

SUBMISSION PORTAL OVERVIEW

Is the Application a "Test" Submission?

No, this is my official Submission.

Part 1: ADMINISTRATIVE INFORMATION

Application Window

This application is being submitted in the following application window:

Window #1, 12/1/2022 - 2/28/2023

Eligible Applicant

Select the eligible applicant's jurisdiction type.

CoC

Select from the list of continuums of care.

Los Angeles City & County CoC

Implementing Organization

Implementing Organization

Los Angeles Homeless Services Authority (LAHSA)

Specific Unit or Office Within the Implementing Organization

10th Floor

Implementing Organization's Address

Program Departments

City

Los Angeles

Zip Code

90017

County

Los Angeles

Implementing Organization's Tax ID

Number

95-4498834

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⚠️ This Application uses character limits ⚠️

Reaching these limits is not required. Competitive responses may fall well short of these limits.

Part 2: PROPOSAL OVERVIEW

People Served

Number of people currently residing in prioritized encampment site

200

Of people currently residing in prioritized encampment site, how many will be served by this proposal?

200

Given the potential for inflow of people into the prioritized encampment site, how many people are projected to be served across the entire grant period?

200

Of people projected to be served across the entire grant period, number of people projected to transition into interim shelters

150

Of people projected to be served across the entire grant period, number of people projected to transition into permanent housing

200

Is the prioritized encampment site part of a larger encampment area?

Yes

Approximately how many people are residing in the entire larger encampment area, including the prioritized site?

3,146

Briefly describe the prioritized site in relation to the larger encampment area. (1000 character limit)

Efforts to address encampments are combined with coordination across the City of Los Angeles (City), the County of Los Angeles (LA County), California Department of Transportation (CALTRANS) and Los Angeles Homeless Services Authority (LAHSA) with the goal of placing people inside. This request is for an encampment that stretches across the 110 Freeway through City Council District (CD) 9, and County

Service Planning Area (SPA) 6. This area is known as the Grand Corridor and is a 4-mile area that extends north and south along the 110 Freeway. It is an area considered inside of the 110 Freeway (CALTRANS-right of way property) that extends from the north end (Exposition) to the southern end of 84th St. and between Flower St. and Grand St. People experiencing unsheltered homelessness, staying in tents, makeshift shelters, cars, vans, and recreational vehicles (RVs) make up the encampment. According to the 2022 Greater Los Angeles Homeless Count, there are 1,449 in the entirety of CD 9.

Encampment Information

1. Briefly describe the characteristics of the people residing within the prioritized encampment site. The description must include demographics and may include household compositions, disabilities, and projected service and housing needs. (1500 character limit)

The population living in encampments and vehicles along the Grand Corridor is made up of approximately 200 individuals with an estimated 10% or less designated as families. Based on HMIS data from Street Outreach programs, clients in the Grand Corridor identify as: 44% Hispanic/Latin(o)(a)(x), 41% Black, and 15% other. This includes approximately 33 tents, 98 makeshift shelters, and approximately 50 inhabited cars, vans, and RVs. The service provider that LAHSA is proposing to work with is Homeless Outreach Program Integrated Care System (HOPICS), a division of Special Services for Groups, Inc. (SSG) which has been serving the needs of the community since 1988. The households SSG/HOPICS engages with who live in tents and makeshift shelters prefer non-congregate shelter and to utilize rental subsidies to move into permanent housing. Households who live in cars and vans also accept non-congregate shelter and utilize rental subsidies to enter permanent housing. RV-dwellers who own their own RVs and are on a fixed income prefer to wait on a rental subsidy to find permanent housing, instead of entering interim housing. Households are open to staying in non-congregate locations for shelter and eager to use subsidies when available. Outreach teams report clients, regardless of primary dwelling, also need legal aid and chemical health/harm reduction services.

2. Briefly describe physical characteristics of the prioritized encampment site in which the people you are proposing to serve are residing. The description must include the specific location, physical size of the area, the types of structures people are residing in at the site, whether vehicles are present, and any other relevant or notable physical characteristics of the site. (1000 character limit)

The proposed site, known as the Grand Corridor, is approximately 4 miles in length, extending from Exposition Blvd going South to 84th Street. The Corridor is divided into four outreach zones running adjacent to the 110 freeway. On the West side of the freeway along S Flower Street are the first two zones: Exposition Blvd to Gage Street and South of Gage Street to 84th Street. On the East side of the freeway along Grand Avenue are the two remaining zones: Exposition Blvd to Gage Street and South of Gage Street to 84th Street. The area includes approximately 33 tents, 98 makeshift shelters, and approximately 50 inhabited cars, vans, and RVs. In addition to the makeshift shelters and tents, the spaces occupied by persons experiencing homelessness include a myriad of items and belongings, such as mattresses, bedding, debris, bikes, and in a few areas, animals. LAHSA is relying on a recent visual survey that the service provider conducted over the past week.

3. Why is this particular encampment site being prioritized? (1000 character limit)

This location was selected with support from the City Mayor's Office, City Departments, Los Angeles CD 9, and CALTRANS because it has many people living unhoused in close proximity to the 110 freeway. This span of the Grand Corridor is across several City of Los Angeles Council Districts that are mainly Black Indigenous People of Color (BIPOC). The area is composed of approximately 41% Black individuals, 44% Hispanic individuals, and 15% multiracial Indigenous, American Indian, Alaskan Native or other individuals. LAHSA is committed to ensuring dedicated and focused efforts are afforded to ensure that the overrepresentation of Black people experiencing homelessness in Los Angeles is addressed. From 01/01/2022 to 12/31/2022, outreach teams met with close to 479 distinct individuals providing 7,266 services ranging from survival resources to PH placements including IH placements for 106 individuals and

PH placements for an additional 14 individuals experiencing unsheltered homelessness.

Attachment: Map

TheGrandCorridor.pdf

4. Is the prioritized site on a state right-of-way?

Yes - partially

Attachment: Caltrans Letter of Support

LAHSA Grand Corridor Caltrans ERF Support Letter.pdf

Proposal's Outcomes

5. What are the outcomes this proposal seeks to accomplish by the grant close (6/30/2026)? If funded, what are the primary activities you are planning to implement to achieve the proposal's outcomes? (1000 character limit)

Outreach, Interim Housing (IH), Housing Navigation (HN), and Time Limited Subsidies (TLS) will be funded for this project. SSG/HOPICS outreach teams will engage 100% of people within the encampment. Interim Housing will require 95% occupancy and are filled with people from the Grand Corridor. Permanent Housing placements from SSG/HOPICS IH will sustain 20% rate annually. HN services will expect 60% exits to permanent housing destination or attained referral to TLS; 80% completed a Housing Stability Plan within 30 days of enrollment. The TLS program will maintain 60% exits to permanent housing destination; 15% increased income from all sources; 70% moved into housing within 120 days of program enrollment; 85% remain housed after 6 months of housing placement.

6. How will the applicant measure progress towards the proposal's outcomes? (1000 character limit)

Outreach teams from SSG/HOPICS will identify people within the encampments and engage with them to provide resources and provide regular quarterly reports. HN will provide housing-focused supportive services for people experiencing homelessness with the goal of helping them identify, apply for, secure, and move into permanent housing within 120 days of enrollment. IH shelter programs will offer a short-term housing location that provides a safe place to reside while participants are assessed and connected to long-term housing. All TLS programs are subsidies for people who do not desire intensive case management. Each of these programs must enter data into the Homeless Management Information System (HMIS) and will be reviewed and assessed according to the measures noted in the previous question. Expenditures will also be evaluated quarterly. Retention rates will be evaluated for people who have moved into TLS locations. All data will be evaluated through HMIS.

7. Are there any local ordinances, resources, or other factors that may hinder achieving the proposal's outcomes? If so, how will the applicant navigate these challenges? (1000 character limit)

Both the City and the County of Los Angeles have declared local emergencies in relationship to homelessness across the community. The City of LA has identified an overall goal to move approximately 1000 people indoors during Spring 2023. LAHSA anticipates a gap of 500 slots for TLS and HN for the Inside Safe Program that would impact half of the goal set forward even with leveraged funding sources. As the City and the County continue to increase services, LAHSA contractors must staff up rapidly. This increased need for staffing continues to require leveraging of funding across programs. All contractors are impacted by staffing needs in LA. There is a gap in resource coordination for housing fairs and business partnerships with landlords and management companies.

8. Is this proposal a standalone project or part of a larger initiative?

Larger initiative

8. a) How would this larger initiative be categorized?

Part of a larger initiative

Please describe. (1000 character limit)

All efforts to address encampments stem from larger homeless services system work involving the City, the County of LA, and LAHSA to help people locate permanent and stable housing, decrease encampments, and save lives. This proposal is for a large encampment area that stretches across the 110 Freeway through City Council District 9, and County Service Planning Area 2. This area is known as the Grand Corridor and proposes using 4 miles of the freeway area. Both the City and the County of Los Angeles have declared a state of emergency that supports moving people indoors as quickly as possible. The effort across the City is called the Inside Safe Program led by the LA City Mayor's Office. Inside Safe is an encampment resolution program that supports moving people experiencing homelessness into motels, hotels, or shelters, and using services such as housing navigation to help participants relocate into permanent housing units with the use of TLS programs.

Part 3: IMPLEMENTATION

Core Service Delivery and Housing Strategies

9. Describe the proposed outreach and engagement strategy, case management, and / or service coordination for people while they are continuing to reside within the encampment site. Quantify units of service to be delivered including the ratio of staff to people served, frequency of engagement, and length of service periods. (2000 character limit)

LAHSA, the County of LA, and the City, along with contracted homeless service providers, have a system of addressing local encampments through outreach coordination. Outreach teams are assigned to zones based on geography. Service providers are identified to lead the coordination role within each Service Planning Area (SPA) and ensure the correct outreach team works with specific people from the encampment. Some of the outreach activities across the County include medical, mental health, housing resources, safety services, and substance use referrals as needed, or holistic and generalized support through assessments and referrals. SSG/HOPICS is the SPA lead for coordination in the Grand Corridor area and would continue to engage participants within the location. SSG/HOPICS has been a leading homeless service provider in SPA 6 for more than 30 years. HOPICS outreach teams complete assessments and identify resources for housing placement attached with permanent housing subsidies. This funding will ensure that households from encampments are placed into all available shelter solutions, receive housing navigation and time limited subsidies or other permanent housing solutions, and can sustain 200 slots at a time. This funding will allow for the weekly ongoing assessments of people who have repopulated the area during the grant's lifetime. This proposal requests 3 FTE to create an SSG/HOPICS outreach team for the Grand Corridor location, who may be able to expand services beyond this location should the area remain vacant. Case management ratios are 1:25 for up to 24 months (about 2 years) and SSG/HOPICS will support services for participants within shelters and through HN and TLS with this caseload number. TLS may provide up to 24 months of rental assistance. Should a participant decline an offered shelter location, HOPICS will continue to engage and offer other resources available within the community.

10. Describe the role of Coordinated Entry in the context of this proposal and how Coordinated Entry policies or processes will support and / or hinder the implementation of this proposal. (1000 character limit)

The Coordinated Entry System (CES) in Los Angeles has been designed to prioritize resources for people accessing permanent supportive housing (PSH). The prioritization would not change for PSH placements. Participants who are eligible and have applied for PSH vouchers would continue to apply in the normal fashion. This project expects to supply time limited subsidies for encampments along the Grand Corridor. CES policies will only impact this project if the CES system were to change direction for prioritization. SSG/HOPICS would continue to administer TLS subsidies as usual but would ensure that people from this encampment would be prioritized for TLS with this funding. HN services would also be provided to encampment participants at these locations, including for Interim Housing beds. IH, HN, and TLS programs are not dictated by CES prioritization. Each program would continue to refer participants into PSH and other housing resources in the typical manner.

11. Please describe the interim shelter and permanent housing opportunities proposed to support this proposal and provide evidence of the applicant's demonstrated ability and commitment to deliver permanent housing for people residing in the prioritized encampment. (2000 character limit)

To date, SSG/HOPICS provides services to over 4,000 individuals and families within the areas of housing, behavioral health (mental health and substance abuse), and reentry. HOPICS has recently expanded its menu of services to include primary health with its partnership with Central City Community Health Center. Additionally, SSG/HOPICS has met the needs of the community in South LA through developing over 600 IH beds and providing outreach services to more than 2,500 clients annually. SSG/HOPICS has a strong presence in the community and has been offering services since 1988. As SSG/HOPICS is the lead in

SPA 6 for homeless services, their outreach teams are already engaged and overseeing the encampment efforts inside of the Grand Corridor. However, they have not had the interim or permanent housing resources to divert to this location. With their experience in providing TLS, HN, and IH services, LAHSA is confident that SSG/HOPICS will be able to deliver services for people experiencing homelessness in this area.

12. Describe how this proposal is tailored to meet the needs and preferences of people residing within the prioritized encampment. (1500 character limit)

HOPICS provides outreach services to more than 2,500 clients annually and has a reputation for building innovative approaches that work to place people experiencing homeless (PEH) in permanent housing. HOPICS is continuously working to enhance and expand street-based outreach services to further support the health, safety, and housing needs of PEH. For example, HOPICS teams have recently begun incorporating harm reduction activities in response to an urgent need for such services among PEH. These approaches aim to support PEH in encampments by addressing their most immediate needs and developing trust between teams and the individual. In 2021, HOPICS programs provided services to more than 28,000 individuals making up over 21,000 households. Additionally, the agency was able to permanently house more than 1,000 clients and provided almost 2,000 more with temporary housing. Rapport building with individuals living in encampments is a critical component to successfully moving individuals out of an encampment and into more permanent housing. Possessing the necessary skills, experience, and qualifications to develop trusting relationships ensure that needs and preferences are considered when offering services. Though this project considers moving people into subsidies, there are other avenues that a participant can take to resolve homelessness and HOPICS will create individualized housing service plans.

Table 1: Projected Living Situations Immediately Following the Encampment

Briefly Describe Each Projected Living Situation Immediately Following the Encampment	Is This Permanent Housing?	Quantify The Capacity (e.g., number of beds/units, frequency of bed/unit availability)	Prioritized or Set-Aside for ERF-2-R?	Is this living situation funded by ERF-2-R and / or Leveraged Funds?	% of Served Persons Projected to Fall Within This Living Situation
Interim Housing created by HOPICS scattered in multiple sites across the community	No	50 beds, which will open for new IH intakes approximately every 4 months as participants transition from IH to TLS. IH Beds will serve a total of approximately 140 people over the course of project.	Prioritized ERF-2-R	ERF-2-R and leveraged	70
Motel Vouchers placement for	No	10 units	Prioritized ERF-2-R	ERF-2-R	5

families or dual person households

Returns to unsheltered	No	N/A	N/A	N/A	5
Time Limited Subsidies	Yes	20	Prioritized ERF-2-R	ERF-2-R	20
Other Housing Locations: hospitals, treatment programs, skilled nursing care, etc.	No	N/A	N/A	N/A	5
Other Permanent Housing Placements: (Shared living, staying with family or friends, PSH, TBV Programs.	Yes	N/A	N/A	Leveraged	10

Table 2: Projected Housing and Service Pathways to Permanent Housing

Describe Projected Housing and Service Pathway to Permanent Housing	Quantify the Capacity of the Housing and Service Pathway	Is this Housing and Service Pathway Funded by ERF-2-R and / or Leveraged Funds?
Housing Navigation Slots	200 at a time	Leveraged and ERF-2-R
Time Limited Subsidy Slots	200 at a time	Leveraged and ERF-2-R
Permanent Supportive Housing (PSH Units)	Estimate: 4 - 2% (of beds)	100% Leveraged Funding
Other Permanent Housing Locations	Estimate: 20 – 20% of all exits	100% Leveraged Funding

Table 3: Strategies to Mitigate Displacement

Strategy	Is this Strategy Funded by ERF-2-R and / or Leveraged Funds?
Outreach	Leveraged and State ERF- 2- R
Interim Housing	Leveraged and State ERF-2-R
Housing Navigation	Leveraged and State ERF-2-R
Time Limited Subsidy (TLS) – (Rapid Rehousing)	Leveraged and State ERF-2-R
Shallow Subsidy	100% Leveraged
Permanent Supportive Housing (PSH)	100% Leveraged
Problem Solving (Diversion)	100% Leveraged

Table 4: Strategies to Mitigate Returns to Unsheltered Homelessness

Strategy	Is this Strategy Funded by ERF-2-R and / or Leveraged Funds?
Outreach	Leveraged
Interim Housing	Leveraged and State ERF-2-R
Housing Navigation – locate permanent housing units within clients current/future capacity	State ERF-2-R
Time Limited Subsidy (TLS) – will provide case management for retention services	State ERF-2-R
Problem Solving (Diversion) – to support relocation to other housing options available outside of the homeless system	Leveraged

13. Describe how this proposal considers and plans for the dynamic nature of encampments including potential inflow of people into the geographically served areas. (1000 character limit)

This plan supports housing more people than the current encampment numbers located within the Grand Corridor location as it is today. With an approximate 200 people identified in the current area, this plan anticipates housing 200 people immediately and connecting to PH resources. The plan also continues to utilize resources to constantly serve 200 people at any given time. Should an opening in a shelter bed become available, the outreach team will have direct access to shelter beds for the site. The plan is supposing that there will be inflow into the areas and that resources will continue to support that inflow until

the end of the State ERF – 2 -R funding. Following the funding expenditure end date additional resources may be required to continue to ensure that repopulation of the area does not occur.

14. Describe how this proposal will support individuals with continued access to and / or the storage of their personal property. (1000 character limit)

An encampment resolution effort coordinated by LAHSA takes into consideration the individual needs of a participant. LAHSA worked with service providers to create a Best Practices guide addressing street encampments. The best practice tactics are grounded in five key principles, all of which must be addressed to effectively move people from an encampment into housing in a lasting, sustainable way:

- 1.) Provide ample time to engage with people living in the encampment during this important transition.
- 2.) Ensure voluntary, client centered, and trauma-informed care.
- 3.) Provide adequate, appropriate and low-barrier resources.
- 4.) Identify an experienced service partner with deep ties to the community and let them lead.
- 5.) Establish strong team coordination.

During the assessment and planning phases of the encampment resolution, resources are identified for participants to store their belongings. LA City invests annually in storage programs that specifically hold belongings for PEH (no fee).

15. Describe how this proposal will support individuals with service animals and/or pets. (1000 character limit)

All service providers are contractually required to abide by the provisions of the American Disabilities Act (ADA), including that service providers may not discriminate against participants with service animals. LAHSA defines Program Standards that all service providers must adhere to as well as Minimum Practice Standards for shelter operators specifying expectations regarding serving participants with service and emotional support animals. LAHSA programs must accept all eligible participants with Service Animals in alignment with ADA requirements and must provide reasonable accommodations for Emotional Support Animals. Shelters are encouraged to accept all animals regardless of whether the animal is an identified service animal, emotional support companion, or a pet. As new shelter projects are built out, LAHSA works closely with developers on the design of the new shelters and advocates for indoor and outdoor facility design to support participants having animals on-site.

Budget and Resource Plan

16. State the total amount of ERF-2-R funds requested.

\$13,918,423.00

17. State the estimated dollar value of secured, non-ERF-2-R resources that will help meet this proposal's outcomes.

\$1,457,961.00

18. Identify and describe these non-ERF-2-R resources. (1000 character limit)

The proposed contractor, SSG/HOPICS, has identified leveraged sources from their own internal budget that would support the additional needs. This includes staffing, and other costs that are associated with the program. Storage of the 22 RVs is dependent upon the City, LA County, and further assessments of private lot capability. Upon further evaluation of the RV needs, LAHSA will work with SSG/HOPICS or the City and LA County for storage needs.

19. Describe how the proposal is a prudent and effective use of requested funding relative to the number of people it seeks to serve and the types of services and housing to be provided in the proposal. Include an explanation of how the requested ERF-2-R amount was determined. (1000 character limit)

The total requested budget is \$13,918,423.00. This is broken into multiple categories to support programs of the project which are street outreach, interim sheltering, rapid rehousing (known as TLS), systems support, operating subsidies, and services coordination. \$2,408,045.00 is for personnel which include service provider staffing. The staffing is to support people experiencing street homelessness with case management from outreach to permanent housing and includes retention services. The total operational amount requested is \$10,228,138.00. This budget was built out based on the needs and requests of the service provider who is leading the operation. The staffing ratios were based off a 1:25 case management ratio for TLS programs. The operations were based on calculations of rental units and planned master leasing costs. This plan will secure 50 non-congregate IH units which have an increased bed rate to support more than one-person households.

Attachment: Standardized Budget

ERF-2-R, Budget Template_Los Angeles City and County CoC.xlsx

Key Entities and Staff

20. First, describe the implementing organization and specific unit or office within the implementing organization that would administer ERF-2-R. Then, describe their role and primary responsibilities for this proposal. Finally, if these entities have managed a complex homelessness project or grant, describe how those experiences informed this proposal. (1500 character limit)

The lead entity within the Los Angeles Continuum of Care (LA CoC) carrying out the encampment resolution activities and program development will be the Los Angeles Homeless Services Authority (LAHSA). LAHSA administers federal, state, and local funding to almost 100 service providers and has robust contracting, grants management, fiscal, programs, and data management departments to oversee contract compliance, execution of contracts, and evaluation of data for system efficacy, and provide technical assistance directly with service providers. HOPICS will be the lead contracted agency due to its organizational capacity, and ability to staff up quickly to meet the needs of the encampment. SSG/HOPICS has deep connections in the Grand Corridor (SPA 6) community through direct operation of multiple program components including access points, shelters, outreach programs, and permanent housing subsidies. SSG/HOPICS is the Lead Regional Coordinating Agency for SPA 6’s CES for Families and Singles. In 2021, SSG/HOPICS programs provided services to more than 28,000 individuals making up over 21,000 households. And permanently housed more than 1,000 clients and provided almost 2,000 more with temporary housing.

