Release Date:  Friday, July 20, 2012

Deadline:  Wednesday, September 12, 2012 at 3 PM
(Pacific Standard Time)
# 2012 FAMILY SOLUTIONS CENTERS (FSC)
## REQUEST FOR PROPOSALS (RFP)

### TABLE OF CONTENTS

1. INTRODUCTION..................................................................................................................................... 2
2. PROGRAM DESIGN................................................................................................................................. 3
3. ELIGIBILITY REQUIREMENTS
   3.1 Eligible Populations to be Served ................................................................................................... 9
   3.2 Eligible Proposers............................................................................................................................ 12
4. PROJECT SPECIFICATIONS
   4.1 Project Objectives............................................................................................................................ 13
   4.2 Available Funding ......................................................................................................................... 13
   4.3 Expenditure Limits ....................................................................................................................... 13
   4.4 Project Term ................................................................................................................................. 14
   4.5 Geographic Area Served ............................................................................................................... 14
   4.6 Budget and Leveraging ................................................................................................................. 14
   4.7 Ineligible Activities ..................................................................................................................... 15
   4.8 Facility ........................................................................................................................................... 15
   4.9 Eligibility Verification and Documentation .................................................................................. 15
   4.10 HMIS Participation ..................................................................................................................... 15
   4.11 Reporting and Evaluation .......................................................................................................... 15
   4.12 Target Population and Cultural Competency Requirements ..................................................... 16
5. PROJECT PERFORMANCE TARGETS............................................................................................... 16
6. PROPOSAL EVALUATION PROCESS
   6.1 Threshold Review .......................................................................................................................... 18
   6.2 Quality Review ............................................................................................................................. 20
7. TECHNICAL ASSISTANCE
   7.1 Proposers’ Conference ................................................................................................................ 22
   7.2 Questions and Answers ............................................................................................................... 22
   7.3 Addendums.................................................................................................................................... 23
8. PROPOSAL SUBMISSION
   8.1 Formatting Requirements............................................................................................................... 23
   8.2 Due Dates ..................................................................................................................................... 24
   8.3 Appeals ......................................................................................................................................... 24
9. PROPOSAL CONDITIONS AND RESERVATIONS......................................................................... 25
10. CONTRACT CONDITIONS.................................................................................................................. 28
1. INTRODUCTION

On May 20, 2009, President Obama signed the Homeless Emergency and Rapid Transition to Housing (HEARTH) Act of 2009. The HEARTH Act amends and reauthorizes the McKinney-Vento Homeless Assistance Act with substantial changes. On December 5, 2011, the Department of Housing and Urban Development (HUD) released the Interim Rule for the Emergency Solutions Grant (ESG), which establishes procedures and guidelines for the ESG program as modified by the HEARTH Act.

The new Emergency Solutions Grant replaces the former Emergency Shelter Grant and reflects "the change in the program's focus from addressing the needs of homeless people in emergency or transitional shelters to assisting people to quickly regain stability in permanent housing after experiencing a housing crisis and/or homelessness." The new ESG program builds on the success of the Federal Stimulus-funded Homelessness Prevention and Rapid Rehousing Program (HPRP) and emphasizes rapid rehousing and diversion. The ESG interim rule also requires area-wide systems coordination, including coordination with other targeted homeless services, system and program coordination with mainstream resources and centralized or coordinated assessment.

A coordinated system is essential if our region is to effectively end homelessness. Homeless systems are often fragmented and uncoordinated. Homeless families are forced to navigate different eligibility criteria and are often on multiple waiting lists for shelter beds and housing programs. Multiple service providers are often carrying out assessment and referral efforts on behalf of the same families. A more coordinated system will afford a standardized and uniform process to enable homeless families and service providers to avoid duplication of efforts. A standardized and uniform assessment process will lend itself to a more transparent system that targets the most appropriate housing and services resources to each family. A standardized and coordinated process will also allow our system to learn more about the needs of each family and more effectively address each family's housing crisis. As the National Alliance to End Homelessness noted in a "Best Practice" brief, a coordinated entry system is an essential first step if communities are to "match families to the services they need, no matter how difficult their barriers are to address."

In response to the HEARTH Act and ESG guidelines, LAHSA, in collaboration with the City and County of Los Angeles is building regional systems of care that provide coordinated assessments for receipt of homeless services, prevents homelessness by helping families remain within their communities and retain their current non-shelter housing, or diverts people to housing options other than homeless shelters. The first step in this process was the Family Transitions Project (FTP), which streamlined intake of homeless families seeking motel vouchers during the winter months. The improved coordination through the pilot FTP project resulted in more families being diverted away from homelessness and more families exiting homelessness and being rapidly rehoused in permanent housing.

Building on the success of the FTP, LAHSA, in partnership with the City and County of Los Angeles, is pooling resources to fund the Family Solutions Centers (FSC), which will provide coordinated entry, intake assessment, and housing and supportive services interventions to homeless families and families at-risk of homelessness across the various regions of Los Angeles County. In collaboration with mainstream resources and targeted homeless resources, this new integrated Countywide system will
provide the appropriate level of services and housing to each family in need. The ultimate goals of this coordinated system will be to divert families from becoming homeless and to end families’ homelessness as rapidly as possible.

The overall funding available under this RFP is approximately $5,593,915.00. The funding under this RFP is a compilation of ESG funding from the County of Los Angeles, City of Los Angeles, and the City of Compton. In addition, there are Homeless Prevention Initiative (HPI) funds from the County of Los Angeles to provide additional resources to this project. Additional ESG funding from other city jurisdictions in the County of Los Angeles may be available in the future and will be distributed as appropriate.

This RFP aims to establish six (6) FSCs to provide coordinated entry into the Los Angeles Continuum of Care system for homeless and at-risk families. Services shall include a Standardized Housing and Services Assessments and plans for housing stability.

The initial project term is for approximately 18 months. LAHSA reserves the option to renew contracts awarded through this RFP for two subsequent program years, contingent upon satisfactory contractor performance, availability of funds, and demonstrated site need.

2. PROGRAM DESIGN

2.1 Program Overview

The Family Solutions Center (FSC) program is based on Housing First principles, meaning that housing is offered first without the expectation that the family complete any type of treatment or agree to services, although supportive services are regularly encouraged and made very flexible and accessible. 211 LA County will perform eligibility screenings of homeless families calling for shelter assistance and will schedule appointments for them at the appropriate FSC as soon as possible. A comprehensive array of services provided through the FSC by collaborative community partners will enable the families to remain housed if at risk of imminent homelessness, be diverted to available housing alternatives if they are seeking shelter, or become rapidly re-housed if they are homeless. The FSC will provide coordinated housing and services interventions to stabilize the family’s income situation, and effectively address the issues causing their housing crisis. The overarching goal of the project is to provide coordinated entry into a regionally based system of housing and supportive services for homeless families or at-risk families that will be able to provide them with an intervention that is appropriate in size and scope to address their needs. A Program Service Flow chart has been provided as an attachment in Exhibit 4 and can be used by proposers as a tool for understanding the FSC program design.‡

<table>
<thead>
<tr>
<th>FSC CORE Services provided On-Site</th>
<th>Services provided by Community Partners</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intake (Eligibility screening of Walk-ins)</td>
<td>Interim Housing Resources</td>
</tr>
<tr>
<td>Standardized Housing and Services Assessments</td>
<td>Permanent Housing</td>
</tr>
<tr>
<td>Housing Plan Development</td>
<td>Permanent Supportive Housing</td>
</tr>
<tr>
<td>Diversion Services</td>
<td>Mainstream Benefit Enrollment</td>
</tr>
<tr>
<td>Rapid Re-Housing</td>
<td>Disability Benefits Advocacy</td>
</tr>
<tr>
<td></td>
<td>Employment Development</td>
</tr>
<tr>
<td></td>
<td>Supportive Services as Needed</td>
</tr>
</tbody>
</table>

‡ Created by Shelter Partnership
2.2 Community Based Collaborative

The Family Solutions Centers must be a community based collaborative providing homeless families and at-risk families with coordinated entry, standardized assessment, and housing stability based on specific needs which will lead to rapid connections to housing and supportive services. Each proposal must demonstrate how they will build a full regional collaborative of community partners that can provide the information, supportive services and resources that homeless families need to become stably housed.

All ESG and HPI funds under this RFP are community resources allocated by LAHSA to the region based upon identified need, are community resources. They are not for the proprietary use of the FSC or collaborative community partners contracted to coordinate the resources in this region. LAHSA reserves the right to reallocate funds throughout the project term to ensure full expenditure of ESG funds as outlined in Section 4.2. Need will be assessed by factors such as the number of homeless families in the region, the availability of housing stock for families, and historical data on need of housing for homeless and at-risk families in the region. Each selected proposer contracted for the operation of the FSC under this RFP is required to accept families for assessment, and work with all families seeking assistance for the region identified. If additional housing resources are available to the FSC program, LAHSA will coordinate the distribution of these resources in coordination with FSCs. Allocations may be based on need, performance, and other Continuum of Care priorities. Due to the fact that all FSC site addresses will be made available to the public, facilities solely serving victims of domestic violence will not be eligible under this RFP. LAHSA will continue to develop a complementary and collaborative entry process between the FSCs and the domestic violence providers stakeholder community.

Each FSC for the project must ensure that the Program Director or Senior Program Manager in charge of FSC operations attends and participates in mandatory monthly “Practice Collaborative” meetings to be held at LAHSA or at various FSC Center locations.

2.3 Eligibility Screening & FSC Appointment Scheduling by 211 LA County

211 LA County will receive calls for homeless assistance and will perform an eligibility screening with the family or individual seeking assistance using a standardized prescreening tool that will assess the applicant’s: a) current safety in terms of domestic violence or other threats; b) homeless status and current living situation; c) eligibility and appropriateness for FSC Diversion and Rapid Rehousing; and d) the need for language interpretation services during the assessment appointment. Once the applicant is determined to be potentially eligible for FSC services, 211 staff will schedule the next available assessment appointment at the appropriate FSC at a day and time that is acceptable to the applicant. If needed, 211 will arrange transportation for the applicant and their family to the FSC location to ensure their attendance for the scheduled assessment appointment.

2.4 FSC Intake and Standardized Housing & Services Assessment:

The FSC intake will be completed for each family to determine whether they are eligible to receive Family Solutions Center services. This includes the determination and documentation of homelessness
according to HUD’s Final Rule on “Defining Homeless” (24 CFR parts 91, 582 and 583), and the Emergency Solutions Grant (ESG) Interim Rule (24 CFR part 576). FSCs will be responsible for the completion of a Standardized Housing and Services Assessment form for each family served in the program. The Standardized Housing and Services Assessment will identify any current or potential safety issues for all members of the family, identify the strengths, available resources, and needs of the family, assist in ranking the family as having high, moderate or low barriers to obtaining and sustaining permanent housing, and will inform the development of the housing and services case plan.

Each FSC must employ at least one (1) full-time equivalent (FTE) professional clinician who holds at a minimum a Master's Degree in Social Work (MSW) or equivalent clinical degree or clinical licensure and who has at least 3 years' experience providing services to homeless and at-risk families. This position must be budgeted or leveraged by the agency or partner agencies. The Clinician will lead the FSC team of Housing Stabilization Specialists staff and provide the team with supervision to ensure proper training and utilization of the Standardized Housing and Services Assessment tool. Additionally, the FSC Clinician will ensure consistent targeting of services and processes, and will oversee the housing and service plans developed for families. FSC staff will complete a Standardized Housing and Services Assessment form provided by LAHSA.

2.5 Development of Housing & Services Case Plan

Upon completion of the Standardized Housing and Services Assessment, FSC staff described below will assist the family or individual in developing a focused Housing and Services Plan (HSP) that will address the financial needs of the family and identify the appropriate (right sized) intervention to address and resolve the housing crisis based upon the family or individual's assessed barrier level (low, medium or high) to obtaining and sustaining next step housing and permanent housing. For the purposes of this RFP, next step housing is defined as a temporary housing destination that is deemed to be an improvement over their current housing crisis. More details can be found in the Next Step Housing Chart provided in Exhibit 5. Additionally, the plan will ensure the safety of all family members, as well as any prioritized health, supportive service and educational needs of the family. While the specific circumstances of each family or individual's situation will dictate the most appropriate intervention, in general, families with high barriers to housing will be prioritized for permanent supportive housing slots or ongoing deep housing subsidies, and families with low to moderate barriers to housing will be prioritized for Diversion or Rapid Rehousing short term financial assistance. No direct assistance will be provided for prevention activities under this RFP.

Depending on the anticipated need in each geographic area, the FSC must employ at minimum, one or two FTE Housing Specialist staff to provide housing assessment, location and stabilization services. These positions can be budgeted or leveraged by the agency or partner agencies. Each FSC will be required to have at least one (1) staff member who is fluent in English and Spanish who can provide language interpretation services when needed for monolingual Spanish speaking families. Depending on the cultural needs of the geographic area, proposer shall ensure language interpretation services are made available as appropriate.

2.6 Housing Stabilization Services

Each FSC will be responsible for the provision of the following housing stabilization services to families which include:

2.6.1 Housing Stabilization: Families will meet with a Housing Specialist (HS) to complete the Standardized Housing and Services Assessment described in Section 2.4 and the focused Housing and Services Plan (HSP) described in Section 2.5. Upon completion
of the HSP, appropriate referrals will be made and follow-up appointments will be scheduled with the family in accordance with the goals outlined. HS will be expected to document a family’s progress in achieving identified goals. The HS will also assist families in obtaining additional services including, but not limited to:

a. Housing Search
b. Crisis and Interim Housing Placement
c. Mainstream Benefits Enrollment,
d. Employment Support
e. Childcare Placement
f. Liaison with School District Personnel
g. Substance Abuse Support
h. Health and Mental Health Services Support

2.6.2 Contractor shall hire or designate staff to provide Housing Stabilization services to families in the Program.

2.6.3 After completion of the assessment process, each family must be assigned to a HS who, together with the family, will develop an HSP.

2.6.4 Development of the HSP shall consist of the following components:

a. Rapid Housing Placement: Proposers must ensure that the main focus of the Housing and Services Plan developed for each family is their rapid placement into next step or permanent housing as described in Section 2.5 of the RFP.

b. Mainstream Benefits/Increasing Household Income: Proposer must establish procedures for screening families at program entry and intake for eligibility for mainstream benefits or identify opportunities to increase the income of families through employment, and must assist families in applying for mainstream benefits for which they are eligible.

c. Employment Development/Placement Programs: Proposer must establish and maintain effective working relationships with employment programs, including Work Source Centers, and assist family members in participating in services to prepare for and obtain employment, or to improve their employment.

d. Substance Abuse: Proposer must establish an assessment tool for family members with substance abuse issues. HS must provide linkages to service providers that provide both inpatient and outpatient services to family members suffering with substance abuse.

e. Mental Health and Health Services: Proposers must establish referral network linkages to mental health and health service agencies that can determine eligibility for various programs for qualifying mental health and health participants including: housing, benefit advocacy and prescription medication subsidies.

2.6.5 Additional Requirements of each Collaborative:

a. Referral Network: Proposers must, at a minimum, maintain the following referral networks: temporary housing programs; mental and physical health
programs; alcohol and substance abuse treatment programs; mainstream benefit programs; adult education and vocational counseling/training programs; employment development/placement programs; life skills training programs; childcare/child development programs, support groups; and legal aid programs.

b. **Referral Procedures**: Proposers must establish referral and follow-up procedures to confirm all referrals made to other services. Documentation of referrals made and referral confirmation must be maintained in electronic files in HMIS.

c. **Progress Notes**: HS must routinely document the content and outcome of housing and services plan update meetings with families, and document their progress in achieving the desired outcomes in HMIS.

d. **Follow-up Case Notes**: HS must perform follow-up contact for six months (e.g. phone calls, home visits, etc.) with families that have exited to affordable permanent housing and must adequately document the follow-up contact in the HMIS case notes.

e. If possible, the selected proposer shall assist outside providers in ensuring that adequate facility space is available for the provision of medical, mental health, other professional supportive services at the FSC site.

