted for a period of three (3) years beyond policy expiration. If coverage is discontinued for any reason during this three (3) year term, Contractor must procure and evidence full extended reporting period (ERP) coverage.

f. *Umbrella Liability*: Umbrella/Excess policies must "Follow form" of the underlying policies and scheduling.

g. *Crime Insurance (Fidelity Bond)*: To include but not limited to employee dishonesty, computer crime, misappropriation of funds, forgery, or alteration with limits of not less than the maximum amount funded by the City under the CEA.

3. General Provision and Requirements.

a. Contractor shall be able to meet the above referenced specific policy limits of liability through a combination of primary and umbrella /excess coverage.

b. The obligations for the Contractor to procure and maintain insurance shall not be constructed to waive or restrict other obligations. It is understood that neither failure to comply nor full compliance with the foregoing insurance requirements shall limit or relieve the Contractor from any liability incurred as a result of their activities/operations in conjunction with the Contractor's obligations and/or scope of work. Contractor shall be responsible for any losses, expenses, damages, claims and/or suits and cost of any kind which exceed the Contractor's limits of liability that arise from the performance of work under the Agreement.

4. Certificates of Insurance Additional Insured Status.

a. The Contractor and all subcontractors (where applicable) will provide, and maintain current, a Certificate of Insurance naming the City of New Orleans, its departments, political subdivisions, officers, officials, employees, and volunteers as "Additional Insureds" on the CGL and AL policies with respect to liability arising out of the performance of this Agreement.

b. Additional Insured status 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 both CG 20 10 and CG 20 37 forms if later revisions used).

c. shall require and verify that all subcontractors maintain insurance and coverage limits meeting all the requirements stated herein or the subcontractors' liability shall be covered by the Contractor. The Certificate of Insurance, as evidence of all required coverage, should name the City of New Orleans - Risk Manager as Certificate Holder and be delivered via U.S. Mail to 1300 Perdido Street, 9E06 – City Hall, New Orleans LA 70112.

d. The Additional Insured box shall be marked “Y” for Commercial General Liability coverage. The Subrogation Waiver Box must be marked “Y” for Workers Compensation/Employers and Liability.

5. General Requirements.

a. **Primary Coverage:** For any claims, liability, demands and/or suits related to this Agreement or Contractor's performance and furnishing or the work, whether it is performed by the Contractor, and subcontractor, partner, supplier or by anyone directly or indirectly employed by any of them to perform or furnish any of the work. Contractor's insurance coverage shall be primary insurance as respects the City, its departments, political subdivisions, officers, officials, employees, and volunteers. Any insurance or self-insurance maintained by the City shall be non-contributing to the Contractor's coverage. At no time shall the Contractor allow any subcontractor to perform work without the required types and limits of required insurance coverage.

b. The carriers/companies issuing the policies of insurance shall not have any recourse against the City for payment of any premiums, deductibles, and retentions or for assessments under any form of policy. These shall be borne by and be the sole responsibility of the Contractor.

c. **Claims Made Policies:** If applicable, the retroactive date must be shown and must be before the date of the Agreement or the beginning of work. If the coverage is canceled or non-renewed, and not replaced with another claims-made policy, Contractor must purchase “extended reporting” coverage for minimum of 3 years after the termination of this Agreement.

d. **Waiver of Subrogation:** The Contractor and its insurers agree to waive any right of subrogation which any insurer may acquire against the City by virtue of the payment of any loss under insurance required by this Agreement.

e. **Notice of Cancellation:** Each insurance policy shall not be canceled, expire or altered except without prior notice to the City of no less than 30 days.

f. **Acceptability of Insurers:** Insurance is to be placed with insurers licensed and authorized to do business in the State of Louisiana with a current A.M. Best's rating of no less than A: VII, unless otherwise acceptable to the City.

g. If the City has any objection to the coverage afforded by or any other provisions of the insurance required to be purchased and maintained by the Contractor in accordance with the insurance requirements, the City shall notify the Contractor in writing within thirty (30) days after receipt of the Certificates. The Contractor shall provide a written response to the objection within ten (10) days from the date of the notice.

h. Upon failure of the Contractor or their subcontractor to purchase, furnish, deliver or maintain such insurance as provided herein, the Agreement, at the discretion of the City may be forthwith declared suspended, discontinued, or terminated. Failure of the Contractor to purchase and maintain insurance shall not relieve the Contractor from any liability under the Agreement, nor shall the insurance requirements be constructed to conflict with the obligations of the Contractor concerning indemnification.

i. Notice: The Contractor will provide the City's Risk Manager (at City of New Orleans Attn: Risk Manager, 1300 Perdido Street, Suite 9E06, New Orleans, LA 70112-Ref.: CEA) the following documents, within 10 calendar days of the City's request - Copies of all policies of insurance, including all policies, forms, and endorsements.

6. Miscellaneous. Without notice from the City, the Contractor will:

a. Replenish any policy aggregate limit that is impaired before commencement of any work or continuation of any work under this Agreement.

b. Substitute insurance coverage acceptable to the City within 30 calendar days if any insurance company providing any insurance with respect to this Agreement is declared bankrupt, becomes insolvent, loses the right to do business in Louisiana, or ceases to meet the requirements of this Agreement.

7. Special Risks or Circumstances. The City of New Orleans shall reserve the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer coverage, or other circumstances.

H. Indemnity.

1. In general. To the fullest extent permitted by law, the Contractor will indemnify, defend, and hold harmless the City, its agents, employees, officials, insurers, self-insurance funds, and assigns (collectively, the "**Indemnified Parties**") from and against any and all claims, demands, suits, and judgments of sums of money accruing against the Indemnified Parties: for loss of life, injury, or damage to persons or property arising from or relating to any act, omission, or the operations of the Contractor, its agents, subcontractors, or employees while engaged in or in connection with the discharge or performance of any work under this Agreement; and for any and all claims and/or liens for labor, services, or materials furnished to the Contractor in connection with the performance of work under this Agreement.

2. Limitation. The Contractor's indemnity does not extend to any loss arising from the negligence or willful misconduct of any of the Indemnified Parties, provided that neither the Contractor nor any of its agents, subcontractors, or employees contributed to such negligence or willful misconduct.

3. Independent Duty. The Contractor has an immediate and independent obligation to, at the City's option: (a) defend the City from or (b) reimburse the City for its costs incurred in the defense of any claim that actually or potentially falls within this indemnity, even if: (i) the allegations are or may be groundless, false, or fraudulent; or (ii) the Contractor is ultimately absolved from liability.

4. Expenses. Notwithstanding any provision to the contrary, the Contractor shall bear the expenses including, but not limited to, the City's reasonable attorneys' fees, lay and expert

witness fees, court costs, and any similar expenses, incurred by the City in enforcing this indemnity.

ARTICLE II - REPRESENTATIONS AND WARRANTIES

A. The Contractor represents and warrants to the City that:

1. The Contractor, through its duly authorized representative, has the full power and authority to enter into and execute this Agreement;

2. The Contractor has and will maintain the requisite expertise, qualifications, staff, materials, equipment, licenses, permits, consents, registrations, and certifications in place and available for the performance of all work required under this Agreement;

3. The Contractor is fully and adequately insured for any injury or loss to its employees and any other person resulting from the actions or omissions of the Contractor, its employees, or its subcontractors in the performance of this Agreement;

4. The Contractor is not under any obligation to any other person that is inconsistent or in conflict with this Agreement, or that could prevent, limit, or impair the Contractor's performance of this Agreement;

5. The Contractor has no knowledge of any facts that could prevent, limit, or impair the performance of this Agreement, except as otherwise disclosed to the City and incorporated into this Agreement;

6. The Contractor is not in breach of any federal, state, or local statute, regulation, or code applicable to the Contractor or its operations;

7. Any rate of compensation charged for the performance of services under this Agreement are no higher than those charged to the Contractor's most favored customer for the same or substantially similar services;

8. The Contractor has read and fully understands this Agreement, and is executing this Agreement willingly and voluntarily; and

9. All of the representations and warranties in this Article and elsewhere in this Agreement are true and correct as of the date of execution of this Agreement by the Contractor, and the execution of this Agreement by the Contractor's representative constitutes a sworn statement, under penalty of perjury, by the Contractor as to the truth of the foregoing representations and warranties.

B. Convicted Felon Statement. The Contractor complies with City Code Section 2-8(c) and no principal, member, or officer of the Contractor has, within the preceding 5 years, been convicted of, or pled guilty to, a felony under state or federal statutes for embezzlement, theft of public funds, bribery, or falsification or destruction of public records.

C. Non-Solicitation Statement. The Contractor has not employed or retained any company or person, other than a bona fide employee working solely for it, to solicit or secure this Agreement. The Contractor has not paid or agreed to pay any person, other than a bona fide employee working for it, any fee, commission, percentage, gift, or any other consideration contingent upon or resulting from this Agreement.

D. Employee Verification. The Contractor swears that: (i) it is registered and participates in a status verification system to verify that all employees in the State of Louisiana are legal citizens of the United States or are legal aliens; (ii) it shall continue, during the term of this Agreement, to utilize a status verification system to verify the legal status of all new employees in the State of Louisiana; and (iii) it shall require all subcontractors to submit to the Contractor a sworn affidavit verifying compliance with items (i) and (ii) above. Any violation of the provisions of this paragraph may subject this Agreement to termination and may further result in the Contractor being ineligible for any public contract for a period of 3 years from the date the violation is discovered. The Contractor further acknowledges and agrees that it shall be liable for any additional costs incurred by the City occasioned by the termination of this Agreement or the loss of any license or permit to do business in the State of Louisiana resulting from a violation of this provision. The Contractor will provide to the City a sworn affidavit attesting to the above provisions if requested by the City. The City may terminate this Agreement for cause if the Contractor fails to provide the requested affidavit or violates any provision of this paragraph.

E. The Contractor acknowledges that the City is relying on these representations, warranties, expertise, skill, and knowledge, and that the Contractor's obligations and liabilities will not be diminished by reason of any approval by the City.

ARTICLE III - THE CITY'S OBLIGATIONS

A. Administration. The City will:

1. Administer this Agreement through the New Orleans Health Department (NOHD);
2. Provide the Contractor all documents necessary for the Contractor's performance of any work required under this Agreement; and
3. Provide reasonable access to Department personnel to discuss the required services during normal working hours, as requested by the Contractor.

B. Payment. The City will make payments to the Contractor at the rate of compensation established in this Agreement based upon the Contractor's certified invoices, except:

1. The City's obligation to pay is contingent upon the Contractor's: (a) submission of complete and accurate invoices; and (b) satisfactory performance of the services and conditions required by this Agreement;
2. The City, in its discretion, may withhold payment of any disputed amounts, and no interest shall accrue on any amount withheld pending the resolution of the dispute;
3. The City may set-off any amounts due to the Contractor with any amounts deemed by the City to be owed to the City by the Contractor pursuant this Agreement; and
4. All compensation owed to the Contractor under this Agreement is contingent upon the appropriation and allocation of funds for work under this Agreement by the City.
5. The City is not obligated, under any circumstances, to pay for any work performed or costs incurred by the Contractor that: exceed the maximum aggregate amount payable established by this Agreement; are beyond the scope or duration of this Agreement; arise from or relate to any unauthorized change order within the scope of the Agreement; are for services performed on days on which services were suspended due to circumstances beyond the control of the City, and no work has taken place; arise from or relate to the correction of errors or

omissions of the Contractor or its subcontractors; or the City is not expressly obligated to pay under this Agreement.

6. Unless otherwise agreed by the City, payment terms are NET 30 days upon providing that goods and/or services described under this Agreement have been delivered, installed (if required), rendered, and/or accepted and upon receipt by the City of properly submitted invoice via the City's supplier portal.

7. If this Agreement is terminated for any reason, the City will pay the Contractor only for the work requested by the City and satisfactorily performed by the Contractor through the date of termination, except as otherwise provided in this Agreement.

ARTICLE IV - COMPENSATION

A. Rate of Compensation.

1. The City will pay the Contractor as set forth in the budget attached hereto as *Exhibit B*.

2. Any line-item budget modification of more than 10%, including the addition or subtraction of any line item, must be approved in writing by NOHD.

3. This Agreement does not guarantee any amount of work or compensation except as specifically authorized by the City in accordance with the terms and conditions of this Agreement.

4. The stated compensation is inclusive, and includes no additional amounts for, the Contractor's costs, including, without limitation, all expenses relating to overhead, administration, subcontractors, employees, bid preparation, bonds, scheduling, invoicing, insurance, records retention, reporting, inspections, audits, the correction of errors and omissions, or minor changes within the scope of this Agreement. The City will not consider or be obligated to pay or reimburse the Contractor any other charges or fees, and the Contractor will not be entitled to any additional compensation or reimbursement, except as otherwise specifically provided in the Agreement.

5. The Contractor will immediately provide written notification to the City of any reduction to the rate of compensation for its most favored customer, and the rate of compensation established by this Agreement will automatically adjust to the reduced rate effective as of the effective date of the reduction for the most favored customer.

B. Maximum Amount. The maximum aggregate amount payable by the City under this Agreement is \$2,500,000.00.

ARTICLE V - DURATION AND TERMINATION

A. Initial Term. The term of this Agreement shall be for three (3) years, beginning on the Effective Date, provided there is an encumbrance of funds by the requesting department made from the funds allotted by the Chief Administrative Officer, which are derived from appropriations made by the City Council. This Agreement shall automatically terminate with respect to any period of time for which funds are not so encumbered.