Table 5: Key Staff

Title	Currently Filled Position?	FTE of Staffing for This Proposal	Funded by ERF-2-R and / or Leveraged Funds?	Brief Description of Duties
Associate Director	No	.30	Both	<ul style="list-style-type: none"> Broad oversight of ERF activities providing high-level guidance and direction to the ERF program Supervises the ERF Senior Manager
ERF Senior	No	1	ERF	<ul style="list-style-type: none"> Oversee the day-to-day

Manager

ERF activities • Supervise the Supportive Services Supervisor; and three RV Community Coordinators/Managers • Coordinate with all program staff to ensure continuity of care and engagement strategies

Security Senior Manager	Yes	.20	Leveraged	<ul style="list-style-type: none">Oversees the day-to-day security needs for the programSupervises security staff
TLS Senior Manager	Yes	.30	Leveraged	<ul style="list-style-type: none">Oversees the day-to-day rapid rehousing activitiesSupervises the Supportive Services SupervisorCoordinates with all staff.
Supportive Services Supervisor	No	1	ERF	<ul style="list-style-type: none">Directly supervise eight (8) supportive services (housing navigation and time limited subsidy) workersOversight of supportive case management, linkages, support, and financial assistanceCoordinate services with all program supervisors
Supportive Services Worker	No	8	ERF	<ul style="list-style-type: none">Provide overall case management and linkage support to participantsEstablish and maintain housing stability plans for program participantsMonitor all financial assistance issued on behalf of program participants
RV Coordinator	No	1	ERF	<ul style="list-style-type: none">Coordinates all program activities related to RV towing, storage, and buy-back and destructionCoordinates with program supervisors for onsite supportive services.
Associate Director for Housing	Yes	.30	Leveraged	<ul style="list-style-type: none">Responsible for broad oversight of permanent housing activities, providing high-level guidance and direction to supervised staff
Unit Acquisition Supervisor	Yes	.30	Leveraged	<ul style="list-style-type: none">Supervises the Unit Acquisition Specialists,

				Responsible for the oversight of unit acquisition services • Coordinates services with all program supervisors.
Unit Acquisition Specialist	No	2	ERF	<ul style="list-style-type: none"> Provides housing search, location, and support to all program participants. Conducts Landlord/property management negotiations Completes habitability inspections of all units before participants lease them
Data Senior Manager	Yes	.1	Leveraged	<ul style="list-style-type: none"> Supervises the Admin/data Specialist Oversees data entry and reporting activities
Admin/Data Specialist	No	1	ERF	<ul style="list-style-type: none"> Provide overall administrative support to ERF project staff Responsible for data entry, analysis, and reporting
Outreach Team Lead	No	1	ERF	Provide ground support to Outreach team in all street engagement activities in the catchment area. Responsible for triage, assessment, and linkage to services that will help to resolve their current episode of homelessness & resolve or cope w/ issues
Harm Reduction Specialist	No	1	ERF	Provide street-based engagement and support to PEH living outdoors in the catchment area. Duties: triage, assessment, linkage to services to help resolve their current episode of homelessness and resolve, subs. use services, intakes, recovery, Couns.
Outreach Case Manager	No	2	ERF	Provide street-based engagement & support to PEH living outdoors in the catchment area. Triage, assessment, linkage to services that will help resolve their current state of homelessness & resolve or cope w/ issues (mental, emotional, medical, subs.)
Outreach	Yes	.30	Leveraged	<ul style="list-style-type: none"> Supervises outreach staff

Supervisor				<ul style="list-style-type: none"> Oversees outreach activities Coordinates services with all program supervisors
Behavioral Health Senior Manager	Yes	.30	Leveraged	<ul style="list-style-type: none"> Supervises the mental health therapists and SUD counselors Oversees behavioral health activities Coordinates services with all program managers
Mental Health Therapist	Yes	2	Leveraged	<ul style="list-style-type: none"> Provides client-centered, outpatient mental health therapy to program participants
Substance Use Disorder (SUD) Counselor	Yes	2	Leveraged	<ul style="list-style-type: none"> Provides client-centered, substance use counseling to program participants
Problem Solving Specialists	Yes	3	Leveraged	<ul style="list-style-type: none"> Conducts the Problem Solving Intervention to support households to maintain their housing, move in with friends or family temporarily or permanently, reunify to a safe place out of town with social supports, or move into a sustainable unit
Program Coordinator	No	1	ERF	<ul style="list-style-type: none"> Coordinates efforts amongst internal and external stakeholders regarding this project

21. First, describe key partners that will collectively pursue the proposal's outcomes. Then, describe their role and primary responsibilities for this proposal. Finally, if these entities have managed a complex homelessness project or grant, describe how those experiences informed this proposal. (1500 character limit)

This project was developed in coordination with the County's Chief Executive Office, along with the City of Los Angeles' Mayor's Office, CAO, and the Offices of Councilmember Marqueeze Harris-Dawson and Councilmember Curren Price and SSG/HOPICS as the lead provider for the SPA. As a result, coordination is the key strength of this proposed intervention, with outreach from all entities creating easy and seamless referral pathways to key services, along with pathways to interim and permanent housing. Outreach leads for all entities and SSG/HOPICS will meet on a biweekly basis, while reporting upward to their respective program directors, who will meet on a quarterly basis to ensure outreach and service referrals are leading to interim housing and permanent housing placements and administrative barriers are being removed. The proposed Grand Corridor program will build upon key partnerships that connect people across sectors, including harm reduction, mental health, substance use counseling, and health services. While outreach teams making referrals to these services is a common practice, having one agency lead the effort and combine efforts amongst the program components is a model to consider for future programs. This effort mirrors the LA City Mayor's Office Inside Safe Program and will be collaboratively partnered with the City and County ensure success.

22. Describe specific examples of how Local Jurisdiction(s) and the CoC have collaborated on the design and implementation of this proposal. (1000 character limit)

The most recent initiative that LA COC has partnered with LA City and LA County on is supporting the LA Mayor's Office Initiative known as Inside Safe. This project is a housing-focused solution to combating homelessness focused on specific encampment locations within the City. The City, the County, LAHSA, and service providers will navigate outreach efforts and couple them with interim housing solutions and linkages to permanent housing resources. The goal of the program is to reduce the loss of life on the streets, increase access to health services for those living in encampments, eliminate street encampments, promote long-term housing stability, enhance the safety and hygiene of neighborhoods for all residents, businesses, and neighbors. This model is being mirrored for this proposal to ensure that efforts around encampments are similar. The attached scope of required services outlines the contract that providers received.

Optional Upload: Evidence of Cross-Jurisdictional Collaboration

SRS Inside Safe Program FY22_23 FINAL FINAL 2.7.23.pdf

23. Identify any entities that have a right to and/or control of the property upon which the encampment site resides and discuss whether each of these entities committed allowing the implementation of this proposal. If they have not committed, please explain how you have or plan to engage with this entity to implement your proposal. Additionally, describe how you collaborated with Caltrans on your program design, implementation plans, and timeline. (1000 character limit)

Caltrans and the City of Los Angeles have control of the Grand Corridor location that is being proposed for this location. Both the City and Caltrans have committed their support verbally. Caltrans and CD 9 provided letters of support.

Attachment: Letter of Local Acknowledgement

Hopics_Letter of Support.pdf

Centering People

24. How were persons with lived experience meaningfully incorporated into the planning and proposed implementation of this proposal? Please identify whether any perspectives were incorporated from persons that are currently unsheltered and / or formerly or currently residing within the prioritized encampment. (1000 character limit)

Since the beginning of Inside Safe, the Los Angeles City Mayor's office has led on communication. LAHSA has supported and coordinated efforts and has participated in contracting with service providers for identified programs. LAHSA will continue to support the City's efforts and this proposal continues to support these efforts. People with lived experience have been consulted along the way as the Mayor has engaged service providers with long histories of providing services within the community, such as St. Joseph Center, on all encampment work. LAHSA will continue to lift up program plans to the Lived Experience Advisory Board (LEAB) and the Homeless Youth Forum of Los Angeles (HYFLA) regarding ERF-2-R. Because the encampment work expands beyond this one location, LAHSA will ensure that communication is shared appropriately and incorporate program design recommendations where feasible.

25. Briefly describe how the proposal exemplifies Housing First approaches as defined in Welfare and Institutions Code section 8255. (1000 character limit)

The LA CoC has adopted Housing First as a critical part of local homelessness infrastructure since the inception of Housing First as a national model of care. Millions of dollars of annual funding passes through LAHSA with the expectation that the Housing First model is the leading model for the community. The LAHSA training team contracts for specialized trainers to provide housing first, trauma-informed, & harm reduction trainings which all tie back to housing first principles. Trainings are available to all service providers across the CoC during a funding period. This proposal exemplifies Housing First by using extensive outreach & engagement to determine the needs & desires of the encampment residents and

connecting them to the available housing resources without requirements of participation in services. Time limited subsidies, supportive permanent housing opportunities, and connection to existing resources will serve this encampment area & demonstrate a commitment to housing first

26. Briefly describe how this proposal will center an individual's choice and provide trauma informed services and supports. (1000 character limit)

All LAHSA-funded service providers are expected to provide trauma-informed services. LAHSA developed The Best Practices for Addressing Street Encampment guidelines with service providers and they also include a requirement for providing trauma-informed care. Guideline #2 states "Ensure Voluntary, Client Centered, and Trauma-Informed Care," which supports the right to self-determination. Should a person believe that they are not receiving this type of service, there are grievance procedures that each service provider and LAHSA must follow to resolve concerns. The LAHSA Lived Experience Advisory Board (LEAB) has reviewed and provided feedback regarding the grievance process. There are different program options that a person may choose from when considering individual needs. LAHSA funds multiple types of programs to ensure an array of service provisions. Lastly LAHSA provides technical assistance to service providers and assures that service providers practice trauma-informed care.

27. Describe how this proposal will operationalize harm reduction and provide services that improve a person's health, dignity, and safety while they continue to reside within the prioritized encampment site. (1000 character limit)

The goal is to relocate all residents of the encampment into permanent housing or shelter options before the close of this grant. LAHSA contractors must ensure that harm reduction practice occurs within their agencies. For Street Outreach, all LAHSA teams are trained and equipped to distribute naloxone to clients and educate them on its use. SSG/HOPICS also has Harm Reduction teams that engage clients on safer substance use. For shelters, providing trainings on harm reduction and keeping naloxone on site are critical elements. Employing staff who adhere to the harm reduction model and understand substance use as a public health issue and not a criminal matter is instrumental. LAHSA also works with County Departments on multiple efforts to reduce mortality among people experiencing homelessness (PEH) and prevent overdose from substance use. No participant will be denied services due to sobriety status.

28. For encamped locations that are objectively dangerous, describe how the proposal will seek to prevent harm for people experiencing unsheltered homelessness in these locations. (1000 character limit)

Resolution efforts occurring within the City of LA currently have a model that supports safety. Outreach teams go to the encampment days or weeks before an upcoming resolution and assess the participant's needs and safety. Outreach teams work in teams of two or more with set emergency protocols. Conversations between encampment residents and outreach staff are confidential and held in areas away from other people. Should concerns around safety be noted, LAHSA and provider agencies coordinate with the City through the Los Angeles Police Department (LAPD) liaison to the Unified Homelessness Response Center (UHRC), which is a Mayor's Office initiative. This routes the ask to the LAPD's Homeless Coordinator's Office, and helps set the scope in terms of safety, not enforcement. Should an encampment resident need to leave prior to their specific exit date for safety reasons, outreach team members may provide transportation, and/or resource access and referrals to specialized programs.

29. Identify what controls are or will be in place to ensure that all ERF-2-R funded parties will not penalize homelessness. The term "penalize homelessness" means to impose, by a governmental unit, criminal or civil penalties on persons who are homeless in a manner that is related to those persons' engagement in necessary human activities, including sleeping, resting, and eating. (1000 character limit)

LAHSA and the identified service provider abide by specific encampment resolution guidelines when undertaking encampment resolution efforts. These guidelines emphasize using outreach engagement prior to resolving encampments and acknowledge the harm caused by penalization. The goal of outreach engagement prior to an encampment resolution effort is to ensure that encampment residents are

connected to the necessary resources. While LAHSA cannot prevent law enforcement activities that penalize encampment residents, LAHSA will ensure that services have been offered to every identified participant at the identified encampment and will work to continue to assess the area so that anyone who is residing, arrives at, or returns to the location may be engaged with services as needed and/or requested.

30. Describe how this proposal considers sanitation services for people residing in the prioritized encampment. This may include but is not limited to non-intrusive, curbside waste removal and access to clean and available bathrooms. (1000 character limit)

The current proposal suggests using the infrastructure that is already in place with the City and State Caltrans partners. LA Sanitation has regular clean ups of encampments across Los Angeles completed in coordination with City Outreach, LAHSA, and provider outreach teams. This work is not anticipated to stop during the encampment resolution efforts. Clean ups occur in conjunction with LAHSA teams typically and City teams are aware of strict protocol on handling belongings. Belongings may be stored in local storage facilities paid for by the City, may be taken with people as they move into shelter or permanent housing locations, or are sometimes discarded. Outreach teams will continue to provide resources and access to available community shower locations and access and referral centers, and will provide transportation to assist with storage needs.

Accelerated Timeline

31. How is your community currently supporting and / or engaging with people residing within the prioritized encampment? (1000 character limit)

Service Planning Area (SPA) 6 is where the Grand Corridor is located and there are two efforts that support the outreach efforts in this area. County-funded programs that have a regional coordination approach are led by the SPA 6 lead, SSG/HOPICS. Outreach teams cover specific zones within the area. Each zone receives outreach services on a regular basis and most outreach ratios are close to 1:60. The City will coordinate with the County-funded outreach teams and has started contracting service providers to work on specific encampments identified within specific Council Districts. This approach supports ongoing engagement for the identified areas. Even with outreach services, there continues to be limited resources beyond engagement and safety procedures. This proposal requests additional funds to focus on interim housing and permanent housing options for the encampments located along the Grand Corridor.

32. If this proposal is selected, in advance of receiving funding, what steps will your community take to support the people living in the encampment and swift implementation of this proposal? (1000 character limit)

LAHSA has a strong history of implementation of projects across the LA CoC. LAHSA designed and implemented several recent programs, such as Project RoomKey, Project HomeKey, LA City Roadmap programs, and now Inside Safe. Each of these projects required complex funding analysis, movement of large groups of people to appropriate housing locations through trauma-informed, housing first, and harm reduction models of care utilizing a lens of demographic and racial equity. LAHSA would initiate program planning with SSG/HOPICS immediately and start pre-planning with the City and County implementation teams before receipt of the funding. SSG/HOPICS is dedicated to initiate the program and would immediately start working on hiring vacant positions and locating interim housing sites.

Table 6: Projected Milestones

<p>Outreach to the people residing in the prioritized encampment site began / will begin in month ____.</p>	<p>This proposal will reach full operating capacity in month ____.</p>	<p>The first planned exit of a person or household from the prioritized encampment will occur in month ____.</p>	<p>The last planned exit of a person or household from the prioritized encampment will occur in month ____.</p>
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August 2023

October2023

October2023

October2025

Attachment: Standardized Timeline

ERF-2-R Project Timeline Template_12.22-2.23_LA COC_LAHSA Feb.2023.xlsx

Applicants must use the [ERF-2-R Timeline Template](#) available on [box.com](#)

CERTIFICATION

Before certifying, applicants are strongly encouraged to review the NOFA.

I certify that all information included in this Application is true and accurate to the best of my knowledge.

Name

Emily Andrade

Title

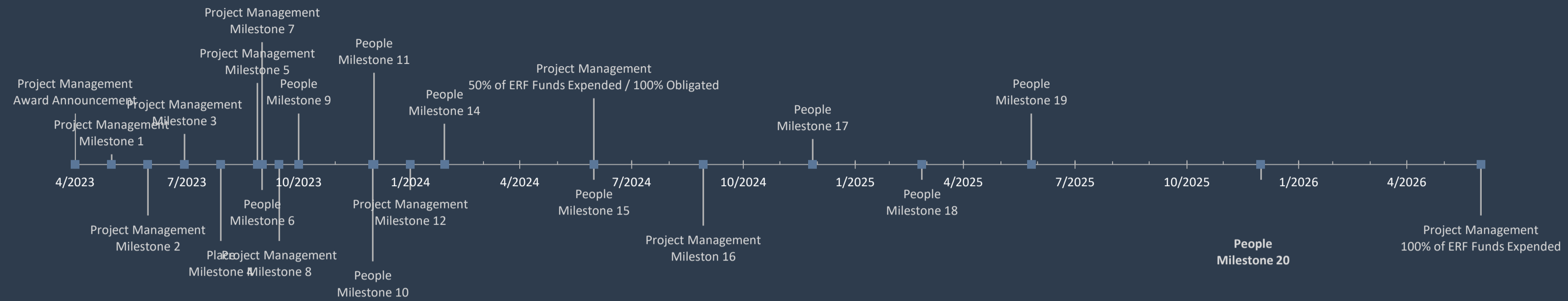
Senior Advisor, DCS

Email

eandrade@lahsa.org

ERF-2-R Project Timeline

JURISDICTION



Project Milestones

Date	Milestone	Category	Vertical Position	Additional Detail for Milestone
4/30/2023	Award Announcement	Project Management	50	Meeting with City and County Partners to review proposal and re-commit to project plan
5/30/2023	Milestone 1	Project Management	10	Complete all forms/agreements with State to ensure receipt of funds and establish internal management team for the ERF Project
6/29/2023	Milestone 2	Project Management	-50	Initiate Contracts with SSG/HOPICS and begin hiring 1 LAHSA FTE.
7/29/2023	Milestone 3	Project Management	30	Contract for Interim Housing, Housing Navigation, Outreach, and Time Limited Subsidy in place with SSG/HOPICS
8/28/2023	Milestone 4	Place	-75	Finalize location, facility reviews for new Interim housing site operated by SSG/HOPICS
9/27/2023	Milestone 5	Project Management	80	RV disposal plans and incentives prepared and ready for activation with service provider
10/1/2023	Milestone 6	People	-25	Initial assessments of entire Grand Corridor complete for 200 households
10/1/2023	Milestone 7	Project Management	120	Phase 1 and Phase 2 of Encampment Resolution scheduled and planning initiated with the City of LA
10/15/2023	Milestone 8	Project Management	-75	IH Facility opens and Motel Vouchers prepared for use
10/31/2023	Milestone 9	People	50	First phase (100) households move indoors and initiate HN and TLS program enrollments
12/31/2023	Milestone 10	People	-95	First 100 households secure PH placements
1/1/2024	Milestone 11	People	90	Additional assessments completed for any new encampment residents
1/31/2024	Milestone 12	Project Management	-25	Phase 2 encampment resolution effort coordination complete and scheduled for February
2/28/2024	Milestone 14	People	40	Final phase (100) households move indoors and initiate HN and TLS program enrollments
6/30/2024	Milestone 15	People	-15	200 people are leased up in permanent housing
6/30/2024	50% of ERF Funds Expended / 100% Obligated	Project Management	65	All contracts Initiated in LAHSA Enterprise Grant Management System (EGMS) and annual renewals prepared for execution
9/28/2024	Milestone 16	Project Management	-60	All contract renewals completed
12/27/2024	Milestone 17	People	25	Ongoing encampment outreach efforts in place and scheduled with appropriate City, County, and Providers
3/27/2025	Milestone 18	People	-15	Slots for HN and TLS continue to be utilized
6/25/2025	Milestone 19	People	50	Final encampment resolution effort planned (if encampments continue to populate)
12/31/2025	Milestone 20	People	-15	Final Encampment resolution effort completed and no more people remain in the Grand Corridor area
6/30/2026	100% of ERF Funds Expended	Project Management	-50	Close out of grants in process

PROJECT TIMELINE TIPS

1. Fill in the light blue cells to customize this template with your project's specific milestones.
2. Insert entire rows to the Project Milestones table to add additional milestones.
3. Column B should be a date
3. Column C should be the milestone name- however your team refers to it.
4. Column D provides a dropdown menu with options to help categorize milestones into broad groups. To add an option, go to sheet 1 and add the option in one of the green calls at the bottom of the list.
5. Column E Indicates the *Vertical Position* of milestone markers in the Project Milestones table at the top of the sheet. Changing this number allows you to change the vertical position of the milestone relative to the horizontal axis. Use positive numbers to position them above the axis and negative numbers to position them below.
6. Column F is a space to provide additional context, detail, or description for a specific milestone.

