2016-2017 Coordinated Entry System: Housing Navigation for Individuals & Youth Scope of Required Services (SRS)

This Scope of Required Services (SRS) for CES Housing Navigation for Individuals and Youth contains a written summary of and links to detailed information regarding the services that must be provided to homeless individuals receiving Housing Navigation services. This SRS and the documents that are linked hereto in combination with the Program Profile (Exhibit A) and the Performance Targets together comprise the entire Statement of Work for CES Housing Navigation for Individuals and Youth.

HOUSING NAVIGATION OVERVIEW

Housing navigation is intended to provide the following assistance: Outreach and Engagement of homeless individuals and youth; Case Management of homeless individuals and youth in need of housing assistance; Case Management of homeless individuals and youth in need of housing assistance enrolled in Crisis and Bridge Housing; and Case Management of homeless youth in need of housing assistance and housing stabilization services for youth. CES Housing Navigation for Individuals and Youth should fit seamlessly with the other CES Program components: Regional & Outreach Coordination, Rapid Re-Housing, and Crisis & Bridge Housing.

ELIGIBILITY FOR SERVICES

1. Eligibility for Housing Navigation, both Outreach and Case Management, can be found in **Appendix I, III., & IV**.

2. Contractor shall identify new participants through participation in the Coordinated Entry System (CES).
   - 2.1. Contractor shall utilize the CES Survey Packet (Individuals) or Next Step Tool (Youth) to determine eligibility and triage to appropriate housing intervention.
   - 2.2. Contractor shall utilize LA CoC Homeless Certification Form.
   - 2.3. Contractor shall participate in CES outreach activities as directed by the CES Outreach Coordinator.
   - 2.4. Contractor shall participate in CES case conferencing in order to identify eligible participants.
   - 2.5. Contractor shall identify eligible participants enrolled in CoC funded Crisis and Bridge Housing as well as participants exiting transitional housing programs and institutions.
   - 2.6. Unaccompanied Minors and Families (households with dependents under the age of 18) are not eligible for enrollment or services.
   - 2.7. Contact info for the CES for Families system can be found at: https://www.lahsa.org/ces

SERVICES

3. Services provided to homeless individuals by the Contractor or through subcontracted or leveraged partnerships with other community partners shall include but are not limited to what is described below and in greater detail in **Appendix II**:

   3.1. Standardized Assessment*:*
   Contractors shall complete a CES Survey Packet (Individuals) or Next Step Tool (Youth) with all homeless single adults who have not previously been administered the survey packet. All contractors shall use the most recent version of CES Survey Packet and Next Step Tool (Youth) which includes the VI-SPDAT triage tool. The CES Survey Packet shall be administered by trained staff or volunteers in an office setting or in the field.

3.2. Outreach:
If funded for this service: Locate, identify, and build relationships with unsheltered homeless people and engage them for the purpose of providing immediate support, intervention, and connections with Coordinated Entry System. These activities consist of completing an initial assessment of needs and eligibility; providing crisis counseling; addressing urgent physical needs and linking client to necessary services to address those needs; and actively connecting and providing information and referrals to programs targeted to homeless people and mainstream social services and housing programs, including emergency shelter, transitional housing (youth), community-based services, permanent supportive housing, and rapid re-housing programs through the Coordinated Entry System.

3.3. Case Management:
If funded for this service:

3.31. Contractors are to serve eligible participants that reside in the entire SPA in which the contractor is designated to serve, including all Crisis and Bridge housing sites and Winter shelters located in the designated SPA.
3.32. Contractors with E8 funds must serve participants enrolled in all Crisis and Bridge and Winter shelters located in the SPA to which the contractor is designated to serve.
3.33. Contractor shall participate in CES Case Conferencing meetings and accept referrals from CES Regional Coordinator for eligible participants.
3.34. Contractor shall complete a “Housing Stability Plan” following enrollment.
3.35. Contractor shall complete a “90-Day Recertification” form when participants are enrolled over 90 days.
3.36. Contractor must meet with participants, at a minimum, on a monthly basis to ensure the participant is making progress towards the goal of housing stability. Contractor must complete a Monthly Update to assess the participant’s progress towards achieving the goals defined in the “Housing Stability Plan.”
3.37. Contractor shall provide ongoing assessment of housing and service needs, arranging, coordinating, and monitoring the delivery of individualized services to meet the needs of the program participant through the Coordinated Entry System and referral network described in #8.
3.38. Contractors shall assist participants with a range of leveraged activities including, but not limited to:
    - 3.31.1 Crisis and Bridge Housing
    - 3.31.2 Employment Services
    - 3.31.3 Vocational Training
    - 3.31.4 Education
    - 3.31.5 Benefits connection
    - 3.31.6 Legal services
    - 3.31.7 Credit counseling
    - 3.31.8 Financial literacy training
    - 3.31.9 Mental Health Services
    - 3.31.10 Physical Health Services
    - 3.31.11 Tenancy Education
    - 3.31.12 Landlord Relations
    - 3.31.13 Life Skills Training
    - 3.31.14 Reunification/Diversion

