



This Scope of Required Services (SRS) for Family Solutions Centers funded under the Homeless Family Solutions System contains a written summary of and links to detailed information regarding the services that must be provided to eligible homeless families seeking assistance to resolve their housing crisis. This SRS and the documents that are linked hereto in combination with the Program Profile (Attachment C) and the (SOW) Funding Summary contained in all applicable schedules, together, comprise the entire Statement of Work for Family Solution Center services.

HOMELESS FAMILY SOLUTIONS SYSTEM 2015-16 FAMILY SOLUTIONS CENTERS SCOPE OF REQUIRED SERVICES (SRS)

SYSTEM OVERVIEW

1. The Homeless Family Solutions System (HFSS) assists families who are either homeless or at-risk of homelessness secure and/or retain permanent housing. The work under this Contract provides services and housing assistance benefits to families who are homeless or at-risk of homelessness at regionally located Family Solutions Centers (FSCs). The FSC shall provide a centralized and coordinated point of responsibility for each region's family homeless system with the ultimate goal of diverting homeless families away from the crisis housing system and assisting them with securing permanent housing as rapidly as possible.

DEFINITIONS

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

CONTRACTOR OBLIGATIONS

3. Contractor agrees to maintain and make accessible to families, the services funded and/or required under this Agreement during the hours identified in the section of this Contract.
4. Contractor shall provide families with as much assistance as necessary to comply with the terms of this Agreement.
5. Contractor shall manage and ensure that benefits and/or services are provided to eligible homeless and families who are imminently at-risk of homelessness.
6. 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.
7. Contractor shall track all benefits and services provided to families by funding source in HMIS and in the agency's general ledger. All expenditures shall be reconciled to ensure accuracy.
8. Contractor shall not discriminate against families in regard to the denial of enrollment for any services provided by the FSC or the provision of ongoing services in the project based upon the age or gender of minor children in the family. Contractor shall not



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discriminate against family type or family composition pursuant to Section 404 of the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act of 2009 and the LAHSA definition of family eligibility contained in this SRS.

The LAHSA definition of family includes 2-parent and 1-parent families, including those with same sex partners, families with intergenerational or extended family members, unmarried couples with children, families that contain adults who are not the biological parents of the children, and other family configurations.

9. 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 individuals and families 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.
10. Contractor must, as required by the McKinney-Vento Act and as amended by the HEARTH Act, must 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.
11. Contractor shall operate a clean, safe, and well-maintained Program at the Project Site identified above in the Project Site Location(s) field of this Statement of Work.
12. 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.
13. Contractor shall procure all applicable licenses or permits necessary to meet the code regulations required to operate the Program funded under this Agreement.
14. The Continuum of Care (CoC) wide coordination of the project will be overseen by the LAHSA Family Systems Integration Manager (FSIM). Each FSC funded under the program is required to work closely with the FSIM to ensure coordinated and standardized FSC operations across all regions in the Continuum.
15. Contractor shall monitor performance of all 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.
16. Contractor shall ensure that the Program Director or Senior Program Manager in charge of FSC operations attends and participates in regular mandatory system and service



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coordination meetings to be held at LAHSA or at various locations throughout the County.

17. Contractor shall have a Family Response Team (FRT) and FSC Case Management Team, designed to support each family.
18. Contractor shall provide a work space for each out-stationed DPSS HCM, DPH Substance Use Counselor, and DMH Mental Health Staff. The work spaces shall include the following:
 - a. Desk and chair.
 - b. Telephone.
 - c. Locking cabinet.
 - d. Access to a copier and fax machine.
 - e. Private area to conduct family interviews.

PERSONNEL

19. Contractor shall employ at least one (1) full-time equivalent (FTE) professional clinician who holds at a minimum a Master's Degree in Social Work (MSW) or equivalent degree and who has at least 3 years' experience providing services to homeless and at-risk families.
20. Contractor shall assign a sufficient number of staff with background experience and expertise to provide the services required in the Statement of Work.
21. Contractor shall provide bilingual staff to meet the needs of the homeless and imminently at-risk of homelessness families receiving services and benefits from the FSC. When a family's primary language is other than English or the family 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 family understands. Contractor may utilize an interpreter provided by the family (e.g., a relative or friend), if the family 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 family's request.
22. 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).
23. 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.