	ELIGIBLE USE CATEGORY	5 WORD DESCRIPTION	NAME OF ENTITY OR PART OF PROPOSAL	ANNUAL BUDGET				ERF-2-R PROPOSED BUDGET	LEVERAGED FISCAL SUPPORT	2 SENTENCE DESCRIPTION
				ANNUAL SALARY	FTE	MONTHS	ANNUAL FRINGE			
Guidance and Intended Use	Use dropdowns. See NOFA, III. A.	Enables Cal ICH to immediately understand the line item.	Enables Cal ICH to associate the line item with specific entities or parts of a proposal.					Only ERF-2-R Funds	Non ERF-2-R Funds That WILL be Used to Support this Proposal	Enables Cal ICH to better understand the line item, context, and / or other pertinent information related to the proposed line item.
PERSONNEL COSTS										
Associate Director	Services Coordination	Provides broad program oversight	SSG-HOPICS	\$150,000	0.3	24	\$40,500	\$114,300	\$186,690	This position is responsible for broad oversight of ERF activities, providing high-level guidance and direction to the ERF program, and supervises the ERF Senior Manager.
ERF Senior Manager	Services Coordination	Oversees daily program operations	SSG-HOPICS	\$83,000	1	24	\$22,410	\$210,820	\$0	This position oversees the day-to-day ERF activities, supervises the Supportive Services Supervisor and the RV Community Coordinators, and coordinates with all program staff to ensure continuity of care and engagement strategies.
Security Senior Manager	Systems Support	Oversees security and supervises staff	SSG-HOPICS	\$110,000	0	21	\$29,700	\$0	\$48,895	This position (leveraged 0.2 FTE) oversees the day-to-day security needs for the program, and supervises security staff.
TLS Senior Manager	Rapid Rehousing	Supervises staff and coordinates services	SSG-HOPICS	\$95,000	0	21	\$25,650	\$0	\$69,675	This position (leveraged 0.3 FTE) oversees the day-to-day rapid rehousing activities, supervises the Supportive Services Supervisor, and coordinates with all staff.
Supportive Services Supervisor	Rapid Rehousing	Supervises staff and coordinates services	SSG-HOPICS	\$63,000	1	21	\$17,010	\$140,018	\$0	This position directly supervises eight (8) supportive service workers, and is responsible for oversight of supportive services activities, including case management, linkages, support, and financial assistance, as well as coordinating services with all program supervisors.
Supportive Services Worker	Rapid Rehousing	Provides case management	SSG-HOPICS	\$49,920	8	21	\$13,478	\$887,578	\$0	This position provides overall case management and linkage support to participants. This includes: establishing and maintaining housing stability plans for program participants, and monitoring all financial assistance issued on behalf of program participants.
RV Coordinator	Services Coordination	Coordinates RV-related program activities	SSG-HOPICS	\$54,080	1	21	\$14,602	\$120,193	\$0	This position is responsible for coordinating all program activities related to RV towing, storage, and buy-back and destruction, as well as coordinates with program supervisors for onsite supportive services.
Associate Director for Housing	Delivery of Permanent Housing	Provides broad program oversight	SSG-HOPICS	\$150,000	0	12	\$40,500	\$0	\$62,865	This position (leveraged 0.3 FTE) is responsible for broad oversight of permanent housing activities, providing high-level guidance and direction to supervised staff.
Unit Acquisition Supervisor	Delivery of Permanent Housing	Supervises staff and coordinates services	SSG-HOPICS	\$70,000	0	12	\$18,900	\$0	\$29,337	This position (leveraged 0.3 FTE) supervises the Unit Acquisition Specialists, and is responsible for the oversight of unit acquisition services, as well as coordinating services with all program supervisors.
Unit Acquisition Specialist	Delivery of Permanent Housing	Provides housing search services	SSG-HOPICS	\$54,080	2	12	\$14,602	\$137,363	\$0	This position provides housing search, location, and support to all program participants. This includes: conducting landlord/property management negotiations and completing habitability inspections of all units before participants lease them.
Data Senior Manager	Systems Support	Supervises staff and data reporting	SSG-HOPICS	\$110,000	0	24	\$29,700	\$0	\$27,940	This position (leveraged 0.1 FTE) supervises the Admin/data Specialist, and is responsible for the oversight of data entry and reporting activities.
Admin/Data Specialist	Systems Support	Supports data entry and reporting	SSG-HOPICS	\$49,920	1	24	\$13,478	\$126,797	\$0	This position provides overall administrative support to ERF project staff, and is responsible for data entry, analysis, and reporting.
Outreach Team Lead	Street Outreach	Primary lead for program outreach	SSG-HOPICS	\$52,000	1	18	\$14,040	\$99,060	\$0	This position provides on-the-ground support to the Outreach team in all street-based engagement activities in the catchment area and is responsible for triage, assessment, and linkage to services that will help to resolve a participant's current episode of homelessness and resolve or cope with issues contributing to mental, emotional, medical or substance use.
Harm Reduction Specialist	Street Outreach	Conducts outreach and SUD services	SSG-HOPICS	\$56,160	1	24	\$15,163	\$142,646	\$0	This position provides street-based engagement and support to people experiencing homelessness living outdoors in the targeted catchment area. This includes: triage, assessment, and linkage to services to help resolve their current episode of homelessness and resolve, as well as providing harm reduction services, intakes/assessments, planning, and individual/group counseling.
Outreach Case Manager	Street Outreach	Conducts outreach and case management	SSG-HOPICS	\$47,840	2	18	\$12,917	\$182,270	\$0	This position provides street-based engagement and support to people experiencing homelessness living outdoors in the targeted catchment area. This includes: triage, assessment, and linkage to services that will help to resolve their current episode of homelessness and resolve or cope with issues contributing to mental, emotional, medical or substance use.
Outreach Supervisor	Street Outreach	Supervises staff and coordinates services	SSG-HOPICS	\$70,000	0	18	\$18,900	\$0	\$44,006	This position (leveraged 0.3 FTE) supervises outreach staff, and is responsible for the oversight of outreach activities, as well as coordinating services with all program supervisors.
Behavioral Health Senior Manager	Systems Support	Supervises staff and coordinates services	SSG-HOPICS	\$120,000	0	24	\$32,400	\$0	\$100,584	This position (leveraged 0.3 FTE) supervises the mental health therapists and SUD counselors, and is responsible for the oversight of behavioral health activities, as well as coordinating services with all program managers.
Mental Health Therapist Substance Use Disorder (SUD) Counselor	Systems Support	Provides mental health therapy	SSG-HOPICS	\$70,720	0	24	\$19,094	\$0	\$118,555	This position (leveraged 2 FTE) provides client-centered, outpatient mental health therapy to program participants.
Counselor	Systems Support	Provides SUD counseling	SSG-HOPICS	\$56,160	0	24	\$15,163	\$0	\$94,147	This position (leveraged 2 FTE) provides client-centered, substance use counseling to program participants.
Problem Solving Specialists	Prevention and Diversion	Conducts problem solving activities	SSG-HOPICS/LAHSAs	\$54,080	0	18	\$14,602	\$0	\$309,067	This position (leveraged 3 FTE) conducts the Problem Solving Intervention to support households to maintain their housing, move in with friends or family temporarily or permanently, reunify to a safe place out of town with social supports, or move into a sustainable unit.
Program Coordinator	Systems Support	Coordinates services with all stakeholders	LAHSA	\$95,000	1	24	\$28,500	\$247,000	\$0	This position coordinates efforts amongst internal and external stakeholders regarding this project.
Subtotal - Personnel Costs								\$2,408,045	\$1,091,761	
NON-PERSONNEL COSTS				UNIT	RATE	TIME				
Interim Housing	Interim Sheltering	Interim Housing beds	SSG-HOPICS	50	\$80	200		\$800,000	\$0	Interim Housing includes beds for participants scattered in multiple sites across the community. This is calculated as follows: 50 beds at \$80/bed/night for 200 nights.
Motel vouchers	Interim Sheltering	Motel vouchers for families	SSG-HOPICS	10	\$105	200		\$210,000	\$0	Motel Vouchers includes vouchers for placement for families or dual person households. This is calculated as follows: 10 units (vouchers) at \$105/night for 200 nights.
Master Lease Operating Costs	Delivery of Permanent Housing	Master leasing for permanent housing	SSG-HOPICS	80	\$350	24		\$672,000	\$0	Master Lease Operating Costs include the planned master leasing of units for participants moving into permanent housing. This is calculated at: 80 units at \$350/unit/month for 24 months.
Rental Subsidies/Assistance	Delivery of Permanent Housing	Financial assistance for unit rentals	SSG-HOPICS	200	\$1,600	24		\$7,680,000	\$0	Rental Subsidies/Assistance includes support for participants through temporary rental assistance that help participants sustain stable housing. This is calculated as follows: 200 households at \$1,600/unit/month for 24 months.
Security Deposits	Delivery of Permanent Housing	Financial assistance for security deposits	SSG-HOPICS	120	\$3,200			\$384,000	\$0	Security deposits includes support for participants through assistance with security deposits to secure permanent housing. This is calculated as follows: 120 units (deposits) at \$3,200/unit.
Security Deposits	Delivery of Permanent Housing	Financial assistance for security deposits	SSG-HOPICS	100	\$3,200			\$0	\$320,000	Security deposits includes support for participants through assistance with security deposits to secure permanent housing. This is calculated as follows: 120 units (deposits) at \$3,200/unit.
Move-in Costs	Delivery of Permanent Housing	Move-in costs for participants	SSG-HOPICS	200	\$1,000			\$200,000	\$0	Move-in costs include support for participants moving-in to permanent housing units, including furnishing the unit, and assistance for utilities, storage, and rental applications. This is calculated as follows: 200 participants at an average \$1,000/participant.
Van Lease	Services Coordination	Lease for van	SSG-HOPICS	1.5	\$650	24		\$23,400	\$0	Van Lease includes the cost to lease vans to be used for programmatic purposes (e.g., outreach, client transportation, etc.). This is calculated as follows: 1.5 vehicles at \$650/vehicle for 24 months.
Van Fuel, Maintenance, Insurance	Services Coordination	Costs for van maintenance	SSG-HOPICS	1.5	\$600	24		\$21,600	\$0	Van Fuel, Maintenance, Insurance includes the costs to maintain the vehicles to be used for programmatic purposes (e.g., outreach, client transportation, etc.). This is calculated as follows: 1.5 vehicles at \$600/vehicle for 24 months.
Communications	Operating Subsidies	Internet and phone for staff	SSG-HOPICS	18.3	\$118	13.5		\$29,244	\$0	Communications includes the costs for program personnel to have access to Internet (Office and hotspot) and Phone (landline and mobile) for communication purposes. This is calculated as follows: 18.3 FTE at \$118/staff for an average of 13.5 months (based on varied staffing pattern from 12-24 months).
Office Equipment Lease	Operating Subsidies	Office equipment for program activities	SSG-HOPICS	18.3	\$45	13.5		\$11,153	\$0	Office equipment lease includes the costs for office equipment (e.g., printers) to conduct programmatic activities. This is calculated as follows: 18.3 FTE at \$45/staff for an average of 13.5 months (based on varied staffing pattern from 12-24 months).
Office Supplies	Operating Subsidies	Office supplies for program activities	SSG-HOPICS	18.3	\$22	13.5		\$5,452	\$0	Office supplies includes supplies (e.g., paper, pens, staplers) for program personnel to conduct programmatic activities. This is calculated as follows: 18.3 FTE at \$22/staff for an average of 13.5 months (based on varied staffing pattern from 12-24 months).
Startup Equipment/Furniture	Operating Subsidies	Equipment for program staff	SSG-HOPICS	18.3	\$1,300			\$23,790	\$0	Startup Equipment/Furniture includes items such as computers, office furnishings, etc. for program personnel to conduct programmatic activities. This is calculated as follows: 18.3 FTE at an average \$1,300/staff.
Space Lease/Utilities/Maintenance/Security	Operating Subsidies	Office space for program staff	SSG-HOPICS	27	\$216	24		\$141,687	\$0	Space Lease/Utilities/Maintenance/Security includes items to secure an office space for program personnel to conduct programmatic activities. This is calculated as follows: 27 FTE at \$216/staff for 24 months.
Client Services Funds	Street Outreach	Funds for client supplies	SSG-HOPICS	200	\$50			\$10,000	\$0	Client Services Funds includes support for client meals, hygiene, harm reduction supplies, etc. This is calculated as follows: 200 clients at \$50/client.
Other Operating Expenses	Operating Subsidies	Outreach and training expenses	SSG-HOPICS	18.3	\$864			\$15,811	\$0	Other Operating Expenses includes support for staff to conduct programmatic activities, such as provision of outreach supplies and funding to support trainings. This is calculated as follows: 18.3 FTE at an average \$864/staff.
Post-move Site Cleanup	Systems Support	Encampment area clean-up	TBD					\$0	\$0	Post-move Site Cleanup includes the costs associated with cleanup of the encampment area. Typically managed by the City.
RV Towing	Systems Support	Towing RVs from encampment area	TBD	22	\$600			\$0	\$13,200	RV Towing includes the costs to tow RVs in the encampment area. This is calculated as follows: 22 RV units at an average \$600 to tow the RV.
RV Storage	Systems Support	Storing RVs for participants	TBD	22	\$0			\$0	\$0	RV Storage includes the costs to move and store RVs that are in the encampment area. This is calculated as follows: 22 RV units at an average \$15,000 to store the RV.
RV Incentives	Services Coordination	Incentives to move/give-up RV	SSG-HOPICS	22	\$500			\$0	\$11,000	RV Incentives provide flex funding for participants to either move and/or give up their RV. This is calculated as follows: 22 RV units at an average \$500 for flex funds.
RV Buy-back and Destruction	Systems Support	Buy-back or destruction of RVs	TBD	22	\$1,000			\$0	\$22,000	RV Buy-back and Destruction includes the costs for buy-back or destruction of RVs that are in the encampment area. This is calculated as follows: 22 RV units at an average \$4,800 for buy-back or destruction of the RV.
Subtotal - Non-Personnel Costs								\$10,228,138	\$366,200	
Indirect Costs to SSG-HOPICS (5%)		Indirect Costs						\$ 619,459	\$ -	Indirect Costs include the overhead costs for subrecipient SSG-HOPICS, calculated at 5% of the total cost of personnel and non-personnel line items.
SUBTOTAL DIRECT COSTS								\$ 13,255,641	\$1,457,961	
ADMINISTRATIVE COSTS										
Subtotal - Administrative Costs to LAHSA (5%)		Administrative Costs						\$ 662,782	\$ -	Administrative Costs include the costs for LAHSA to administer the grant.
TOTAL BUDGET								\$ 13,918,423	\$1,457,961	

California Department of Transportation

CALTRANS DISTRICT 7 MAINTENANCE
100 S. MAIN ST.
LOS ANGELES, CA 90012
www.dot.ca.gov



February 27, 2023

To: California Business, Consumer Services, and Housing Agency

Subject: Los Angeles Housing Services Authority (LAHSA) Grand Corridor Encampment Resolution Funding Letter of Support

To Whom It May Concern,

Caltrans District 7 is supportive of and committed to LAHSA for their proposal of the Encampment Resolution Funding request. LAHSA and partnering agencies have been providing services such as emergency shelter, permanent housing, crisis intervention, mental health support, transitional housing, identification vouchers, and other services to homeless encampments on and adjacent to the 110 FWY/Grand Corridor for the last 22 months. They are committed to the region and have shown their willingness to partner and improve the accessibility of those most in need by providing housing and other resources.

Caltrans is committed to:

- ✓ Provide recommendation/support for funding
- ✓ Provide brief explanation why funding is necessary for homeless encampments along highways in the Grand Corridor and surrounding areas
- ✓ Your agency's role in support for ERF funds

We are eager to be part of LAHSA's partnership so we can strengthen and expand the resources to connect homeless with new opportunities in the community.

If additional information is needed, please contact Charles Isaac at (323) 303-9225.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Godson Okereke'.

Godson Okereke, PE
Deputy District Director, Caltrans District 7
godson.okereke@dot.ca.gov
(213) 817-2087



Inside Safe Program Scope of Required Services

The Scope of Required Services (SRS) for Inside Safe Program contains a written summary of, and links to, detailed information regarding the services that may be provided to Program participants based on available need and available resources. This SRS and the documents that are linked hereto, in combination with the Program Standards (contained in a separate document), individual separate SRS for the program components, and Performance Targets, together, comprise the entire Statement of Work for the Inside Safe Program. LAHSA reserves the right to make any necessary changes related to prioritization, matching, and other aspects of the implementation of the complete Coordinated Entry System. Contractors will be notified of any such changes through policies, interim guidance, and other forms of guidance when deemed necessary.

A. PROJECT DESCRIPTION

The Inside Safe Initiative is a housing-focused solution to combating homelessness focused on specific encampment locations within the City of Los Angeles. With collaboration between the City, the County of Los Angeles, LAHSA, and Service providers, all outreach engagement efforts will be coupled with immediate interim housing solutions and linkages to permanent housing resources. The goals of the program are to reduce the loss of life on the streets of Los Angeles, increase access to mental health and substance abuse treatment for those living in encampments, eliminate street encampments, promote long-term housing stability for people experiencing homelessness, and enhance the safety and hygiene of neighborhoods for all residents, businesses, and neighbors through the available service interventions. Services will be low-barrier, trauma-informed, and data-informed. Services must remain flexible to support the needs of individuals receiving services, as well as to accommodate the limits of what the local funding permits [is that what was intended?].

B. DEFINITIONS

Attached SRS will provide further information for definitions. This document outlines the overarching Inside Safe Program Provider responsibilities only.

C. ELIGIBILITY FOR SERVICES

1. **Population Served:** All participants must be experiencing homelessness under Categories 1 or 4 per HUD's Final Rule on Defining Homelessness (24.CFR parts 91, 576, 578; see Item 6. for additional details) and referred through LAHSA's Centralized Matching process (see Item 7. for additional details).
 - 1.1. Unaccompanied Minors are not eligible for enrollment or services in the program. An exemption exists for unaccompanied minors who are legally emancipated.
2. **Homeless Status:** Participants must be determined to be homeless under Categories 1 and 4 according to HUD's Final Rule on "Defining Homeless" (24 CFR parts 91, 576 and 578) or experiencing homelessness upon exiting from an institution.
 - 2.1 Contractors will be responsible for documenting the determination of the participant's homeless status utilizing LAHSA Approved Homeless Certification Forms. Contractor must upload the LA CoC Homeless Certification Form utilized into HMIS. LA CoC Homeless Certification Forms, ranked in order of preference, include:
 - 2.1.1 [Third Party Verification of Homeless Status Form](#) (Form 1444)
 - 2.1.2 [Observation of Homeless Status Form](#) (Form 2199)

2.1.3 Self-Certification of Homeless Status Form (Form 1448)

2.2 Please refer to the following training video on how to complete the forms: LAHSA Approved Homeless Certification Forms: <https://www.youtube.com/watch?v=-PMkGNLKi3E>

2.3 All documentation is required to be uploaded to the Homeless Management Information System (HMIS). In the case where homelessness is being documented with an HMIS Participant Summary, the provider just needs to make a case note in HMIS indicating the HMIS Participant Summary shows the participant was homeless within 7 days of program entry. If hard copy files are maintained, the documentation must be placed inside the participant's master file. This includes the HMIS Participant Summary. Please see the following video on how to upload documents to HMIS: <https://www.wevideo.com/view/1324198999>

3. Encampment Location: Each Inside Safe participant will be selected from an encampment location determined by the Los Angeles City Mayor's Office and LAHSA. The Inside Safe service provider will only work with the specific designated encampments. Outreach teams will be directed by The Mayor's Office or LAHSA to engage participants and initiate enrollment into Inside Safe Programs.

D. COMMITMENT TO PROVIDING LOW BARRIER SERVICES

4. The first conversation upon entry for any program will be to assess for the possibility of **Problem Solving** to assist the person to quickly self-resolve their housing and/or make reasonable efforts to re-connect with supportive family and/or friends who could temporarily or permanently house the participant. Each LAHSA-funded contractor is required to ensure problem solving is incorporated into the program model. Further description is noted in the individual Scope of Required Services per program.

5. Contractor **shall not deny entry** to the Inside Safe program based on suspicion of substance abuse, insobriety, mental disorder, or criminal background, unless Contractor determines that a participant poses an imminent threat to themselves, staff, or other participants?]. Further, the Contractor is prohibited from conducting drug or alcohol testing, criminal background checks or making inquiries to verify that a participant is clean and sober (free from alcohol or drug use.) All instances must be noted through the Incident Reporting protocol found in the Minimum Program Standards.

6. All program staff must be trained to **administer emergency Narcan** to participants experiencing an opioid overdose emergency and responsible for maintaining an inventory of Narcan working with LA County's Overdose Education and Naloxone Distribution (OEND) program or LAHSA.

7. Contractor must abide by all **COVID-19 Prevention and Response Practices** that include screening, prevention, and response practices designated by the LA County Department of Public Health (DPH) regarding COVID-19. Contractor will ensure that staff and participants adhere to any Orders issued by the State or County's Health Officer when in effect. Further description is noted in the individual Scope of Required service per program.

E. SUPPORTIVE SERVICES AND ACTIVITIES

8. **Outreach:** Outreach will be utilized through the existing outreach infrastructure as designated by City and County resources and directed by City and County partners. Existing SPA based outreach coordination shall be leveraged and will be pivotal in assessing encampments and individual needs, ahead of an Inside Safe operation to ensure resources are directed appropriately.

9. **Inside Safe Contractor Care Coordination Responsibilities:** Contractors are responsible to ensure that individual encampment members are supported from initial engagement through to permanent housing. Contractors facilitate the coordination of permanent housing placement from the interim housing

solution (either interim housing site or motel vouchers) that a client may be staying within. Contractors must ensure HMIS data collection is accurate and timely for each client, ensure individual case management services are coordinated amongst the programs, ensure that available resources are provided to each client after outreach assessment and placement into shelter (motel) locations is finalized. Contractors must work with Housing Navigators and Time Limited Subsidy providers to ensure that available slots are utilized, and participants are linked to resources. Should gaps be determined, contractors will connect with LAHSA and the City to address identified needs.

9.1. A recommended infrastructure (not required) includes contractors leading Inside Safe weekly coordination meetings with affiliated service providers and LAHSA to oversee case conferencing. LAHSA will provide support and oversight of the entire process.

- 10. Motel Voucher Program:** Inside Safe contractors will receive funding to directly place Inside Safe participants into motels or hotels designated by the contractor or the city. Motel Vouchers may be leveraged and utilized with any available resources. Specific eligible costs and requirements are included in the attached Motel Voucher Program SRS with the specific requirements for care of participants receiving motel or hotel placements.
- 11. Meal Voucher:** Inside Safe contractors will be able to use their motel voucher funding to provide meals or meal vouchers for participants staying in motels or hotels. The Inside Safe contractor is required to ensure that any Inside Safe participant placed in a hotel or motel voucher location will receive meal services. The appendix to the Motel Voucher Program SRS below contains all specific requirements
- 12. Housing Navigation (HN):** Inside Safe Contractors will use multiple funding sources to support Inside Safe participants with the HN Program model. Existing HN funding from other contracts that the Contractor receives must be expended before requesting and spending Inside Safe HN Program funding under this Agreement. Inside Safe Contractors will align all activities for Inside Safe HN with the attached SRS. HN will support the linkages to Permanent Housing options for Inside Safe Participants as needed and directed through the Inside Safe Care Coordination efforts.
- 13. Time Limited Subsidy (TLS):** Inside Safe Contractors will use multiple funding sources to support Inside Safe participants with the receipt of TLS for those who need this specific resource. Existing TLS funding from other contracts that the Contractor receives must be expended before requesting and spending Inside Safe TLS Program funding under this Agreement. Inside Safe Contractors will align all activities for Inside Safe TLS with the attached SRS. The overarching goal is for every Inside Safe Participant to receive a Permanent Housing resource. TLS is an available permanent housing resource to ensure permanent housing for Inside Safe Participants.

F. HMIS DATA COLLECTION AND PARTICIPATION REQUIREMENTS

- 14.** Contractors **must utilize HMIS** as their primary participant tracking and document storage system, unless prohibited by law, to track all participants served and the services provided.
- 15.** Contractor will ensure that all participants sign the [Consent to Share Protected Personal Information](#) form granting consent for Contractor to enter information into the HMIS database. If warranted because of health, safety, or other concerns that prohibit the Contractor from getting the document signed, the Contractor may obtain verbal consent. The receipt of verbal consent must be documented in a [Program Level Case Note](#) along with the reason verbal consent was obtained. If consent is not provided, participant is still entitled to receive services.

16. Contractor must adopt and implement the **best practices for data collection** and data entry as outlined in the addenda. as noted per Program SRS and per HMIS guidelines stipulated by LAHSA Data Management Department.



Interim Housing Motels Vouchers: Inside Safe Scope of Required Services

The Scope of Required Services (SRS) for Inside Safe Program contains a written summary of, and links to, detailed information regarding the services that may be provided to Program participants based on available need and available resources. This SRS and the documents that are linked hereto, in combination with the Program Standards (contained in a separate document), individual separate SRS for the program components, and Performance Targets, together, comprise the entire Statement of Work for the Inside Safe Program. LAHSA reserves the right to make any necessary changes related to prioritization, matching, and other aspects of the implementation of the complete Coordinated Entry System. Contractors will be notified of any such changes through policies, interim guidance, and other forms of guidance when deemed necessary.

I. PROJECT DESCRIPTION

Interim Housing Programs provide a low-barrier, Housing First housing-focused, and supportive temporary twenty-four (24) hour residence to persons experiencing homelessness while they are being connected to a broad range of housing resources and working on locating, applying to, and obtaining permanent housing. Interim Housing Motel Vouchers for the Inside Safe Program offer motel or hotel room options for participants receiving Inside Safe services as they locate longer term Interim Housing solutions and/or Permanent Housing solutions.

II. DEFINITIONS

1. **Homeless Management Information System (HMIS):** HMIS is a U.S. Department of Housing and Urban Development (HUD) mandated information technology system that is designed to capture participant-level information over time, on the characteristics and service needs of homeless persons. Participant data is maintained on a central server, which will contain all participant information in an encrypted state. HMIS integrates data from all homeless service providers and organizations in the community and captures basic descriptive information on every person/household served. Participation in the Los Angeles Continuum of Care (LA CoC) HMIS allows organizations to share information with other participating organizations to create a more coordinated and effective delivery system.
2. **Two Adult Household:** Two adult households without a minor child. Two adult households can consist of, but are not limited to, the following household compositions:
 - 2.1 Two adults who identify as a single household (e.g., individuals who identify as married, partners, and/or a couple).
 - 2.2 Adult-only Families: e.g., adult child and parent, adult siblings, or another familial relation.
3. All programs operating in the Los Angeles Continuum of Care (LA CoC) CES system must operate with a Housing First, Harm Reduction, Low Barrier, and Trauma-Informed Care approach. **Please see LAHSA Program Standards for more detailed definition of these terms.**

III. COMMITMENT TO PROVIDING LOW BARRIER SHELTER & SERVICES

4. Contractor shall not deny entry to the program based on suspicion of substance abuse, insobriety, mental disorder, or criminal background, unless Contractor determines that a participant poses an imminent

threat to themselves, staff, or other participants. This must be documented through the incident reporting process. Further, the Contractor is prohibited from conducting drug or alcohol testing, criminal background checks or making inquiries to verify that a participant is clean and sober (free from alcohol or drug use.)

5. Contractors must **NOT** screen out participants or deny referrals based on any of the following criteria:
 - 5.1 Past program participation or previous stay at Contractor facilities;
 - 5.2 Lack of tuberculous test (TB) result;
 - 5.3 Lack of Service and/or Emotional Support Animal documentation;
 - 5.4 Lack of sobriety;
 - 5.4 Lack of income or employment status;
 - 5.5 Lack of identification documentation; The presence or perceived presence of mental health issues, disabilities, or other psychosocial challenges;
 - 5.6 Presence of evictions
 - 5.7 Lack of a commitment to participate in treatment;
 - 5.8 Justice system involvement;
 - 5.9 Any other criteria thought to predict challenges/barriers to long-term housing stability.

IV. SUPPORTIVE SERVICES, ACTIVITIES, AND REQUIRED TRAINING

6. **Problem Solving:** The first conversation upon entry will be to assess for the possibility of Problem Solving to assist the person to quickly self-resolve their housing and/or make reasonable efforts to re-connect with supportive family and/or friends who could temporarily or permanently house the participant.
 - 6.1 If, through the Problem Solving efforts, it is identified that assistance funds are needed to resolve the participant's housing crisis and successfully divert entry into Interim Housing program, the Contractor must either: make a referral to a CES Prevention program if participant is determined to meet Category 2 or 4 Homeless Status criteria or submit a for Problem Solving Assistance Funds if participant is determined to meet Category 1 or 4 Homeless Status criteria.
 - 6.2 If Problem Solving is not initially successful at program entry, Contractor should continue to have Problem Solving conversations while the participant is enrolled in the Program.
7. **Direct Support Services:** Contractors providing Interim Housing are funded for, and must provide, the following services directly to participants in the program
 - 7.1 Twenty-four (24) hour bed availability
 - 7.2 Supportive Services (as budget provides - see Section 19)
 - 7.3 Document collection for permanent housing
 - 7.4 Collaborate with external housing program providers and provide triage and tracking Management.
 - 7.5 Connection to LA County's Mainstream Benefits/Services.
 - 7.6 Problem Solving
 - 7.7 Connection Employment Development/Placement Programs
 - 7.8 Harm Reduction Services (e.g., sharps containers, overdose prevention resources)
 - 7.9 Residential Supervision
 - 7.10 Crisis Intervention & Conflict Resolution
8. **Monitoring and Oversight:** Contractor is required to oversee and promote safety for Program participants, staff, and invited guests. The contractor must take a trauma-informed approach to providing oversight at motels and have standard operating procedures to ensure safety of all residents and community members

surrounding motels as necessary per individual motel/hotel site and provider arrangement with the hotel/motel. Monitoring and Oversight may look different to ensure safety dependent upon the number of rooms per one motel that a contractor may use, and/or the needs of individual clients.