LENGTH OF ENROLLMENT

4. Contractor shall exit participant from enrollment from Case Management services when the following conditions are met:
    4.1. Participant is linked to the appropriate housing intervention or supportive services program.
    4.2. Completed goals outlined in "Housing Stability Plan" and/or participant is successfully placed into permanent housing.
    4.3. Participant relocates to another CoC.
    4.4. Reunification services are utilized or the participant self-resolved the housing crisis.
    4.5. Contractor shall exit participant if they are deemed a risk to the safety of the contractor's staff
    4.6. Participant has refused contact with participant for ninety (90) days or more.
    4.7. Participant will be hospitalized or incarcerated for ninety (90) days or more

5. Contractor shall NOT exit participant from Case Management services unless in collaboration with the participant:
    5.1. Active substance use
    5.2. Non-Compliance with "Housing Stability Plan"
    5.3. Active health issues
    5.4. Failure to abide by personal budget
    5.5. Desire to be assigned another case manager

6. Contractor shall provide necessary support when linking participant to another housing or supportive services program. Provider shall work collaboratively with case managers in other program(s) as long as necessary to ensure that the transition is not disruptive to the participant.

7. Contractor shall complete an Exit Plan for all participants.

8. Contractor is not permitted to provide on-going case management services or housing retention services to participants successfully placed into permanent housing.

COMMUNITY BASED COLLABORATIVE REQUIREMENTS

9. Contractors shall participate in regional CES Case Conferencing meetings to ensure coordination of services.

10. Contractors must utilize and maintain the following referral networks in addition to those networks created through the CES:
    10.1. CES Outreach activities
    10.2. CES Case Conferencing Meetings
    10.3. CES Crisis and Bridge Housing
    10.4. CES Rapid Re-Housing
    10.5. CoC Rapid Re-Housing and Permanent Supportive Housing
    10.6. LA County Department of Health Services Housing for Health, Housing & Jobs Collaborative, & Countywide Benefits Advocacy Program
    10.7. LA County Department of Mental Health Housing Programs
    10.8. LA County Department of Public Social Services
    10.9. LA County Department of Children and Family Services
    10.10. LA County Department of Probation

10.11. HOPWA Service Providers
10.12. Mental and Physical Health Services
10.13. Substance Use Abuse/Recovery Services
10.14. Educational Services
10.15. Employment Services
10.16. Vocational Counseling/Training
10.17. Life Skills Training
10.18. Legal Services
10.19. First Responders

11. Contractors shall participate in all LAHSA-required CES system wide meetings.

12. Contractor shall work collaboratively with Veterans Service providers, such as SSVF, HUD-VASH, and Grant Per Diem to assist with the community's goal of ending Veteran homelessness.

CONTRACTOR OBLIGATIONS

13. 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.

14. 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.

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

16. Contractor agrees to maintain and make accessible to homeless Individuals and Youth, the services funded and/or required under this Agreement.

17. 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.

18. All CES funded programs must incorporate harm reduction policies and procedures into their program design and delivery of services. 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. 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.

19. Contractor shall operate the Program's Project Site in a clean, safe, and well-maintained environment.

20. Contractor shall provide homeless Individuals and Youth with appropriate level of services as necessary to comply with the terms of this Agreement.

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. Contractor shall track all benefits and services provided to Individuals and Youth by funding source in HMIS and in the agency's general ledger. All expenditures shall be reconciled to ensure accuracy.

23. Contractor shall submit accurate and timely invoices along with any requested supporting documentation which identifies benefits and services provided to homeless transition age youth. 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.

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

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

26. The Continuum of Care (CoC) wide coordination of the project will be overseen by the LAHSA CES Coordinator and/or the LAHSA Youth CES Coordinator. Each agency funded under the program is required to work with the appropriate system integration manager to ensure coordinated and standardized operations across all regions in the Continuum.

27. 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.

28. Contractor shall ensure that the Program Director, Senior Program Manager, or CES Coordinator in charge of Adult and/or Youth CES operations attends and participates in regular mandatory system and service coordination meetings to be held at LAHSA or at various locations throughout the County.

29. Contractor shall administer financial assistance administration services. Financial assistance administration includes but is not limited to issuing payments to third party vendors such as landlords, management companies, and utility companies. No financial assistance may be issued directly to participants. Contractors shall track, coordinate, and issue direct financial assistance available through the CES.

30. 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.

SUBCONTRACTORS

31. 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.

32. 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.

33. 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.

34. 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.

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

36. 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.

37. Contractor shall provide copies of MOU and program budget for all subcontractors to LAHSA CES system manager.

PERSONNEL

38. Contractor shall employ qualified staff at a level in alignment with the LAHSA-approved program budget.

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

40. 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.

41. Contractor 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).

42. 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.

43. Contractor shall provide training programs for all new employees and continuing in-service training for all employees.

44. Contractor shall ensure staff complete any trainings mandated by LAHSA.

45. Contractor's staff are considered to be Mandated Reporters and shall report suspected child and senior abuse and must report suspicions of child or senior abuse as required by California Law.