### 2.7 Temporary Housing Inventory / Resources

Each FSC will be responsible to identify, access, and maintain an inventory of temporary housing resources for homeless families. The Temporary Housing Inventory must include the following elements:

- a. Formal name of shelter/housing program and legal name of agency operating the housing.
- b. Facility capacity i.e., number of units or bedrooms within the facility or complex.
- c. Physical Accommodations i.e., one family or individual per unit or bedroom, whether or not families or individuals must share bedrooms, bathrooms, kitchen and other common areas in a facility.
- d. ADA Accessible units or rooms available.
- e. Program eligibility criteria and standards for admission.
- f. Supportive Services provided.

As part of the proposal, FSC’s must establish formal agreements (Memorandums of Understandings and/or subcontracts) with the following temporary housing resources for families: Emergency Shelters, Transitional Housing programs, and hotel/motel providers in the region. All temporary housing must meet or exceed LAHSA’s Minimum Shelter Standards for housing facilities, or LAHSA’s Minimum Hotel/Motel Standards as found in Exhibit 3. In the case of hotel/motel vouchers used for temporary housing for families in crisis, the FSC will be responsible for voucher coordination, monitoring of the hotel/motel guest room conditions, receiving billing, from and making payment to these hotel/motel vendors.

Based on the evidenced need in each geographic area, the FSC shall include a line-item in the budget for temporary motel stays and food for families in need of bridge housing until they are linked into other housing resources. These motel and food costs can be budgeted or leveraged by the agency or partnering family agency.
2.8 Diversion to Permanent or Alternative Housing Options

FSC’s must offer diversion services as a key component of their operations. Diversion services are defined as assisting homeless families and individuals to access permanent or temporary housing resources that are available to them outside of the homeless assistance system. A diversion intervention takes place at the point in time that families or individuals are seeking entry to the shelter system. Allowable diversion services include:

a. Short term housing stabilization services
b. Connection to mainstream resources
c. Housing Search

No direct financial assistance for homeless prevention activities will be provided under this RFP.

2.9 Rapid Rehousing Services

Rapid Rehousing Assistance in the form of housing location and stabilization services, and financial assistance including security deposits, move-in assistance and limited, short-term rental assistance will be available to families who meet the following program eligibility criteria:

a. Meet the eligibility requirements specified in the Emergency Solutions Grant (ESG) Interim Rule (24.CFR.576) including determination and documentation of literal homelessness under Category # 1 of HUD’s Final Rule on the Definition of Homeless.
b. Homeless families with low to moderate barriers to housing may receive up to three (3) months of rental assistance that is limited to 50% of the rental unit’s cost, in addition to security deposit and move-in assistance.

Eligible Activities

1. Housing Relocation and Stabilization Services: Financial Assistance
   a. Rental Application Fees: application fee that is charged by the owner to all applicants
   b. Security Deposits: equal to no more than 2 months’ rent
   c. Last Month’s Rent: paid to the owner of housing at the time security deposit and first month's rent are paid
   d. Moving Costs: moving costs, such as truck rental or hiring a moving company, including certain temporary storage fees
   e. Utility Deposits: standard utility deposit required by the utility company for all customers (i.e., gas, electric, water/sewage)
   f. Utility Payments: up to 24 months of utility payments per participant, per service (i.e., gas, electric, water/sewage), including up to 6 months of arrearages, per service.

2. Housing Relocation and Stabilization Services
   a. Housing Search and Placement: Assessment of housing barriers, needs and preferences
   b. Housing Stability Case Management: Assessing, arranging, coordinating, and monitoring the delivery of individualized services to facilitate housing stability.

3. Rental Assistance
   a. Short Term Rental Assistance: Up to 3 months
Proposers must identify the approximate number of households that they aim to serve. It is expected that each FSC will receive an average of approximately one-sixth of the total funding available for housing subsidies under each category. This proposed number should be based on geographic need, with some FSCs proposing more or less than the approximate one-sixth of the total funding available for housing subsidies. LAHSA reserves the right to renegotiate funding amounts based on program need, geographic need, utilization rates, and performance throughout the contract period. Please note that families that are at-risk of homelessness are not eligible for financial assistance listed under this section.

A limited amount of targeted funds for security deposit and/or move-in assistance will be made available for homeless families or individuals (including transition age youth ages 18 to 25) with an approved Section 8 or VASH housing subsidy.

2.10 Financial Assistance Administration Activities

The selected FSCs will be required to administer financial assistance administration services. Financial assistance administration includes, but is not limited to: issuing checks to third party vendors, such as landlords, management companies, and utility companies. Program financial assistance funds may only be spent on behalf of program participants where a legal lease exists that includes the participant's name on the document. No financial assistance may be issued directly to the families.

Financial assistance payment types include the following: rent, security deposits, moving cost assistance, and utilities.

2.11 Services provided by Community Partners

Each proposer must demonstrate formal, written agreements in place with community partners (or in the case of County services a liaison established with the County Department) for the provision of the following service types to the homeless families and individuals served by the project. FSCs must also ensure that proper linkages are available to local child welfare offices.

- a. Permanent Supportive Housing
- b. Service Enriched Permanent Housing
- c. Affordable Housing
- d. Mainstream Benefits Assistance Programs
- e. Employment Development (including local Workforce Investment Act services)
- f. Disability Benefits Advocacy
- g. Medical / Mental Health Services
- h. Legal Services
- i. Childcare

It will be the responsibility of each FSC's Program Manager/Director to maintain these collaborative relationships with their identified community partners to ensure the provision of these services to families of the project.

3. ELIGIBILITY REQUIREMENTS

3.1 Eligible Populations to be Served

This RFP seeks to fund programs that will serve literally homeless families and those families at-risk of homelessness. For the purposes of the FSC project, homeless families can include families consisting of one or
more minor children (17 or under) in the legal custody of one or two adults who, prior to losing housing, were living together and working cooperatively to care for the children. This includes 2-parent and 1-parent families, including those with same sex partners, families with intergenerational or extended family members, unmarried couples with children, families that contain adults who are not the biological parents of the children, and other family configurations.

Parents or guardians must provide written documentation evidencing their legal custody of the children in the family, or must obtain this documentation within a reasonable timeframe if it is not in their possession at the time of their assessment appointment at the FSC.

In addition, families currently without minor children, in which the mother is in her last trimester of pregnancy, or mothers who have been medically diagnosed as having a “high risk” pregnancy are eligible to be served under this RFP.

Participants are homeless as defined by the U.S. Department of Housing and Urban Development (HUD). Participants are considered homeless only when they reside in one of the places described below:

“HOMELESS” means:

1) An individual who lacks a fixed, regular, and adequate nighttime residence, meaning:
   (i) An individual with a primary nighttime residence that is a public or private place not designed for or ordinarly used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground;
   (ii) An individual living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low-income individuals); or
   (iii) An individual who is exiting an institution where he or she resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.

2) An individual who will imminently lose their primary nighttime residence, provided that:*  
   (i) The primary nighttime residence will be lost within 14 days of the date of application for homeless assistance;
   (ii) No subsequent residence has been identified; and
   (iii) The individual or family lacks the resources or support networks, e.g., family, friends, faith-based or other social networks needed to obtain other permanent housing;

3) Unaccompanied youth under 25 years of age, or a family with children and youth, who do not otherwise qualify as homeless under this definition but who:
   (i) Are defined as homeless under Section 387 of the Runaway and Homeless Youth Act (42 U.S.C. 5732a), Section 637 of the Head Start Act (42 U.S.C 9832), Section 41403 of the Violence Against Women Act of 1994 (42 U.S.C. 14043e-2), Section 330(h) of the Public Health Service Act (42 U.S.C.254b(h)), Section 3 of the Food and Nutrition Act of 2008 (7 U.S.C. 2012), Section 17(b) of the Child Nutrition Act of 1966 (42 U.S.C. 1786(b)), or Section 725 of the McKinney Vento Homeless Assistance Act (42 U.S.C. 11434a) ; and* 

* Programs serving homeless populations under Category 3 must receive approval from LAHSA and HUD. A formal request must be included with the proposal.
Must also:
(ii) Have not had a lease, ownership interest, or occupancy agreement in permanent housing at any time during the 60 days immediately preceding the date of application for homeless assistance;
(iii) Have experienced persistent instability as measured by two moves or more during the 60-day period immediately preceding the date of applying for homeless assistance; and
(iv) Can be expected to continue in such status for an extended period of time because of chronic disabilities, chronic physical health or mental health conditions, substance addiction, histories of domestic violence or childhood abuse (including neglect), the presence of a child or youth with a disability, or two or more barriers to employment, which include the lack of a high school degree or General Education Development (GED), illiteracy, low English proficiency, a history of incarceration or detention for criminal activity, and a history of unstable employment.

4) Any individual who: Is fleeing, or are attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member, including a child, that has either taken place within the individual’s or family’s primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence; and
(i) Has no other residence; and
(ii) Lacks the resources or support networks, e.g., family, friends, faith-based or other social networks, to obtain other permanent housing.

“AT RISK OF HOMELESSNESS” means:

1) An individual or family who:
   (i) Has an annual income below 30 percent of median family income for the area, as determined by HUD;
   (ii) Does not have sufficient resources or support networks, e.g., family, friends, faith-based or other social networks, immediately available to prevent them from moving to an emergency shelter or another place described in paragraph (1) of the “homeless” definition; and
   (iii) Meets one of the following conditions:
       a) Has moved because of economic reasons two or more times during the 60 days immediately preceding the application for homelessness prevention assistance;
       b) Is living in the home of another because of economic hardship;
       c) Has been notified in writing that their right to occupy their current housing or living situation will be terminated within 21 days after the date of application for assistance;
       d) Lives in a hotel or motel and the cost of the hotel or motel stay is not paid by charitable organizations or by Federal, State, or local government programs for low-income individuals;
       e) Lives in a single-room occupancy or efficiency apartment unit in which there reside more than two persons or lives in a larger housing unit in which there reside more than one and a half persons per room, as defined by the U.S. Census Bureau;
       f) Is exiting a publicly funded institution, or system of care (such as a health care facility, a mental health facility, foster care or other youth facility, or correction program or institution); or
       g) Otherwise lives in housing that has characteristics associated with instability and an increased risk of homelessness, as identified in the recipient's approved consolidated plan;
2) A child or youth who does not qualify as "homeless" under this section, but qualifies as "homeless" under section 387(3) of the Runaway and Homeless Youth Act (42 U.S.C. 5732a(3)), section 637(11) of the Head Start Act (42 U.S.C. 9832(11)), section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e-2(6)), section 330(h)(5)(A) of the Public Health Service Act (42 U.S.C. 254b(h)(5)(A)), section 3(m) of the Food and Nutrition Act of 2008 (7 U.S.C. 2012(m)), or section 17(b)(15) of the Child Nutrition Act of 1966 (42 U.S.C. 1786(b)(15); or*

3) A child or youth who does not qualify as "homeless" under this section, but qualifies as "homeless" under section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2)), and the parent(s) or guardian(s) of that child or youth if living with her or him.*

3.2 Eligible Proposers

At a minimum, proposers must meet the following relevant criteria in this section as specified below. If a proposal submits a collaborative project with formal subcontractor partnerships, one lead proposer must be identified along with any collaborating subcontractor proposers. Under this RFP, the lead proposer is the primary applicant, a subcontractor receives funds from the lead proposer, and a key collaborator does not receive funds, but plays a key role in the services delivered. For details regarding all of the eligibility requirements please refer to the Section 6.1 Threshold Review. The proposer and all key collaborators/subcontractors must meet the relevant criteria specified below:

3.2.1 Lead proposer was incorporated and has been operational as a non-profit 501(c)(3) organization providing services to homeless and at-risk families prior to July 20, 2010. Lead proposer must have at least twelve (12) months of specifically rapid rehousing experience. All governmental proposers must also have been operational as an entity providing services to homeless and at-risk families for at least two years. Any identified subcontractors must at least be incorporated and operational as a non-profit 501(c)(3) organization providing services to homeless and at-risk families.

3.2.2 Interested proposers must apply as a collaborative with demonstrated formal partnerships and must identify a lead proposer along with any key collaborating/subcontractor partners in the application. Both the proposer and any identified subcontractors involved in the proposed project are subject to this review.

3.2.3 Lead proposer and subcontractors have not been debarred by the Federal Government, State of California, or a local government.

3.2.4 Lead proposer and subcontractors have no current or past contract suspension or termination for cause, or other adverse audit findings with LAHSA or any other public funding source in the past five years.

3.2.5 Each proposal must propose to provide assessments to at least 180 families over the course of 18 months. Proposals unable to serve this volume of households must provide justification based on demonstrated lack of need in the geographic area. LAHSA may adjust the number of households served by the FSC according to

*Programs serving homeless populations under this category must receive approval from LAHSA and HUD. A formal request must be included with the proposal.
4. FSC PROJECT SPECIFICATIONS

4.1 Project Objectives

This RFP aims to fund six (6) Family Solution Centers (FSC) to administer a coordinated entry and assessment system with a focus on serving homeless and at-risk families within the Continuum of Care. The FSC must adhere to the program design process to immediately place or link families to services based on their needs as outlined in Section 2 of the RFP and illustrated in the Program Services Flow Chart in Exhibit 4. FSCs must utilize the Standardized Housing and Services Assessment tool to make linkages to temporary housing placements, next step housing placements, employment services, mainstream benefit programs, childcare, alcohol and substance abuse treatment programs, primary health and mental health services, etc. Proposers shall demonstrate how they are strongly integrated with other housing and support services available in the geographic area served by the FSC. The ultimate outcome of this program is to increase successful placements into next step housing opportunities, as defined by this RFP in Section 5.

4.2 Available Funding (ESG and HPI)

Up to $5,593,915.00 is available for funding to be distributed among the awarded six (6) Family Solutions Centers. LAHSA reserves the right to adjust funding recommendations based on geographic need, parity, population(s) served and other Continuum of Care priorities.

Administrative costs shall only make up 2.25% of the budget requested. Cost of services must be reasonable, represent the best price and include leveraged funding and accurately represent the need in the geographic region. Please see the budget template provided on the LAHSA website for a more detailed list of eligible cost categories. Proposers shall submit a line item budget for eligible costs. Proposers must work with other organizations to propose collaborative projects.

LAHSA reserves the right to reallocate funds throughout the project term to ensure full expenditure of ESG funds. Any adjustments will be made with reasonable notice to the contractor.

4.3 Expenditure Limits:

LAHSA seeks to select a total of 6 FSCs, so proposers must review the total available funding for each expenditure category and appropriately gauge the number of families that they can serve in the proposed region. The number of families served must be based on demonstrated need. Each proposal must propose to provide assessments to at least 180 families over the term of 18 months. Proposals unable to serve this volume of households must provide justification based on demonstrated lack of need in the geographic area.

Funding Available for Entire FSC Program RFP:

A total of approximately $1,500,000 will be available for total personnel and operations costs.

A total of approximately $750,000 will be available for temporary motel stays and food for families in need of bridge housing until they are linked into other housing resources.
A total of approximately $2,200,000 will be available for up to three (3) months of rental assistance for homeless families with low to moderate barriers to housing. The subsidy will be limited to up to 50% of the rental unit’s cost, in addition to security deposit and move-in assistance. This amount seeks to provide subsidies for approximately 400 families over the course of this term.

Some targeted funding will be available for security deposit and/or move-in assistance for homeless families and individuals (including transition aged youth ages 18-25) with an approved Section 8 or VASH housing subsidy as described in Section 2.9. This amount seeks to provide assistance for approximately 330 households over the course of this term.

