



This Scope of Required Services (SRS) for Coordinated Entry System (CES) Lead Agency Planning, Coordination & Delivery of Services contains a written summary of and links to detailed information regarding the services that must be provided to homeless individuals entered into the Coordinated Entry System. 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 Coordinated Entry System services.

COORDINATED ENTRY SYSTEM (CES) FOR SINGLE ADULTS 2015-2016 CES LEAD AGENCY PLANNING & COORDINATION STATEMENT OF WORK (SOW)

COORDINATED ENTRY SYSTEM FOR HOMELESS INDIVIDUALS OVERVIEW

CES is a client centered process that streamlines access to the most appropriate housing interventions for individuals experiencing homelessness. CES benefits the community by increasing coordination among community providers and providing systematic, efficient targeting of appropriate housing resources. The system ensures that permanent supportive housing resources are dedicated to our most vulnerable homeless residents, that those needing less intensive services are provided with services appropriate to meet their specific needs and that all homeless individuals are supported in their efforts to get off the streets and into housing as quickly as possible.

Scope of Required Services (SRS)

SYSTEM GOALS

1. The goal of the Coordinated Entry System (CES) is to assist single adults who are homeless to secure permanent housing and appropriate services. CES shall provide a coordinated system of care through regionally based sites in each of the eight (8) Service Planning Areas (SPAs) across Los Angeles City and County.

DEFINITIONS

2. The CES Contract Definitions is located at the following link: www.lahsa.org/contracts.aspx and is attached hereto and incorporated herein by reference.

CES SERVICES FOR HOMELESS INDIVIDUALS

Services provided to homeless individuals by the CES Lead Agency or through subcontracted or leveraged partnerships with other community partners may include, but are not limited to;

- a. Street outreach, engagement and relationship building with persons experiencing homelessness
- b. Standardized Assessment using the LA CoC approved screening and assessment tool
- c. Referral and connection to needed primary health, mental health care, and substance abuse recovery services
- d. Referral and placement into Reserved Crisis Housing (Bridge Housing).
- e. Assistance with applications for financial assistance including short, medium, and long term rental assistance or housing subsidies
- f. Housing Navigation Services, including housing search and placement
- g. Housing Stabilization Case Management, Retention, and Follow-up

CES LEAD AGENCY PLANNING RESPONSIBILITIES

Contractor shall coordinate all planning and start up activities necessary to implement services and benefits available under the Coordinated Entry System. This includes but is not limited to:



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- a. Program design and outcomes
- b. Provider coordination, partnerships, and subcontracting
- c. Program set up
- d. Staffing and facilities
- e. Logistics

REGIONAL COORDINATION

3. Contractors shall provide overall coordination for the CES activities in their respective regions. If implementing a system of sub-regions or hubs, contractors shall ensure that the sub-regions are operating effectively, cooperatively and in a streamlined manner.
4. Contractor is responsible to efficiently manage the resources with which it is funded to provide services directly or through subcontracted partners and to coordinate all CES resources provided through leveraged sources to ensure high quality services and the maximum benefit of all resources is provided to participants.
5. Contractors shall build and maintain a collaborative of community partners that can provide the full scope of supportive services and resources that homeless single adults need to become stably housed. Contractors must, at a minimum, maintain the following referral networks:
 - a. Crisis Housing
 - b. Mental and physical health;
 - c. Alcohol and substance abuse treatment;
 - d. Mainstream benefits;
 - e. Adult education and
 - f. Vocational counseling/trainingContractor shall manage the relationships with its community partners to ensure their partners actively participate in the collaborative and make services available to eligible single adults.
6. Contractor shall work continuously with community partners and stakeholders to increase the availability and accessibility of supportive services and housing opportunities for homeless individuals in the region and shall identify and incorporate new resources into the system whenever possible.
7. Contractors shall participate in all LAHSA-required CES system wide meetings.
8. Contractors shall facilitate the training on CES tools and processes for all staff and partner agencies.
9. Contractors shall coordinate regional Case Conferencing meetings to coordinate services making efforts to schedule and locate meetings in a manner convenient to all partners and to provide increased exposure to other parts of the SPA and/or other community partner's sites. These



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regional service coordination meetings should occur no less than bi-monthly. Contractors should maintain meeting sign-in sheets, agendas, and meeting notes in order to verify that the meeting was held and to document the participation of other service providers.

