



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

**INDEPENDENT LIVING PROGRAM (ILP)
2016-2017 TRANSITIONAL HOUSING FOR FORMER FOSTER YOUTH
SCOPE OF REQUIRED SERVICES (SRS)**

INDEPENDENT LIVING PROGRAM COMPONENT OVERVIEW

1. Independent Living Program Transitional Housing will provide a safe and supportive 24-hour residence for homeless youth who has emancipated from the Foster Care System between the ages of 18 to 21 for up to twenty-four (36) months; when youth enter housing at 18 years of age. All transitional housing programs must work in collaboration with LAHSA and the coordinated entry system that is currently being developed for youth in the Los Angeles Continuum of Care (LA-CoC).
2. Transitional housing for Former Foster Youth:
 - a. Maybe site-based transitional living facilities or provided in scattered site apartments.
 - b. Expected length of stay is up to twenty-four (36) months.

CONTRACTOR OBLIGATIONS

3. The contractor is hereby contracted to provide the number of beds of Transitional Housing and serve the number of unduplicated former foster youth as specified in Exhibit A – Program Profile and Performance Targets during the contract term under this Agreement.
4. Contractor shall ensure that it maintains an average of 95% full occupancy in its transitional housing program for former foster youth.
5. Contractor agrees to maintain and make accessible to youth, the services funded and/or required under this Agreement during the hours identified in the Project Profile section of this Contract.
6. All programs must incorporate harm reduction policies and procedures into their program design and transitional 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 transitional 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. Transitional Housing programs incorporating a harm reduction model must utilize all interventions possible, short of termination from the program to support 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.
7. 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

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Transitional Housing which is located at the following link: www.lahsa.org/contracts.asp and is incorporated herein by reference.

8. Contractor shall provide former foster youth with as much assistance as necessary to comply with the terms of this Agreement.
9. 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.
10. If the program is exempted from participation in the LA CoC HMIS as described above under number 9, 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.
11. For Contractor's providing Short Term Crisis Housing (Emergency Shelter), Medium Term Crisis Housing (Transitional Housing), Reserved Crisis Housing (Bridge Housing) or Permanent Housing, Contractor must enter accurate bed assignment and utilization data into the Los Angeles CoC's HMIS to support the operation of the HMIS Dashboard system, on a daily basis. If the program is exempt from LA CoC HMIS participation the assignment of beds and the discharge of participants will be reported manually in the manner prescribed by LAHSA on a daily basis.
12. Contractor shall manage and ensure that benefits and/or services are provided to eligible former foster youth who are homeless or imminently at-risk of homelessness.
13. Contractor shall submit accurate and timely invoices along with any requested supporting documentation which identifies benefits and services provided to former foster youth. Contractor shall be responsible for reimbursing LAHSA for all charges paid for benefits and services provided to ineligible former foster youth if LAHSA determines that benefits and services were provided to ineligible youth.
14. Contractors must ensure that any housing provided under this contract meets the Department of Housing and Urban Development (HUD)'s applicable habitability standards.
15. Contractor shall post all posters and materials as directed by LAHSA in a manner that is accessible to the public.
16. 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.
17. 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



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factors which include but are not limited to a change in a region's need and agency performance.

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

REFERRALS AND ADMISSIONS

19. Contractor shall ensure that they accept referrals from the County, other ILP/LAHSA providers, Community Stakeholders, and self-referrals from TAY. Subcontractor shall contact the Transition Coordinator or the COUNTY Program Manager to ensure that all youths are eligible prior to admitting him/her into the program
20. Contractor shall ensure that it requests information regarding any known or suspected dangerous behavior of the referred ILP/LAHSA TAY client from the referral source.
21. Contractor shall ensure that it does not discriminate on the basis of race, gender, sexual orientation, or disability and that (WIC Section 16522.1 [a] [1]) youth who were wards of the court as described in Welfare and Institutions Code Section 602 and youth receiving psychotropic medications shall be eligible for consideration in the program and shall not be automatically excluded due to these factors.
22. Contractor shall ensure that it adheres to the fact that ILP/LAHSA TAY have the right to be free from arbitrary or capricious rules; the right to appeal any loss of benefits or services before they are suspended (unless imminent physical harm to someone would result); the right to a grievance procedure.