LAHSA reserves the right to allocate funds not allocated to the above categories to FSCs based on geographic need, parity, population(s) served, past performance and any other Los Angeles Continuum of Care priorities.

4.4 Project Term
The initial project term is for approximately 18 months. LAHSA reserves the option to renew contracts awarded through this RFP for up to two (2) subsequent program years, contingent upon satisfactory contractor performance, availability of funds, and demonstrated site need. Contracts are estimated to be awarded in December 2012 or early 2013. All programs should be fully staffed and begin services within two (2) months of the contract start date.

4.5 Geographic Areas Served
The Family Solutions Centers must identify the Service Planning Area (SPA) that they intend to serve. Proposals must clearly indicate which region(s) the proposed project (services are located) will serve and be located in. Due to an additional ESG funding allocation from the City of Compton, the selected proposer for the South Los Angeles FSC will be responsible for identifying, monitoring and tracking services provided to residents for the City of Compton. Final funding allocations will be made according to the need for services in each SPA. The cities of Glendale, Pasadena, and Long Beach are excluded due to their participation in other Continuums of Cares. Please note that families may not be housed or placed in the Skid Row area of Los Angeles (bordered by 3rd St. to 8th St. on the North & South; Main St. to Alameda St. on the West & East). A map of the various SPAs in Los Angeles County is located in Exhibit 2 of this RFP.

LAHSA aims to provide services throughout the County of Los Angeles and will negotiate with proposers to ensure that the program extends to all areas where there is need for homeless families.

4.6 Budget and Leveraging
Proposers are encouraged to submit a competitive budget, which allows them to operate the program at an optimal level. To develop a budget, a budget template is provided with this RFP that provides for a line item budget by category. All proposers must complete the budget template provided by LAHSA and submit it with the proposal. All subcontractors must also submit a line item budget with the proposal. Grant administrative costs are limited to no more than 2.25% of the total project budget. Please see the budget template for a more detailed list of eligible cost categories.

LAHSA encourages leveraging of funding from other sources to enrich programming. There are no specific leveraging requirements for this funding; however, as part of the Quality Review process (see
Section 6.2) all proposals will be evaluated with regard to the level of leveraged funds that are committed to the proposed projects. Due to the limited term of this program, programs must be highly leveraged.

4.7 Ineligible Activities
FSC funds cannot be used to pay for any mortgage costs, legal fees or other fees associated with retaining homeowners’ housing. Program funds may not be used to pay for any of the following items: construction or rehabilitation; credit card bills or other consumer debt; car repair costs; medical or dental care and medicines; clothing and grooming; home furnishings; pet care; entertainment activities; work or education related materials; or direct cash assistance to families. In addition, direct financial assistance for prevention activities is not eligible under this RFP.


4.8 Facility
Proposers must obtain site control for the facility in which the FSC will operate and submit proof of site control to LAHSA with the proposal. Facilities must be appropriate for providing the FSC activities and be in close proximity to public transportation and other community amenities. LAHSA prefers facilities that are independent and can accommodate the volume of families served.

Due to the fact that all FSC site addresses will be made available to the public, facilities solely serving victims of domestic violence will not be eligible under this RFP. LAHSA will continue to develop a complementary and collaborative entry process between the FSCs and domestic violence providers stakeholder community.

4.9 Eligibility Verification and Documentation
The selected proposer will be responsible for verifying and documenting the families’ eligibility as defined in Section 3.1. The selected proposer will be required to reevaluate and recertify the eligibility of ongoing families at least once a month to determine the level of assistance needed to resolve their housing barriers. The level of assistance should be appropriate to the families’ housing assistance needs.

4.10 HMIS Participation
Proposer must participate in the Homeless Management Information System (HMIS) implemented by LAHSA and adhere to all the implementation guidelines developed under HMIS. Program reporting will be completed through the HMIS system. LAHSA shall provide selected proposer with the basic training required to use HMIS. Failure to input complete, accurate and timely client and project information on HMIS may result in reimbursement delay, payment reduction, or payment suspension.

4.11 Reporting and Evaluation
The selected proposer will be required to collect and input accurate client and project data in HMIS in a timely and continuous manner to ensure reliable and updated data in the system. The selected proposer must demonstrate and document all progress on families’ intake, assessments, referrals and outcomes in the program. In addition, the selected proposer will be required to complete monthly and annual performance reports through HMIS. Results from the
monthly and annual performance reports may result in required programmatic changes. Failure to input complete, accurate, and timely client and project information on HMIS may result in payment suspension and/or contract termination.

4.12 Target Population and Cultural Competency Requirements

Programs funded under this RFP must consider cultural and linguistic factors in addressing the needs of the families to be served. Subpopulation identities may include, but are not limited to, race and ethnicity, gender and gender identity, sexual orientation, economic class, age, family status, language spoken and understood, physical and mental disabilities, living situation, etc. Each FSC will be required to have at least one (1) staff member who is fluent in English and Spanish who can provide language interpretation services when needed for monolingual Spanish speaking families. Depending on the cultural needs of the geographic area proposer shall ensure language interpretation services are made available as appropriate. Proposers must demonstrate cultural competency and capacity throughout all levels of an organization, from organizational vision and mission statement, to policy implementation, and to service delivery procedures and philosophies. Effective communication requires, at a minimum, the provision of service and information in appropriate language, at appropriate educational and literacy levels, and in the context of the individual’s cultural identity.

5. PROJECT PERFORMANCE TARGETS

The following performance targets are the minimum goals and targets for each project and are subject to change at LAHSA’s discretion. Any changes to the targets and goals will be based on evidenced based best practices for the population served.

5.1 The performance targets expected of selected proposers receiving funding are as follows:

5.1.1 Diversion from Emergency Shelter- The rate at which households are kept from entering emergency crisis shelter and are stabilized in their current housing or placed in housing that is deemed to be an improvement over their current situation.

Continuum Goal: 80%.
Program Goal: Year 1 – Benchmark
Year 2 – At least a 10% improvement over the previous program year

Formula: The number of unduplicated households that have received an initial assessment that do not exit to an emergency shelter DIVIDED BY the total number of unduplicated households that have received an initial assessment.

Verification: Documentation of a completed initial assessment and verification of household’s exit destination/placement in HMIS.

5.1.2 Successful Referral to Next Step Housing- The rate at which households are referred to and successfully provided housing at a temporary housing destination that is deemed to be an improvement over their current situation, as defined in the Next Step Housing Chart in Exhibit 5.

Continuum Goal: 90%.
Program Goal: Year 1 – Benchmark
Year 2 – At least a 10% improvement over the previous program year

**Formula:** The number of unduplicated households that are referred to next step housing that are accepted by a housing provider divided by the number of unduplicated households that are referred to next step housing. Next step housing is defined as housing destinations that are considered appropriate and successful based upon the participants current housing situation.

**Verification:** Documentation of referral to and acceptance by housing provider in HMIS.

### 5.1.3 Effective Referrals to Next Step Housing
The rate at which households successfully provided with temporary housing move into stable housing.

**Continuum Goal:** 65%.

**Program Goal:**
- Year 1 – Benchmark
- Year 2 – At least a 10% improvement over the previous program year

**Formula:** The number of unduplicated households that are referred to and accepted into next step housing that go on to achieve a positive housing outcome as a result divided by the number of unduplicated households that are referred to and accepted into next step housing.

**Verification:** Documentation and verification of household’s exit destination/placement in HMIS.

### 5.1.4 Long-Term Effectiveness of Referrals to Next Step Housing
The proportion of those that move on to stable housing that did not become homeless again.

**Continuum Goal:** 80%.

**Program Goal:** 80%

**Formula:** The number of unduplicated households that were referred to and accepted into next step housing that achieved a positive housing outcome as a result and did not experience a subsequent homeless episode within 2 years of successful exit from homelessness divided by the number of unduplicated households that are referred to and accepted into next step housing and achieved a positive housing outcome as a result.

**Verification:** Documentation and verification of household’s exit destination/placement in HMIS, along with recidivism reports that demonstrate the household did not reappear in HMIS in a program for homeless households.

### 5.1.5 HMIS Data Quality
The overall proportion of all HMIS data elements that are accurate and complete.

**Program Goal:** 90%

**Formula:** The number of required HMIS data entries that are complete and accurate for all enrolled participants divided by the number of required HMIS data entry areas that should be completed for all enrolled participants.

**Verification:** All required data elements must meet established HMIS data quality standards to count towards this goal, which will be outlined in a separate document. Goal does not apply to programs officially exempted from HMIS participation by LAHSA.
5.2  Benchmarks

5.2.1  *Movement between Programs of the same Type*- The proportion of those leaving the program that end up in the same kind of housing as when they first entered in the program.

Formula: The number of participants that exit to another program of the same type DIVIDED BY the number of exiting participants.

5.2.2  *Negative Reasons for Leaving*- The proportion of those leaving the program that left due to compliance issues.

Formula: The number of participants that exit the program for non-compliance or disagreement with rules DIVIDED BY the number of exiting participants.

6. PROPOSAL EVALUATION PROCESS

The evaluation of projects will be conducted in two phases, **Threshold Review** and **Quality Review**. The work of each phase will be done by a team composed of LAHSA staff, consultants, or staff from other public agencies and organizations.

6.1  Threshold Review

This is a review for satisfaction of LAHSA threshold requirements for completeness, proposer eligibility, and project eligibility as specified below. If proposals do not meet all of the requirements listed in this section, they will not be reviewed any further and will be rejected from the competition. Under this RFP, the **lead proposer** is the primary applicant, a **subcontractor** receives funds from the lead proposer, and a **key collaborator** does not receive funds, but plays a key role in the services delivered. The lead proposer and any subcontractors will be subject to review as specified below:

6.1.1  Lead proposer was incorporated and has been operational as a non-profit 501(c)(3) or government organization providing services to homeless and at-risk families prior to July 20, 2010. Lead proposer must have at least twelve (12) months of specifically rapid rehousing experience. Any identified key collaborators/subcontractors must at least be incorporated and operational as a non-profit 501(c)(3) organization providing services to homeless and at-risk families.

6.1.2  Proposals will be reviewed for completeness. Proposals that do not include all of the documents that demonstrate applicant eligibility, project appropriateness, and project leveraging as detailed below will be eliminated at LAHSA’s sole discretion.

6.1.3  Proposal must meet program technical specifications including, but not limited to the following: The activities for which funding is requested must be eligible under this RFP, the project target population must meet the eligibility requirements, and proposed timelines for all activities must be consistent with program regulations.

6.1.4  Interested proposers must apply as a collaborative with key collaborating/subcontractor agencies and must identify a lead proposer in the application. The lead proposer and all key collaborating/subcontractor agencies involved in the proposed project are subject to this review.
6.1.5 The lead proposer must demonstrate that it has sufficient knowledge and experience to carry out the project(s). For this RFP, the lead proposer must have at least twenty-four (24) months of experience providing services to families that are literally homeless and at-risk of homelessness for which funding is being requested at the time of proposal submission. The lead proposer must also have at least twelve (12) months of specifically rapid rehousing experience. Interested proposers who do not have adequate experience should subcontract and/or partner with a lead proposer that has the experience needed to qualify under this RFP.

6.1.6 The facility and physical layout of all proposed sites must be appropriate for providing the services required for the program.

6.1.7 Lead proposers and any key collaborating/subcontractor agencies shall not charge clients for service nor require religious participation as a condition of receiving services under this program.

6.1.8 Lead proposers and subcontractor agencies must be in compliance with applicable civil rights laws and Executive Orders. There must be no outstanding findings of noncompliance with civil rights statues, Executive Orders, or regulations, unresolved secretarial charge of discrimination issued under the Fair Housing Act, no adjudications of civil rights violations on a civil action or deferral of processing of proposals from the proposer imposed by HUD.

6.1.9 Lead proposers and any subcontractors on probation with LAHSA are ineligible to apply for any new funding.

6.1.10 Lead proposers and any subcontractors must not have had any unresolved adverse fiscal, reporting, or program issues with any of its current or past funding sources in the past five years.

6.1.11 Lead proposers and any subcontractors must not have a history of contract suspension or a contract termination for cause by LAHSA or any other funding source, or outstanding financial obligations with LAHSA that have not been adequately resolved with LAHSA or any other funding source. In the event that the proposer has had any of its contract(s) with LAHSA suspended or terminated, it shall not be eligible for funding under any RFP released by LAHSA for a period of five (5) years starting from the effective date of suspension or termination.

6.1.12 Proposers may apply for funding for multiple FSC regions. However, a proposer cannot combine multiple FSC regions into a single proposal submission. A separate proposal must be submitted for each FSC region.

6.1.13 Lead proposers and any key collaborating/subcontractor agencies must be enrolled in or willing to implement the Los Angeles Continuum of Care’s Homeless Management Information System.

6.1.14 Lead proposer and any subcontractor agencies must sign a certification ensuring their compliance with the Americans with Disabilities Act of 1990, and any amendment thereto, in the areas of program access, physical access, communications access, and employment practices.

6.1.15 The proposal must submit documentation demonstrating the ability to secure the FSC site for the duration of the contract period and be fully staffed and ready to begin operations within two (2) months of the contract start date.
6.1.16 Each proposal must propose to provide assessments to at least 180 families over the course of 18 months. Proposals unable to serve this volume of households must provide justification based on demonstrated lack of need in the geographic area.

LAHSA staff will report the results of the threshold review to the LAHSA Programs and Evaluation Committee. Proposers that are unsuccessful in passing threshold review may appeal to the Programs and Evaluation Committee as described in Section 9.3. Proposals that do not pass threshold will be eliminated at this stage and will not proceed to quality review.

6.2 Quality Review

Proposals that meet all threshold requirements will be evaluated for satisfaction of the quality criteria detailed below. Quality Review assesses experience and capacity, program design, community services integration, past performance on outcomes, budget and financial stability, project readiness, and facility. Each proposal's content, responsiveness, conciseness, clarity, relevance, and strict adherence to the instructions in this RFP will be considered when scoring each category. Final scoring will be based on the proposal as submitted.

A proposal must receive a score of 75 points or more in order to be included in the ranking of projects recommended for funding. A proposal listed on the ranking list is only deemed eligible for funding under this RFP, and does not guarantee that the proposal will be recommended for funding or awarded a contract.

In determining the final rank order, LAHSA reserves the right to make funding recommendations based on geographic need, parity, population(s) served, past performance, and other Los Angeles Continuum of Care priorities. All recommendations will be based on the availability of funds at the time of award announcements.

<table>
<thead>
<tr>
<th>Category</th>
<th>Maximum Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Experience and Capacity</td>
<td>20 Points</td>
</tr>
<tr>
<td>Program Design</td>
<td>25 Points</td>
</tr>
<tr>
<td>Community Services Integration</td>
<td>25 Points</td>
</tr>
<tr>
<td>Past Performance on Outcomes</td>
<td>10 Points</td>
</tr>
<tr>
<td>Budget &amp; Financial Stability</td>
<td>15 Points</td>
</tr>
<tr>
<td>Project Readiness/Facility</td>
<td>5 Points</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100 Points</strong></td>
</tr>
</tbody>
</table>

Proposals will be reviewed for the following components:

6.2.1 Experience and Capacity (20 points)

- Capability and capacity of the collaborative’s key fiscal and programmatic staff (lead agency and any key subcontractors/collaborators) to implement and administer the proposed project, including the ability to enter into a large government contract.
- Collaborative’s experience working directly with homeless and at-risk families providing rapid rehousing services.
- Inclusion of culturally and linguistically relevant services and effective communication methods.
6.2.2 Program Design (25 points)
- The effectiveness and efficiency of the proposed assessment process to rapidly triage families to appropriate services as needed.
- Strength of housing stabilization case management services.
- The incorporation of a housing first approach into the program design.
- Demonstrated access to an extensive inventory of temporary and next step housing resources for families.
- Demonstrated ability to provide housing relocation and stabilization services. This includes activities related to identifying legal property owners, determining rent reasonableness, inspection of units, financial assistance administration, and fraud detection.