46. 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 CES Coordinator and Youth CES Coordinator in writing of any change in key management staff within ten (10) calendar days of the vacancy.

47. Contractor shall ensure that service delivery is not interrupted during periods of personnel change.

HMIS Enrollment and Documentation of Services

48. 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.

49. If the program is exempted from participation in the LA CoC HMIS as described above under number 48, 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.

50. In order to provide well-coordinated support for youth and manage the limited resources available in the CoC, Contractors shall utilize HMIS to track Individuals and Youth served and the benefits provided.

51. 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.

52. Contractor shall encourage utilization of HMIS as well as best practices for data entry, which are as follows:
    52.1. Create the participant's record in HMIS within three (3) business days of the participant's initial screening for benefits.
    52.2. Update the participant's standardized assessment in HMIS within three (3) business days of the completion of the standardized assessment.
    52.3. Update the participant's housing status within three (3) business days.
    52.4. Update information on services provided to the participant within a three (3) business days following the provision of services.
    52.5. Update information on financial assistance benefits provided to the participant within three (3) business days as the benefits are requested.

53. 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.

54. 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.

55. 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.

56. Contractor shall reference HMIS Policies and Procedures in regards to clients dying or revoking consent for HMIS entry. Please reference HMIS Policies and Procedures. https://documents.lahsa.org/it/SharedDocuments/LA_OC_HMIS_Policies_and_Procedures.pdf

PROGRAM REPORTS

57. 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.

58. 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.

59. 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 & Documentation

60. Contractor shall maintain a file for each participant enrolled that includes but is not limited to Core Documents and necessary documentation of Financial Assistance provided to the participant:

60.1. Core Documents for Outreach:

60.1.1.	Daily Outreach Log	Maintain documentation of outreach activities
60.1.2.	CES Survey Packet	If completed, create a client file
60.1.3.	LA CoC Homeless Certification Form	If completed, create a client file

60.2. Core Documents for Case Management:

60.2.1.	Participant Identification	
60.2.2.	Income Documentation	
60.2.3.	CES Survey Packet	If completed for intake
60.2.4.	Participant Eligibility Screening Form	
60.2.5.	LA CoC Homeless Certification Form	
60.2.6.	Housing Stability Plan	
60.2.7.	Budget Tool	Optional, use as needed
60.2.8.	90-Day Re-Certification Form	
60.2.9.	Monthly Update	Enter into HMIS
60.2.10.	Case Notes	Enter into HMIS
60.2.11.	Exit Plan	

61. Contractor shall include copy of Lease Agreement if participant is placed into permanent housing through a CES Navigator Case Manager. This is not needed if the participant is linked to another CES housing program.

62. Participant master file required forms, templates, FAQ, guidance, and policy documents are available at: https://www.lahsa.org/ces/singles/documents.

Customer Service

63. Contractor shall implement an active Customer Service Program in order to secure feedback from participants regarding their experiences with the CES for Individuals and Youth. 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. Follow LAHSA procedures related to customers services as directed.

64. 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.

MATERIALS, EQUIPMENT, AND INVENTORY

65. 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.

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

67. Contractor shall provide sufficient telephone lines at its site(s).

68. 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

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

70. Contractor shall report to LAHSA, the loss, vandalism or theft of computer supplies and equipment within twenty-four (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.

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

Appendix I. Outreach Eligibility

Funding Source	**State ESG: Outreach**	**City GF: Outreach**	**E6: Outreach**
Homeless Status	HUD Category 1, 2, 3, & 4	HUD Category 1, 2, 3, & 4	HUD Category 1, 2, 3, & 4
Geography	Contractor can serve homeless individuals that are located in the following cities in Los Angeles County: Alhambra, Artesia, Baldwin Park, Bellflower, Bradbury, Burbank, Carson, Compton, Downey, Gardena, Glendora, Hawthorne, Hidden Hills, Huntington Park, Industry, Inglewood, Lakewood, Lancaster, Lynwood, Montebello, Monterey Park, Norwalk, Palmdale, Palos Verdes Estates, Paramount, Pico Rivera, Redondo Beach, Rolling Hills, Rosemead, Santa Clarita, Santa Monica, South Gate, Vernon, West Covina, & Whittier at the time of engagement.	Individual must be located in the City of Los Angeles or have documentation reflecting that they became homeless in the City of Los Angeles	Individual must be located in the County of Los Angeles or have documentation reflecting that they became homeless in the County of Los Angeles.
Ongoing Eligibility	Contractor shall continue to work with the individual until they are linked to the appropriate housing intervention through the CES system.		
Need	Participant is experiencing homelessness and is in need of engagement services.		
Families	When encountering a homeless family, outreach workers must link that family to the CES for Families system by connecting them to the Family Response Team (FRT) located at the Family Solution Center (FSC) and/or through 211.		
Reference for ESG regulations (24 CFR 576.101)			

