



This Scope of Required Services (SRS) for Winter shelter for Individuals contains a written summary of and links to detailed information regarding the services that must be provided to eligible homeless participants as specified herein who are seeking assistance to resolve their housing crisis. This SRS and the documents that are linked hereto in combination with the Program Profile & Performance Targets (Exhibit A) together comprise the entire Statement of Work for Winter Shelter Programs for Individuals.

**COORDINATED ENTRY SYSTEM (CES)  
2015-2016 WINTER SHELTER PROGRAMS FOR HOMELESS INDIVIDUALS  
SCOPE OF REQUIRED SERVICES (SRS)**

**WINTER SHELTER COMPONENT OVERVIEW**

1. Winter Shelter (Emergency Shelter) will provide low-barrier, safe and supportive 14-hour shelter for homeless individuals to protect them from inclement weather for the period specified in the Program Profile of the agency's contract. All winter shelter programs must work in collaboration with LAHSA and the relevant coordinated entry system serving homeless individuals, families and youth throughout Los Angeles County
2. Winter Shelter programs for homeless individuals:
  - a. Must be site-based emergency shelters.
  - b. Shelters are expected to be operational from, at a minimum, 5:00 PM until 7:00 AM.
  - c. Program must be able to remain open to participants on a 24-hour per day basis when requested to do so by LAHSA because of forecasted steady or heavy rainfall or low temperatures.

**CONTRACTOR OBLIGATIONS**

3. Contractor is hereby contracted to provide the number of beds of Winter Shelter and serve the number of unduplicated homeless individuals as specified in Exhibit A – Program Profile and Performance Targets during the contract term under this Agreement.
4. Contractor shall ensure that it maintains an average of 95% full occupancy in its Winter Shelter program for homeless individuals.
5. Contractor agrees to maintain and make accessible to participants the services funded and/or required under this Agreement during the hours identified in the Project Profile section of this Contract.
6. **Domestic Violence Policy:** Participants who are homeless due to domestic violence shall be provided with immediate referrals by the Contractor to shelters that are specifically operated to house persons affected by domestic violence. Moreover, Contractor shall adhere to the Domestic Violence Policy, Exhibit T of this Contract.
7. **Transportation:** Programs shall provide round-trip transportation to and from the shelter locations, from designated pick-up and drop-off sites, at designated times according to the following requirements.
  - a. Pick-up and drop-off sites must be located in easily accessible, safe, and well-lit areas and will be monitored by the Homeless Systems Coordinator. LAHSA encourages Contractors to locate pick-up points at locations where some protection from precipitation is available, locations that have access to public restrooms, and that are close to social service agencies, which provide services within the LA CoC. Any and all proposed pick-up and drop-off sites, as well as changes made to these sites must be approved by LAHSA in advance of program operations.

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- b. Pick-up and drop-off sites must be appropriately managed to ensure that persons using the sites do not loiter and the Contractor must work to mitigate the impact on surrounding communities.
  - c. Contractors must establish pick-up and drop-off sites within the Service Planning Area (SPA) in which their shelter is located. All pick-up sites located outside of a shelter's SPA must be approved by LAHSA in advance and a justification for their use must accompany each request.
  - d. Contractor must provide written notification to the local jurisdiction, police department and fire department of the pick-up and drop-off sites at least one month prior to the opening of the WSP.
  - e. Contractor must maintain communication with the transportation vehicle during its daily route.
  - f. Contractor must keep a daily log of the pick-up and drop-off times, as well as the number of participants who were picked-up and dropped-off at each site.
  - g. Contractor must accommodate disabled persons who are unable to access provided transportation, however, LAHSA reserves the right to prohibit Contractor from accepting "walk-ins" at any given shelter.
  - h. All transportation used for the WSP must be in compliance with the Americans with Disabilities Act of 1990, and any amendments made thereto.
8. **Commitment to Providing Low Barrier Shelter & Services:** Contractor shall not deny entry to the Program based on suspicion of substance abuse, insobriety, mental disorder, or criminal background, unless a client poses an imminent threat to themselves, staff, or other clients. Further, the Contractor is prohibited from conducting drug or alcohol testing, criminal background checks or making inquiries to verify that a client is clean and sober (free from alcohol or drug use).
9. All programs must incorporate harm reduction policies and procedures into its program design and winter shelter operations. Harm Reduction is defined as an aspect of a program's design established by a set of policies and the resulting procedures and practices of which the objective is to reduce the negative consequences of participants' continued use of drugs and/or alcohol, or failure to be medication compliant. In winter shelter settings, harm reduction is intended to prevent a participant's termination from the program based solely on his or her inability to stop using drugs or alcohol or failure to take prescribed medications. Winter shelter programs incorporating a harm reduction model must utilize all interventions possible, short of termination from the program to enable the participant to reduce or minimize their risky behaviors while at the same time assisting them to move into and become stabilized in permanent housing. Harm reduction is not intended to prevent the termination of a participant whose actions or behavior constitute a threat to the safety of other participants and staff. Organizations must develop a set of policies and procedures to be implemented in the event of such behavior on the part of a participant.