6.2.3 Community Services Integration (25 points)
- The extent to which the proposed project demonstrates how it fits into and meets the unmet need for homeless and at-risk families in the proposers' FSC jurisdiction.
- The extent to which the proposal describes how the program will leverage, integrate, and coordinate with other service and housing providers within the targeted FSC jurisdiction and with other agencies within the Continuum.
- The extent to which proposals demonstrate leveraging of resources through collaborations with other local agencies and funding entities.
- Demonstrated participation in Los Angeles Continuum of Care SPA-Wide meetings for the program's targeted SPA, regional homeless coalition meetings, and/or other local planning meetings.
- Demonstration of efforts to facilitate neighborhood/community support of services.
- Strength of Memorandums of Understanding with key collaborators.

6.2.4 Past Performance on Outcomes (10 points)
- The extent to which proposers have measured outcomes similar to those specified in this RFP in the past.
- The extent to which the proposers have achieved outcomes on performance measures similar to those specified in this RFP in the past.
- Submission of supporting documents in order to verify the accuracy of the reported outcomes.

6.2.5 Budget & Financial Stability (15 points)
- Program budget will be assessed for feasibility, cost-effectiveness, reasonableness, and accuracy.
- Comprehensive justification of program budgets.
- The degree to which requested funds are leveraged with other sources of funds in the delivery of overall program services. The budgets must be for the entire program with other sources shown as leveraged funding.
- The cost effectiveness of the budget based on the amount requested compared to the level of services proposed.
- Alignment of the budget to the services proposed in the program design.
- The quality of financial statements and the proposer's financial stability will also be assessed utilizing generally accepted accounting indicators.
• Any additional information that would assist with the analysis of proposers' financial stability.

6.2.6 Project Readiness/Facility (5 points)
• The proposer’s ability to implement the program upon award of the grant.
• The earliest date of the program when families will be given services.
• Starting date of full program staffing and program services for families. Program should be ready to begin operations by the beginning of the program start date.
• Demonstration of the feasibility of obtaining site control by the program start date.
• The appropriateness of the facility for providing the FSCs activities in relation to the number of families served.
• The location of the facility in relationship to community amenities.

7. TECHNICAL ASSISTANCE

7.1 Proposers’ Conference

LAHSA will be hosting a Proposers’ Conference for all potential proposers. Attendance is highly encouraged for all potential proposers planning to submit an application. Pre-Registration is not required.

LAHSA Proposers’ Conference
Wednesday, August 8, 2012
1:30 PM to 3:30 PM
Los Angeles Homeless Services Authority
811 Wilshire Blvd., 6th Floor, Los Angeles, California 90017

Parking is available in nearby lots. Parking validation will not be provided.

Upon request, sign language interpreters, materials in alternative formats and other accommodations are available to the public for LAHSA meetings. All requests for reasonable accommodations must be made at least three working days in advance of the scheduled meeting date. For additional information, contact LAHSA at (213) 683-3333 or TTY (213) 553-8488.

7.2 Questions and Answers

Proposers are asked to defer all questions regarding this RFP until the Proposers’ Conference. Where questions are known in advance, proposers are encouraged to submit these in writing at least two (2) days prior to the conference. Written questions are to be submitted via fax to the attention of “2012 FSC Program RFP” to (213) 892-0093 or e-mailed to fundingopportunities@lahsa.org with “2012 FSC Program RFP” in the subject line.

After the Proposers’ Conference, written questions regarding this RFP, questions may be submitted to LAHSA via fax or via email for a written response that will be posted on the LAHSA website. Proposers are responsible for checking the LAHSA website to obtain current information and responses. Any omission or error made by any proposer under this RFP for failure to obtain information posted regarding this RFP on the LAHSA website at www.lahsa.org is the sole responsibility of proposer and
is not basis for appeal of any adverse score or evaluation under this RFP. **All questions must be RECEIVED prior to 5:00 PM on Wednesday, August 15, 2012.** Responses will be posted on the LAHSA website [www.lahsa.org](http://www.lahsa.org) no later than eight (8) business days after questions are received.

If a prospective proposer does not have access to the LAHSA website, the proposer may call and request a printed copy of any questions and answers be faxed or mailed via first class mail within 24 hours of date and time of call to LAHSA. LAHSA is not responsible for information not received by callers when requested within seven (7) calendar days of the due date of the proposal under this RFP.

LAHSA shall not be obligated to answer any questions received after the above-specified deadline or any questions submitted in a manner other than as instructed above. Oral comments or responses to inquiries shall not be binding on LAHSA.

7.3 **Addendums**

If it becomes necessary for LAHSA to revise any part of this RFP, or to provide additional information or clarification after the RFP is released, a written addendum will be posted on the LAHSA website [www.lahsa.org](http://www.lahsa.org). It is the responsibility of the proposer to check the LAHSA website prior to submission of any proposal under this RFP to ensure an addendum or information made publicly available on the website is reviewed.

If a prospective proposer does not have access to the LAHSA website, the proposer may call and request a printed copy of any addenda be faxed or mailed via first class mail within 24 hours of date and time of call to LAHSA. LAHSA is not responsible for information not received by callers when requested within seven (7) calendar days of the due date of the proposal under this RFP.

8. **PROPOSAL SUBMISSION**

Proposers must submit an original and one (1) copy of the complete proposal. The original must be marked “Original” on the upper right side of the cover and must bear the actual “wet” signatures of the person(s) authorized to sign the proposal. The copy must be numbered on the upper right hand side of the cover to indicate “Copy No. 1”. Copies shall be identical to the original document in order to be reviewed.

*Prior to delivery, please review all copies of your proposal for consistency and proper order.*

8.1 **Formatting Requirements:**

8.1.1 Each program requesting funding must submit a complete proposal, specifying which FSC region the project is located in.

8.1.2 Documents must be typed in 12-point font with margins of no less than 1” margins on all sides. Text may be single-spaced, double-spaced or spaced one and one half space. Format must be “reader friendly” to facilitate easy review. Paragraphs must be clearly distinguishable. Use of bolding where appropriate to highlight key ideas is encouraged. Proposals must be written in English.

8.1.3 Proposal responses must comply with the requirements detailed in this document. Proposals that are incomplete, out of order, have inadequate number of copies, lack required attachments, or have other content errors or deficiencies will be rejected.
Contextual changes and/or additions to the proposal after the deadline will not be accepted.

8.1.4 The proposal must be submitted in the legal name of the corporation. Proposals must be signed by authorized representative(s) of the proposer organization who have legal authority to enter into a contract agreement with LAHSA.

8.1.5 Proposals must be submitted in a securely fastened format. Each page of the proposal, including exhibits, must be numbered sequentially at the bottom of the page to indicate "Page _ of _". The proposals must contain tabs marking each required attachment. The original should be submitted in a tabbed binder, preferably the smallest size binder that will hold the proposal. The copy should be fastened with a binder clip and should include tabbed dividers. Proposals that are not fastened are not sequentially numbered pages or are not tabbed, may not be accepted.

8.1.6 Proposers must submit a separate complete proposal for each location for which they apply.

8.1.7 Proposers must provide a scanned PDF copy of the complete proposal and an electronic copy of the budget in Excel format on a compact disc with the proposal.

8.1.8 Formatted templates in Word and Excel for components of the proposal are posted on LAHSA's website at www.lahsa.org.

8.2 Due Dates

Proposals submitted in response to this RFP will be due in accordance with the following dates:

All proposal packets must be RECEIVED by hand delivery, mail, or messenger in the LAHSA office no later than 3:00 PM (Pacific Standard Time), Wednesday, September 12, 2012. Applications will not be accepted via facsimile.

Proposals received after 3:00 PM (Pacific Standard Time), Wednesday, September 12, 2012 will not be accepted.

In the interest of fairness to all competing proposers, this deadline is firm as to date and hour, and LAHSA will treat as ineligible for consideration any proposal that is received after the deadline. Proposers should take this practice into account and make early submission of their materials to avoid any risk of loss of eligibility brought about by unanticipated delays, computer service outages, or other delivery-related problems. Amendments and/or addenda submitted to LAHSA after the proposal deadline will be returned without review. However, LAHSA reserves the right to request clarification of unclear or ambiguous statements made in the proposal.

Submit proposal packets to:

2012 FSC Program RFP
Attn: Helen Lee
Los Angeles Homeless Services Authority
811 Wilshire Blvd., 6th Floor
Los Angeles, CA 90017

8.3 Appeals

All appeals must be submitted in writing. Proposers under this RFP may only submit process appeals, which are appeals based upon LAHSA’s failure to abide by its own established procedures in making
funding recommendations. Appeals based on the outcome of the decision-making process will not be accepted. A disagreement with or objection to the points awarded will not be a sufficient basis for an appeal.

8.3.1 Threshold Appeals

After the Threshold Review phase of the Proposal Evaluation Process, LAHSA staff will notify all proposers of its findings and recommendations. Within two (2) business days after notice of staff recommendations, the unsuccessful proposer must file a written statement specifying the grounds for appeal. The appeal shall be limited to two (2) typed pages and must clearly state the grounds on which the appeal is based. All appeals should be on proposer’s letterhead and entitled “Appeal from 2012 FSC Program RFP”. Please do not include cover letters with the appeal.

Threshold appeals will be presented to the Programs and Evaluation Committee of the LAHSA Commission. The Programs and Evaluation Committee will make the final decision regarding any and all Threshold appeals. In the event the Programs and Evaluation Committee is unable to hold a timely meeting to address any appeals, the final decision will be made by the LAHSA Commission.

8.3.2 Quality Appeals

After the Quality Review phase of the Proposal Evaluation Process, LAHSA staff will notify all proposers of its findings and recommendations. Within (2) business days after notice of staff recommendations, the unsuccessful proposer must file a written statement specifying the grounds for appeal. The appeal shall be limited to two (2) typed pages and must clearly state the grounds on which the appeal is based. All appeals should be on proposer’s letterhead and entitled “2012 FSC Program RFP”. Please do not include cover letters with the appeal.

Quality appeals will be presented to the Programs and Evaluation Committee. The Programs and Evaluation Committee will make a recommendation and forward its recommendations to the LAHSA Commission. The LAHSA Commission will make the final decision regarding any and all Quality appeals.

All appeals are to be addressed as follows:

Louisa Ollague, Chair, Programs and Evaluation Committee
Re: RFP Appeals
Los Angeles Homeless Services Authority
811 Wilshire Blvd., 6th Floor
Los Angeles, CA  90017

9. PROPOSAL CONDITIONS AND RESERVATIONS

A. All costs of proposal preparation shall be borne by the proposer organization. LAHSA shall not, in any event, be liable for any pre-contractual expenses incurred by the proposer in the preparation and/or submission of the proposal. The proposer shall not include any such expenses as part of the budget in the proposal.

B. Submission of a proposal shall constitute acknowledgement and acceptance of all terms and conditions contained in the RFP.

C. Submission of a proposal shall constitute a firm and fixed offer to LAHSA that will remain open and valid for a minimum of 90 days from the application submission deadline. The proposal should always include the proposer’s best terms and conditions.
D. The proposal must set forth full, accurate, and complete information as required by this RFP. No changes or additions are allowed after the proposal deadline.

E. LAHSA does not certify, license or endorse grant writers. Proposers are free to select any grant writer. The responsibility for the performance of the grant writer rests with the proposer.

F. Responses to this RFP become the exclusive property of LAHSA. All proposals will be considered public documents, subject to review and inspection by the public at LAHSA’s discretion, in accordance with the California Public Records Act and other applicable laws. Exceptions will be those pages in each proposal which are defined by the proposer as business or trade secrets and are marked as “TRADE SECRET” or “CONFIDENTIAL.” LAHSA shall not in any way be liable or responsible for the disclosure of any such records, including, but not limited to, those so marked if the disclosure is deemed to be required by law or by court order. Selection or rejection of a proposal does not affect these rights.

G. LAHSA reserves the right to communicate in writing with funders or proposers associated with the proposer to obtain additional clarification of design of program, or agency fiscal and programmatic capacities, and to utilize this information in the evaluation process.

H. LAHSA reserves the right to conduct site visits of all proposing agencies.

I. LAHSA reserves the right to extend the RFP submission deadline should such action be in the best interest of LAHSA. Proposers may revise and re-submit their proposal in the event the deadline is extended.

J. LAHSA reserves the sole right to reject any or all proposals received in answer to this RFP if it is deemed inappropriate or incomplete, it fails to comply with any instruction contained in this RFP, or is not in the best interest of LAHSA.

K. LAHSA reserves the right to withdraw this RFP at any time without prior notice. Further, LAHSA makes no representation that any contract will be awarded to any applicant responding to this RFP. LAHSA reserves the right to reject any or all submissions.

L. LAHSA reserves the right to negotiate services and costs with proposers, including revision of program design as necessary to better meet LAHSA, City of Los Angeles, County of Los Angeles, or HUD requirements.

M. A proposer shall not be recommended for funding, regardless of the merits of the proposal submitted, if it has a history of contract non-compliance with LAHSA or any other funding source, a contract suspension, a termination for cause by LAHSA or any other funding source, or outstanding financial obligations with LAHSA that has not been adequately resolved with LAHSA or any other funding source. In the event that the proposer has had any contract(s) with LAHSA suspended or terminated, it shall not be eligible for funding under any RFP released by LAHSA for a period of five (5) years starting from the effective date of suspension or termination.

N. Willful misstatements of information will result in non-recommendation for funding, regardless of the merits of the proposal submitted.

O. LAHSA reserves the right to verify information submitted in the proposal. The proposer agrees that the Los Angeles Continuum HMIS System will be the primary source of verification of program performance and outcome data for existing programs. LAHSA reserves the right to request additional data to verify information submitted with the proposal, at its sole discretion. If the information in the proposal cannot be verified and if LAHSA determines the errors are not willful, LAHSA reserves the right to adjust the rating points awarded.

P. If an insufficient number of qualified proposals are received or if the proposals received are deemed non-responsive or not qualified as determined by LAHSA, LAHSA reserves the right to re-issue an RFP, execute a sole-source contract with a vendor, or otherwise ensure that services are provided by other means in a manner consistent with the program requirements.

Q. The proposer must be in compliance with applicable civil rights laws and Executive Orders. There must be no outstanding findings of noncompliance with civil rights statutes, Executive
Orders, or regulations, unresolved secretarial charge of discrimination issued under the Fair Housing Act, no adjudications of civil rights violations on a civil action or deferral of processing of proposals from the sponsor imposed by HUD.

R. The proposer shall be ineligible to receive funding under this RFP if any officer or employee of the proposer who would be involved in the administration of grant funds has been convicted of a criminal offense related to the administration of funds or any member of its executive management, key staff, or any officers of its Board of Directors is involved in any litigation or other legal matter that compromises the organization's ability to carry out the project as awarded.

S. LAHSA reserves the right to fund all or a portion of a proposal and/or require that a proposer collaborate with another in the provision of a specific service if it is in the best interest of LAHSA, the City of Los Angeles, the County of Los Angeles, or HUD.

T. LAHSA reserves the right to waive minor technical deficiencies or any informality in a submitted proposal.

U. Proposals may be withdrawn by written request of the authorized signatory on agency letterhead at any time prior to the LAHSA Commission's actions on staff's final recommendation for funding.

V. If an agency declines to implement the project or changes significant project specifications which are deemed relevant to the basis on which the award was granted thereby negating the funding award after the LAHSA Commission approves funding award(s) under a LAHSA competitive process, said agency shall not be eligible to submit an application for any other new project funding for a period of one year from the time of notice. Changes to significant project specifications include, but are not limited to, a change in the Service Planning Area in which the project is located or a change in the target population which the projects serves. LAHSA may exempt an agency from this policy if it is deemed that the circumstances that facilitated the refusal to implement the project or change to significant project specifications was out of the reasonable control of the agency.

