

Exhibit A

Service Provider Proposal

In collaboration with, and as the chosen Adult Mental Health Initiative of Region 3 community crisis response provider, the Human Development Center (HDC) will utilize the City of Duluth's expanded crisis funding to ensure consistent, timely, compassionate, and non-punitive response to mental health, housing, and substance use crises specifically within the City of Duluth.

Organizational History and Description

HDC is a community mental health center and the Northland's only Certified Community Behavioral Health Clinic (CCBHC) providing integrated behavioral health and addictions services to the residents of Carlton, Lake, Cook, and Southern St. Louis counties in Minnesota and Douglas County in Wisconsin. Established in 1938 as a private, non-profit agency, HDC offers a comprehensive array of services provided by an integrated team of professionals for children, adolescents, adults, and seniors across a variety of settings. HDC serves the region's most at-risk, chronically stressed children, families, and adults with mental illness. An extensive description of the agency, programs, and services is located at HDC's website: www.humandevelopmentcenter.org.

HDC offers integrated and comprehensive services, including Project Reach Out, Children's Therapeutic Services and Supports, School-Based Services, Early Childhood Mental Health Services, Trauma-Focused Therapy, Children's Therapy, Family Therapy, Children's Case Management, Therapy Services, Dialectical Behavioral Therapy, Psychiatric Services, Community Support Programs, Adult Rehabilitation Mental Health Services, Crisis Response Services, Community Support Programs, First Episode Psychosis, Adult Case Management, Employment Connection, Care Coordination, Peer Supports, Drop-In Centers, Assertive Community Treatment programs, Homeless Program, Addiction Services, and Behavioral Health Home Services.

HDC collaborates with many other area service providers, including St. Louis, Carlton, Lake, Cook, and Douglas County Public Health and Human Service Divisions, Duluth Police and Fire Departments, Cloquet Police Department, St. Louis and Carlton County jails, CHUM, Union Gospel Mission, Damiano Center, Salvation Army, Center City Housing, Life House, AICHO, Fond du Lac Band of Ojibwe, Center for Alcohol and Drug Treatment, Northwood Children's Services, local hospital and emergency departments, and Northeast Regional Correction Center, among others, to ensure the communities HDC serves receive all needed behavioral health resources in the best means possible.

HDC's mission is to foster hope, resilience, and recovery by providing integrated, culturally respectful mental health and addiction services. Since its inception, HDC has successfully partnered and collaborated with local, state, and federal entities as well as with numerous nonprofit organizations to provide comprehensive mental health and substance abuse services.

Qualifications and Experience

HDC is uniquely qualified to delivery mobile crisis services in the City of Duluth. HDC is a certified Rule 29 Community Mental Health Clinic that is also certified to provide Adult and Children's Crisis Response Services by the Minnesota Department of Human Services Behavioral Health Division. Moreover, HDC was federally certified as a CCBHC in 2018 and as a state certified CCBHC in 2020; both the federal and state CCBHC certifications require HDC to provide crisis services to all in need. HDC currently serves the

mobile crisis response area of Carlton, Lake, and St. Louis counties in Minnesota and Douglas County in Wisconsin, representing over 10,700 square miles of both rural and urban areas. HDC employs a team of mental health professionals and practitioners and provides the most comprehensive and expansive behavioral health service set north of the Twin Cities.

HDC has a multi-year history of monitoring and delivering mobile crisis services. Since 2016, HDC has successfully delivered adult and child mobile mental health crisis response services for those at risk and/or are experiencing mental health, homelessness, and substance abuse crises in Minnesota's Region 3 service area, along with Douglas County. The Region 3 mobile crisis program is currently operated in partnership with the Arrowhead Health Alliance. HDC's crisis program is monitored by a Program Supervisor who is overseen by HDC's Director of Community Based Services.

Service Delivery

HDC will respond to and provide compassionate mobile community crisis response services 24 hours a day, 7 days a week, 365 days a year, for all individuals and entities in the City of Duluth requesting crisis service provision and will furthermore link individuals to all community-based services available to them. Through community collaboration and partnerships, a triage model will be utilized for crisis response procedures and individualized protocols to address the unique needs of the Duluth community, including law enforcement, medical responders, and existing community service providers. The triage model will ensure accessibility to all and allow for non-punitive crisis response in collaboration with, or independent of, law enforcement and medical responders, and/or specific service providers as appropriate in non-violent, non-medical emergency situations, further circumventing unnecessary burdens placed on law enforcement, medical responders, emergency rooms, detox centers, and incarceration centers.