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10. Contractor shall maintain a written set of policies and procedures regarding denial of entry into the WSP. All instances of denial of entry into the WSP must be clearly documented in writing on a nightly basis and be made available for review by LAHSA.
11. Contractor shall operate the Program's Project Site in a clean, safe, and well-maintained environment and shall comply with the LAHSA Minimum Programs Standards for Crisis Housing which is located at the following link: [www.lahsa.org/contracts.asp](http://www.lahsa.org/contracts.asp) and is incorporated herein by reference.
12. Contractor shall provide homeless individuals with as much assistance as necessary to comply with the terms of this Agreement.
13. Unless otherwise exempted for reasons of participant safety and confidentiality, Contractor shall participate in the Los Angeles Continuum of Care Homeless Management Information System (LA CoC HMIS) and shall also comply with all the HMIS requirements as required of Contractor under the terms of this Agreement.
14. If the program is exempted from participation in the LA CoC HMIS as described above under number 12, Contractor shall use an equivalent system to record, track and maintain all required data under the U.S. Department of Housing and Urban Development (HUD) Universal Data Standards including, but not limited to; demographic information, dates of participation in the program, benefits and services provided, outcomes achieved and placement destinations upon exit from the program. Contractor shall report all required participant data to LAHSA in the manner prescribed for manual reporting by the due dates contained in this agreement.
15. For Contractor's providing Winter Shelter (Emergency Shelter), Medium Term Crisis Housing (Transitional Housing), Reserved Crisis Housing (Bridge Housing) or Permanent Housing Contractor must enter accurate bed assignment and utilization data into the Los Angeles CoC's HMIS to support the operation of the HMIS Dashboard system, on a daily basis. If the program is exempt from LA CoC HMIS participation the assignment of beds and the discharge of participants will be reported manually in the manner prescribed by LAHSA on a daily basis.
16. Contractor shall manage and ensure that benefits and/or services are provided to eligible individuals who are literally homeless or imminently at-risk of homelessness.
17. Contractor shall submit accurate and timely invoices along with any requested supporting documentation which identifies benefits and services provided to homeless individuals. Contractor shall be responsible for reimbursing LAHSA for all charges paid for benefits and services provided to ineligible homeless individuals if LAHSA determines that benefits and services were provided to an ineligible participant.
18. Contractors must ensure that any housing provided under this contract meets the Department of Housing and Urban Development (HUD)'s applicable habitability standards.
19. Contractor shall prominently post all posters and materials as directed by LAHSA in a manner that is accessible to the public. Such postings shall include, but not be limited to:
  - a. weekly menus

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- b. a copy of the “You Have the Right to Expect.” information poster Said document must be posted in the entrance and near the client intake area. Contractor shall display an English and Spanish version of the document.
  - c. a summary of the shelter grievance resolution policies and procedures throughout the shelter, including at entry and exit points.
  - d. a copy of the shelter rules and regulations throughout the shelter, including at entry and exit points.
20. Contractor shall meet with LAHSA as needed, to discuss programmatic issues, general procedural issues, and general concerns. Either LAHSA or the Contractor may request such a meeting.
  21. LAHSA allocates funding and other resources to each Contractor based upon identified need in the community. Funds and resources are not for the proprietary use of the Contractor or collaborative community partners contracted to coordinate these resources in the region. LAHSA will, at its discretion, reallocate funds and resources based on several factors which include but are not limited to a change in a region’s need and agency performance.
  22. LAHSA shall monitor performance of all WSP Contractors at least twice during the program operating period or more frequently if needed as determined by LAHSA at its sole discretion, and submit written reports detailing monitoring results to Contractor.