REQUIRED PROVISION OF SERVICES

23. Contractors providing transitional housing for former foster youth are funded for and shall provide the following services directly to youth participating in the program: case management, 24-hour residential supervision, crisis intervention, security, meals, restrooms and showers.
24. Contractors providing transitional housing for former foster youth shall ensure that the following services are accessible and provided to youth in the program by public or private, nonprofit community partners: physical health care, mental health care, substance abuse/recovery services, education / life skills, and legal services.
25. Use of Independent Living Program funds under this agreement may be used for the provision of required supportive service services, costs associated with the documentation of supportive services and housing provided in HMIS, and/or the costs of operating the ILP housing unit(s).
26. Contractor shall ensure that their ILP program participants sign a housing contract that clearly states the transitional program's rules, including, but not limited to, ILP guidelines, program violation warnings, assessment (withholding of accrued savings upon exit) for damages to the housing unit, and termination procedures.
27. Contractor shall ensure that that it complies with all federal, state, and local housing laws and fire clearance requirements including the California landlord-tenant law (Civil



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- Code Section 1940, et seq.) and/or the Transitional Housing Misconduct Act (Health and Safety Code Section 50580, et seq.) attached hereto as Exhibits ___ and ___
28. The facilities used to house ILP/LAHSA former foster youth may provide private or shared bedrooms with no more than two (2) persons per bedroom, and may be of the following types: single family house; SRO-type units; multi-family units (leased or owned, scattered-site or in one building); shared living space containing more than two beds providing that, at a minimum, there are partitions around each bed with adequate storage space for individual belongings. The facilities must also provide, at a minimum, access to food and cooking facilities, laundry facilities, an accessible and working telephone and basic furnishings provided in the housing unit. All shared bedrooms and bathrooms must be for single-sex use only.
 29. In transitional housing that is configured in separate apartments with private kitchens or individual rooms with large shared kitchens (SRO or Group Home style), ILP/LAHSA former foster youth should be responsible for planning and preparing their own meals and purchasing a portion of their own food as a *managed life skills enhancement component of the program*. The program must provide specific life skills training in nutrition, food budgeting, and meal planning preparation to support the youth in attaining and maintaining these basic life skills. Contractor must ensure that each individual or family has access to sufficient food resources. All meals, whether provided by the program or prepared by the ILP/LAHSA Former Foster Youth, must be complete and nutritionally adequate. Furthermore, Contractor agrees that ILP/LAHSA Former Foster Youth served under this program shall not be required to surrender food stamps in exchange for meals or other services provided by Contractor.
 30. Contractor agrees that an ILP/LAHSA Former Foster Youth's participation in the chores or facility maintenance responsibilities shall not impede upon achievement of the ILP/LAHSA Former Foster Youth's goals.

Confidentiality of Client Information

31. Contractor shall maintain policies and procedure for protecting the privacy and confidentiality of residents.
32. Contractor shall ensure that it respects the ILP/LAHSA Former Foster Youth's right to confidentiality. This right applies to the dissemination, retrieval and acquisition of identifiable information. Contractor shall not release information about an ILP/LAHSA Former Foster Youth's receipt of services without written release of information from the ILP/LAHSA Former Foster Youth.
33. Contractor shall ensure that the ILP/LAHSA Former Foster Youth's right to privacy is respected. Information shall be requested from the ILP/LAHSA Former Foster Youth only when the information is specifically necessary for the provision of services. ILP/LAHSA Former Foster Youth shall not be required to supply information as a



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condition of obtaining services without written documentation verifying the necessity of the information.