B. Extension. This Agreement may be extended at the option of the City, provided that funds are allocated by the City Council and the extension of the Agreement facilitates the continuity of services provided herein. This Agreement may be extended by the City for 4 additional one-year terms.

C. **Termination for Convenience.** The City may terminate this Agreement at any time by giving the Contractor at least 30 calendar days written notice of the termination.

D. **Termination for Non-Appropriation.** This Agreement will terminate immediately in the event of non-appropriation of funds sufficient to maintain this Agreement without the requirement of notice; and the City will not be liable for any amounts beyond the funds appropriated and encumbered for this Agreement.

E. **Termination for Cause.** The City may terminate this Agreement immediately for cause by sending written notice to the Contractor. “Cause” includes, without limitation, any failure to perform any obligation, abide by any condition of this Agreement, or the failure of any representation or warranty in this Agreement, including without limitation any failure to comply with the requirements of the City’s Disadvantaged Business Enterprise program and any failure to comply with any provision of City Code Section 2-1120 or requests of the Office of Inspector General. If a termination for cause is subsequently challenged in a court of law and the challenging Party prevails, the termination will be deemed to be a termination for convenience effective 30 days from the date the original written notice of termination for cause was sent to the challenging Party; no further notice will be required.

F. **Suspension.** Notwithstanding the article on Force Majeure, the City may suspend this Agreement at any time and for any reason by giving 2 business days’ written notice to the Contractor. The Contractor will resume work upon 5 business days’ written notice from the City.

ARTICLE VI - PERFORMANCE MEASURES

A. **Factors.** The City will measure the performance of the Contractor according to the following non-exhaustive factors: work performed in compliance with the terms of the Agreement; staff availability; staff training; staff professionalism; staff experience; customer service; communication and accessibility; prompt and effective correction of situations and conditions; timeliness and completeness of submission of requested documentation (such as records, receipts, invoices, insurance certificates, and computer-generated reports).

B. **Failure to Perform.** If the Contractor fails to perform according to the Agreement, the City will notify the Contractor. If there is a continued lack of performance after notification, the City may declare the Contractor in default and pursue any appropriate remedies available under the Agreement and/or any applicable law. In the event of a notification of default, the City will invoice the defaulting Contractor for any increase in costs and other damages sustained by the City. Further, the City will seek full recovery from the defaulting Contractor.

ARTICLE VII – LIVING WAGES

A. **Definitions.** Unless otherwise expressly provided in this Agreement, Capitalized terms used but not defined herein, shall have the definition attributed to them in Article VIII, Section 70-802 of the City Code.

B. **Compliance.** To the fullest extent permitted by law, the Contractor agrees to abide by City Code Sections 70-801, *et seq.*, which requires, in pertinent part, the following:

1. Payment of an hourly wage to Covered Employees equal to the amounts defined in the City Code (“**Living Wage**”);
2. Receipt of at least seven (7) days per year of compensated leave for Covered Employees, as required by Section 70-807 of the City Code; and

3. Post notice in a prominent place regarding the applicability of the Living Wage Ordinance in every workplace in which Covered Employees are working that is within the Covered Employer's custody and control, as required by Section 70-810 of the City Code.

C. **Living Wage.** In accordance with the Living Wage Ordinance, Living Wage shall be \$15.56 per hour plus any adjustment provided in subsection D below for any work performed during calendar year 2024 or thereafter.

D. **Adjusted Living Wage.** In accordance with Section 70-806(2) of the City Code, the Living Wage shall be annually adjusted for inflation, as defined by the Consumer Price Index calculated by the U.S. Bureau of Labor Statistics as applied to the South Region, except that in no instance shall the Living Wage be adjusted downward. The first adjustment shall become effective on January 1, 2024 using the Consumer Price Index figures provided for the preceding year, and thereafter on an annual basis.

E. **Subcontract Requirements.** As required by Section 70-804 of the City Code, the Contractor, beneficiary, or other Covered Employer, prior to entering into a subcontract, shall notify subcontractors in writing of the requirements and applicability of Article VIII – The Living Wage Ordinance (“**Article**”). City contractors and beneficiaries shall be deemed responsible for violations of this Article by their subcontractors.

F. **Reporting.** On or before January 31st and upon request by the City, the Contractor shall identify (a) the hourly wage earned by the lowest paid Covered Employee and (b) the number of days of compensated leave received by Covered Employees earning less than 130% of the then-prevailing wage during the current term of the Agreement, and provide the identified information to the following:

Office of Workforce Development
Living Wage - Compliance
1340 Poydras Street – Suite 1800
New Orleans, Louisiana 70112

G. **Compliance Monitoring.** Covered Employers under this Agreement are subject to compliance monitoring and enforcement of the Living Wage requirements by the Office of Workforce Development (the “**OWD**”) and/or the Chief Administrative Office (“**CAO**”). Covered Employers will cooperate fully with the OWD and/or the CAO and other City employees and agents authorized to assist in the administration and enforcement of the Living Wage requirements. Steps and actions include, but are not limited to, requirements that: (i) the Contractor will cooperate fully with the OWD and the CAO and other City employees and agents authorized to assist in the administration and enforcement of the Living Wage requirements; (ii) the Contractor agrees that the OWD and the CAO and their designees, in the performance of their duties, shall have the right to engage in random inspections of job sites and to have access to the employees of the Contractor, payroll records and employee paychecks; and (ii) that the City may audit such records of the Contractor as he or she reasonably deems necessary to determine compliance with the Living Wage standards.

H. **Remedies.** If the Contractor fails to comply with the Living Wage requirements during the term of the Agreement, said failure may result in termination of the Agreement or the pursuit of other remedies by the City, including, but not limited to, the penalties and enforcement mechanisms set forth in Section 70-811 of the City Code.

ARTICLE VIII - DISADVANTAGED BUSINESS ENTERPRISE (“DBE”) PROGRAM

A. In General. The Contractor agrees to abide by the City Code Sections 70-456, *et seq.*, to use its best efforts to carry out all applicable requirements of the City’s DBE Program for the administration of this Agreement, as set forth in the City Code and any applicable rules adopted thereunder. The City’s Office of Supplier Diversity (“**OSD**”) oversees the DBE Program and assigns a DBE Compliance Officer (“**DBECO**”) to ensure compliance.

B. Monitoring. To ensure compliance with DBE requirements during the term of this Agreement, the DBECO will monitor the Contractor’s use of DBE subcontractors/suppliers (“**DBE Entities**”) through the following actions:

1. Job site visits;
2. Electronic payment tracking via the Contract Compliance Monitoring System or other means as approved by the OSD;
3. Routine audits of contract payments to all subcontractors;
4. Reviewing of records and reports; and/or
5. Interviews of selected personnel.

The DBECO may schedule inspections and on-site visits with or without prior notice to the Contractor or DBE Entities.

C. Cooperation. The Contractor shall:

1. Designate an individual as the “DBE Liaison” who will monitor the Contractor’s DBE participation as well as document and maintain records of “Good Faith Efforts” with DBE Entities.
2. Execute written contracts with DBE Entities that meet the applicable DBE goals.
 - a. The Contractor shall provide the DBECO with copies of said contracts within 30 days from the date this Agreement is fully executed between the City and the Contractor.
 - b. The Contractor shall agree to promptly pay subcontractors, including DBE Entities, in accordance with law.
3. Establish and maintain the following records for review upon request by the OSD:
 - a. Copies of written contracts with DBE Entities and purchase orders;
 - b. Documentation of payments and other transactions with DBE Entities;
 - c. Appropriate explanations of any changes or replacements of DBE Entities, which may include a record of “Post-Award Good Faith Efforts” for each certified firm that the Contractor does not use in accordance with the approved DBE participation submission;
 - d. Any other records required by the OSD.

The Contractor is required to maintain such records for 3 years after completion or closeout of this Agreement. Such records are necessary to determine compliance with their DBE obligations.

4. Post monthly payments and submit regular reports to the DBECO as required via the online “Contract Compliance Monitoring System” or other means approved by the OSD.

a. The Contractor shall submit the initial report outlining DBE participation within 30 days from the date of notice to proceed (or equivalent document) issued by the City to the Contractor. Thereafter, “DBE Utilization” reports shall be due on or before the fifteenth day of each month until all DBE subcontracting work is completed.

b. Reports are required even when no activity has occurred in a monthly period.

c. If the established percentage is not being met, the monthly report shall include a narrative description of the progress being made in DBE participation.

d. The Contractor may also be required to attach or upload copies of canceled checks or bank statements that identify payer, payee, and amount of transfer to verify payment information as indicated on the form.

5. Conform to the established percentage as approved by the OSD.

a. The total dollar amount of the Agreement shall include approved change orders and amendments. For a requirements contract, the total dollar amount shall be based in actual quantities ordered.

b. No changes to the established percentage and DBE Entities submitted on DBE Compliance Form-1 shall be allowed without approval by the OSD.

c. The City will not adjust the contract for any increase in cost due to replacement of DBE Entities.

D. Post-Award Modification. The OSD may grant a post-award modification request if:

1. for a reason beyond the Contractor’s control, the Contractor is unable to use the certified DBE entity submitted on DBE Compliance Form-1 to perform the specified work. The Contractor must notify the OSD of the intent for removal and substitution of a certified DBE immediately upon determination of that the DBE submitted on Compliance Form -1 is unable to perform the specified work. In such case, the Contractor shall use and document “Good Faith Efforts” to find a similarly qualified and certified DBE entity to perform such specified work. The same criteria used for establishing “Good Faith Efforts” in maximizing the participation of DBE Entities prior to awarding the Agreement will also apply to the substitution of DBE subcontractors during the performance of the Agreement; or

2. the Contractor reasonably believes that, due to a change of scope, execution of the work in accordance with the directions from the City is unlikely to meet the established percentage or terms. In such case, the Contractor shall use and document “Good Faith Efforts” to achieve a reasonable amount of DBE participation on the remaining work on the Agreement.

ARTICLE IX - NON-DISCRIMINATION

A. Equal Employment Opportunity. In all hiring or employment made possible by, or resulting from this Agreement, the Contractor (1) will not discriminate against any employee or applicant for employment because of race, color, religion, sex, gender, age, physical or mental disability, national origin, sexual orientation, creed, culture, or ancestry, and (2) where applicable, will take affirmative action to ensure that the Contractor’s employees are treated during employment without regard to their race, color, religion, sex, gender, age, physical or mental

disability, national origin, sexual orientation, creed, culture, or ancestry. This requirement shall apply to, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship. All solicitations or advertisements for employees shall state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, gender, age, physical or mental disability, national origin, sexual orientation, creed, culture, or ancestry.

B. Non-Discrimination. In the performance of this Agreement, the Contractor will not discriminate on the basis, whether in fact or perception, of a person's race, color, creed, religion, national origin, ancestry, age, sex, gender, sexual orientation, gender identity, domestic partner status, marital status, physical or mental disability, or AIDS- or HIV-status against (1) any employee of the City working with the Contractor in any of Contractor's operations within Orleans Parish or (2) any person seeking accommodations, advantages, facilities, privileges, services, or membership in all business, social, or other establishments or organizations operated by the Contractor. The Contractor agrees to comply with and abide by all applicable federal, state, and local laws relating to non-discrimination, including, without limitation, Title VI of the Civil Rights Act of 1964, Section V of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990.

C. Incorporation into Subcontracts. The Contractor will incorporate the terms and conditions of this Article into all subcontracts, by reference or otherwise, and will require all subcontractors to comply with these provisions.

D. Termination for Breach. The City may terminate this Agreement for cause if the Contractor fails to comply with any obligation in this Article, which failure is a material breach of this Agreement.

ARTICLE X - INDEPENDENT CONTRACTOR

A. Independent Contractor Status. The Contractor is an independent contractor and shall not be deemed an employee, servant, agent, partner, or joint venture of the City and will not hold itself or any of its employees, subcontractors, or agents to be an employee, partner, or agent of the City.

B. Exclusion of Worker's Compensation Coverage. The City will not be liable to the Contractor, as an independent contractor as defined in La. R.S. 23:1021(6), for any benefits or coverage as provided by the Worker's Compensation Law of the State of Louisiana. Under the provisions of La. R.S. 23:1034, any person employed by the Contractor will not be considered an employee of the City for the purpose of Worker's Compensation coverage.

C. Exclusion of Unemployment Compensation Coverage. The Contractor, as an independent contractor, is being hired by the City under this Agreement for hire and defined in La. R.S. 23:1472(12)(E), and neither the Contractor nor anyone employed by it will be considered an employee of the City for the purpose of unemployment compensation coverage, which coverage is being hereby expressly waived and excluded by the parties, because: (a) the Contractor has been and will be free from any control or direction by the City over the performance of the services covered by this contract; (b) the services to be performed by the Contractor are outside the normal course and scope of the City's usual business; and (c) the Contractor has been independently engaged in performing the services required under this Agreement prior to the date of this Agreement.

D. Waiver of Benefits. The Contractor, as an independent contractor, will not receive from the City any sick or annual leave benefits, medical insurance, life insurance, paid vacations, paid holidays, sick leave, pension, or Social Security for any services rendered to the City under this Agreement.

ARTICLE XI – FORCE MAJEURE

A. Event. An event of Force Majeure will include any event or occurrence not reasonably foreseeable by the City at the execution of this Agreement, which will include, but not be limited to, abnormally severe and unusual weather conditions or other acts of God (including tropical weather events, tornados, hurricanes, and flooding); declarations of emergency; shortages of labor or materials (not caused by City); riots; terrorism; acts of public enemy; war; sabotage; cyber-attacks, threats, or incidents; epidemics or pandemics; court or governmental order; or any other cause whatsoever beyond the reasonable control of City, provided such event was not caused by the negligence or misconduct of City, by the failure of City to comply with applicable laws, or by the breach of this Agreement.