#### **ELIGIBILITY FOR SERVICES**

23. Individuals must be determined to be homeless or at imminent risk of homelessness according to HUD’s Final Rule on “Defining Homeless” (24.CFR parts 91, 576 and 578). Contractors will be responsible for documenting the determination of the participant’s homeless status in HMIS and the participant master file. (In most cases this will be a self-certification provided by the participant).

#### **REQUIRED PROVISION OF SERVICES**

24. Contractors providing winter shelter for homeless individuals are funded for and shall provide the following services directly to program participants: transportation, case management, 14-hour residential supervision, crisis intervention, security, meals, restrooms and showers.
25. Winter Shelter providers for single adults will ensure the provision of the following services:
  - a) Accept referrals from the CES SPA Lead and Partner agencies and other public and private agencies operating in the City of Los Angeles;
  - b) Homeless eligibility determination and documentation of homeless status;
  - c) Intake including the collection of all HUD required demographic information. The intake will determine the participant’s eligibility for services, the circumstances causing or contributing to their homelessness or at imminent risk of homelessness condition.

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- d) Completion of a screening/assessment using the LA CoC adopted assessment tool (VI-SPDAT) for all program participants who either request case management services or are identified by an alert in the LA CoC HMIS system as a high priority for assessment due to their chronic homeless status and their participation in multiple, prior year WSP programs. Assessments must be scheduled and completed as soon as possible for all participants who meet the criteria above and who have stayed for at least five (5) consecutive nights in the shelter. Assessments may be completed by WSP case management or other trained WSP staff, or by Coordinated Entry System (CES) staff, or partner agencies responsible for CES operations in the region where the winter shelter is located.
  - e) If the individual is between the ages of eighteen (18) and twenty-one (21), as a part of the assessment process Contractor shall complete and submit an Independent Living Program (ILP) Eligibility Verification Form to the Department of Children and Family Services (DCFS) to determine if the youth is eligible for ILP services.
  - f) Intake and all completed assessments must be entered into HMIS, with appropriate HMIS consent, within 48 hours.
  - g) All participants scoring a 3 or 4 on the completed screening/assessment tool will be referred to and connected with the CES Lead Agency in the SPA to be matched with permanent housing resources.
  - h) Work with participants and CES staff to facilitate appointments with CES Housing Navigators/Matchers for those participants who have been prioritized by CES for matching to permanent housing.
  - i) Case management and supportive services are offered and every attempt is made to engage participants in services offered, however participation in these services is not required as a condition of receiving winter shelter.
  - j) Case management services focus on the goal of permanent housing placement.
  - k) Development of an Individualized Housing Stabilization Plan (IHSP) for each participant who chooses to participate in case management services.
  - l) Enrollment into mainstream benefits.
  - m) Provide access to medical, mental health, substance abuse recovery, legal, education/life skills services as needed.
  - n) Provide crisis intervention services to participants of the program as needed.
  - o) Provide Residential Management and Security Services to ensure the safety of all participants and staff.
  - p) Provide an adequate number of clean and well operating restrooms and showers for winter shelter participants. The required ratio of restroom/shower facilities is one (1) toilet, one (1) sink and one (1) shower for every twenty (20) shelter participants
25. Contractors providing winter shelter for homeless individuals shall ensure that the following services are accessible and provided to program participants by public or private community partners: physical health care, mental health care, substance abuse/recovery services, education / life skills, and legal services.

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26. All applicants to the program must be screened for diversion to determine if it is possible for them to access other housing options and remain housed or be rehoused temporarily or permanently instead of utilizing winter shelter services.
27. HOPWA Services - Any participant who self identifies as living with HIV/AIDS must be linked to the housing resources available through agencies funded to provide Housing Opportunities for Persons With AIDS (HOPWA) services. This does not prohibit Contractor from providing immediate housing or other services to participants or allow Contractor to deny access to such services.