W. It is improper for any LAHSA officer, employee or agent to solicit consideration, in any form, from a proposer with the implication, suggestion or statement that the proposer's provision of the consideration may secure more favorable treatment for the proposer in the award of the contract or that the proposer's failure to provide such consideration may negatively affect the LAHSA's consideration of the proposer's submission. A proposer shall not offer or give, either directly or through an intermediary, consideration, in any form, to a LAHSA officer, employee or agent for the purpose of securing favorable treatment with respect to the award of the contract. A proposer shall immediately report any attempt by a LAHSA officer, employee or agent to solicit such improper consideration. The report shall be made to the Executive Director of LAHSA or to the County Auditor-Controller's Employee Fraud Hotline 800/544-6861. Failure to report such a solicitation may result in the proposer's submission being eliminated from consideration. Among other items, such improper consideration may take the form of cash, discounts, and service, the provision of travel or entertainment, or tangible gifts.

X. Upon the request of LAHSA, a proposer whose bid is under consideration for the award of the contract shall provide LAHSA with written authorization to request a credit report from a reputable credit agency to gain satisfactory evidence of the proposer's financial background, stability and condition.

Y. In accordance with Los Angeles County Code, Chapter 2.160 (County Ordinance 93-0031), each person/firm submitting a response to this request for bid/proposal must certify in writing that such proposer and each County lobbyist and County lobbyist firm, as defined by Los Angeles County Code 2.160.010, retained by the proposer, is in full compliance with Chapter 2.160 of the Los Angeles County Code.
Z. Notwithstanding a recommendation of a department, agency, individual, or other, the LAHSA Board of Commissioners retains the right to exercise the final decision concerning the selection of a proposal and the terms of any resultant Agreement, and to determine which proposal best serves the interests of LAHSA. The Board is the ultimate decision-making body and makes the final determinations.

AA. A bid/proposal, which contains conditions or limitations established by the proposer, may be deemed irregular and nonresponsive and may be rejected by LAHSA, in its sole discretion.

BB. LAHSA reserves the option to renew contracts awarded through this RFP for two additional years, contingent upon the following: a) satisfactory contractor performance; b) availability of funds; c) demonstrated site need; and, d) in the case of armory sites, continued availability of the armories.

10. CONTRACT CONDITIONS

Contractors will be required to comply with conditions set forth by LAHSA, the City of Los Angeles, the County of Los Angeles and the U. S. Department of Housing and Urban Development (HUD), hereafter referred to as “Funders”. These conditions include, but are not limited to the following:

A. The initial recommendation for funding should not be construed as a finding that the proposed program complies with all requirements and conditions for a contract for grants. LAHSA reserves the right to fund all or a portion of a proposal and/or require that a proposer collaborate with another in the provision of a specific service if it is in the best interest of LAHSA. A funding recommendation or offer to contract may be withdrawn upon failure of reasonable attempts to negotiate an agreement.

B. Contractors shall allow representatives of Funders to inspect facilities that are used in connection with the contracts made to implement programs funded under this RFP.

C. Successful applicants will be required to satisfy LAHSA’s and other participating agency or entity’s insurance requirements. Additionally, all applicants must comply with all contractual requirements. Contractors will name LAHSA and the City and/or County of Los Angeles as additional insured on general liability, professional liability (where required), auto liability (owned and non-owned), workers’ compensation, and errors and omissions policies (where required).

D. Contractors shall make available to representatives of Funders, upon reasonable notice, the fiscal records and/or client data records pertaining to the contract. Demographic information about clients will be regularly submitted to LAHSA in a manner consistent with agreements protecting client and/or agency confidentiality rights.

E. Contractors shall comply with reasonable requests from Funders concerning promotional activities related to the program.

F. Contractors acknowledge that, as recipients of Federal funds, they will be required to comply with Federal regulations pertaining to the use of such funds. All regulations will be enumerated in the contract and will be incorporated by reference. It will be the contractor’s responsibility to assure compliance with applicable regulations.

G. The Contract shall include standard clauses and in some cases, certifications, requiring contractor’s compliance with, but not limited to, the following regulations: non-discrimination, affirmative action, and equal opportunity; separation of church and State; Americans with Disabilities Act (ADA); conflict of interest; restrictions on lobbying; debarment; audits; rights in data; drug-free workplace; and lead-based paint and Equal Benefits Ordinance.

H. Contractors shall maintain any applicable licenses or permits, and meet any facilities code regulations required for the program(s) funded under the contract.
I. Contractors shall participate in information networking, training, and coordination meetings as directed by LAHSA or other grant funding sources.

J. Contractors shall cooperate with related research and evaluation activities as directed by LAHSA or other grant funding sources.

K. Contractors will be required to submit a Code of Conduct which will address conflict of interest requirements.

L. Contractors may not enter into an agreement with a subcontractor for the provision of shelter or supportive services under any program funded under this RFP, unless that subcontractor and its qualifications are fully described in the proposal, and the intention to subcontract is explicitly stated in the proposal or the use of the subcontractor has been approved in writing by LAHSA. Contractor shall remain liable for the performance of the subcontractor, and will require subcontractor to adhere to all provisions in the contract between LAHSA and contractor.

M. Contractors will ensure that an annual financial audit is performed in compliance with the Federal Single Audit Act if it spends, in aggregate, $500,000 or more of Federal funds per fiscal year. Contractor shall submit a copy of the audit report to LAHSA within nine months after the end of the contractor’s fiscal year.

N. Each contractor must comply fully with all of the requirements specified in this RFP and committed to in the program proposal, including program leveraging commitments, otherwise contractor risks immediate termination of contract.

O. The responsibility for accuracy rests entirely with the proposer. If a proposer knowingly and willfully submits false performance or other data, LAHSA reserves the right to reject that proposal. If it is determined that a contract was awarded as a result of false performance, financial or other data submitted in response to this RFP, LAHSA reserves the right to terminate said contract immediately.

P. Contractor shall have in place an appropriate grievance procedure. Said grievance procedure must be in compliance with LAHSA’s grievance standards stated in the program contract.

Q. LAHSA reserves the right to extend the duration of the program as well as to renegotiate the terms of the contract if an extension is granted.

R. Contractor agrees to participate in the Los Angeles Continuum of Care Homeless Management Information System (HMIS). Said system shall be implemented during the term of the contract awarded. LAHSA shall provide Contractor with the basic training required to use HMIS.

S. Contractor shall be required to possess a corporate seal.

T. Awards are made subject to receipt of award funds from Funders by LAHSA. Contractor agrees that if Funders do not provide funds for program, contract will be deemed null and void.

U. Contractor and subcontractor staff working with youth, either as employees or volunteers, who have a supervisory or disciplinary authority over minors must be fingerprinted and pass the background check, as required by California Penal Code Sec. 11105.3 and California Education Code Sec. 45125.1 and Sec. 10911.5 prior to working with youth. Fingerprinting and a background check may be required of other staff and volunteers depending upon how much contact the staff member will have with minors. The Contractor shall be responsible for obtaining security clearances for staff whose duties require a sufficient level of interaction with youth.

V. Contractor shall have tuberculosis (TB) tests completed and the results on any staff member prior to that person working with youth.

W. Contractors are subject to applicable City of Los Angeles and/or County of Los Angeles contracting requirements, which may include but are not limited to:
a. Los Angeles County and City Child Support Compliance Program. Contractors shall 1) fully comply with all applicable State and Federal reporting requirements relating to employment reporting for its employees; and 2) comply with all lawfully served Wage and Earnings Assignment Orders and Notice of Assignment and continue to maintain compliance during the term of any contract that may be awarded pursuant to this solicitation. Failure to comply may be cause for termination of a contract or initiation of debarment proceedings against the non-compliant Contractor (County Code Chapter 2.202).

b. County Contractor Employee Jury Service Ordinance (Los Angeles County Code, Chapter 2.203).

c. City of Los Angeles Living Wage and Equal Benefits Ordinances.

d. City of Los Angeles Contractor Responsibility Ordinance.

X. Contractors shall be required to submit to LAHSA, or its designee, periodic status reports, including program expenditures, progress reports and recipient information. Failure to do so may result in termination of the contract.

Y. The Grant Agreement between LAHSA and its funders may be incorporated by reference into all contracts between LAHSA and the contracting agencies.

Z. Contractors acknowledge that LAHSA funds are not meant to replace or supplant other local sources of funding.

AA. The proposer is hereby notified that, in accordance with LAHSA Rules and Regulations implementing the Contractor Responsibility Ordinance, LAHSA may debar the proposer from bidding on LAHSA contracts for a period of five (5) years, if the LAHSA Commission finds, in its discretion, that the proposer does not possess the necessary quality, fitness, or capacity to perform work on LAHSA contracts.

BB. Contractor shall have in place appropriate policies and procedures relative to service animals for persons with disabilities. Said service animal policies and procedures must be in compliance with LAHSA's policies and procedures as stated in the program contract. Contractor must participate in training offered by LAHSA regarding service animals and other ADA requirements, within three (3) months of beginning service.

CC. LAHSA reserves the right to terminate contracts awarded under this RFP if the Contractor is unable to commence services within three (3) months of the effective date of the contract. If a contract is terminated under these conditions, LAHSA may award the deobligated funding to remaining proposers who submitted proposals under the RFP and received fundable scores.

The following contract conditions apply to projects that include funding from HUD:

DD. Contractors agree that in the event the measurable goals/objectives fall below HUD’s standard of successful performance measures as specified in the technical submission, HUD may suspend any future annual funding of the program. Specific benchmarks of accomplishment will be included in the contract.
ATTACHMENT 1 – SUPPORTING DOCUMENTS CHECKLIST

The following documents must be submitted in the order listed below with tabs marking each document. Failure to submit any of these documents in an application may result in ineligibility of the application.

Note: If you have intentionally left an attachment out of the proposal, please include and insert a sheet of paper with the notation “Attachment X Intentionally Left Blank” and the explanation why the attachment is not relevant to your proposal in the appropriate place in your proposal (where the attachment would normally be included in the proposal).

Please carefully review each question to determine if the section needs to be answered by the lead agency, a subcontracting agency (receiving funds from the lead), and/or from key collaborating agencies (do not receive funds through this RFP, but play a key role in the services delivered).

☐ Attachment 1: Supporting Documents Checklist
☐ Attachment 2: LAHSA Project Summary
☐ Attachment 3: Civil Rights Laws Compliance
☐ Attachment 4: Experience and Capacity
☐ Attachment 5: Program Design
☐ Attachment 6: Integration with COC Strategic Planning
☐ Attachment 7: Proposer Past Performance
☐ Attachment 8: LA CoC HMIS Participation
☐ Attachment 9: Budget and Financial Stability (including a CD with Excel Worksheet)
☐ Attachment 10: Facility
☐ Attachment 11: Board Resolution Authorizing Application for Funds
☐ Attachment 12: Signatures and Assurances
☐ Attachment 13: Letter of Representation
☐ Attachment 14: Current proof of IRS 501(c)(3) status
☐ Attachment 15: Articles of Incorporation & By-laws of the Corporation.
☐ Attachment 16: ADA Compliance
☐ Attachment 17: Memorandums of Understanding
Attachment 18: Educational Services Requirements
Exhibit 2: SPA Map
Exhibit 3: LAHSA Minimum Shelter Standards & LAHSA Minimum Hotel/Motel Standards
Exhibit 4: Program Services Flow Chart
Exhibit 5: Next Step Housing Chart
ATTACHMENT 2 – LAHSA PROJECT SUMMARY

A. Lead Proposer Information

LEGAL NAME OF LEAD PROPOSER:

EXECUTIVE DIRECTOR:

EXECUTIVE DIRECTOR E-MAIL:

BOARD CHAIRPERSON:

AGENCY ADDRESS:

CITY: _______________________________ ZIP: __________

AGENCY TELEPHONE: ____________________ FAX: ______________

B. Contact Person

CONTACT PERSON* / TITLE

CONTACT PERSON TELEPHONE: ________________________________

CONTACT PERSON FAX: ________________________________

CONTACT PERSON E-MAIL: ________________________________

*This must be the person who is most knowledgeable about this proposal and able to respond to any questions regarding this proposal.

C. Subcontractor Information (please include additional subcontractors as applicable)

LEGAL NAME OF LEAD PROPOSER:

EXECUTIVE DIRECTOR:

EXECUTIVE DIRECTOR E-MAIL:

BOARD CHAIRPERSON:

AGENCY ADDRESS:

CITY: _______________________________ ZIP: __________
D. Contact Person

**CONTACT PERSON* / TITLE**: 

**CONTACT PERSON TELEPHONE**: 

**CONTACT PERSON FAX**: 

**CONTACT PERSON E-MAIL**: 

*This must be the person who is most knowledgeable about this proposal and able to respond to any questions regarding this proposal.*

E. List of Other Key Collaborators for Proposed Program

**LEGAL NAME AGENCY**: 

**LEGAL NAME AGENCY**: 

**LEGAL NAME AGENCY**: 

**LEGAL NAME AGENCY**: 

**LEGAL NAME AGENCY**: 

F. Site Information

**Program Name**: 

**Program Street Address**: 

**City & Zip Code**: 

**Site Type (check one):**

- Homeless Shelter ____
- Faith-based Facility ____
- Public Facility ____
- Commercial Space ____
- House ____
- Other: ________________________
- Other: ________________________(Specify)
G. Geographic Area Served: Please check off the primary Service Planning Area (SPA) that the project will serve.

- 1. Antelope Valley
- 2. San Fernando Valley
- 3. San Gabriel Valley
- 4a. Metro Downtown
- 4b. Metro West
- 4c. Metro East
- 5. West
- 6. South
- 7. East LA County
- 8. South Bay

H. Please indicate the LA County Supervisorial District and, if applicable, the LA City Council District in which the project is located:

LA County Supervisor District ___________________ LA City Council District ___________________

I. Funding Request

<table>
<thead>
<tr>
<th>TOTAL LAHSA REQUEST</th>
<th>Other Funding Sources</th>
<th>TOTAL PROGRAM BUDGET</th>
</tr>
</thead>
<tbody>
<tr>
<td>$</td>
<td>$</td>
<td>$</td>
</tr>
</tbody>
</table>

J. Fiscal and Administrative Accountability

Please include contacts for lead agency and any subcontractors.
Please list the persons who have legal authority to sign contracts and other legal documents, payment requests, and checks related to this proposed contract. Add lines, if necessary.

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

K. Homeless Management Information Systems (HMIS) Contact

Please list the person in your organization designated to be the Homeless Management Information System contact. Please include contacts for lead agency and any subcontractors.

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
L. Americans with Disabilities Act of 1990 (and any amendments thereto) Agency Contact

Please list the person in your organization designated to be the ADA contact. Please include contacts for lead agency and any subcontractors.

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

M. Project History
Please respond to the following questions for the lead proposer and any subcontractors.

1. Has your agency ever received funds from LAHSA? Yes No
2. Has the proposed project been funded by LAHSA in the past? Yes No

If you answered “Yes” to any of the above questions, please list contracts in Attachment 4 Proposer Experience Chart.
ATTACHMENT 3 – CIVIL RIGHTS LAWS COMPLIANCE

Please respond to the following questions for the lead proposer and any subcontractors. Proposers must be in compliance with applicable civil rights laws and Executive Orders. Please answer ‘Yes’ or ‘No’ to the following questions. If you answer “Yes” to one or more of these situations, please attach a brief description and include with this Attachment.

