



This Scope of Required Services (SRS) for Medium Term Crisis Housing funded under the Homeless Family Solutions System contains written information regarding the services that must be provided to all eligible homeless families who need safe and secure temporary housing while they are working with the FSC to resolve their housing crisis. This SRS in combination with the Program Profile (Exhibit C) and the (SOW) Funding Summary contained in all applicable schedules, together, comprise the entire Statement of Work for Medium Term Crisis Housing services.

## **Homeless Family Solutions System (HFSS)**

### **Crisis Housing –Medium-Term**

#### **Scope of Required Services**

#### **System Goals of Medium Term Crisis Housing**

- 1) Crisis Housing will provide a safe and adequate nighttime residence for homeless families during their transition to permanent housing. All crisis housing must work in collaboration with the selected regionally-based Family Solutions Center in their Service Planning Area (SPA). The FSC will track space availability and will utilize agreed upon eligibility criteria and screening processes for each crisis housing provider. Utilizing this information, the FSC will match families to the most appropriate housing and services intervention. The FSC will refer a family to the crisis housing from its pool of eligible families within the agreed upon timeframe and process. In the event that the FSC does not have an appropriately matched family to refer to crisis housing, the crisis housing provider may offer this service to other homeless families. However, it is expected that the majority of homeless families served in crisis housing will be referred from the SPAs FSC.
- 2) If homeless families are admitted to crisis housing without being referred by an FSC, the Crisis Housing provider must refer the family to the FSC for screening, assessment and enrollment into the HFSS system the next business day.

The HFSS seeks to stabilize families in permanent housing as rapidly as possible. However, some families may require more intensive services during their transition to permanent housing.

- 3) Medium-term Crisis Housing
  - a. Includes crisis housing programs for high-barrier families pending placement in permanent supportive housing
  - b. Expected length of stay is approximately 9-12 months but may go up to 24 months in certain situations
  - c. Provide crisis housing and supportive services that assist families in their transition to permanent housing;
  - d. Support service staff coordinates with the FSC Case Management Team for ongoing coordination of family’s housing and services plan.
  - e. Crisis housing providers will not discriminate against families or deny crisis housing based upon the age or gender of minor children in the family. Crisis housing will not discriminate against family type or family composition



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## Family Eligibility for Crisis Housing

- 4) In order to be eligible to receive crisis housing services a family must meet the following:
  - A. Must meet the definition of a family:
    - i. Households consisting of one or more minor children (17 or under) in the legal custody of one or two adults who are 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
    - ii. Households 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
  - B. Must meet the Literally Homeless requirement as defined by the HEARTH Act:
    1. Literally Homeless: An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:
      - a. A family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground; or
      - b. A family 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
      - c. 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;
      - d. Any family who is fleeing, or is 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
      - e. Has no other residence; and



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- f. Lacks the resources or support networks, e.g., family, friends, faith based or other social networks, to obtain other permanent housing

5) INVOLUNTARY SEPARATION:

Crisis housing providers will not discriminate against families or deny crisis housing based upon the age or gender of minor children in the family. Crisis housing will not discriminate against family type or family composition pursuant to Section 404 of the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act of 2009 and the LAHSA definition of family eligibility contained in this SRS.

**Contractor Obligations:**

- 6) Contractor is hereby contracted to provide the number of beds of Medium Term Crisis Housing and serve the number of unduplicated families as specified in Attachment C – Program Profile and Performance Targets during the contract term under this Agreement..
- 7) Contractor shall ensure that it maintains an average of 95% full occupancy in its medium term crisis housing program for homeless families.
- 8) Contractor shall operate a clean, safe and well-maintained Family Medium Term Crisis Housing Program in a facility located at the Project Address specified in the Program Profile of this Contract. Contractor shall provide each client family with as much privacy and personal space as possible. Each family must at a minimum, be provided with an appropriate number of beds, clean linens, a pillow and blanket for each bed and a personal closet/locker for storing and hanging clothes and other personal effects.
- 9) Crisis Housing providers will provide a level of residential support / supervision and security staffing that is appropriate to the setting in which crisis housing is provided.
- 10) Medium Term Crisis Housing is provided free of charge.
- 11) Programs are encouraged to limit the maximum length of stay for families in Medium Term Crisis Housing to nine (9) months.
- 12) If the family must remain in crisis housing for longer than 12 months, the provider must obtain documentation and a written justification from the FSC which details the reason for the extension of time beyond twelve months, including the identified stable housing or other temporary housing the family is waiting to access. The FSC is required to identify and document the length of the extension needed until housing option is available. The Crisis Housing provider should ensure that this



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documentation has been entered into the family’s HMIS record by the FSC Case Manager.

