Crisis Housing and Bridge Housing Overview

Crisis Housing and Bridge Housing provide a safe, low-barrier and supportive twenty-four (24) hour residence to individuals experiencing homelessness, while they are assisted as quickly as possible into permanent housing. Both program types must work in collaboration with LAHSA and the Coordinated Entry System (CES) for homeless individuals in the Los Angeles Continuum of Care (LA-CoC). CES Crisis & Bridge Housing should fit seamlessly with the other CES Program components: Regional & Outreach Coordination, Rapid Re-Housing, and Housing Navigation.

Eligibility For Services

1. Individuals must be determined to be homeless (Categories 1, 3, & 4) or at imminent risk of homelessness (Category 2) 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 using LAHSA approved LA CoC Homeless Certification form.

2. Please see Appendix I. for detailed description of eligibility for Crisis Housing (CH) and Bridge Housing (BH).
   2.1. Crisis Housing (CH): Serves only the following homeless individuals:
       2.1.1. Individuals waiting for confirmation of eligibility for Bridge Housing beds funded through HPI & AB 109 (See Appendix I. and II.).

   2.2. Bridge Housing (BH): Serves only the following homeless individuals:
       2.2.1. Crisis Housing participants who have not resolved their housing crisis within thirty (30) days.
       2.2.2. Individuals that have been matched through CES to permanent housing.
       2.2.3. High-acuity individuals that have not been matched to permanent housing.
       2.2.4. Individuals exiting institutions, as defined in Section 4 and Appendix I. and II.

2. Shelter intake staff shall determine eligibility by utilizing the CES Survey Packet or Next Step Tool for Youth. Contractor shall reference the participants CES record in the Homeless Management Information System (HMIS) or complete the survey packet as needed. Contractors are responsible for confirming eligibility for all referrals received.

3. Contractors receiving funding through AB 109 and/or B7 HPI to serve individuals exiting institutions must complete additional screening for eligibility (See Appendix II).
   4.1. Eligibility for AB109 beds will require confirmation of justice system involvement which will be conducted through the Los Angeles Sheriff Department.
   4.2. Contractors are encouraged to find ways of admitting individuals to a bed while waiting for confirmation of eligibility from the Los Angeles Sheriff Department. Contractors who operate
crisis housing beds funded through other sources are able to use available other beds as Short-Term Crisis Housing while awaiting confirmation from Los Angeles Sheriff’s Department.

5. When a bed becomes available, Contractor shall reach out to the CES Lead agency, or other referral agency, to prioritize participants who are matched to a housing resource.

6. Contractor must utilize the Los Angeles-CoC Homeless Certification Forms to document homeless status.

7. Individuals who are applying for Crisis Housing shall be screened for diversion in order to determine if it is possible for the individual to access other housing options and remain in housing or be re-housed temporarily or permanently instead of utilizing crisis housing services.

8. If the individual requesting crisis housing 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. Participants screened as eligible for ILP shall be encouraged to use ILP housing and resources.

9. Participants that miss check-in for one bed night shall not be exited from their bridge housing bed. Contractor is permitted to deem a participant ineligible and exit the participant from their bridge housing bed after two (2) consecutive days of unapproved absence. If the participant returns for services after being exited, efforts shall be made to address the participant’s needs and re-enroll into crisis housing.

10. Unaccompanied Minors and Families (households with dependents under the age of eighteen (18)) are not eligible for enrollment or services. An exemption exists for unaccompanied minors who are legally emancipated; however, those cases are rare. Contact information for the CES for Families system can be found at: https://www.lahsa.org/ces.

LENGTH OF STAY

11. **Crisis Housing**: Contractor shall limit the maximum length of stay for homeless individuals to thirty (30) days.

12. Contractor shall develop clear Policies and Procedures for exiting participants from Crisis Housing.
   12.1. Contractor is permitted to exit participants that miss check-in for one bed night.
   12.2. Contractor may re-enroll participants that have been exited due to unapproved absences.

13. Contractors shall convert a Crisis Housing bed to a Bridge Housing bed if the program participant does not self-resolve their episode of homelessness within thirty (30) days. After the bed converts from a Crisis to a Bridge bed, the program is expected to deliver all Bridge Housing services to the participant.