ILP/TAY Supportive Services

34. Upon entry into the program, Contractor shall ensure that ILP/LAHSA Former Foster Youth receive at a minimum the following services:
35. Intake – A screening for diversion or an intake will be completed for each former foster youth referred for or seeking transitional housing within 24 hours. The intake will determine the youth's eligibility for services, the circumstances causing or contributing to their homelessness or at imminent risk of homelessness condition. As a part of the intake 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. Screening/Assessment data must be entered into HMIS within 48 hours of admission to the program.
36. Comprehensive Assessment: A comprehensive assessment will be completed for each youth using the LA CoC Standardized Assessment tool for youth that will identify the participant's barriers to permanent housing which will include, but not be limited to, the assessment of the following; physical, mental, psychosocial, and emotional health, history of alcohol and substance abuse, domestic violence, education and employment support, legal and financial needs.
37. Individualized Service Plan (ISP) - The assessment will inform the participant's Individualized Service Plan (ISP) that identifies barriers to the participant's success, prioritizes desired outcomes and documents the strategies and resources to be used in attaining the outcomes. The ISP should specifically stipulate to the services that will be provided, i.e, type and frequency and the assigned staff that will work with the program participant to assist with achieving those goals to be addressed.
38. Independent Living Skills – The goal of the independent living skills training is to assist ILP/LAHSA Former Foster Youth to become self-sufficient and independent. Required independent living skills training courses to be provided under this contract include but are not limited to: budget planning, money management (including basic tax information), meal planning and preparation, basic living skills (i.e. personal grooming/hygiene, doing laundry, etc.), maintenance of one's own living unit, accessing the following resources: legal rights and community resources, mental health and/or substance abuse services, medical and dental care, developing supportive relationships, socialization skills and self-esteem building and other skills required to lead an independent lifestyle. Independent living skills training must be provided in either a group setting and/or on a one-on-one basis with each individual. Contractor will develop a curriculum for the Independent Living Skills training class that all program participants will attend. Contractor must document the participation of each youth in required courses by the use of sign-in sheets, and case notes in participant files.

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Additionally, Contractor is required to demonstrate the increase living skills achieved by each participant through the documentation of pre and posttests to be completed by each youth for all required courses.

39. HOPWA Services - Any participant who self identifies as living with HIV/AIDS must be linked to the housing resources available through agencies funded to provide Housing Opportunities for Persons with AIDS (HOPWA) services.
40. Case Management: Participants will meet with their Case Manager's at least once a week for the first sixty (60) days to establish and assess progress toward personal, housing placement and income goals outlined on the ISP and to document progress in these areas supporting the participant's rapid transition to permanent housing. As the youth achieve their initial goals and progress in the program, the sessions may be decreased to at least bi-weekly to follow-up on the more long term goals on the ISP. They will also assist participants in obtaining additional services needed including but not limited to: mainstream benefits, housing linkages, substance abuse and mental health/health services.
 - A. Contractor shall hire or designate staff to provide case management services to participants in the Program.
 - B. After the intake process, any participant requesting additional services must be assigned to a case manager who, together with the participant, will develop an Individualized Housing and Supportive Service Plan (IHSSP).
 - C. Contractor understands that under this Agreement, case management and the development of the ISP shall consist of the following applicable elements:
 - i. Mainstream Benefits: Contractors must establish procedures for screening participants at program entry and intake for eligibility for mainstream benefits, particularly relative to Supplemental Security Income (SSI) and/or Social Security Disability Insurance (SSDI), and must assist participants in applying for mainstream benefits for which they are eligible.
 - ii. Housing Linkage: Contractor must establish screening procedures to determine eligibility for *all* housing types, including Permanent Supportive Housing, Shelter+ Care, Veteran Affairs Supportive Housing, and Section 8. In addition, participants should also be assessed for market rate housing options. This includes rapid re-housing programs that offer both short and medium term rental assistance.
 - iii. Substance Abuse: Contractor will screen and assess participants for alcohol and substance abuse. Case Managers must provide appropriate referrals to alcohol and substance abuse treatment services based on assessed need.

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- iv. Mental Health and Health Services: Contractor will screen and assess participants for physical and mental health needs. Case Managers must provide appropriate referrals to medical and mental health service providers based on assessed needs of participants. Case managers will ensure participants are linked to the appropriate providers who can determine eligibility for public benefit programs.
- v. Referral Network: Contractors must, at a minimum, maintain the following referral networks: longer-term housing programs; mental and physical health programs; alcohol and substance abuse treatment programs; mainstream benefit programs; vocational counseling/training programs; employment development/placement programs; life skills training programs; support groups; and legal aid programs.
- vi. Referral Procedures: Contractors must establish referral and follow-up procedures to confirm all referrals made to other services. Documentation of referrals made and referral confirmation must be maintained in participant files.
- vii. Employment Development/Placement Programs: Contractors must establish and maintain effective working relationships with employment programs, including Work Source Centers, and assist participants in participating in services to prepare for and obtain employment.
- viii. Job readiness and/or increased skills: The goal of these services is to improve the ILP/LAHSA TAY's financial situation in order to increase his/her ability to live independently.
- ix. Housing Placement: The goal of these services is to assist ILP/LAHSA TAYs with all the tasks involved in locating, obtaining, moving into, and maintaining sanitary, safe, and stable housing. A comprehensive approach to providing these services includes preparing and training ILP/LAHSA TAY in searching for, securing, and maintaining their own housing and developing relationships with landlords and property managers. ILP/LAHSA TAY must also be trained in dealing with landlord-tenant issues.
- x. Employment & School Items: Contractor shall ensure that they assist with obtaining any items that the ILP/LAHSA TAY requires to start and/or maintain employment or schooling. The items include but are not limited to: uniforms, books and supplies, etc.
- xi. Contract shall ensure that they maintain documentation in the TAY record folder that date the item(s) were provided to the ILP/LAHSA TAY.
- xii. Medical & Dental Services: If medical or dental services are needed by the ILP/LAHSA TAY, these services shall be provided by a medical or dental professional who is a Medi-Cal participant or an appropriately licensed (or otherwise legally operating, e.g. COUNTY) clinic or adult day health center that