10. Contractor shall represent the CES at other regionally coordinated collaborative meetings related to the delivery of housing and services to those experiencing homelessness.
11. If possible, contractors shall offer partner agencies facility space if available for the provision of medical, mental health or other professional supportive services on-site.

CONTRACTOR OBLIGATIONS

12. Contractor agrees to maintain and make accessible to homeless single adults, the services funded and/or required under this Agreement.
13. Contractor shall not discriminate against individuals in regard to the denial of enrollment for any services provided by the Coordinated Entry System (CES) or the provision of ongoing services in the project based upon the race, ethnicity, national origin, disability, gender, gender identity, age, sexual orientation or familial status of the applicant
14. All 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. 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.
15. Contractor shall operate the Program's Project Site in a clean, safe, and well-maintained environment.
16. Contractor shall provide homeless single adults with as much assistance as necessary to comply with the terms of this Agreement.
17. Unless otherwise exempted for reasons of participant safety and confidentiality, Contractor shall participate in the Los Angeles Continuum of Care Homeless Management Information



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System ([LA CoC HMIS](#)) and shall also comply with all the HMIS requirements as required of Contractor under the terms of this Agreement.

18. If the program is exempted from participation in the LA CoC HMIS as described above under number 17, 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.
19. 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.
20. Contractor shall track all benefits and services provided to single adults by funding source in HMIS and in the agency's general ledger. All expenditures shall be reconciled to ensure accuracy.
21. 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.
22. Contractor shall procure all applicable licenses or permits necessary to meet the code regulations required to operate the Program funded under this Agreement.
23. Contractor shall post all posters and materials as directed by LAHSA in a manner that is accessible to the public.
24. The Continuum of Care (CoC) wide coordination of the project will be overseen by the LAHSA Single Adult Systems Integration Manager (SASIM). Each agency funded under the program is required to work with the SASIM to ensure coordinated and standardized operations across all regions in the Continuum.
25. 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.



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26. LAHSA shall monitor performance of all Contractors at least annually or as required by LAHSA, and submit written reports detailing monitoring results to Contractor.
27. Contractor shall monitor performance of all sub-contractors 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.
28. Contractor shall ensure that the Program Director or Senior Program Manager in charge of 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.

PERSONNEL

29. Contractor shall employ qualified staff at a level in alignment with the LAHSA-approved program budget.
30. Contractor shall assign a sufficient number of staff with background experience and expertise to provide the services required in the Statement of Work.
31. Contractor shall provide bilingual staff to meet the needs of the homeless single adults receiving services and benefits from the CES. When a homeless single adult'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 and at the individual's request.
32. Contractors shall provide LAHSA within 10 business days of the commencement of this Contract with the standards utilized use to certify fluency of staff in reading, writing, and speaking both English and the other language(s) in which they are providing services other than English (e.g., Native speaker and/or educational level in language).
33. 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.
34. Contractors shall provide training programs for all new employees and continuing in-service training for all employees.



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35. 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.
36. 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 in writing of any change in key management staff within ten (10) calendar days of the vacancy.
37. 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. Financial assistance funds may only be spent on behalf of program participants where a legal lease exists that includes the individual's name on the document. No financial assistance may be issued directly to the individuals. Contractors shall track, coordinate, and issue direct financial assistance available through the CES.
38. Contractor shall submit accurate and timely invoices along with any requested supporting documentation which identifies benefits and services provided to single adults. Contractor shall be responsible for reimbursing LAHSA for all charges paid for benefits and services provided to ineligible single adults if LAHSA determines that benefits and services were provided to ineligible single adults.
39. Contractor shall post all posters and materials as directed by LAHSA in a manner that is accessible to the public.
40. 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.