B. Notice. To seek the benefit of this Article, the City must provide notice in writing to the Contractor stating: (1) an event triggering this Article has occurred; (2) the anticipated effect of the Force Majeure event on performance; and (3) the expected duration of the delay, if the Agreement is being suspended

C. Effect.

1. Upon the occurrence of a Force Majeure event, for which the City has provided required notice, the City may, at its sole discretion:

a. Suspend this Agreement for a duration to be set by the City, not to exceed 90 days. During such time of suspension, the Parties will not be liable or responsible for performance of their respective obligations under this Agreement, and there will be excluded from the computation of such period of time any delays directly due to the occurrence of the Force Majeure event. During any such period of suspension, the Contractor must take all commercially reasonable actions to mitigate against the effects of the Force Majeure event and to ensure the prompt resumption of performance when so instructed by the City; or

b. Terminate this Agreement, either immediately or after one or more periods of suspension, effective on notice to Contractor and without any further compensation due.

2. Notwithstanding Section C(1) above, the obligations relating to making payments when due (for services or materials already provided) and those obligations specified to survive in the Agreement will be unaffected by any suspension or termination.

ARTICLE XII - NOTICE

A. In General. Except for any routine communication, any notice, demand, communication, or request required or permitted under this Agreement will be given in writing and delivered in person or by certified mail, return receipt requested, as follows:

1. To the City:

Director of Health
City of New Orleans

1300 Perdido Street
New Orleans, LA 70112

&

City Attorney
City of New Orleans
1300 Perdido Street, Suite 5E03
New Orleans, LA 70112

2. To the Contractor:

Alice Reiner
NO/AIDS Task Force DBA CrescentCare
1631 Elysian Fields Ave,
New Orleans, LA 70117

B. Effectiveness. Notices are effective when received, except any notice that is not received due to the intended recipient's refusal or avoidance of delivery is deemed received as of the date of the first attempted delivery.

C. Notification of Change. Each Party is responsible for notifying the other in writing, that references this Agreement, of any changes in its address(es) set forth above.

ARTICLE XIII - ADDITIONAL PROVISIONS

A. Amendment. The City's officers and employees are not authorized to request or instruct the Contractor to perform any work beyond the scope or duration of this Agreement in the absence of an executed amendment to this Agreement. No amendment of or modification to this Agreement shall be valid unless and until executed in writing by the duly authorized representatives of both Parties to this Agreement.

B. Assignment. This Agreement and any part of the Contractor's interest in it are not assignable or transferable without the City's prior written consent.

C. Choice of Law. This Agreement will be construed and enforced in accordance with the laws of the State of Louisiana without regard to its conflict of laws provisions.

D. Compliance with City's Hiring Requirements – Ban the Box.

1. The Contractor agrees to adhere to the City's hiring requirements contained in City Code Sections 2-8(d) and 2-13(a)-(f). Prior to executing this Agreement, the Contractor must provide a sworn statement attesting to its compliance with the City's hiring requirements or stating why deviation from the hiring requirements is necessary.

2. Failure to maintain compliance with the City's hiring requirements through the term of the Agreement, or to provide sufficient written reasons for deviation, is a material breach of this Agreement. Upon learning of any such breach, the City will provide the Contractor notice of noncompliance and allow the Contractor thirty (30) days to come into compliance. If, after providing notice and thirty (30) days to cure, the Contractor remains noncompliant, the City may move to suspend payments to the Contractor, void the Agreement, or take any such legal action permitted by law or this Agreement.

3. This section will not apply to any agreements excluded from the City's hiring requirements by City Code Sections 2-8(d) or (g). Should a court of competent jurisdiction find any part of this section to be unenforceable, the section should be reformed, if possible, so that it is enforceable to the maximum extent permitted by law, or if reformation is not possible, the section should be fully severable and remaining provisions of the Agreement will remain in full force and effect.

4. The Contractor will incorporate the terms and conditions of this Article into all subcontracts, by reference or otherwise, and will require all subcontractors to comply with those provisions.

E. Conflicting Employment. To ensure that the Contractor's efforts do not conflict with the City's interests, and in recognition of the Contractor's obligations to the City, the Contractor will decline any offer of other employment if its performance of this Agreement is likely to be adversely affected by the acceptance of the other employment. The Contractor will promptly notify the City in writing of its intention to accept the other employment and will disclose all possible effects of the other employment on the Contractor's performance of this Agreement. The City will make the final determination whether the Contractor may accept the other employment.

F. Construction of Agreement. Neither Party will be deemed to have drafted this Agreement. This Agreement has been reviewed by all Parties and shall be construed and interpreted according to the ordinary meaning of the words used so as to fairly accomplish the purposes and intentions of all Parties. No term of this Agreement shall be construed or resolved in favor of or against the City or the Contractor on the basis of which Party drafted the uncertain or ambiguous language. The headings and captions of this Agreement are provided for convenience only and are not intended to have effect in the construction or interpretation of this Agreement. Where appropriate, the singular includes the plural and neutral words and words of any gender shall include the neutral and other gender.

G. Cost Recovery. In accordance with Section 2-8.1 of the Municipal Code entitled "Cost recovery in contracts, cooperative endeavor agreements, and grants," to the maximum extent permitted by law, the Contractor shall reimburse the City or disgorge anything of value or economic benefit received from the City if the Contractor fails to meet its contractual obligations.

H. Entire Agreement. This Agreement, including all incorporated documents, constitutes the final and complete agreement and understanding between the Parties. All prior and contemporaneous agreements and understandings, whether oral or written, are superseded by this Agreement and are without effect to vary or alter any terms or conditions of this Agreement.

I. Exhibits. The following exhibits will be and are incorporated into this Agreement: *Exhibit A* – Contractor's Proposal and *Exhibit B* - Budget.

J. Order of Documents. In the event of any conflict between the provisions of this Agreement and any incorporated documents, the terms and conditions of the documents will apply in this order: the Agreement; Exhibit A – Proposal; and Exhibit B – Budget.

K. Jurisdiction. The Contractor consents and yields to the jurisdiction of the State Civil Courts of the Parish of Orleans and formally waives any pleas or exceptions of jurisdiction on account of the residence of the Contractor.

L. Limitations of the City's Obligations. The City has no obligations not explicitly set forth

in this Agreement, any incorporated documents, or expressly imposed by law.

M. No Third-Party Beneficiaries. This Agreement is entered into for the exclusive benefit of the Parties and the Parties expressly disclaim any intent to benefit anyone not a party to this Agreement.

N. Non-Exclusivity. This Agreement is non-exclusive and the Contractor may provide services to other clients, subject to the City's approval of any potential conflicts with the performance of this Agreement, and the City may engage the services of others for the provision of some or all of the work to be performed under this Agreement.

O. Non-Waiver. The failure of either Party to insist upon strict compliance with any provision of this Agreement, to enforce any right, or to seek any remedy upon discovery of any default or breach of the other Party at such time as the initial discovery of the existence of such noncompliance, right, default, or breach shall not affect or constitute a waiver of either Party's right to insist upon such compliance, exercise such right, or seek such remedy with respect to that default or breach, or any prior, contemporaneous, or subsequent default or breach.

P. Ownership Interest Disclosure. The Contractor will provide a sworn affidavit listing all natural or artificial persons with an ownership interest in the Contractor and stating that no other person holds an ownership interest in the Contractor via a counter letter. For the purposes of this provision, an "ownership interest" shall not be deemed to include ownership of stock in a publicly traded corporation or ownership of an interest in a mutual fund or trust that holds an interest in a publicly traded corporation. If the Contractor fails to submit the required affidavits, the City may, after 30 days' written notice to the Contractor, take such action as may be necessary to cause the suspension of any further payments until the required affidavits are submitted.

Q. Ownership of Records. Upon final payment, all data collected and all products of work prepared, created, or modified by Contractor in the performance of this Agreement, including without limitation any and all notes, tables, graphs, reports, files, computer programs, source code, documents, records, disks, original drawings, or other such material, regardless of form and whether finished or unfinished, but excluding the Contractor's personnel and administrative records and any tools, systems, and information used by the Contractor to perform the services under this Agreement, including computer software (object code and source code), know-how, methodologies, equipment, and processes and any related intellectual property (collectively, "Work Product") will be the exclusive property of City and the City will have all right, title, and interest in any Work Product, including, without limitation, the right to secure and maintain any copyright, trademark, or patent of Work Product in the City's name. No Work Product may be reproduced in any form without the City's express written consent. The City may use and distribute any Work Product for any purpose the City deems appropriate without the Contractor's consent and for no additional consideration to the Contractor.

R. Prohibition of Financial Interest in Agreement. No elected official or employee of the City shall have a financial interest, direct or indirect, in this Agreement. For purposes of this provision, a financial interest held by the spouse, child, or parent of any elected official or employee of the City shall be deemed to be a financial interest of such elected official or employee of the City. Any willful violation of this provision, with the expressed or implied knowledge of Contractor, shall render this Agreement voidable by the City and shall entitle the City to recover, in addition to any other rights and remedies available to the City, all monies paid by the City to Contractor pursuant to this Agreement without regard to Contractor's otherwise satisfactory

performance of the Agreement.

S. Prohibition on Political Activity. None of the funds, materials, property, or services provided directly or indirectly under the terms of this Agreement shall be used in the performance of this Agreement for any partisan political activity, or to further the election or defeat of any candidate for public office.

T. Remedies Cumulative. No remedy set forth in the Agreement or otherwise conferred upon or reserved to any Party shall be considered exclusive of any other remedy available to a Party. Rather, each remedy shall be deemed distinct, separate and cumulative and each may be exercised from time to time as often as the occasion may arise or as may be deemed expedient.

U. Severability. Should a court of competent jurisdiction find any provision of this Agreement to be unenforceable as written, the unenforceable provision should be reformed, if possible, so that it is enforceable to the maximum extent permitted by law or, if reformation is not possible, the unenforceable provision shall be fully severable and the remaining provisions of the Agreement remain in full force and effect and shall be construed and enforced as if the unenforceable provision was never a part the Agreement.

V. Subcontractor Reporting. The Contractor will provide a list of all natural or artificial persons who are retained by the Contractor at the time of the Agreement's execution and who are expected to perform work as subcontractors in connection with the Contractor's work for the City. For any subcontractor proposed to be retained by the Contractor to perform work on the Agreement with the City, the Contractor must provide notice to the City within 30 days of retaining that subcontractor. If the Contractor fails to submit the required lists and notices, the City may, after thirty 30 days' written notice to the Contractor, take any action it deems necessary, including, without limitation, causing the suspension of any payments, until the required lists and notices are submitted.

W. Survival of Certain Provisions. All representations, warranties, and obligations concerning records retention, inspections, audits, ownership, indemnification, payments, remedies, jurisdiction, choice of law, and shall survive the expiration, suspension, or termination of this Agreement and continue in full force and effect.

X. Terms Binding. The terms and conditions of this Agreement are binding on any heirs, successors, transferees, and assigns.

ARTICLE XIV – COUNTERPARTS

This Agreement may be executed in one or more counterparts, each of which shall be deemed to be an original copy of this Agreement, but all of which, when taken together, shall constitute one and the same agreement.

ARTICLE XV - ELECTRONIC SIGNATURE AND DELIVERY

The Parties agree that a manually signed copy of this Agreement and any other document(s) attached to this Agreement delivered by email shall be deemed to have the same legal effect as delivery of an original signed copy of this Agreement. No legally binding obligation shall be created with respect to a Party until such Party has delivered or caused to be delivered a manually signed copy of this Agreement.

[SIGNATURES CONTAINED ON NEXT PAGE]

IN WITNESS WHEREOF, the City and the Contractor, through their duly authorized representatives, execute this Agreement.

CITY OF NEW ORLEANS

BY: _____
LATOYA CANTRELL, MAYOR

Executed on this _____ of _____, 2025

FORM AND LEGALITY APPROVED:
Law Department

By: _____

Printed Name: _____

CITY OF NEW ORLEANS, CITY COUNCIL

BY: _____
CITY COUNCIL PRESIDENT

NO/AIDS TASK FORCE DBA CRESCENTCARE

BY: _____
ALICE RIENER, CHIEF EXECUTIVE OFFICER

FEDERAL TAX I.D.

[EXHIBIT A and B ATTACHED SEPARATELY]

PROFESSIONAL SERVICES AGREEMENT

BY AND BETWEEN

THE CITY OF NEW ORLEANS

AND

NO/AIDS TASK FORCE, DBA CRESCENTCARE

Harm Reduction and Care Navigation Mobile Unit

ACKNOWLEDGEMENT: RECEIPT OF CONTRACT EXHIBITS

The Contractor, NO/AIDS Task Force, DBA CrescentCare, represented by Alice Reiner, Chief Executive Officer, acknowledges electronic receipt of the following exhibits, which are incorporated into this Agreement:

- A. Contractor's Proposal dated February 12, 2025, and
- B. Project Budget.

NO/AIDS TASK FORCE DBA CrescentCare

BY: _____
ALICE RIENER, CHIEF EXECUTIVE OFFICER

NO/AIDS TASK FORCE, DBA CRESCENTCARE

EXHIBIT A

[COVER PAGE]

EXHIBIT A



February 12, 2025

Dear City of New Orleans Health Department:

Please accept this application and letter of commitment from CrescentCare for the Harm Reduction and Care Navigation Mobile Unit. This comprehensive proposal brings together the strengths and resources of the following partnering organizations: CrescentCare (lead applicant), VOASELA, VIA LINK, and Trystereo. We further commit to working with the informal partners Freestanding Communities and the Harry Tompson Center.