**Please Note:** *The following requirements (in number 28) shall only apply to Winter Shelter Programs when Participants choose to engage in Case Management services:*

28. Case Management: Participants will meet with their Case Manager's to establish and assess progress toward personal, housing placement and income goals outlined on the IHSP and to document progress in these areas supporting the participant's rapid transition to permanent housing. They will also assist participants in obtaining additional services needed including but not limited to: mainstream benefits, housing linkages, substance abuse and mental health/health services.
  - A. Contractor shall hire or designate staff to provide case management services to participants in the Program.
  - B. After the intake process, any participant requesting case management services must be assigned to a case manager who, together with the participant, will develop an Individualized Housing Stabilization Plan (IHSP). The completed assessment will inform the participant's Individualized Housing and Supportive Service Plan (IHSSP) that identifies barriers to the participant's success, prioritizes desired outcomes and documents the strategies and resources to be used in attaining the outcomes.
  - C. Contractor understands that under this Agreement, case management and the development of the IHSP shall consist of the following applicable elements:
    - i. Mainstream Benefits: Contractors must establish procedures for screening participants at program entry and intake for eligibility for mainstream benefits, particularly relative to Supplemental Security Income (SSI) and/or Social Security Disability Insurance (SSDI), and must assist participants in applying for mainstream benefits for which they are eligible.
    - ii. Substance Abuse: Contractor will screen and assess participants for alcohol and substance abuse. Case Managers must provide appropriate referrals to alcohol and substance abuse treatment services based on assessed need.

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- iii. Mental Health and Health Services: Contractor will screen and assess participants for physical and mental health needs. Case Managers must provide appropriate referrals to medical and mental health service providers based on assessed needs of participants. Case managers will ensure participants are linked to the appropriate providers who can determine eligibility for public benefit programs.
  - iv. Referral Network: Contractors must, at a minimum, maintain the following referral networks: longer-term housing programs; mental and physical health programs; alcohol and substance abuse treatment programs; mainstream benefit programs; vocational counseling/training programs; employment development/placement programs; life skills training programs; support groups; and legal aid programs.
  - v. Referral Procedures: Contractors 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 participant files.
  - vi. Employment Development/Placement Programs: Contractors must establish and maintain effective working relationships with employment programs, including Work Source Centers, and assist participants in participating in services to prepare for and obtain employment.
  - vii. Progress Notes: Case managers must routinely document the content and outcome of case management meetings with participants, and document their progress in achieving the desired outcomes.
29. Contractors may designate case management space at the site or at another site (program or administrative) that is reasonably close and easily accessible by program participants. If the case management space is located off-site, contractor must provide transportation to and from the case management site

#### **PARTICIPANT MASTER FILE**

30. Contractor shall maintain a file for each participant that contains the following, but not limited to:
- a. Referral Documentation – Initial triage assessment from CES (if applicable)
  - b. CoC CES Standardized Assessment Form (VI-SPDAT) (if applicable)
  - c. Individualized Housing and Supportive Services Plan (if applicable)
  - d. Documentation verifying the participant's eligibility to receive assistance
  - e. Photo of the participant taken at the time of enrollment.
  - f. A copy of the participant's Photo ID

#### **FEES TO RESIDENTS**

31. Winter Shelter shall be provided free of charge to all participants. Additionally, Contractors may not require religious participation as a condition of receiving services and the

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participant's' stay in the shelter must not be contingent upon their participation in chores or other shelter maintenance responsibilities.