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24. Contractors shall provide training programs for all new employees and continuing in-service training for all employees.
25. 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.
26. Contractor employees performing services under this Contract shall attend regular Mandated Reporter trainings provided by the Department of Children and Family Services-Skid Row Access Team.
27. 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.
28. 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 family's name on the document. No financial assistance may be issued directly to the families. Contractors shall track, coordinate, and issue direct financial assistance available through the FSC.
29. Contractor shall submit accurate and timely invoices along with any requested supporting documentation which identifies benefits and services provided to families. Contractor shall be responsible for reimbursing LAHSA for all charges paid for benefits and services provided to ineligible families if LAHSA determines that benefits and services were provided to ineligible families.
30. Contractor shall post all posters and materials as directed by LAHSA in a manner that is accessible to the public.
31. 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.

COMMUNITY BASED COLLABORATIVE REQUIREMENTS

32. The Homeless Families Solutions System is a collaborative, community based response to family homelessness in the LA CoC and is coordinated at the Service Planning Area or regional level through Family Solutions Centers (FSC's). Contractors shall build and maintain a collaborative of community partners that can provide crisis and access to permanent housing, information, supportive services and resources that homeless families 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 families.

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33. Contractor shall ensure collaboration and leveraging of resources with Community Partners to provide the following services: crisis housing resources, access to permanent housing, permanent supportive housing, mainstream benefit enrollment, disability benefits advocacy, employment development, supportive services before and after placement in permanent housing as needed, crisis and interim housing linkage, housing location & stabilization services, targeting for housing choice Section 8 vouchers, information & referral, coordination with school district liaisons, childcare services, legal services, medical and mental health services, and substance use, etc.
34. Contractor shall have formal, written agreements in place with community partners, or in the case of County of Los Angeles (“COUNTY”) services, a liaison established with the County Department, for the provision of the following service types to the homeless families served by the system. Contractors shall be able to demonstrate direct and coordinated links to community partners.
35. Contractor shall coordinate regional case review 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 regional service coordination meetings should occur no less than 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.
36. Contractor shall represent the HFSS at other regionally coordinated collaborative meetings related to the delivery of housing and services to those experiencing homelessness and extreme housing instability. This includes ongoing coordination with 211 LA County, the First 5 LA Supportive Housing for Homeless Families Collaborative, and the Supportive Services for Veteran Families.
37. FSCs must, at a minimum, maintain the following referral networks in addition to those networks created through the HFSS:
 - a. Crisis Housing
 - b. Mental and physical health;
 - c. Alcohol and substance abuse treatment;
 - d. Mainstream benefits;
 - e. Adult education and
 - f. Vocational counseling/training;
 - g. Life skills.
38. FSCs must establish referral procedures to confirm that referrals made to other services were completed by FSC families. Documentation of referrals made and referral confirmation must be maintained in the family’s hard copy file and in HMIS.
39. If possible, the FSCs shall offer partner agencies facility space if available for the provision of medical, mental health or other professional supportive services on-site.

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40. FSC's shall refer CalWORKs WtW families assessed as having a need for on-the-job training will refer families to the Outstationed HCM for assistance with accessing the CalWORKs WtW Temporary Subsidized Employment Program. Families may also be referred to other community based employment/vocational assistance programs; however the services will not be funded by DPSS through the HFSS.
41. FSC's shall refer CalWORKs WtW families assessed as needing mental health services to the DPSS funded DMH contracted mental health service provider. Families may also be referred to other community based mental health providers; however the services will not be funded by DPSS through the HFSS.
42. FSC's Manager shall refer CalWORKs WtW families assessed as needing substance abuse services to the collocated DPH contracted substance use provider. Families may also be referred to other community based recovery support services providers; however those services will not be funded by DPSS through the HFSS.

NOTE: All linkages referenced above should be made to assist the family with housing stability; however, HFSS mandates the use of the Housing First principle, in which households may refuse any services without negatively impacting their participation in the HFSS.

