Exhibit A Scope of Work and Deliverables

Project Overview
MnDOT (State) requests responses for services to develop and deliver online training materials and curriculum for the State’s Staff who may encounter People Experiencing Homelessness or Homeless Encampments as part of their work. The selected Responder will work with State staff to develop comprehensive training materials and identify the best sequence for this training. These materials will also include a discussion guide for a supervisor or another, to lead staff discussions after each module. The training will be divided into 6-8 training videos intended to be viewed primarily in group settings followed by group discussions but should also be suitable for individual viewing for staff who miss the initial presentation.

Project Goal
The goal of this project is to develop and deliver training materials for State’s staff and contracted vendors who may encounter People Experiencing Homelessness or Homeless Encampments as part of their work.

The Contractor will:

Task 1 Training and Education
1.1 Identify audiences, subject matter and materials with State project leadership
   1.1.1 Targeted use (State, local government agencies, consultants)
   1.1.2 Refine specific training topics and content from the general list and groupings in Appendix A
1.2 Develop six to eight, 15 to 20 minute educational videos as needed, to cover all training specified in Appendix A
1.3 Develop a discussion plan for each video
1.4 Develop general use information materials (handouts, flyers, brochures, etc.) for each topic grouping or as determined from consultation with State project leadership

Task 1 Contractor Deliverables:
1. Training videos
2. Discussion plans
3. Brochures, flyers, handouts
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Task 2 Support in the Development and Coordination of Project Working Structure

2.1 Attend meetings with State Project Leadership
2.2 Develop a process for information distribution, timelines and action plan
2.3 Facilitate productive reviews, feedback and decision making

Task 2 Contractor Deliverables

1. Meeting Minutes
2. Meeting Schedules
3. Memos and summaries documenting decisions
4. Attendance at meetings

Project Schedule
This work must be completed by June 30, 2020.
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Appendix A
Training Module Descriptions

This is a listing of the various training modules that will need to be created for the State Homeless Encampment training. Each module should be roughly 15-20 minutes long, if during development it goes longer then the module, it should be broken into two (or more) separate modules rather than omit any content. Some content may only be a quick mention on just a slide with the approval of the State Project Manager. Content needing to span more than two modules will require approval by the State Project Manager. Bidder must work with State Project Manager to identify existing guidance/materials that may be applicable.

BE PREPARED > This module(s) should cover what the employee can do in advance of doing field work that may lead to an encounter with an encampment or person experiencing homelessness. At a minimum this should include:

1. What safety gear to wear when doing a debris or encampment clean-up, such as puncture resistant gloves, proper footwear, eye protection, Tyvek suits, proper work attire (not wearing shorts into high brush, etc.) and using mechanical devices to pick up/lift debris.
2. Fleet/Vehicle security
3. Proper cleaning of tools, decontamination
4. Handling of sharps
5. Weight & size limits for containers
6. Being deliberate in footing/steps
7. Voicing your approach
8. 360 degree awareness, hazard communication and control
9. Task pre-planning/assignment
10. Security protocol
11. Incident reporting procedures

INTERACTING WITH PEOPLE EXPERIENCING HOMELESSNESS > This module(s) should introduce staff to the experiences faced by the unsheltered population. May be good to include testimonials in this module. At a minimum this should include:

1. How to interact with people experiencing homelessness, effective communication/interpretation, de-escalation, non-verbal signals; language barriers
2. How to interact with people of various genders/nationalities/identities(use of pronouns, identifiers, descriptors)/disabilities
3. Psychology of people under the influence or with mental illness, erratic or unpredictable behavior
4. Factors and their effects that may be affecting encampment residents such as: hunger; sleep deprivation; crime; trauma; mental health issues; medical care/treatment, security concerns, transportation needs, employment situation, housing needs, sanitation, lack of water, weather impacts and the difference between Wet & Dry shelters and the rules and requirements that may impact their desirability to unsheltered individuals
PARTNERSHIPS > This module(s) should introduce staff to the other agencies and social services that they may encounter or coordinate with as State responds to encampments. At a minimum this should include:

1. Who do we call when we find an encampment or unsheltered population
2. How do we work with outreach
3. What other agencies or services are we likely to encounter at an encampment, what are their roles and what do they need from us? This should include the Dept of Admin, DHS, Labor & Industry, local governments, non-profits
4. How do we work with Law Enforcement at an encampment site
5. How do we work with our clean-up vendors

SITE DANGERS > This module(s) should introduce staff to the various hazards they may encounter at or near, an active or former, encampment location. At a minimum this should include:

1. Physical dangers such as: electric hookups; hidden materials such as knives & broken glass used for tent stakes or needles in tent pockets; garbage, glass, fencing or barriers
2. Chemical Hazards such as: Liquids and aerosols; solids (batteries, ammunition, etc.); gases or vapors; particulates; sludge and semi-solids; abandoned containers, compressed cylinders and tanks; chemical reactions; grills, camp/bon fires, wood stove, barrel fire; combustible materials (sterno); drug paraphernalia/residue
3. Bio-hazards such as: human waste; animals (feces, carcasses, bites, fleas); insects (ticks, bed bugs, lice); plants; blood borne pathogens (needles, human contact, MRSA, HIV, HBV, TB); food waste and garbage

SITUATIONAL AWARENESS > This module(s) should introduce staff to the human factors for residents of an encampment as well as the impact to the staff who observe or encounter them. This includes the emotional stress and fatigue that the staff themselves may experience as well as the various issues the unsheltered population are likely to face. At a minimum this should include:

1. Hazards posed by residents such as: Armed residents who may be startled or aggressive; domestic violence; panhandling; suicide
2. Hazards for residents such as: intruders, protesters and imposters; assault or robbery, gang infiltration, drug trade, human trafficking

UNSHELTERED POPULATION > This module(s) should introduce staff to the make-up of the unsheltered population and factors that cause and perpetuate homelessness. This module would also be a good candidate for testimonials. At a minimum this should include:

1. Demographics of the unsheltered population
2. Categories of people experiencing homelessness
3. Typical causes of homelessness
4. Where are the unsheltered population likely to be found
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APPENDIX A

TRAINING MODULE DESCRIPTIONS

PERSONAL AWARENESS/WELLNESS > This module(s) should introduce staff to the psychological/personal emotional aspects of their work with a focus on self-awareness of the physical and emotional responses and resources to help. At a minimum this should include:

1. Secondary Trauma: What it is and how it manifests in the individual
2. The effects of stress on the body
3. Ways to mitigate and work with stress in your daily life (reflection, meditation, breathing, speaking with someone, etc.)
4. STATE resources available to employees (EAP) and how to use them

Ideally, there is an in person component in a workshop format to provide greater discussion, practice of wellness techniques, and community around this topic.