9. **Emergency Narcan Administration**: All program staff must be trained to administer Narcan to participants experiencing an opioid overdose emergency and responsible for maintaining an inventory of Narcan working with LA County's Overdose Education and Naloxone Distribution (OEND) program or LAHSA.
10. **COVID-19 Prevention and Response Practices**: Contractor is required to abide by all screening, prevention, and response practices designated by the LA County Department of Public Health (DPH) as it relates to COVID-19. Contractor will ensure that staff and participants adhere to any Orders issued by the State or County's Health Officer when in effect.
 - 10.1 Contractor must educate staff and participants on the latest COVID-19 best practices as per the Center for Disease Control (CDC) and DPH and ensure that these practices are integrated into the facility's daily operations.
 - 10.2 Communications with DPH and LAHSA:
 - 10.2.1 Contractor must notify DPH whenever there are any symptomatic or COVID-19 positive participants or staff on-site
 - 10.2.2 Contractor must submit a completed Incident Report to LAHSA whenever there are any positive COVID-19 cases or outbreaks on-site.
 - 10.2.3 Contractor must inform and share with LAHSA any site-specific guidance/recommendations provided by DHS/DPH.
11. **Supportive Services**: General intake, assessment, and supportive services may be one way to facilitate movement into available resources. Supportive Services are provided by staff to assist participants in moving forward to access permanent housing. The primary objective of Support Services for Programs is to support participants with obtaining an ID and any identification documents needed. Additionally, supportive services shall also include an organized approach to tracking and managing participant progress, including referrals and connections to housing navigation and permanent housing programs. LAHSA recommends the following provisions for an Inside Safe provider:
 - 11.1 Contractor must provide Case Management that is offered in accordance with Housing First and trauma-informed care principles to assist participants to self-resolve their housing crisis and/or be connected to a permanent housing provider.
 - 11.2 To maintain the momentum of participants' progress towards obtaining permanent housing, the Contractor must offer case management services to each participant at least one (1) time per month. The frequency of how often case management services is offered to each participant can be increased depending on need and availability.
 - 11.3 Contractors must ensure that participants have documents prepared for permanent housing placements included but not limited to: Identification and Driver's license cards, Social Security verification, employment verification, and other necessary documents to move swiftly into permanent housing.
 - 11.4 Contractor must develop an organized approach to tracking participant status and progress towards obtaining Identification in addition to tracking the progress of referrals to housing navigation and permanent housing programs.
 - 11.5 All efforts on behalf of the Contractor to engage a participant in case management services should be documented in HMIS as well as the response from the participant.
 - 11.6 Case notes in HMIS should be documented in a manner that is succinct, objective, and factual.
 - 11.7 Contractor must document the content and outcome of case management meetings with participants as case notes under the designated program in HMIS.

12. Case Management Ratio: Contractors are recommended to maintain a ratio of approximately one (1) staff to every twenty-five (25) participants for optimal service delivery.

12.1 The specific ratio of staff members to participants for case management services should be determined through consultation with Supervising or Managing level staff, taking into consideration the frequency of services needed for participants based on individual need.

13. Mainstream Benefits: Contractor must establish procedures for referring eligible and interested participants to mainstream benefit services (e.g., services available through Department of Social Services, Department of Health Services – Countywide Benefits Entitlement Service Team (CBEST), Department of Mental Health, Department of Public Health - Substance Abuse Prevention and Control (SAPC)).

V. LENGTH OF ENROLLMENT

14. Contractor must strive to assist participants in moving out of Interim Housing and into their own Permanent Housing unit as quickly as possible. The total length of stay (up to 6 months) can and should be individually determined, based on the participants' need. Length of stay may be extended or shortened based on individual needs and overall Inside Safe Program objectives that may change over time.

VI. PARTICIPANT MASTER FILE

15. Contractor must use HMIS as their primary participant data and document storage system. The Contractor must ensure the following Core Documents are uploaded to HMIS if they have not already been. The Contractor should upload documents to HMIS during their intake if they have not yet been done. The provider may obtain verbal consent for documents that require a signature. Verbal consent should be documented in [Program Level Case Notes](#) on HMIS. If participant does not have identification, provider should work with them to obtain this documentation while enrolled in the program.

Document	Guidance
Participant Identification	Required - See Appendix I for details.
Program Participation Guideline Agreement	Agency created form. Must be dated and signed by the participant and Contractor and must indicate that the program site does not establish tenancy
Grievance Procedure Acknowledgement	Agency created form. Must be dated and signed by the participant and Contractor.
CES Initial Assessment	Complete in alignment with procedures developed by LAHSA.
HMIS Consent Form	Required
Verification of Homelessness	Required – See Appendix I for details on eligible documentation.
Monthly Update Form	Use LAHSA-approved form or document using HMIS case notes.

Budget Tool	Optional, use as needed
Case Notes	Required- Enter into HMIS
Exit Summary Form	Required- Use the LAHSA-approved forms, including Reunification Certification Form and Transportation Assistance Request Form if applicable. Exit from the Inside Safe Program required in HMIS and documenting exit destination.

VII. EXITING PARTICIPANTS

16. Contractor must develop clear Policies and Procedures for exiting participants from Interim Housing.

- 16.1 Contractor must **NOT** exit the participant from enrollment in Interim Housing unless one of the following conditions are met:
- 16.2 Participant is successfully placed into permanent housing.
- 16.3 Participant is enrolled in another Interim Housing program (Crisis, Bridge, Recuperative Care, Stabilization, etc.) or Transitional Housing Program.
- 16.4 Participant relocates outside of Los Angeles County.
- 16.5 Reunification services are utilized, or the Participant self-resolves their housing crisis.
- 16.6 Participant is deemed a risk to self, the safety of the contractor’s staff, or other participants.
- 16.7 Participant will be hospitalized or incarcerated for fourteen (14) consecutive days or more.
- 16.8 As an interim housing program, it is anticipated that participants will stay in the program most nights; however, there may be circumstances in which a participant works overnight and sleeps during the day, or where participants have an alternate place to stay on some nights. If participants are not staying in the program regularly and have not notified the Contractor of their absence for three or more consecutive days/nights, Contractors must make at least three attempts to contact the participant prior to exiting them from the program. Attempts must be made using at least two (2) different methods (e.g., calls, texts, e-mail) and must document in HMIS.
If these attempts are unsuccessful, the Contractor may exit the participant.
- 16.9 Contractor must **NOT** exit a Participant from Interim Housing for the following reasons:
 - 16.9.1 Active substance use
 - 16.9.2 Failure to have an income
 - 16.9.3 Active health issues
 - 16.9.4 Mental health conditions
 - 16.9.5 Failure to abide by personal budget
 - 16.9.6 Non-compliance with Housing and Services Plan
 - 16.9.7 Medication non-compliance
- 16.10 Contractor should re-enroll participants that have been exited due to unapproved absences if and/or when a unit becomes available.
- 16.11 When a participant has been successfully linked to a permanent housing program, Contractor must provide the necessary support when that linkage has been implemented. Linkage should never be done merely in the form of a “referral,” but rather should be done as a “warm hand off.”
- 16.12 Provider must work collaboratively with the Case Manager in the housing program to facilitate a quick and successful transition that is not disruptive to the participant.
- 16.13 **Transition Plan:** Contractor must complete a Transition Plan for all participants.
 - 16.13.1 Transition Plans for participants not entering Permanent Housing placements should include referrals and linkages to other Interim housing resources, with a warm hand-off (i.e., documented transition between providers) that show a smooth transition from Interim Housing was made.

- 16.14. Exit must be entered into HMIS indicating where the Participant has “exited to.”
 - 19.9.1 “Unknown destination” entries in HMIS are to be discouraged. Exits must be entered in HMIS at the time of their exit
- 16.15. **Exit Plan:** Contractor must complete an Exit Summary Plan for all participants, documented as a case note in HMIS.

VII. HMIS DATA COLLECTION AND PARTICIPATION REQUIREMENTS

- 17. Contractors must utilize HMIS as their primary participant tracking and document storage system, unless prohibited by law, to track all participants served and the services provided.
- 18. Contractor will ensure that all participants sign the [Consent to Share Protected Personal Information](#) form granting consent for Contractor to enter information into the HMIS database. If warranted because of health, safe, or other concerns that prohibit the Contractor from getting the document signed, the Contractor may obtain verbal consent. The receipt of verbal consent must be documented in a [Program Level Case Note](#) along with the reason why verbal consent was obtained. If consent is not provided, services are still entitled to the participant.
- 19. Contractor must adopt and implement the best practices for data entry as follows:
 - 19.1 Contractor will search the Clarity HMIS database for an existing profile. If none is found, the Contractor will collect and record the participant’s consented information into the database and create a participant record.
 - 19.2 In completing the participant’s records, referred to as Profile, the Contractor will fully complete fields based upon participant’s responses. When previously undisclosed information is collected, the Contractor will update the participant’s profile.
 - 19.3 To enroll a participant in a program, the Contractor must complete a Program Enrollment. The contractor must complete the [Program Enrollment](#) (program entry/intake) questions in the HMIS database with as much information as the participant can provide. For missing information, mark the appropriate field – “Participant Doesn’t Know” or “Participant Refused”; if/when a participant/household discloses any missing information, the Contractor must update the participant’s intake in HMIS within 3 days or complete a [Status Update Assessment](#).
 - 19.4 Contractor must enter all unit services and meals provided to program participants.
 - 22.1.1 Contractor must enter the unit service daily to reflect a participant’s use of that unit that night.
 - 22.1.2 Contractor must enter each meal service (breakfast, lunch, dinner) to reflect the participant’s use.
 - 19.5 With all participants, the Contractor must record the program exit or termination within 3 business days. Contractor shall enter the Exit Date as the date the a) last service was provided (meal service, case management, etc.), or b) the last unit service was provided.

VIII. COSTS

- 20. The following are allowable operating costs:
 - 20.1 Administration
 - 20.2 Service Coordination
 - 20.3 Hotel/motel units Leasing costs
 - 20.4 Emergency Food
 - 20.5 Personal hygiene products & toiletry products
 - 20.6 Medical supplies

- 20.7 Personal Protective Equipment (PPE)
- 20.8 Transportation
- 20.9 Training

APPENDIX I: PROGRAM ELIGIBILITY GUIDANCE

Eligibility	Guidance											
<p>Participant Identification</p>	<ul style="list-style-type: none"> • Participants are required to have a form of identification on file. Copies are acceptable. • However, if a participant does not have an identification card at the time of the program screening, Contractor must not deny the participant entry, but rather assist the participant in obtaining an identification card. • Category [A] are acceptable forms of government issued photo identification cards. • If the participant does not have any of the acceptable identification cards listed in Category [A] they may provide one acceptable form of alternative photo identification in Category [B] along with one acceptable non-photo form of identification in Category [C] to meet the government issue identification requirement. • A copy of a social security card is NOT required for the program. 											
	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 33%; padding: 5px;"> [Category A] Government issued photo Identification Card (ID) </th> <th style="width: 33%; padding: 5px; text-align: center;">OR</th> <th style="width: 33%; padding: 5px;"> [Category B] Alternative Forms of acceptable photo identification Card (ID) </th> </tr> </thead> <tbody> <tr> <td style="padding: 5px; vertical-align: top;"> <ul style="list-style-type: none"> • State-issued DMV ID • State-issued DMV Driver’s license • Passport/ Passport Card • US Military ID • Immigration Services (USCIS) ID • Visa issued by department of state • Government issued ID </td> <td style="padding: 5px; vertical-align: middle; text-align: center;">AND</td> <td style="padding: 5px; vertical-align: top;"> <ul style="list-style-type: none"> • Student ID • Shelter ID • Employment ID • Bank/ Debit/ Credit Card • Transportation Card (METRO) • Library Card • Gym Membership Card • Warehouse Membership Card </td> </tr> <tr> <td colspan="2"></td> <th style="width: 33%; padding: 5px;"> [Category C] Alternative Forms of acceptable non-photo identification </th> </tr> <tr> <td colspan="2"></td> <td style="padding: 5px; vertical-align: top;"> <ul style="list-style-type: none"> • Birth certificate • Utility Bill • Lease/ rental contract • School Records • Medical / Dental insurance card • Debit/ bank card • Credit card • Legal records/ court documentation • Tax Identification Number/ Paperwork (TIN) • Social Security card • American Automobile Association (AAA) card • American Association of Retired Persons (AARP) </td> </tr> </tbody> </table>	[Category A] Government issued photo Identification Card (ID)	OR	[Category B] Alternative Forms of acceptable photo identification Card (ID)	<ul style="list-style-type: none"> • State-issued DMV ID • State-issued DMV Driver’s license • Passport/ Passport Card • US Military ID • Immigration Services (USCIS) ID • Visa issued by department of state • Government issued ID 	AND	<ul style="list-style-type: none"> • Student ID • Shelter ID • Employment ID • Bank/ Debit/ Credit Card • Transportation Card (METRO) • Library Card • Gym Membership Card • Warehouse Membership Card 			[Category C] Alternative Forms of acceptable non-photo identification		
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APPENDIX I: PROGRAM ELIGIBILITY GUIDANCE (continued)

Eligibility	Guidance
Homeless Status	<p>Participant must be determined to be homeless</p> <p>Category 1: Literal Homeless- An individual who lacks a fixed, regular, and adequate nighttime residence, which includes one of the following:</p> <ul style="list-style-type: none"> i. Has primary nighttime residence that is a public or private place not meant for human habitation. Examples include street, park, vehicle, abandoned building, bus/train station, airport, camping ground); ii. Is living in a publicly or privately-operated shelter designated to provide temporary living arrangements (i.e. Emergency shelter and transitional housing) <p>or</p> <ul style="list-style-type: none"> iii. Identified as experiencing homelessness upon exiting from an institution Examples of Institutions include a medical hospital, psychiatric hospital, jail, prison, substance abuse treatment facility, and dependent care facility. <p>Category 4: Individuals/families fleeing or attempting to flee domestic violence, dating violence, violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or family member and includes ALL of the following:</p> <ul style="list-style-type: none"> i. Have no identified residence, resources or support networks; AND ii. Lack the resources and support networks needed to obtain other permanent housing.
Income	<p>No Income Requirement for entry, and income is not a requirement for program services. Once enrolled, programs should work with the participant to access sources of income. The provider must upload available income documents to HMIS.</p>
Length of stay	<ul style="list-style-type: none"> • Interim Housing does not have a standardized time limit: however, the goal of interim housing is to assist individuals in gaining and moving into permanent housing as quickly as possible. Progress towards housing goals must be documented and reviewed every 90 days to remain eligible. • The total length of stay can and should be individually determined, based on the participant’s need.

APPENDIX II: Meal Services in Interim Housing Programs in Master Leased Motels

MEAL DISTRIBUTION IN INTERIM HOUSING OPERATING AT MASTER LEASED MOTELS

1. Meal Distribution: All participants must have access to meals through meal distribution or gift cards
 - 1.1. Meals or gift cards shall be served directly to clients at their designated motel room.
 - 1.2. Providers shall accommodate participants who have special dietary needs due to medical necessity or religious beliefs.
 - 1.3. Providers will ensure Participants have access to drinking water.



Housing Navigation: Inside Safe Scope of Required Services

The Scope of Required Services (SRS) for Inside Safe Housing Navigation Program contains a written summary of, and links to, detailed information regarding the services that may be provided to Program participants based on available need and available resources. This SRS and the documents that are linked hereto, in combination with the Program Standards (contained in a separate document), individual separate SRS for the program components, and Performance Targets, together, comprise the entire Statement of Work for the Inside Safe Housing Navigation Program. LAHSA reserves the right to make any necessary changes related to prioritization, matching, and other aspects of the implementation of the complete Coordinated Entry System. Contractors will be notified of any such changes through policies, interim guidance, and other forms of guidance when deemed necessary.

HOUSING NAVIGATION PROGRAM OVERVIEW

Housing Navigation Program (Navigation) bridges a critical gap in services in the Los Angeles Continuum of Care (LA COC). It provides housing-focused supportive services for people experiencing homelessness in locations as identified by LAHSA with the goal of helping them identify, apply for, secure and move into permanent housing within 120 days of Navigation enrollment. Each subpopulation of participants has different approaches to the use of Housing Navigation. This SRS explains each. Housing Navigation Programs adhere to Housing First, Low Barrier, Harm Reduction and Trauma-Informed Care approaches (detailed definitions can be found in the [LAHSA Program Standards document](#)). Housing Navigation programs are an integral part of the Coordinated Entry System (CES). CES was created to ensure consistent approaches for access to, and delivery of, services in Los Angeles County. Therefore, Housing Navigation must work in collaboration with the CES, and in coordination with the other LAHSA-funded program components. For more detail about this involvement in CES, please see the [LAHSA Program Standards](#). This SRS provides contractual guidance for the Adult, Family and Youth Systems

I. DEFINITIONS

1. **Time-Limited Subsidy Programs:** Are a subset of programs that fall underneath the permanent housing portfolio. Time-Limited Subsidy programs provide support to households experiencing homelessness by assisting in accessing permanent housing quickly and provide them with rental assistance and supportive services for a limited amount of time. The amount of time and assistance varies by the specific program.
2. **Warm Hand-off:** When providing participants with referrals to services or other providers, it is important for the program staff person to take an active role in ensuring the referral is successful. This trauma-informed approach ensures that the participant is effectively connected to the next resource. A warm hand-off consists of the staff person making the first approach to the resource provider to ensure that it is an appropriate referral and learn who exactly should meet with the participant. Staff should facilitate the connection to ensure each participant is able to work with their new provider.
3. **Slot-Based Contracting vs. Contracted to Serve (CTS):** The Contracted to Serve (CTS) contracting model represented the requirement of the total number of participants to be served during a funding year. In the Slot-Based system of contracting, programs will be awarded funding with the expectation that they

will maintain a certain number of service slots for participant enrollments throughout the year. The awarded funding amount in the Slot-Based system will be determined based on the amount of funding needed to provide the full range of services required by the program model and available funding. Funding will be based on an established 1:20 case manager to participant ratio as well as other aspects of eligible services including administrative costs all outlined in the SRS. While the number of participants will shift over the course of the year, programs are expected to maintain the caseload ratio and fill any available slots as quickly as possible after exiting a participant from a slot. The Slot-Based System also identifies the maximum number of participants that can be enrolled in the program at any given time. The Inside Safe Program does not use the Slot-based Contracting at this time, however flexibility to do so may be determined at a later date.

4. **Family:** Households consisting of one or more minor children (17 or under) in legal custody or under the guardianship of one or more adults who are living together. This includes households with same-sex partners, families with intergenerational or extended family members, unmarried couples with children, families with adults who are not the biological parents of the children, and households without minor children in which one member is pregnant, or a household with a qualified dependent.
5. **Qualified Dependent:** An individual over the age of 18 who is: (a) Incapable of self-sustaining employment by reason of mental or physical disability, and (b) is dependent upon a parent or guardian for support.

II. ELIGIBILITY FOR SERVICES

1. **Encampment Location:** Each Inside Safe participant will be selected from an encampment location, that is determined by the Los Angeles City Mayor's Office (LA City) and LAHSA. The service provider will only work with specific encampments at the request of LA City. Outreach teams will be directed by City Officials to engage participants and initiate enrollment into Inside Safe Programs.
2. Detailed eligibility requirements for Housing Navigation can be found in Appendix I and II.
3. Homeless Status: Participants must meet the definition of "homeless" (Categories 1 & 4) as defined by HUD's Final Rule (24 CFR parts 91, 576 and 578). Please see Appendix I for detailed description eligibility for Housing Navigation.
4. Contractor will be responsible for documenting the determination of the participant's homelessness status by using the LAHSA approved [LA CoC Homeless Certification Forms](#). If the forms are not found in HMIS, (uploaded by a previous program) the Housing Navigation Program is responsible for obtaining all documentation from any referring or previous agency assisting the participant or completing the forms themselves. All documentation is required to be placed inside the participant's master file and uploaded to HMIS.
5. Income Requirements: Participants must be determined to be income eligible by meeting the income threshold of at or below 50% Area Median Income (AMI) for Los Angeles County as defined by HUD which can be found in MyOrg at the [HUD AMI tables which are updated annually](#).
 - 5.1 Contractor is responsible for obtaining all income supporting documents, if not already obtained by the referring agency. If the participant cannot obtain documentation of income or provide proof of income, the Program must complete the documentation as detailed in Appendix I, II, III.
 - 5.2 Contractor will be responsible for entering the reported income in HMIS. If there is a reported increase or decrease in income, the program must update the change in income in HMIS.

III. IDENTIFYING PARTICIPANTS

1. CES Coordination work must be completed for funding sources outside of Inside Safe Programming. Any funding used specifically from the Inside Safe Program Funding, may be coordinated at the discretion of the City of Los Angeles and LAHSA.
2. CES Initial Assessment: CES Surveys (CES Survey for Adults, Youth, or Families with Children) are no longer required upon intake. Upon identification of a new or updated CES Initial Assessment tool, contractor will be required to complete all necessary training to implement CES Initial Assessment Tool(s) as part of client intake. Contractor must comply with any forthcoming guidance regarding updating or replacing existing CES Survey Tools.
3. Contractor must work collaboratively with the CES Regional Coordinators, Outreach Coordinators, and CES Matchers and other programs as identified by LAHSA to identify eligible participants dependent on the population. Contractor must accept referrals from CES participating agencies including Interim Housing, Outreach, and Transitional Housing Programs. The different prioritized populations are explained below:
 - 3.1 *In the **Adult, Family and Youth Systems**, participants for Housing Navigation will be identified by Outreach teams working with the designated encampments in coordination with LAHSA.* Participants shall be identified in accordance with any subsequent guidance provided by LAHSA.
 - 3.2 All Housing Navigation programs must ensure that their enrollments and exits from the program are up to date in HMIS within 48 hours of a change of status. LAHSA will use this information to determine whether a program has available slots to accept a new referral. Program will follow any LAHSA guidance developed and implemented to support this referral process.
4. Please see **APPENDIX I, II** for detailed description of eligibility of participants being served in the Navigation Program.
5. Contractor is required to work collaboratively with domestic violence providers to ensure that services are made available to eligible participants in the domestic violence system. Participants who are actively fleeing a domestic violence situation must immediately be offered a connection to a placement into a domestic violence shelter if requested. The location must be kept confidential to ensure the safety and well-being of the participant.
 - 5.1 Contractor must develop and implement policies and procedures to ensure continued confidentiality and privacy of persons who are fleeing or attempting to flee domestic violence, stalking, sexual assault or human trafficking.
6. Contractor shall transfer participants to a population-appropriate housing program if a change in their household status necessitates such a move, with consideration for participant choice and in alignment with program eligibility requirements. Contractor shall continue providing services to such participants until the warm handoff is successfully completed.
7. Contractor must **NOT** screen out participants or deny referrals based on any of the following criteria:
 - 7.1 Lack of sobriety;
 - 7.2 Lack of income or employment status;
 - 6.3. Lack of documentation or identification;
 - 6.4 The presence or perceived presence of mental health issues, disabilities, or other psychosocial challenges;
 - 6.5 Lack of Tuberculosis test verification;

- 6.6. Past program participation or previous stay at contractor's facilities;
- 6.7. Lack of documentation for service animal or emotional support animal;
- 6.8. Participant is considered "difficult to work with".
- 6.9. Lack of a commitment to participate in treatment;
- 6.10. Criminal background;
- 6.11. Presence of or number of evictions;
- 6.12. Any other criteria thought to predict challenges/barriers to long-term housing stability.

IV. SUPPORTIVE SERVICES AND ACTIVITIES

The Housing Navigation Program may continue to work with participants to coordinate a warm hand-off for a period of up to 30 days post housing placement when necessary. The participant will remain enrolled with the TLS program (or other permanent housing program) for housing retention services.

