



# Los Angeles Homeless Services Authority

a joint powers authority of the city & county of los angeles

## 2010 YEAR-ROUND EMERGENCY SHELTER PROGRAM: 24 HOUR FAMILY SHELTER

### REQUEST FOR PROPOSALS (RFP)

**Release Date:** Friday, July 16, 2010 at 5 PM  
(Pacific Standard Time)

**Deadline:** Monday, August 9, 2010 at 3 PM  
(Pacific Standard Time)

# 2010 Year-Round Emergency Shelter Program Family RFP

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## **1. INTRODUCTION AND FUNDING**

The Los Angeles Homeless Services Authority (LAHSA) is a joint powers authority created by the City and County of Los Angeles for the purpose of planning, coordinating, and managing resources for homeless programs. A ten member Commission comprised of appointees from the City and County governs LAHSA.

Since 2003, LAHSA has coordinated the Year-Round Emergency Shelter Program. The purpose of the Year-Round Emergency Shelter Program is to provide homeless individuals and families with temporary emergency shelter and entry into the system of services and housing known as the "continuum of care". Established as a program to address the basic shelter and service needs of homeless persons, the Year-Round Emergency Shelter Program is anticipated to operate between October 1, 2010 and June 30, 2011.

The Mayor and City Council of the City of Los Angeles have designated the Los Angeles Homeless Services Authority as the administrator of the Year-Round Emergency Shelter Program for homeless persons, including this RFP for families. Under this RFP, \$197,100 will be available for the program year beginning October 1, 2010 and ending June 30, 2011. In accordance with the motion issued on May 21, 2010 during LAHSA's Programs & Evaluations Commission meeting, this amount was set aside to be re-procured from the full YRESP RFP previously released this year. This RFP's purpose is to relocate the 27 family beds currently contracted in the skid row area, to another site outside of downtown Los Angeles, as per the result of the motion passed at LAHSA's Program & Evaluations Committee meeting.

All proposed program sites must be located within the City of Los Angeles to be eligible to receive funding under this RFP, but may not be located in the downtown skid row area (bordered by 3<sup>rd</sup> St to 8<sup>th</sup> St on the North & South; Main St to Alameda on the West & East). LAHSA encourages applicants from throughout the City of Los Angeles to ensure broad geographic coverage under this program.

This funding is awarded for a one year term; however, LAHSA reserves the option to renew contracts awarded through this RFP from July 1, 2011 through June 30, 2012.

## **2. ELIGIBILITY REQUIREMENTS**

### **2.1 Eligible Populations to be Served**

Programs funded under this RFP must serve homeless families. Homeless families must be living in one of the following places to be considered eligible for housing and services under this program:

- a) Places not meant for human habitation, such as cars, parks, sidewalks, and abandoned buildings;
- b) An emergency shelter; or
- c) Transitional housing for homeless persons and who originally came from the streets or emergency shelter; or
- d) A private dwelling unit within a week of eviction and no subsequent residence has been identified and the family lacks the resources and support networks needed to obtain housing; or

- e) An institution in which the family has been a resident for 30 or more days and will be discharged within a week and no subsequent residence has been identified and lacks the resources and support networks needed to obtain housing.

As the location of all program sites selected for funding under this RFP will be published, victims of domestic violence seeking shelter cannot be served in the Year-Round Emergency Shelter Program. Referral criteria will be distributed to all Year-Round Emergency Shelter Program contractors to facilitate the placement of victims of domestic violence in appropriate shelter environments.

## 2.2 Eligible Proposers

Under the RFP, eligible proposers for the Year-Round Emergency Shelter Program must meet the following criteria:

- a) Were incorporated and have been operational as a non-profit 501(c)(3) organization providing services to homeless persons prior to August 9, 2008. However, agencies that have been providing services continuously to homeless persons under the auspices of another incorporated 501(c)(3) organization prior to August 9, 2008, and have since obtained their own 501(c)(3) status may be eligible for funding under this RFP.
- b) Have not been debarred by the Federal Government, State of California, or a local government.
- c) Have no current or past contract non-compliance, non-performance, suspension, or termination, or other adverse audit findings with LAHSA or any other public funding source in the past five years.
- d) Attendance at the mandatory proposer's conference.
- e) If proposer is a current LAHSA-funded Emergency Shelter Program provider, the program has operated at least, on average, at a ninety percent (90%) occupancy rate over the course of the current contract year.