Appendix I. Case Management Eligibility

Funding Source	State ESG: Case Management	City GF: Case Management	E8: Case Management	E14: Case Management
Population	Individuals 18+.			Youth ages 16-24.
Homeless Status	HUD Category 1 & 4.			HUD Category 1, 2, 4, *or* homeless upon exiting dependent care.
Income Threshold	Below 50% AMI			
Geography	Programs can serve homeless individuals that are located in the following cities in Los Angeles County: Alhambra, Artesia, Baldwin Park, Bellflower, Bradbury, Burbank, Carson, Compton, Downey, Gardena, Glendora, Hawthorne, Hidden Hills, Huntington Park, Industry, Inglewood, Lakewood, Lancaster, Lynwood, Montebello, Monterey Park, Norwalk, Palmdale, Palos Verdes Estates, Paramount, Pico Rivera, Redondo Beach, Rolling Hills, Rosemead, Santa Clarita, Santa Monica, South Gate, Vernon, West Covina, & Whittier at the time of engagement.	Individual must be located in the City of Los Angeles or have documentation reflecting that they became homeless in the City of Los Angeles.	*MUST* be currently residing in a LAHSA funded Crisis & Crisis (Reserve) shelter.	Youth must be located in the City of Los Angeles or have documentation reflecting that they became homeless in the County of Los Angeles.
Ongoing Eligibility	Participant eligibility must be re-evaluated every three (3) months to establish: • The program participant does not have an annual income that exceeds 50% of median income for the area. • The program participant lacks sufficient resources and support networks necessary to retain housing without ESG assistance. See **Appendix III. & IV.** for **Income Documentation Standards.**			

Need	• The recipient or sub-recipient must determine the amount and type of assistance that the individual or family will need to (re)gain stability in permanent housing. • Contractor shall utilize standard LAHSA documentation to establish need. • Ongoing need shall be assessed in a Monthly Review and the 90-Day Re-Evaluation Form.
Families	Households with minors are not eligible for services and shall be referred to the CES for Families lead in the SPA.
Veterans	Veterans NOT eligible for VA Homeless Services programs can receive services. Contractor must ensure the participant is NOT eligible for services through the VA.
PHA	Participants with HACLA Homeless Section 8 vouchers can receive services if no other options exist. Participant must be exited upon entering permanent housing.
Reference for ESG regulations (24 CFR 576.101)	

Appendix II. Outreach Services

Funding Source	**State ESG: Outreach**	**City GF: Outreach**	**E6: Outreach**
Population	Individuals		
Engagement	The costs of activities to locate, identify, and build relationships with unsheltered homeless people and engage them for the purpose of providing immediate support, intervention, and connections with homeless assistance programs and/or mainstream social services and housing programs. These activities consist of making an initial assessment of needs and eligibility; providing crisis counseling; addressing urgent physical needs, such as providing meals, blankets, clothes, or toiletries; and actively connecting and providing information and referrals to programs targeted to homeless people and mainstream social services and housing programs, including emergency shelter, transitional housing, community-based services, permanent supportive housing, and rapid re-housing programs.		
Reference for ESG regulations (24 CFR 576.101)			

Appendix II. Case Management Services

Funding Source	**State ESG: Case Management**	**City GF: Case Management**	**E8: Case Management**	**E14: Case Management**
Population	Individuals 18+	Individuals 18+	Individuals 18+	Youth 16-24
Location	Sheltered or Unsheltered	Sheltered or Unsheltered	Must be enrolled in LAHSA funded Crisis Housing or Bridge Housing	Sheltered or Unsheltered Youth
Case Management	The cost of assessing housing and service needs, arranging, coordinating, and monitoring the delivery of individualized services to meet the needs of the program participant. Eligible services and activities are as follows: using the centralized or coordinated assessment system as required under § 576.400(d); conducting the initial evaluation required under § 576.401(a), including verifying and documenting eligibility; counseling; developing, securing and coordinating services; obtaining Federal, State, and local benefits; monitoring and evaluating program participant progress; providing	Assess housing and service needs, arranging, coordinating, and monitoring the delivery of individualized services to meet the needs of the program participant. Eligible services and activities are as follows: using the coordinated entry system as required by the Los Angeles CoC; conducting the initial evaluation, including verifying and documenting eligibility; counseling; developing, securing and coordinating services; obtaining Federal, State, and local benefits; monitoring and evaluating program participant progress; providing information and referrals to other providers; and developing an individualized housing and service plan, including planning a path to permanent housing stability. Assess housing and service needs, arranging, coordinating, and monitoring the delivery of individualized services to meet the needs of the program participant. Eligible services and activities are as follows: using the centralized or coordinated assessment system as required by the Los Angeles CoC; conducting the initial evaluation, including verifying and documenting eligibility; counseling; developing, securing and coordinating services; obtaining Federal, State, and local benefits; monitoring and evaluating program participant progress; providing information and referrals to other providers; and developing an individualized housing and service plan, including planning a path to permanent housing stability.		