1. Contractors providing Housing Navigation services must provide services tailored to meet the needs of the participant. Housing Navigation services are provided either directly by Contractor or through subcontracted services arrangements. Each participant must be assessed for the types of services needed. Please see **Appendix IV** for more information regarding eligible services and activities.
2. Direct Support Services: Programs providing Housing Navigation are funded for the following services:
 - 2.1 Intake and Enrollment
 - 2.2 Housing-Focused Supportive Services
 - 2.3 Limited financial assistance towards move-in expenses
 - 3.3 Housing Search, Identification, and Placement
3. All parts of supportive services in Housing Navigation are intertwined and happen almost simultaneously. Housing focused supportive services are a part of finding housing which will depend on the information learned during the intake and enrollment period.
4. Navigation services will begin upon receiving a referral and will end once the participant has moved into permanent housing and a warm hand-off has been successfully completed to the permanent housing program or Time-Limited Subsidy Program.
5. Program staff must conduct a minimum of one (1) face-to-face contact per week, with more frequent contacts as needed. While the initial meeting is expected to occur on-site at the Interim Housing site, encampment locations, or hotel/motel locations where Inside Safe Participants may be located to assess participant housing needs, most participant meetings are expected to involve unit viewings. Every meeting, including the nature of, and outcome of, each meeting, must be noted in HMIS as a program case note. Housing Navigation staff should transport participants to unit viewings and/or property management/housing authority offices to complete applications and execute leases.
6. HOUSING IDENTIFICATION: Contractor must identify housing resources and develop relationships with property owners, property management companies, and landlords throughout their respective regions to increase the permanent housing opportunities for participants. Programs will be responsible for identifying available and appropriate housing units, cataloging unit specifications, reviewing and negotiating leases with landlords/property managers, conducting unit site visits, pre-leasing housing inspections and providing support to the participant regarding budgeting for housing expenses.
 - 6.1 The PATH LeaseUP Program can be utilized by program staff for unit identification when needed.

- 6.2 Navigation Program housing search, identification and placement activities that must occur on a regular basis include, but are not limited to:
 - 6.2.1 Assist Participants in locating appropriate housing that meets their needs and expressed desires.
 - 6.2.2 Assist Participants in meeting with landlords. This includes preparing the Participants to understand the requirements of the lease, the lease up process, and expectations for tenancy.
 - 6.2.3 Accompany Participant when meeting with landlords.
 - 6.2.4 Provide transportation assistance for appointments as needed.
 - 6.2.5 Provide financial assistance for necessary application fees and security deposits (if not available elsewhere)
 - 6.2.6 Conduct necessary housing inspections and ensure that housing meets habitability standards (See **Appendix V**).
 - 6.2.7 Participant's choice must be considered and be a part of the assessment and planning for appropriate housing.

7. Contractor must ensure that participants sign a lease that is in accordance with the Rental and Lease Standards found in **Appendix V**. For participants who enter a shared housing situation, programs must secure an individual lease for each person in the shared housing to protect their tenancy rights.

8. HOUSING FOCUSED SUPPORTIVE SERVICES are provided by Housing Navigation staff to assist participants in accessing permanent housing. The primary objective of housing-focused Case Management/Support Services is to extend support to participants, through an individualized staff to participant relationship. This includes, but is not limited to:

- 8.1 Developing a housing search plan with the participant,
- 8.2 Supporting the work of the Inside Safe Program teams (Outreach, Inside Safe Motel Voucher, other Interim Housing, or other teams as requested) gathering documents that are required by landlords or housing authorities as needed,
- 8.3 Assessing the participant's strengths and barriers (including obtaining a Tenant Screening Report for each participant),
- 8.4 Identifying a participant's housing needs and preferences, while also balancing challenges of the housing market,
- 8.5 Arranging and transporting participants to property showings and lease signing appointments,
- 8.6 Assisting in the completion of housing applications,
- 8.7 Advocating with property owners,
- 8.8 Managing the connection of utilities,
- 8.9 Purchasing and coordinating furniture and move-in arrangements with the participant's housing program staff,
- 9.10 And other support associated with the housing placement process.

9. Program staff must meet with their participants who are still unhoused upon admission into the program, no less than once a week to discuss and review (as needed) the housing search plan.

10.1 If the participant is not able to meet, refuses to meet, or misses their meeting, staff will enter the date of the meeting and an explanation of what occurred in case notes in HMIS.

10. Navigation services shall always be participant-centered and voluntary. It is the responsibility of the Navigator to ensure successful engagement with the participant. If contact stops, the Navigator must increase attempts at engagement, including ensuring that the current plan is meeting their needs.

Participants' refusal to engage in case management cannot be a reason for exiting the household from the program.

11. NAVIGATION CASELOAD RATIOS: Contractor should maintain a ratio of one (1) housing navigator to every twenty (20) participants for optimal service delivery. It is acceptable to maintain a lower navigator to participant ratio when serving youth or when serving a participant that requires extensive engagement. Caseloads should be determined through consultation between line and supervisory staff while examining the level of participant need and the amount of contact necessary to successfully engage the participant in the services.

- 11.1 In the event that any Housing Navigation program loses staff in such a way that it will affect their client to staff ratios, the program must inform the LAHSA Coordinator and work with them to develop an acceptable plan for a temporary increase in caseload ratios. In general, Contractor will be provided with a three (3) month period in which to replace lost staff. After that time, Contractor will be expected to lower their caseloads to the original contracted-for level. LAHSA Housing Navigation Coordinators will consider all extenuating circumstances and provide extensions and change to these rules on a case-by-case basis, as needed.

12. Housing Navigators (HN) must develop a Housing Search Plan (HSP), in coordination with the participant, within **the first fourteen calendar (14) days** of enrollment and uploaded into HMIS. The HSP will serve as the road map for the process of identifying appropriate housing for each participant, the participant's goals and immediate action steps toward those goals. The plan should be updated as the person's/household's situation changes, and steps are completed or revised. Plans should be simple and short. The Plans should be considered the participant's plan and should be signed by the participant and Housing Navigator as it is developed and updated. HN's must track all services and financial assistance provided to participants in HMIS.

13. Contractor shall increase the intensity of housing navigation services, including the frequency of meetings, with each participant as needed to achieve housing placement within 120 days. Once the HSP is completed (when the participant has moved in), Contractor must record the move-in into HMIS.

V. FINANCIAL ASSISTANCE

1. The Housing Navigation Program will have access to funds to pay for application fees, transportation related to the housing search, landlord incentives, move-in assistance and security deposits.

- 1.1 Security Deposits can only be paid for after exhausting all available other resources including the permanent housing or TLS program the participant will be enrolled in at housing attainment.

- 1.2 See Appendix IV for details about the categories for financial assistance and record-keeping associated with such expenditures.

2. Contractor must have policies and procedures that manage the monitoring and coordination of the use and disbursement of financial assistance including: the process for ensuring that all payments are timely and that payments are paid to appropriate parties. This also includes timely and accurate data entry in the LA CoC HMIS system (or participant file) and documentation of financial expenditures. Contractor will not provide financial assistance directly to any program participant, rather they will ensure that landlords, utility providers and other such services are paid directly.

- 2.1 Contractor must manage payments in a manner that does not result in any penalties to the participant related to lack of timely payment. Late payments to landlords or other such services

could potentially be grounds for termination of the contract.

- 2.2 Contractor must have documented verification of ownership before providing any payment including security deposits. To reduce potential barriers to engaging new property owners, LAHSA encourages that contractors do not ask for grant deeds or tax records and instead use a database to confirm ownership.

VI. LENGTH OF ENROLLMENT/EXITING THE PROGRAM

1. It is the goal of the Housing Navigation Program that length of enrollment will be less than 120 days from Housing Navigation enrollment to housing move-in.
2. Contractor may exit participant from Housing Navigation when the Navigator and participant agree that the following conditions have been met:
 - 2.1 Participant completed the goals as outlined in the HSP and the participant was successfully moved into permanent housing.
 - 2.2 Participant relocates outside of Los Angeles County.
 - 2.3 Participant has utilized reunification services and has successfully reunified with family.
 - 2.4 Participant has self-resolved their housing crisis.
 - 2.5 Participant is or will be hospitalized or incarcerated for ninety (90) days or more.
3. **Adult Only** Housing Navigation Contractor will exit program participants if they are no longer connected to Inside Safe Programming, including hotel and motel stays where they enrolled in HN. Program exceptions can be made at LAHSA's request and/or subject to further guidance about such exceptions.
4. Participant engagement is the responsibility of program staff. Staff should always be working to ensure that they are in regular contact with the participant and have established an engaged relationship. If a staff person falls out of contact with a participant and cannot reach them, they must take due diligence to reconnect. All attempts at reconnection must be documented in HMIS in case notes with the date of attempt and the type of outreach conducted. Different approaches to outreach must be demonstrated: phone, email, text, letter through the mail, note left, etc. A participant can only be terminated from Housing Navigation program for lack of contact after thirty (30) days and multiple demonstrated attempts to reach and talk with the participant by the Program and program staff.
5. Program must **NOT** exit participant from Housing Navigation for:
 - 5.1 Active substance use
 - 5.2 Non-Compliance with Housing Search Plan
 - 5.3 Medication non-compliance
 - 5.4 Active health issues
 - 5.5 Medication non-compliance
 - 5.6 Is otherwise considered difficult to work with
6. Contractor may exit participant from Housing Navigation pursuant to its termination policies and procedures, however, program termination policies and procedures must not conflict with any parameters set forth in the [LAHSA Program Standards](#) or Scope of Required Services.
7. Program may exit (terminate) for the following reasons:
 - 7.1 Possession of weapons
 - 7.2 Sexual misconduct/assault
 - 7.3 Behaviors that are a danger to others
 - 7.4 Verbally/physically threatening behaviors

- 7.5 Physical violence to staff and/or other participants
- 7.6 Direct observation of participant engaging in illegal activity on contractor's site.
- 8. Program must have a procedure that describes how a program participant will be provided a written termination notice, when termination occurs. The Termination notice is a requirement and must contain a clear statement of reason(s) for the termination based on investigated facts.
- 9. LAHSA must be notified immediately of incidents that result in injury, any actions of violence, signs of contagious disease, signs of abuse/neglect, death of participants and/or staff, damage/theft to facility and/or property by participants and/or staff, or emergency personnel (fire, first responders, police, sheriff, etc.) being discharged to any and all of the Contractor's facilities receiving LAHSA funded-homeless services and the resolution of the incident. Contractor must utilize the [LAHSA Incident Report](#).
- 10. Upon termination of a participant, Contractor must refer the participant to another service provider (such as a shelter) and cannot terminate a participant without an exit plan. For more information about terminations/exits from a program, see the [LAHSA Program Standards](#) section on Terminations Policies and Procedures and the section on Health, Safety, and Incident Reports.
- 11. Program must complete an Exit Plan for all participants exiting the program and enter it into HMIS or the participant's file. Provide a copy and document in HMIS (or participant file if DV/IPV providers).

VII. COMMUNITY BASED COLLABORATIVE REQUIREMENTS

- 1. Contractor must adhere to the [LAHSA Program Standards](#) on Community Based Collaborations.

VIII. PROGRAM OBLIGATIONS

- 1. Contractor must adhere to the Program Obligations found in the [LAHSA Program Standards](#).
- 2. LA County-wide coordination of Housing Navigation programs funded by LAHSA are overseen by the LAHSA Housing Navigation Coordinators and Performance Management Analysts. Each agency funded under the program is required to work with and ensure coordination and standardized operations across all regions in LA County.

IX. PERSONNEL (for additional personnel requirements see the LAHSA Program Standards)

- 1. Program shall ensure that all staff and volunteers that work with, or come into contact with households experiencing or fleeing domestic violence or intimate partner violence meet the definition of "Domestic Violence Counselor" set forth by [California Evidence Code 1037.1](#).
- 2. Program shall assign enough staff with background experience and expertise to provide the services required in the Scope of Required Services (SRS).
- 3. Staff schedules must be wholly flexible to allow for staff to be able to meet with participants based on the open hours of the Interim Housing or Motel Site and the likelihood of participants being present to meet. This may include late nights and weekends. Program shall provide all staff the tools needed to successfully accomplish their work with participants including:
 - 3.1 Computers and/or laptops/tablets
 - 3.2 Internet connectivity while in the field and working from home
 - 3.3 Access to files and email while working remotely
 - 3.4 Cell phones

3.5 Space where they can have meetings with participants.

X. HMIS DATA COLLECTION AND PARTICIPATION REQUIREMENTS

1. Contractor must adhere to the HMIS Data Collection and Participation Requirements found in the LAHSA Program Standards unless they are a Victim Services Organization who are exempt from using HMIS.
2. Data collected from participants including the required data elements identified in the [HMIS Data Standards](#) and any subsequent updates must be entered into HMIS within three (3) business days. Please adhere to HMIS Data Standards guidance for DV/IPV program participants. Exceptions are for projects where the timeframe must be shorter as outlined in the SRS. If/when data is collected on a physical paper form, the data entry policy still applies: The data are to be transferred to HMIS no later than three (3) business days. The usage of paper forms needs to follow the guidelines set forth by the grantor, especially paper forms that include the participant signature or are required to be a part of the master file.
 - 2.1 For Housing Navigation, the housing move-in date must be entered into HMIS on the same day the participant takes physical occupancy of any type of permanent housing. It is required for the Head of Household only.
 - 2.2 Housing Navigation must enter a housing Move-in Date regardless of whether or not the HN program is providing the rental assistance for the unit. For example, if an HN program provides supportive services but is not providing the rental assistance for the unit, a Housing Move-in Date must still be entered to differentiate TLS participants in housing from those still experiencing homelessness.
 - 2.3 In the event a participant is transferred into an TLS program having already moved into a permanent housing unit, the participant's program start date and the Housing Move-in Date will be the same.
3. Exits must be entered in HMIS and must indicate where the participant is expected to stay after they complete or stop participating in the program. The destination response category must reflect what most closely matches where the participant will be staying after exiting the program. For more details on HMIS responsibilities, see the [LAHSA Program Standards](#)

XI. EDUCATIONAL REGULATIONS/REQUIREMENTS (Family programs only)

1. Program must, as required by the McKinney-Vento Act (and as amended by the HEARTH Act) Title IX, Part A of the "Every Student Succeeds Act" (ESSA), demonstrate that they have established education-related policies and practices for youth enrolled in their program. The Program must document education-related policies and practices for Program clients, as well as the procedures to ensure compliance.
2. Program must designate a staff person to ensure that children of participants are enrolled in school and connected to the appropriate services within the community. Program must document its process for identifying/hiring a designated staff person, including any budget or resource implications, to ensure compliance with McKinney-Vento.

XII. PARTICIPANT MASTER FILE AND DOCUMENTATION

Contractor must upload all the following documentation into the Participant's HMIS file.

Document	Guidance
Participant Identification	Required- See Appendix I
Income Documentation	Required- See Appendices VI, VII
Housing Proof of Ownership	Must be uploaded before any payments are made. Print Out from Property Ownership websites, etc. <i>Do not request a deed of ownership from the owner/landlord</i>
Rent Reasonableness Form	See Rent Reasonableness form and Appendix V
Landlord W-9	Must be uploaded before any payments are made
LAHSA Habitability Inspection	See Habitability Inspection Guidance and Appendix V
Lease/Rental Agreement	Copy of the lease
Housing Search Plan	Upload to HMIS See LAHSA FORM
Grievance Procedure Acknowledgement Form	Agency created form. Must be dated and signed by the participant and Contractor at enrollment
Exit Summary Form	See Exit Summary Form
LA CoC Homeless Certification Form	Required- Use LAHSA approved form. See Appendix I, II,
Application Fees	Receipts or Invoice marked “paid” for proof of payment
Expenses related to Transportation	Receipts or Invoice marked “paid” for proof of payment

APPENDIX I: HOMELESSNESS DEFINITIONS/RECORD KEEPING REQUIREMENTS

<p>Category 1</p>	<p>Literally Homeless</p>	<p>(1) Individual or family (household) who lacks a fixed, regular, and adequate nighttime residence, meaning:</p> <ul style="list-style-type: none"> i. Has a primary nighttime residence that is a public or private place not meant for human habitation; ii. Is living in a publicly or privately operated shelter designed to provide temporary living arrangements (including congregate shelters, transitional housing, hotels and motels, or non-congregate shelters paid for by charitable organizations or by federal, state, or local government programs); or iii. Is exiting an institution where she/he/they has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.
<p>Category 2</p>	<p>Imminent Risk of Homelessness</p>	<p>(2) Household who will imminently lose their primary nighttime residence, provided that:</p> <ul style="list-style-type: none"> i. Residence will be lost within 14 days of the date of application for homelessness assistance; ii. No subsequent residence has been identified; and iii. The household lacks the resources or support networks needed to obtain other permanent housing.
<p>Category 3</p>	<p>Homeless under Other Federal statutes</p>	<p>(3) Unaccompanied youth under 25 years of age, or families with children and youth who do not otherwise qualify as homeless under this definition, but who:</p> <ul style="list-style-type: none"> i. Are defined as homeless under the other listed federal statutes; ii. Have not had a lease, ownership interest, or occupancy agreement in permanent housing during the last 60 days prior to the homelessness assistance application; iii. Have experienced persistent instability as measured by two moves or more during the preceding 60 days; and iv. Can be expected to continue in such status for an extended period of time due to special needs or barriers.
<p>Category 4</p>	<p>Fleeing/Attempting to flee DV, IVP, Sexual Assault, or Human Trafficking</p>	<p>(4) Any individual or household who:</p> <ul style="list-style-type: none"> i. Is fleeing or attempting to flee, domestic violence; ii. Has no other residence; and iii. Lacks the resources or support networks to obtain other permanent housing.
<p align="center">REQUIRED FORMS</p>		<ul style="list-style-type: none"> • Observation of Homeless Status Form 2199 • Third Party Verification of Homeless Status Form 1444 • Self-Certification of Homeless Status Form 1448
<p>Status must be documented in HMIS or participant file</p>		<ul style="list-style-type: none"> • Use the HMIS Client Summary Report or • LA CoC Homeless Certification Forms (above)

APPENDIX II ADDITIONAL RECORD-KEEPING and ELIGIBILITY INFORMATION

CATEGORY	GUIDANCE
<p>Populations Served</p>	<p><u>Adults</u>: individuals or household where all members are 18+</p> <p><u>Youth</u>: Ages 18-24</p> <p><u>Families</u>: Households consisting of one or more minor children (17 or under) in legal custody or under the guardianship of one or more adults who are living together. This includes households with same-sex partners, families with intergenerational or extended family members, unmarried couples with children, families with adults who are not the biological parents of the children, and households without minor children in which one member is pregnant, or a household with a qualified dependent.</p> <p>Qualified Dependent: An individual over the age of 18 who is: (a) Incapable of self-sustaining employment by reason of mental or physical disability, and (b) is dependent upon a parent or guardian for support.</p>
<p>Ongoing Eligibility</p>	<p>Participants' eligibility must be re-evaluated annually to ensure that their income does not exceed 50% AMI for LA County.</p>
<p>Participant Identification</p>	<ul style="list-style-type: none"> • If a participant does not have identification at the time of program screening, <i>the program must not deny enrollment into the program and rather, assist the participant in obtaining whatever ID is needed after enrollment.</i> • Participant must (eventually) have a form of identification on file. • Acceptable forms of ID <ul style="list-style-type: none"> ○ <u>Category A</u>: acceptable forms of government ID <ul style="list-style-type: none"> ▪ State-issued DMV ID ▪ State-issued DMV driver's license ▪ Passport/Passport Card ▪ US Military ID ▪ Immigration Services ID (USCIS) ▪ Visa issued by the US Depart. Of State ▪ Government issued ID ○ <u>Category B</u>: alternative photo ID <ul style="list-style-type: none"> ▪ Student ID ▪ Shelter ID ▪ Employment ID ▪ Bank/Debit/Credit Card ▪ Transportation Card (Metro) ▪ Library Card ▪ Gym Membership Card ▪ Warehouse Club Membership Card ○ <u>Category C</u>: Alternative non-photo ID <ul style="list-style-type: none"> ▪ Birth Certificate ▪ Utility Bill ▪ Lease/Rental Contract

	<ul style="list-style-type: none"> ▪ School Records ▪ Medical/Dental insurance card ▪ Debit/bank card ▪ Credit Card ▪ Legal records/court document ▪ Tax Identification Number (TIN)/paperwork ▪ Social Security Card ▪ American Automobile Association Card (AAA) ▪ American Association of Retired Persons Card (AARP) <p>IMPORTANT: <i>If the person does not have anything in Category A, they may provide one from Category B AND one from Category C</i></p> <p>A copy of a Social Security Card is not a requirement</p>
Income	Participant must be at or below 50% AMI (during the pandemic—until 9/22) and must be re-evaluated annually as to their income is within this level. Documentation must be placed in HMIS or in participant file if DV/IPV provider
Geography	Household must be a current resident of the County of Los Angeles. If the person reports that they slept within the County geographic boundaries the previous night, they meet the requirement that they are a resident of Los Angeles County.
Veterans	Must not be eligible for Supportive Services for Veterans Families (SSVF) <ul style="list-style-type: none"> • Verification from an SSVF provider that the Veteran has utilized all available SSVF resources or does not qualify for SSVF is required to serve participants.

APPENDIX III ELIGIBLE SUPPORTIVE SERVICES

Supportive Services	Guidance
Case Management	<ul style="list-style-type: none"> • Assessing, arranging, coordinating, and monitoring the delivery of individualized services to meet the needs of program participant(s), including: • Developing an individualized housing and services plan, with a focus on a path to permanent housing • Support associated with the entire housing search, attainment, and move-in process
Housing Search & Counseling Services	<p>Assist participants in locating, obtaining, and retaining suitable housing, including:</p> <ul style="list-style-type: none"> • Housing search • Tenant counseling • Understanding leases • Arranging for utilities • Making moving arrangements • Mediation with property owners and landlords • Credit counseling, accessing a free personal credit report, and resolving personal credit issues
Transportation	<p>Costs of related to assisting the participant to get anywhere related to the housing search and attainment process.</p>

APPENDIX IV ELIGIBLE FINANCIAL ASSISTANCE

Type of Assistance	Guidance	Documentation
Application Fees	Any associated fee related to application process for new housing	<ul style="list-style-type: none"> • Receipts
Landlord Incentives	<p>Maximum Allowable: Up to \$1500</p> <p>Vacancy Loss Fee: Payment Up to 1 month’s rent, if mediation is unsuccessful in resolving landlord vs. tenant dispute, or egregious violations of lease, or safety issues concerning tenant that would require immediate removal from property/lease, or if the tenant is evicted from the unit for good cause.</p>	<ul style="list-style-type: none"> • Receipt • Copy of the lease • W-9 on file • Landlord Incentive Request Form • Narrative of mediation efforts.
Transportation	Costs connected to any aspect of assisting the participant during the housing search process, application process etc.	<ul style="list-style-type: none"> • Receipts
Security Deposit	Security Deposits shall not exceed the equivalent of two (2) months’ rent (unless the unit is furnished, and then in that case it can be the equivalent of three (3) months’ rent. Also, Security Deposits shall not be paid until all other reasonable options have been exhausted. The preferred payor of the Security Deposit will be the program in which the participant is enrolled.	<ul style="list-style-type: none"> • Lease Agreement • Landlord’s W-9 • Proof of Ownership • Inspections (see above) • Receipts
Payment Standard	Financial assistance requests should take no more than five (5) business days to process. All payments must arrive on or before the prescribed due date.	