In partnership with First Call for Help (FCFH) and local dispatching authorities, the crisis response team will be available 24/7 to individuals seeking services and will be on-site within 30 minutes of the call, location dependent, to further evaluate and assist as needed. When face-to-face crisis intervention services are provided by a mental health practitioner, clinical supervision with a mental health professional will be obtained within the first three hours. During the face-to-face assessment, a crisis intervention treatment plan will be developed with the individual to address immediate needs and problems, transport as needed, and develop a plan to ensure ongoing support and resources are available.

To reduce pressure on the local health care system, the crisis response team will develop and implement a community support Intensive Case Management model that supports people experiencing a crisis who have presented for help at a Duluth Emergency Department (ED). This service is positioned to reduce hospital admissions and emergency department stays, improve coordination of care with discharge/follow up planning, and greatly improve access to community-based support services for individuals experiencing mental health-related concerns. HDC, Essentia Health, and St. Luke's will develop a collaborative culture with protocols and procedures necessary to provide on-call ED case management services.

In addition to providing the intensive case management services, practitioners will work with community partners/first responders to develop co-responder models and protocols for direct access to crisis supports. For example, the Crisis Response Team would collaborate with 911 Dispatch, developing protocols for when incoming calls pertain to a person with severe mental illness or a person who is in

emotional distress. The 911 Dispatcher would conduct a risk assessment to determine if a person is eligible (i.e., if the caller does not have a specific plan to harm self or others) to be connected directly to a crisis response team member for support and stabilization services. The crisis response team member would then provide de-escalation via telephone and/or schedule an in-person visit, as well as follow-up, as needed. The crisis response team will also develop protocols to perform mental health-related welfare checks at the request of community partners and participate in preventative measures through involvement with the Community Intervention Group.

Ensuring the safety of consumers and staff is the very foundation of effective crisis care. Crisis response staff will be trained in crisis prevention, crisis intervention, and client de-escalation to equip them for crisis interventions. Mobile crisis response providers will respond in teams of two when face-to-face assessments take place in a home or locations other than hospitals, residential facilities, or those previously deemed “safe zones.” No crisis response staff will be required to conduct home visits alone. Adequate staffing promotes timely crisis intervention and risk management for persons in crisis who are potentially dangerous to themselves or others and is foundational to safety. Crisis response staff performing crisis outreach visits will have prompt access to any information available on the dangerousness or potential dangerousness history of the client they are visiting. This information will be gathered during the screening process, and when applicable, through consultation with the local law enforcement’s co-responder team. HDC currently has staff embedded in the Duluth Police Department Mental Health Unit and the Carlton County Law Enforcement teams. Additionally, first responders (911) may be asked to accompany crisis response staff if the nature of the crisis indicates EMS or police are more appropriate. This is not the preferred approach and will only be used in circumstances when imminent harm is posed to support justice system diversion.

Following a crisis assessment/intervention, crisis stabilization services will be utilized to restore the individual’s functioning to a pre-crisis level. Short-term intensive stabilization services can effectively divert the need for psychiatric hospitalization, link individuals to outpatient services, and provide assurance of safety and security in the least restrictive environment. This includes providing supportive counseling, skills training, education, referrals, and coordination with other levels of care, community partners, or current providers. As a CCBHC, HDC is well versed in the mental health system of care offering a full spectrum of services including therapy, psychiatry, certified peer support, substance use/addictions, community-support programs, and outreach services utilizing an integrative model that places the individual at the center of care.

Having established Peer Supports with lived experience within HDC’s current system of care makes for a comfortable expansion to include involvement in crisis services. Peer Supports will play a key role in the crisis screening and the assessment process by assisting with engagement and support. Additionally, Peer Supports will provide crisis stabilization services thereafter by extending support to individuals throughout continuity of care. Peer Supports facilitate healing through shared experiences using a strengths-based approach to support individuals in overcoming barriers and finding hope.