CrescentCare has served the New Orleans community for 42 years and has extensive experience in harm reduction programs. Today CrescentCare offers a wide range of health care services including primary medical care, mental health, substance use, dental services, a large syringe exchange program, and HIV and STD education and testing services. CrescentCare serves approximately 13,000 patients per year. CrescentCare also offers an array of support services including medical and non-medical case management, linkage to care, housing services, food programs, peer support services, emergency financial assistance, transportation, early intervention services, legal services and medication assistance. CrescentCare also provides services via telehealth for both primary care and mental health care. CrescentCare has a strong history of working with the City on many programs.

This robust and diverse team brings significant expertise and comprehensive resources to this project and the partners have substantial experience in harm reduction services. These six partners already work together and this synergy will help ensure this project is a success by leveraging all of their resources. The partnering organizations serve many thousands of individuals each year and have broad reach with their programs. In addition, all partners already have developed trust within the impacted community that can be deepened and expanded with this project.

CrescentCare looks forward to this opportunity to work with these partners to address overdose deaths in New Orleans and provide harm reduction services through a Care and Navigation Mobile Unit. Thank you for your consideration of our team's proposal.

Sincerely,

Alice Riener
Chief Executive Officer

1. PROJECT NARRATIVE: Please respond to the prompts below regarding your agency's experience providing person-centered services to individuals who use drugs.

A. Organizational Experience of each Agency and Their Conceptual Approach to Service Delivery

The applicant team is as follows: CrescentCare, Volunteers of America Southeast Louisiana (VOASELA) Services, VIA LINK, and Trystereo. In addition to the formal partners, the project is also partnering with Freestanding Communities and the Harry Tompson Center. This robust and diverse team brings significant expertise and comprehensive resources to this project and the partners have substantial experience in harm reduction services. These six partners already work together and this synergy will help ensure this project is a success by leveraging all of their resources. The partnering organizations serve many thousands of individuals each year and have broad reach with their programs. In addition, all partners already have developed trust within the impacted community that can be deepened and expanded with this project. CrescentCare is the lead agency and information on each agency is summarized in the following sections:

CrescentCare

CrescentCare (previously NO/AIDS Task Force) was founded in 1983 in response to the AIDS epidemic in New Orleans. Over the past 42 years the agency has demonstrated its capacity as it has added many services to meet the needs of the New Orleans community. The mission of CrescentCare is “Strengthening our entire community through whole-person healthcare and education.” Our vision is “A community without barriers to care, where all people have the power to be healthy and whole”.

CrescentCare became a Federally Qualified Health Center (FQHC) in 2013 and today offers a wide range of health care services including primary medical care, mental health, substance use, dental services, a large syringe exchange program, and HIV and STD education and testing services. CrescentCare serves approximately 13,000 patients per year. CrescentCare also offers an array of support services including medical and non-medical case management, linkage to care, housing services, food programs, peer support services, emergency financial assistance, transportation, early intervention services, legal services and medication assistance.

CrescentCare also provides services via telehealth for both primary care and mental health care.

CrescentCare has substantial experience in working with individuals who use drugs. In response to the growing opioid epidemic, CrescentCare implemented its New Orleans Syringe Access Program (NOSAP) in 2013. NOSAP provides sterile injection syringes, harm reduction information, including safe injection practices, condoms, rapid HIV, HCV, and syphilis testing, referrals to drug rehabilitation/detoxification, referrals and linkage to MAT and other medical care, and referrals to other services to decrease the risk of HIV, HCV, and mitigate other health risks from injection drug use. NOSAP also provides Naloxone training/distribution and about 50 kits are distributed weekly. NOSAP also provides HIV and HCV testing every Friday during operating hours. CrescentCare distributes over 1 million syringes a year.

CrescentCare's MAT services include using buprenorphine for the maintenance treatment of opioid use disorder in combination with comprehensive OUD psychosocial services, including counseling, behavioral therapies, experiential groups, RSS, and other clinically-appropriate services. CrescentCare has two psychiatrists on staff, two on contract and employs two psychiatric nurse practitioners. In addition to the psychiatrists, ten of CrescentCare's primary care providers prescribe buprenorphine. CrescentCare has a comprehensive team of additional mental health providers including counselors, therapists, and psychologists to provide the array of mental health services. CrescentCare conducts clinical assessments to determine patients meeting the diagnostic criteria for OUD relative to MAT, including determination of opioid dependence, a history of opioid dependence, or high risk of relapse. All primary care patients are screened for OUD and all with the diagnostic criteria for MAT are offered MAT services. All individuals accessing syringe services at CrescentCare's Syringe Access Program are referred to primary care and if they elect to receive primary care services they are screened for OUD and MAT.

CrescentCare also offers an intensive outpatient addiction recovery program designed to provide a high level of support and structure while allowing individuals to continue living their daily lives. The program includes a combination of individual therapy, group counseling, and holistic therapies. We also provide access to resources such as support groups and aftercare planning to ensure that patients have the tools they need to maintain their recovery after the program is complete. CrescentCare also offers drop in hours for initiating MAT that do not require an appointment and are open to anyone whether or not they are an established patient.

CrescentCare is in the process of becoming a Certified Community Behavioral Health Center with a large array of mental health services. CrescentCare has strong experience in providing integrated care and has outstanding staff capabilities. Many of CrescentCare's mental health staff have received specialized suicide prevention and intervention training and several are certified as train-the-trainers. In addition to its in-house behavioral health services CrescentCare contracts with the Metropolitan Human Services District for crisis services.

CrescentCare is recognized by the National Commission on Quality Assurance (NCQAA) for its Patient Centered Medical Home care. All clinics are CARF accredited and CrescentCare is licensed by the state for its behavioral health services and case management services. CrescentCare has a long history of serving some of the most vulnerable individuals in New Orleans who have multiple chronic diseases as well as mental conditions.

CrescentCare has two mobile units that are primarily used for prevention activities such as education and outreach, STD and HIV testing, health fair events at different locations in the New Orleans community, and were used extensively for pop-up events during the COVID-19 pandemic. CrescentCare's large mobile health care van called the "CareVan" was personally donated to CrescentCare by Elizabeth Taylor in 2006 in the wake of Hurricane Katrina. The CareVan is an officially approved HIV testing site by the Louisiana Office of Public Health, so it can bring services anywhere needed in the greater New Orleans area. CrescentCare has extensive experience in providing mobile services to clients during nontraditional hours and at many locations in the community through the CareVan.

The large unit is now almost 20 years old and is expensive to maintain and operate as it reaches the end of its useful life. CrescentCare's smaller cargo van is a 2017 RAM Promaster (195-251" L x 80" W x 92-104") van which has the current capability to provide prevention and testing activities and which will be utilized for this project. The van will be retrofitted for this project to provide for cold storage of some medications and supplies and other modifications. The smaller vehicle has proven more flexible and nimble for providing services in the community.

Volunteers of America Southeast Louisiana (VOASELA)

Since 1896 Volunteers of America Southeast Louisiana (VOASELA) has supported people's health and human services needs in New Orleans. VOASELA offers a comprehensive array of services to support individuals and families across 16 parishes in southeast Louisiana. Their programs are designed to address specific community needs and promote healthy communities for all people. Key services include:

- Behavioral Health Services: VOASELA provides innovative support for individuals with chronic or severe mental illnesses and co-occurring disorders, ensuring they can live independent, meaningful lives.
- Children and Family Services: High-quality, innovative programs offer a continuum of care for disadvantaged and disconnected children and youth, including prevention, early intervention, crisis intervention, and long-term services.
- Housing: As a leader in supplying affordable housing, VOASELA addresses the scarcity of such options throughout south Louisiana, providing safe and affordable living spaces for those in need.
- Intellectual and Developmental Disabilities Support: The organization assists individuals with intellectual and developmental disabilities in achieving their highest level of independence through tailored support services.
- Substance Recovery Services: VOASELA offers programs to help individuals overcome addiction and substance use disorders, supporting them on their journey to recovery.
- Senior Services: Recognizing the importance of independence for seniors, VOASELA provides home modifications for safety, affordable apartment communities with service coordination, and opportunities for seniors to stay engaged in the community.
- Veteran Services: Dedicated programs assist veterans in transitioning back to civilian life by helping them find housing and employment opportunities.

Through these diverse programs, VOASELA empowers individuals to overcome challenges, build skills, and achieve self-reliance, thereby strengthening the communities they serve.

VIA LINK

VIA LINK's history can be traced back to the formation of the Information and Referral service as a response to community needs and the first publication of the directory of social services in 1928. In 1936, a group of community activists joined together to provide community service by serving as volunteers in social service organizations. After the end of World War II in 1945, the Community Volunteer Service was established as an organization to support and demonstrate the impact that individuals and groups could have in improving the community.

These two organizations, the Information and Referral Service and the Community Volunteer Service, were consolidated in 1972 under the umbrella of a single agency and renamed the Volunteer and Information Agency (VIA). The agency's vision was that VIA LINK would be the information hub for social services in the New Orleans area of southeast Louisiana.

In 2002, the National Suicide Prevention LIFELINE was created and VIA LINK became a certified LIFELINE provider, which is now accessed by dialing 9-8-8. VIA LINK remains a partner and provider of the LIFELINE, serving all of Louisiana. VIA LINK is accredited by the American Association of Suicidology and INFORM USA. In 2001, VIA LINK added the 3 digit 2-1-1 dialing code making it easy to access the agency's services. In addition to 2-1-1 and 9-8-8, VIA LINK created the statewide Teen Crisis Text Line (1-833-TXT-TEEN) in 2014 to provide emotional and mental health support to all Louisiana youth aged 13-22 free of charge. Since its conception, the Teen Crisis Textline has documented over 6,000 Texting reports from Orleans Parish and averaged 700 conversations a year.

VIA LINK's crisis intervention and information and referral phone and chat lines are available 24/7, 365 days per year. All lines are confidential and are answered by a trained contact center specialist to help get individuals to the resources and services they need to maintain an internal locus of control. Through these services VIA LINK's works to provide crisis support, connect people to resources and services, and provide vital data and trend information to ensure policies and programs meet community needs. VIA LINK works with approximately 7,000 individuals a month through its various crisis and helplines and another 2,000 homeless individuals each year with its Care Navigation and HMIS programs.

VIA LINK provides crisis support, connects people to resources and services, and provides vital data and trend information to ensure policies and programs meet community needs. VIA LINK's work in advocating for and assisting Southeastern Louisiana communities is supported by our contact center, our HMIS (Homeless Management Information Systems) department, and our data and resource team, (as well as a small administrative staff). The contact center is staffed 24/7, 365 days a year, and is overseen by a team of supervisors who have clinical and social work training and licensures. VIA LINK's contact center facilitates the region's largest and most comprehensive 2-1-1 program, and also is also responsible for answering regional calls to the National Suicide Prevention Lifeline. The contact center can be reached any time through a phone call, a text, or an online chat - this includes VIA LINK's dedicated Parent line/Child Abuse Prevention Hotline, Teen Crisis Textline, and Opioid Help Line.

Currently VIA LINK has over 4,000 resources available for individuals and families who call us, and the list grows more accurate and expansive every day through the work of VIA LINK's resource department. The resource and data team is committed not only to collecting and vetting resources, but also to compiling, analyzing, and disseminating data to relevant organizations so that city and state policies and programs can be improved and shaped to serve all Southeastern Louisiana people. VIA LINK has multiple dashboard which provide extensive data and information.

VIA LINK's HMIS (Homeless Management Information Systems) department administers a database to collect client-level information from those who are homeless and those who are at risk of becoming homeless. The HMIS team supplies data analysis and reporting services to service providers and federal stakeholders in order to optimize data management and improve the continuum of care that is critical to the long-term well-being of homeless individuals. The HMIS database and team also keep track of all homeless and runaway youth.

Accurate data plays an important role in helping to design and evaluate homeless services. The information collected through HMIS creates a narrative on the past and current experiences of households dealing with homelessness or at risk of becoming homeless. If gathered widely and interpreted accurately, data can lead to deeper insights and result in appropriate community responses. VIA LINK oversees the HMIS system on behalf of the UNITY of Greater New Orleans Continuum of Care, which is a collaboration of over 120 programs that serve the homeless. VIA LINK acts as a liaison between these programs and government agencies to ensure that homelessness data is accurate and readily available. By managing the HMIS system we ensure that the Continuum of Care complies with HUD's data collection and reporting requirements.

Trystereo

Trystereo is an all-volunteer harm reduction collective based in New Orleans. Trystereo was founded in 2011 to affirm the dignity of people who use drugs and to address limited harm reduction resources in southeast Louisiana. Trystereo operates a mobile and street-based syringe access program that provides fresh syringes and injection supplies, wound care kits, naloxone, education, and linkage to care. Trystereo also provides trainings and capacity building support to service providers and other organizations looking to improve and strengthen their work with people who use drugs. Trystereo is fiscally sponsored by Points of Distribution, a 501c3.