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may offer services off-site or through a home visit program, including services which are made available on a regularly scheduled basis on-site.

- xiii. Progress Notes: Case managers must routinely document the content and outcome of case management meetings with participants, and document their progress in achieving the desired outcomes.
- xiv. Follow-up Case Notes: Case managers must perform follow-up contact for one month (e.g. phone calls, home visits, etc.) with participants that have achieved successful housing placement goals, and must adequately document the follow-up contact in the participant files.

41. Contractors may designate case management space at the site or at another site (program or administrative) that is reasonably close and easily accessible by program participants. If the case management space is located off-site, contractor must provide transportation to and from the case management site

PARTICIPANT MASTER FILE

42. Contractor shall maintain a file for each youth that contains the following, but not limited to:
- a. Referral Documentation – Initial triage assessment from YCES if applicable
 - b. Comprehensive Standardized Assessment
 - c. Individualized Housing and Supportive Services Plan
 - d. Documentation verifying the youth's eligibility to receive assistance
 - e. Photo of the youth taken at the time of enrollment.
 - f. A copy of the youth's Photo ID
 - g. Required Supportive Services Fees and Rent Fees forms if applicable
 - h. Case Notes (may be printed from HMIS and filed).
 - i. Incident Reports, Notices of Noncompliance.
 - j. Discharge Notices

FEES TO RESIDENTS

43. Transitional Housing may be provided free of charge to all participants. Contractors may not require religious participation as a condition of receiving services and the youth's stay in the housing must not be contingent upon their participation in chores or shelter maintenance responsibilities.
44. Supportive Services Fees: In the event that Contractor charges ILP/LAHSA TAY for supportive services fees, Contractor agrees that the activities for which fees are being assessed must be actual supportive services and not a cost associated with the operation of the facility (i.e. landscaping, security or janitorial services). Supportive services fees are separate from rent fees and should be charged separately. In addition, the cost of providing the supportive service must be incurred by Contractor and not be reimbursed from this ILP contract or from other funding sources. If supportive services fees are charged to participants, the following written documentation must be kept in the files, and must include:
- i. The fee charged each participant and how the fee was calculated;



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- ii. The participant's written acknowledgement of the cost;
- iii. The actual cost of providing the supportive service and the method used in determining the costs;
- iv. A determination that the fee charged each participant is reasonable based on the level of service received; and
- v. Documentation showing how the combination of rent and/or supportive service does not hinder the participant's recovery to self-sufficiency.

45. Rent Fees: Contractors are not required to charge participants any rent. However, if rent fees are charged, Contractor must clearly define standards of charging clients for rent and specify that the charge is for the rental of the housing unit in a Transitional Housing Rental Agreement. The rent cannot exceed the higher of 30% of the monthly adjusted income or 10% of the monthly gross income of the ILP/LAHSA TAY participant. Rent calculations must be reviewed at least annually and appropriate adjustments must be made. Supportive Services costs are calculated separately and will not be factored into the maximum rent fee calculation. If contractor is unable to enforce the above policies due to financial limitations, LAHSA will review fees on a case-by-case basis.

If rent fees are charged to participants, the following written documentation must be kept in the files:

- i) Exhibit U of the agreement must be used to calculate the amount of the client's rent;
- ii) The participant's written acknowledgement of the cost;
- iii) Documentation showing how the combination of rent and/or supportive service fee does not hinder the participant's recovery to self-sufficiency.