APPENDIX V. Rental Housing and Lease Standards

	Guidance
Housing Standards	<ul style="list-style-type: none"> • Prior to the issuance of any financial assistance, program staff must physically inspect each unit to assure it meets the appropriate inspection by funding (see below). • Units must pass LAHSA Habitability Standards • Housing which fails to meet the standards may not receive assistance, unless the owner corrects any deficiencies within 30 days from the date of the initial inspection. Program must verify that all deficiencies have been corrected.
Fair Market Rent (FMR) & Rent Reasonableness	<ul style="list-style-type: none"> • Units meet HUD’s rent reasonableness standards¹. See 578.51(g) utilizing the LAHSA Rent Reasonableness Form • This standard is designed to ensure that rents being paid are reasonable in relation to those being charged for comparable unassisted units in the same market (within 1 mile of the participant’s unit). • Providers must use standardized “Rent Reasonableness” and “Utility Allowance” forms.
Lease Requirements	<ul style="list-style-type: none"> • Program participants must sign a lease of at least one year that is renewable for a minimum of one month and terminable only for cause. See 578.51(l)91.² • Lease must be between the owner and the program participant.
Use with Other Subsidies	<p>Financial assistance cannot be provided to a program participant who is receiving financial assistance for housing from federal, state or local sources such as a HCV, EHV, Section 8 Voucher, or in a Low-Income Tax Credit Property or other subsidized unit.</p>
Geography	<ul style="list-style-type: none"> • Contractor is permitted to locate housing outside of Los Angeles County if the participant desires to relocate. • A housing inspection (based on funding stream-see above) must be completed and the rent must be “reasonable” (see Appendix VI-A) • Housing Retention Plan documents show relocating outside of Los Angeles County will ultimately result in the participant achieving housing retention. If a participant needs ongoing financial assistance and supportive services, contractor must arrange to provide these services; if it is reasonably possible. • Geographic distance cannot be a barrier towards providing supportive services unless it is impossible to provide services remotely, monthly in-person meetings are still required unless a Public Health Emergency requires remote work. • If contractor assesses the needs of the participant and determines that that the contractor cannot meet the needs of the participant if ongoing assistance is needed, contractor must link the participant to another program in the CoC to which participant is seeking residence prior to the participant entering permanent housing.
Lead Based Paint Remediation and Disclosure	<ul style="list-style-type: none"> • Program staff will provide participants with the approved EPA lead-based paint informational brochure before lease signing. Link to the brochure.

APPENDIX VI. Determining Participant Income-Inclusions

INCOME INCLUSIONS The following types of income must be counted when calculating annual income for purposes of determining eligibility for this program.	
GENERAL CATEGORY	DESCRIPTION
Earned Income	The full amount, before any payroll deductions, of wages and salaries, overtime pay, commissions, fees, tips and bonuses, and other compensation for personal services.
Self- Employment/Business Income	The net income from operation of a business or profession. Expenditures for business expansion or amortization of capital indebtedness must not be used as deductions in determining net income. An allowance for depreciation of assets used in a business or profession may be deducted, based on straight line depreciation, as provided in Internal Revenue Service regulations. Any withdrawal of cash or assets from the operation of a business or profession will be included in income, except to the extent the withdrawal is reimbursement of cash or assets invested in the operation by the household.
Interest & Dividend Income	Interest, dividends, and other net income of any kind from real or personal property. Expenditures for amortization of capital indebtedness must not be used as a deduction in determining net income. An allowance for depreciation is permitted only as authorized in paragraph (2) of this section. Any withdrawal of cash or assets from an investment will be included in income, except to the extent the withdrawal is reimbursement of cash or assets invested by the family. Where the family has net family assets in excess of \$5,000, annual income must include the greater of the actual income derived from net family assets or a percentage of the value of such assets based on the current passbook savings rate, as determined by HUD.
Pension/Retirement Income	The full amount of periodic payments received from social security, annuities, insurance policies, retirement funds, pensions, lotteries, disability or death benefits, and other similar types of periodic receipts, including a lump-sum payment for the delayed start of a periodic payment (but see No. 8 under Income Exclusions) (e.g., SSDI).
Unemployment & Disability Income	Payments in lieu of earnings, such as unemployment, worker's compensation, and severance pay (but see No. 3 under Income Exclusions).
Alimony and Child Support Income	Periodic and determinable allowances, such as alimony and child support payments, and regular contributions or gifts received from persons not residing in the dwelling.
TANF/ Public Assistance	<ol style="list-style-type: none"> 1. TANF/Public assistance received by the household. 2. The amount of reduced TANF/Public assistance income that is disregarded specifically because the household engaged in fraud or failed to comply with an economic self-sufficiency or work activities requirement.
Armed Forces Income	All regular pay, special pay, and allowances from the Armed Forces (whether or not living in the dwelling) who is head of household, spouse, or other person whose dependents are residing in the unit. (See income exclusions for some of these)
G.I. Bill Housing Stipend	The monthly housing stipend received by a Veteran from VA while they are attending school under the G.I. Bill.

APPENDIX VII. Determining Participant Income-Exclusions

INCOME EXCLUSIONS The following <i>types of income are not counted</i> when calculating annual income for purposes of determining eligibility:	
GENERAL CATEGORY	DESCRIPTION
Inheritance and Insurance Income	Lump-sum additions to the participants assets, such as inheritances, insurance payments (including payments under health and accident insurance and worker's compensation), capital gains and settlement for personal or property losses (except as provided in Income Inclusions).
Earned Income of Children	Earned income from employment of household members under the age of 18 years (including foster children).
Income from Foster Care	Payments received for the care of foster children or foster adults (usually individuals with disabilities, unrelated to the tenant family, who are unable to live alone).
Medical Expense Reimbursements	Amounts received by the individual that are specifically for, or in reimbursement of, the cost of medical expenses for any family member.
Income of Live- in Aides	Income of a live-in aide (as defined in 24 CFR 5.403).
Student Financial Aid	The full amount of student financial assistance paid directly to the student or to the educational institution. Note: <i>includes G.I. Bill Student Financial Aid.</i>
Armed Forces Hostile Fire Pay	The special pay to an individual serving in the Armed Forces who is exposed to hostile fire.
Various "Self-Sufficiency" Program Incomes	<ul style="list-style-type: none"> • Amounts received under training programs funded by HUD. • Amounts received by a person with a disability that are disregarded for a limited time for purposes of Supplemental Security Income eligibility and benefits because they are set aside for use under a Plan to Attain Self-Sufficiency (PASS). • Amounts received by a participant in other publicly assisted programs that are specifically for, or in reimbursement of, out-of-pocket expenses incurred (special equipment, clothing, transportation, etc.) and which are made solely to allow participation in a specific program. • Amounts received under a resident service stipend. A resident service stipend is a modest amount (not to exceed \$200 per month) received by a resident for performing a service for the PHA or owner, on a part-time basis, that enhances the quality of life in the development. Such services may include, but are not limited to, fire patrol, hall monitoring, lawn maintenance, resident initiatives coordination, and serving as a member of the PHA's governing board. No resident may receive more than one such stipend during the same period of time. • Incremental earnings from participation in qualifying state or local employment training programs (including training not affiliated with a local government) or as resident management staff. Amounts excluded by this provision must be received under employment training programs with clearly defined goals and objectives and are excluded only for the period during which the participant is active in

	the employment training program.
Temporary Income	Temporary, non-recurring, or sporadic income (including gifts).
Reparation payments	Reparation payments paid by a foreign government pursuant to claims filed under the laws of that government by person who were persecuted during the Nazi era, e.g. payments by German and Japanese governments for atrocities committed during the Nazi era.
Full Time Student Exclusion	Earnings in excess of \$480 for each full-time student 18 years or older (excluding the head of household or spouse).
Social Security & Supplemental Security Income	Deferred periodic amounts from SSI and Social Security benefits that are received in a lump sum amount or in prospective monthly amounts.
Income Tax and Property Tax Refunds	Amounts received by the individual in the form of refunds or rebates under state or local law for property taxes paid on the dwelling unit.
Developmental Disability	Amounts paid by a state agency to a family with a member who has a developmental disability and is living at home to offset the cost of services and equipment needed to keep the person at home.
VA Disability Compensation Income	Deferred periodic amounts from VA Disability Compensation (Service-Connected Benefits) that are received in a lump sum amount or in prospective monthly amounts.
Home Care Assistance	Amounts paid by a state agency to a family with a member who has a developmental disability and is living at home to offset the cost of services and equipment needed to keep this developmentally disabled family member at home.
Other Exclusions as of 12/31/21	<p>Amounts specifically excluded by any other federal statute from consideration as income for purposes of determining eligibility or benefits under a category of assistance programs that includes assistance under any program to which the exclusions set forth in 24 CFR 5.609(c) apply. A notice will be published in the Federal Register and distributed to housing owners identifying the benefits that qualify for this exclusion. Updates will be published and distributed when necessary.</p> <p>This currently includes:</p> <ul style="list-style-type: none"> • The value of the allotment of Food Stamps • Payments made under youthful offender incarceration alternatives or senior companions); • Payments received under the Alaska Native Claims Settlement Act (43 U.S.C. 1626[c]) • Payments or allowances made under the Department of Health and Human Services' Low-Income Home Energy Assistance Program (42 U.S.C. 8624[f]); • Payments received under programs funded in whole or in part under the Job Training Partnership Act (29 U.S.C. (g) Income derived from the disposition of funds to the Grand River Band of Ottawa Indians (Pub. L94-540, 90 Stat. 2503-04); • The first \$2,000 of per capita shares received from judgment funds awarded by the Indian Claims Commission or the U. S. Claims Court

	<p>and the interests of individual Indians in trust or restricted lands, including the first \$2,000 per year of income received by individual Indians from funds derived from interests held in such trust or restricted lands (25 U.S.C. 1407-1408);</p> <ul style="list-style-type: none"> • Amounts of scholarships funded under title IV of the Higher Education Act of 1965, including awards under federal work-study programs or under the Bureau of Indian Affairs student assistance programs (20 U.S.C. 1087uu); • Payments received from programs funded under Title V of the Older Americans Act of 1985 (42 U.S.C. 3056[f]), e.g., Green Thumb, Senior Aides, Older American Community Service Employment Program; • Payments received on or after January 1, 1989, from the Agent Orange Settlement Fund or any other fund established pursuant to the settlement in In Re Agent-product liability litigation, M.D.L. No. 381 (E.D.N.Y.); • The value of any childcare provided or arranged (or any amount received as payment for such care or reimbursement for costs incurred for such care) under the Child Care and Development Block Grant Act of 1990 (42 U.S.C. 9858q); • Earned income tax credit (EITC) refund payments received on or after January 1, 1991, including advanced earned income credit payments (26 U.S.C. 32[j]); • Payments by the Indian Claims Commission to the Confederated Tribes and Bands of Yakima Indian Nation or the Apache Tribe of Mescalero Reservation (Pub. L. 95-433); • Allowances, earnings, and payments to AmeriCorps participants under the National and Community Service Act of 1990 (42 U.S.C. 12637[d]) • Any allowance paid under the provisions of 38 U.S.C. 1805 to a child suffering from spina bifida who is the child of a Vietnam veteran (38 U.S.C. 1805); • Any amount of crime victim compensation (under the Victims of Crime Act) received through crime victim assistance (or payment or reimbursement of the cost of such assistance) as determined under the Victims of Crime Act because of the commission of a crime against the applicant under the Victims of Crime Act (42 U.S.C. 10602); and • Allowances, earnings and payments to individuals participating in programs under the Workforce Investment Act of 1998 (29 U.S.C. 2931) • COVID-19 Unemployment Supplemental • CARE Act Economic Impact Payments
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Time Limited Subsidy: Inside Safe Scope of Required Services

The Scope of Required Services (SRS) for Inside Safe Time Limited Subsidy (TLS) Program contains a written summary of, and links to, detailed information regarding the services that may be provided to Program participants based on available need and available resources. This SRS and the documents that are linked hereto, in combination with the Program Standards (contained in a separate document), individual separate SRS for the program components, and Performance Targets, together, comprise the entire Statement of Work for the Inside Safe Program TLS. LAHSA reserves the right to make any necessary changes related to prioritization, matching, and other aspects of the implementation of the complete Coordinated Entry System. Contractors will be notified of any such changes through policies, interim guidance, and other forms of guidance when deemed necessary.

I. PROJECT DESCRIPTION

The Time-Limited Subsidy Programs in the Permanent Housing Department of LAHSA include the following: TLS, and TLS/Shallow Subsidy. As the name states, these programs provide support to households experiencing homelessness by assisting them in accessing permanent housing quickly and for a limited amount of time. The amount of time varies by the specific program. Time-Limited Subsidies are a critical component of the LA Continuum of Care portfolio of permanent housing programs. All Time-Limited Subsidy programs are Housing First, serving anyone regardless of housing barrier, and practice trauma-informed and harm reduction approaches to their work with people experiencing homelessness. They fill the needs of people who do not need a deeper level of support that can be found in our other permanent housing programs such as Permanent Supportive Housing (PSH).

See next page for specific program details.

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(Details follow on next page)

DEFINITIONS

1. **Time Limited Subsidy Programs:** Are a subset of programs that fall underneath the permanent housing portfolio. Formerly Rapid/ Recovery Housing and Shallow Subsidy programs. Time Limited Subsidy programs provide support to households experiencing homelessness by assisting in accessing permanent housing quickly and for a limited amount of time. The amount of time and assistance varies by the specific program.
2. **TLS/ (TLS)** Is a Housing First, Low Barrier, Harm Reduction, Crisis Response program focused on quickly resolving the crisis of homelessness for eligible participants and assisting them at moving into a permanent housing situation. TLS is one of the permanent housing programs found in the LAHSA Time-Limited Subsidy portfolio. TLS provides case management and financial assistance including rental subsidies for a period up to twenty-four (24) months. TLS case managers use Progressive Assistance to help program participants rapidly obtain and stabilize in permanent housing in either the private rental market or affordable housing market as available. TLS programs should design service provision based on the core components of TLS: Housing Identification, Rent & Move- in Assistance, and Case Management & Supportive Services. TLS Programs are expected to be aligned with the [2019 LA City and County Rapid Re-Housing Minimum Service](#) and Universal Practice Standards approved by RRH funders in Los Angeles and by the CES Policy Council in 2019.
3. **Problem-Solving:** Is a short-term housing intervention that seeks to assist participants to identify an immediate and safe housing alternative either independently or within their own network of family, friends, and social supports. For more information refer to the [Problem-Solving Guide](#).
4. **Shallow Subsidy/Street to Subsidy:** The Shallow Subsidy/Street to Subsidy Program is a rental subsidy that provides limited rental assistance to reduce the rent burden for persons who have received these services and would have been successful maintaining their housing except for the high cost of the rent. The Shallow Subsidy/Street to Subsidy Program provides limited case management services by making referrals to needed mainstream benefits and community resources necessary to assist with housing retention including assistance with accessing wait lists for other affordable housing programs.
5. **Progressive Engagement/Assistance:** This is an approach to providing financial assistance and case management services in permanent housing programs. This approach seeks to provide only the amount of assistance necessary to assist each participant reach housing retention, not more. As staff work with the participants, their work will in large part focus on assisting the participants in obtaining income. As the household's income increases, the participants will be expected to pay some portion of the rent. Progressive Assistance in case management refers to flexing the number of supportive services provided as needed. In financial assistance, participants are expected to contribute in a cost sharing arrangement. Progressive Assistance calls for a discussion to occur between the participant and the staff person to determine what amount is possible for the participant to pay toward their rent.
6. **Warm Hand-off:** When providing participants with referrals to services or other providers, it is important for the program staff person to take an active role in making the referral happen. This trauma-informed approach ensures that the participant is securely connected to the resource. A warm hand-off consists of the staff person making the first approach to the resource to ensure that it is an appropriate referral and learn who exactly the participant should reach out to and/or meet with. Staff should act as a facilitator for
6. **Slot-Based Contracting vs. Contracted to Serve (CTS):** The Contracted to Serve (CTS) contracting model

represented the requirement related to the number of participants to be served during a funding year. In the Slot-Based system of contracting, programs will be awarded funding based on maintaining a certain number of service slots for participant enrollments and services throughout the contract year. The awarded funding amount in the Slot-Based system will be determined based on the amount of funding needed to provide the full range of services required by the program model to each enrolled participant. This will include a required caseload ratio and funding to maintain that ratio; funding for rental assistance, move-in costs and security deposits; furnishings, housing search and identification costs including Tenant Screening Reports; as well as administrative costs and other eligible services found in the SRS. While the number of participants will shift over the course of the year, programs are expected to fill slots as quickly as possible after exiting a participant and leaving an open slot available. The Slot-Based System represents the maximum number of participants that can be enrolled at any given time. The Inside Safe Program does not use the Slot-based Contracting at this time, however flexibility may be determined at a later date.

7. **Critical Time Intervention (CTI):** CTI is a time-limited evidence-based practice that has been successfully utilized in Permanent Supportive Housing and TLS/RRH. CTI is a model for organizing and managing the supportive services provided to participants in these programs. CTI facilitates community integration and continuity of care by ensuring that a person has enduring ties to their community and support systems during critical periods in their transitions to housing retention. For more information go to the [National Alliance to End Homelessness \(NAEH\)](#).
8. **Family:** Households consisting of one or more minor children (17 or under) in legal custody or under the guardianship of one or more adults who are living together. This includes households with same-sex partners, families with intergenerational or extended family members, unmarried couples with children, families with adults who are not the biological parents of the children, and households without minor children in which one member is pregnant, or a household with a qualified dependent.
9. **Qualified Dependent:** An individual over the age of 18 who is: (a) Incapable of self-sustaining employment by reason of mental or physical disability, and (b) is dependent upon a parent or guardian for support.

I. ELIGIBILITY FOR SERVICES

1. **Homeless Status:**
Participants must be determined to be homeless (Categories 1 & 4) per HUD's Final Rule on "defining Homeless" (24 CFR parts 91, 576 and 578). Please see Appendix I, II, III for detailed description eligibility for TLS/RRH.
 - 1.1 Programs will be responsible for documenting the determination of the participant's homelessness status by using the LAHSA approved LA CoC Homeless Certification Forms. If the forms are not in HMIS, the Program is responsible for obtaining all documentation forms from any referring or previous agency assisting the participant or completing the forms themselves. All documentation is required to be placed inside the participant's master file and uploaded to HMIS, unless the program is specifically a Victim Services organization.

2. Income Requirements:

Participants must be determined to be income eligible by meeting the income threshold of “at or below 50% of Area Median Income (AMI)” for Los Angeles County as defined by HUD which can be found in [MyOrg](#), or the [HUD AMI Tables](#) which are updated annually.

2.1 Programs are responsible for obtaining all income supporting documents. See **Appendix VI and VII** for details.

2.2 If the participant cannot obtain documentation of income or provide proof of income, the Program must complete the required LAHSA eligibility forms found in **Appendix II and III**.

2.3 If there is a reported increase or decrease in income, program must update the income in HMIS and participant file. However, there is no requirement to update except at annual recertification.

2.4 **For ESG-funded programs**, when the annual recertification is completed, if client is found to have income exceeding 50% AMI, then the participant is to be exited from the program within 30 days. For all other program the participant must be under 80% AMI in order to remain in the program.

3. CES Initial Assessment: CES Surveys (CES Survey for Adults, Youth, or Families with Children) are no longer required upon intake. Upon identification of a new or updated CES Initial Assessment tool, contractor will be required to complete all necessary training to implement CES Initial Assessment tool(s) as part of client intake.

II. POPULATIONS SERVED—ALL POPULATIONS

1. Time-Limited Subsidies:

The target populations for TLS are individuals, couples, Transition Aged Youth (TAY) and families (see Section I, Definitions) experiencing homelessness. Unaccompanied minors are not eligible for enrollment or services in programs that serve Single Adults. An exemption exists for unaccompanied minors who are legally emancipated.

2. Population Served for DV/IPV TLS Program:

An individual or head of household in a family that identifies as a DV/IPV Survivor. DV/IPV Survivors are inclusive of men, LGBTQI+ individuals, families with teenage boys, etc. Programs must serve participants with equal opportunity. Unaccompanied minors are not eligible for enrollment or services. An exemption exists for unaccompanied minors who are legally emancipated.

2.1 For CoC-funded RRH and DV/IPV providers, the changes explained in the individual system **do not apply to these programs**. There is no change in the method of referrals received for these programs.

2.2 Participants who identify as actively fleeing a domestic violence situation, must be immediately offered a connection with, and provided placement into a domestic violence shelter at their request, at a confidential location to ensure the safety and well-being of the participant.

- 2.3 Programs must develop and implement policies and procedures to ensure continued confidentiality and privacy of persons who are fleeing or attempting to flee domestic violence, stalking sexual assault or human trafficking.

3. **In the Adult System:**

Participants for Time-Limited Subsidy programs will be identified by the Housing Navigation Program in which the participant is connected to. Participants will be referred to the TLS Program by the Housing Navigation Program after the Participant has applied for a unit and determined that the TLS Program has an open slot. TLS Programs will be expected to hold a slot for this referral. Programs will follow any LAHSA-developed guidance for the referral process as determined.

- 3.1 Participants who identify as actively fleeing a domestic violence situation, must be immediately offered a connection with, and provided placement into a domestic violence shelter at their request, at a confidential location to ensure the safety and well-being of the participant.
- 3.2 Programs must develop and implement policies and procedures to ensure continued confidentiality and privacy of persons who are fleeing or attempting to flee domestic violence, stalking, sexual assault or human trafficking.

4. See **APPENDICES I and II** for detailed description of eligibility of participants being served in the Time-Limited Subsidy Program.
5. Programs must **NOT** establish policies and/or assessments that screen out participants or deny referrals based on any of the following criteria:
 - 5.1 Lack of Sobriety;
 - 5.2 Those who need assistance with activities of daily living;
 - 5.3 Lack of income or employment status;
 - 5.4 Lack of identification documentation;
 - 5.5 The presence or perceived presence of mental health issues, disabilities, or other psychosocial challenges;
 - 5.6 Lack of a commitment to participate in treatment;
 - 5.7 Lack of Tuberculosis test verification or COVID-19 test verifications;
 - 5.8 Past program participant or previous stay at program's facilities;
 - 5.9 Service Animal and/or lack of documentation for the service/emotional support animal;
 - 5.10 Criminal background;
 - 5.11 Presence of or number of evictions;
 - 5.12 Any other criteria thought to predict challenges/barriers to long-term housing stability or generally considered "difficult to work with."

III. CES PARTICIPATION

1. Programs may identify new participants through the Coordinated Entry System (CES) when using funding outside of Inside Safe Programming. Inside Safe program funding (if applicable, may utilize alternative collaboration).

- 1.1 Programs must work collaboratively with CES Regional Coordinator, Outreach Coordinator, and CES Matcher to identify eligible Participants. Prioritization should focus on those potential participants with higher needs over those with moderate needs.
2. **TLS providers who serve single adults, except for those providing RRH to DV/IPV participants and those CoC funded Rapid Rehousing Programs**, will be prioritizing participants from the designated encampment sites and connected to Housing Navigation.
 - 2.1 **Single Adult TLS providers** must ensure that their enrollments and exits from the program are up to date in HMIS within **3 days** of a change of status that has occurred. LAHSA will use this information to determine whether a program has available slots to accept a new referral. Program will follow any LAHSA guidance developed and implemented to support this referral process.
 - 2.2 Housing Navigation participants will be actively referred to Time Limited Subsidy Programs. Provider will follow any LAHSA-developed guidance for the referral process as determined.
3. Programs are also required to work collaboratively with domestic violence programs/shelters to ensure that services are made available to eligible participants of the domestic violence system.
 - 3.1 Participants who identify as actively fleeing a domestic violence situation, must be immediately offered a connection and provided placement into a domestic violence shelter at their request, at a confidential location to ensure the safety and well-being of the participant.
 - 3.2 Programs must develop and implement policies and procedures to ensure continued confidentiality and privacy of persons who are fleeing or attempting to flee domestic violence, stalking, sexual assault or human trafficking.
4. Programs shall transfer participants to a population-appropriate housing program if a change in their household status necessitates such a move, with consideration for participant choice and in alignment with program eligibility requirements. Programs shall continue providing services to such participants until the warm handoff is successfully completed.

IV. SUPPORTIVE SERVICES AND ACTIVITIES

1. **Problem-Solving:**

All applicants of the program must first be screened for Problem-Solving to determine if it is possible for them to access other housing options and remain housed or be re-housed temporarily or permanently instead of utilizing TLS services. The first conversation upon entry should be to assess for the possibility of diversion to assist the person to self-resolve their housing crisis and/or make reasonable efforts to re-connect with supportive family and/or friends who could temporarily or permanently house the participant.