## **PERSONNEL**

32. Contractor shall ensure that all staff and volunteers that will work with or may come into contact with transition age youth who may be served in the program are finger printed and pass a criminal background (Live Scan) check before working with any youth who are served in the program.
33. Contractor shall provide 14-hour residential management and security services by qualified staff to ensure the safety of all participants and staff.
34. Contractor shall ensure that at least one qualified female residential staff person or security guard is available to assist women Participants at all times that Participants are present in the shelter
35. Contractor shall assign a sufficient number of staff with background experience and expertise to provide the services required in the Statement of Work.
36. Contractor shall provide bilingual staff to meet the needs of the homeless and imminently at-risk of homelessness participants receiving services and benefits. When a participant's primary language is other than English or the participant is hearing-impaired, information shall be provided either through written materials in the appropriate language or by presentation of an interpreter in the language the participant understands.
37. Contractors shall provide LAHSA within 10 business days of the commencement of this Contract with the standards utilized use to certify fluency of staff in reading, writing, and speaking both English and the other language(s) in which they are providing services other than English (e.g., Native speaker and/or educational level in language).
38. Contractor shall ensure that verbal instructions and written materials are in the languages of applicants receiving homeless benefits and services. Contractors shall ensure these materials are accurately translated. Contractor shall provide LAHSA with the methodology used for certification.
39. Contractors shall provide training programs for all new employees and continuing in-service training for all employees.
40. All staff using HMIS are required to attend a training entitled HMIS-101 (SWIPE) and Biometric Training. Those running and maintaining reports must also take HMIS-200 (Data Quality). Dates and times are available on the LASHA training website (<http://training.lahsa.org>).
41. Contractor's staff are considered Mandated Reporters of suspected child and senior abuse and must report suspicions of child or senior abuse as required by California Law.
42. Contractor shall ensure that key management staff are present during shelter operations. When there is a vacancy, an interim replacement must be made within ten (10) calendar days of the creation of the vacancy to ensure all staff levels needed for the delivery of services is present. Contractor shall notify LAHSA in writing of any change in key management staff within ten (10) calendar days of the vacancy.



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## **FACILITIES**

43. Contractor shall operate a clean, safe and well-maintained Winter Shelter Program for homeless individuals in a facility located at the Project Address specified in the Program Profile of this Contract.
44. The facilities used to provide Winter Shelter for homeless individuals may provide beds or cots in a single-site facility with sleeping accommodations in multiple rooms or a congregate dormitory setting. There must be a minimum of three (3) feet or (36 inches) between the long side of adjacent beds or cots. The configuration of beds / cots in a dormitory or large room setting must include aisles that are sufficient in size and placement to facilitate ease of egress in the event that an emergency evacuation of the facility is necessary.
45. Contractor shall provide each participant with as much privacy and personal space as possible. Each participant must, at a minimum be provided with a bed/cot and a clean blanket.
46. Contractor shall ensure, to the extent possible, that their winter shelter sites are in a safe neighborhood and that the sites are maintained in good condition with regard to paint, plumbing, electricity, and other basic up-keep to the property.
47. Contractor shall procure all applicable licenses or permits necessary to meet the code regulations required to operate the Program funded under this Agreement.
48. Contractor shall provide trained and certified security personnel and/or appropriate security measures for the safety of homeless individuals and staff.
49. Contractor shall provide two (2) meals per day to each participant consisting of a hot dinner and breakfast. In lieu of a breakfast meal, contractor may offer a “sack lunch” for consumption when the participant leaves the site 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 participant
  - 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 food to be brought in and arrangements must be made for adequate meals for each participant served by the program.

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50. Health and Safety:

- a. Clean and Safe Facilities: Contractor shall ensure that shelter facility meet all local State, and federal health and safety requirements. Contractors must ensure that all winter shelter service sites, including shelter facilities and supportive services sites are maintained in a clean, sanitary / healthful condition and are otherwise safe for their intended or actual use. Failure to do so will be considered a material breach of this contract and will result in LAHSA taking remedial actions up to and including termination of this Agreement
- b. Inspections: Authorized representatives of LA City or LA County and LAHSA shall have the right to monitor and conduct on-site inspections at any Subcontractors' site(s) that house and provide winter shelter services to homeless individuals. The City of LA and LAHSA reserve the right to conduct unannounced site visits, as deemed necessary.

51. Health and Fire Inspections: Contractor understands and agrees that City/County may have the appropriate Department of Public Health or Fire (Los Angeles County or jurisdictional city) inspect the Contract service sites, including shelters and supportive service sites, as often as once every three months or upon receipt of a complaint to determine if the facility is sanitary, healthful, and otherwise safe for its intended or actual use.

