



This document contains a written summary of and links to detailed information regarding the services that must be provided to eligible homeless adults seeking assistance to resolve their housing crisis. Contractors providing crisis housing shall adhere to the LAHSA Minimum Crisis Housing Standards.

COORDINATED ENTRY SYSTEM 2016-2017 MINIMUM CRISIS HOUSING/SHELTER STANDARDS

ADMINISTRATION

1. The shelter has established written protocols to guide staff actions and Program services regarding injury and disease prevention within the shelter setting. At a minimum, the shelter maintains up-to-date statements on its policies regarding HIV/AIDS, mandatory implementation of universal precautions, and control of tuberculosis as per the Department of Public Health guidelines.
2. The shelter does not require religious participation.
3. The shelter does not deny participation in or the benefits of its Programs, on the basis of race, religion, ancestry, color, national origin, gender expression, sexual orientation, age, disability, or familial status. However, residential services can be limited to specific sub-populations of homeless people in regard to gender expression, age, and disability as long as the purpose is to enhance service provision or the dignity and safety of participants, and if appropriate referrals are made for the benefit of clients who are denied service. The shelter shall also work with CES lead agency in their SPA to identify alternate temporary housing options for referral.
4. The shelter does not charge residents for housing or other services, nor does it collect fees that would otherwise be the discretionary income of the client.
5. The shelter has space designated for securing all documents in order to ensure client confidentiality.
6. Any participant may file a written grievance in accordance with the shelter's policies. The shelter clearly posts the written process for participant grievances, as well as the location where grievances can be heard.

PERSONNEL

7. Contractor shall provide training for on-site staff persons (paid or volunteer) to provide a safe environment during all hours the facility is open to the residents.
8. The shelter's staff has been trained in emergency evacuation, first aid procedures and CPR procedures, and receives on-going in-service training in counseling and de-escalation skills
9. The shelter has an organized method of selecting and training all volunteers and paid staff. Also, volunteers and paid staff have job descriptions and identifiable lines of authority.
10. The shelter has staff whom, to the extent possible, can communicate in the language of the residents
11. The shelter's staff receives on-going training on relevant community resources and social service Programs
12. The shelter's staff shall be identifiable through uniform attire or identification badges.



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13. The shelter has an organization chart showing the administrative responsibilities of all persons working in the shelter.

OPERATIONS

14. The shelter allows residents to exercise the following rights:
 - a. the right to religious liberty.
 - b. the right to present complaints and grievances.
 - c. the right to have all records and disclosures maintained according to the written shelter rules regarding confidentiality and privacy.
 - d. the right to review their records and have external disclosures of any personal client information, as governed by the written shelter rules regarding confidentiality and privacy.
 - e. the right to be free from restraint or confinement unless the resident poses a danger or threat to others.
 - f. the right to leave and return to the facility at reasonable hours in accordance with the rules of the shelter.
15. The shelter prohibits possession and the use of weapons, alcohol and illegal drugs on site.
16. The shelter shall provide a clean, safe and healthy environment that is consistent with conventional social services and which respects individual needs and human dignity.
17. The shelter has written policies for intake procedures and criteria for admitting people to the shelter.
18. The shelter provides all residents with, and posts in a conspicuous place, a copy of the house rules and regulations, and a copy of the disciplinary and grievance procedures.
19. The shelter keeps a daily office log which documents the activities of each shift, and any unusual or special situations and instructions regarding residents.
20. The shelter maintains a daily census, listing residents, employees and volunteers.
21. The shelter refers people to the appropriate shelter agency or referral service if the shelter cannot provide shelter or a needed service.
22. The shelter does not require residents to perform labor, other than chores directly related to daily living activities within the shelter
23. The shelter allows residents, during their period of stay, to report the shelter address as their legal residence for legal purposes such as receipt of mail, school registration, and voter registration.
24. The shelter has, or provides access to, a phone which residents can use within reasonable limits.
25. If the shelter assists residents in managing their financial affairs, it does not charge for the services.



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26. If the shelter holds funds or possessions on behalf of a resident, those funds or possessions are returned upon demand within 24-hours.

27. The shelter takes incoming emergency phone messages for the residents during business hours.

HEALTH

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

29. The shelter has at least one staff person on duty that is trained in emergency first aid procedures.

30. The shelter has provisions for storing, refrigerating, and retrieving residents' medications.

31. The shelter refers residents to a medical facility or clinic for needed health examinations, emergency treatment, and follow-up visits.

32. The shelter promptly and appropriately responds to medical problems with residents and staff.

33. The staff receives regular training and is knowledgeable about common physical and mental health problems of homeless people and how to obtain needed and appropriate services.

FOOD SERVICE

34. The shelter provides residents with three well-balanced meals daily on-site or, in the case of some transitional housing Programs, by providing "do it yourself" food preparation facilities.

35. The shelter makes a reasonable effort to meet medically appropriate dietary needs of all residents.

36. The shelter provides food buying and menu planning by a staff member, consultant or volunteer knowledgeable in nutrition.

37. The shelter has made adequate provisions for the sanitary storage and preparation of any food provided.

EQUIPMENT AND ENVIRONMENT

38. The shelter is clean and complies with all applicable building, safety and health codes.

39. The shelter has a heating and ventilation system, and maintains a comfortable temperature.

40. The shelter has a housekeeping and maintenance plan to ensure a safe, sanitary, clean and comfortable environment, and works diligently to prevent and eliminate insect and rodent infestations.

41. The shelter provides each person with at least a bed, a blanket, and pillow, all of which are clean and in good repair.

42. The shelter has a sufficient supply of functionally clean and reasonably private toilets and wash basins, with hot and cold running water.



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43. The shelter provides clients with reasonable access to public transportation.
44. The shelter has laundry facilities available to residents, or access to laundry facilities nearby.
45. The shelter provides storage for checking in/out residents' personal belongings during the period of shelter.
46. The shelter provides towels, soap, and toilet tissues.
47. The shelter provides a dining area separate from the sleeping areas.
48. The shelter has a sufficient quantity of functionally clean and reasonably private bathing facilities with hot and cold running water.

SAFETY

49. The shelter has an emergency plan covering earthquake, fire, flood and other disasters.
50. The shelter has a fire-life safety system including posting of an evacuation plan and all items as required by building, safety, and health codes.
51. The shelter has phones available 24-hours per day to contact the fire department, paramedics, police, and site supervisor personnel, and posts a list of such emergency numbers at the telephone location(s).
52. If separate rooms with doors are provided, doors in residents' rooms can be secured by the resident (staff must have a key).
53. The shelter has a security plan to deter theft and resident harm.

GRIEVANCES AND CLIENT TERMINATION

54. The shelter has an internal grievance procedure in place that incorporates participant termination and grievance policies and procedures.