	information and referrals to other providers; and developing an Housing Stability Plan, including planning a path to permanent housing stability.	
Housing Search Assistance	Only if participant has identified a safe and sustainable housing option outside of the CES system and needs assistance OR if the participant has a HACLA Homeless Section 8 voucher that does not have supportive services braided to the voucher.	
Housing Stabilization Services	Contractor may not provide housing stabilization services or long term case management after a participant has been successfully placed into permanent housing. Participants must be linked to appropriate ongoing services and supports and exited when participant has been placed into permanent housing.	Contractor may provide housing stabilization services but not long term case management after a Transition Age Youth has been successfully placed into safe and stable housing. Participants must be linked to appropriate ongoing services and supports before being exited from the program.
Reference for ESG regulations (24 CFR 576.101)		

Appendix III. Determining Participant Income

1. Income Inclusions

The following types of income must be counted when calculating annual income for purposes of determining RRAV eligibility:

General Category	Description
1. Earned Income	The full amount, before any payroll deductions, of wages and salaries, overtime pay, commissions, fees, tips and bonuses, and other compensation for personal services.
2. Self-Employment/Business Income	The net income from operation of a business or profession. Expenditures for business expansion or amortization of capital indebtedness shall not be used as deductions in determining net income. An allowance for depreciation of assets used in a business or profession may be deducted, based on straight line depreciation, as provided in Internal Revenue Service regulations. Any withdrawal of cash or assets from the operation of a business or profession will be included in income, except to the extent the withdrawal is reimbursement of cash or assets invested in the operation by the family.
3. Interest & Dividend Income	Interest, dividends, and other net income of any kind from real or personal property. Expenditures for amortization of capital indebtedness shall not be used as a deduction in determining net income. An allowance for depreciation is permitted only as authorized in paragraph (2) of this section. Any withdrawal of cash or assets from an investment will be included in income, except to the extent the withdrawal is reimbursement of cash or assets invested by the family. Where the family has net family assets in excess of $5,000, annual income shall include the greater of the actual income derived from net family assets or a percentage of the value of such assets based on the current passbook savings rate, as determined by HUD.
4. Pension/Retirement Income	The full amount of periodic payments received from social security, annuities, insurance policies, retirement funds, pensions, lotteries, disability or death benefits, and other similar types of periodic receipts, including a lump-sum payment for the delayed start of a periodic payment (but see No. 13 under Income Exclusions) (e.g., SSDI).
5. Unemployment & Disability Income	Payments in lieu of earnings, such as unemployment, worker's compensation, and severance pay (but see No. 3 under Income Exclusions).
6. Alimony Income	Periodic and determinable allowances, such as alimony payments, and regular contributions or gifts received
7. Armed Forces Income	All regular pay, special pay, and allowances from the Armed Forces.
8. G.I. Bill Housing Stipend	The monthly housing stipend received by a Veteran from VA while they are attending school under the G.I. Bill.

2. Income Exclusions

The following types of income are not counted when calculating annual income for purposes of determining RRA/RRV eligibility:

General Category	Description
1. Inheritance and Insurance Income	Lump-sum additions to the individuals assets, such as inheritances, insurance payments (including payments under health and accident insurance and worker's compensation), capital gains and settlement for personal or property losses (except as provided in number 5 of Income Inclusions).
2. Medical Expense Reimbursements	Amounts received by the individual that are specifically for, or in reimbursement of, the cost of medical expenses.
3. Income of Live- in Aides	Income of a live-in aide (as defined in 24 CFR 5.403).
4. Student Financial Aid	The full amount of student financial assistance paid directly to the student or to the educational institution. Note: includes G.I. Bill Student Financial Aid.
5. Armed Forces Hostile Fire Pay	The special pay to an individual serving in the Armed Forces who is exposed to hostile fire.
6. Self-Sufficiency Program Income	• Amounts received under training programs funded by HUD. • Amounts received by a person with a disability that are disregarded for a limited time for purposes of Supplemental Security Income eligibility and benefits because they are set aside for use under a Plan to Attain Self-Sufficiency (PASS). • Amounts received by a participant in other publicly assisted programs that are specifically for, or in reimbursement of, out-of-pocket expenses incurred (special equipment, clothing, transportation, etc.) and which are made solely to allow participation in a specific program. • Amounts received under a resident service stipend. A resident service stipend is a modest amount (not to exceed $200 per month) received by a resident for performing a service for the PHA or owner, on a part-time basis, that enhances the quality of life in the development. Such services may include, but are not limited to, fire patrol, hall monitoring, lawn maintenance, resident initiatives coordination, and serving as a member of the PHA's governing board. No resident may receive more than one such stipend during the same period of time. • Incremental earnings from participation in qualifying state or local employment training programs (including training not affiliated with a local government) or as resident management staff. Amounts excluded by this provision must be received under employment training programs with clearly defined goals and objectives, and are excluded only for the period during which the participant is active in the employment training program.
7. Other Non- Recurring Income	Temporary, non- recurring, or sporadic income (including gifts).
8. Social Security & SSI Income	Deferred periodic amounts from SSI and Social Security benefits that are received in a lump sum amount or in prospective monthly amounts.
9. Income Tax and Property Tax Refunds	Amounts received by the individual in the form of refunds or rebates under state or local law for property taxes paid on the dwelling unit.