HMIS ENROLLMENT AND DOCUMENTATION OF SERVICES

43. In order to provide well-coordinated support for families and manage the limited resources available in the CoC, Contractors shall utilize HMIS to track families served and the benefits provided.
44. Contractor shall ensure that all families served sign the HMIS Interagency Data Sharing Consent for granting other FSC providers access to their information.
45. Contractor shall ensure they collect all required data in HMIS for all families served and enter that information into HMIS within the following timeframes:
 - a. Create the family's record in HMIS within one (1) business day of the family's initial screening for benefits.
 - b. Update the family's standardized assessment in HMIS within one (1) business day of the standardized assessment.
 - c. Update the family's housing status within one business day
 - d. Update information on services provided to the family within a 2-day period following the provision of services.
 - e. Update information on financial assistance benefits provided to the family no later than the same business day as the benefits are requested.
46. 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.



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47. 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

48. Contractor shall submit a report of families served, the benefits and services provided to families, complaints, and other reporting requirements as required by system funders to LAHSA.
49. Reporting requirements are outlined in the HFSS-FSC Reporting Matrix. The matrix is located at the following link: www.lahsa.org/contracts.asp and is attached hereto and incorporated herein by reference.

FAMILY ELIGIBILITY FOR SERVICES

50. The Eligibility Requirements for HFSS-FSC Services and Benefits is located at the following link: www.lahsa.org/contracts.asp and is attached hereto and incorporated herein by reference. The Services and Benefits Requirements should be referenced when determining for what benefits and services a family may be eligible.
51. Contractors shall assess families seeking assistance with stabilizing a housing crisis and will develop a housing and supportive services plan based on the family's eligibility for services and the family's level of need. Families may be eligible for differing benefits and services based on the family's individual strengths and challenges to long-term housing stability.
52. FSC Case Managers shall develop an individualized housing and supportive service plan based on the standardized assessment. Because a family's situation will change over time, the FSC must update the family's case plan on a quarterly basis.
53. FSC's must update a family's housing and supportive service plan on a quarterly basis from the family's initial entry into the system. Contractors shall track all services and benefits provided to eligible families.
54. Families who identify as fleeing a domestic violence situation must be immediately connected with and provided placement into a domestic violence shelter at a confidential location to ensure the safety and well-being of the family.
55. Contractors are also required to work collaboratively with domestic violence shelters to ensure that FSC services are made available to eligible families participating in the domestic violence system.

SERVICES AND BENEFITS

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56. The FSC Eligibility and Assistance Matrix is located at the following link: www.lahsa.org/contracts.asp and is attached hereto and incorporated herein by reference. The Matrix should be referenced when determining for what benefits and services a family may be eligible.
57. Contractors shall provide the following services and benefits to eligible families:
- a. Standardized Assessment: Contractors shall complete a comprehensive standardized assessment on all families seeking assistance with a crisis housing situation. Contractors must utilize the same assessment tools, best practice strategies for assessments and housing interventions
 - b. Diversion: Contractors shall assist families seeking emergency shelter access other temporary or permanent housing resources that may be available to them prior to being referred to the homeless system of care.
 - c. Housing and Supportive Service Plan: Contractors shall develop a housing and supportive service plan for each family assessed. The housing and supportive service plan shall focus on rapidly connecting families to permanent housing and will outline the community-based services which families shall be linked with in order to promote their long-term housing stability.
 - d. Housing Search and Placement: FSC staff will provide housing location services. Staff will be responsible for establishing working relationships with landlords within the community, identifying available and appropriate housing units, cataloging unit specifications, calculating monthly rent amounts, and determining that the housing meets or exceeds habitability and rent reasonableness standards. The FSC will also be responsible for building relationships with landlords and property management companies, reviewing and negotiating leases with landlords/property managers and conducting unit site visits. FSC staff is responsible for ensuring that housing meets all habitability and housing quality standards set forth by HUD. FSC staff will be required to conduct inspections, verify property ownership, and conduct rent reasonableness surveys for each apartment receiving direct financial assistance through this program.
- Housing Stabilization Case Management: Contractor will provide housing stabilization services to families. These services will be provided prior to and after permanent housing is secured and should be focused on coordinating and delivering services that promote long term housing stability. Housing Stabilization services may include, but are not limited to: home visits, information and referral, a minimum of monthly face-to-face meetings with the family, assistance with budgeting / money management, assistance with accessing County services and the services provided by FSC community partner agencies.
- e. Direct Financial Assistance: FSC's shall assess a family's eligibility for homeless assistance programs and assist families develop financial assistance plans that will ensure their success in securing and retaining permanent housing. This

