

Whole Person Care Client Services Contracts Reporting Requirements

Biannual Report Requirement

Please submit a brief report on March 31st and October 31st addressing the following topics related to this contract's specific services. Instructions below:

1. Equity work	2. Client input	3. Marin homelessness system navigation
4. Trauma	5. Grievances	

1) Equity work:

- i) What is your organization doing to provide services in a more equitable way? Examples may include participating in equity training initiatives, making materials more accessible, incorporating equity in staffing, incorporating diverse client input into program design and evaluation, etc.

2) Client input:

- i) How are you gathering client input, using it to improve services, and reporting back to clients what you heard?

3) Marin homelessness system navigation:

- i) *Homelessness system navigation goals:*
 - (1) *Clients are able to navigate/care for themselves and have agency in their care*
 - (2) *Services and the system of care are straightforward to navigate*
- ii) Discuss barriers to navigating the system that you have seen/heard clients experience as a team and then answer the following question in your biannual report:
 - (1) What are the top barriers you discussed?
 - (2) What is your organization doing to address these barriers?
 - (3) Are there barriers that disproportionately impact members of specific demographic groups and what are you doing to address them?
 - (4) Please identify the top few barriers that are beyond the control of just your organization which we should be working on collectively.

4) Trauma:

- i) *Trauma Informed Care and Secondary Trauma goals:*
 - (1) *We provide equitable trauma informed care by which we mean care that assumes everyone has trauma exposure in their history and that informs our interactions with clients, staff, and partners.*
 - (2) *We assess for and address Secondary Trauma among our staff*
 - (a) *Possible screening tool: Professional Quality of Life Scale (PROQOL) Compassion Satisfaction and Compassion Fatigue*
- ii) Discuss as a team how you are training for and implementing trauma informed practice then answer the following question in your biannual report:
 - (1) What is your organization doing to train for, incorporate into practice, and assess Trauma Informed Care?
 - (a) What are you doing to assess and address Secondary Trauma among staff?

5) Grievances:

- i) Since your last report, how many grievances have you received and in general, how were they investigated?
- ii) Please report the count of the grievances above by outcome category:
 - (1) Resolved to client's satisfaction
 - (2) No finding
 - (3) Unable to resolve
 - (4) Other (please specify)