



This Scope of Required Services (SRS) for Short Term Crisis Housing 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 Short Term Crisis Housing.

**HOMELESS FAMILY SOLUTIONS SYSTEM
DEPARTMENT OF PUBLIC SOCIAL SERVICES HOMELESS ASSISTANCE PROGRAMS
2015-2016 SHORT TERM CRISIS HOUSING
SCOPE OF REQUIRED SERVICES (SRS)**

SYSTEM OVERVIEW

1. Crisis Housing will provide a safe and adequate nighttime residence for homeless families during their search for permanent housing. All crisis housing must work in collaboration with the Homeless Family Solutions System (HFSS). HFSS is regionally coordinated through Family Solutions Centers in each Service Planning Area (SPA).
2. Short-term crisis housing
 - a. May include site-based emergency shelters and motel vouchers
 - b. Expected length of stay is approximately 90 days
 - c. Case management responsibilities remain with the FSC Case Management Team

DEFINITIONS

3. 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

4. Contractor is hereby contracted to provide the number of beds of Short Term Crisis Housing and serve the number of unduplicated families as specified in Attachment C – Program Profile and Performance Targets during the contract term under this Agreement.
5. Contractor shall ensure that it maintains an average of 95% full occupancy in its short term crisis housing program for homeless families.
6. Contractor agrees to maintain and make accessible to families, the services funded and/or required under this Agreement during the hours identified in the Project Profile section of this Contract.
7. Contractor shall comply with the LAHSA Minimum Programs Standards for Crisis Housing which is located at the following link: www.lahsa.org/contracts.asp and is attached to and incorporated herein by reference.
8. Contractor shall provide families with as much assistance as necessary to comply with the terms of this Agreement.
9. Contractor shall manage and ensure that benefits and/or services are provided to eligible homeless and families who are imminently at-risk of homelessness.
10. 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.
11. Contractor shall administer financial assistance administration services. Financial assistance administration includes but is not limited to issuing payments to third party



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vendors such as motels/hotels. No financial assistance may be issued directly to families. Contractors shall track, coordinate, and issue direct financial assistance if providing crisis housing in the form of a motel/hotel stay.

12. 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.
13. Contractors must ensure that any housing provided under this contract meets at minimum the most stringent funding stream's applicable habitability standards.
14. Contractor shall post all posters and materials as directed by LAHSA in a manner that is accessible to the public.
15. 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.
16. 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.
17. LAHSA 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.

FACILITIES

18. Contractor shall operate a clean, safe and well-maintained Family Short Term Crisis Housing Program in a facility located at the Project Address specified in the Program Profile of this Contract.
19. Contractor shall procure all applicable licenses or permits necessary to meet the code regulations required to operate the Program funded under this Agreement.
20. Contractor shall provide each family with as much privacy and personal space as possible. Each family 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.
21. For motel vouchers used as short-term crisis housing, Contractor shall be responsible for voucher coordination, inspection and monitoring of the motel room conditions, receiving billing from and making payments to the motel vendors.

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22. Short-term crisis housing provided through the use of motel vouchers, an initial inspection of site must be documented and ongoing monitoring of the site's conditions completely no less than annually. Contractor must use the HFSS- Crisis Housing – Hotel/Motel Minimum Standards Inspection Form located at the following link: www.lahsa.org/contracts.asp and is attached hereto and incorporated herein by reference.
23. Contractor shall provide trained security personnel and/or appropriate security measures for the safety of families and staff.
24. Contractor shall provide a dinner and breakfast meal to each family. In lieu of a meal, contractor may offer a “sack lunch” for consumption if the families leave the site for the day if the crisis housing unit is not equipped with a kitchenette.
 - a. Meals must be served in an area specifically designated for meal consumption where adequate space for comfortable, seated dining is available to each family
 - 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 family.
25. Health and Safety:
 - a. Clean and Safe Facilities: Contractor shall ensure that shelter and motel/hotel facilities are meeting all local State, and federal health and safety requirements. All Contract Crisis Housing service sites, including shelter and motel/hotel sites, are sanitary healthful and otherwise safe for their intended or actual use. Failure to do so will result in the termination of this Contract.
 - b. Inspections: Authorized representatives of County and State agencies shall have the right to monitor and conduct on-site inspections at any Subcontractors' site(s) that house and provide Shelter services to homeless families. County reserves the right to conduct unannounced site visits, as deemed necessary.
26. Health and Fire Inspections: Contractor understands and agrees that 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 motel/hotel 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.
27. 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 County. Failure to permit inspection or cure the defect(s) in a timely manner shall constitute grounds for the termination of this Contract.