14. **Bridge Housing**: Programs shall limit the length of stay to ninety (90) days.
15. Eligible Bridge Housing participants are eligible to receive a ninety (90) day extension. The Contractor must:
   15.1. Document the reason(s) for the extension of time beyond ninety (90) days. This documentation must reference the goals outlined in the Individualized Housing and Supportive Services Plan. Contractor shall use the standardized LAHSA 90-Day Extension Form.
   15.2. Identify a stable housing or other temporary housing the participant is waiting to access.
   15.3. Contractor shall ensure that this documentation has been entered into the participant’s HMIS record by the Case Manager.
   15.4. If an extension beyond 180-days is warranted, please submit the extension form and request approval from LAHSA’s Crisis or Bridge Housing Coordinator.

16. Contractor shall develop clear and consistent Policies and Procedures for exiting clients from Bridge Housing.
   16.1. Contractor shall not exit participants that miss check-in for one bed night.
   16.2. Contractor can deem a participant ineligible after two (2) consecutive days of unapproved absences.
   16.3. Contractor may re-enroll participants that have been exited due to unapproved absences.

SERVICES

17. Contractors providing Crisis Housing and/or Bridge Housing for homeless individuals are funded for and shall provide the following services directly to participants participating in the program:
   17.1. Twenty-four (24) hour bed availability
   17.2. Case Management (Not required of all contractors, see below)
   17.3. Residential Supervision
   17.4. Crisis Intervention
   17.5. Security
   17.6. Meals
   17.7. Restrooms & Showers

18. Intake and Assessment
   18.1. Contractor shall allow for intake of new participants at least 5 days a week during regular business hours as long as beds are available.
   18.2. Contractor shall allow for in and out access of the shelter between 6 am and 8 pm, and accommodates access for anyone who may have employment or other important scheduling needs outside of those designated hours.
   18.3. Intake: Contractor shall complete an intake within three (3) business days of program enrollment.
   18.4. Assessment: Contractor shall complete the CES Survey Packet for Adults and the Next Step Tool for Youth (16-24) for participants that have not previously been entered into the CES.
   18.5. Bed assignments must be entered into HMIS when the participants is assigned a bed and enrolled in the program.
   18.6. Participant shall be fully entered into HMIS three (3) business days after completing the appropriate CES Survey Packet.
18.7. Contractor shall provide referrals for Crisis and Bridge Housing participants to the CES Regional Coordinator for all participants who are not currently matched with a housing resource and/or CES Housing Navigator.

19. Case Management

19.1. For Crisis Housing participants, Contractor shall provide light touch case management needed to assist the participant in self-resolving the participant’s housing crisis and make reasonable effort to diversion and reunification.

19.2. For Bridge Housing participants, Contractor shall provide light touch case management to ensure participants are linked and maintain linkage to assigned Housing Navigator, outside other service providers.

19.3. Contractor shall complete a Housing Stability Plan for participants that are not yet linked to a housing provider or Housing Navigator.

19.4. Contractor shall create a referral network for the following services:

19.4.1. Mainstream Benefits
19.4.2. Substance Abuse
19.4.3. Mental Health and Health Services
19.4.4. Vocational Services
19.4.5. Educational Supports
19.4.6. Education/Life Skills
19.4.7. Independent Living Program
19.4.8. CES and CoC Rapid Re-Housing
19.4.9. CES Housing Navigation assistance
19.4.10. CoC Permanent Supportive Housing
19.4.11. LA County Department of Health Services, Housing for Health or Housing and Jobs Collaborative
19.4.12. LA County Department of Mental Health, Countywide Housing Assistance Program
19.4.13. Veterans Administration housing programs
19.4.14. HOPWA housing

20. Contractor shall routinely document the content and outcome of case management meetings with participants in HMIS case notes.

21. 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. Contractor shall make space accessible and available for CES Housing Navigation staff to provide services to Crisis & Bridge Housing participants.

Housing Navigation Requirement

22. Contractor will work with participants and CES staff to facilitate appointments with CES Housing Navigators and CES Housing Matchers for those participants who have been prioritized by CES for matching to permanent housing.
23. Provide physical space and a hospitable environment for CES Housing Navigators to conduct regular in-reach and for CES Housing Navigators to provide case management services to Crisis or Bridge Housing program participants.

24. Contractor must be willing to collaborate with and allow CES housing navigators from outside agencies to provide case management services to program participants.