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coordination may include the financial assistance available through the funding streams included in this HFSS contract, resource coordination agreements with other funding entities, or resources coordinated through regional partnerships at the FSC level.

- f. Follow-Up Services: Contractor shall provide a follow-up contact with each family no less than 6 months following their exit from the FSC case management.

FAMILY RESPONSE TEAM (FRT)

58. The FRT shall be the first point of contact within the FSC. The FRT shall quickly screen all homeless families referred, divert families from the shelter system, connect literally homeless families to crisis housing and address families' immediate needs. The FRT shall gather pertinent information from the family and complete the pre-screening/triage tool which is designed to assist service providers target families towards the most appropriate housing intervention. Based on information gathered, the FRT shall implement the crisis housing portion of the family's supportive service and housing plan to address the family's immediate housing and other crisis needs.

59. The FRT shall assist families to navigate the homeless system from receipt of referral to acceptance into an appropriate permanent housing program (such as rapid re-housing through the FSC case manager, First 5 LA Supportive Housing for Homeless Families program or Supportive Services for Veteran Families), or other appropriate permanent housing option.

60. To accomplish the above tasks, the FRT shall:

- a. Intentionally Deleted
- b. Receives, screens and triages referrals from walk-ins and other collaborative partners between 8 am and 5 pm Monday through Friday.
- c. Work in coordination with the FSC Case Management team and crisis housing providers to ensure seamless and integrated care for homeless families in the SPA.
- d. Schedules an appointment with an FSC case manager within one business day of the initial screening for completion of the standardized assessment. Families will be prioritized for appointments based on their assessed level of challenges to securing permanent housing.
- e. Diverts families to other sources of assistance when possible.
- f. Assist families in securing crisis housing while preferably keeping families close to employment, the children's school and community based supportive services.

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- g. The FSC must work with an HFSS Crisis Housing Agency, preferably in their SPA area.
- h. If the family has an option for housing and may be able to avoid entering the crisis housing system, the FRT will work with the family to connect them with housing. Such assistance may involve negotiating an alternate housing option to stay with family/friends/current landlord. If the family does not have an option for housing, the FRT will arrange for immediate crisis housing, either shelter or motel, and provide transportation services to location.
- i. Screen and immediately address safety concerns; families with identified safety concerns such as domestic violence will be immediately connected to a domestic violence shelter provider.
- j. Conducts child safety screenings: As homeless families are screened/assessed and served by the FRT and case management teams, any concerns of child abuse or neglect will be brought to the attention of the FSC Program Manager. The Program Manager will evaluate the family, and if child abuse or neglect is suspected, the Program Manager shall contact the DCFS Hotline and complete the applicable DCFS Reporting documents.
- k. Develops and implements crisis housing plans. If the family has an option for housing and can avoid entering the crisis housing system, the FRT will work with the family to connect them with that housing. Such assistance may involve negotiating an alternate housing option to stay with family/friends/current landlord. If the family does not have an appropriate option for alternative housing, the FRT will arrange for immediate crisis housing, either through a crisis housing provider or motel vouchers, and provide transportation services needed. Whenever possible, families shall be diverted from the crisis housing system.
- l. Connect families to immediate supportive services as needed such as mental health, health, substance abuse, child care, employment, etc.
- m. Coordinate with the DPSS Homeless Case Manager for eligibility for CalWORKs Benefits and Services.
- n. Provide transportation assistance for the purposes of stabilizing the current housing crisis.
- o. Conduct follow-up activities to ensure completion of the crisis housing plan.