46. The total amount of rent and supportive services fees charged to each client shall not exceed 30% of the client's monthly adjusted income.

47. Contractor shall refund a minimum of 75% of the total rent and supportive service fees collected to each client upon their exit from the program, and demonstrate the client's acknowledgement of receiving said refund.

48. Assessment of Repair Costs for Damages Caused to Housing Units by ILP TAY.

Contractor may assess the costs of damages caused to an ILP housing unit by ILP participants and require the TAY responsible for causing the damages to pay for repair costs to the unit by withholding the total amount for the cost of repairs from the TAY's savings refund upon their exit from the program, only if:

- i. The requirement for the payment of repair costs for damages from the TAY's savings account is stated in writing in the ILP program rules, lease or occupancy agreement, and must signed by the ILP participant, and the ILP participant must receive a copy of the signed document.
- ii. Contractor performs an assessment of the damages caused and the cost of repairs required, and provides the ILP participant with an itemized list of the



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repair costs that will be deducted from their savings account balance to pay for repairs upon exit from the program within a reasonable timeframe after such damages occur.

- iii. Assessments for repair costs may not include normal wear and tear or maintenance costs associated with the use of the housing unit.
- iv. The total amount of repair costs charged to the ILP participant must be equal to or less than the amount the participant has in their savings account. If the total amount of repair costs exceeds the total amount of the participant's savings, the balance of the repair costs must be paid by the Contractor from other sources including, but not limited to funds provided under this ILP contract.

UNCLAIMED ILP/LAHSA TAY SAVINGS

49. If an ILP/LAHSA TAY exits the program without collecting their savings; CONTRACTOR shall ensure that it attempts to locate the TAY for one year for purposes of returning unclaimed funds that a young person was not paid upon exit. Contractor shall contact the ILP/LAHSA TAY discharge address, relatives/caring adults, previous employer, or through the internet, etc. in an attempt to locate the ILP/LAHSA TAY.

If Contractor has not located the ILP/LAHSA TAY after one year, the funds shall be retained by the subcontractor in an account for the youth. Any unclaimed funds that belong to the youth that go beyond two years will be subject to state banking laws regarding unclaimed funds. Any unclaimed County funds held on account for the ILP/LAHS TAY shall be returned to the County at the end of the second year following the youth's departure to following address:

DCFS Transitional Housing Program
Youth Development Services
Attention: Program Manager
3530 Wilshire Blvd. 4th Floor
Los Angeles, CA 90010

50. Contractor shall provide LAHSA with the Follow-Up Services Form for each ILP/LAHSA TAY who left without claiming their savings, and an accounting of all unclaimed funds at the end of each contract period to Rhonda Johnson, Homeless Systems Analyst at 811 Wilshire Blvd, 6th floor, Los Angeles, CA 90017. Contractor shall identify the names of the ILP/LAHSA TAY and total amount of his/her unclaimed funds. The unclaimed funds shall be separated into two amounts, incentives paid with County funds, if any, and youth's other incomes.
51. Contractor shall provide LAHSA with the Follow-Up Services Form for each ILP/LAHSA TAY who left without claiming their savings, and an accounting of all unclaimed funds at the end of each contract period to Rhonda Johnson, Homeless Systems Analyst at 811 Wilshire Blvd, 6th floor, Los Angeles, CA 90017. Contractor shall identify the names of the ILP/LAHSA TAY and total amount of his/her unclaimed funds. The unclaimed funds shall be



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separated into two amounts, incentives paid with County funds, if any, and youth's other incomes.

52. Contractor shall ensure that it maintains documentation of the program's attempts to locate the ILP/LAHSA TAY in their record folder.
53. Contractor shall ensure to the extent possible, that their program offers incentives to ILP/LAHSA TAY to encourage their participation in post program assessments and outcomes. Monetary incentives may not be paid for with County funds.

PSYCHIATRIC EMERGENCIES, USE OF DRUGS & ALCOHOL, AND SAFETY

54. Contractor shall maintain policies and procedures for promptly and appropriately responding to mental health crises and issues, including procedures that ensure residents' ability to remain in the program and receive appropriate referrals for treatment and services. Staff should have experience in understanding the conditions surrounding a psychiatric emergency or decompensation, the knowledge of the necessary assistance to assist the resident at the time of the crisis, and the ability to provide that assistance or contact the appropriate entity to provide that assistance.
55. Contractor shall maintain policies and procedures for drug and/or alcohol use, including procedures that ensure residents' ability to remain in the program and receive appropriate referrals for treatment and services.
56. Contractor shall maintain policies and procedures for ensuring the safety and security of staff and residents, including violence and the sale and use of substances.