COMMUNITY BASED COLLABORATIVE REQUIREMENTS

25. Contractor shall integrate Crisis and Bridge Housing with the Coordinated Entry System (CES) in the respective SPA. Contractors shall actively coordinate services 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 maintaining capacity to accept eligible participants from:
   25.1. CES Regional Coordinator.
   25.2. LA CoC funded permanent housing providers, including both Rapid Re-Housing and Permanent Supportive Housing Providers.
   25.3. CoC funded outreach staff, both ERT and CES Housing Navigators.

26. Maintain the capacity to accept eligible participants from community providers including but not limited to:
   26.1. Non-CoC funded outreach workers and service providers
   26.2. First Responders
   26.3. Faith Based Service Providers
   26.4. Los Angeles County Health Agency
   26.5. Health care providers
   26.6. 211
   26.7. Constituent referrals from local and regional government

27. 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.

28. 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.

FACILITIES AND OPERATIONS

29. Provide residential management and security services to ensure the safety of all participants and staff.

30. Provide an adequate number of clean and well operating restrooms and showers for crisis housing participants.
31. Contractor shall operate a clean, safe and well-maintained Crisis Housing Program for homeless individuals in a facility located at the Project Address specified in the Program Profile of this Contract.

32. The facilities used to provide Crisis Housing or Bridge Housing for homeless individuals may provide beds or cots in a single-site facility with sleeping accommodations in multiple rooms or a congregate dormitory setting. If the sleeping accommodations are provided in a dormitory setting or in larger rooms containing more than two beds there must be partitions around each bed with adequate storage space for individual belongings. Bunk beds are acceptable for use; however contractor shall create policies and procedures addressing accessibility. There must be a minimum of three (3) feet, or thirty-six (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. The facilities must also provide, at a minimum, laundry facilities, an accessible and working telephone and basic furnishings provided in the bedrooms and common areas of the facility. All shared bedrooms and bathrooms must be for single-sex use only.

33. Contractor shall provide each participant with the ability to store personal possessions when leaving the shelter during the day. Minimum storage must be the equivalent of a standard 12” x 12” x 12” locker.

34. 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, clean linens, a pillow, blanket and a personal closet/locker for storing and hanging clothes and other personal effects.

35. Contractor shall ensure that their Crisis and Bridge Housing sites are maintained in good condition with regard to paint, plumbing, electricity, and other basic up-keep to the property.

36. Contractor shall procure all applicable licenses or permits necessary to meet the code regulations required to operate the Program funded under this Agreement.

37. Contractor shall provide three (3) meals per day to each participant consisting of breakfast, lunch and a hot dinner:
   37.1. Meals must be served in an area specifically designated for meal consumption where adequate space for comfortable, seated dining is available to each participant; packed lunch is permitted.
   37.2. Meals must be provided with a minimum of four (4) hours between each meal, with the exception of packed lunches provided in the morning.
   37.3. Meals must be nutritionally adequate in accordance with U.S. Department of Agriculture guidelines; this includes at least two servings of fruits and/or vegetables per day.
   37.4. Participants must have access to drinking water throughout the day.
   37.5. 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 participant served by the program.
38. Health and Safety:
   38.1. 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 Crisis Housing 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.
   38.2. Inspections: Authorized representatives of City, County, and LAHSA agencies shall have the right to monitor and conduct on-site inspections at any Subcontractors’ site(s) that house and provide Shelter services to homeless individuals. The City, County, and LAHSA reserve the right to conduct unannounced site visits, as deemed necessary.

39. 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.

40. 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.

FEES TO RESIDENTS

41. Crisis Housing and/or Bridge Housing shall be provided free of charge to all participants.

42. Contractors may not require religious participation as a condition of receiving services and the participant’s stay in the shelter must not be contingent upon their participation in chores or shelter maintenance responsibilities.

CONTRACTOR OBLIGATIONS

43. Participants who identify as fleeing a domestic violence situation must be offered a connection to a domestic violence shelter at a confidential location to ensure the safety and well-being of the participant. Contractor shall follow additional guidance LAHSA provides in regards to serving this population.

44. Contractors are required to work collaboratively with domestic violence shelters to ensure that CES services for Individuals and Youth are made available to eligible participants receiving domestic violence services.
45. Contractor agrees to maintain and make accessible to homeless Individuals and Youth, the services funded and/or required under this Agreement.