 - 1.1 If resources are needed to successfully divert a person from entry into the homelessness system, a referral must immediately be made to a CES Problem-Solving Program, in order to access [Problem-Solving Funds](#) to support other permanent housing options.
 - 1.2 Programs providing TLS services and assistance either directly, or through subcontracted

service arrangements, who must be uniquely assessed to assure they are able to provide the types of services needed. The services that can be provided are listed below but are not limited to this list. Greater details about eligible services and activities can be found in [Appendix III](#).

2. TLS Components:

Programs providing TLS are funded for the following services:

- 2.1 Intake and Enrollment
- 2.2 Housing Identification
- 2.3 Case Management
- 2.4 Financial Assistance

3. Case Management & Supportive Services

Case Management is provided by staff to assist participants in retaining their permanent housing. The primary objective of housing-focused Case Management/Supportive Services is to extend support to participants, through an individualized case management relationship, that will ultimately translate to increased housing retention.

- 3.1 Participant's refusal to engage in case management cannot be a reason for exiting the participant from the program.

4. Program staff must meet with their participants who are still unhoused once (1 time) a week to discuss, review and as needed update the housing search plan.

5. Program staff must conduct a minimum of one (1) home visit each month after the participant has moved into their housing. If Public Health guidance does not allow home visits, then virtual home visits are acceptable. Any kind of electronic meeting is acceptable and should be appropriately logged into HMIS or participant files as the intensity appropriate with identification of the type of meeting that was held. Programs shall increase and decrease the intensity of case management services in a Progressive Assistance manner as needed. This includes increasing the frequency of meetings and home visits as needed. If a home visit cannot be conducted due to health and safety concerns, then other spaces and settings can be utilized if it offers adequate privacy to discuss confidential matters.

6. Housing-focused case management sessions shall be dedicated to activities that support the housing retention process. This may include but is not limited to assessing and reassessing needs; safety planning, educating participants on community resource opportunities; developing a household budget; developing housing retention plans; scheduling appointments; and providing necessary follow-up to ensure that retention plans are progressing on schedule and that needs are adequately being addressed.

7. Case Management Ratios:

Programs must maintain a ratio of approximately one (1) case manager to every twenty (20) participants for optimal service delivery. Caseloads should be determined through consultation between line and supervisory staff while examining the level of need, the amount of contact needed to successfully engage the household and the length of time needed to meet participants where they reside.

- 7.1 It is acceptable to maintain a lower caseload ratio when serving youth or when serving a participant that requires extra effort for engagement and successful case management.

7.2 In the event that a program loses staff in such a way that it will affect their client to staff ratios, the program must inform the LAHSA Coordinator and work with them to develop an acceptable plan for a temporary increase in caseload ratios. In general, programs will be provided with a three (3) month period in which to replace lost staff. After that time, programs will be expected to lower their caseloads to the original contracted-for level.

8. Progressive Assistance:

Case Management services, as well as financial assistance, should adhere to a Progressive Assistance approach to service delivery. In Progressive Assistance, the case management staff are regularly re-assessing the needs of the participant and adjusting their support (and financial assistance) as appropriate. Staff will find that the needs may go up and down depending on what the participant is experiencing.

8.1 If there is a time after the participant has been housed, that they need less case management, then it can be tapered off with the agreement of the participant. However, no amount of tapering will interfere with the requirement to have one (1) face-to-face meeting a month as a home visit. This should be explained to the participant early on in enrollment so that they understand the requirement. Additionally, case managers who have “tapered off” should stay ever vigilant for the fact that something new may occur which will cause the participant to need more case management (or financial assistance) in the future.

8.2 The amount of case management and financial assistance are not directly tied together. It is possible to scale back case management to a minimal amount while still paying financial assistance if warranted and agreed upon with the participant. Likewise, it is possible that financial assistance may no longer be needed, but the participant could still benefit from and want case management support.

V. HOUSING AND SERVICES PLANS

1. Case Managers must develop a Housing Plans in coordination with the participant within the first fourteen (14) calendar days of enrollment. The Housing Plan will be the road map of services that are to be provided, actions that need to be taken (by both staff and the participant) and referrals that need to be made. Housing Plans summarize the participant’s goals, and immediate action steps toward those goals. The Plans are updated as the person’s situation changes, and steps are completed or revised. Plans should be simple and short. The Housing Plan should be considered the participant’s plan and should be signed by the participant as it is developed and updated.

2. Housing Plans:

Plans should address distinct phases of program participation: focusing on retention and exit planning. These phases must emphasize the short-term nature of Time Limited Subsidy Program with the goal of a sustainable exit from the Program. For more information on the phases of Housing Plans, see the [LA City and County RRH Minimum Practice Standards](#).

- 2.1 The Housing Plan has now shifted to being a 3 phased approach plan that is focused on housing search, housing retention, and transition out of the TLS program. TLS Providers are now required to complete the new phased approach plan.
- 2.2 **In the Adult System**, Part A: Housing Search Plan will be completed by Housing Navigation Programs.
- 2.3 TLS Providers who serve single adults will be required to complete Part B and Part C of the Housing and Services Plan. In Part B: Housing Retention Plan, Providers in collaboration with participants will be developing goals focused primarily on housing retention strategies.
- 2.4 In Part C: Transition Plan, Providers in collaboration with participants will be developing exit strategies.
- 2.5 **In the Youth and Family System**, TLS Providers will be responsible for completing all three phases of the Housing Plan—Part A: Housing Search Plan, Part B: Housing Retention Plan, and Part C: Housing Transition Plan.
- 2.6 Detailed information on how to complete these new forms can be found on the Housing Plan User Guide.

3. As services and resources are voluntary; the degree of engagement between participant and case manager will determine the services, timing, and sequence of referrals. Programs must assist participants with the range of funded and leveraged activities based on the needs and desires of the participant. Such services/resources include but are not limited to:

- 3.1 Accessing personal identification (critical for connecting to housing)
- 3.2 Interim Housing
- 3.3 Crisis Intervention
- 3.4 Physical Health Care
- 3.5 Mental Health Care
- 3.6 Mainstream Benefits Establishment
- 3.7 Substance Use Treatment
- 3.8 Educational Support
- 3.9 Life Skills Development
- 3.10 Legal Services
- 3.11 Employment Services
- 3.12 Vocational Training
- 3.13 Credit counseling
- 3.14 Financial literacy training
- 3.15 Transportation
- 3.16 Reunification/Problem-Solving
- 3.17 Tenancy Rights and Responsibilities
- 3.18 Landlord Relations
- 3.19 And others as identified and needed.

4. When a referral is made to any community service, case managers shall provide a warm hand-off and follow-up to ensure the linkage has been made successfully.

5. If a program determines the participant needs a different level of support than is provided by TLS, they must refer the participant to a “better-fit” program through the CES SPA and Inside Safe process.
 - 5.1 If the participant is going through a transition to a different program, the TLS program must continue to provide the full range of services to that participant until such time as the participant is fully integrated into the new program and a warm hand-off transition has been accomplished.
 - 5.2 As long as the participant is still fully enrolled in the Time Limited Subsidy Programs (TLS), that participant maintains their homelessness status, as well as their chronic status relative to eligibility for PSH or other housing programs. Programs must review [HUD FAQ 529](#) & [FAQ 30](#) to ensure chronic homeless status and eligibility for PSH for participants enrolled in Rapid-Re-Housing is fully understood.
 - 5.3 Programs shall annually recertify participants’ eligibility for the program. Certification will include verification of income and authorization signatures.
6. Programs must continually assess participant needs and provide individualized services and/or referrals needed to make progress towards housing stability.
 - 6.1 Programs may consider the use of the Critical Time Intervention model that has been modified for use with Rapid-Re-Housing as a part of their housing supports work.
7. Participants are eligible for up to six (6) months of case management after financial assistance is completed if continued case management is needed.

VI HOUSING IDENTIFICATION SERVICES

1. Programs must identify housing resources and develop relationships with property owners, property management companies, and landlords throughout their respective regions to increase the permanent housing opportunities for participants. Programs will be responsible for identifying available and appropriate housing units, cataloging unit specifications, reviewing, and negotiating leases with landlords/property managers, conducting unit site visits and provide support regarding budgeting for housing expenses.
 - 1.1 LAHSA recommends that programs identify specific staff to be responsible for the work involved in identifying and engaging with new landlords for finding units for their participants. This work is time-intensive and requires specialized skills and is best not included in the responsibilities of case managers.
 - 1.2 In addition to the work being done by program staff to identify units and engage with landlords, the [PATH Lease Up Program](#) provides access to hundreds of available units across LA County by providing holding fees, risk mitigation funds, and Tenant Screening Reports to make assisting participants in identifying available units easier.

2. Programs must assist Participants in their housing search process. Assistance includes:
 - 2.1 Assisting participants in meeting with landlords. This includes preparing the Participants to understand the requirements of the lease, expectations for tenancy, requesting maintenance, among others.
 - 2.2 Meeting with clients as prescribed below to ensure the client continues to progress forward. That may include assisting with benefit applications, referrals to other agencies, employment/job search assistance, etc.
 - 2.3 Programs are responsible for necessary housing inspections and ensuring that housing meets habitability standards (**See Appendices V**).
 - 2.4 If the program works with Lease Up, Lease Up manages all needed inspections.
3. In a Housing First Program, staff must take all reasonable steps to ensure that the rent for the unit is reasonably in reach for the Participant once financial assistance has ended. Programs must assist the Participant with budgeting to ensure housing sustainability upon exit. Programs must commit to a significant focus on assisting Participants to consider shared housing as a possible housing placement.
 - 3.1 **If the participant completes their primary housing retention goals, but cannot afford the full rent at the end of the proscribed length of the program**, a referral to other affordable housing such as those for seniors, people with disabilities, tax credit units, vouchers and others such as [the Shallow Subsidy Program](#) should be considered.
 - 3.2 **Programs cannot withhold housing participants because they have zero income.** Programs are required to house every participant and then work with them to ensure they can sustain their housing through their case management services.
4. Programs must provide support to their landlord partners as needed by responding to calls of concern or for assistance in a rapid fashion (within 24 hours); working collaborative with landlords to address Participant lease violations; ensuring that rental payments are made on time; and providing dispute mediation for the Landlord and the Participant.
 - 4.1 See [LA City and County RRH Minimum Practice Standards](#) document section on Customer Service Supports for Landlords and Property Managers for more detail on expectations for working with landlords.
5. Programs must ensure that Participants sign a lease that is in accordance with the Rental and Lease Standards found in **Appendix VI**. For participants who enter into a shared housing situation, programs must secure an individual lease for each person in the shared housing to protect their tenancy rights.

VII. FINANCIAL ASSISTANCE

1. **Rent and Move-In Assistance:**

Programs must provide the financial assistance needed to identify and maintain housing. See Appendix IV for details about categories of financial assistance. Rental Assistance must be an individualized utilizing a Progressive Assistance approach and ensure the Participant can reasonably be able to maintain the housing once the temporary rental assistance ends.

2. Progressive Assistance

Progressive Assistance requires that over time, the Participants will gradually assume more and more responsibility for the cost of the rent for their unit. Progressive Assistance recognizes that this increase may occur gradually but must also be flexible enough to move backwards if the Participant faces a new financial crisis, requiring the Program to assume more of the cost of rent for the time being.

3. Budgeting:

Program must provide support regarding budgeting for housing expenses by helping the Participant to understand their responsibilities as well as how to reduce costs to help maintain their housing. In addition, Programs shall assist participants in meeting basic needs at move-in by securing basic furnishings and appliances (if not provided by the landlord). Eligible categories of financial assistance can be found in Appendix IV.

4. Progressive Assistance Time Frames:

Program must ensure that the following timeframes are followed for assessing when a Participant can begin to pay a portion of the rent:

- 4.1 If a participant has income when they enter the program, staff should discuss rent sharing with the participant no later than three months after moving into housing. If the Participant has zero income at this time, this should be a signal that the two parties must increase the focus on establishing income.
- 4.2 No later than 12 (12) months after moving into housing and providing 100% of rental assistance (only if needed), if the participant has zero income at this time, this should be a signal that the two parties must increase the focus on increasing income.
- 4.2 A solid best practice is to begin the rent sharing by requesting that the participant contribute 30% of their income toward the rent. However, if the participant's only income is GR for example, that may not be reasonable. The goal for case managers is to assist the participant in understanding and beginning to contribute something toward the rent whenever they have income.
- 4.3 This guidance is not meant to suggest a rigid approach to determining the participant's contribution toward the rent, but rather to provide guidance about how to approach this, often difficult, topic. Rental assistance must be flexible and individualized utilizing a Progressive Assistance approach and with the goal of working toward the ability of the Participant to be able to afford the full rent by the time they exit the TLS Program.
- 4.4 Program must provide support regarding budgeting for housing expenses by helping the Participant to understand their responsibilities as well as how to reduce costs to help maintain their housing. In addition, Programs shall assist participants in meeting basic needs at move-in by securing basic furnishings and appliances if not provided. Eligible categories of financial assistance can be found in Appendix IV.

5. Financial Policies and Procedures:

Programs must have policies and procedures that manage the monitoring and coordination of the use and disbursement of financial assistance including: the process for ensuring that all rental assistance payments are timely; those payments are paid to appropriate parties; and how to determine the amount of rental assistance that will be provided following a progressive assistance approach. This also includes timely and accurate data entry in the LA CoC HMIS system (or participant file) and documentation of financial expenditures. Programs will not provide financial assistance directly to any program Participant, rather will ensure that landlords, utility providers and other such services are paid directly. Programs must also ensure that all payments are timely.

- 5.1 Program must manage payment in a manner that does not result in lease violations for the participant or other penalties related to lack of timely payment. Late payments to landlords or other such services could potentially be grounds for termination of the contract.
- 5.2 Programs must have documented verification of ownership before providing any payment including security deposits or rental assistance. To reduce potential barriers to engaging new property owners, LAHSA encourages that programs do not ask for grant deeds or tax records and instead use a data base to confirm ownership. Lease Up handles the verification of ownership, if Programs utilize their program.

VIII. LENGTH OF ENROLLMENT/PROGRAM EXITS

- 1. LAHSA TLS programs allow participants to receive for up to 24 months of financial assistance if needed. The length of enrollment does not count towards the months of financial assistance.
- 2. **Exits:**

Programs may exit participants from Case Management and Financial Assistance services in collaboration with the participant when the following conditions are met:

 - 2.1 Participant and program agree that the participant has completed the primary housing retention goals outlined in Housing and Services Plan and the Participant and Case Manager believe that the participant has reached a reasonable level of retention in permanent housing.
 - 2.2 If the participant has completed primary housing retention goals, but cannot afford the full rent, a referral to other affordable housing such as those for seniors, for people with disabilities, tax credit units and others such as [the Shallow Subsidy Program](#) should be considered.
 - 2.2.1 While pursuing other avenues, it is critically important that the TLS program continue to provide the full range of services until the person has been successfully and fully connected to the new housing program.
 - 2.3 If Participant relocates to another CoC; however, the Program may continue to provide services if it is physically possible to do so (as in a neighboring CoC) and if monthly meetings can continue to be provided.
 - 2.4 If Participant utilizes reunification services or otherwise self-resolves their housing crisis.

- 2.4.1 If the participant is already in a lease, the Program must coordinate with the landlord to ensure that the landlord does not suffer any negative financial consequences.
 - 2.5 If Participant will be hospitalized or incarcerated for ninety (90) days or more. If participant is in housing, program must provide necessary assistance to ensure the participant's absence does not result in a lease violation.
 - 2.6 If Participant is dually enrolled in another Permanent Housing program.
 - 2.7 If the participant cannot sustain the unit at the time of exit, Programs shall **NOT** exit them without first offering and connecting them to an alternative housing resource (see 2.2 above).
3. If the participant has completed primary housing retention goals, but cannot afford the full rent, a referral to other affordable housing such as those for seniors, for people with disabilities, tax credit units and others such as the Shallow Subsidy Program should be considered.
4. **Participant Engagement**

Participant engagement is the responsibility of program staff. Staff should always be working to ensure that they are in regular contact the participant and have established an engaged relationship. If a staff person falls out of contact with a participant and cannot reach them, they must take due diligence to attempt to reconnect. A participant can only be terminated from an TLS/RRH Program for lack of contact after ninety (90) days and multiple, demonstrated attempts to reach and talk with the participant by the Program staff. If the participant is in a lease, the Program must coordinate with the landlord to ensure that the landlord does not suffer any financial consequences.
5. Program must NOT exit participant from the program due to:
 - 5.1 Active substance use
 - 5.2 Failure to abide by participant budget
 - 5.3 Noncompliance with Housing and Services Plan
 - 5.4 Active Health Issues
 - 5.5 Medication non-compliance
 - 5.6 Desire to be assigned to another case manager
 - 5.7 Being evicted from their unit
6. **Terminations:**

Program may exit (terminate) a participant pursuant to its termination policies and procedures, however, program termination policies and procedures must not conflict with any parameters set forth in the LAHSA Program Standards or Scope of Required Services.
7. Program may exit (terminate) a participant for the following reasons:
 - 7.1 Possession of weapons
 - 7.2 Sexual misconduct/assault
 - 7.3 Behaviors that are a danger to others
 - 7.4 Verbally/physically threatening behaviors
 - 7.5 Physical violence to staff and/or other participants
 - 7.6 Direct observation of participant engaging in illegal activity on contractor's site.

8. Terminations for other reasons not stated above must be approved by LAHSA's Quality Standards Unit within the Interim Housing Department by either contacting LAHSA's grievance email: grievances@lahsa.org, or contacting the Grievance Hotline: 213-225-8442. Program must have a procedure that describes how a program participant will be provided a written termination notice, when termination occurs.
9. LAHSA must be notified immediately of incidents that result in injury, any actions of violence, signs of contagious disease, signs of abuse/neglect, death of participants and/or staff, damage/theft to facility and/or property by participants and/or staff, or emergency personnel (fire, first responders, police, sheriff, etc.) being discharged to any and all of the Contractor's facilities receiving LAHSA funded-homeless services and the resolution of the incident. [LAHSA Incident Report](#).
10. Upon termination of a participant, programs must refer the participant to another service provider (such as a shelter) and cannot terminate a participant without an exit plan.
11. For more information about terminations/exits from a program, see the [LAHSA Program Standards](#) section on Terminations Policies and Procedures and the section on Health, Safety, and Incident Reports.
12. Program must complete an Exit Plan for all participants exiting the program and enter it into HMIS or the participant's file. Program must also provide a copy to the Participant.

IX. EDUCATIONAL REGULATIONS/REQUIREMENTS (For Family Programs Only)

1. Program must, as required by the McKinney-Vento Act (and as amended by the HEARTH Act) Title IX, Part A of the "Every Student Succeeds Act" (ESSA), demonstrate that they have established education-related policies and practices for youth enrolled in their program. The Program must document education-related policies and practices for Program clients, as well as the procedures to ensure compliance.
2. Program must designate a staff person to ensure that children of participants are enrolled in school and connected to the appropriate services within the community. Program must document its process for identifying/hiring a designated staff person, including any budget or resource implications, to ensure compliance with McKinney-Vento.

X. COMMUNITY BASED COLLABORATIVE REQUIREMENTS

1. Programs must adhere to the [LAHSA Program Standards](#) on Community Based Collaborations

XI. PROGRAM OBLIGATIONS

1. Programs must adhere to the Program Obligations found in the [LAHSA Program Standards](#).

XII. PERSONNEL (for additional personnel requirements see the LAHSA Program Standards)

1. Program shall ensure that all staff and volunteers that work with, or come into contact with households experiencing or fleeing domestic violence or intimate partner violence meet the definition of “Domestic Violence Counselor” set forth by [California Evidence Code 1037.1](#).
2. Program shall assign a sufficient number of staff with background experience and expertise to provide the services required in the Scope of Required Services (SRS).
3. Program shall provide all staff the tools needed to successfully accomplish their work with participants including:
 - 3.1 Computers and/or laptops/tablets
 - 3.2 Internet connectivity while in the field and working from home
 - 3.3 Access to files and email while working remotely
 - 3.4 Cell phones
 - 3.5 Space where they can have private meetings with participants as needed for privacy.

XIII. HMIS DATA COLLECTION AND PARTICIPATION REQUIREMENTS

1. Programs must adhere to the HMIS Data Collection and Participation Requirements found in the LAHSA Program Standards, unless they are a Victim Services Organization who are exempt from using HMIS.
2. Data collected from participants including the required data elements identified in the HMIS Data Standards and any subsequent updates must be entered into HMIS within three (3) business days. Exceptions are for projects where the timeframe must be shorter as outlined in the SRS. If/when data is collected on a physical paper form, the data entry policy still applies: The data are to be transferred to HMIS no later than three (3) business days. The usage of paper forms needs to follow the guidelines set forth by the grantor, especially paper forms that include the participant signature or are required to be a part of the master file.
 - 2.1 Programs must enter housing move-in data into HMIS on the same day the participant takes physical occupancy of any type of permanent housing. It is required for the Head of Household only.
 - 2.2 In the event a participant is transferred into a TLS program having already moved into a permanent housing unit, the participant’s program start date and the Housing Move-in Date will be the same.
3. Exits must be entered in HMIS and must indicate where the participant is expected to stay after they complete or stop participating in the program. The destination response category must reflect what most closely matches where the participant will be staying after exiting the program.

4. For more details on HMIS responsibilities, see the [LAHSA Program Standards](#).

XIV. PARTICIPANT MASTER FILE AND DOCUMENTATION

Programs must maintain a file for each participant enrolled that includes but is not limited to Core Documents and necessary documentation.