A. Any pending civil rights suit instituted by the Department of Justice? 
   Yes  No

B. Any non-compliance with civil rights statutes, Executive Orders or regulations as determined by formal administrative proceedings, unless the applicant is operating under a HUD-approved compliance agreement designed to correct the area of non-compliance, or is currently negotiating such an agreement? 
   Yes  No

C. Any unresolved Secretarial charge of discrimination issues under Section 810 of the Fair Housing Act, as implemented by 24 CFR Part 103:400? 
   Yes  No

D. Any adjudication of a civil rights violation in a civil action brought against the agency by a private individual, unless the applicant is operating in compliance with a court order designed to correct the area of non-compliance or the applicant has discharged any responsibility arising from such litigation? 
   Yes  No

E. Any deferral of the processing of applications from the sponsor imposed by HUD under Title VI of the Civil Rights Act of 1964, the Attorney General's Guidelines (28 CFR 50.3) or HUD Title VI regulations (24 CFR 1.8) and procedures, or under Section 504 of the Rehabilitation Act of 1973 and HUD Section 504 regulations (24 CFR 8.57)? 
   Yes  No
ATTACHMENTS 4 – 10
PROPOSAL NARRATIVES / ATTACHMENTS

Narrative responses to the following items must be included as part of the proposal submitted. Each narrative section must be included in the proposal as a separate attachment, which is clearly marked with the attachment number and tabbed appropriately.

Each of the following narrative sections contains the description of the information required to be included in the proposal. In the right-hand column is the maximum number of pages allowed for each response. You must clearly number the response to each of the questions under the narrative sections. Points may be deducted for exceeding the stated page limits.

ATTACHMENT 4 – EXPERIENCE AND CAPACITY

<table>
<thead>
<tr>
<th>Items</th>
<th>Page Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Provide a brief description of the lead proposer (include size of total staff and overall budget amount). Please provide a description of each subcontractor and any key collaborating agency.</td>
<td>½ page for each agency</td>
</tr>
<tr>
<td>2. Include each agency's (lead proposer and key subcontractor or collaborating agencies) mission and discuss how the proposal aligns with the mission.</td>
<td>½ page for each agency</td>
</tr>
<tr>
<td>3. Provide a chart showing the programs in the organizations of the lead proposer, subcontractor, and any key collaborating agency and indicate where the proposed program will fit.</td>
<td>1 page</td>
</tr>
<tr>
<td>4. Indicate whether or not the lead proposer or subcontractor agency currently (in the last year) employs clients of homeless services or formerly homeless clients.</td>
<td>½ page</td>
</tr>
<tr>
<td>5. Describe your collaborative's prior successful experience working with homeless and at-risk families and providing rapid rehousing services. Please indicate how many years the collaborative has been working with the target population and providing similar program services. Please detail the experience that each agency brings to the collaborative.</td>
<td>1 page</td>
</tr>
<tr>
<td>6. Provide a brief description of titles, responsibilities and qualifications for each budgeted staff role for the program in the following areas: a) administration (reporting and accounting), b) operations (direct services staff) for the proposed project, and c) HMIS implementation. Please provide an organizational chart to illustrate the staffing structure of the program.</td>
<td>¼ page per staff position plus organizational chart</td>
</tr>
<tr>
<td>7. Describe mechanisms for ongoing and consistent staff supervision ensuring adequate staff coverage. Describe the collaborative's internal quality assurance monitoring system and describe how it will effectively identify and address programmatic problems.</td>
<td>2 pages</td>
</tr>
</tbody>
</table>
8. Please indicate the role each agency will play in providing the services required within the RFP. Describe mechanisms in place to ensure program coordination. Please describe why each agency was selected to play the role in the collaborative.  

2 pages

9. Please include information on any non-traditional partnerships that will benefit the program. Non-traditional partnerships include relationships between non-profit organizations and government, the for-profit business sector, academic community, and/or faith-based community, etc.

a. Please indicate the role of each partner in the partnership. Clearly articulate how each partner plays a central role in directly impacting service delivery and performance.

b. Indicate when and why this partnership was first initiated. Please provide evidenced-based practices that were used to utilize this partnership as a part of the program design.

c. Please describe the proposed impact that this partnership will have on the need for services in the proposed service planning area.

d. Provide a timeline with narrative on how this partnership will be sustained on the long-run.

1 ½ pages

10. Programs must cater services to effectively serve the families. Programs with a commitment to culturally and linguistically appropriate and proficient services ensure that the participating families are successful. Please demonstrate a commitment to the cultural competence of the program by describing the areas below:

a. How organizational policies, program philosophies and mission statements reflect a value for cultural competency?

b. How issues regarding cultural and linguistic competency are addressed and what quality assurance systems are in place to assure continual improvement?

c. How the principles of cultural competence are integrated into all areas of service delivery and the evaluation of project implementation?

d. How bilingual services will be provided to families?

1 page

11. Please include a listing of the lead agency and any subcontractor's current Board of Directors and any affiliated committees for the lead proposer.

a. Please include each member’s contact information and a short biography of their skills, interests, and work/community experience.

b. Indicate whether your board includes a homeless or formerly homeless individual.

c. Describe any direct avenues for client input to the board of directors.

No Limit

12. Describe any prior experience and capacity to manage financial assistance payments to third parties on behalf of participants.

1 page

13. Describe the capacity of your finance department to issue checks, ensure cash-flow between grant disbursements, and check and balances to ensure that all financial assistance are administered in a timely manner.

1 page
Please circle the answers to the questions below. Please explain any “Yes” answers below or on a separate sheet under this attachment heading. Please answer the questions below for the lead proposer and any subcontractors.

A. In the past ten years, has your organization ever had its nonprofit status revoked or withheld by the IRS, the Secretary of State, the State Attorney General, or the Franchise Tax Board?
   i. Date of 501(c)3 status: _______

B. Has your organization been sued in the last five years?

C. Are any of your managers or staff with fiscal responsibilities involved in litigation presently that has any bearing on fiduciary trust or employee relations?

D. Have any unfavorable rulings been handed down by any court against your organization or Executive Director in the last five years?

E. Does your organization currently have any unresolved fiscal, reporting, or program issues with any of its current or past funding sources?
PROPOSER EXPERIENCE CHART

Please complete one chart for the lead proposer, and key collaborators and/or subcontractors. An electronic copy of this chart is available on LAHSA’s website.

<table>
<thead>
<tr>
<th>How many years of prior experience does your agency have working with homeless and at-risk families?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>How many years of prior experience does your agency have providing rapid rehousing services to homeless and at-risk families?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Please indicate the number of years of prior experience administering financial assistance to similar housing programs as specified in this RFP.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Project name</th>
<th>Program Description and Target Population</th>
<th>Year Awarded</th>
<th>Grant Number</th>
<th>Grant Amount</th>
<th>Amount Spent to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>EXAMPLE: PROJECT HOMELESS</td>
<td>Emergency Shelter for chronically homeless persons</td>
<td>2000</td>
<td>2000ESF99</td>
<td>$500,000</td>
<td>$450,000</td>
</tr>
</tbody>
</table>
ATTACHMENT 5 – PROGRAM DESIGN

Items

1. **Client Intake and Assessment**
   a) Describe how your program will accept families for assessment, and work with all families seeking assistance for the region identified. Describe any eligibility restrictions.
   b) Describe how your program will utilize the standardized housing and services assessment, including how you will rapidly triage participants to appropriate housing and other services?
   c) What types of documentation, if any, will you ask for during intake and assessment?
   d) Describe how your program will develop the participant’s housing and services plan to identify the appropriate (right sized) intervention.

2. **Housing Stabilization Services**
   a) Describe how your program will use the Housing First model and how these practices have been incorporated into your approach and design. Describe your process for monitoring the effectiveness of the Housing First model on client outcomes.
   b) Describe how your program will provide diversion services as outlined in Section 2.8.
   c) Describe how your collaborative will maintain an inventory of temporary housing resources for homeless and at-risk families. Describe the network of resources.
   d) Describe how your program will monitor voucher coordination, hotel/motel guest room conditions, receiving billing from and making payment to these hotel/motel vendors for participants.
   e) Describe how your collaborative will provide each of the housing stabilization services as outlined in Section 2.6 of the RFP.

3. **Rapid Rehousing Services**
   a) Describe your program’s current supply of affordable housing units and the average time it takes your collaborative to secure additional units.
   b) Please describe your outreach plan to landlords and how you will ensure a sufficient housing inventory for homeless families in the proposed region.
   c) Describe the process for the following: identify legal property owner; determine rent reasonableness; inspect units; and fraud detection. Please include organizational policies regarding the determination and documentation of rent reasonableness.
   d) Describe the process for determining the amount of financial assistance a homeless or at-risk family will receive. Include any assessment tools.

4. **Financial Assistance Administration**
   Describe in detail how your agency will administer financial assistance to the families served by your program.

5. **Number of Clients Served**
   a) How many total households do you anticipate will receive an assessment over the course of 18 months?
   b) How many total households do you anticipate will receive a referral over the course of 18 months?
Of those that receive an assessment, how many total households do you anticipate will receive short-term rental assistance over the course of 18 months (refer to section 2.9 of the RFP)?

Please be sure to include the calculation used to determine the number of clients that will be served for all of the above. The number of participants served by this grant should align with your program design and the geographic need in your community. The calculation must utilize information from the most recent Greater Los Angeles Homeless Count.

6. **Project Direct Service Staff**
   a) Provide a brief description of titles, responsibilities, and qualifications for direct service staff included in the proposed project.
   b) Include a diagram of the proposed staffing structure.
   c) Given your proposal request, what is your anticipated case load of families per direct service staff member?
   d) How many of the proposed project staff will be NEW staff to your organization?

7. Describe how your program will address the needs of people you are unable to accommodate in your program. Provide your program’s written set of policies and procedures regarding participant’s denial of entry into the program.

8. Do you charge families program fees and/or require religious participation as a condition of receiving services? If so, please explain.

9. **List of Services**
   a) List on-site services proposed and the direct service staff responsible for providing the service. Use the format below.

<table>
<thead>
<tr>
<th>Supportive Service</th>
<th>Direct Service Staff (position and agency) Providing Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
</tr>
</tbody>
</table>

   b) List of off-site services provided through partnerships. Use the format below

<table>
<thead>
<tr>
<th>Supportive Service</th>
<th>Provider Agency</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
</tr>
</tbody>
</table>
10. Describe your plan for measuring the project outcomes as described in Section 5 of the RFP. Please also describe the program's plan to ensure timely and effective data collection on HMIS. Describe staff experience with required data collection and data evaluation. 

1 page

11. **Referral Network and Procedures**
Describe the information and referral procedures. Include a description of how families' needs are assessed and how clients are referred to providers to address those needs.
Please describe the following:

a) How families will be made aware of information and referral services offered in your program.
b) How your agency will coordinate with your referral networks.
c) Where information and referral services will take place, and what measures will be verified.
d) How information and referral services will be tracked and referrals will be verified. 

2 pages

12. **Implementation Timeline**
Include a detailed timeline for program implementation, including the following milestones: full program staffing and services start date.

1 page

13. **Program Schedule**
Describe in detail the daily schedule of your proposed program. 

1 page
REFERRAL NETWORK CHART

Please state your program’s primary referral networks with other agencies for services and the level of collaboration with each agency. Please only include your main referral networks for the listed services. **At minimum, please respond to how your program will provide for the list of services named in the chart below.** An electronic copy of this chart is available on LAHSA’s website. Please attach Memorandums of Understanding (MOU’s) to Attachment 17 of your proposal.

<table>
<thead>
<tr>
<th>Type of Service</th>
<th>Name of Agency</th>
<th>On-site or Off-Site Service Provision</th>
<th>Service Site Address (if off-site)</th>
<th>Identified Contact Person</th>
<th>Written MOU Attached (Yes/No)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Health Services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Primary Health Services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alcohol and Substance Abuse Treatment Programs</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mainstream Benefits Enrollment Programs</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employment Services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Legal Aid Programs</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Child Care</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>----------------</td>
<td>------------</td>
<td>-----</td>
<td>-----</td>
<td>-----</td>
<td>-----</td>
</tr>
<tr>
<td>Affordable Housing</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Permanent Supportive Housing</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Please state your program's inventory of temporary housing resources (Section 2.7). An electronic copy of this chart is available on LAHSA’s website. Please attach Memorandums of Understanding (MOU's) to Attachment 17 of your proposal.

<table>
<thead>
<tr>
<th>Name of Agency</th>
<th>Housing Program Site Address</th>
<th>Facility Capacity (# of units/bedrooms)</th>
<th>Supportive Services Provided (Yes/No)</th>
<th>Identified Contact Person</th>
<th>Written MOU Attached (Yes/No)</th>
</tr>
</thead>
</table>
ATTACHMENT 6 – INTEGRATION WITH CONTINUUM OF CARE (COC) STRATEGIC PLANNING

1. Describe how your project uniquely addresses the needs of homeless families in the context of the specified region. How will your proposed project leverage the region's community system to achieve its goals? Please describe the formal collaborations that will be forged to ensure effective leveraging of services for the homeless families in the proposed region. 1 page

2. Programs must be integrated and coordinated with other service and housing providers (non-profits, governmental agencies, local coalitions, etc.) within the proposed community to ensure effective leveraging of resources within the targeted FSC region. Describe how your agency is involved with planning and coordination efforts by participating in the Los Angeles CoC SPA-Wide meetings for the program’s targeted SPA, regional homeless coalition meeting and/or other local planning meetings in the community. 1 page

3. Please describe your program's efforts to facilitate neighborhood/community support of the FSC. Include any agreements with neighbors in the local community that promote communication, assure safety, and provide policies and procedures surrounding conflict resolution. 1 page

2012 Family Solutions Centers RFP
ATTACHMENT 7 – PROPOSER PAST PERFORMANCE (PART A ONLY)

PAST PERFORMANCE ON OUTCOMES

Please include past performance on outcomes for the lead proposer and any subcontractors. Please complete the following chart to demonstrate your agency’s prior successful experience in meeting outcomes in programming serving homeless persons. **At minimum, reported outcomes should measure similar outcomes to those measured in this RFP (Section 5).** Please use information from the most recently completed and reported program year, including Program Name and Contract Number. Please make sure to include the method used in calculating the outcomes reported. LAHSA reserves the right to verify information submitted, including verification by means of the Los Angeles Continuum of Care HMIS System. If LAHSA determines a discrepancy exists between the outcomes reported on this form and the data in the HMIS system, the proposer will be contacted and allowed 48 hours to provide acceptable verification of the reported outcomes data. For non-LAHSA-funded program outcomes, proposers must submit back-up documentation behind this chart for any such non-LAHSA-funded program outcomes reported on this form. Acceptable forms of documentation for non-LAHSA-funded program outcomes include, formal reports submitted to other government funders or formal reports to your agency's Board of Directors. LAHSA reserves the right to verify information submitted for non-LAHSA-funded programs. If your agency has more outcomes to report that will fit on this page, you may duplicate this page as necessary. An electronic copy of this chart is available on LAHSA's website.

<table>
<thead>
<tr>
<th>Agency Name/Program Name</th>
<th>Program Type</th>
<th>Target Outcomes Description (s)</th>
<th>Actual Outcomes by Target Item</th>
<th>Explanation of method used in calculating outcome.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Example Program</td>
<td>HPRP Program</td>
<td>5% of exited families were placed into permanent housing</td>
<td>9% of exited families were placed into permanent housing.</td>
<td>9% = 4 clients who obtained permanent housing/ 43 total families exited in the program during the timeframe between 12/01/10 and 3/15/11.</td>
</tr>
</tbody>
</table>
ATTACHMENT 8 – LA COC HMIS PARTICIPATION

<table>
<thead>
<tr>
<th>Items</th>
<th>Page Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. All projects recommended for funding under this RFP MUST participate in the Los Angeles Continuum of Care Homeless Management Information System (HMIS) through <strong>direct</strong> client-level data input into the system. For service providers that are currently on HMIS, LAHSA may evaluate the proposers’ compliance with HMIS data entry and data quality standards. LAHSA will utilize the most recent program year to evaluate this section. If the proposer is not implemented on HMIS, LAHSA will evaluate the proposers’ ability and willingness to comply with the technical and program standards necessary to operate HMIS. Please provide a statement as to your agency’s (the lead proposer and any subcontractors) current use of HMIS or willingness to participate in the LA CoC HMIS system on an agency-wide basis.</td>
<td>1/2 page</td>
</tr>
</tbody>
</table>
ATTACHMENT 9 – BUDGET AND FINANCIAL STABILITY

Attachment 9 must be completed for the lead proposer and any subcontractors.