46. Contractor shall not discriminate against individuals, in regard to the denial of enrollment for any services provided by the Individuals and Youth CES or the provision of ongoing services in the project, based upon the race, ethnicity, religion, national origin, disability, gender, gender identity, age, sexual orientation or familial status of the applicant.

47. Contractor shall ensure program adequately reviews HUD’s Equal Access Transgender People guidance to ensure the program is following best practices for serving diverse populations (https://www.hudexchange.info/resources/documents/Equal-Access-for-Transgender-People-Supporting-Inclusive-Housing-and-Shelters.pdf).

48. Contractor must comply with guidance LAHSA provides in regards to ADA standards.

49. Contractor is hereby contracted to provide the number of Short Term Crisis Housing and/or Bridge Housing beds and to serve the number of unduplicated homeless individuals specified in Program Profile and Performance Targets during the contract term under this Agreement.

50. Contractor shall ensure that it maintains an average of 95% full occupancy in its Short Term Crisis Housing and/or Bridge Housing program for homeless individuals. Bridge Housing Contractors shall communicate with the CES Regional Coordinator operating in their SPA:

50.1. To inform them of available Crisis Housing and Bridge Housing bed to solicit referrals of eligible participants.

50.2. To coordinate participant matching to CES Housing Navigation.

50.3. To coordinate participant matching to CES Rapid Re-Housing.

50.4. To coordinate participant matching to Permanent Supportive Housing or other housing resources.

51. 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.

52. All CES funded programs must incorporate harm reduction policies and procedures into their program design and crisis housing 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 whose objective is to reduce the negative consequences of participants’ continued use of drugs and/or alcohol or failure to be medication compliant. In crisis housing 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. Crisis Housing 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.

53. 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 and is incorporated herein by reference.

54. Contractor shall provide homeless individuals with as much assistance as necessary to comply with the terms of this Agreement.

55. For Contractors providing Crisis Housing and Bridge Housing 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.

56. Contractor shall manage and ensure that benefits and/or services are provided to eligible individuals who are homeless and meet all of the eligibility criteria defined in this Scope of Required Services (SRS).

57. 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 ineligible participant.

58. Contractor shall post all posters and materials as directed by LAHSA in a manner that is accessible to the public.

59. 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.

60. 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.

61. LAHSA shall monitor performance of all Contractors at least annually or as required by LAHSA, and submit written reports detailing monitoring results to Contractor.

SUBCONTRACTORS

62. Contractor shall notify LAHSA of all PROPOSED subcontractors and obtain LAHSA’s express written consent to said subcontracting prior to execution of the subcontract. Notification must be sent to LAHSA’s Fiscal Department and the Systems Integration Division, and must include the following:
description of services to be provided by the proposed subcontractor; explanation of why and how the subcontractor was selected, including the degree of competition obtained; notice if the proposed subcontractor’s firm is a minority, women-owned, disadvantaged, or disabled veterans business enterprise; and a resume of the proposed subcontractor’s background and experience. LAHSA must approve all subcontractors prior to the Contractor entering into the subcontract agreement.

63. Contact information for all subcontractors must be provided to LAHSA’s Fiscal Department and Systems Integration Division. Changes in contact information of subcontractors must be communicated to LAHSA within ten (10) days of the change.

64. Contractor shall provide training and guidance to subcontractors in order to facilitate capacity building and ensure program compliance. LAHSA’s approval of a proposed subcontractor shall not relieve Contractor of any requirements under this Agreement, nor be construed to constitute a determination of the allowability of any cost under the Agreement.

65. Contractor shall flow-down all applicable terms and conditions of this Agreement to any approved subcontractors in the form of a written Subcontractor Agreement, which will be made available to LAHSA as requested.

66. Contractor shall ensure that all subcontractors participate in all LAHSA-led trainings and receive LAHSA-issued guidance.

67. Contractor shall monitor performance of all subcontractors at least semi-annually or as required by LAHSA, and submit written reports detailing monitoring results to LAHSA. After the third semi-annual monitoring is completed for all Contractors, LAHSA will evaluate whether the monitoring frequency may be reduced to an annual basis. LAHSA will consider the results of the prior monitoring, Contractors’ need for technical assistance, recommendation of Contractor and other relevant factors.