Document	Guidance
Participant Identification	Required- See Appendix I, II
LA CoC Homeless Certification	Required- See LAHSA approved form. See Appendix I, II
Income Documentation	Required- See Appendices VI and VII
Household Composition and Income Eligibility Form	Required- Use LAHSA approved Household Composition and Income Eligibility Calculator on MyOrg.
Proof of Ownership	Must be obtained before any payments are made. Print Out from Property Ownership websites, etc. or a deed of ownership from the owner/landlord will suffice.
Rent Reasonableness Form	Required- See LAHSA approved Rent Reasonableness Form 1652
W-9 of Landlord	Required- If providing a Security Deposit and/or Rental Assistance. Must be uploaded before any payments are made.
Financial Assistance Receipts/documents	Required- See Appendix IV . Must track all financial assistance in HMIS.
LAHSA Habitability Standards for Permanent Housing Form	Required-See LAHSA approved form 1083 See Appendices VI and VI-A
Rental Agreement/Lease	Copy uploaded to HMIS Required for all housing placements (or participant file)
Grievance Procedure Acknowledgement Form	Agency created form. Must be dated and signed by the participant and Contractor at enrollment
Housing Plans:	Required- track the date the HSP was completed in HMIS (or participant file) and any updates to the plan. LAHSA HP forms can be used. See LAHSA Form 1186 ^(OBJ) Part A: Housing Search Plan (Family and Youth Providers Only) Part B: Housing Retention Plan Part C: Transition Plan
Case Notes	Required: Document every engagement with the participant especially the monthly (minimum) home visits into HMIS

	(and/or participant file)
Annual Recertification	Required- see LAHSA approved Annual Recertification Form 1080
Exit Summary in HMIS	Required: Complete exit in HMIS , NOT A SEPARATE FORM

APPENDIX I HOMELESSNESS DEFINITIONS

<p>Category 1</p>	<p>Literally Homeless</p>	<ul style="list-style-type: none"> • Written observation by the outreach worker; or • Written referral by another housing or service provider; or • Certification by the individual or head of household seeking assistance stating that s/he/they was living on the streets, in a shelter, another place not meant for human habitation, or a hotel/motel paid for by a homelessness services organization <p><u>Use LA COC Homeless Certification Form and upload to HMIS</u></p> <ul style="list-style-type: none"> • For individuals exiting an institution (treatment program, jail, prison, hospital)—one of the forms of evidence above and: <ul style="list-style-type: none"> ○ Discharge paperwork or written/oral referrals, or ○ Written record of intake worker’s due diligence to obtain evidence and certification by the individual that exited the institution
<p>Category 2</p>	<p>Imminent Risk of Homelessness</p>	<ul style="list-style-type: none"> • A court order resulting from an eviction action notifying the household that they must leave; or • If leaving hotel/motel that they paid for themselves—evidence that they lack the financial resources to stay; or • A documented and verified oral statement; and <ul style="list-style-type: none"> ○ Certification that no subsequent residence has been identified; and ○ Self-certification or other written documentation that the individual lacks the financial resources and support necessary to obtain permanent housing
<p>Category 3</p>	<p>Homeless under Other Federal statutes</p>	<ul style="list-style-type: none"> • Certification by the nonprofit or state or local government that the individual or HOH seeking assistance met the criteria of homelessness under another federal status; and • Certification of no PH in last 60 days; and • Certification by the individual or HOH, and any available supporting documentation, that s/he/ they have moved two or more times in the past 60 days; and • Documentation of special needs or 2 or more barriers
<p>Category 4</p>	<p>Fleeing/Attempting to flee DV, IPV, Sexual Assault, stalking or Human Trafficking</p>	<ul style="list-style-type: none"> • For victim services providers: <ul style="list-style-type: none"> ○ An oral statement by the individual or HOH seeking assistance which states: they are fleeing, they have no subsequent residence and they lack resources. Statement must be documented by a self-certification or a certification by the intake worker. • For Non-Victim services providers <ul style="list-style-type: none"> ○ Oral statement by the individual or HOH seeking assistance that they are fleeing. This statement is documented by a self-certification or by the case worker. Where the safety of the

		<p>individual or family is not jeopardized, the oral statement must be verified; and</p> <ul style="list-style-type: none"> ○ Certification by the individual or HOH that no subsequent residence has been identified; and ○ Self-certification, or other written documentation, that the individual or family lacks the financial resources and support networks to obtain other permanent housing.
REQUIRED FORMS		<ul style="list-style-type: none"> • Observation of Homeless Status Form 2199 • Third Party Verification of Homeless Status Form 1444 • Self-Certification of Homeless Status Form 1448
Status must be documented in HMIS or participant file		<ul style="list-style-type: none"> • Use the HMIS Client Summary Report or • LA CoC Homeless Certification Forms (above)

APPENDIX II. ELIGIBILITY INFORMATION

CATEGORY	GUIDANCE
<p>Populations Served</p>	<p><u>Adults</u>: individuals or household where all members are 18+</p> <p><u>Youth</u>: Individuals between the ages of Ages 18-24 enrolled in TAY TLS program prior to turning 25 will remain eligible for services until exited, regardless of age.</p> <p><u>Families</u>: Households consisting of one or more minor children (17 or under) in legal custody or under the guardianship of one or more adults who are living together. This includes households with same-sex partners, families with intergenerational or extended family members, unmarried couples with children, families with adults who are not the biological parents of the children, and households without minor children in which one member is pregnant, or a household with a qualified dependent.</p> <p><u>Qualified Dependent</u>: An individual over the age of 18 who is: (a) Incapable of self-sustaining employment by reason of mental or physical disability, and (b) is dependent upon a parent or guardian for support.</p>
<p>Participant Identification</p>	<ul style="list-style-type: none"> • If a participant does not have identification at the time of program screening, <i>program must not deny enrollment into the program and rather, assist the participant in obtaining whatever ID is needed after enrollment.</i> • Participant must (eventually) have a form of identification on file. • Acceptable forms of ID <ul style="list-style-type: none"> ○ <u>Category A</u>: acceptable forms of government ID <ul style="list-style-type: none"> ▪ State-issued DMV ID ▪ State-issued DMV driver’s license ▪ Passport/Passport Card ▪ US Military ID ▪ Immigration Services ID (USCIS) ▪ Visa issued by the US Depart. Of State ▪ Government issued ID ○ <u>Category B</u>: alternative photo ID <ul style="list-style-type: none"> ▪ Student ID ▪ Shelter ID ▪ Employment ID ▪ Bank/Debit/Credit Card ▪ Transportation Card (Metro) ▪ Library Card ▪ Gym Membership Card ▪ Warehouse Club Membership Card

	<ul style="list-style-type: none"> ○ <u>Category C: Alternative non-photo ID</u> <ul style="list-style-type: none"> ▪ Birth Certificate ▪ Utility Bill ▪ Lease/Rental Contract ▪ School Records ▪ Medical/Dental insurance card ▪ Debit/bank card ▪ Credit Card ▪ Legal records/court document ▪ Tax Identification Number (TIN)/paperwork ▪ Social Security Card ▪ American Automobile Association Card (AAA) ▪ American Association of Retired Persons Card (AARP) <p>IMPORTANT: <i>If the person does not have anything in Category A, they may provide one from Category B <u>AND</u> one from Category C</i></p> <p>A copy of a Social Security Card is not a requirement</p> <p>Financial Assistance to the person may not be provided until Participant Identification has been obtained.</p>
Income	Participant must be at or below 50% AMI (during the pandemic—until 9/22) and must be re-evaluated annually as to their income is within this level. Documentation must be placed in HMIS or in participant file if DV/IPV provider
Ongoing Eligibility	Participants' eligibility must be re-evaluated annually to ensure that their income does not exceed 50% AMI for LA County.
Geography	Household must be a current resident of the County of Los Angeles. If the person reports that they slept within the County geographic boundaries the previous night, they meet the requirement that they are a resident of Los Angeles County.
Veterans	Must not be eligible for Supportive Services for Veterans Families (SSVF); Verification from an SSVF provider that the Veteran has utilized all available SSVF resources or does not qualify for SSVF is required to serve participants.

APPENDIX III ELIGIBLE SUPPORTIVE SERVICES

Supportive Services	Guidance
Case Management	<ul style="list-style-type: none"> • Assessing, arranging, coordinating, and monitoring the delivery of individualized services to meet the needs of program participant(s), including: • Intake Assessment - Providing ongoing risk assessment and safety planning for survivors of DV/IPV • Housing focused case management • Counseling • Developing, securing, and coordinating services • Obtaining Federal, State, and local benefits • Monitoring and evaluating program participant progress • Providing information and referrals to other providers • Developing an individualized housing and services plan, with a focus on a path to permanent housing • Providing home-based face-to-face services • Support associated with the entire housing search, attainment and move-in process • Conducting required annual assessment of service needs (re-evaluation) • May provide case management up to 6 months after the assistance stops • Must meet with participant at least once per month, preferably in their home
Child Care (COC funded programs only)	<ul style="list-style-type: none"> • CoC Supportive Services Funds for Child Care: If CoC funds are used to provide childcare to homeless families, according to COC Interim Regulations at 24 CFR 578.53(e)(4), the programs must be licensed • Programs must ensure that children in childcare must be under the age of 13 unless they have a disability and are under the age of 18
Education Services	<p>The costs of improving knowledge and basic educational skills.</p>
Employment Assistance & Job Training	<p>The costs associated with assisting a participant in accessing a job, training programs, etc. including licensing fees, some specific elements of clothing tied to a job (boots, etc.).</p>
Housing Search & Counseling Services	<p>Assist participants in locating, obtaining, and retaining suitable housing, including:</p> <ul style="list-style-type: none"> • Housing search • Tenant counseling • Understanding leases • Arranging for utilities • Making moving arrangements • Mediation with property owners and landlords • Credit counseling, accessing a free personal credit report, and resolving personal credit issues • Payment of rental application fees, Security Deposits and other required fees associated with moving in.

APPENDIX IV ELIGIBLE FINANCIAL ASSISTANCE

Type of Assistance /Cost Category	Activity	Guidance	Documentation
Financial Assistance	Landlord Incentives	<p>Maximum Allowable: Up to \$1500</p> <p>Vacancy Loss Fee: Payment Up to 1 month’s rent, if mediation is unsuccessful in resolving landlord vs. tenant dispute, or egregious violations of lease, or safety issues concerning tenant that would require immediate removal from property/lease, or if tenant is evicted from the unit for good cause.</p>	<ul style="list-style-type: none"> • Receipt • Copy of the lease • W-9 on file • Landlord Incentive Request Form • Narrative of mediation efforts.
Rental Assistance	Rental Assistance	<p>Up to twenty-four (24) months and includes first and last month’s rent. Rental assistance cannot be provided to a participant who is already receiving rental assistance or living in a housing unit receiving rental assistance or operating assistance through other Federal, State, or local sources. This includes Housing Choice Vouchers, Emergency Housing Vouchers, Section 8, Low Income Housing Tax Credit Properties and other subsidized units. Providers should review participant’s lease to verify if the unit is being subsidized through a tax credit.</p> <p>CoC Funded Programs Only:</p> <ul style="list-style-type: none"> o Short term rental assistance: up to three (3) months in TH and/or TLS/RRH; or o Medium term rental assistance: between four (4) to twenty-four (24) months if needed; o Includes First & Last month’s rent 	<ul style="list-style-type: none"> • Lease Agreement • Landlord W-9 • Proof of Property Ownership • Receipt(s) of payments • Habitability Inspection (See App VI and VI-A) o CoC Funded Programs Only: <ul style="list-style-type: none"> o HQS Inspection (see App VI) o Habitability Inspection (See App VI and VI-A)

<p>Financial Assistance</p>	<p>Security Deposit</p>	<p>Security Deposits shall not exceed the equivalent of two (2) months' rent (unless the unit is furnished, and then in that case it can be the equivalent of three (3) months' rent. Also, Security Deposits shall not be paid until all other reasonable options have been exhausted. The preferred payor of the Security Deposit will be the program in which the participant is enrolled.</p> <p><u>CoC Funded Programs Only:</u> Maximum of 1 security deposit in 12-month period (unless the current housing situation is problematic). Up to two (2) month's rent.</p>	<ul style="list-style-type: none"> • Lease Agreement • Landlord W-9 • Proof of Property Ownership • Inspections (see above) • Receipts
<p>Rental Assistance</p>	<p>Rental Arrears</p>	<p>Only if necessary to re-house. Maximum of six months of arrears.</p>	<ul style="list-style-type: none"> • Statement or receipts

		DOES NOT count toward the 24 months of assistance in a three-year period.	
Financial Assistance	Eviction Prevention	Only if necessary to re-house, Maximum of six months of arrears. DOES NOT count toward the 24 months of assistance in a three-year period.	Court documentation Ledger of amount owed Statement or receipts
Financial Assistance	Utility Deposit	Standard deposit required for each needed utility (incl trash). Maximum of one (1) deposit per 12- month period per utility. Eligible utilities include electric, gas, water and trash. DOES NOT count toward the 12 months of Utility assistance.	Copy of bill or receipt of payment.
Financial Assistance	Utility Assistance	Up to twelve (12) months including first month's payment.	Copy of bill each month showing paid.
Financial Assistance	Utility Arrears	Only if necessary to re-house. Maximum six (6) months of arrears per utility (including late fees. DOES NOT count towards the 12 months of utility assistance.	Copy of bill each month showing paid.
Financial Assistance	Move-In Expenses	<ul style="list-style-type: none"> o Application Fee, Key fee, etc. o Storage Fees (Up to three (3) months) o Cost of truck rental or hiring a moving service, etc. 	<ul style="list-style-type: none"> • Receipts • Storage: bill reflecting monthly fees paid • Copy of lease
Financial Assistance	Essential Furnishings	Eligible items include but are not limited to: Appliances: Lamp, fan, microwave, refrigerator, TV, and stove. Bedding: mattress, box spring, & frame Furnishings: basic bedroom & living room items including sofa, futon, love seat, dresser, coffee table, nightstand, & dining set. Linen: Bath towels, dish cloth, comforter, sheets, bathmat, pillow, & shower curtain. Kitchen: Bakeware, cookware, dinnerware, flatware, & glassware. Cleaning Supplies: Trash can, trash bags, broom & pan, cleaner, cleaning towels, vacuum, mop + pail, laundry detergent, sponges.	<ul style="list-style-type: none"> • Copy of the itemized receipt containing items to be purchased • Copy of all receipts • Copy of Lease • Delivery confirmation

Financial Assistance	Damage Mitigation	COC Funded Programs Only May not exceed an amount equal to one (1) month of rent and limited to one (1) time per participant during enrollment.	<ul style="list-style-type: none"> • Invoice • W9
Financial Assistance	General Housing Assistance	Document Fees: birth certificates, identification or other docs needed for employment and/or housing.	Receipts

		<p>Employment: expenses related to gaining or keeping employment and/or housing: uniforms, tools, driver’s license, license/certification costs; financial literacy costs, credit counseling, , short-term vocational training, and more.</p> <p>Transportation: As needed for housing search and placement including rideshare programs and costs for public transportation.</p> <p>Auto repair and registration if related to employment and/or housing. Not to exceed \$500. If car repairs exceed this limit, consult with your LAHSA Coordinator.</p>	
Financial Assistance	Tenant Screening Reports	Costs to cover a subscription to a tenant screening service that will provide information about landlord barriers that participants may experience. This is not to be used to screen participants out of the program. Rather, this facilitates better landlord/tenant matching. Must have signed consent of participant.	Invoice receipt
Financial Assistance	Reunification Assistance	<ul style="list-style-type: none"> • Transportation method must be most cost- effective available • Paid directly to transportation provider (bus, train, plane) • Providers can use discretion on fuel costs for participants with autos seeking to reunify. Must document mileage and estimated fuel costs for gas card. • Auto repairs for reunification must be classified as General Housing Assistance and meet those standards 	<ul style="list-style-type: none"> • Standards about cost and destination • Reunification Services Request form
	Payment Standard	Financial assistance requests should take no more than five (5) business days to process. All payments must arrive on or before prescribed due date.	

*For any financial assistance requests that are beyond the scope of the SRS, Provider must submit to LAHSA a [financial assistance request form](#).

APPENDIX V. TLS/RRH Rental Housing and Lease Standards

	Guidance
Housing Standards	<ul style="list-style-type: none"> • Prior to the issuance of any financial assistance, Program must physically inspect each unit to assure it meets the appropriate inspection by funding (see below). • Units must pass LAHSA Habitability Standards utilizing LAHSA form • COC Funded Programs Only: Units must meet HUD Housing Quality Standards (HQS) as outlined in 24 CFR 982.401. Must be completed by a trained and certified inspector from the Housing Authority. See Annual re-inspection must be started within 365 days of the last inspection. COC funded Programs are only required to complete the HQS and not the habitability inspection.
Fair Market Rent (FMR) & Rent Reasonableness	<ul style="list-style-type: none"> • Units meet HUD’s rent reasonableness standards¹. See 578.51(g) utilizing the LAHSA Rent Reasonableness Form. • This standard is designed to ensure that rents being paid are reasonable in relation to those being charged for comparable unassisted units in the same market (within 1 mile of the participant’s unit). • Providers must use standardized “Rent Reasonableness” form. • If a unit exceeds the 120% FMR ceiling, ensure rent reasonableness form support justification for use of Program funds to pay for unit above FMR price.
Lease Requirements	A written lease between the owner and the program participant is required.
Use with Other Subsidies	<p>On-going rental assistance cannot be provided to a program participant who is receiving financial assistance for housing from federal, state or local sources such as a HCV, EHV, Section 8 Voucher, or in a Low-Income Tax Credit Property or other subsidized unit.</p> <p>*The use of one-time financial assistance can be provided for move in costs.</p>
Geography	<ul style="list-style-type: none"> • Contractors are permitted to locate housing outside of Los Angeles County if the participant desires to relocate. • A housing inspection (based on funding stream-see above) must be completed and the rent must be “reasonable” (see Appendix VI-A) • Housing Retention Plan documents show relocating outside of Los Angeles County will ultimately result in the participant achieving housing retention. If participant needs ongoing financial assistance and supportive services, contractor must arrange to provide these services, if it is reasonably possible. • If the participant does not need ongoing assistance after entering permanent housing, contractor can provide financial assistance.
Lead Based Paint Remediation and Disclosure	Program staff will provide participant with the approved EPA lead-based paint informational brochure before lease signing. Link to the brochure .
Written Standards	Recipients and sub-recipients must develop and implement written policies and procedures for:

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| | <ul style="list-style-type: none">• Determining and prioritizing which eligible participants will receive TLS assistance.• Determining the amount or percentage of rent and utilities each program participants must pay.• Determining how long a program participant will be provided with rental assistance and whether and how the amount of that assistance will be adjusted over time.• <i>Program must not create policies that are more stringent the LA COC policies.</i> |
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APPENDIX VI. Determining Participant Income-Inclusions

INCOME INCLUSIONS The following types of income must be counted when calculating annual income for purposes of determining eligibility for this program. All funding Streams	
GENERAL CATEGORY	DESCRIPTION
Earned Income	The full amount, before any payroll deductions, of wages and salaries, overtime pay, commissions, fees, tips and bonuses, and other compensation for personal services.
Self- Employment/Business Income	The net income from operation of a business or profession. Expenditures for business expansion or amortization of capital indebtedness must not be used as deductions in determining net income. An allowance for depreciation of assets used in a business or profession may be deducted, based on straight line depreciation, as provided in Internal Revenue Service regulations. Any withdrawal of cash or assets from the operation of a business or profession will be included in income, except to the extent the withdrawal is reimbursement of cash or assets invested in the operation by the household.
Interest& Dividend Income	Interest, dividends, and other net income of any kind from real or personal property. Expenditures for amortization of capital indebtedness must not be used as a deduction in determining net income. An allowance for depreciation is permitted only as authorized in paragraph (2) of this section. Any withdrawal of cash or assets from an investment will be included in income, except to the extent the withdrawal is reimbursement of cash or assets invested by the family. Where the family has net family assets in excess of \$5,000, annual income must include the greater of the actual income derived from net family assets or a percentage of the value of such assets based on the current passbook savings rate, as determined by HUD.
Pension/Retirement Income	The full number of periodic payments received from social security, annuities, insurance policies, retirement funds, pensions, lotteries, disability or death benefits, and other similar types of periodic receipts, including a lump-sum payment for the delayed start of a periodic payment (but see No. 8 under Income Exclusions) (e.g., SSDI).
Unemployment & Disability Income	Payments in lieu of earnings, such as unemployment, worker's compensation, and severance pay (but see No. 3 under Income Exclusions).
Alimony and Child Support Income	Periodic and determinable allowances, such as alimony and child support payments, and regular contributions or gifts received from persons not residing in the dwelling.
TANF/ Public Assistance	TANF/Public assistance received by the household.
Armed Forces Income	All regular pay, special pay, and allowances from the Armed Forces (whether or not living in the dwelling) who is head of household, spouse, or other person whose dependents are residing in the unit.

G.I. Bill Housing Stipend	The monthly housing stipend received by a Veteran from VA while they are attending school under the G.I. Bill.
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APPENDIX VII. Determining Participant Income-Exclusions

INCOME EXCLUSIONS The following <i>types of income are not counted</i> when calculating annual income for purposes of determining eligibility: <i>All funding streams</i>	
GENERAL CATEGORY	DESCRIPTION
Inheritance and Insurance Income	Lump-sum additions to the participants assets, such as inheritances, insurance payments (including payments under health and accident insurance and worker's compensation), capital gains and settlement for personal or property losses (except as provided in Income Inclusions).
Earned Income of Children	Earned income from employment of household members under the age of 18 years (including foster children).
Income from Foster Care	Payments received for the care of foster children or foster adults (usually individuals with disabilities, unrelated to the tenant family, who are unable to live alone).
Medical Expense Reimbursements	Amounts received by the individual that are specifically for, or in reimbursement of, the cost of medical expenses for any family member.
Income of Live- in Aides	Income of a live-in aide (as defined in 24 CFR 5.403).
Student Financial Aid	The full amount of student financial assistance paid directly to the student or to the educational institution. Note: <i>includes G.I. Bill Student Financial Aid.</i>
Armed Forces Hostile Fire Pay	The special pay to an individual serving in the Armed Forces who is exposed to hostile fire.
Various "Self-Sufficiency" Program Incomes	<ul style="list-style-type: none"> • Amounts received under training programs funded by HUD. • Amounts received by a person with a disability that are disregarded for a limited time for purposes of Supplemental Security Income eligibility and benefits because they are set aside for use under a Plan to Attain Self-Sufficiency (PASS). • Amounts received by a participant in other publicly assisted programs that are specifically for, or in reimbursement of, out-of-pocket expenses incurred (special equipment, clothing, transportation, etc.) and which are made solely to allow participation in a specific program. • Amounts received under a resident service stipend. A resident service stipend is a modest amount (not to exceed \$200 per month) received by a resident for performing a service for the PHA or owner, on a part-time basis, that enhances the quality of life in the development. Such services may include, but are not limited to, fire patrol, hall monitoring, lawn maintenance, resident initiatives coordination, and serving as a member of the PHA's governing board. No resident may receive more than one such stipend during the same period of time. • Incremental earnings from participation in qualifying state or local employment training programs (including training not affiliated with a

	local government) or as resident management staff. Amounts excluded by this provision must be received under employment training programs with clearly defined goals and objectives and are excluded only for the period during which the participant is active in the employment training program.
Temporary Income	Temporary, non- recurring, or sporadic income (including gifts).
Reparation payments	Reparation payments paid by a foreign government pursuant to claims filed under the laws of that government by person who were persecuted during the Nazi era. E.g., payments by German and Japanese governments for atrocities committed during the Nazi era.
Full Time Student Exclusion	Earnings in excess of \$480 for each full-time student 18 years or older (excluding the head of household or spouse).
Social Security & Supplemental Security Income	Deferred periodic amounts from SSI and Social Security benefits that are received in a lump sum amount or in prospective monthly amounts.
Income Tax and Property Tax Refunds	Amounts received by the individual in the form of refunds or rebates under state or local law for property taxes paid on the dwelling unit.
Developmental Disability	Amounts paid by a state agency to a family with a member who has a developmental disability and is living at home to offset the cost of services and equipment needed to keep the person at home.
VA Disability Compensation Income	Deferred periodic amounts from VA Disability Compensation (Service-Connected Benefits) that are received in a lump sum amount or in prospective monthly amounts.
Home Care Assistance	Amounts paid by a state agency to a family with a member who has a developmental disability and is living at home to offset the cost of services and equipment needed to keep this developmentally disabled family member at home.
Other Exclusions	Amounts specifically excluded by any other federal statute from consideration as income for purposes of determining eligibility or benefits under a category of assistance programs that includes assistance under any program to which the exclusions set forth in 24 CFR 5.609(c) apply. A notice will be published in the Federal Register and distributed to housing owners identifying the benefits that qualify for this exclusion. Updates will be published and distributed when necessary.

Los Angeles City Council President Pro Tempore

**CURREN D.
PRICE, JR.**

Council District 9



THE
NEW 9th

February 24, 2023

Veronica Lewis, Director
Homeless Outreach Program Integrated Care System
5715 S. Broadway
Los Angeles, CA 90037

Dear Ms. Lewis:

I am writing to express my support for SSG Hopics Encampment Resolution Funding Program, Round-2, Second Disbursement (ERF-2-R). SSG Hopics is a key contributor to reducing homelessness in Council District 9 and provides the highest quality innovative social service to South Los Angeles with an emphasis on behavioral health and housing stability.

The Encampment Resolution Funding Program will fund actionable, person-centered local proposals that resolve the experience of unsheltered homelessness for people residing in encampments. Using a using data informed, non-punitive, low-barrier, person-centered approach, the program will address the safety and wellness of people living within the encampments and transition individuals into interim shelter with clear pathways to permanent housing or directly into permanent housing,

The Encampment Resolution Program, Round-2, will provide much needed resources to manage the re-housing of 200 people experiencing homelessness along the 110 Freeway. These individuals are exposed to an unhealthy amount of pollution including ultrafine particulates that can lead to long-term health concerns. I look forward to this program coming to fruition

Should you have questions please don't hesitate to contact me at (213) 473-7009.

Sincerely,

CURREN D. PRICE, JR.

Councilmember, 9th District

The Grand Corridor