1. Please furnish financial information for your agency, including a copy of your most recent audited financial statements and Form 990. Agencies that fail to provide current financial statements or do not provide statements will be impacted negatively in financial scoring.

2. Please provide interim financial statements for the current fiscal year, including a cash flow statement. In addition, please provide cash flow projections for the current fiscal year and the proposed project years, including available unencumbered operating revenue held in reserve.

3. Describe any independent audit findings your agency has received in the last two audits conducted. If any findings were established, describe the nature of the findings and your agency’s response to the findings.

4. Describe your agency’s accounting practices.
   a) Detail your organization’s staffing for day-to-day accounting?
   b) How is accounting information or data maintained? (i.e. manual or electronic) Is the agency's financial system compliant with OMB Circular A-110 Subpart C .21 (b) Standards for Financial Management Systems.
   c) What cash management internal controls does your agency have to account for the use of funds and to maintain sufficient control over cash to ensure that funds are used solely for the authorized purpose of this program if funded.
   d) Describe your agency’s cost allocation method for projects that are funded from multiple sources.

5. A budget template in excel format is provided as part of this RFP. Please complete the Budget Template for the total program, and indicate the line item and costs you are requesting funding for under this funding request and the leveraged funding you will provide to the program through other funding sources. Print out a copy of the budget and attach to the proposal. Also provide a copy of the budget in excel format on a compact disc.

6. Please provide a budget justification that includes detailed information and calculations to support the budgetary figures in the proposal and your subcontractors’ proposals. Please use the following guidelines to write the Budget Justification. (3 Pages)
BUDGET JUSTIFICATION GUIDELINES:

Detail the formula used to arrive at the dollar amount for each line item and Budget Detail pages.

Examples:

- The annual salary for each position multiplied by the FTE (refer to #1-2 below);
- The number of square feet of office space to be utilized multiplied by the rate per square foot;

1. For Salaries and Benefits, list the position title, a brief overview of the position’s responsibilities for this project, and the minimum qualifications (education and experience) for the position (not of the individual currently occupying the position). Give a mathematical formula that includes the full-time equivalent (FTE) and the annual salary used to arrive at the budgeted line item amount. Funding terms that may not be a full 12 months, should have the term adjustment made in the formula.

   Note: an FTE is based on the number of hrs worked in a one-week period (a 1.0 FTE works 40 hours per week; a 0.5 FTE works 20 hrs per week).

2. Provide an explanation for any positions that are not charged for the full term of the contract exhibit.

   For example:

   Employment Specialist: Responsible for developing employment preparation and training, informational materials, and creating networks with employers and job training agencies. Minimum Qualifications: Bachelor’s degree; 2 years experience employment training.

   1.0 FTE x $35,000 per year = $35,000 or 0.5 FTE x $35,000 per year = $17,500.

   If the exhibit term is less than 12 months, show salary formulas as follows (using the example above, with an 11-month exhibit term):

   1.0 FTE x $35,000 per year / 12 months = $2,917 per month x 11 months = $32,087 or
   0.5 FTE x $35,000 per year = $17,500 / 12 months = $1,458 per month x 11 months = $16,038

3. For Operating and Supportive Services Expenses, provide a brief explanation of what is included in the cost for each line item and justification for the purpose for the program. Show the formula used to calculate each line item expenditure.

   Examples:

   Space Costs

   - Rent: Proposal will utilize 10 motel rooms at a rental rate of approximately $1,800/month. The total cost of rent for this proposal is $18,000 to rent 10 motel rooms over the course of 1 year.

   Materials and Supplies

   - Office Supplies, Postage: Desk supplies for program staff and materials for Life Skills group sessions and presentations = $300; postage for flyers/publicity = $100; total = $400.

   - Printing and Reproduction: Printing costs for 3,000 brochures = $750; reproduction costs = $1,000; total = $1,750.
General Operating

- Rental of Equipment: Copier lease = $1,440

Staff Travel: Provide justification of costs and reason for staff travel expenses. 226 miles (based on last year’s experience) x $0.475 per mile = $107 Staff will travel to scattered sites for case management. Note: If mileage is charged, the agency must have auto insurance coverage.

Consultant/Subcontractor (if applicable)
If there is a subcontractor/consultant, a detailed subcontracting budget must be provided. In this section, provide a brief explanation of the subcontracting arrangement, as well as a budget breakdown.

4. Use the most accurate figures possible, totals should be rounded to the nearest dollar. For example, $2,859.55. When transferring the final figure to the Budget pages, round figures to the nearest dollar. $2,859.55 rounds to $2,860.
SUPPLEMENTAL RESOURCES CHART

An electronic copy of this chart can be found on LAHSA’s website. Attach copies of documentation of supplemental resources (private and public) for the proposed program (not for the entire agency) in Attachment 9, directly behind this page. Please identify which budget line items the supplemental resources are funding. Please do not provide documentation of supplemental resources for your entire agency.

<table>
<thead>
<tr>
<th>Budget Line Items</th>
<th>Specific Name of Funding Entity</th>
<th>Identify Source as: (G) Government* or (P) Private</th>
<th>Date of Written Commitment</th>
<th>Value of Written Commitment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Example: Child Care</td>
<td>CDBG</td>
<td>G</td>
<td>2/15/10</td>
<td>$10,000</td>
</tr>
</tbody>
</table>

*Government sources are appropriated dollars.
ATTACHMENT 10 – FACILITY

LAHSA may also conduct site visits in order to evaluate facilities.

<table>
<thead>
<tr>
<th>Items</th>
<th>Page Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Describe the following:</td>
<td></td>
</tr>
<tr>
<td>a) Exact location of the proposed facility(s) that program activities will occur.</td>
<td>3 pages</td>
</tr>
<tr>
<td>b) Proximity to public transportation and community services.</td>
<td></td>
</tr>
<tr>
<td>c) Previous use of facility.</td>
<td></td>
</tr>
<tr>
<td>2. A floor plan of the facility that shows: (Please do not submit a copy of your evacuation plan as a substitute for a floor plan. Areas shown on floor plan must be detailed and labeled.)</td>
<td>No Limit</td>
</tr>
<tr>
<td>a) Entrances/Exits.</td>
<td></td>
</tr>
<tr>
<td>b) Location of bathroom facilities.</td>
<td></td>
</tr>
<tr>
<td>c) Location of staff offices/work areas.</td>
<td></td>
</tr>
<tr>
<td>d) Indicate areas that are accessible to the physically disabled.</td>
<td></td>
</tr>
<tr>
<td>3. A copy of the site’s emergency evacuation plan, both written and graphical.</td>
<td>No Limit</td>
</tr>
<tr>
<td>4. Please submit the following documents:</td>
<td>No Limit</td>
</tr>
<tr>
<td>Status of site control (i.e. lease agreement, title, deed, option to lease, option to purchase, etc.). Evidence of site control must be submitted even if it has been submitted in previous applications, and even if the applicant owns the site.</td>
<td></td>
</tr>
</tbody>
</table>
ATTACHMENT 11–BOARD RESOLUTION AUTHORIZING APPLICATION FOR FUNDS

Please complete for lead proposer and any subcontractors.

The Board of Directors hereby authorizes the Executive Director to apply for funds under this RFP to operate
_____________________________ (project/program name) on behalf of ________________________________ (agency name).

_________________________________________  ________________
Authorized Signature (Chairperson of Board or other Officer)  Date

_________________________________________
Typed name and title
ATTACHMENT 12 – SIGNATURES AND ASSURANCES

Please complete for lead proposer and any subcontractors.

A. **Non-discrimination:** This organization shall, through all possible means, provide equal opportunity for all persons regardless of age, handicap, national background, race, religion, sexual orientation, or gender, to receive service or participate in the volunteer structure, and to be employed. An existing sectarian nature of the organization shall not suffer impairment under this agreement, but no participation in religious observances, rituals or services will be required as a condition of receiving services, emergency shelter, or transitional housing paid for in whole or in part by this grant.

B. **Accountability:** We commit this organization, if a grant is received, to provide all reports to LAHSA as required; to expend moneys only on eligible costs and to keep complete documentation (copies of all canceled checks, invoices, receipts, etc.) on all expenditures for a minimum of three years; and to spend all funds and close out the program on the required date and to return any unused funds to LAHSA and to cooperate with monitoring or site visits and to provide complete documentation of expenses to LAHSA, if requested, by the required date.

C. **Non-collusion:** This proposal is genuine, and not sham or collusive, nor made in the interest of or in behalf of any person not herein named; the proposer had not directly induced or solicited any other proposer to put in a sham proposal, or any other person, firm or corporation to refrain from submitting a proposal; the proposer has not in any manner sought by collusion to secure for itself an advantage over any other proposer.

D. It is the duty of every proposer to thoroughly review the Sample Statement of Work provided on the website to ensure compliance with all term and conditions and requirements. It is LAHSA’s expectation that in submitting a proposal the proposers will accept, as stated, the terms and conditions in the Sample Statement of Work.

E. We affirm that all information in this proposal is true and correct to the best of our knowledge and that the proposer under our authority will execute its responsibility under the proposed contract and adhere to all other applicable rules and regulations to the fullest extent possible.

____________________________________________________________________
Authorized Signature (Chairperson of Board or other officer)         Date

____________________________________________________________________
Typed name and title

____________________________________________________________________
Signature, Executive Director or comparable officer         Date

____________________________________________________________________
Typed name and title
ATTACHMENT 13 – LETTER OF REPRESENTATION

The lead proposer and any subcontractors must hereby request to submit a letter of representation signed by an officer of its Board of Directors disclosing whether a conflict of interest exists or whether there is nepotism in the project funded under this RFP.

1. Conflict of Interest
   Proposer shall disclose any and all conflicts of interests that proposer is aware of and what steps are being taken to resolve them. Please include any plans for resolution.

   If a proposer believes that it may be in violation of the Conflict of Interest provisions, proposer may submit a waiver request to LAHSA upon being conditionally awarded funds under this RFP. The waiver request shall follow the procedures outlined in 24 CFR Ch V, §570.611, OMB Circular A-110, and LAHSA Contract Provisions.

2. Nepotism
   The disclosure shall identify:
   i) All relatives working for Proposer and/or subcontractors and paid with funds from the project funded in this RFP;

   Whether or not Proposer used its normal hiring practices when such individuals were hired;
   ii) Whether or not such individuals meet the qualifications required for the position(s) in which they serve;
   iii) Proposer shall also include an organizational chart that clearly shows the reporting lines for such individuals.

   Each instance of nepotism must be disclosed to LAHSA and LAHSA and/or federal grantor must approve of the individual case.
ATTACHMENT 14 – CURRENT PROOF OF IRS 501 (C)(3) STATUS

Please attach. Attachment 14 must be completed for the lead proposer and any subcontractors.
ATTACHMENT 15 – ARTICLES OF INCORPORATION, INCLUDING AMENDMENTS AND BY-LAWS OF THE CORPORATION

Please attach. Articles of Incorporation must be stamped by the Secretary of State. Attachment 15 must be completed for the lead proposer and any subcontractors.
ATTACHMENT 16 – ADA COMPLIANCE

Attachment 16 must be completed for the lead proposer and any subcontractors.

CERTIFICATION REGARDING COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT

The undersigned certifies that to the best of his/her knowledge and belief:

Proposer is in compliance with and will continue to comply with the Americans with Disabilities Act 42 U.S.C. 12101 et seq. and its implementing regulations.

Proposer will ensure that persons with disabilities have equal access to participate in programs and services. Proposer will provide reasonable accommodations to allow individuals with disabilities to have access to and participate in its programs, services and activities in accordance with the provisions of the Americans with Disabilities Act (“ADA”).

Proposer will not discriminate against persons with disabilities or against persons who have a relationship with or association with a person with a disability.

Proposer will adopt and implement LAHSA’s policies and procedures addressing disabled individuals who use service animals.

Proposer will designate staff to participate in periodic mandatory training sessions on ADA compliance; including training regarding addressing disabled individuals who use service animals.

Proposer will require that the ADA compliance language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and other agreements under grants, loans and cooperative agreements) and that all subgrantees shall certify accordingly.

Proposer shall disclose whether their agency has received any ADA-related complaints in the past five (5) years. If so, the proposer shall summarize the complaints and provide a description of the time frame and manner in which the complaints were resolved and include with this Attachment.

We affirm that all of the above information is true and correct to the best of our knowledge and that the proposer under our authority will execute its responsibility under the proposed contract and adhere to all other applicable rules and regulations to the fullest extent possible.

_________________________________________  ____________________________
Authorized ADA Compliance Representative Signature  Date

_________________________________________
Typed name and title

_________________________________________  ____________________________
Signature, Executive Director or comparable officer  Date

_________________________________________
Typed name and title
Please attach all MOU's. Please be sure to include an MOU for all of your program’s key collaborating partners. MOU’s should specifically state the commitment of both parties involved in the agreement.

1. **Objective:** Briefly describe the overall intent of the MOU and clearly identify the desired outcome(s) of entering in the agreement.

2. **Background:** Provide a description of the parties to the agreement which includes the organization type (i.e. public safety agencies, other governmental bodies and any private services) with mention of the organization’s mission and any other pertinent historical or current relations with one another.

3. **Timeframe:** Specify start and end dates which should correlate to the project term as stated in Section 4.4 of the RFP.

4. **Roles and Responsibilities:** Describe the roles and responsibilities of the parties involved. Be sure to include each party’s sole responsibilities, followed by a description of shared responsibilities, if any. Some key questions to consider are as follows:
   - What is going to be done?
   - Who is going to do it?
   - When and where will it happen?
   - Who pays for what? (if necessary)

5. **Disclaimers:** Be sure to indicate what the agreement is not intended to do, guarantee or create.

6. **Financial Agreements:** If the MOU includes a fee for service or any other financial obligations, please describe the reimbursement of funds between the two parties, if any. For example, the MOU should clearly outline how financial payments will be handled by either party.

7. **Signatures & Date:** An authorized representative from each party should sign and date the MOU. The authorized representative should have the authority to bind their organization contractually.
Attachment 18 must be completed for the lead proposer and any subcontractors.

Please provide a letter signed by authorized signatory that describes how your project complies or will comply with the following:

Project applicants must certify that their programs will establish policies and practices that are consistent with, and do not restrict the exercise of rights provided by the education subtitle of the McKinney-Vento Act, and other laws relating to the provision of educational and related services to individuals and families experiencing homelessness.

Project applicants must certify that programs that provide housing or services to families will designate a staff person to ensure that children are enrolled in school and connected to the appropriate services within the community, including early childhood programs such as Head Start, Part C of the Individuals with Disabilities Education Act, and McKinney-Vento education services.
EXHIBIT 2

SERVICE PLANNING AREA (SPA) MAP
EXHIBIT 3
LAHSA MINIMUM SHELTER STANDARDS

DEFINITIONS

EMERGENCY SHELTER
An Emergency Shelter provides temporary shelter and services that are designed to facilitate the homeless person’s transition from sleeping in places not meant for human habitation to appropriate housing. Emergency Shelter is provided free of charge and is provided for fewer than ninety (90) days. Services provided on-site should include, but are not limited to, shelter, meals, case management, benefits advocacy, life skills training, and referrals to other supportive service providers.

TRANSITIONAL HOUSING
Transitional Housing is a type of supportive housing used to facilitate the movement of homeless individuals and families to permanent housing or permanent supportive housing. Typically, transitional housing is housing in which homeless persons live from 90 days up to 24 months and receive supportive services that enable them to live more independently. The supportive services may be provided by the organization operating the housing or coordinated by them and provided by other public or private social service agencies. A transitional shelter may charge a rent or Program fee so long as it is clearly described in advance and does not exceed 30% of the clients' adjusted gross income.