Another key component to HDC’s crisis interventions will include Rapid Access Psychiatry where arrangements are in place for individuals who do not require immediate intervention to be evaluated by psychiatry within 72 hours. The HDC Psychiatry Department will reserve Rapid Access appointments 3 days a week (Monday, Wednesday, Friday) for crisis referrals. These appointments will serve the dual roles of escalation prevention of an urgent situation to an emergency and ongoing assessment and stabilization during a period of sustained urgency after a crisis. An HDC Registered Nurse (RN) will triage crisis referrals in person and/or over the telephone following clear criteria where individuals

experiencing clinical conditions, are unstable, and have the potential to deteriorate quickly and result in emergency admission will be seen. Rapid Access Psychiatry appointments will provide quick access to psychiatric consultation and treatment recommendations. The psychiatry provider will then consult and provide the individual's primary care provider (PCP) with recommendations for treatment, medications, and/or diagnoses. The PCP will continue working with the individual on treatment moving forward. This strategy is positioned to improve clinical outcomes and address gaps in continuity of care between acute and ambulatory care services.

Recognizing that children and adolescents have their own unique needs in crisis, HDC will use an evidenced-based decision support and communication tool to identify and document more rapidly and accurately the needs of youth in crisis. The Childhood Severity of Psychiatric Illness (CSPI) assesses risk behaviors, behavioral/emotional symptoms, functioning problems, juvenile justice status, child protection, substance use, and caregiver needs/strengths. The information gathered in these key areas informs intervention decisions. Crisis intervention for youth includes debriefing with parents/caregivers after the crisis is resolved as well as development of an individualized crisis plan in partnership with the youth (as age appropriate) and parents/caregivers, utilizing information gathered through the assessment. Following resolve of the crisis, the crisis response team will work with the family and youth to identify potential triggers of future crises and learn strategies for effectively dealing with potential future crises (crisis stabilization services).

Service Coordination/Collaboration

As the region's largest community mental health provider, HDC has developed strong partnerships with many community providers. HDC's presence in Carlton, Lake, and St. Louis counties has allowed the agency to serve and work collaboratively with community stakeholders on many projects. HDC has long partnered with community entities including county social service departments, schools, and local hospitals to address gaps in services for those most in need. Providing a continuum of outpatient mental health and community support services to individuals across the age spectrum, combined with a reputation for providing good quality care and developmentally appropriate services, will contribute to successful and sustained collaborations in the City of Duluth.

HDC's effective partnership is demonstrated in its collaboration with Carlton County, providing crisis services for individuals in the correctional system, which reflects on the potentials for the City of Duluth. HDC crisis response staff regularly perform crisis assessments in jail settings and participate in regular jail outreach meetings where providers from the county and community come together to coordinate care and discuss individuals' needs for crisis stabilization. HDC's ability to coordinate services is further demonstrated in its partnership with law enforcement. Law enforcement plays a critical role in the successful execution of mobile crisis services by providing support to mental health workers in potentially dangerous situations and serving as an important source for warm hand-offs to crisis mobile teams. Building on this relationship, HDC and local police departments across the region, including the Duluth Police Department have partnered to embed co-responding mental health professionals. The embedded social worker will be a part of the City of Duluth crisis response team, assisting law enforcement to assess and develop real time co-response and intervention services. The embedded social worker also utilizes resources such as the crisis response, Birch Tree Center, Wellstone Stabilization Centers, and other regional resources to ensure that individuals interacting with law enforcement can connect to crisis services if needed. Additionally, the embedded social worker also provides behavioral health and crisis response education to community partners.

HDC has also participated in training and education with local law enforcement in Cook, Lake, and Carlton counties to train police officers in mobile crisis response and will extend this service to the City of Duluth as needed. HDC also provides resources (crisis posters, informational cards) to distribute to staff and participates in annual crisis intervention events sponsored by the police departments.

Furthermore, HDC collaborates with various organizations on crisis services and suicide prevention. HDC staff engage community schools to educate students and staff on crisis services and provide educational material on crisis services during Signs of Suicide (SOS). HDC also provides public education and informational resources to other organizations and collaboratives. For example, HDC provides mobile crisis services information to First Witness Advocacy Center.

HDC collaborates with hospitals in St. Louis, Cook, Lake, and Carlton counties to establish meeting “safe zones” and reduce the number of people who go through the ED process before meeting with the crisis response team. In Carlton and St. Louis counties, HDC participates in various specialty courts including Mental Health Court, Drug Court, and DWI Court and facilitates Moral Reconation Therapy for Drug and Mental Health Courts. HDC also partners with non-governmental and non-healthcare entities (like the Boys and Girls Club) to provide community outreach. HDC has a collaborative relationship with the local tribal service providers and Indian Child Welfare (ICWA) to reduce service gaps and improve service quality. Partnership with the ICWA gave HDC the opportunity to be involved in the creation of the state’s first ICWA Dependency Courts.