## 3. PROJECT SPECIFICATIONS

Proposers must apply for funding at a single location. The proposal must specify the dollar amount of funding requested and include the full proposed 27 number of beds.

### 3.1 Program Type

The purpose of the Year-Round Emergency Shelter Family Program is to increase the number of year-round emergency shelter beds available for homeless families in the City of Los Angeles. To achieve this goal, LAHSA will only provide funding under this RFP for "new" or "expiring" emergency shelter family beds. "New" emergency shelter family beds are beds that are not included as part of an agency's recognized bed capacity and are not presently funded by any funding source. For example, if for a specific site, a shelter provider has a true bed capacity of 150 beds but has only 100 beds on-line and operational due to funding constraints, that provider would be eligible to apply for funding for 50 "new" beds under this RFP. "Expiring" emergency shelter family beds are beds that have current LAHSA Emergency Shelter funding that will expire prior to October 1, 2010. For example, if a shelter provider has a true capacity of 150 beds, of which 50 are LAHSA-funded emergency shelter beds and the LAHSA funding is expiring on prior to October 1, 2010, that provider would be eligible to apply for funding for 50 "expiring" beds under this RFP.

The ultimate goal of this program is to enable clients to obtain and maintain permanent housing and self-sufficiency. In order to meet this goal, contractors shall make case management services available to all clients and clients shall be strongly encouraged to participate in case management services. In addition, in order to increase accessibility, contractors are strongly encouraged to provide case management services to clients during daytime hours.

Contractors may not charge clients for any service offered under this program, nor require religious participation as a condition of stay. Additionally, clients' stay in the shelter must not be contingent upon their participation in chores or shelter maintenance responsibilities. The Year-Round Emergency Shelter Program shall be operated separately from the Winter Shelter Program, and housing for the clients of these two programs shall be separate.

### **3.2 Available Funding**

Under this RFP, approximately \$197,100 is available for the program year beginning October 1, 2010 and ending June 30, 2011. The total amount available under this RFP will be for 24-Hour Family Shelters. LAHSA reserves the right to adjust recommendations to promote broad geographic distribution of funding across the City.

### **3.3 Project Term**

The initial project term is for the program year beginning October 1, 2010 and ending June 30, 2011. LAHSA reserves the option to renew contracts awarded through this RFP from July 1, 2011 through June 30, 2012.

### **3.4 Eligible Populations to be Served**

The project must serve homeless families as defined in Section 2.1.

### **3.5 Target Population**

The Year-Round Emergency Shelter Program will target homeless families who meet the criteria in Section 2.1.

### **3.6 Geographic Area to be Served**

The project must provide emergency shelter to homeless families in the City of Los Angeles. Proposals must clearly indicate the City Council District and Service Planning Area (SPA) in which the proposed project is located.

### **3.7 Project Location**

To be eligible for funding under this RFP, projects must be located in the City of Los Angeles. However, the project location for housing and entry point must be located outside of the downtown skid row area of Los Angeles, as defined in Section 1 of the introduction.

### **3.8 Project Activities**

#### **3.8.1 Shelter**

##### **3.8.1.1 24-Hour Shelter**

The YRESP Family Program must be a 24-Hour Shelter facility and must be operational 24-hours, 7 days a week.