68. The Continuum of Care (CoC) wide coordination of the project will be overseen by the LAHSA Crisis and Bridge Program Coordinators. Contractors funded under the program are required to work closely with the Crisis and Bridge Shelter Coordinators to ensure coordinated and standardized operations across all regions in the Continuum.

69. All contractors must sign the HMIS Participating Organization Agreement and all personnel in need of HMIS access must sign the HMIS User Agreement and acknowledgement form for HMIS Policies and Procedures.

PERSONNEL

70. 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.

71. Contractor shall provide twenty-four (24) hour residential management and security services by qualified staff to ensure the safety of all participants and staff.
2016-2017 Coordinated Entry System: Crisis & Bridge Housing
Scope of Required Services (SRS)

72. Contractor shall assign a sufficient number of staff with background experience and expertise to provide the services required in the Statement of Required Services.

73. Contractor shall provide bilingual staff when possible; to meet the needs of the homeless individual receiving services and benefits from the Individuals and Youth CES. When a homeless individual’s primary language is other than English or the individual 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 individual understands. Contractor may utilize an interpreter provided by the individual (e.g., a relative or friend), if the individual requests the use of a family member or a friend. The use of minors as interpreters is strongly discouraged, except in emergency situations or at the individual’s request.

74. Contractors shall provide LAHSA within ten (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).

75. 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 the used for certification.

76. Contractors shall provide training programs for all new employees and continuing in-service training for all employees.

77. Contractor’s staff is considered Mandated Reporters of suspected child and senior abuse and must report suspicions of child or senior abuse as required by California Law.

78. Contractor employees performing services under this Contract shall attend regular Mandated Reporter trainings provided by the Department of Children and Family Services.

79. Contractor shall ensure that key management staff is present. When there is a vacancy, interim replacement is 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 Crisis and Bridge Housing Coordinators in writing of any change in key management staff within 10 calendar days of the vacancy.

80. Contractor shall ensure that service delivery is not interrupted during periods of personnel change.
HMIS ENROLLMENT AND DOCUMENTATION OF SERVICES

81. 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.

82. If the program is exempted from participation in the LA CoC HMIS as described above under #81, 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.

83. 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.

84. Contractor shall ensure that all participants served sign the HMIS Interagency Data Sharing consent for granting other providers access to their information.

85. Contractor shall ensure that all participants served sign the Consent to Share Protected Personal Information form for granting other Individuals and Youth CES providers access to their information.

86. Contractor shall ensure they collect all required data in HMIS for all participants served and enter that information into HMIS within the following timeframes:

86.1. Create the participant’s record in HMIS within three (3) business day of the participant’s initial screening for benefits and program enrollment.

86.2. Utilize the bed assignment function in HMIS to assign the participant to a numbered bed in the crisis or bridge housing program / facility on the same day that the participant actually enters the facility.

86.3. Update the participant’s standardized assessment in HMIS within three (3) business days of the assessment being conducted.

86.4. Update the participant’s housing status within three (3) business days.

86.5. Update information on services provided to the participant within a three (3) day period following the provision of services.

86.6. If applicable, update information on financial assistance benefits provided to the participant no later than the same business day as the benefits are requested.

87. 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.

88. Contractor shall comply with all reporting required by system funders, which may include a report of transition age youth served, the benefits and services provided to transition age youth, complaints, or other data.
89. Contractor shall run the Data Integrity Report at the end of each month and make data quality corrections as needed. Contractor is required to submit LAHSA’s certification report of program data quality showing that your program is maintaining 95% overall data integrity, with certain data elements identified by LAHSA requiring 100% data integrity. Certification reports are due to the LAHSA HMIS team by the seventh (7th) day of each month.

90. Contractor shall reference HMIS Policies and Procedures in regards to participants dying or revoking consent for HMIS entry. Please reference HMIS Policies and Procedures.

PROGRAM REPORTS

91. 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.

92. Each quarter of the program year, Contractor will be responsible to certify to the validity of a quarterly performance report (QPR) generated through HMIS for the project. LAHSA staff will email a copy of the QPR and certification to the Contractor following the close of each quarter and the Contractor must return the signed Certification to LAHSA within three (3) days of receipt of the QPR. The QPR contains information relating to demographics and performance with participant detail. The report also looks at Occupancy and Data Integrity.