HMIS ENROLLMENT AND DOCUMENTATION OF SERVICES

41. In order to provide well-coordinated support for single adults and manage the limited resources available in the CoC, Contractors shall utilize HMIS to track individuals served and the benefits provided.
42. Contractor shall ensure that all single adults served sign the HMIS Interagency Data Sharing Consent for granting other CES providers access to their information.
43. Contractor shall encourage utilization of HMIS as well as best practices for data entry, which are as follows:
 - a. Create the participant's record in HMIS within two (2) business days of the participant's initial screening for benefits.
 - b. Update the participant's standardized assessment in HMIS within five (5) business days of the completion of the standardized assessment.
 - c. Update the participant's housing status within two(2) business days



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- d. Update information on services provided to the participant within a 2-day period following the provision of services.
 - e. Update information on financial assistance benefits provided to the participant within two (2) business days as the benefits are requested.
44. 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.
45. Contractor shall comply with all reporting required by system funders, which may include a report of single adults served, the benefits and services provided to single adults, complaints, or other data.

ELIGIBILITY FOR COORDINATED ENTRY SYSTEM

46. Individuals who are homeless according to HUD's Final Rule on "Defining Homeless" (24.CFR parts 91, 576 and 578) are eligible for services under the Coordinated Entry System. Families (households with dependents under the age of 18) are not eligible for services under the Coordinated Entry System for Single Adults. Transitional Age Youth (between the ages of 18 and 24) should be referred to the Coordinated Entry System for Transitional Age Youth (CES TAY), when a CES TAY is available in the SPA.
47. Contractors shall assess participants utilizing the CES Survey and coordinate Housing Navigation based on the participant's eligibility for services and level of need.
48. Contractors shall coordinate Regional Case Conferencing in order to update and track client progress toward housing and update housing status. Contractors shall work with all regional partners to track housing placements within the region.
49. Participants who identify as fleeing a domestic violence situation must be immediately connected with a domestic violence shelter at a confidential location to ensure the safety and well-being of the participant.
50. Contractors are also required to work collaboratively with domestic violence shelters to ensure that CES services are made available to eligible individuals participating in the domestic violence system.

FRAUD REFERRALS

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

CUSTOMER SERVICE

52. Contractor shall implement an active Customer Service Program in order to secure feedback from participants regarding their experiences with the CES The Customer Service Program must be



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approved by LAHSA and recommended changes to the Program must be made allowing a minimum of ten (10) business days for review.

53. LAHSA and/or the City may monitor for the quality of the Contractor's Customer Service with randomly selected participants for telephone and/or site surveys. LAHSA or the City, at its sole discretion, may change the means of measuring this standard via a Change Notice.

COMPLAINTS

54. Contractor shall maintain a Monthly Complaint Log located at the link: www.lahsa.org/contracts.aspx.
55. Contractor shall complete an Incident Report form of all incidents received directly by Contractor located at the link: www.lahsa.org/contracts.aspx.

MATERIALS, EQUIPMENT, AND INVENTORY

56. 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.
57. Contractor shall provide all equipment necessary to perform all services required by this Contract.
58. Contractor shall provide sufficient telephone lines at its site(s).
59. 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

60. Contractor shall provide necessary computer equipment and supplies (e.g., terminals, controller, paper, printer ribbons, etc.) to provide services.
61. Contractor shall report to LAHSA, the loss, vandalism or theft of computer supplies and equipment within 24 hours after discovery. For stolen equipment, Contractor shall contact the local law enforcement agency and submit a copy of the police report to LAHSA within 24 hours of receipt of the police report, excluding weekends and holidays.
62. Contractor shall provide all security for computers and printers and computer access to ensure that the equipment is secure.