FEES TO RESIDENTS

24. Short-term Crisis Housing shall be provided free of charge.



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25. Contractor agrees that clients served under this program shall not be required to surrender food stamps in exchange for meals or other services.
 - a. Contractor may only use the client's food benefits upon obtaining a written authorization for the US Food and Nutrition Services (FNS). Documentation must be provided to LAHSA prior to implementing this policy.
 - b. Residents who are eligible for food stamps receive an Electronic Benefit Transfer (EBT) card that can be used at a store or other State authorized agency to purchase food and clients may be required to utilize their food stamps if the crisis housing unit has a kitchen where the family can prepare their own meals.

DISCRIMINATION AND INVOLUNTARY SEPARATION

26. Contractor shall not discriminate against families in regard to the denial of enrollment for any services provided by the Contractor or the provision of ongoing services in the project based upon the age or gender of minor children in the family. Contractor shall not 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.

A 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.

EDUCATION

27. 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.
28. 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.

LENGTH OF STAY

28. Programs are encouraged to limit the maximum length of stay for families in Short Term Crisis Housing to six (6) months.



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29. If the family must remain in crisis housing for longer than 90 days, the Contractor must obtain documentation and a written justification from the FSC which details the reason for the extension of time beyond six months, including the identified stable housing or other temporary housing the family is waiting to access. The FSC is required to identify and document the length of the extension needed until housing option is available. Contractor should ensure that this documentation has been entered into the family's HMIS record by the FSC Case Manager.

PERSONNEL

29. Contractor shall provide a level of residential support / supervision and security staffing that is appropriate to the setting in which crisis housing is provided. If crisis housing is provided through motel vouchers there must be staff on call who can respond to assist families quickly in the event of an emergency.
30. Contractor shall assign a sufficient number of staff with background experience and expertise to provide the services required in the Statement of Work.
31. Contractor shall provide bilingual staff to meet the needs of the homeless and imminently at-risk of homelessness families receiving services and benefits.. 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.
32. Contractors shall provide LAHSA within 10 business days of the commencement of this Contract with the standards utilized use to certify fluency of staff in reading, writing, and speaking both English and the other language(s) in which they are providing services other than English (e.g., Native speaker and/or educational level in language).
33. Contractor shall ensure that verbal instructions and written materials are in the languages of applicants receiving homeless benefits and services. Contractors shall ensure these materials are accurately translated. Contractor shall provide LAHSA with the methodology the used for certification.
34. Contractors shall provide training programs for all new employees and continuing in-service training for all employees.
35. Contractor must attend Civil Rights Trainings as required by Los Angeles County DPSS.
36. 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.
37. 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.
38. 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



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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.

COMMUNITY BASED COLLABORATIVE REQUIREMENTS

39. 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.
40. 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.
41. The Continuum of Care (CoC) wide coordination of the project will be overseen by the LAHSA Family Systems Integration Manager (FSIM). Contractors funded under the program are required to work closely with the FSIM to ensure coordinated and standardized operations across all regions in the Continuum.
42. 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.
43. The FSC will track space availability and will utilize agreed upon eligibility criteria and screening processes for each shelter provider. Utilizing this information, the FSC will match families to the most appropriate housing and services intervention. The FSC will refer a family to the crisis housing from its pool of eligible families within the agreed upon timeframe and process. In the event that the FSC does not have an appropriately matched family to refer to crisis housing, the contractor may offer this service to other homeless families. However, it is expected that a minimum of 75% of families served in crisis housing will be referred from the SPAs FSC.
44. If homeless families are admitted to crisis housing without being referred by an FSC, contractor must refer the family to the FSC for screening, assessment and enrollment into the HFSS system the next business day.
45. Contractor shall ensure collaboration and leveraging of resources with Community Partners to provide any additional services that the family may require. 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.



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46. Contractor shall participate in regional case review meetings with the FSC and other HFSS providers to coordinate services for homeless families.