DISCHARGE & FOLLOW-UP

57. Contractor shall use the 2016 Independent Living Program Satisfaction Survey provided by LAHSA to conduct exit interviews with participants.
58. Contractor shall ensure that it completes the Follow-Up Services Form, 60 Day Contact Form, 90 Day Contact form, Six Month Contact Form, and One Year on every youth discharge from the program with whom the agency is able to maintain contact information.



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EDUCATION

59. Contractor must, as required by the McKinney-Vento Act and as amended by the HEARTH Act, provide documentation that demonstrates that Contractor has established education-related policies and practices for youth enrolled in Contractor's program. The Contractor must not only document Contractor's education-related policies and practices for Contractor's clients, but also document the process by which the Contractor established these policies and practices to ensure compliance with the McKinney-Vento Act, as amended by the HEARTH Act.
60. Contractor must, as required by the McKinney-Vento Act and as amended by the HEARTH Act, designate a staff person to ensure that children participants are enrolled in school and connected to the appropriate services within the community. Contractor must document, in writing, its process for identifying/hiring a designated staff person, including any budget or resource implications, to ensure compliance with the McKinney-Vento Act, as amended by the HEARTH Act.

LENGTH OF STAY

61. Programs are encouraged to limit the maximum length of stay for former foster youth in Transitional Housing to twenty-four (36) months. The length of stay in ILP transitional housing is governed by ILP participant eligibility requirements that allow youth to be served from the age of 18 to their 21st birthday. Given these requirements it is possible for an eligible youth who enrolls in the program on their 18th birthday or shortly thereafter to remain in the ILP transitional housing program for up to 3 years, or until the ILP participant reaches their 21st birthday.

PERSONNEL

62. Contractor shall ensure that all staff and volunteers that will work with or come into contact with former foster youth or the children of TAY headed households are finger printed and pass a criminal background (Life Scan) check before working with youth in the program.
63. Contractor shall provide 24 hour residential management and security services by qualified staff to ensure the safety of all participants and staff.
64. Contractor shall ensure that it provides LAHSA with a contact number for use in emergency / urgent incidents / circumstances that arise after normal business hours (Monday through Friday from 8:00 A.M. to 5:00 P.M.), on weekends and COUNTY holidays. Contractor shall ensure that their emergency contact staff person(s) respond back LAHSA within three (3) hours of being contacted.
65. Contractor shall ensure that it does not permit any employee to perform services hereunder while under the influence of any alcoholic beverage, medication, narcotic, or other substance, which might impair the employee's physical or mental performance.
66. Contractor shall assign a sufficient number of staff with background experience and expertise to provide the services required in the Statement of Work.
67. Contractor shall provide bilingual staff to meet the needs of the homeless and imminently at-risk of homelessness youth receiving services and benefits. When a youth's primary language is other than English or the youth is hearing-impaired, information shall be

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provided either through written materials in the appropriate language or by presentation of an interpreter in the language the youth understands.

68. 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).
69. 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.
70. Contractors shall provide training programs for all new employees and continuing in-service training for all employees.
71. 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.
72. Contractor employees performing services under this Contract shall attend regular Mandated Reporter trainings provided by the Department of Children and Family Services.
73. 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.

FACILITIES

74. Contractor shall operate a clean, safe and well-maintained Transitional Housing Program for former foster youth in a facility or scattered site apartments located at the Project Address(s) specified in the Program Profile of this Contract.
75. The facilities used to provide transitional housing for former foster youth may provide private or shared bedrooms with no more than two (2) persons per bedroom, and may be of the following types: single family house; scattered site apartments, single-site facility with sleeping accommodations in multiple rooms. 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. The facilities must also provide, at a minimum, cooking facilities, 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.
76. Contractor shall provide each youth with as much privacy and personal space as possible. Each youth 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.
77. Contractor shall ensure that their transitional housing sites are in a safe neighborhood and that the sites are maintained in good condition with regard to paint, plumbing, electricity, and other basic up-keep to the property.