93. Contractor shall be reviewing HMIS data on a monthly basis by generating and reviewing reports available on the HMIS. In the event that Contractor finds issues with the HMIS reports, Contractor must contact their assigned HMIS Data Analyst or email: hmissupport@lahsa.org.

94. The certified QPRs are submitted to LAHSA’s funders (e.g. City and County of Los Angeles) and are used to monitor the contract so data quality and integrity are of the upmost importance.

PARTICIPANT MASTER FILE

95. Contractor shall maintain a file for each participant that contains the following, but not limited to:

95.1. Crisis Housing

<table>
<thead>
<tr>
<th>95.1.1.</th>
<th>Participant Identification</th>
<th>Government Issue ID and Social Security Card</th>
</tr>
</thead>
<tbody>
<tr>
<td>95.1.2.</td>
<td>CES Survey Packet or Next Step Tool</td>
<td>If completed during intake</td>
</tr>
<tr>
<td>95.1.3.</td>
<td>LA CoC Homeless Certification Form</td>
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<tr>
<td>95.1.4.</td>
<td>Case Notes (Enter into HMIS)</td>
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</table>

95.2. Bridge Housing

<table>
<thead>
<tr>
<th>95.2.1.</th>
<th>Participant Identification</th>
<th>Government Issue ID and Social Security Card</th>
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<tbody>
<tr>
<td>95.2.2.</td>
<td>CES Survey Packet or Next Step Tool</td>
<td>If completed during intake</td>
</tr>
<tr>
<td>95.2.3.</td>
<td>Required Documentation</td>
<td>If utilizing HPI and/or AB 109 funding, See Appendix II.</td>
</tr>
<tr>
<td>95.2.4.</td>
<td>LA CoC Homeless Certification Form</td>
<td></td>
</tr>
<tr>
<td>95.2.5.</td>
<td>Individualized Housing and</td>
<td></td>
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2016-2017 Coordinated Entry System: Crisis & Bridge Housing
Scope of Required Services (SRS)

<table>
<thead>
<tr>
<th>Supportive Services Plan</th>
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</thead>
<tbody>
<tr>
<td>95.2.6. 90-Day Extension Form</td>
</tr>
<tr>
<td>95.2.7. Case Notes</td>
</tr>
</tbody>
</table>

**CUSTOMER SERVICE**

96. 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.

97. 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 at its sole discretion may change the means of measuring this standard via a Change Notice.

**MATERIALS, EQUIPMENT, AND INVENTORY**

98. 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.

99. Contractor shall establish and maintain an inventory to include the following information when materials/equipment are purchased with LAHSA funds:
   
   99.1. Name and phone number of Contractor’s contact person where equipment is located;
   99.2. Address where equipment is located;
   99.3. Type of equipment;
   99.4. Brand and model number of equipment;
   99.5. Cost of equipment, funding source(s), and amount of LAHSA funds used in the purchase, as appropriate.

100. 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.

101. 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.

102. 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.

103. Contractor shall provide all equipment necessary to perform all services required by this Contract.

104. Contractor shall provide sufficient telephone lines at its site(s).
105. Contractor shall have responsibility for installation, repair and replacement of telephones and/or lines. This may include reasonable costs for replacement of cell phones.

**COMPUTER EQUIPMENT SUPPLIES AND SECURITY**

106. Contractor shall provide necessary computer equipment and supplies (e.g., terminals, controller, paper, printer ribbons, etc.) to provide services.

107. 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 twenty-four (24) hours of receipt of the police report, excluding weekends and holidays.

108. Contractor shall provide all security for computers and printers and computer access to ensure that the equipment is secure.

**FRAUD REFERRALS**

109. When Contractors suspect that fraud is being committed against LAHSA funded programs, Contractor shall make a fraud referral to LAHSA.
### APPENDIX I. Eligibility for Individuals