### **Crisis Housing Required Services Activities**

- 13) Update HMIS to ensure that crisis housing resource availability is accurate.
- 14) Work in coordination with the FSC to meet the crisis housing needs of families.
- 15) Provide a dinner and breakfast meal to each family. In lieu of a breakfast meal, crisis housing providers may offer a “sack lunch” for consumption if the families leave the crisis housing for the day.
  - a. Meals must be served in an area specifically designated for meal consumption where adequate space for comfortable, seated dining is available to each family
  - b. Meals must be nutritionally adequate in accordance with U.S. Department of Agriculture guidelines
  - c. If kitchen facilities are not available on site, provisions must be made for external food sources to be brought in or arrangements must be made for adequate meals for each family.
  - d. Meals are not required if each unit is equipped with a minimum of a kitchenette.
  - e. Further, Contractor agrees that clients served under this program shall not be required to surrender food stamps in exchange for meals or other services.
  - f. Clients who are eligible for food stamps receive an Electronic Benefit Transfer (EBT) card that can be used at a store or other State authorized agency to purchase food and clients may be required to utilize their food stamps if the crisis housing unit has a kitchen where the family can prepare their own meals.
  - g. Contractor may only use the client’s food benefits upon obtaining a written authorization for the US Food and Nutrition Services (FNS).
- 16) Provision of trained security personnel for the safety of families and staff.
- 17) All Crisis housing providers must comply with the LAHSA Minimum Programs Standards for Crisis Housing Providers which are listed below.

### **LAHSA MINIMUM PROGRAM STANDARDS FOR CRISIS HOUSING**

#### **DEFINITIONS**

“SHORT TERM CRISIS HOUSING” means any facility, the primary purpose of which is to provide safe and sanitary temporary housing for the homeless in general or for



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specific populations of the homeless who are experiencing a housing crisis and which does not require occupants to sign leases or occupancy agreements.

“MEDIUM TERM CRISIS HOUSING” is a type of housing that facilitates the movement of homeless individuals and families to permanent housing. Homeless persons in medium term crisis housing may receive supportive services such as childcare, job training, and home furnishings that help them live more independently.

PERMANENT HOUSING 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 crisis housing has established written protocols to guide staff actions and program services regarding injury and disease prevention within the housing setting. At a minimum, the program 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 crisis housing does not require religious participation.
- C. Our crisis housing 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 crisis housing 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 crisis housing providers that charge fees that are clearly described in advance in accordance with uniform procedures that are on record with LAHSA.
- E. Our crisis housing has space designated for securing all documents in order to ensure client confidentiality.
- F. Our crisis housing clearly posts the location where grievances can be heard. If off-site, transportation will be provided by the crisis housing operator.



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## 2. PERSONNEL

- A. Our crisis housing 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 crisis housing'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 crisis housing 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 crisis housing has staff whom, to the extent possible, can communicate in the language of our residents.
- E. Our crisis housing's staff receives on-going training on relevant community resources and social service Programs.
- F. Our crisis housing's staff shall be identifiable through uniform attire or identification badges.
- G. Our crisis housing has an organization chart showing the administrative responsibilities of all persons working in the housing.

## 3. OPERATIONS

- A. Our crisis housing 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 crisis housing 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 crisis housing 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 crisis housing
- B. Our crisis housing prohibits possession and the use of weapons, alcohol and illegal drugs on site.
- C. Our crisis housing shall provide a clean, safe and healthy environment that is consistent with conventional social services and which respects individual needs and human dignity.