One of Louisiana's largest syringe service programs, Trystereo distributed over 700,000 syringes and 25,000 doses of naloxone in 2024. Between two street-based drop-ins and Trystereo's mobile supply delivery service, the collective averages 300 participant encounters per week and over 14,000 encounters with PWUD annually. Trystereo operates two fixed drop-ins in New Orleans, one on Monday nights from 5:30 - 7:00 in the Lower Ninth Ward, and one on Tuesdays from 3 - 4 PM at Duncan Plaza in front of City Hall. Trystereo also operates a text hotline to coordinate supply delivery for individuals unable to access drop-in services during traditional healthcare service hours or who are unable to travel. Through these drop-ins and the hotline Trystereo provides many harm reduction and wellness supplies, including but not limited to, sterile syringes, safe injection supply kits, wound care kits, naloxone kits (intramuscular and nasal), fentanyl and xylazine test strips, condoms and lubricant, sharps containers, educational materials, socks, and bottled water and snacks. Since January 2023, Trystereo has partnered with Freestanding Communities, a local medical non-profit, which provides free wound care and basic primary care on-site at both Trystereo drop-ins, and links community members to MAT and other medical services, including HIV and HCV testing and primary care services.

Other Partners In addition to the formal project partners, Freestanding Communities and the Harry Tompson Center have provided a letter of support for the project and both organizations will provide in-kind assistance.

Freestanding Communities

The Freestanding Communities program is a volunteer team of medical professionals, community health advocates, and volunteers who are dedicated to removing barriers to care and meeting participants where they are physically, emotionally, and financially. Its purpose is to build stronger roots within the community and serve as an additional pathway to primary care with physicians in the area. Freestanding Communities provides assistance by, with, and through its Community Health Advocates (Volunteers) and delivers free health clinic sessions, point of care health and wellness screenings, direct wound care, patient advocacy, and health education clinics (CPR, First Aid, Opioid Reversal, etc.). Its team of Community Health Advocates consist of compassionate healthcare professionals and those aspiring to work in the health/medical field. The entire team is trained and certified to perform within their scope. Freestanding Communities delivers services 5-7 days per week, both unilaterally at its Community Health Points around the City, as well as with Community Partners such as the LSU Student Run Community Clinics, etc. to deliver these services to those in need. Freestanding Communities is a relatively new program and is growing exponentially. In 2023, they completed 2,103 patient contacts and in 2024 completed 3,916 patient contacts.

Harry Tompson Center

The Harry Tompson Center is a low barrier day center that focuses on providing hygiene, health, housing navigation, and hospitality services to unhoused or unstably housed individuals. They believe in meeting the needs of their guests in a way that offers compassion, dignity, and respect. For hygiene services, the Center has showers, sinks, restrooms, and within the next month will have guest laundry services. The Center distributes hygiene items such as soap, shampoo, razors, lotion, deodorant, as well as socks and underwear when it has the supplies.

For medical services, the Center partners with Freestanding Communities which comes twice a week as a health point for guests. The Center also hands out over the counter medicine like acetaminophen, ibuprofen, cough drops, band aids, and ointment. For housing navigation, the Center has three housing navigators that primarily work with chronically homeless individuals, helping them gather the appropriate documentation needed for Permanent Supportive Housing referrals. The Center stresses hospitality in provision of all its services and wants people to feel welcomed when they walk into the Center's space. The Center has a courtyard area where people can relax while they wait for other services or just have somewhere to rest. The Center offers wifi, a phone room, and has phone lockers to charge people's phones.

The Center also partners with outside agencies to bring as many services as possible to its guests. For example, Bridge House Grace House has an outreach worker that comes almost daily and connects people interested to substance use treatment. The Center averages between 100-200 people each day and in 2024, had over 4,800 unique individuals visit the Center. Their services will complement the project team's activities especially the importance of hygiene and wound care in relation to harm reduction. The Center is a trusted, safe space at which individuals feel comfortable to receive services.

Describe the partnerships that each agency within the applicant team has developed with other community partners and how you envision that impacting your work on this project.

Each of the partnering organizations have extensive experience working with many other community partners and which will be impactful for this project are as follows:

CrescentCare has referral arrangements with a number of other providers such as University Medical Center, Tulane University and Louisiana State University School of Medicine (LSU). CrescentCare has contracted psychiatrists from Tulane and from LSU on site weekly. CrescentCare has a memorandum of agreement with MHSD in New Orleans for provision of crisis mental health services, including 24-hour mobile crisis teams, emergency crisis intervention services, and crisis stabilization. In addition, CrescentCare has relationships with many community-based organizations that can assist in getting the word out to the community about the project services and provide input on locations that would be impactful for the population to be served.

VOASELA has partnerships with numerous organizations including the Department of Veterans Affairs, the VA Medical Center, the Louisiana Department of Health (serving as a Harm Reduction Services Site and Medicaid Application Center), the Department of Children and Family Services to provide financial assistance application support, the Junior League of New Orleans as a Diaper Bank and Period Supply Distribution Site, and Saul's to provide a Little Library. VOASELA also has referral partnerships with Priority Healthcare and Tulane's Early Childhood Supports and Services. As outlined further, VOASELA also partners with LSU's Student Run Community Clinics and Freestanding Communities for clinics at The Terraces on Tulane, Wisdom Manor, and the Tulane Avenue Single Room Occupancy facility.

VIALINK's database of over 4,000 services with many community partners will help provide essential information to individuals to access those services. Trystereo works with Freestanding Communities, the Harry Thompson Center, and numerous other organizations.

In addition to the formal partners, Freestanding Communities works with a wide range of partnering organizations at its event sites including the Harry Tompson Center and Trystereo. The Harry Tompson Center partners with a number of outside agencies such as Bridge Grace House to bring as many services as possible to its guests.

B. Program Implementation and Staffing

Describe the applicant team's vision for this project:

The vision for this project combines the resources of the partners to provide harm reduction to individuals who use drugs and will provide for the maximum impact to reduce opioid deaths. The project's mobile approach at locations throughout the City and during nontraditional hours is designed to be flexible to the needs of multiple environments and communities. The project's partnerships will provide an integrated program, will improve communication between all community partners and allow for leveraging of our team resources to achieve the project goals. CrescentCare will be the lead agency and develop subcontracts with VOASELA, VIA LINK, and Trystereo and informal partnerships will be created with Freestanding Communities and the Harry Tompson Center.

The model will have the following components:

- Mobile unit deployment to neighborhoods with nontraditional hours building off Freestanding Communities existing 8 clinic sites in neighborhoods throughout New Orleans
- Provision of navigation, prevention, testing, and medical care with mobile unit. Also distribution of essential needs items like clothes, hygiene items, food, sterile water, etc.
- Crisis services through a dedicated VIA LINK hotline and through connection to VIA LINK's extensive database of organizations
- Syringe exchange services by Trystereo at mobile events.
- Syringe disposal services by CrescentCare.
- Enhanced care team communication between partners which will allow for significantly improved continuity of care for clients accessing services at multiple agencies
- Linkage to additional resources at partner organizations and also other community resources
- Transportation assistance for individuals needing transportation to clinics and other services.
- Skills trainings by Trystereo for team members around appropriate, mindful approaches to care for people who inject drugs in outreach/drop-in settings
- Coordinated services across the organizations through a project team and a project coordinator
- Sophisticated data systems and outcomes tracking

Additional information on the project components is provided in the following sections.

Mobile Unit and Services: CrescentCare's smaller van that will be retrofitted for use as the project's mobile unit. The unit will transport staff to the community sites, provide for cold storage of certain medications and supplies, and transport additional supplies for team use at the various sites. The mobile unit would be deployed throughout New Orleans to locations to reach individuals who use opioids. The mobile unit services will be provided at the current Freestanding Clinic sites at eight locations throughout the City to leverage the existing success of those clinics in reaching individuals in need of care. Freestanding Clinic providers will offer basic health and wellness services during these events such as blood pressure and diabetes screening, wound care, medication assistance, etc. The mobile unit would also host events at the Harry Thompson Center and individuals could access their services such as hygiene supplies, housing navigation, over the counter medications, and hospitality services. The van and mobile team will offer services above and beyond what Freestanding Communities currently offers such as enhanced access to wound care, additional primary care services, point of care/laboratory and testing, and access to medications.

In addition to deployment of the mobile unit to the Freestanding Communities eight sites which includes the site at Harry Thompson Center, the unit would also host additional events throughout the City. Location selections would be guided by data from VIA LINK that show areas where significant calls for opioid support, overdoses, and crisis services originate.

The mobile unit will be staffed by navigation, and prevention staff from CrescentCare who will offer navigation services to individuals, link them to additional services and a medical home at CrescentCare, provide HIV and STI testing services as well as educational information, and distribute supplies such as personal hygiene items. They will also assist individuals in linkage to eligibility staff at CrescentCare to help them enroll in health coverage and other public benefits. In addition to these services, once per week during nontraditional hours a provider team from CrescentCare will also staff the unit and provide basic medical services alongside the Freestanding Clinics providers.

The provider team can also assist in medication management and distribute medications through CrescentCare's existing partnership with Avita Pharmacy. It can be intimidating for some individuals to seek medication at brick and mortar pharmacies and there can be stigma involved and this service will help enable access to needed medications for these individuals. CrescentCare will use HIPAA compliant WiFi connections to make appointments out in the field in real time for clients who need to be linked to additional health care or prevention services and to connect them to additional community resources.

This will help expedite getting individuals into needed medical care based on test results or other screening conducted by the mobile unit staff and the partners. Transportation tokens will be provided as needed for individuals that need transportation assistance to services. CrescentCare will also provide for syringe disposal services by including several 18 gallon storage bins on the mobile unit that will bring the syringes back to CrescentCare for safe disposal.

VOASELA will provide Community Outreach Workers at the events who will also work with individuals to link them to needed care to VOASELA services and provide education, information, and referrals to community resources that support health and wellness. These outreach workers will provide resource coordination, peer support where appropriate, assistance with addressing issues such as transportation, food security, obtaining needed items, and hands-on support accessing psychiatric care, medical care, housing, or securing benefits. They will also provide connections to recovery community supports, activities, and events.

The teams with the mobile unit will also connect individuals to VIA LINK crisis support services and the dedicated hotline. Materials on VIA LINK's extensive services database will be distributed by project staff. The mobile team will have access to VIA LINK's database to help in client referrals to community resources. VIA LINK maintains the state's largest database of health and human services resources, which can be used for making client referrals. It includes statewide behavioral health, mental health and substance use resources. This database is maintained by a team of three dedicated resource specialists who work under Inform USA's standards for information and referral databases, which helps to ensure the thoroughness and accuracy of the information within it.

Trystereo will host the mobile unit at its Monday and Tuesday drop-ins alongside Freestanding Communities. Trystereo will also create and facilitate skills trainings for team members around appropriate, mindful approaches to care for people who inject drugs in outreach/drop-in settings. They will further assist in identifying new drop-in sites and other desired services based on community input and will provide staff at additional collaborative drop-in sites.

The partners would work together to develop an outreach plan, locations, and a master schedule for the mobile unit to be deployed. A full time project coordinator at CrescentCare will provide for project coordination and administration.

How your team's collaboration will add value to this specific initiative

The team's collaboration will add substantial value to this initiative by allowing the leverage of multiple resources to provide the maximum benefit to individuals in need of services. The collaboration will allow for a wide array of services including medical, navigation, and prevention, and crisis services. The collaboration by multiple partners will increase visibility for the project and help individuals in the community become aware of the services. All the partners have broad reach and trust in the community and their combined services provide for a comprehensive approach to the project.

This project team will build on the strong existing trust each organization has in the community and their years of experience in working with harm reduction programs. The project will also result in extensive data sharing between these partners which will positively impact the service delivery and outcomes.

How each participating agency will contribute to the overall aims of the project

Each partner will contribute to the overall aims of the project as follows:

CrescentCare will be the lead agency and provide for overall project administration and coordination. CrescentCare will provide the mobile unit, the prevention, navigation, and medical staff for the unit and the supplies for the unit. CrescentCare's team on the mobile unit will provide linkage services to all of CrescentCare's clinic services and programs. The team will also conduct STI and HIV testing at the mobile unit events and provide medical services at after-hours events.

VOASELA will provide for three community outreach workers to participate in the mobile events and to provide services individuals to help link them to additional resources and provide education, information, and referrals to VOASELA service and programs as well as to community resources that support health and wellness. They will provide emotional peer support, assistance with such as things as transportation, obtaining needed items, and hands-on support accessing psychiatric care, medical care, housing, or securing benefits. They will also provide connections to recovery community supports, activities, and events.

VIA LINK will provide crisis support services and link individuals to resources and will create a dedicated hotline for the project. Materials on VIA LINK's extensive services database will be distributed by project staff. VIA LINK provides a number of 24/7 mental health and substance abuse phone, text and chat lines. This involves the 211 system, an opioid text line, and a teen crisis text line. VIA LINK will provide this hotline information to clients and use their lines to identify candidates for care navigation for the program. VIA LINK will also provide a dedicated line, in addition to vetting individuals through its 211 and other crisis lines. VIA LINK will provide a language translation line service that provides up to 180 languages.

The project team will work together to select a local phone number that will be easy for individuals to remember. VIA LINK will also provide data analysis and evaluation to assist in determining locations with high community need. VIA LINK will also create a specialized dashboard of project data for the partners to track project activities and outcomes.

Trystereo –will host the mobile unit at its Monday and Tuesday drop-ins alongside Freestanding Communities. Trystereo will also create and facilitate skills trainings for team members around appropriate, mindful approaches to care for people who inject drugs in outreach/drop-in settings. They will further assist in identifying new drop-in sites and other desired services based on community input and will provide staff at additional collaborative drop-in sites.