##### **3.8.1.3 Shelter Requirements**

- a) Emergency shelter must be provided in a clean, safe and well-maintained environment. All efforts should be made to provide as much comfort to the client as possible. Contractors must adopt and adhere to LAHSA's Minimum Shelter Standards.
- b) The shelter facility must be in good repair, free of leaks, provide adequate heat and ventilation and meet all local building, health and safety standards.
- c) Bathroom sink, toilet, and shower facilities are required in numbers suitable to meet the needs of all clients. This includes a minimum client to facility ratio of 20:1 for showers, sinks and toilets.
- d) Hot water, clean towels, and hygiene necessities must be provided.
- e) Sleeping space should be adequate in size, which is defined as a minimum of at least three feet of walking space along the longest side of each bed. Shelters must avoid overcrowding.
- f) Each client must be provided, at a minimum, with a bed, clean linens, a pillow, and blanket. Beds must be clean and well maintained. Beds, blankets, and linens must be clean and free of parasitic infestation. 24-Hour Emergency Shelter contractors must also provide clients with a personal closet/locker for storing and hanging clothes and other personal effects.
- g) Families and single individuals shall not be sheltered in the same facility. Families seeking shelter must be placed in an appropriate (non-dormitory) family shelter environment.
- h) For facilities serving both men and women, contractors must designate separate sleeping areas for men and women in order to provide privacy, and measures must be taken to ensure the safety of women.
- i) Trained security personnel must be provided for the safety of clients and staff. Security plans that include shelter clients serving as security personnel shall render the proposal ineligible.
- j) The maximum stay for clients served under the Year-Round Emergency Shelter Program is ninety (90) days.
- k) Shelter facility, entry point assessment, and all programs must be located outside of the downtown skid row area of Los Angeles.

Homeless service providers who are awarded a contract under this RFP may not enter into an agreement with a subcontractor for the provision of shelter services.

### **3.8.2 Intake Services**

The goal of intake services is to determine whether a homeless person is eligible to receive housing and services in an emergency shelter program. This includes the determination and documentation of homelessness. Contractors will be responsible for the completion of an intake form for each client served in the program. Shelter providers must utilize the Standardized Family Intake Form provided by LAHSA. Intake workers are also responsible for advising each participant that case management services are mandatory. Case Management is mandatory for shelter providers requesting funds under this RFP.

### 3.8.2.1 Case Management Process

#### a) **Comprehensive Assessment**

The goal of a comprehensive assessment is to determine the client's: medical, mental, psychosocial, and emotional health; substance abuse, domestic violence, education, and employment history; housing readiness; and legal and financial strengths and needs.

#### b) **An Individualized Service Plan (ISP).** Based on a comprehensive assessment, the case manager, together with the client, will develop an Individualized Service Plan (ISP), which will identify priorities, desired outcomes, and the strategies and resources to be used in attaining the outcomes.

#### c) **Referral Network.** Providers must, at a minimum, maintain the following referral networks: longer-term housing programs; mental and physical health programs; alcohol and substance abuse treatment programs; mainstream benefit programs; vocational counseling/training programs; employment development/placement programs; life skills training programs; support groups; and legal aid programs.

#### d) **Referral Procedures.** Providers must establish referral and follow-up procedures to confirm all referrals made to other services. Documentation of referrals made and referral confirmation must be maintained in client files.

#### e) **Mainstream Benefits.** Providers must establish procedures for screening participants at program entry and intake for eligibility for mainstream benefits, particularly relative to Supplemental Security Income (SSI) and/or Social Security Disability Insurance (SSDI), and must assist participants in applying for mainstream benefits for which they are eligible.

#### f) **Employment Development/Placement Programs.** Providers must establish and maintain effective working relationships with employment programs, including WorkSource Centers, and assist clients in participating in services to prepare for and obtain employment.

#### g) **Progress notes.** Case managers must routinely document the content and outcome of case management meetings with clients, and document their progress in achieving the desired outcomes.

#### h) **Follow-up case notes.** Case managers must complete follow-up contacts for one month (e.g. phone calls, home visits, etc.) with clients that have achieved successful housing placement goals, and must adequately document the follow-up contacts in the client files.

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

Contractors are strongly encouraged to provide case management services during daytime hours in order to ensure client accessibility as well as for referral follow-up and connection with newly referred program participants.

Contractor shall assist with outside providers of, and ensure adequate space is dedicated for, the provision of medical, mental health, or other professional supportive services for the shelter clients.