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- D. Our crisis housing has written policies for intake procedures and criteria for admitting people to our crisis housing program.
  - E. Our crisis housing 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 crisis housing keeps a daily office log which documents the activities of each shift, and any unusual or special situations and instructions regarding residents.
  - G. Our crisis housing maintains a daily census, listing residents, employees and volunteers.
  - H. Our crisis housing refers people to the appropriate shelter agency or referral service if we cannot provide temporary housing or a needed service.
  - I. Our crisis housing does not require residents to perform labor, other than chores directly related to daily living activities within the housing.
  - J. Our crisis housing allows 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.
  - K. Our crisis housing has, or provides access to, a phone which residents can use within reasonable limits.
  - L. If our crisis housing assists residents in managing their financial affairs, we do not charge for our services.
  - M. If our crisis housing holds funds or possessions on behalf of a resident, those funds or possessions are returned upon demand within 24 hours.
  - N. Our crisis housing takes incoming emergency phone messages for our residents during business hours
4. HEALTH
- A. Our crisis housing has available, at all times, first aid equipment and supplies for medical emergencies.
  - B. Our crisis housing has at least one staff person on duty that is trained in emergency first aid procedures.



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- C. Our crisis housing has provisions for storing, refrigerating, and retrieving residents' medications.
- D. Our crisis housing refers residents to a medical facility or clinic for needed health examinations, emergency treatment, and follow-up visits.
- E. Our crisis housing 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 crisis housing provides 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.
- B. Our crisis housing makes a reasonable effort to meet medically appropriate dietary needs of all residents.
- C. Our crisis housing provides food buying and menu planning by a staff member, consultant or volunteer knowledgeable in nutrition.
- D. Our crisis housing has made adequate provisions for the sanitary storage and preparation of any food provided.

6. EQUIPMENT AND ENVIRONMENT

- A. Our crisis housing is clean and complies with all applicable building, safety and health codes.
- B. Our crisis housing has a heating and ventilation system, and maintains a comfortable temperature.
- C. Our crisis housing 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.





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- D. Our crisis housing 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 crisis housing has a sufficient supply of functionally clean and reasonably private toilets and wash basins, with hot and cold running water.
- F. Our crisis housing provides clients with reasonable access to public transportation.
- G. Our crisis housing has laundry facilities available to residents, or access to laundry facilities nearby.
- H. Our crisis housing provides storage for checking in/out residents' personal belongings during their period of residence.
- I. Our crisis housing provides towels, soap, and toilet tissues.
- J. Our crisis housing provides a dining area separate from the sleeping areas.
- K. Our crisis housing has a sufficient quantity of functionally clean and reasonably private bathing facilities with hot and cold running water.

7. **SAFETY**

- A. Our crisis housing has an emergency plan covering earthquake, fire, flood and other disasters.
- B. Our crisis housing 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 crisis housing 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 crisis housing has a security plan to deter theft and resident harm.

8. **GRIEVANCE AND PARTICIPANT TERMINATION PROCEDURES**

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



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1. CONTRACTOR shall maintain a written set of policies and procedures for the resolution of all grievances a copy of which shall be provided to LAHSA as required by this agreement. These policies and procedures shall be freely available to all program participants and staff. Copies of the grievance policies and procedures 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 in common area(s) in the facility.
2. 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.
3. 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 seventy-two (72) hours of a complaint being made, including the gathering of facts, testimony from other program participants and staff, and 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 forty-eight (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, CONTRACTOR may elect to use the following "cost free resolution service:

Office of the CITY Attorney  
Dispute Resolution Program  
222 S. Hill Street, 6<sup>th</sup> Floor  
Los Angeles, California 90012



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Tel: 213.485.8324

B. Termination Policy and Procedures:

1. The CONTRACTOR must exercise judgment and examine all extenuating circumstances in determining when violations of a program participant warrant termination so that a program participant's assistance is terminated only in the most severe cases. CONTRACTOR's Termination policy and procedures must include the following:
  - i. A written notice to the program participant containing a clear statement of the reasons for termination.
  - ii. The review of the decision must give the program participant the opportunity to present written or oral objections before a person other than the person (or a subordinate of that person) who made or approved the termination decision.
  - iii. Prompt written notice of the final decision to the program participant.
2. Termination of a program participant does not bar the CONTRACTOR from providing further assistance at a later date to the same individual or family previously terminated from the program