Freestanding Clinic providers will offer basic health and wellness services during the events such as blood pressure and diabetes screening, wound care, medication assistance, etc. The Harry Tompson Center will help individuals access their services such as hygiene supplies, housing navigation, over the counter medications, and hospitality services.

All partners will participate in coordination of the events including the locations and schedule. All partners will also work together to develop a system for tracking project activities and outcomes and will each provide data and metrics for services provided.

Your decision-making process within this partnership: How will the agencies resolve differences in opinion, vision, or conflicting values among partner agencies?

The project will be led and coordinated by CrescentCare. A project coordinator will be hired to manage all aspects of the project and coordinate with the partners. A project team will be created with representatives of each partnering organization. The project team will meet to develop the outreach plan and schedule activities and will work together to determine best allocation and deployment of project resources. The team will also develop an evaluation plan and measures to be used and provide data as needed on their organization’s role and activities in the project.

If any differences in opinion, vision, or conflicting values arise they will be addressed by the whole team and a resolution developed. These partnering organizations have worked together for many years and have good working relationships.

Describe which agency within the applicant team will take on which role: Who is the Lead Agency and who are the partners? What will each agency be responsible for?

CrescentCare will be the lead agency and the partners are VOA, VIALINK, and Trystereo. The responsibilities of each agency are provided in the following table.

Organization	Role	Responsibilities
CrescentCare	Lead agency	Provide for overall project administration and coordination. Develop and execute subcontracts with VOASELA and VIA LINK. Provide mobile unit and ensure retrofitting is completed to enable services for the project. Provide medical, navigation, and prevention staffing for the mobile unit. Lead development of outreach materials. Purchase medical and other supplies for mobile unit. Coordinate evaluation efforts for project with VIA LINK systems. Ensure all required project reporting is completed.
VOASELA	Partnering agency	Provide for three community outreach workers to participate in the mobile events. Provide services to individuals to help link them to additional resources and provide education, information, and referrals to community resources that support health and wellness. Provide emotional peer support, assistance with such as things as transportation, obtaining needed items, and hands-on support accessing psychiatric care, medical care, housing, or securing benefits. Provide connections to recovery community supports, activities, and events.
VIALINK	Partnering agency	Provide crisis support services and the dedicated hotline system to link individuals to resources. Provide materials on VIA LINK's extensive services database to be distributed by project staff. Provide data analysis and evaluation to assist in determining locations with high community need. Provide a dashboard of project data for the partners to utilize in tracking activities and outcomes.
Trysteo	Partnering agency	Host the mobile unit at its Monday and Tuesday drop-ins alongside Freestanding Communities. Create and facilitate skills trainings for team members around appropriate, mindful approaches to care for people who inject drugs in outreach/drop-in settings. Assist in identifying new drop-in sites and other desired services based on community input and provide staff at additional collaborative drop-in sites.

As noted, Freestanding Clinic providers will offer basic health and wellness services during the events such as blood pressure and diabetes screening, wound care, medication assistance, etc. The Harry Thompson Center will help individuals access their services such as hygiene supplies, housing navigation, over the counter medications, and hospitality services.

What are the expected hours of operation? If 24/7 services aren't possible, how will the unit operate to provide access to individuals outside of normal business/clinic hours?

The project team does not believe that it is financially viable to operate the mobile unit 24/7. However, the team understands the need to operate the unit outside of traditional business/clinic hours to provide the needed community access. The project team will develop a deployment plan that will include a minimum of one event per week that is conducted at community locations outside of regular business hours such as evenings and weekends and in partnership with the Freestanding Clinic events. This will allow for many events throughout the City in high need neighborhoods. The Freestanding Clinic event schedule is as follows:

Monday	Tuesday	Wednesday	Thursday	Friday
12pm - 4pm (Arthur Monday Multipurpose Center - West Bank)	9am - 1pm (Harry Tompson (Rebuild) Center)	6:30am - 8am (Grace At The Green Light/St. Jude - French Quarter)	9am - 1pm (Harry Tompson (Rebuild) Center)	6:30am - 8am (Grace At The Green Light)
5:30pm - 7:30pm (Fred Hampton Free Store - Lower Ninth Ward)	3pm - 5pm (Duncan Plaza/Downtown Library - Central Business District)	4:30pm - 7:30pm (Duncan Plaza/Downtown Library) This program is delivered every other week.	5pm - 8pm (VOA - Terraces)	
	5pm - 8pm (VOA - Single Room Occupancy Residential Center - Central City)			
	5pm - 8pm (VOA - Wisdom Manor Senior Living - Hollygrove). This program is delivered every other week.			

Freestanding Communities also supports the Transitional Center on Monday, Wednesday, and Friday. The Transitional Center is a temporary facility which houses over 100 unhoused members of the community. It was opened on January 15th by the Governor's office, in preparation of the Superbowl and Mardi Gras seasons and to provide wraparound services for those who need them. Freestanding Communities has been providing services at the Transitional Center since January 17th to provide an immediate gap to care experienced by those who have been displaced by the sweeping operations. At the Center they provide linkages to care and assist with establishing permanent care with Primary Care Providers in the area. In addition to the Freestanding Communities event schedule, Trystereo also hosts an evening event on Mondays from 5:30-7.

The project team will work together to develop the schedules for the mobile unit deployment in conjunction with these existing events and will also add additional events as appropriate throughout the project. The team will also leverage the data from VIALINK to identify other high impact areas for additional outreach events. The experience of the partners involved has shown consistency in time and location is key for client buy-in, so locations will be chosen with an ongoing commitment to longitudinal care in mind.

Describe your outreach strategy for client engagement and utilization of the unit. How will you ensure equitable access to the unit and connect with individuals who are disengaged with traditional services? How will you ensure you meet the target goal of 1,500 individuals engaged with per year?

The outreach plan will be as follows:

- Each agency will conduct client outreach using their internal mechanisms through their programs as well as through their existing network of community organizations that can help reach individuals who are disengaged with traditional services.
- Posters and flyers will be disseminated a week in advance of each mobile unit event in the neighborhood where the unit will be scheduled to provide services.
- CrescentCare's NOSAP program which serves hundreds of individuals each week who use opioid drugs will be utilized to disseminate information about the mobile unit services and CrescentCare will also solicit ideas on locations and outreach mechanisms from clients who utilize NOSAP.
- VIA LINK will provide information about the mobile events with its many partnering agencies who can share the information with their clients.
- Information will also be provided to the City on all event schedules. The project navigators will also communicate with local shelters and ERs.

The project partners all have an extensive reach and has strong experience in understanding where to reach disengaged individuals. For example, Trystereo averages 300 participant encounters per week and over 14,000 encounters with PWUD annually. Freestanding Communities already has a reach of almost 4,000 individuals per year and is rapidly growing. The Harry Tompson Center has a reach of 4,800 individuals per year.

The team will be able to reach or exceed the project goal of 1,500 individuals through its leveraging of resources and outreach strategies. By providing and maintaining consistency in staffing and locations it will help to engender community trust and reliability. With the expanded services available through the team’s mobile unit it is anticipated that at least 50 individuals will be reached each week through the mobile services.

Outline your staffing model:

How many individuals will staff the unit and what will their responsibilities be?

The mobile unit will be staffed as follows:

Organization	Position	Responsibilities
<i>CrescentCare</i>	Prevention outreach specialist (1.0 FTE)	Provide prevention and HIV/STI testing services. Disseminate prevention materials and educational information. Serve as driver for the mobile unit.
	Navigator (2.0 FTE)	Provide linkage to needed services and programs. Assist individuals in scheduling appointments at CrescentCare. Also assist in coordinating with medical or other services outside of CrescentCare.
	Physician (.5 FTE)	Provide medical services with mobile unit including basic medical care, medication assistance, lab ordering and monitoring.
	Medical Assistant (.5 FTE)	Assist physician with provision of basic medical care with the unit.
	Project Coordinator (1.0 FTE)	Provide for overall project coordination and management. Lead team meetings and ensure schedules for the mobile unit are developed and shared with all partners. Manage and coordinate supplies. Prepare project reports.
<i>VOASELA</i>	Community outreach worker (3 individuals for a total of 1.7 FTE)	Provide services to individuals to help link them to additional resources and provide education, information, and referrals to community resources that support health and wellness.
	Community outreach worker supervisor (.15 FTE)	Supervisor will provide required supervisory and administrative support to community outreach workers.

<i>VIA LINK</i>	Various staff	Provide crisis support services and the dedicated hotline system to link individuals to resources. Provide materials on VIA LINK’s extensive services database to be distributed by project staff. Provide data analysis and evaluation to assist in determining locations with high community need. Provide a dashboard of project data for the partners to utilize in tracking activities and outcomes.
<i>Trystereo</i>	Volunteers	Volunteers will host the mobile unit at its Monday and Tuesday drop-ins alongside Freestanding Communities. Create and facilitate skills trainings for team members around appropriate, mindful approaches to care for people who inject drugs in outreach/drop-in settings. Volunteers will also assist in identifying new drop-in sites and other desired services based on community input and provide staff at additional collaborative drop-in sites.

When the mobile events are scheduled with the Freestanding Communities events, their volunteers will provide a team of medical professionals to provide services. In addition, when events are held at the Harry Tompson Center, their staff will provide supportive services for the event such as distribution of supplies and will offer their facilities to individuals. CrescentCare will also provide medical staff at certain after hours mobile events.

How do you plan on incorporating people with lived experience into your staffing model?

A number of CrescentCare employees have lived experience as do employees of the project partners. CrescentCare values the perspective of lived experience and it is a preferred qualification in the job descriptions for many staff positions in prevention and navigation services. As an all-volunteer collective, Trystereo has no paid staff and is made up of community members committed to harm reduction. As of 2023, 86 percent of Trystereo volunteers identified as people who currently or formerly used drugs, and 33 percent reported having experienced homelessness. VOASELA’s peer support staff also bring lived experience to the project.

What types of training will be expected for staff to complete?

Trainings that staff will receive include the following: HIPAA, required OSHA trainings, Living Works ASIST suicide prevention training, cultural competency, mental health first aid, and HIV testing/counseling. In addition, Trystereo will provide skills training for team members around appropriate, mindful approaches to care in the outreach/drop in setting, leveraging their extensive experience working with individuals who inject drugs.

How will you ensure staff are culturally competent and represent the communities they serve?

CrescentCare has been a long time leader in ensuring cultural competence of its staff and provides cultural awareness training for all staff. CrescentCare strives to reduce health care disparities and serve all patients respecting language, beliefs, norms, values, and socioeconomic factors. CrescentCare has several bilingual staff and also utilizes a language service for non-English speaking patients. CrescentCare is a leader in diversity and equity and has strong experience in conducting outreach to diverse populations in New Orleans to engage them in care. CrescentCare is a trusted long time provider of services in these low income neighborhoods in New Orleans.

CrescentCare provides person-centered self-management support that is adapted to culture, socioeconomic, and life experiences of the patient. The other project partners are also committed to cultural competence. VOASELA is committed to ensuring culturally responsive care in all of its programs and services. VOASELA's Family Focused Recovery program utilized the NIATx Foundation's evidence-based model to design, implement, launch, and revise their substance recovery services for pregnant and parenting mothers to ensure trauma-informed and culturally responsive care. Lessons learned from the NIATx Foundation will be revisited and applied to the work of the community outreach workers.

How will expectations across multiple agencies be communicated to staff members?

The project team will meet regularly to ensure that each partnering organization understands the project goals and requirements. The team will meet weekly in the early months of the project and then will meet monthly to ensure activities and outcomes remain on track.

How will you ensure staff are equipped to respond to people in crisis or in need of soft touch mental health support?

The CrescentCare and VOASELA staff for the mobile unit are trained to assist people in crisis or in need of soft touch mental health support by connecting them to various resources, including the VIA LINK hotlines as well as can connect individuals to emergency services or the crisis services of MHSD.

CrescentCare's Living works ASIST training and will also be available. CrescentCare can also connect individuals to behavioral health services at CrescentCare as well as MHSD for ongoing care as needed. Trystereo also has extensive experience in responding to people in crisis.

How will you provide linkages to care? In your response, consider not only client referrals, but how outside agencies will connect people to the hub.

The mobile unit staff from CrescentCare and VOASELA have extensive experience in providing linkages to care at their agencies and to other community resources. As noted, CrescentCare will use HIPPA compliant WiFi connections to make appointments out in the field in real time for clients who need to be linked to additional health care or prevention services and to connect them to additional community resources. This will help expedite getting individuals into needed medical care based on test results or other screening conducted by the mobile unit staff and the partners. CrescentCare will be doing on site primary medical care to meet immediate needs, assist with medication access, and coordinate with specialists. Information about the mobile unit activities and schedule will also be distributed to outside agencies such as local hospitals and jails so that they can connect individuals to the mobile events.

How will you track referrals and/or linkages? Please provide detail on how you will ensure that individuals seen at the mobile hub are able to successfully follow up and become engaged in longer term services.

Referrals and linkages will be tracked by CrescentCare navigation staff and VOASELA's outreach workers. After each mobile event, the various staff will complete a referral log. The staff will then follow up on each client to ensure they are successfully linked to needed services. As the project may also interact and support individuals who will not be comfortable sharing personal information there will also be a mechanism for logging participant interactions (deidentified), supplies distributed, etc.