### **3.8.2 Meals**

**3.8.2.1** Meals must be served in an area specifically designated for meal consumption where adequate space for comfortable, seated dining is available to each client. Clients in congregate living situations must not be responsible for preparing their own meals or purchasing their own food. Meals must be nutritionally adequate in accordance with U.S. Department of Agriculture guidelines.

**3.8.2.2** 24-Hour Emergency Shelter contractors are required to provide breakfast, lunch and dinner meals to each shelter client. The only exception to this requirement is if the emergency shelter facility is configured in separate apartments with private kitchens or individual rooms with large shared kitchens, single room occupancy (SRO) style. In these types of shelters, clients may be responsible for planning and preparing their own meals and purchasing a portion of their own food *only if this is a managed life skills enhancement component of the program*. In such situations, the program must also provide specific life skills training in nutrition, food budgeting, and meal planning and preparation. Additionally, agency staff must ensure that each family has access to sufficient food resources. All meals, whether provided by the program or prepared by the client, must be complete and nutritionally adequate. Clients served under this program shall not be required to surrender food stamps in exchange for meals or other services.

### **3.8.3 Transportation**

Daily transportation to and from the shelter facility may be required for facilities: (1) that are not easily accessible to potential clients, e.g. no convenient public transportation, or not walking distance from areas where potential clients may congregate; and/or (2) where shelter operators are not otherwise able to prevent adverse impact to the surrounding neighborhood or community. Transportation requirements will be determined on a case by case basis.

### **3.8.4 Rates of Reimbursement**

Payment rates for the Year-Round Emergency Shelter Program will be based on a calculation consisting of a Shelter Component, and a Supportive Services Component, as described below.

#### **3.8.4.1 Shelter Component**

The Year-Round Emergency Shelter Program will utilize a line item budget. The total budget for all Emergency Shelters under this RFP will be based on a per night/per client rates as described below.

- a) The proposed budget for providers using donated shelter space will be based upon the rate of \$17.00 per night/per client; however, for

evenings when the donated locations are not available due to other activities and the provider must secure another suitable space, and alternate donated space is not available, providers will be reimbursed at the rate of \$18.00 per night/per client.

- b) The proposed budget for Shelter providers that own existing shelter space or are leasing space will be based upon the rate of \$20.00 per night/per client.

Once the total funding request is calculated, using the appropriate rate and the proposed bed capacity, proposers shall submit a line item budget for eligible costs that equals the total funding calculation amount. Case management costs are inclusive within this rate and should be included within the applicant's budget request.

Budget requests may include administrative costs, but cannot exceed ten percent (10%) of sub-total budget request. Any administrative cost requests are inclusive within the rate listed above.

#### **3.8.4.2 Part A: 24-Hour Shelter – Supportive Services Component**

All 24-Hour Family Shelter programs must provide intensive case management services designed to assist clients in achieving residential stability, increasing skills and/or income, and achieving greater self-determination. To support the increased level of services and specialized staffing required to provide these services and success in accomplishing the required performance outcomes, \$5 will be added to their applicable per night/per client rate as described in Section 3.8.4.1(a) or (b).

### **3.9 Site Control**

Proposers must obtain site control and present proof to LAHSA in their proposals. Acceptable forms of site control include: leases, lease options, deeds, and purchase options.

### **3.10 Reporting and Evaluation**

#### **3.10.1 HMIS Participation**

Contractors selected for funding will be required to use the Los Angeles Continuum of Care Homeless Management Information System. Failure to input complete, accurate and timely client information on HMIS may result in payment suspension.

#### **3.10.2 Data Integrity Requirements**

Contractors are required to input data on a continuous basis and all errors corrected by the seventh day of the following month. In addition, contractors are required to complete quarterly and annual performance reports through the Homeless Management Information Systems (HMIS). Results from the quarterly and annual performance reports may result in required programmatic changes. Failure to input complete, accurate and timely client information on HMIS may result in payment suspension.

