

EXHIBIT B
(Scope of Services)

- I. The Bo Matthews Center for Excellence will:
 - A. Provide a quarterly venue for discussion, as a *community forum*, inviting the WNA, guests, and BMCE stakeholders, including funders, staff, participants, community and guests. These quarterly meetings are to provide a safe and welcoming environment for all attending to:
 - i. Provide suggestions and/or advisory comments in developing effective methods to resolve repeatedly documented and reported behavioral concerns in Critical Incident Reports;
 - ii. Hear input from the review of program and facility design, outcomes, policies, procedures, progress reports, and other relevant information, and to offer suggestions and advisory comments with regard to those items;
 - iii. Discuss safety or safety-related issues affecting the neighborhood, and to invite comments or suggestions on these issues;
 - iv. Discuss repeated issues, problems or behavioral issues that impact the community, and to seek resolution; and,
 - v. Monitor progress and commitments made within this agreement.
 - B. Provide quarterly reports as per the requirements of the funding for services, to both Denver's Road Home/Denver Department of Human Services, and, the Whittier Neighborhood Association Board. This report will include progress and outcomes on the measurable indicators for services, including, but not limited to, employment, education, volunteerism, and accomplishments.
 - C. Document reports and resolution of critical incidents and neighborhood concerns.
 - D. Be responsive to neighborhood concerns raised, as addressed in the specifics of the body of the Good Neighbor Agreement.

- II. The Bo Matthews Center for Excellence will:
 - A. Provide a clear and accessible Complaint/Appeal process to any individual seeking or currently in housing.
 - B. Any individual has the right to Appeal a decision on eligibility.
 - C. Any individual has the right to appeal a decision on 10-day notice, within the 10-day Notice period, and to have such appeal heard and responded to within 48 hours.
 1. Resolution to Appeals will be heard by the Management Team committee;
 - a. The Management Team is made up the following staffing positions:
 - i. Executive Director
 - ii. Director of Programs & Services
 - iii. Chief Financial Officers
 - iv. Program Directors from all programs
 2. Committee will reach resolution by consensus as to whether a given Appeal should be upheld or denied, e.g.:

- a. Appeals for violations of policies such as the smoke-free policy for a first-time incident are likely to be granted.
- b. Appeals for violations of policies such as violence or threats of violence are likely to be denied.

III. The Bo Matthews Center for Excellence will:

- A. Provide 24-hour on-call case management to all residents and property manager;
- B. Provide a 24-hour on-call Clinical back-up for case manager on-call
- C. Work toward having 7-day staffing at BMCE by the time of the occupancy of the new Fourth Quarter Apartments.
- D. Provide all residents with a 24/7 process to communicate health, safety and security concerns.

IV. The Bo Matthews Center for Excellence will:

- A. Provide notice of any upcoming events that impact the neighborhood, and invite the community when appropriate.
- B. Communicate as provided through the responsibility for a quarterly meeting (as set out hereinabove).
- C. Be accessible for residents, neighbors, community, and the various organizations in the community.