10. Other Federal Exclusions	Amounts specifically excluded by any other federal statute from consideration as income for purposes of determining eligibility or benefits under a category of assistance programs that includes assistance under any program to which the exclusions of 24 CFR 5.609(c) apply, including: • The value of the allotment made under the Food Stamp Act of 1977; • Payments received under the Domestic Volunteer Service Act of 1973 (employment through VISTA, Retired Senior Volunteer Program, Foster Grandparents Program, youthful offender incarceration alternatives, senior companions); • Payments received under the Alaskan Native Claims Settlement Act; • Income derived from the disposition of funds to the Grand River Band of Ottawa Indians; • Income derived from certain sub-marginal land of the United States that is held in trust for certain Indian tribes; • Payments or allowances made under the Department of Health and Human Services' Low-Income Home Energy Assistance Program; • Payments received under the Maine Indian Claims Settlement Act of 1980 (25 U.S.C. 1721); • The first $2,000 of per capita shares received from judgment funds awarded by the Indian Claims Commission or the U.S. Claims Court and the interests of individual Indians in trust or restricted lands, including the first $2,000 per year of income received by individual Indians from funds derived from interests held in such trust or restricted lands; • Amounts of scholarships funded under Title IV of the Higher Education Act of 1965, including awards under the Federal work study program or under the Bureau of Indian Affairs student assistance programs; • Payments received from programs funded under Title V of the Older Americans Act of 1985 (Green Thumb, Senior Aides, Older American Community Service Employment Program); • Payments received on or after January 1, 1989, from the Agent Orange Settlement Fund or any other fund established pursuant to the settlement in the n Re Agent Orange product liability litigation, M.D.L. No. 381 (E.D.N.Y.); • Earned income tax credit refund payments received on or after January 1, 1991, including advanced earned income credit payments; • Payments received under programs funded in whole or in part under the Job Training Partnership Act (employment and training programs for Native Americans and migrant and seasonal farm workers, Job Corps, state job training programs and career intern programs, AmeriCorps); • Payments by the Indian Claims Commission to the Confederated Tribes and Bands of Yakima Indian Nation or the Apache Tribe of Mescalero Reservation; • Allowances, earnings, and payments to AmeriCorps participants under the National and Community Service Act of 1990; • Any allowance paid under the provisions of 38 U.S.C. 1805 to a child suffering from Spina Bifida who is the child of a Vietnam Veteran; • Allowances, earnings, and payments to individuals participating in programs under the Workforce Investment Act of 1998. • Any amount of crime victim compensation (under the Victims of Crime Act) received through crime victim assistance (or payment or reimbursement of the cost of such assistance) as determined under the Victims of Crime Act because of the commission of a crime against the participant under the Victims of Crime Act.

Appendix IV. Income Documentation Standards

<table>
<tr><th>Type of Income</th><th>Include in Income Calculation?</th><th>Acceptable Types of Documentation</th><th>Documentation Standards</th></tr>
<tr><td rowspan="7">Wages and Salary, etc.</td><td rowspan="7">Yes</td><td>Copy of most recent paystub</td><td>▪ Obtain copy(ies) of most recent pay stub(s) from participant
▪ Include copy(ies) in participant file.</td></tr>
<tr><td colspan="2">OR</td></tr>
<tr><td>Written verification of income.</td><td>▪ Mail, fax or email written verification of income request directly to the employer(s).
▪ Obtain signed and dated verification of income from employer(s). At a minimum, written verification should include the following:
• Name of employer and participant name
• Pay amount and frequency
• Average hours worked per week
• Amount of any additional compensation
• Contact information for authorized employer representative
• Signed and dated by authorized employer representative
▪ Include verification of income in participant file.</td></tr>
<tr><td colspan="2">OR
(if written third party documentation cannot be obtained)</td></tr>
<tr><td>Oral verification of income</td><td>▪ Contact the employer(s) by phone or in person to obtain oral verification of income.
▪ Document oral verification of income. At a minimum, oral verification should include the following:
• Name of employer and participant name
• Date of hire
• Pay amount and frequency
• Average hours worked per week
• Amount of any additional compensation
• Contact information for authorized employer representative
• Signed and dated by Program staff who obtained oral verification
▪ Include Verification of Income in participant file.</td></tr>
<tr><td colspan="2">OR
(if written documentation or oral third party verification cannot be obtained)</td></tr>
<tr><td>Self-declaration of income</td><td>▪ Obtain signed and dated original self-declaration of income from participant. At a minimum, self- declaration should include the following:
○ Source of income
○ Income amount and frequency
○ Signed and dated by Participant
▪ Grantee should document attempt to obtain third party verification (written or oral) and sign self- declaration of Income.
▪ Include self-declaration of income in participant file.</td></tr>
</table>