FSC CASE MANAGEMENT/RAPID RE-HOUSING PROGRAM

61. FSC Case Management Team shall provide comprehensive standardized assessments, ongoing case management, permanent housing and services plan, housing retention services and connect families to supportive services within their community. The FSC Case Managers shall continue to provide housing retention support to ensure the family

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remains housed and stable. They will work collaboratively with out-stationed County staff and/or Contractors to facilitate increased income, mental health, and/or substance abuse treatment.

62. FSC Case Managers shall complete a Standardized Assessment for each family accessing services which shall include an assessment of the family's eligibility for all homeless assistance programs and community based supportive services.
63. Based on the information gathered during the Standardized Assessment, the FSC Case Manager shall, in conjunction with the family, develop a housing and supportive service plan that will best assist the family to resolve their current housing crisis and assist the family in retaining permanent housing for the long-term. The Standardized Assessment shall identify at minimum:
 - a. Any current or potential safety issues,
 - b. Family composition,
 - c. The family's strengths,
 - d. The family's eligibility for assistance through other resources,
 - e. Challenges to long-term housing stability.
 - f. History of homelessness,
 - g. Employment/educational history,
 - h. Health history,
 - i. Criminal history,
 - j. Use of emergency or other homeless resources.
64. Contractors must utilize the standardized assessment process, including all forms, tools, and data collection requirements, adopted by the HFSS.
65. The County DPSS Out-stationed Homeless Case Manager will assess the family's eligibility for mainstream benefits through the DPSS CalWORKs Program.
66. Contractors shall coordinate with the DPSS Outstationed CalWORKs Homeless Case Manager (HCM) and Department of Public Health (DPH) Substance Use and DMH Clinical staff to serve CalWORKs eligible families.
67. Families receiving rapid re-housing assistance must meet with the FSC Case Manager at a minimum of once monthly or more often if indicated by the coordinated housing and service plan to monitor progress towards stability in permanent housing and to make adjustments to the coordinated housing and service plan as appropriate.
68. Conducts child safety screenings: As homeless families are screened/assessed and served by the FRT and FSC Case Management teams, any concerns of child abuse or neglect will be brought to the attention of the FSC Program Manager. The Program Manager will evaluate the family, and if child abuse or neglect is suspected, the Program Manager shall contact the DCFS Hotline and complete the applicable DCFS Reporting documents.



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69. Monitor and coordinate the use and disbursement of financial assistance.
70. Transportation assistance for the purposes of securing and retaining permanent housing.
71. Follow-up activities to ensure completion of the coordinated housing plan.

COORDINATION WITH CRISIS AND PERMANENT HOUSING PROVIDERS

72. The FSC Case Manager will remain the family's primary case manager as it relates to stabilization in permanent housing, locating permanent housing, and coordination of the family's financial assistance plan.
73. Contractor shall work with crisis and permanent housing providers to manage and maintain coordinated waiting lists for crisis housing, permanent supportive housing, and other permanent housing resources and ensure the timely tracking and filling of vacancies.
74. Contractors must ensure that crisis and permanent housing meets all applicable habitability standards.
75. In addition to the housing inventory which LAHSA will make available to the Contractor, Contractor shall be responsible to identify, access, and maintain additional inventory of temporary and permanent housing resources for homeless families. The Housing Inventory shall include the following elements:
 - a. Formal name of shelter/housing program and legal name of agency operating the housing;
 - b. Facility capacity i.e., number of units or bedrooms within the facility or complex;
 - c. Physical accommodations i.e., one family or individual per unit or bedroom, whether or not families or individuals must share bedrooms, bathrooms, kitchen and other common areas in a facility;
 - d. Availability of ADA accessible units;
 - e. Program eligibility criteria and standards for admission;
 - f. Available supportive services.