52. Contractor shall be provided with a written report as to the conditions at the facility and shall either correct any and all deficiencies within thirty (30) calendar days of receipt of the report or may request an extension of time from the appropriate Public Health or Fire Department to make such corrections. Contractor shall forward a copy of the Health or Fire Department's response to LAHSA. Failure to permit inspection or cure the defect(s) in a timely manner will be considered a material breach of this contract and will result in LAHSA taking remedial actions up to and including termination of this Agreement.

**COMMUNITY BASED COLLABORATIVE REQUIREMENTS**

53. The Coordinated Entry System (CES) is a collaborative, community based response to address homelessness for single adults, chronically homeless persons and veterans in the LA CoC and is coordinated at the Service Planning Area or regional level. Contractors shall actively participate with their SPA's CES Lead Agency, LAHSA, the city and county and other nonprofit providers and community stakeholders in CES system. Said participation will include, but not be limited to; assist in the building and maintaining a collaborative of community partners that can provide crisis housing and access to permanent housing, information, supportive services and resources that homeless adults need to become stably housed. Contractor shall manage the relationships with its community partners in the CES system to ensure their partners actively participate in the collaborative and make services available to eligible homeless individuals.

54. Contractor shall participate in the Los Angeles Continuum of Care Homeless Management Information System (LA CoC HMIS) and shall also comply with all the HMIS requirements as required of Contractor under the terms of this Agreement.

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55. The Continuum of Care (CoC) wide coordination of the project will be overseen by the LAHSA Individual Systems Integration Manager (ISIM). Contractors funded under the program are required to work closely with the ISIM to ensure coordinated and standardized operations across all regions in the Continuum.
56. Contractor shall ensure that the Program Director or Senior Program Manager in charge of operations attends and participates in regular mandatory system and service coordination meetings to be held at LAHSA or at various locations throughout the County.
57. Contractor shall ensure collaboration and leveraging of resources with Community Partners to provide any additional services that the participant may require. Contractor shall have formal, written agreements in place with community partners to ensure the [provision of these services. Contractors shall be able to demonstrate direct and coordinated links to community partners.

#### **HMIS ENROLLMENT AND DOCUMENTATION OF SERVICES**

58. In order to provide well-coordinated support for participants and manage the limited resources available in the CoC, Contractors shall utilize HMIS to track participant served and the benefits provided.
59. Contractor shall ensure that all participants served sign the HIMS Interagency Data Sharing consent for granting other providers access to their information.
60. Contractor shall ensure they collect all required data in HMIS for all participants served and enter that information into HMIS within the following timeframes:
  - a. Create the participant's record in HMIS within one (1) business day of the participant's initial screening for benefits and program enrollment.
  - b. Contractor must utilize the bed assignment function in HMIS to assign the participant to a numbered bed in the winter shelter program / facility on the same day that the participant actually enters the facility.
  - c. Update the participant's standardized assessment in HMIS within one (1) business day of the standardized assessment.
  - d. Update the participant's housing status within one business day
  - e. Update information on services provided to the participant within a 2-day period following the provision of services.
  - f. If applicable, update information on financial assistance benefits provided to the participant no later than the same business day as the benefits are requested.
61. Contractors shall run weekly data evaluation reports to ensure that all data entered in HMIS is accurate, complete and meets the requirements for timely data entry. Contractors should maintain verification on file that these validation reports were run, reviewed, and that corrections were made.
62. Once the HMIS system has been updated to accommodate coordinated access of crisis and permanent housing resources, Contractor shall utilize the HMIS to manage vacancies, fill vacancies, and manage coordinated access lists for crisis and permanent housing.

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## **PROGRAM REPORTS**

63. Contractor shall submit a report of participants served, the benefits and services provided to participants, complaints, and other reporting requirements as required by the city and LAHSA.
64. Report Submission Liability: Contractors shall submit all required close out reports to LAHSA within forty-five (45) days of Program close. Failure to submit reports will result in LAHSA withholding final payment of funds at conclusion of contract term until all reports are satisfactorily submitted to and accepted by LAHSA.
65. Reporting and Data Quality Requirements: Contractors will make Data Quality an integral part of the Program's intake reporting policies and procedures. Therefore, Contractors shall perform the following daily, weekly, and monthly data input and reporting responsibilities.
- a. Daily:
    - i. Client data entered into HMIS;
    - ii. Sign-in sheets must be filled out, legible, and maintained;
    - iii. Occupancy Reports (OR) must be conducted;
    - iv. Occupancy Reports and sign-in sheet information must be reconciled and errors resolved.
  - b. Weekly:

Contractors are expected to run at least one Data Integrity Report (DIR), taught in HMIS-200, to identify and correct errors in input and reporting. DIRs and Occupancy Reports must be promptly submitted to LAHSA on Monday of each week of program's operation by no later than 5:00pm.
  - c. Monthly:

Contractors are required to submit a monthly progress report to LAHSA by the seventh (7<sup>th</sup>) calendar day of the month following the reporting month.