PERMANENT HOUSING
This is long-term housing that may be accompanied by the provision of supportive services that are designed to enable homeless persons to live as independently as possible in a permanent setting.

1. ADMINISTRATION

   A. Our shelter has established written protocols to guide staff actions and Program services regarding injury and disease prevention within the shelter setting. At a minimum, the shelter maintains up-to-date statements on its policies regarding HIV/AIDS, mandatory implementation of universal precautions, and control of tuberculosis as per the Department of Public Health guidelines.

   B. Our shelter does not require religious participation.

   C. Our shelter does not deny participation in or the benefits of its Programs, on the basis of race, religion, ancestry, color, national origin, sex, sexual orientation, age, disability, or familial status. However, residential services can be limited to specific sub-populations of homeless people in regard to sex, age, and disability as long as the purpose is to enhance service provision or the dignity and safety of participants, and if meaningful nondiscriminatory referrals are made for the benefit of clients who are denied service.

   D. Our shelter does not charge residents for housing or other services, nor does it collect fees that would otherwise be the discretionary income of the client unless clearly posted and notification is made at the time of client intake. Any exception is recognized only with
respect to shelters that charge fees that are clearly described in advance in accordance with uniform procedures that are on record with LAHSA.

E. Our shelter has space designated for securing all documents in order to ensure client confidentiality.

F. Our shelter clearly posts the location where grievances can be heard. If off-site, transportation will be provided by the shelter operator.

2. **PERSONNEL**

A. Our shelter has trained on-site staff persons (paid or volunteer) to provide a safe environment during all hours the facility is open to the residents.

B. Our shelter’s staff has been trained in emergency evacuation, first aid procedures and CPR procedures, and receives on-going in-service training in counseling and de-escalation skills.

C. Our shelter has an organized method of selecting and training all volunteers and paid staff. Also, volunteers and paid staff have job descriptions and identifiable lines of authority.

D. Our shelter has staff whom, to the extent possible, can communicate in the language of our residents.

E. Our shelter’s staff receives on-going training on relevant community resources and social service Programs.

F. Our shelter’s staff shall be identifiable through uniform attire or identification badges.

G. Our shelter has an organization chart showing the administrative responsibilities of all persons working in the shelter.

3. **OPERATIONS**

A. Our shelter allows residents to exercise the following rights:

   i) the right to religious liberty
   ii) the right to present complaints and grievances
   iii) the right to have all records and disclosures maintained according to the written shelter rules regarding confidentiality and privacy
   iv) the right to review their records and have external disclosures of any personal client information, as governed by the written shelter rules regarding confidentiality and privacy
   v) the right to be free from restraint or confinement unless the resident poses a danger or threat to others
   vi) the right to leave and return to the facility at reasonable hours in accordance with the rules of the shelter

B. Our shelter prohibits possession and the use of weapons, alcohol and illegal drugs on site.

C. Our shelter shall provide a clean, safe and healthy environment that is consistent with conventional social services and which respects individual needs and human dignity.
D. Our shelter has written policies for intake procedures and criteria for admitting people to our shelter.

E. Our shelter provides all residents with, and posts in a conspicuous place, a copy of our house rules and regulations, and a copy of the disciplinary and grievance procedures.

F. Our shelter keeps a daily office log which documents the activities of each shift, and any unusual or special situations and instructions regarding residents.

G. Our shelter maintains a daily census, listing residents, employees and volunteers.

H. Our shelter refers people to the appropriate shelter agency or referral service if we cannot provide shelter or a needed service.

I. Our shelter does not require residents to perform labor, other than chores directly related to daily living activities within the shelter.

J. Our shelter allows residents, during their period of stay, to report the shelter address as their legal residence for legal purposes such as receipt of mail, school registration, and voter registration.

K. Our shelter has, or provides access to, a phone which residents can use within reasonable limits.

L. If our shelter assists residents in managing their financial affairs, we do not charge for our services.

M. If our shelter holds funds or possessions on behalf of a resident, those funds or possessions are returned upon demand within 24 hours.

N. Our shelter takes incoming emergency phone messages for our residents during business hours.

4. **HEALTH**

A. Our shelter has available, at all times, first aid equipment and supplies for medical emergencies.

B. Our shelter has at least one staff person on duty that is trained in emergency first aid procedures.

C. Our shelter has provisions for storing, refrigerating, and retrieving residents' medications.

D. Our shelter refers residents to a medical facility or clinic for needed health examinations, emergency treatment, and follow-up visits.

E. Our shelter promptly and appropriately responds to medical problems with residents and staff.
F. Our staff receives regular training and is knowledgeable about common physical and mental health problems of homeless people and how to obtain needed and appropriate services.

5. **FOOD SERVICE**

   A. Our shelter provides residents with three well-balanced meals daily on-site or, in the case of some transitional housing Programs, by providing “do it yourself” food preparation facilities.

   B. Our shelter makes a reasonable effort to meet medically appropriate dietary needs of all residents.

   C. Our shelter provides food buying and menu planning by a staff member, consultant or volunteer knowledgeable in nutrition.

   D. Our shelter has made adequate provisions for the sanitary storage and preparation of any food provided.

6. **EQUIPMENT AND ENVIRONMENT**

   A. Our shelter is clean and complies with all applicable building, safety and health codes.

   B. Our shelter has a heating and ventilation system, and maintains a comfortable temperature.

   C. Our shelter has a housekeeping and maintenance plan to ensure a safe, sanitary, clean and comfortable environment, and works diligently to prevent and eliminate insect and rodent infestations.

   D. Our shelter provides each person with at least a bed (or crib for infants whenever possible), a blanket, and pillow, all of which are clean and in good repair.

   E. Our shelter has a sufficient supply of functionally clean and reasonably private toilets and wash basins, with hot and cold running water.

   F. Our shelter provides clients with reasonable access to public transportation.

   G. Our shelter has laundry facilities available to residents, or access to laundry facilities nearby.

   H. Our shelter provides storage for checking in/out residents’ personal belongings during the period of shelter.

   I. Our shelter provides towels, soap, and toilet tissues.

   J. Our shelter provides a dining area separate from the sleeping areas.

   K. Our shelter has a sufficient quantity of functionally clean and reasonably private bathing facilities with hot and cold running water.
7. SAFETY

A. Our shelter has an emergency plan covering earthquake, fire, flood and other disasters.

B. Our shelter has a fire-life safety system including posting of an evacuation plan and all items as required by building, safety, and health codes.

C. Our shelter has a phone available 24 hours per day to contact the fire department, paramedics, police, and site supervisor personnel, and posts a list of such emergency numbers at the telephone location(s).

D. If separate rooms with doors are provided, doors in residents’ rooms can be secured by the resident (staff must have a key).

E. Our shelter has a security plan to deter theft and resident harm.

8. GRIEVANCES

Our shelter has an internal grievance procedure in place that incorporates the following:

A. Contractor shall maintain a written set of policies and procedures for the resolution of all grievances. These policies and procedures shall be freely available to all program participants and staff. Copies of the grievance policies and shall be clearly marked and made available to the program participants during intake. A summary of the program grievance resolution policies and procedures shall be prominently displayed common areas in the facility.

B. Contractor shall identify an individual to whom all grievances arising between program participants and agency staff and/or grievances regarding operations of the program shall be referred for resolution. This individual shall be clearly identified to agency management, staff, and program participants.

C. Contractor’s grievance resolution policies and procedures shall include but are not limited to the following:

i) The name and title of the staff person responsible for grievance resolution and how they are contacted.

ii) A procedure for hearing all grievances within 72-hours of a complaint being made, including the gathering of facts, testimony from other participants and staff and issuing a decision on the resolution of the grievance.

iii) A confidential area where grievances may be heard.

iv) A centralized and coherent system of documenting grievances. The documentation shall contain a description of the grievance and the resolution or disposition of said grievance. Said documentation shall be retained in a central dispute or grievance file, which file shall be made available to LAHSA upon request.

v) A procedure for referring all unresolved grievances to an outside grievance resolution service within 48-hours of the meeting between the complainant and the
staff person responsible for the resolution of grievances. If the project is located within the city of Los Angeles, the Contractor may elect to use the following “cost free” resolution service:

Office of the City Attorney
Dispute Resolution Program
222 S. Hill Street, 6th floor
Los Angeles, CA 90012
Telephone: (213) 485-8324
# Shelter/Hotel/Motel Minimum Standards Site Inspection Tool

<table>
<thead>
<tr>
<th>Facility Information</th>
<th>Motel</th>
<th>Shelter</th>
<th>Trans H</th>
<th>Shared</th>
<th>Beds</th>
<th>Apartments</th>
<th>Bed Rooms</th>
<th>Per Room</th>
<th>RATING: (Circle)</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>#</td>
<td>#</td>
<td>#</td>
<td>#</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Population</td>
<td>SPF</td>
<td>SPM</td>
<td>CPL</td>
<td>DV</td>
<td>Adequate</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Services</td>
<td>CM</td>
<td>Trans</td>
<td>Laundry</td>
<td>Childcare</td>
<td>Inadequate</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## INFORMATION/RULES/PROCEDURES POSTED

<table>
<thead>
<tr>
<th>YES/OK</th>
<th>NO</th>
<th>If No, Please Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Shelter rules posted in plain sight
- Grievance Procedures posted in plain sight
- Emergency contact information posted in plain sight
- Exit Signs and Evacuation Plan posted in plain sight

## GENERAL FACILITY

<table>
<thead>
<tr>
<th>✔️</th>
<th>(−)</th>
<th>If No, Please Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Exterior of facility is clean and clear of debris
- Exterior security bars and gates are in place
- No visible leaks/water damage: interior or exterior of building
- No loose/dangling/exposed wiring/cables in/around facility
- Facility is ADA accessible
- No signs of rodent and insect infestation
- Sufficient in number of entrances/exits in the facility
- Designated smoking area outside the facility
- Exterior has sufficient working lights
- Working ventilation system (fans, A/C) in the facility
- Adequate/safe heating in the facility?
- Working smoke detectors in each room
- Facility interior is clean and odor free
- Interior walkways are clean and clear of obstacles and debris
- Common areas are free of religious artifacts
- Adequate client lounge or common space is available
- Common spaces are childproof
- Stairways have child safety gates
- Fire extinguishers are accessible approx every 75 feet
- Stocked and accessible first aid kits on site
- Fire extinguishers fully charged and labeled
- Is the facility fumigated regularly

## BEDROOMS / SLEEPING QUARTERS

<table>
<thead>
<tr>
<th>✔️</th>
<th>(−)</th>
<th>If No, Please Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Sleeping quarters are clean, neat, and odor-free
- Sleeping quarters are childproof
- Sleeping quarters are separate from dining area/common room
- Clients not allowed to eat/store/prepared foods in rooms
- Facility provides bed linen and towels
- Furniture/mattresses is clean and in good condition
- Adequate closet space in rooms or storage in facility

Updated: 11-30-2011
Clients are required to participate in a savings plan.
Program does not require participation in religious activity.
No fees are charged for housing or other services.
Clients are not required to surrender or use EBT benefits.
Bi-lingual staff is available.

<table>
<thead>
<tr>
<th>BATHROOMS</th>
<th>(✓)</th>
<th>(⁻)</th>
<th>If No, Please Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bathrooms are childproof</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bathroom fixtures are clean and in good working order</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of bathrooms in facility</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Floor mats in place to prevent slipping/falling</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hygiene items (soap, etc) available for clients</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Kitchen/Meal Preparation/Food Storage</th>
<th>(✓)</th>
<th>(⁻)</th>
<th>If No, Please Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kitchen area is childproof</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Working/clean stove/oven/microwave</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Working/clean refrigerator/freezer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sink has hot and cold water / garbage disposal</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is the garbage/trash disposal containers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kitchen is free of visible insect/rodent infestations</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Separate dining room or area</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Drawers, cabinets and cupboards close securely</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Eating/cooking utensils are provided</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Staffing Information</th>
<th>(✓)</th>
<th>(⁻)</th>
<th>If No, Please Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security and staff on premises 24/7</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adequate number of staff based on the number of clients</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Staff performs intake and assessment with clients</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Staff develops a case plan with clients</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Program Requirements and Services</th>
<th>(✓)</th>
<th>(⁻)</th>
<th>If No, Please Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client sign-in/sign-out procedures are in place</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Client roster and files are in a secure location</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Staff will assist clients with accessing the following services:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transitional housing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Permanent housing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Benefit assistance or employment/training</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Child care near facility</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Health and mental health services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clients are required to participate in a savings plan</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No fees are charged for housing or other services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Program does not require participation in religious activity</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clients are not required to surrender or use EBT benefits</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bi-lingual staff is available</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Updated: 11-30-2011
EXHIBIT 4

Program Services Flow Chart
Family Solutions Centers Program Flow

1 FTE Program Coordinator
- Ensures standardized assessment and coordinated services
- Coordinates distribution of Section 8 Vouchers with Family Solutions Centers

211 Call 211 / Walk-ins at Site

Pre-screening / Scheduling Assessment Appointments

Six Family Solutions Centers

Standardized Assessment
A B C D E F

Coordinated Housing and Services Intervention
Seeking Shelter
- Diversion
Homeless
- Rapid Rehousing
- Interim Housing
- PH/PSH

Housing Stability Services
- Connections to Mainstream Resources
- Linkages to DCFS, DPSS, and WIA Systems
- Referrals to Targeted Homeless Programs
- Mediation
- Streamlined Entry to Interim Housing (Motel, Emergency Shelter or Transitional Housing)
- Ancillary Services (Transportation and Food)
- Housing Search
- Referrals to Affordable Housing or PSH
- Access to FACoLA Section 8 Vouchers
- Stabilization Services/Case Management
- Security Deposit
- Move-In Assistance
- Utility Deposit/Arrears
- Short-Term Rental Assistance

At each Family Solutions Center, 1 MSW + 2 Housing Stability Specialists provide standardized assessment and coordinated services

Prepared by Shelter Partnership
EXHIBIT 5

Next Step Housing Chart
### Successful Exit Destinations (HUD) by Program Type

<table>
<thead>
<tr>
<th>HUD Destination (Data Element 4.10)</th>
<th>S O</th>
<th>P R</th>
<th>R E</th>
<th>E S</th>
<th>R R</th>
<th>T H</th>
<th>S A</th>
<th>P S</th>
<th>S E</th>
<th>R V</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Shelter, including hotel/motel with emergency shelter voucher</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Transitional Housing for homeless persons (including homeless youth)</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Permanent Supportive Housing for formerly homeless persons (SHP, S+C, SRO)</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Psychiatric hospital or other psychiatric facility</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Substance abuse treatment facility or detox center</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Hospital (non-psychiatric)</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Jail, Prison, or Juvenile Detention Facility</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Rental by client, no ongoing housing subsidy</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Owned by client, no ongoing housing subsidy</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Staying or living with family, temporary tenure</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Staying or living with friends, temporary tenure</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Hotel or motel paid for without emergency shelter voucher</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Foster care home or foster care group home</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Place not meant for habitation</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Other</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Safe Haven</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Rental by client, VASH subsidy</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Rental by client, other (non-VASH) ongoing housing subsidy</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Owned by client, with ongoing housing subsidy</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Staying or living with family, permanent tenure</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Staying or living with friends, permanent tenure</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Deceased</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Don't Know</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Refused</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
</tbody>
</table>

### KEY
- **SO** = Street Outreach and Engagement
- **PREV** = Prevention
- **ES** = Emergency Shelter
- **RRH** = Rapid Re-housing
- **TH** = Transitional Housing
- **SAFE** = Safe Haven
- **PSH** = Permanent Supportive Housing
- **SERV** = Services Only

### Column: Program type client is exiting from
- **Row: Exit destination (based on HUD HMIS destination data element)**