<table>
<tr><td></td><td></td><td colspan="2">OR
(if written documentation or oral third party verification cannot be obtained)</td></tr>
<tr><td></td><td></td><td>Self-declaration of income</td><td>▪ Obtain signed and dated original self-declaration of income from participant. At a minimum, self- declaration should include the following:
• Source of income
• Income amount and frequency
• Signed and dated by Participant
▪ Grantee should document attempt to obtain third party verification (written or oral) and sign self- declaration of Income.
▪ Include self-declaration of income in participant file.</td></tr>
<tr><td rowspan="3">Self-Employment</td><td rowspan="3">Yes</td><td>Copy of most recent federal or state tax return showing net business income</td><td>▪ Obtain copy of most recent federal or state tax return from the participant.
▪ Include copy in participant file.</td></tr>
<tr><td colspan="2">OR
(if written documentation cannot be obtained)</td></tr>
<tr><td>Self-declaration of income.</td><td>▪ Obtain signed and dated original self-declaration of income from participant. At a minimum, self- declaration should include the following:
• Source of income
• Income amount and frequency
• Signed and dated by Participant
▪ Grantee should document attempt to obtain third party verification (written or oral) and sign self- declaration of income.
▪ Include self-declaration of income in participant file.</td></tr>
<tr><td rowspan="4">Interest and Dividend Income</td><td rowspan="4">Yes</td><td>Copy of most recent interest or dividend income statement</td><td>▪ Obtain copy(ies) of most recent interest or dividend income statement from participant.
▪ Include copy(ies) in participant file.</td></tr>
<tr><td colspan="2">OR</td></tr>
<tr><td>Copy of most recent federal or state tax return showing interest, dividend or other net income</td><td>▪ Obtain copy of most recent federal or state tax return from the participant.
▪ Include copy in participant file.</td></tr>
<tr><td colspan="2">OR
(if written documentation cannot be obtained)</td></tr>
</table>

		Self-declaration of income.	▪ Obtain signed and dated original self-declaration of income from participant. At a minimum, self- declaration should include the following: • Source of income • Income amount and frequency • Signed and dated by Participant ▪ Grantee should document attempt to obtain third party verification (written or oral) and sign self- declaration of income. ▪ Include self-declaration of income in participant file.
Retirement or Pension Income	**Yes**	Copy of most recent payment statement or benefit notice from Social Security Administration (SSA), pension provider, or other source	▪ Obtain copy(ies) of most recent benefit notice, pension statement or other payment statement from participant. ▪ Include copy(ies) in participant file.
		OR *(if written documentation cannot be obtained)*	
		Written verification of income.	▪ Mail, fax or email verification of income request directly to the Social Security Administration, pension provider or other source. ▪ Obtain signed and dated verification of income from income source. At a minimum, written verification should include the following: • Name of income source • Income amount and frequency • Contact information for authorized income source representative • Signed and dated by authorized income source representative ▪ Include Verification of Income in participant file.
		OR *(if written third party documentation cannot be obtained)*	
		Oral verification of income.	▪ Contact the source(s) by phone or in person to obtain oral verification of income. ▪ Document oral verification of income. At a minimum, oral verification should include the following: • Name of income source • Income amount and frequency • Contact information for authorized income source representative • Signed and dated by Program staff who obtained oral verification ▪ Include Verification of Income in participant file.
		OR *(if written documentation or oral third party verification cannot be obtained)*	

<table>
<tr><td></td><td></td><td>Self-declaration of income.</td><td>▪ Obtain signed and dated original self-declaration of income from participant. At a minimum, self- declaration should include the following:
Source of income
Income amount and frequency
Signed and dated by Participant
▪ Grantee should document attempt to obtain third party verification (written or oral) and sign self- declaration of income.
▪ Include self-declaration of income in participant file.</td></tr>
<tr><td rowspan="6">Unemployment and Disability Income</td><td rowspan="6">Yes</td><td>Copy of most Recent unemployment, worker’s compensation, SSI, SSDI, or severance payment statement or benefit notice</td><td>▪ Obtain copy(ies) of most recent payment statement(s) and/or benefit notice(s) from participant.
▪ Include copy(ies) in participant file.</td></tr>
<tr><td colspan="2">OR</td></tr>
<tr><td>Written verification of income.</td><td>▪ Mail, fax or email verification of income request directly to the unemployment administrator, worker’s compensation administrator, or former employer.
▪ Obtain signed and dated verification of income from income source. At a minimum, written verification should include the following:
Name of income source, and participant name
Income amount and frequency
Contact information for authorized income source representative
Signed and dated by authorized income source representative
▪ Include verification of income in participant file.</td></tr>
<tr><td colspan="2">OR
(if written third party documentation cannot be obtained)</td></tr>
<tr><td>Oral verification of income.</td><td>▪ Contact the source(s) by phone or in person to obtain oral verification of income.
▪ Document oral verification of income. At a minimum, oral verification should include the following:
Name of income source, and participant name
Income amount and frequency
Contact information for authorized income source representative
Signed and dated by Program staff who obtained oral verification
▪ Include Verification of Income in participant file.</td></tr>
<tr><td colspan="2">OR
(if written documentation or oral third party verification cannot be obtained)</td></tr>
</table>