## **FRAUD REFERRALS**

66. When Contractors suspect that fraud is being committed against LAHSA funded programs, Contractor shall make a fraud referral to LAHSA.

## **CUSTOMER SERVICE**

67. Contractor shall implement an active Customer Service Program in order to secure feedback from participants regarding their experiences with the program. The Customer Service Program must be approved by LAHSA and recommended changes to the Program must be made allowing a minimum of ten (10) business days for review.
68. LAHSA and/or the city will monitor for the quality of the Contractor's Customer Service with randomly selected participant for telephone and/or site surveys. LAHSA and/or the city or county at its sole discretion may change the means of measuring this standard via a Change Notice.

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## **MATERIALS, EQUIPMENT, AND INVENTORY**

68. The purchase of all materials/equipment to provide the needed services is the responsibility of the Contractor. Contractor shall use materials and equipment that are safe for the environment and safe for use by the employee.
69. Contractor shall establish and maintain an inventory to include the following information when materials/equipment are purchased with LAHSA funds:
  - a. Name and phone number of Contractor's contact person where equipment is located;
  - b. Address where equipment is located;
  - c. Type of equipment;
  - d. Brand and model number of equipment;
  - e. Cost of equipment, funding source(s), and amount of LAHSA funds used in the purchase, as appropriate.
70. Contractor shall request and receive prior authorization from LAHSA to purchase any piece of equipment in excess of \$5,000 that is necessary to perform all services required under this Contract.
71. Unless applicable federal or State law requires otherwise, LAHSA shall be the sole owner of all rights, title, and interest in any and all equipment purchased by Contractor with one hundred (100) percent of LAHSA funds.
72. Upon termination or expiration of this Contract, all Contractor equipment purchased with LAHSA funds and equipment provided by LAHSA shall be returned to LAHSA with an appropriate notice to Contractor.
73. Contractor shall provide all equipment necessary to perform all services required by this Contract.
74. Contractor shall provide sufficient telephone lines at its site(s).
75. Contractor shall have responsibility for installation, repair and replacement of telephones and/or lines. This may include reasonable costs for replacement of cell phones.

This Scope of Required Services (SRS) for Winter shelter for Individuals contains a written summary of and links to detailed information regarding the services that must be provided to eligible homeless participants as specified herein who are seeking assistance to resolve their housing crisis. This SRS and the documents that are linked hereto in combination with the Program Profile & Performance Targets (Exhibit A) together comprise the entire Statement of Work for Winter Shelter Programs for Individuals.

### **COMPUTER EQUIPMENT SUPPLIES AND SECURITY**

76. Contractor will receive computer, printing and other equipment from LAHSA. Contractor is responsible for this equipment and must promptly return it to LAHSA at the end of the program. Contractors shall return all equipment LAHSA has loaned within forty-five (45) days of Program end. Contractor will be responsible for any lost or damaged equipment. Failure to return equipment or the return of unusable or broken equipment will result in an assessment, defined by the schedule below, of the replacement cost from the final disbursement of funds.
- a. Computer desk top \$600
  - b. Computer Laptop \$1200
  - c. Printer DTC 400e \$1600
  - d. Printer DTC 4000 \$2200
  - e. Scanner \$150
  - f. Camera \$60
77. Contractor shall report to LAHSA, the loss, vandalism or theft of computer supplies and equipment within 24 hours after discovery. For stolen equipment, Contractor shall contact the local law enforcement agency and submit a copy of the police report to LAHSA within 24 hours of receipt of the police report, excluding weekends and holidays.
78. Contractor shall provide all security for computers and printers and computer access to ensure that the equipment is secure.