HDC staff members are required to meet training requirements and work through staff development plans. HDC staff attend external state and local meetings as well as trainings relevant to their positions. HDC will continue to attend the ABHI Collaborative meetings and county collaborative meetings such as co-responder initiatives and collaborate with schools to improve access to crisis services.

HDC has long recognized cooperation between agencies leads to enhanced outcomes for persons served. HDC’s history of collaboration has delivered quality care and community orientated programs. Due to this history as a trustworthy community partner, HDC has long standing relationships with numerous community organizations that expand the community’s service capacity. Additionally, HDC leadership regularly explores possible new partnerships, builds community rapport, and develops new agreements that are beneficial to all partners seeking to deliver quality services.

City of Duluth Focused Crisis Response Collaboration

Inspiration and feedback from Adult Mental Health Initiative, St. Louis County Health and Human Services, Duluth police and medical responders, Duluth Community Crisis Response Organizers, focus groups, and legislative orders have contributed to the design of HDC’s propose crisis response services focused on the City of Duluth. HDC will use the Best Practice Toolkit for Behavioral Health Crisis Care published by SAMHSA in 2020 to guide the development of its crisis services, implementing effective evidenced-based strategies for suicide prevention to reduce the burden often placed on health systems and law enforcement. To achieve this initiative, HDC will ensure key community partners (law enforcement, emergency departments, county social services, etc.) will have direct access to the crisis response team and adopt a co-responder model of intervention that is focused on resolving mental health, homelessness, and substance use crises. The includes working closely with law enforcement, CORE unit, Recovery Alliance Duluth (RAD), and local justice systems currently involved in area crisis work providing crisis assessment and stabilization services by peers, practitioners, and clinicians.

Supporting individuals through and post crisis is crucial to reducing the fragmentation of mental health care, making these partnerships imperative to positive outcomes.

HDC will also strive to mirror the evidence-based crisis response program Crisis Assistance Helping Out on The Streets (CAHOOTS) model as a guide but tailor it to meet Duluth's specific needs. The CAHOOTS model focuses on providing non-stigmatic and non-punitive response to mental health, housing, and substance use crises to promote greater utilization by community members and decrease need of law enforcement and EMT services, the main goal of crisis response for the City of Duluth. This model provides a crisis intervention worker who is skilled in counseling and de-escalation techniques and a medic who is either an EMT or a nurse, which HDC will accomplish by funding a psychiatric RN position embedded within the Duluth Police Department, as a part of the core crisis team, and access to rapid on call psychiatry when needed. The psychiatric RN will co-respond to police calls involving people with serious mental illness to assist with situation de-escalations, provide assessment, and provide linkage to treatment. Positioning crisis staff to work in collaboration with the CORE team augments the interventions performed, brings together the shared vision of an integrated approach to community intervention delivering person-centered care, and best utilizes community resources.

Inclusive and Culturally Responsive Services

All HDC services are provided in a culturally sensitive manner and each person is treated uniquely. It is of utmost importance to properly assess for cultural considerations and preferences when providing any behavioral health care. HDC clinicians utilize tools and evidence-based practices that contextualize the individual's life, focus on resources, social supports, resilience, and clarify key aspects of the clinical problem from the point of view of the individual. This collected information drives the course of treatment and recovery.

HDC has many collaborative relationships and guiding entities that help in the delivery of culturally respective service delivery and internal practices and frequently shares information, resources, and persons served to reduce service gaps and improve service quality. As an example, when developing the mobile crisis team, input was sought from the Grand Portage Band to ensure services were culturally informed and accounted for tribal sovereignty. HDC also works with children and families involved in ICWA, seeking guidance and participation with the incorporation of culturally specific interventions into EBPs. This partnership gave HDC the opportunity to be involved in the creation of the state's first ICWA Dependency Courts.

Understanding traditional cultures and utilizing a holistic approach to healing the body, mind, and spirit is imperative to providing an inclusive healing and caring environment. With this understanding, HDC encourages individuals to incorporate cultural practices into their services. Providers offer open-mindedness and willingness to accommodate specific needs to promote this aspect of wellbeing. HDC actively seeks collaboration from partners to ensure all levels of services are culturally informed, recognizes culturally appropriate definitions, draws on sources of cultural resilience, considers the effect of historical trauma, and realizes the current struggles in the face of dominant cultures and oppression.

