



This Scope of Required Services (SRS) for the Homeless Family Solutions System contains a written summary of and links to detailed information regarding the services that must be provided to eligible homeless families seeking assistance to resolve their housing crisis. Contractors providing crisis housing shall adhere to the LAHSA Minimum Crisis Housing Standards.

HOMELESS FAMILY SOLUTIONS SYSTEM 2015-2016 MINIMUM CRISIS HOUSING STANDARDS

ADMINISTRATION

1. Contractor shall have established written protocols to guide staff actions and program services regarding injury and disease prevention within the housing setting. At a minimum, Contractor shall maintain 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.
2. Contractor shall not require religious participation.
3. Contractor shall 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 persons 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.
4. Contractor shall not charge residents for housing or other services, nor shall 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 Contractors that charge fees that are clearly described in advance in accordance with uniform procedures that are on record with LAHSA.
5. Contractor shall provide space designated for securing all documents in order to ensure client confidentiality.
6. Contractor shall clearly post the location where grievances can be heard. If off-site, transportation will be provided by the crisis housing operator.

PERSONNEL

7. Contractor shall provide training for on-site staff persons (paid or volunteer) to provide a safe environment during all hours the facility is open to the residents.
8. Contractor's staff shall be trained in emergency evacuation, first aid procedures and CPR procedures, and receive on-going in-service training in counseling and de-escalation skills.
9. Contractor shall have an organized method of selecting and training all volunteers and paid staff. Volunteers and paid staff shall have job descriptions and identifiable lines of authority.



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10. Contractor shall have staff whom, to the extent possible, can communicate in the language of residents.
11. Contractor's staff must be received on-going training on relevant community resources and social service Programs.
12. Contractor's staff shall be identifiable through uniform attire or identification badges.
13. Contractor shall have an organization chart showing the administrative responsibilities of all persons working in the facility.

OPERATIONS

14. Contractor shall allow residents to exercise the following rights:
 - a. the right to religious liberty
 - b. the right to present complaints and grievances
 - c. the right to have all records and disclosures maintained according to the written crisis housing rules regarding confidentiality and privacy
 - d. the right to review their records and have external disclosures of any personal client information, as governed by the written crisis housing rules regarding confidentiality and privacy
 - e. the right to be free from restraint or confinement unless the resident poses a danger or threat to others
 - f. the right to leave and return to the facility at reasonable hours in accordance with the rules of the crisis housing.
15. Contractor shall prohibit the possession and the use of weapons, alcohol and illegal drugs on site.
16. Contractor shall provide a clean, safe and healthy environment that is consistent with conventional social services and which respects individual needs and human dignity.
17. Contractor shall have written policies for intake procedures and criteria for admitting people to program.
18. Contractor shall provide all residents with, and posts in a conspicuous place, a copy of house rules and regulations, and a copy of the disciplinary and grievance procedures.
19. Contractor shall keep a daily office log which documents the activities of each shift, and any unusual or special situations and instructions regarding residents.
20. Contractor shall maintain a daily census, listing residents, employees and volunteers.



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21. Contractor shall refer people to the appropriate shelter agency or referral service if we cannot provide temporary housing or a needed service.
22. Contractor shall not require residents to perform labor, other than chores directly related to daily living activities within the facility.
23. Contractor shall permit residents, during their period of stay, to report the crisis housing address as their legal residence for legal purposes such as receipt of mail, school registration, and voter registration.
24. Contractor shall have, or provide access to, a phone which residents can use within reasonable limits.
25. Contractor shall not charge residents for assisting them in managing their financial affairs.
26. Contractor shall return funds or possessions held on behalf of a resident within 24 hours of the resident's request.
27. Contractor shall take incoming emergency phone messages for our residents during business hours.

HEALTH

28. Contractor shall have available, at all times, first aid equipment and supplies for medical emergencies.
29. Contractor shall have at least one staff person on duty that is trained in emergency first aid procedures.
30. Contractor shall have provisions for storing, refrigerating, and retrieving residents' medications.
31. Contractor shall refer residents to a medical facility or clinic for needed health examinations, emergency treatment, and follow-up visits.
32. Contractor shall promptly and appropriately responds to medical problems with residents and staff.
33. Contractor shall provide regular training and to ensure staff is knowledgeable about common physical and mental health problems of homeless people and how to obtain needed and appropriate services.

FOOD SERVICE



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34. Contractor shall provide residents with a minimum of two well-balanced meals daily on-site or, in crisis housing units that have kitchenettes, by providing assistance to residents in obtaining food to prepare well balanced meals for themselves.
35. Contractor shall make all reasonable efforts to meet medically appropriate dietary needs of all residents.
36. Contractor shall purchase food and provide menu planning by a staff member, consultant or volunteer knowledgeable in nutrition.
37. Contractor shall make adequate provisions for the sanitary storage and preparation of any food provided.

EQUIPMENT AND ENVIRONMENT

38. Contractor shall ensure that the crisis housing facility is clean and complies with all applicable building, safety and health codes.
39. Contractor shall provide a heating and ventilation system, and maintains a comfortable temperature.
40. Contractor shall maintain 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.
41. Contractor shall provide 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.
42. Contractor shall have a sufficient supply of functionally clean and reasonably private toilets and wash basins, with hot and cold running water.
43. Contractor shall provide clients with reasonable access to public transportation.
44. Contractor shall provide laundry facilities to residents, or access to laundry facilities nearby.
45. Contractor shall provide storage for checking in/out residents' personal belongings during their period of residence.
46. Contractor shall provide towels, soap, and toilet tissues.
47. Contractor shall provide a dining area separate from the sleeping areas.
48. Contractor shall have a sufficient quantity of functionally clean and reasonably private bathing facilities with hot and cold running water.

SAFETY



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49. Contractor shall maintain an emergency plan covering earthquake, fire, flood and other disasters.
50. Contractor shall maintain a fire-life safety system including posting of an evacuation plan and all items as required by building, safety, and health codes.
51. Contractor shall have a phone available 24 hours per day to contact the fire department, paramedics, police, and site supervisor personnel, and post a list of such emergency numbers at the telephone location(s).
52. If separate rooms with doors are provided, doors in residents' rooms can be secured by the resident (staff must have a key).
53. Contractor shall maintain a security plan to deter theft and resident harm.