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78. Contractor shall procure all applicable licenses or permits necessary to meet the code regulations required to operate the Program funded under this Agreement.
79. Contractor shall provide trained security personnel and/or appropriate security measures for the safety of former foster youth and staff.
80. Contractor shall provide two (2) meals per day to each youth. In lieu of a meal, contractor may offer a "sack lunch" for consumption if the youth will leave the site for the day.
 - a. Meals must be served in an area specifically designated for meal consumption where adequate space for comfortable, seated dining is available to each youth
 - b. Meals must be nutritionally adequate in accordance with U.S. Department of Agriculture guidelines
 - c. If kitchen facilities are not available on site, provisions must be made for external food sources to be brought in or arrangements must be made for adequate meals for each youth served by the program.
81. Health and Safety:
 - a. Clean and Safe Facilities: Contractor shall ensure that shelter facility meet all local State, and federal health and safety requirements. Contractors must ensure that all 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
 - b. Inspections: Authorized representatives of City 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 former foster youth. The city and LAHSA reserve the right to conduct unannounced site visits, as deemed necessary.
82. 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.
83. Contractor shall be provided with a written report as to the conditions at the facility and shall either correct any and all deficiencies within thirty (30) calendar days of receipt of the report or may request an extension of time from the appropriate Public Health or Fire Department to make such corrections. Contractor shall forward a copy of the Health or Fire Department's response to LAHSA. Failure to permit inspection or cure the defect(s) in a timely manner will be considered a material breach of this contract and will result in LAHSA taking remedial actions up to and including termination of this Agreement.

COMMUNITY BASED COLLABORATIVE REQUIREMENTS

84. The Youth Coordinated Entry System (YCES) is a collaborative, community based response being developed to address youth homelessness in the LA CoC and is projected to be



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coordinated at the Service Planning Area or regional level. Contractors shall actively participate with LAHSA, the city and county and other nonprofit providers and community stakeholders in the development of the system. Said participation will include, but not be limited to; building and maintaining a collaborative of community partners that can provide crisis housing and access to permanent housing, information, supportive services and resources that homeless youth need to become stably housed. Contractor shall manage the relationships with its community partners to ensure their partners actively participate in the collaborative and make services available to eligible youth.

85. 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.
86. The Continuum of Care (CoC) wide coordination of the project will be overseen by the LAHSA Youth Systems Integration Manager (YSIM). Contractors funded under the program are required to work closely with the YSIM to ensure coordinated and standardized operations across all regions in the Continuum.
87. 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.
88. Contractor shall ensure collaboration and leveraging of resources with Community Partners to provide any additional services that the youth may require. Contractor shall have formal, written agreements in place with community partners, and a liaison established with the Los Angeles County Department of Children and Family Services (DCFS) for the provision of child welfare and Independent Living Program (ILP) services for the homeless youth served by the system. Contractors shall be able to demonstrate direct and coordinated links to community partners.

HMIS ENROLLMENT AND DOCUMENTATION OF SERVICES

89. In order to provide well-coordinated support for youth and manage the limited resources available in the CoC, Contractors shall utilize HMIS to track youth served and the benefits provided.
90. Contractor shall ensure that all youth served sign the HIMS Interagency Data Sharing consent for granting other providers access to their information.
91. Contractor shall ensure they collect all required data in HMIS for all youth served and enter that information into HMIS within the following timeframes:
 - a. Create the youth's record in HMIS within one (1) business day of the youth's initial screening for benefits and program enrollment.
 - b. Contractor must utilize the bed assignment function in HMIS to assign the youth to a numbered bed in the crisis housing program / facility on the same day that the youth actually enters the facility.
 - c. Update the youth's standardized assessment in HMIS within one (1) business day of the standardized assessment.

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- d. Update the youth's housing status within one business day
 - e. Update information on services provided to the youth within a 2-day period following the provision of services.
 - f. If applicable, update information on financial assistance benefits provided to the youth no later than the same business day as the benefits are requested.
92. Contractors shall run weekly data evaluation reports to ensure that all data entered in HMIS is accurate, complete and meets the requirements for timely data entry. Contractors should maintain verification on file that these validation reports were run, reviewed, and that corrections were made.
93. 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.