VIA LINK maintains the state's largest database of health and human services resources, which could be used for making client referrals. It includes statewide behavioral health, mental health and substance use resources. This database is maintained by a team of three dedicated resource specialists who work under Inform USA's standards for information and referral databases, which helps to ensure the thoroughness and accuracy of the information within it. This database will allow tracking of referrals and linkages made by VIA LINK through their hotlines. VIA LINK's contact center specialists speak with tens of thousands of people a year in Greater New Orleans, providing them with emotional support and connecting them to resources. VIA LINK captures extensive data from this work, which sheds unique light on the needs and unmet needs of residents and how they vary by location, time, and demographic. Additionally, it collects unique data related to needs during events such as hurricanes, tornados, floods, saltwater intrusion, terrorist events, etc. It has experience layering its data with other data sets and can create data tools that can be used this program. VIA LINK has won national awards for its dashboards. For this project it will build dashboards that can be used for internal management oversight and external reporting for the program.

Weekly reports on the referrals and linkages from all sources will be prepared and provided to the project coordinator for sharing with the project team.

Describe your reporting structure: What will you need to ensure proper reporting across multiple agencies?

As noted, CrescentCare will have an overall project coordinator. The project partners will report referrals, linkages, and other activities to the project coordinator on a weekly basis and the coordinator will prepare an overall weekly report to be shared with all partners. The VIA LINK dashboard will also provide project data for tracking activities and outcomes.

C. Timeline

Please provide an implementation timeline that outlines the following: Purchasing start-up equipment, Hiring Staff, Formalizing reporting expectations across agencies, Launching the intervention, Program monitoring, reporting, and evaluation

Project Activity	Timeline
Develop and execute subcontracts with VOASELA, VIA LINK, and Trystereo.	Month 1
Retrofitting of mobile unit for project, purchasing of supplies for mobile unit.	Months 1-2
Partners hire any additional staff and conduct any needed staff training. Project team established and meeting schedule developed.	Months 1-3
VIA LINK utilizes its database to determine high need areas and creates dedicated hotline and project dashboard.	Months 1-3
Project team meetings to develop outreach plan and deployment schedule and implement reporting system for mobile unit activities.	Months 1-3
Development of outreach materials for distribution throughout the community and with individuals receiving services through the project. Development of evaluation plan and measures to be used and implement tracking system for project data.	Months 2-3
Training provided by Trystereo to project team.	Months 3-4
Deployment of mobile unit to community locations and implementation of services by mobile unit team and partners.	Month 4-12, and all months in subsequent years
Project team meetings to review and monitor activities and make any needed adjustments	Weekly during Months 1-2 and monthly or as needed in following months.
Completion of any required reports to City	Months 1-12
Complete annual evaluation report on project.	Months 12, 24, 36

D. Letter of Commitment

i. If submitting a multi-agency application, attach a letter of commitment from each participating agency.

Please see the attachments for a letter of commitment from all four partner agencies.

In addition to the letters of commitment from the formal project partners, a letter of support is also included from Freestanding Communities and the Harry Tompson Center. Both organizations will be informal partners in the project and provide substantial resources.

BUDGET AND BUDGET NARRATIVE: Budget and narrative are shown below.

Budget for Harm Reduction and Care Navigation Mobile Unit						
CrescentCare	Salary	FTE	Year 1	Year 2	Year 3	Total
Project Coordinator	\$ 70,000	1.00	\$ 70,000	\$ 70,000	\$ 70,000	\$ 210,000
Prevention outreach/education--also the driver	\$ 55,000	1.00	\$ 55,000	\$ 55,000	\$ 55,000	\$ 165,000
Physician	\$ 200,000	0.50	\$ 100,000	\$ 100,000	\$ 100,000	\$ 300,000
Medical Assistant	\$ 43,000	0.50	\$ 21,500	\$ 21,500	\$ 21,500	\$ 64,500
Navigator	\$ 55,000	2.00	\$ 110,000	\$ 110,000	\$ 110,000	\$ 330,000
Total salaries			\$ 356,500	\$ 356,500	\$ 356,500	\$ 1,069,500
Fringe benefits			\$ 114,333	\$ 114,333	\$ 114,333	\$ 343,000
Medical Supplies including medications @ \$2,000/mo.			\$ 24,000	\$ 24,000	\$ 24,000	\$ 72,000
Outreach materials @ \$500/mo.			\$ 6,000	\$ 6,000	\$ 6,000	\$ 18,000
Other supplies--personal hygiene, food, incentives, etc. @ \$1,000/mo.			\$ 12,000	\$ 12,000	\$ 12,000	\$ 36,000
Travel tokens for clients @ 380 clients at \$25 each			\$ 9,500	\$ 9,500	\$ 9,500	\$ 28,500
Lab costs @ \$1,000/mo.			\$ 12,000	\$ 12,000	\$ 12,000	\$ 36,000
Mobile unit repairs and modification for project			\$ 15,000	\$ -	\$ -	\$ 15,000
Mobile unit gas, maintenance, ins. @ \$1,000/mo.			\$ 12,000	\$ 12,000	\$ 12,000	\$ 36,000
Subtotal-CrescentCare			\$ 561,333	\$ 546,333	\$ 546,333	\$ 1,654,000
VIA LINK						
Resource database maintenance			\$ 10,000	\$ 10,000	\$ 10,000	\$ 30,000
Data collection and assessment			\$ 10,000	\$ 10,000	\$ 10,000	\$ 30,000
Dashboard creation and maintenance			\$ 25,000	\$ 7,000	\$ 7,000	\$ 39,000
Hotline creation and staffing			\$ 55,000	\$ 40,000	\$ 40,000	\$ 135,000
Total-Via Link			\$ 100,000	\$ 67,000	\$ 67,000	\$ 234,000
VOASELA						
Community Outreach Workers-1.7 FTE plus .15 Supervisor and associated fringe benefits			\$ 113,700	\$ 113,700	\$ 113,700	\$ 341,100
Other operating costs such as laptops, software and printers, cell phone, and supplies and materials, and administrative costs			\$ 26,300	\$ 26,300	\$ 26,300	\$ 78,900
Total-VOASELA			\$ 140,000	\$ 140,000	\$ 140,000	\$ 420,000
Trystereo						
Training for project staff			\$ 16,000	\$ 16,000	\$ 16,000	\$ 48,000
Supplies			\$ 48,000	\$ 48,000	\$ 48,000	\$ 144,000
Total-Trystereo			\$ 64,000	\$ 64,000	\$ 64,000	\$ 192,000
TOTAL--all partners			\$ 865,333	\$ 817,333	\$ 817,333	\$ 2,500,000

Budget Narrative

CrescentCare:

A total of \$1,654,000 over three years is requested for CrescentCare as the lead agency. Project costs include:

Salaries-Funding of \$1,069,500 over three years is requested for salaries including a project coordinator, prevention and navigation staff, and medical staff as follows:

CrescentCare	Salary	FTE	Year 1	Year 2	Year 3	Total
Project Coordinator	\$ 70,000	1.00	\$ 70,000	\$ 70,000	\$ 70,000	\$ 210,000
Prevention outreach/education-also the driver	\$ 55,000	1.00	\$ 55,000	\$ 55,000	\$ 55,000	\$ 165,000
Physician	\$ 200,000	0.50	\$ 100,000	\$ 100,000	\$ 100,000	\$ 300,000
Medical Assistant	\$ 43,000	0.50	\$ 21,500	\$ 21,500	\$ 21,500	\$ 64,500
Navigator	\$ 55,000	2.00	\$ 110,000	\$ 110,000	\$ 110,000	\$ 330,000
Total salaries			\$ 356,500	\$ 356,500	\$ 356,500	\$ 1,069,500

Fringe benefits-A total of \$343,000 over three years is requested for fringe benefits at a rate of 32 percent which includes FICA, health insurance, retirement, and workers' compensation.

Supplies-Supplies requested include medical supplies at \$2,000 per month for a total of \$24,000 each year, outreach materials at \$500 month for \$6,000 each year, Other supplies including personal hygiene items, food, incentives, etc. are requested at \$1,000 per month each year.

Lab costs-Funding for lab costs are requested at \$1,000 per month for each month for a total of \$12,000 per year.

Transportation-Funding for client transportation assistance is requested at \$9,500 each year based on assistance for 380 clients at \$25 each.

Mobile Unit Costs-Funding is requested for retrofitting and repair of the CrescentCare van to modify it for use with this project at \$15,000 which will include adding cold storage capability and other modifications to accommodate transporting of supplies, etc. Also requested is \$1,000 per month for costs such as gas, maintenance, and insurance for the mobile unit.

Subcontracts

VIA LINK: A total of \$234,000 over three years is requested for VIA LINK services including the following:

- Resource Database maintenance - \$10,000 annually
- Data collection and assessment - \$10,000 annually
- Dashboard creation and maintenance - \$25,000 for first year, \$7,000 per subsequent year for maintenance
- Hotline creation and staffing - includes acquisition of a dedicated phone number, training of staff, CRM software use, call report creation, and data storage, 24/7 staffing, providing language translation services, initial vetting callers for social determinants of health needs and providing resources, and providing supportive counseling. \$55,000 first year, \$40,000 subsequent years

VOASELA: A total of \$420,000 over three years is requested for VOASELA to provide for three community outreach workers (1.7 FTE outreach workers plus .15 supervisor) for the mobile unit activities including their salaries and fringe benefits. Also requested is funding for other operating costs for the outreach team such as laptops, software and printers, cell phone, and supplies and materials, and administrative costs.

TRYSTereo: A total of \$192,000 is requested for Trystereo over three years which includes \$16,000 per year for provision of staff training for the project, and \$48,000 per year for syringe access supplies.

EVALUATION PLAN:

Describe the method(s) of evaluating success of the proposed project and how community feedback will be incorporated into the model. Define the metrics that will be used to evaluate the program impact described in the project narrative. Include outcomes that align with the strategic aim of this NOFA. Provide a dissemination plan for your program evaluation.

The project team will develop an evaluation plan to track project data and evaluate outcomes and the plan will be shared with the City to obtain their feedback and recommendations. One of the strengths of this project is the broad reach of the partners and their ability to collect substantial amounts of information and data. Anticipated project outcomes include:

- Reduced overdoses and overdose deaths. (Both publicly available data will be tracked as well as informal data from each project partner. For example, Trystereo maintains informal data on overdoses as does CrescentCare's NOSAP program. This self-reported data from the partners will allow for an expanded understanding of overdose information and will be available on a more timely basis than some publicly available data.)
- Increased number of individuals who are linked to and able to access health care services.
- Increased number of individuals who linked to and able to access supportive services.
- Improved health outcomes and continuity of care for individuals receiving services.
- Expanded availability and use of naloxone to prevent overdoses.
- Expanded distribution and disposal of syringes and supplies.
- Improved coordination of services between project partners.
- Expanded distribution of harm reduction supplies.

VIA LINK data systems will be used to track project activities and will incorporate data from the mobile unit activities and the partners. Anticipated measures to be used include:

- Number of individuals reached through mobile unit events including the number provided information, supplies, navigation/linkage, testing, and medical services.
- Number of individuals provided a medical home.
- Volume of crisis calls to VIA LINK dedicated hotline and number of referrals made to agencies in their database.
- Tracking of distribution of naloxone.
- EMS data on overdose calls.
- Public data on overdose deaths.

Community feedback from individuals receiving services from the project will be obtained through a simple survey administered by the navigation and linkage teams on the mobile unit. Individuals will be offered a small incentive such as a gift card for completion of the survey.

Community feedback will include quantitative measures on satisfaction with services and qualitative measures capturing recommendations for the partners to modify, improve, and/or expand services into the future.

The program results will be shared with the City and other community agencies after each year of the project. We will explore wider dissemination of research outcomes based on outcome data to ensure contribution to knowledge bases of evidence-based practices to further the goal of reducing opioid related deaths and reaching underserved communities.



LaVondra Dobbs
President & CEO

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February 11, 2025

Dear City of New Orleans Health Department:

Please accept this letter of commitment from VIA LINK to be a participating partner with CrescentCare in its application for the Harm Reduction and Care Navigation Mobile Unit. This comprehensive proposal brings together the strengths and resources of the following partnering organizations: CrescentCare (lead applicant), VIA LINK, Trystereo, and VOASELA. We further commit to working with the informal partners Freestanding Communities and the Harry Tompson Center.

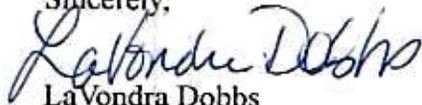
VIA LINK is an information hub for social services in the New Orleans area offering several critical services. VIA LINK's crisis intervention and information and referral phone, text, and chat lines are available 24/7, 365 days per year and are overseen by a team of supervisors who have clinical and social work training and licensures. All lines are confidential and are answered by a trained contact center specialist to help get individuals to the resources and services they need.

VIA LINK works with approximately 7,000 individuals a month through its various crises and helplines and another 2,000 homeless individuals each year with its Care Navigation and HMIS programs. VIA LINK's contact center facilitates the region's largest and most comprehensive 211 program and also is also responsible for answering regional calls to the National Suicide Prevention Lifeline. The contact center can be reached any time through a phone call, a text, or an online chat - this includes VIA LINK's dedicated Parent line/Child Abuse Prevention Hotline, Teen Crisis Textline, and Opioid Help Line. Currently VIA LINK has over 4,000 resources available for individuals and families who call us. The resource and data team is committed not only to collecting and vetting resources, but also to compiling, analyzing, and disseminating data to relevant organizations so that city and state policies and programs can be improved.

For this project, VIA LINK will provide crisis support services and link individuals to resources and will create a dedicated hotline for the project. Materials on VIA LINK's extensive services database will be distributed by project staff. VIA LINK will also provide data analysis and evaluation to assist in determining locations with high community need. VIA LINK will also create a specialized dashboard of project data for the partners to track project activities and outcomes. VIA LINK will participate in all project meetings and provide data on all project activities provided by VIA LINK.

