

**PFS PSH Pilot Program**  
**Program Standards for Transparency, Decision Making, and Conflict Resolution**

Set forth below are key elements of the Rhode Island Pay for Success (PFS) Permanent Supportive Housing (PSH) Pilot Program standards for transparency, decision making, and conflict resolution. This document is intended as a point of reference for Service Providers, RICEH, and the Executive Steering Committee with regards to day-to-day Program management, decision making, and conflict resolution.

RICEH and Service Providers agree to the standards outlined below and commit to upholding them over the life of the Program:

- RICEH and Service Providers will participate in regular and as-needed meetings to discuss Program eligibility assignments; Program developments, changes, and decision points; Program outcomes; and outreach and service delivery progress, accomplishments, and challenges at a frequency to be mutually agreed upon by RICEH and Service Providers.
- RICEH and Service Providers will approach Program discussions and decisions with a spirit of goodwill and generosity and with the intention of celebrating each other's successes and uplifting and helping one another to deliver high quality services and achieve Program goals.
- RICEH and Service Providers will demonstrate respect for one another's time and priorities, including and especially when those priorities do not align with one's own.
- RICEH and Service Providers will communicate actual and potential developments with implications for Program funding, timelines, service delivery, or outcomes to one another with reasonable promptness and to the extent permitted by other contract requirements and data use agreements.
- RICEH and Service Providers will endeavor to be as transparent as possible with one another in all areas related to the Program to the extent permitted by other contract requirements and data use agreements.
- RICEH and Service Providers will endeavor to resolve any conflicts that arise through discussion with some or all members of the group. If a conflict cannot be resolved through discussion by RICEH and Service Providers, the conflict will be raised to the

Executive Steering Committee for further discussion and resolution. RICEH or any Service Provider may request that a conflict be raised to the Executive Steering Committee so long as a good faith effort has been made to resolve the conflict at the level of RICEH and Service Providers in a collaborative and mutually respectful manner. RICEH and Service Providers agree to adhere to decisions put forth by the Executive Steering Committee in such instances.

- Any Service Provider has the right to terminate their Agreement with RICEH to deliver permanent supportive housing services under the Program if they believe that RICEH has failed to uphold these standards so long as a good faith effort has been made to resolve their concerns with the RICEH PFS PSH management team, RICEH leadership, and the Executive Steering Committee. Service Providers recognize that termination of their Agreement to deliver permanent supportive housing services may have serious consequences for the Program overall, including the individuals enrolled as Program participants, and agree to pursue such action only as a last resort to resolving concerns or conflicts.

Should a Service Provider elect to terminate their Agreement to deliver permanent supportive housing services under the Program, they will work with RICEH, the Executive Steering Committee, and other Service Providers to develop and implement a winddown plan that protects the wellbeing of program participants, other Service Providers, and the Program itself. Service Providers that elect to terminate their Agreement will return any advanced funds not used to deliver services or implement the winddown plan to RICEH upon Agreement termination.