		Self-declaration of income	▪ Obtain signed and dated original self-declaration of income from participant. At a minimum, self- declaration should include the following: • Source of income • Income amount and frequency • Signed and dated by Participant ▪ Grantee should document attempt to obtain third party verification (written or oral) and sign self- declaration of income. ▪ Include self-declaration of income in participant file.
Public Assistance	**Yes**	Copy of most recent welfare payment statement or benefit notice.	▪ Obtain copy(ies) of most recent benefit notice(s) or payment statement(s) from participant. ▪ Include copy(ies) in participant file.
		OR	
		Written verification of income.	▪ Mail, fax or email verification of income request directly to the welfare administrator. ▪ Obtain signed and dated verification of income from income source. At a minimum, written verification should include the following: • Name of income source, and participant name • Income amount and frequency • Contact information for authorized income source representative • Signed and dated by authorized income source representative ▪ Include verification of income in participant file.
		OR *(if written third party documentation cannot be obtained)*	
		Oral verification of income.	▪ Contact the source(s) by phone or in person to obtain oral verification of income. ▪ Document oral verification of income. At a minimum, oral verification should include the following: • Name of income source, and participant name • Income amount and frequency • Contact information for authorized income source representative • Signed and dated by program staff who obtained oral verification ▪ Include Verification of Income in participant file.
		OR *(if written documentation or oral third party verification cannot be obtained)*	

<table>
<tr><td></td><td></td><td>Self-declaration of income.</td><td>▪ Obtain signed and dated original self-declaration of income from participant. At a minimum, self- declaration should include the following:
○ Source of income
○ Income amount and frequency
○ Signed and dated by participant
▪ Grantee should document attempt to obtain third party verification (written or oral) and sign self- declaration of income.
▪ Include self-declaration of income in participant file.</td></tr>
<tr><td rowspan="6">Alimony Payments</td><td rowspan="6">Yes</td><td>Copy of most recent alimony and/or child support or other contributions or gift payment statements, notice, or order</td><td>▪ Obtain copy(ies) of most recent payment statement(s), notice(s) or order (e.g. court ordered child support) from participant.
▪ Include copy(ies) in participant file.</td></tr>
<tr><td colspan="2">OR</td></tr>
<tr><td>Written verification of income.</td><td>▪ Mail, fax or email verification of income request directly to the child support enforcement agency, court liaison, or other source.
▪ Obtain signed and dated verification of income from income source. At a minimum, written verification should include the following:
• Name of income source, and participant name
• Income amount and frequency
• Contact information for authorized income source representative
• Signed and dated by authorized income source representative
▪ Include Verification of Income in participant file.</td></tr>
<tr><td colspan="2">OR
(if written third party documentation cannot be obtained)</td></tr>
<tr><td>Oral verification of income.</td><td>▪ Contact the source(s) by phone or in person to obtain oral verification of income.
▪ Document oral verification of income. At a minimum, oral verification should include the following:
• Name of income source, and participant name
• Income amount and frequency
• Contact information for authorized income source representative
• Signed and dated by Program staff who obtained oral verification
▪ Include Verification of Income in participant file.</td></tr>
<tr><td colspan="2">OR
(if written documentation or oral third party verification cannot be obtained)</td></tr>
</table>

		Self-declaration of income.	▪ Obtain signed and dated original self-declaration of income from participant. At a minimum, self- declaration should include the following: • Source of income • Income amount and frequency • Signed and dated by Participant ▪ Grantee should document attempt to obtain third party verification (written or oral) and sign self- declaration of income. ▪ Include self-declaration of income in participant file.
Armed Forces Income	**Yes**	Copy of pay stubs, payment statement, or other government issued statement indicating income amount.	▪ Obtain copy(ies) of most recent payment stub(s), statement(s), or other government issued statement from participant. ▪ Include copy(ies) in participant file.
		OR	
		Written verification of income.	▪ Mail, fax or email verification of income request directly to the appropriate armed services representative. ▪ Obtain signed and dated verification of income from income source. At a minimum, written verification should include the following: • Name of income source, and participant name • Income amount and frequency • Contact information for authorized income source representative • Signed and dated by authorized income source representative ▪ Include Verification of Income in participant file.
		OR *(if written third party documentation cannot be obtained)*	
		Oral verification of income	▪ Contact the source(s) by phone or in person to obtain oral verification of income. ▪ Document oral verification of income. At a minimum, oral verification should include the following: • Name of income source, and participant name • Income amount and frequency • Contact information for authorized income source representative • Signed and dated by Program staff who obtained oral verification ▪ Include Verification of Income in participant file.
		OR *(if written documentation or oral third party verification cannot be obtained)*	

		Self-declaration of income	▪ Obtain signed and dated original self-declaration of income from participant. At a minimum, self- declaration should include the following: • Source of income • Income amount and frequency • Signed and dated by Participant ▪ Grantee should document attempt to obtain third party verification (written or oral) and sign self- declaration of income. ▪ Include self-declaration of income in participant file.
No Income Reported	**N/A**	Self-declaration of income	▪ Obtain signed and dated original self-declaration of income from participant. At a minimum, self- declaration should include the following: • Statement indicating "no current income" • Signed and dated by Participant ▪ Have participant sign a self-declaration of no income but seek a third-party verification of job loss or public benefit income loss if possible. ▪ Include self-declaration of income in participant file.