HMIS ENROLLMENT AND DOCUMENTATION OF SERVICES

47. 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.
48. Contractor shall ensure that all families served sign the HIMS Interagency Data Sharing consent for granting other providers access to their information.
49. 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.
50. 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.
51. 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

52. 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.
53. Reporting requirements are outlined in the HFSS 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

54. The Eligibility Requirements for HFSS Crisis Housing 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.



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- 55. 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.
- 56. Families receiving assistance funded through the County DPSS CalWORKs shall have their eligibility to receive DPSS funded homeless benefits and services verified by the DPSS HCM prior to the issuance on any benefits and services. The FSC is responsible for providing Contractor with verification of a family's eligibility to receive crisis housing benefits through this contract.
- 57. Contractor shall only bill for participants whose eligibility for Homeless Benefits under this Contract was verified by an FSC.
- 58. HFSS mandates the use of the Housing First principle, in which households may refuse any services without negatively impacting their participation in the HFSS.

PARTICIPANT MASTER FILE

- 59. Contractor shall maintain a file for each family that contains the following, but not limited to:
 - a. Referral from the FSC
 - b. Documentation verifying the family's eligibility to receive assistance
 - c. Photo ID for at least one adult household member

FRAUD REFERRALS

- 60. When Contractors suspect that fraud is being committed against LAHSA funded programs, Contractor shall make a fraud referral to LAHSA.
- 61. When Contractors suspect that fraud is being committed against the DPSS, Contractor shall make fraud referrals to the DPSS Welfare Fraud Prevention & Investigations (WFP&I). Information can be found on the Internet at:
http://dpss.lacounty.gov/dpss/fraud/online_reporting.cfm

CUSTOMER SERVICE

- 62. Contractor shall implement an active Customer Service Program in order to secure feedback from families regarding their experiences with the HFSS. 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.
- 63. LAHSA and/or County DPSS will monitor for the quality of the Contractor's Customer Service with randomly selected families for telephone and/or site surveys. LAHSA and/or County DPSS, at its sole discretion, may change the means of measuring this standard via a Change Notice.

COMPLAINTS

- 63. Contractor shall maintain a Monthly Complaint Log, Exhibit _____
- 64. Contractor shall complete an Incident Report form, Exhibit _____, of all incidences received directly by Contractor.

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65. Complaints which indicate abuse, neglect or exploitation of children shall be referred by Contractor to the Department of Children and Family Services within 24 hours.
66. Contractor shall comply with County DPSS Civil Rights requirements, which include but are not limited to the following:
 - a. Ensure public-contact staff attend the mandatory Civil Rights training provided by DPSS.
 - b. Ensure notices and correspondences provided to the family are in their designated threshold language and provide interpreters to ensure meaningful access to services to all families.
 - c. Maintain a record of all Civil Rights materials provided by DPSS and ensure all families are provided with the Civil Rights materials.
 - d. Use the Civil Rights forms, Complaint of Discriminatory Treatment, DPSS Form -PA 607, Civil Rights Complaint Investigation Process, DPSS Form PA-607, Exhibit __ and Civil Rights Training Report, DPSS Form PA-607 Exhibit _____, as needed when a family complaints of discriminatory treatment, including alleged Americans with Disabilities Act (ADA) violation complaints.
67. Implement procedures for receiving Civil Rights complaints as follows:
 - a. Contractor shall provide and assist families with completing a DPSS Form -PA 607, Complaint of Discriminatory Treatment, in the family's primary language available at: <http://dpss.lacounty.gov/dpss/civilrights/forms.cfm>.
 - b. Contractor shall maintain a log of civil rights complaints using the HFSS Monthly Complaint Log, Attachment C.
 - c. Contractor should submit form PA 607 within two (2) business days to the LAHSA Family System Integration Manager.

MATERIALS, EQUIPMENT, AND INVENTORY

68. 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.
69. 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.
70. 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.



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71. 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.
72. 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.
73. Contractor shall provide all equipment necessary to perform all services required by this Contract.
74. Contractor shall provide sufficient telephone lines at its site(s).
75. 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

76. Contractor shall provide necessary computer equipment and supplies (e.g., terminals, controller, paper, printer ribbons, etc.) to provide services.
77. 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.
78. Contractor shall provide all security for computers and printers and computer access to ensure that the equipment is secure.