

Exhibit W
LAHSA Minimum Program Standards

A. ADMINISTRATION

1. 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 pursuant to the Department of Public Health guidelines.
2. Our shelter does not require that those persons seeking shelter or service participate in any religious activities.
3. Our shelter does not deny participation in or the benefits of its programs, on the basis of race, religion, ancestry, color, national origin, gender, sexual orientation, age, disability, or familial status. However, residential services can be limited to specific sub-populations of homeless people in regard to gender, 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 participants who are denied service.
4. Our shelter does charge residents for housing or other services to the equivalent of thirty percent (30%) of the clients' income, but does not 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.
5. Our shelter has a procedure for securing all documents in order to ensure CLIENT confidentiality.
6. Our shelter clearly posts the location where grievances can be heard. If off-site, transportation will be provided by the shelter operator.
7. Recognizing that mass shelter sites are not appropriate for women fleeing domestic violence situations, our shelter follows LAHSA protocol for referring them to appropriate shelter and services.

B. PERSONNEL

1. Our shelter has trained on-site staff persons to provide a safe environment during all hours the facility is open to the residents.
2. Our shelter's staff has been trained in emergency evacuation, first aid procedures, CPR procedures, and receives on-going in-service training in counseling and de-escalation skills.
3. 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.
4. Our shelter has staff that, to the extent possible, can communicate in the language of our residents.
5. Our shelter's staff receives on-going training on relevant community resources, social service programs, and attends all mandatory LAHSA program training.

6. Our shelter's staff shall be identifiable through uniform attire or identification badges.
7. Our shelter has an organization chart showing the administrative responsibilities of all persons working in the shelter.

C. OPERATIONS

1. Our shelter allows 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 shelter 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 shelter 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 shelter
2. Our shelter prohibits the possession and use of illegal drugs, alcohol and weapons on site.
3. 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.
4. Our shelter has written policies for intake procedures and criteria for admitting people to our shelter. Our staff completes an intake on each person entering the shelter.
5. 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.
6. Our shelter keeps a daily office log that documents the activities of each shift, and any unusual or special situations and instructions regarding residents.
7. Our shelter is open for operation daily from, at least, 8:00 AM through 10:00 PM.
8. Our shelter maintains a daily census, listing residents, employees and volunteers.
9. Our shelter refers people to the appropriate shelter agency or referral service if we cannot provide shelter or a needed service.
10. Our shelter does not require residents to perform labor.
11. If our shelter assists residents in managing their financial affairs, we do not charge for our services.
12. If our shelter holds funds or possessions on behalf of a resident, those funds or possessions are returned upon demand within 24 hours.

D. HEALTH

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

2. Our shelter has at least one staff person on duty at all times who is trained in emergency first aid procedures.
3. Our shelter refers residents to a medical facility or clinic for needed health examinations, emergency treatment, and follow-up visits.
4. Our shelter promptly and appropriately responds to medical problems with residents and staff.
5. Our staff receives training and is knowledgeable about common physical and mental health problems of homeless people and how to obtain needed and appropriate services.

E. TRANSPORTATION

1. Our shelter provides round trip transportation for our shelter residents to and from the pick-up points we have established in our community.
2. Our shelter locates its transportation pick-up points in safe, accessible and well-lit areas. Our pick-up points provide the maximum protection from precipitation that is possible.
3. Our shelter locates its pick-up points where those seeking shelter will most easily find them near social service agencies that provide services within the “continuum of care
4. Our shelter designates pick-up points only within our Service Planning Area and those areas approved by LAHSA.
5. Our shelter uses well-maintained vehicles and ensures that our drivers maintain safe driving practices.

F. FOOD SERVICE

This Program does not provide meals. Instead, the Program provides clients with grocery store gift cards for shopping, fruits, and pastries in the form of donations.

G. EQUIPMENT AND ENVIRONMENT

1. Our shelter is clean and complies with all applicable building, safety and health codes.
2. Our shelter has a heating and ventilation system, and maintains a comfortable temperature.
3. 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.
4. Our shelter provides each person with at least a cot and a blanket, all of which are clean, in good repair and free of parasitic infestations.
5. Our shelter has a sufficient supply of functionally clean and reasonably private toilets and wash basins, with hot and cold running water.
6. Our shelter provides participants with reasonable access to public transportation.
7. Our shelter provides towels, soap, and toilet tissue.
8. Our shelter provides a dining area separate from the sleeping areas and does not require or permit residents to eat meals on their beds/cots

9. Our shelter has a sufficient quantity of functionally clean and reasonably private bathing facilities with hot and cold running water.
10. Our shelter avoids overcrowding by providing each resident with a minimum of three feet of walking space along the longest side of each cot.

H. SAFETY

1. Our shelter has an emergency plan covering earthquake, fire, flood and other disasters.
2. 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.
3. 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).
4. If separate rooms with doors are provided, doors in residents' rooms can be secured by the resident (staff must have a key).
5. Our shelter has a security plan to deter theft and resident harm.
6. Our shelter employs trained security personnel and does not employ shelter residents to serve as security personnel.
7. Recognizing that families seeking shelter have specific needs, our shelter does not allow families to stay overnight in mass shelter environment.

I. PARTICIPANT TERMINATION AND GRIEVANCE POLICIES AND PROCEDURES

Our shelter has an internal grievance procedure in place that incorporates the policies and procedures of Section 21, Participant Termination and Grievance Policies and Procedures, in this County General Funds Agreement.