PROGRAM REPORTS

94. Contractor shall submit a report of youth served the benefits and services provided to youth, complaints, and other reporting requirements as required by the city and LAHSA, including:
95. HMIS Enrollment: Contractor shall ensure that all required information for each ILP/LAHSA TAY admitted to the transitional housing program is entered into the HMIS system, and that the youth is enrolled in the program in HMIS within 3 days of the youth's entry into ILP transitional housing.
96. Bed/Unit Assignment: Contractor shall ensure that each ILP/LAHSA TAY enrolled in the program is assigned to a bed or unit in the program upon HMIS enrollment, and shall ensure that youth bed/unit assignments are kept up to date in the HMIS system.
97. HMIS Case Notes: Contractor shall ensure that staff document all pertinent information regarding the ILP/LAHSA TAY's participation in the program in case notes in HMIS. Such information will include, but not be limited to; achievement of goals in the youth's ISP, program noncompliance, program rule violation warnings, corrective actions, special incident reports involving the youth, etc.
98. Discharge/Closing Report: Contractor shall ensure that a Discharge/Closing Report is prepared and maintained for each ILP/LAHSA TAY leaving the program. The report shall include, but not be limited to: (1) a closing summary of information documented in the TAY case file folder; (2) the ILP/LAHSA TAY progress while participating in the ILP/LAHSA Program, including completion of a high school diploma or GED certificate, if employed at admission and discharge, and if the youth reports having a consistent relationship with a caring adult, and (3) the reason for the ILP/LAHSA TAY leaving the program. The Discharge/Closing Report shall be filed in the ILP/LAHSA TAY case file. The Discharge Report will be made available upon request.
99. Required Monthly Program Roster: Contractor shall maintain accurate information recorded in HMIS on each ILP/LAHSA TAY youth served in the program including first and last name, telephone number, address of living unit, agency providing service and date of admission, length of stay in days, and discharge date (if applicable). LAHSA shall attempt to pull this roster information out of HMIS on the 3rd of each month for the prior month of service. If LAHSA is unable to pull accurate and complete information from the system due to data errors or incomplete data entry, LAHSA will notify



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- Contractor who must then submit the Monthly Program Roster information in Microsoft Excel Workbook format by the 5:00 PM on the 4th calendar day of the month.
100. Quarterly Reports: Contractor shall provide a Quarterly Report on the achievement of the program's goals by the 7th calendar day of the month following the end of the quarter. Due to the fact that these reports are derived from data in HMIS, the Contractor is responsible to ensure that all client data is complete and accurate prior to the report due date.

 101. Special Incident Reports (Exhibit A-2): CONTRACTOR shall ensure that it submits copies of Special Incident Reports to the County Program Manager at the following address within twenty-four (24) hours following an incident.

DCFS Transitional Housing Program
Youth Development Services
Attention: Program Manager
3530 Wilshire Blvd. 4th Floor
Los Angeles, CA 90010

102. Annual ILP/LAHSA Report: Contractor shall complete an Annual ILP/LAHSA TAY Report on all ILP/LAHSA TAY in its care during the Contract year and email a copy to Rhonda Johnson, Program Analyst within 10 days after the close of the contract. The annual report will include but not be limited to the number of TAY served, number discharged, and the number of TAY who completed their high school diploma or GED certificate, percentage of ILP/LAHSA TAY employed at admission and discharge, percentage of ILP/LAHSA TAY who report having a consistent relationship with a caring adult.

FRAUD REFERRALS

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

CUSTOMER SERVICE

104. Contractor shall implement an active Customer Service Program in order to secure feedback from youth 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.
105. LAHSA and/or the city will monitor for the quality of the Contractor's Customer Service with randomly selected youth 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.



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MATERIALS, EQUIPMENT, AND INVENTORY

106. 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.
107. Contractor shall establish and maintain an inventory to include the following information when materials/equipment are purchased with LAHSA funds:
 - a. Name and phone number of Contractor's contact person where equipment is located;
 - b. Address where equipment is located;
 - c. Type of equipment;
 - d. Brand and model number of equipment;
 - e. Cost of equipment, funding source(s), and amount of LAHSA funds used in the purchase, as appropriate.
108. 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.
109. 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.
110. 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.
111. Contractor shall provide all equipment necessary to perform all services required by this Contract.
112. Contractor shall provide sufficient telephone lines at its site(s).
113. 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

114. Contractor shall provide necessary computer equipment and supplies (e.g., terminals, controller, paper, printer ribbons, etc.) to provide services.
115. 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.
116. Contractor shall provide all security for computers and printers and computer access to ensure that the equipment is secure.