VIA LINK looks forward to this opportunity to work with these partners to address overdose deaths in New Orleans and provide harm reduction services through a Care and Navigation Mobile Unit. Thank you for your consideration of our team's proposal.

Sincerely,

A handwritten signature in black ink, appearing to read "LaVondra Dobbs". The signature is fluid and cursive, with the first name being the most prominent.

LaVondra Dobbs
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Voris R. Vigeo
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SOUTHEAST LOUISIANA

February 12, 2024

New Orleans Health Department
1300 Perdido Street
Suite 8E18
New Orleans, LA 70112

Re: CrescentCare Letter of Commitment

Dear New Orleans Health Department:

Please accept this letter of commitment from Volunteers of America Southeast Louisiana (VOASELA), to be a participating partner with CrescentCare in its application for the Harm Reduction and Care Navigation Mobile Unit. This comprehensive proposal brings together the strengths and resources of the following partnering organizations: CrescentCare (lead applicant), VOASELA, and VIA LINK. We further commit to working with the informal partners Freestanding Communities and the Harry Tompson Center.

VOASELA offers a comprehensive array of services to support individuals and families across 16 parishes in south Louisiana. Our programs are designed to address specific community needs. Key services include:

- Behavioral Health Services: Support for individuals with chronic or severe mental illnesses and co-occurring disorders, ensuring they can live independent, meaningful lives.
- Children and Family Services: High-quality, innovative programs offer a continuum of care for disadvantaged and disconnected children and youth, including prevention, early intervention, crisis intervention, and long-term services.
- Housing: As a leader in supplying affordable housing, VOASELA provides safe and affordable living spaces for those in need.
- Intellectual and Developmental Disabilities Support: We assist individuals with intellectual and developmental disabilities in achieving their highest level of independence through tailored support services.
- Substance Recovery Services: VOASELA offers programs to help individuals overcome addiction and substance use disorders, supporting them on their journey to recovery.
- Senior Services: VOASELA provides home modifications for safety, affordable apartment communities with service coordination, and opportunities for seniors to stay engaged in the community.
- Veteran Services: Dedicated programs assist veterans in transitioning back to civilian life by helping them find housing and employment opportunities.

Helping America's most vulnerable®

4152 Canal Street | New Orleans, LA 70119 | tel. 504.482.2130 | fax 504.482.1922 | www.voasela.org

For this project, VOASELA will provide Community Outreach Workers at mobile unit events who will work with individuals to link them to services and provide education, information, and referrals to community resources that support health and wellness. The outreach workers will provide resources and referral, assistance with things such as transportation, obtaining needed items, and support accessing psychiatric care, medical care, housing, or securing benefits and will provide connections to recovery community supports, activities, and events. VOASELA will participate in all project meetings and provide data on all project activities provided by VOASELA.

VOASELA looks forward to this opportunity to work with these partners to address overdose deaths in New Orleans and provide harm reduction services through CrescentCares' Care and Navigation Mobile Unit. Thank you for your consideration of our team's proposal.

Respectfully,



Voris R. Vigee
President and CEO

February 12, 2025

Dear City of New Orleans Health Department:

Please accept this letter of commitment from Trystereo, fiscally sponsored by Points of Distribution, to be a participating partner with CrescentCare in its application for the Harm Reduction and Care Navigation Mobile Unit. This comprehensive proposal brings together the strengths and resources of the following partnering organizations: CrescentCare (lead applicant), VOASELA, VIA LINK and Trystereo. We further commit to working with the informal partners Freestanding Communities and the Harry Tompson Center.

Trystereo is an all-volunteer harm reduction collective based in New Orleans. Trystereo was founded in 2011 to affirm the dignity of people who use drugs and to address limited harm reduction resources in southeast Louisiana. Trystereo operates a mobile and street-based syringe access program that provides fresh syringes and injection supplies, wound care kits, naloxone, education, and linkage to care. Trystereo also provides trainings and capacity building support to service providers and other organizations looking to improve and strengthen their work with people who use drugs. One of Louisiana's largest syringe service programs, Trystereo distributed over 700,000 syringes and 25,000 doses of naloxone in 2024. Between two street-based drop-ins and Trystereo's mobile supply delivery service, the collective averages 300 participant encounters per week and over 14,000 encounters with PWUD annually.

For this project, Trystereo will host the mobile unit at its Monday and Tuesday drop-ins alongside Freestanding Communities. Trystereo will also create and facilitate skills trainings for team members around appropriate, mindful approaches to care for people who inject drugs in outreach/drop-in settings. We will further assist in identifying new drop-in sites and other desired services based on community input and will provide staff at additional collaborative drop-in sites. Trystereo will participate in all project meetings and provide data on all project activities provided by Trystereo. Points of Distribution will support Trystereo in this project as our fiscal sponsor.

Trystereo looks forward to this opportunity to work with these partners to address overdose deaths in New Orleans and provide harm reduction services through a Care and Navigation Mobile Unit. Thank you for your consideration of our team's proposal.

Sincerely,

Alix Jason, Collective Member, Trystereo



Shantel Davis, Executive Director, Points of Distribution





February 11, 2025

Dear City of New Orleans Health Department:

Please accept this letter of support from Freestanding Communities to be a participating partner with CrescentCare in its application for the Harm Reduction and Care Navigation Mobile Unit. This comprehensive proposal brings together the strengths and resources of the following formal partnering organizations: CrescentCare (lead applicant), VIA LINK, VOASELA, and Trystereo as well as the in-kind contributions of Freestanding Communities and the Harry Tompson Center.

The Freestanding Communities program is a volunteer team of medical professionals, community health advocates, and volunteers who are dedicated to removing barriers to care and meeting participants where they are physically, emotionally, and financially. Its mobile health literacy screenings are capable of delivering free preventative and health education clinics, point-of-care-screenings for conditions such as blood pressure, blood glucose, cholesterol, delivering take home pregnancy tests, and more. Its purpose is to build stronger roots within the community and serve as an additional pathway to primary care with physicians in the area. Services are offered at eight sites throughout New Orleans in high-need areas and a total of almost 4,000 individuals are served each year.

For this project, Freestanding Communities will share its schedule and locations of its various service sites throughout the City for coordination with the project team and the mobile unit. At its service sites, Freestanding Communities provision of medical services will augment the services provided by the mobile unit team. Freestanding Communities has extensive experience working in the neighborhoods throughout New Orleans that are high need areas for this project and is a trusted provider to the community. Freestanding Communities will provide information to the project team on its volume of services provided and the number of individuals serve and will participate in the project team's activities.

Freestanding Communities looks forward to this opportunity to work with these partners to address overdose deaths in New Orleans and provide harm reduction services through a Care and Navigation Mobile Unit. Thank you for your consideration of our team's proposal.

Best Regards,

Aquil Bey, NRP
Executive Director
Freestanding Communities



Harry Tompson Center

An Outreach of Jesuit Church

February 12, 2025

Dear City of New Orleans Health Department:

Please accept this letter of support from the Harry Tompson Center to be a participating partner with CrescentCare in its application for the Harm Reduction and Care Navigation Mobile Unit. This comprehensive proposal brings together the strengths and resources of the following formal partnering organizations: CrescentCare (lead applicant), VIA LINK, VOASELA, and Trystereo as well as the in-kind contributions of the Harry Tompson Center and Freestanding Communities.

The Harry Tompson Center is a low barrier day center that focuses on providing hygiene, health, housing navigation, and hospitality services to unhoused or unstably housed individuals. We believe in meeting the needs of their guests in a way that offers compassion, dignity, and respect. For hygiene services, the Center has showers, sinks, restrooms, and within the next month will have guest laundry services. We distribute hygiene items such as soap, shampoo, razors, lotion, deodorant, as well as socks and underwear when it has the supplies. For medical services, we partner with Freestanding Communities which comes twice a week as a health point for guests. We also hand out over the counter medicine like acetaminophen, ibuprofen, cough drops, band aids, and ointment. The Center has three housing navigators that primarily work with chronically homeless individuals, helping them gather the appropriate documentation needed for Permanent Supportive Housing referrals. We stress hospitality in provision of all our services and want people to feel welcomed when they walk into the Center's space which has a courtyard area where people can relax while they wait for other services or just have somewhere to rest. The Center offers wifi, a phone room, and has phone lockers to charge people's phones. We also partner with outside agencies to bring as many services as possible to its guests. For example, Bridge House Grace House has an outreach worker that comes almost daily and connects people interested to substance use treatment. The Center averages between 100-200 people each day and in 2024, had over 4,800 unique individuals visit the Center.

For this project, our services will complement the project team's activities especially the importance of hygiene and wound care in relation to harm reduction. The Center is a trusted, safe space at which individuals feel comfortable to receive services. The Center will help distribute various supplies and provide information about the Center to individuals accessing services at the mobile unit. The Center will provide information to the project team on its volume of services provided and the number of individuals served and will participate in the project team's activities.

The Harry Tompson Center looks forward to this opportunity to work with these partners to address overdose deaths in New Orleans and provide harm reduction services through a Care and Navigation Mobile Unit. Thank you for your consideration of our team's proposal.

Sincerely,

Emily Bussen Wain, LMSW
Executive Director

1803 Gravier Street - New Orleans, LA 70112

Ph. 504-273-5547 | Fax 504-273-5521

www.harrytompsoncenter.org

NO/AIDS TASK FORCE, DBA CRESCENTCARE

EXHIBIT B

[COVER PAGE]

EXHIBIT B

**NO/AIDS Task Force dba CrescentCare
Harm Reduction and Care Navigation Mobile Unit Grant
Three Years; \$2,500,000 Total Award**

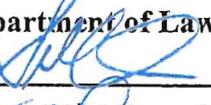
Account Description	Salary	Percentage	Year 1	Year 2	Year 3	Total
Salaries						
Project Coordinator	\$ 70,000.00	100.00%	\$ 70,000	\$ 70,000	\$ 70,000	\$ 210,000
Prevention - Driver/Outreach	55,000.00	100.00%	55,000	55,000	55,000	165,000
Physician	200,000.00	50.00%	100,000	100,000	100,000	300,000
Medical Assistant	43,000.00	50.00%	21,500	21,500	21,500	64,500
Navigators (2)	55,000.00	200.00%	110,000	110,000	110,000	330,000
Total Salaries			356,500	356,500	356,500	1,069,500
<hr/>						
Fringe Benefit Rate		32.00%	114,080	114,080	114,080	342,240
<hr/>						
Medical Supplies			6,000	6,000	6,000	18,000
Medications			6,000	6,000	6,000	18,000
Outreach Materials/Supplies			2,400	2,400	2,400	7,200
Client Assistance - Other			6,000	6,000	6,000	18,000
Client Incentives			6,000	6,000	6,000	18,000
Client Transportation			5,000	5,000	5,000	15,000
Lab Tests			6,000	6,000	6,000	18,000
Fuel Expense			3,600	3,600	3,600	10,800
Vehicle GPS and Modifications			10,540	540	540	11,620
Auto Insurance			1,860	1,860	1,860	5,580
Professional Services	Year 1	Years 2 - 3	304,000	271,000	271,000	846,000
VIA Link	100,000.00	67,000.00				
VOA SELA	140,000.00	140,000.00				
Trystereo	64,000.00	64,000.00				
Sub-Total Direct Costs			827,980	784,980	784,980	2,397,940
<hr/>						
Overhead/Administration Costs	Year 1	Years 2 - 3	34,020	34,020	34,020	102,060
	4.11%	4.33%				
Total Budget			\$ 862,000	\$ 819,000	\$ 819,000	\$ 2,500,000

Name Travers Kurr Ext. 2812
Person responsible for routing

**CHECK SHEET TO BE USED FOR
CLEARING ORDINANCES, MOTIONS, AND RESOLUTIONS
BEFORE SUBMISSION TO COUNCIL CLERK**

The originating agency shall attach a copy of each proposed ordinance, motion, or resolution to the check sheet for processing in the sequence indicated after preparing a synopsis. The detailed memorandum of explanation shall also be attached to this check sheet.

SYNOPSIS OF DOCUMENT: The New Orleans Health Department is seeking a Motion of approval by City Council for a multi-year contract between the City of New Orleans and CrescentCare to oversee a Harm Reduction and Care Navigation Mobile Unit to engage with and provide support to people using drugs.

- 1. 
Department Head
- 2. 
Department of Law
- 3. 
Chief Administrative Officer
- 4. 
Director of Council Relations
- 5. _____
Initials of Sponsoring Council Member

COUNCIL ACTION

Council Members Present: _____

Absent: _____

AMENDMENTS:

FINAL ADOPTION:

7. _____
Reviewed by the Chief Administrative Officer after adoption by the City Council and prior to the Mayor's signature. REF. POLICY MEMORANDUM NO. 3



**CONTRACT SUMMARY
TO ACCOMPANY REQUESTS FOR CONTRACT APPROVAL
BEFORE SUBMISSION TO CLERK OF COUNCIL**

Requesting Department or Agency: _____

Name of Contact Person: _____

Telephone Number: _____

Email Address: _____

Initials of Sponsoring Councilmember(s): _____

PROVIDE THE FOLLOWING CONTRACT DETAILS

1. The purpose and need for the contract: _____

2. The parties involved: _____

3. The obligations, expectations, and deliverables of the parties involved: _____

4. The duration of the contract: _____

5. The cost and any fiscal implications of the contract for the City: _____

6. Describe disadvantaged business enterprise (DBE) participation: _____

