

Exhibit 4

City of Jacksonville, FL Department of Treasury: Emergency Rental Assistance Program (ERAP)

Civitas, LLC Scope of Work

The Emergency Rental Assistance program allocated \$25 billion to assist households that are unable to pay rent and utilities due to the COVID-19 pandemic. The funds are provided directly to States, U.S. Territories, local governments, and Indian tribes. Grantees use the funds to provide assistance to eligible households through existing or newly created rental assistance programs. Eligible households may receive up to 12 months of assistance, plus an additional 3 months if the grantee determines the extra months are needed to ensure housing stability and grantee funds are available.

Civitas will provide the City of Jacksonville, FL with technical assistance related to program design, program implementation, subrecipient monitoring, quality control, financial management and reporting for this U.S. Department of Treasury funded program. Civitas shall provide direct program delivery assistance, as needed, for the utility assistance portion of this program. This shall include assistance with application design, applicant in-take, eligibility review and payment coordination with JEA.

Civitas will provide the following staff members for this program:

Erich Chatham, Principal
Stan Fitterman, Senior Consultant
Kyle Jenkins, Senior Consultant
Kari Dettmer, Consultant
Pat Phillips, Consultant
Curtis Chatham, Consultant
Chris Hayes, Consultant
Grace Orr, Consultant

Our team is prepared to begin working immediately with the city to develop program policies, procedures and standardized program documents to ensure streamlined process. Based on the program development and management model decided upon, Civitas is prepared to assist as needed with program marketing, coordination with non-profit service providers, application in-take, applicant eligibility review, duplication of benefits analysis, income certification, as well as compliance monitoring and reporting as required.

In addition to the above-mentioned program staff, Civitas will also contract with Benevate, Inc. d/b/a Neighborly Software to provide necessary database software to manage the program. The fees for this software shall be considered a reimbursable expense due upon execution of this professional services contract.

Cost Proposal

Civitas will be available on an as needed basis to provide the program services outlined above at an hourly rate as follows for each Civitas staff member:

Erich Chatham - \$135
Stan Fitterman - \$135
Kyle Jenkins - \$85
Kari Dettmer - \$85
Pat Phillips - \$65
Curtis Chatham - \$65
Chris Hayes - \$65
Grace Orr - \$65

Neighborly software flat fee – \$33,800

While site visits are not anticipated, should staff request site visits, each site visit will be billed at the following all-inclusive rates:

½ Day Site Visit --- \$1,500 (up to 4 hours)
1 Day Site Visit --- \$1,750 (4 to 8 hours)

Civitas will bill the City by the 10th of each month for work completed in the prior month.