HDC also adheres to an important set of trauma-informed care principals that include safety, collaboration, trustworthiness, and empowerment. Using screenings and assessments, HDC staff continuously evaluate the physical and emotional safety of the individuals they work with. This practice is maintained through required annual trainings and is written into the agency's training plan.

HDC is an equal opportunity employer and encourages people representative of community members' diverse races, genders, ages, sexes, religions, national and cultural backgrounds, socioeconomic status, lived experiences, and gender and sexual identities to apply for open positions. HDC staff use person first language in documentation, conversation, and written materials. Additionally, the agency recently enacted a Diversity and Inclusivity Committee that discusses and acts on diversity and inclusivity issues within the agency and wider community. The committee is also exploring new avenues to increase diversity in its staff and grow as a more inclusive agency that reflects the community's diverse peoples.

HDC has been working closely with community members and partners to improve its understanding of the specific crisis needs of the City of Duluth. In this process, HDC has learned of the importance of having continual real time input to ensure up to date information of community member need to allow adequate process to change and response as needed moving forward. To support this initiative, HDC has hired a Community Coordinator to facilitate community outreach activities that reach diverse communities, build relationships with community members, and provide education to community members/providers in the City of Duluth. Through the Community Coordinator's work, the City of Duluth and HDC will maintain positive collaborative working relationships with community service providers including strong collaboration with law enforcement, hospitals, county and city departments, and other mental health providers to address community-based crisis needs. (See attached Job Description)

The Community Coordinator will be tasked with the creation of a Crisis Services Advisory Council to serve as a forum for community stakeholders to share their opinions and expertise and coordinate services. Members will consist of diverse individuals who represent key stakeholders and traditionally underserved groups of people in the Duluth Community. The Advisory Council will provide the crisis program with insights and advice to assist in solving community needs around crisis services. This group will also explore new program expansion opportunities that further HDC's and the City of Duluth's mission to provide comprehensive crisis services.

Furthermore, communication with the community has highlighted the importance of the diversity of the crisis response team. To ensure crisis team members represent community members utilizing services as best as possible, funds will be earmarked to support the recruitment and retention of crisis team members, emphasizing the creation of a diverse team that is representative of community members' diverse races, genders, ages, sexes, religions, national and cultural backgrounds, socioeconomic status, lived experiences, and gender and sexual identities. Inclusive hiring practices will be utilized to achieve this while ensuring team members meet qualifications stated in Minnesota Crisis Services Statutes.

Community Education

Programs that aim to serve individuals experiencing mental health crises include training on common mental health conditions that can lead to crisis if untreated, methods for identifying if (and which) mental health conditions are present in a crisis (i.e., screening and assessment techniques), and methods for interacting with people experiencing a psychiatric emergency (i.e., mental health first aid and de-escalation). These programs may also include training on the local Duluth behavioral health treatment systems. This knowledge may also be provided by partner organizations represented on the team. The crisis response team will develop a training plan of internal and outsourced professional training to provide community partners opportunities to receive training in crisis response principles with the goal of improving the relationship between responders and the community members

experiencing crisis. These trainings will also equip learners with resources to provide follow-up support and crisis response plans if the individual should be in crisis again.

Quality Control

HDC ensures that it remains in compliance with all Federal and State confidentiality laws. HDC employs a Health Information Systems (HIS) Manager who leads a team of Electronic Health Record and Health Information Specialists who manage the CareLogic Electronic Medical Records system. Additionally, the HIS Manager is knowledgeable on current federal and state laws and regulations, including HIPAA, and utilizes a proactive approach to stay up to date with changes regulations. Furthermore, the HIS Manager oversees HDC confidentiality related issues to ensure best practices.

HDC adheres to all billing and accounting practices. HDC's billing specialists, led by a billing supervisor, regularly communicate and consult with clinical staff and HIS staff to ensure HDC billing practices reflect the activities and services being performed. The team is trained in and knowledgeable of current healthcare billing practices and is experienced in the specifications of the CareLogic EMR billing and reporting software. HDC also employs a team of accounting specialists, led by an accounting supervisor, that works to ensure regular accounting activities including accounts payable, accounts receivable, recording, cash flow, and other related accounting activities are performed. The accounting team also consults with service providers to ensure the operations are correctly recorded in the general ledger. HDC participates in an annual audit to demonstrate the agency follows all state and federal Generally Accepted Accounting Principles (GAAP).