<table>
<thead>
<tr>
<th>Eligibility</th>
<th>City GF Crisis Housing</th>
<th>City GF Bridge Housing</th>
<th>AB 109 (Strategy B7) Bridge Housing</th>
<th>HPI (Strategy B7) Bridge Housing</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Population Served &amp; Eligibility</strong></td>
<td>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).</td>
<td>High-acuity and mid-acuity homeless individuals identified through CES and matched to permanent housing  <strong>OR</strong>  High-acuity homeless individuals with a Priority score of three (3) on the VI-SPDAT who have not yet been matched to permanent housing.</td>
<td>Individuals over the age of eighteen (18+) who have had involvement with the criminal justice system over the past five (5) years. Confirmation to be conducted by the Los Angeles Sheriff’s Department. For a description of these terms, see Appendix II.</td>
<td>Individuals over the age of eighteen (18+) who have exited an institution (hospital, jail/prison, etc.). For a description of these terms, see Appendix II.</td>
</tr>
<tr>
<td><strong>Homeless Status Individuals &amp; Youth</strong></td>
<td>Homeless under Categories 1 or 4 according to HUD’s Final Rule on “Defining Homeless” (24.CFR parts 91, 576 and 578).</td>
<td></td>
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</tr>
<tr>
<td><strong>CES Survey Packet Administration</strong></td>
<td>CES Survey Packet for Individuals or Next Step Tool for Youth shall be completed and entered into HMIS within 3 business days of program enrollment if not previously administered.</td>
<td></td>
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</tr>
<tr>
<td><strong>Length of Stay</strong></td>
<td>Up to thirty (30) days.</td>
<td>Bridge Housing has an initial eligibility period of ninety (90) days. If the participant is not able to obtain permanent housing in that time they are eligible for a maximum extension of an additional ninety (90) days, for a maximum total of one-hundred and eighty (180) days. If transitioning from a Crisis Housing bed the length of stay starts from the date the participant entered Crisis Housing.</td>
<td></td>
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</tr>
<tr>
<td><strong>Ongoing Eligibility</strong></td>
<td>A Crisis Housing bed converts to a Bridge Housing Bed if the program participant does not self-resolve their episode of homelessness within thirty (30) days. After conversion, the program is expected to deliver all Bridge Housing services to the participant, but its performance targets remain that of their Crisis Housing targets.</td>
<td>Participant has an initial eligibility period of ninety (90) days. Eligible participants shall receive a ninety (90) day extension if the participant</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### APPENDIX II. Eligibility and Verification for Individuals Exiting Institutions: AB 109

<table>
<thead>
<tr>
<th>Eligible Institution</th>
<th>Eligible Participant</th>
<th>Acceptable Verification</th>
<th>Exit Length (“look back” period)</th>
<th>Notes</th>
</tr>
</thead>
</table>
| Jail or Prison        | Homeless individuals over the age of eighteen (18+) who have been released from jail or prison. | An individual can verify his or her previous status with any one (1) of the following documents:  
  - Letter from Probation officer or Parole  
  - An actual jail document outlining release from incarceration  
  - Minute order from the court  
  - Bail document  
  - Lawyer’s letter verifying jail time | Five years | If the participant does not have documentation, and states that he or she was arrested within Los Angeles County, then Contractors must coordinate with LAHSA for verification via the Los Angeles Sherriff’s Department. Please have the participant complete the release form. |

### APPENDIX II. Eligibility and Verification for Individuals Exiting Institutions: HPI

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<tr>
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| Jail or Prison        | Homeless individuals over the age of eighteen (18+) who have been released from jail or prison. | An individual can verify his or her previous status with any one (1) of the following documents:  
  - Letter from Probation officer or Parole  
  - An actual jail document outlining release from incarceration  
  - Minute order from the court  
  - Bail document  
  - Lawyer’s letter verifying jail time  
  - LAHSA Self-Certification Form. | Six months | Self-certification is acceptable with documented due diligence on behalf of the contractor in confirming eligibility. |
### Foster Care

| Foster Care | Homeless individuals over the age of eighteen (18+) who have been released from a group home, foster home, or other foster care placement. | An individual can verify his or her previous status with any one (1) of the following documents:  
- ILP Eligibility Verification Form  
- Court documents verifying exit  
- A letter from the youth’s social worker verifying exit  
- LAHSA Self-Certification Form. | One year | Self-certification is acceptable with documented due diligence on behalf of the contractor in confirming eligibility. |

### Medical Facility

| Medical Facility | Homeless individuals over the age of eighteen (18+) who have been released from a medical, behavioral health, or substance abuse treatment facility | An individual can verify his or her previous status with any one (1) of the following documents:  
- Release form from hospital  
- Other documents that prove the individual was checked out of a medical facility  
- LAHSA Self-Certification Form. | Six months | Self-certification is acceptable with documented due diligence on behalf of the contractor in confirming eligibility. |