PARTICIPANT MASTER FILE

76. The FSC shall maintain a file for each family that contains the following, but not limited to:
 - a. Initial triage assessment/Referral from community partner
 - b. Comprehensive Standardized Assessment
 - c. Housing and Supportive Services Plan
 - d. Documentation verifying the family's eligibility to receive assistance
 - e. Photo ID for at least one adult household member

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- f. Written documentation evidencing that children in the household are in the legal custody of at least one adult household member, or must obtain this documentation within a reasonable timeframe if it is not in their possession at the time of their assessment appointment at the FSC.
77. Forms of custody documentation may include:
- a. Birth Certificates for children in the family.
 - b. Verification from CalWORKs (printout) – (DPSS-LEADER Case Summary Document).
 - c. Verbal confirmation from a CalWORKs / Temporary Aid for Needy Families (“TANF”) worker (with a signed permission from client) documented in a case note in HMIS detailing the name and title of the DPSS staff person confirming the children in the family and the date and time of the conversation.
 - d. SSI for the child received by the parent.
 - e. Copy of court custody agreement.
78. The FSC shall make provide HFSS Crisis Housing Providers with the above documentation to verify a family’s eligibility to receive crisis housing.
79. Contractors shall routinely document all contacts with the families and the content of the contacts; outcomes of the housing and supportive services. Plan activities and update meetings with families; and progress towards achieving the desired outcomes in HMIS and the client file.

FRAUD REFERRALS

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

GRIEVANCE AND TERMINATION OF SERVICES

81. Contractor shall maintain a written set of policies and procedures for the resolution of all grievances. Contractor shall submit a copy of said plan to LAHSA as required by this agreement. These policies and procedures shall be freely available to all program participants and staff. Copies of the grievance policies and procedures shall be clearly marked and made available to the program participants during intake. A summary of the program grievance resolution policies and procedures shall be prominently displayed in common area(s) in the facility.
82. Contractor shall identify an individual to whom all grievances arising between program participants and agency staff and/or grievances regarding operations of the program shall be referred for resolution. This individual shall be clearly identified to agency management, staff, and program participants.
83. Contractor’s grievance resolution policies and procedures shall include but are not limited to the following:



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- a. The name and title of the staff person responsible for grievance resolution and how they are contacted.
- b. A procedure for hearing all grievances within seventy-two (72) hours of a complaint being made, including the gathering of facts, testimony from other program participants and staff, and resolution of the grievance.
- c. A confidential area where grievances may be heard.
- d. A centralized and coherent system of documenting grievances. The documentation shall contain a description of the grievance and the resolution or disposition of said grievance. Said documentation shall be retained in a central dispute or grievance file, which file shall be made available to LAHSA upon request.
- e. A procedure for referring all unresolved grievances to an outside grievance resolution service within forty-eight (48) hours of the meeting between the complainant and the staff person responsible for the resolution of grievances. If the project is located within the CITY of Los Angeles, Contractor may elect to use the following “cost free” resolution service:

Office of the CITY Attorney
Dispute Resolution Program
222 S. Hill Street, 6th Floor
Los Angeles, California 90012
Tel: 213.485.8324

84. Contractor must exercise judgment and examine all extenuating circumstances in determining when violations of a program participant warrant termination so that a program participant's assistance is terminated only in the most severe cases. Contractor's Termination Policy and Procedures must include the following:
 - a. A written notice to the program participant containing a clear statement of the reasons for termination.
 - b. The review of the decision must give the program participant the opportunity to present written or oral objections before a person other than the person (or a subordinate of that person) who made or approved the termination decision.
 - c. Prompt written notice of the final decision to the program participant.
85. Termination of a program participant does not bar the Contractor from providing further assistance at a later date to the same individual or family previously terminated from the program.

CUSTOMER SERVICE

86. Contractor shall implement an active Customer Service Program in order to secure feedback from families regarding their experiences with the HFSS. The Customer Service



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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.

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

MATERIALS, EQUIPMENT, AND INVENTORY

89. 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.
90. 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.
91. 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.
92. 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.
93. 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.
94. Contractor shall provide all equipment necessary to perform all services required by this Contract.
95. Contractor shall provide sufficient telephone lines at its site(s).
96. 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



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97. Contractor shall provide necessary computer equipment and supplies (e.g., terminals, controller, paper, printer ribbons, etc.) to provide services.
98. 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.
99. Contractor shall provide all security for computers and printers and computer access to ensure that the equipment is secure.