HDC realized that client and community satisfaction is paramount to the successful delivery of any behavioral health service. In 2020, HDC developed its 2025 Strategic Plan. In creating this plan, HDC committed to measurable actions to ensure program satisfaction for persons served and community members/partners. To ensure community satisfaction, HDC is expanding and enhancing community collaborations across the region to address unmet needs through partnerships. HDC also works to increase served persons satisfaction through prioritization of program expansion to meet identified needs and properly employ an integrated behavior health services model. The agency reviews data from qualitative metrics and bi-annual satisfaction surveys to identify and set goals for delivering quality care. Baseline measurements of service delivery will be gathered, and all qualitative and quantitative data showing utilization of crisis services within the City of Duluth, working relations with community partners, clinical outcomes, resource attainment, reduction in law enforcement, medical response, and hospital and institutions admissions, and increases or reductions of repeat crises, along with all other data will be reported to the City of Duluth on at least bi-annually.

Collecting and Reporting Client and Community Complaints and Responding to Concerns

HDC's policy for handling internal and external complaints stipulates that served persons have the right to inform HDC of any complaint against the agency or any of its employees. The complaint can be made verbally or in writing. The complaint is submitted to any HDC employee and is then forwarded to the HIS Manager for documentation and resolution. Complaint types include, but are not limited to, quality of care, access to service, attitude and/or service of HDC or its staff, billing/financial issues, and/or insurance issues. No retaliation will be taken against any person or party that makes a complaint.

If a complaint is made by a served individual or community partner against HDC regarding contracted services under this grant, HDC would inform the City of Duluth of such issues (i.e., HIPAA compliant) and actions taken by HDC to resolve the complaint, as appropriate.

Reporting and Outcome Measures

Utilizing an electronic health record, HDC will track various metrics and data points to inform practice and monitor effectiveness. These performance outcome measures were identified by community partners as high priority areas for crisis services. Performance outcome reports will be measured on a quarterly basis and submitted to the City of Duluth.

Outcome Measures:

- Percent of emergencies handled by the mobile crisis response team managed without psychiatric hospitalization of the person in crisis.
- Reduced number of ED intakes for mental health crises.
- Increased connections to treatment.
- Reduced number of crisis related calls for service from distinct individuals.
- Reduced instances of untreated mental health conditions.

Team Performance Measures:

SAMHSA recommends the following performance metrics for crisis response teams that are used to measure effectiveness.

- Number of people served per shift.
- Average response time.
- Percent of calls responded to within a set time frame.

Proposed Costs

Please see the attached budget proposal below.

Crisis Budget 2022-2024

Direct Program

Personnel

		Per Year	3 Year Total
1.00	Community Care Coordinator	50,000	150,000
3.00	Outreach Staff	126,000	378,000
0.20	Director of Community Based Service	16,320	48,960
1.00	Embedded RN	67,222	201,666
0.50	Crisis Program Supervisor	31,351	94,053
0.05	On-Call Psychiatry	7,391	22,173
0.40	MH Professional	26,210	78,630
Total		324,494	973,482

Blair
\$42k per yr per Outreach Staff
Jaime LaGraves
Marissa
Kiley Pronschinske
MD/Nurse
.2 MH Professional

Fringe

Other Benefits	19,794	59,382
Payroll Taxes	24,824	74,472
Insurance	62,608	187,824

.061 of salary
.0765 of salary
12040 per FTE

Overhead

Marketing	6,000	18,000
Vehicle	45,000	45,000
Travel	3,250	9,750
Supplies	3,220	9,660
Communications	2,520	7,560
Laptops	6,000	6,000

2 New Vehicles at \$22.5k each
5750 miles per year/.565 miles
Office supplies
Cell phone @ \$30/month at 7 FTE
6 laptops at \$1000

Other

Crisis Client Immediate Needs	8,300	24,900
Hiring Retention	12,500	37,500
Staff Training	5,000	15,000
Community Education/Training	7,500	22,500

Bus Passes, Gas Cards, Clothing
\$2500 Bonus Per EE/Yr
Staff Training
Crisis training for community partners

Direct Program Total

531,010 1,593,030

Cost Allocations

IT Allocation	19,237	57,711
Occupancy Allocation	25,492	76,476
Administrative Allocation	24,261	72,784
	68,990	206,970

Total

\$ 600,000.03 \$ 1,800,000.09

**Human Development Center
Job Description**

Job Title: Community Coordinator
Union Status: Non-Union
Reports To: Director of Community Support Programs
FLSA Status: Exempt

MISSION STATEMENT: HDC's mission is to foster hope, resilience, and recovery by providing integrated, culturally respectful mental health and addiction services.

SUMMARY: The Community Coordinator will work as a collaborative partner to the Crisis Response Team Program Supervisor to ensure crisis services are delivered in accordance with agency core values and mission, meet the needs of the community, and engage in program development. This position will work actively in the community facilitating outreach activities to build relationships of trust, collaborate with community providers, and reach underserved populations. This position maintains positive collaborative working relationships with community service providers including strong collaboration with law enforcement, hospitals, and other mental health providers to address community-based crisis needs.

ESSENTIAL DUTIES AND RESPONSIBILITIES include, but are not limited to, the following:

- Interact with HDC staff, co-supervisors, and other internal and external stakeholders with respect and create a positive and respectful workplace that provides person-centered, trauma informed, and culturally responsive services.
- Prepare progress reports and evaluate program data/outcome measures and community feedback to ensure program services meet the community needs.
- Actively participate in community outreach activities to reach diverse communities, build relationships with community members, and provide education to community members/providers.
- Facilitate marketing activities and communication around crisis services.
- Identify training needs and develop training plans for staff and the community around crisis de-escalation.
- Maintain personal and professional boundaries.
- Operate a Community Advisory Council to assist with vision and program development.
- Actively participates in hiring, onboarding, and staff development/training.
- Perform other duties as assigned.
- Support crisis response team as necessary, dependent on qualifications.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. Individual must successfully complete a criminal background check.

EDUCATION/EXPERIENCE

- Bachelor's Degree preferred, in human services or related field.
- Experience in areas such as managing public service programs and operations, including public involvement and education, public relations, or public communication.
- Proficient using Microsoft Suite (Excel, Outlook, etc.).
- Organized and detail oriented.
- Exceptional communication skills, oral and written.
- Excellent customer service skills.

LANGUAGE SKILLS: Must be able to communicate effectively both verbally and in writing.

COMPUTER SKILLS: Basic computer skills, including MS Outlook, Word, and internet and an ability and willingness to learn and use an Electronic Health Record system.

REASONING ABILITY: Must be able to use abstract reasoning, decision-making, and problem-solving skills to assist in client care and organizational operations. Ability to comprehend a variety of instructions provided in writing, orally, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS: Valid driver's license to transport self in personal and/or company vehicle to local and regional establishments. Mileage reimbursement requires proof of insurance.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee is required to speak in a manner which is understandable to others. Frequently required to sit. Must occasionally lift/move up to ten pounds. Visual abilities include close vision and an ability to adjust focus. Must be able to transport self to other HDC office locations and establishments in the surrounding area.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work is mainly performed indoors, in settings such as offices, conference rooms, or project dedicated working areas. Work will sometimes involve travel to various locations including outdoor settings and at community events, and with occasional evening and weekend hours.

EXPECTED CORE BEHAVIORS AND VALUES

ACCOUNTABILITY: Sets and meets challenging objectives before being asked to. Follows through on all commitments, meetings, and exceeding expected results.

ADAPTING TO CHANGE/FLEXIBILITY: Responds to change with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives. Changes behavioral style or method of approach when necessary to achieve a goal. Can identify creative solutions to difficult problems.

BOUNDARIES/PROFESSIONALISM: Able to maintain firm and appropriate boundaries in a variety of settings/situations.

COLLABORATION/PARTNERSHIP: Willingly cooperates and works through issues and conflicts toward effective solutions. Establishes rapport with people easily, developing and maintaining a network of contacts who can provide information, help, and access to others.

CONTINUOUS LEARNING: Demonstrates eagerness to acquire knowledge, skills, and judgment to accomplish a result or to serve and anticipates customer's needs effectively.

CUSTOMER SERVICE: Focuses on understanding and exceeding internal and external customer needs in a professional manner. Displays kindness and genuineness towards others.

STEWARDSHIP: Demonstrates an understanding of the link between one's own job responsibilities and overall HDC goals and needs and performs one's job with the broader goals in mind.

I acknowledge that I have read and understand the above job description in its entirety and am capable of performing all of the stated requirements.

Signature: _____ Date: _____