## **4. PROJECT PERFORMANCE OUTCOMES**

A minimum 95% occupancy level must be maintained by Year-Round Emergency Shelter Programs. In addition, the following outcomes will be met for each project:

## 4.1 24-Hour Family Shelters

### 4.1.1 Program Utilization

4.1.1.1 Maintain at least 95% bed use.

### 4.1.2 Housing Placement

4.1.2.1 *By 6/30/2011, 30% of all Heads of Households who exited the program will have been placed into transitional housing.*

4.1.2.2 *By 6/30/2011, 20% of all Heads of Households who exited the program will have been placed into permanent housing.*

### 4.1.3 Residential Stability

4.1.3.1 *By 6/30/2011, 60% of all Heads of Households placed in transitional housing will have remained housed for six (6) months. This number includes program participants placed in transitional housing six (6) months prior to contract start date under the 2009 contract for this program, if applicable.*

4.1.3.2 *By 6/30/2011, 60% of all Heads of Households placed in permanent housing will have remained housed for six (6) months. This number includes program participants placed in transitional housing six (6) months prior to contract start date under the 2009 contract for this program, if applicable.*

### 4.1.4 Increased Skills and Income

4.1.4.1 *By 6/30/2011, 75% of Heads of Households served in the program who do not have income will have applied for mainstream health and human services programs (government benefits such as Medicare, Medicaid, County of Mental Health Services, Veterans Benefits, General Relief (GR), Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), Food Stamps, etc.).*

4.1.4.2 *By 6/30/2011, 10% of Heads of Households served in the program who have applied for mainstream health and human services programs (government benefits such as Medicare, Medicaid, County of Mental Health Services, Veterans Benefits, General Relief (GR), Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), Food Stamps, etc.) will obtain benefits.*

## 5. PROPOSAL EVALUATION PROCESS

The evaluation of project proposals will be conducted in two phases. The work of each phase will be completed by a review team composed of LAHSA staff, consultants, and/or staff from other public agencies and organizations. The two phases of review are:

**THRESHOLD** - A review for satisfaction of threshold requirements for completeness, proposer eligibility, and project eligibility. If proposals do not meet all of the requirements listed in Section 5.1, they will not be reviewed any further and will be rejected from the competition.

**QUALITY** - Projects that meet all threshold requirements will be evaluated for satisfaction of the quality criteria detailed in Section 5.2. Proposals must score a minimum of 75 points to be recommended for funding.

## 5.1 Threshold Review

Proposals must meet the following eligibility criteria:

- 5.1.1 Proposals will be reviewed for completeness. Proposals that do not include all of the documents that demonstrate applicant eligibility, project appropriateness, and project leveraging as detailed below will be eliminated at LAHSA's sole discretion.
- 5.1.2 All non-governmental proposers must have been incorporated and have been operational as a non-profit 501(c)(3) organization providing services to homeless persons before August 9, 2008. However, agencies that have been providing services to homeless persons under the auspices of another incorporated 501(c)(3) organization as of August 9, 2008, and have since obtained their own 501(c)(3) status may be eligible for funding under this RFP.
- 5.1.3 Proposal must meet program technical specifications including, but not limited to the following: The activity for which funding is requested must be eligible under this RFP; The project target population must meet the eligibility requirements; Proposer must meet the match requirement for each funding category where funds are requested; and Proposed timelines for all activities must be consistent with program regulations.
- 5.1.4 The proposer must demonstrate that it has sufficient knowledge and experience to carry out the project(s). Both the proposer and all organizations involved in the proposed project are subject to this review.
- 5.1.5 The project must serve homeless families as defined in Section 2.1.
- 5.1.6 If proposer is a current LAHSA-funded Emergency Shelter Program provider, the program has operated at least, on average, at a ninety percent (90%) occupancy rate over the course of the current contract year.
- 5.1.7 The facility and physical layout of the proposed site must be appropriate for providing the shelter required under the program. The location for the shelter and program must not be located in the downtown skid row area of Los Angeles as defined in Section 1 of the introduction.
- 5.1.8 The proposer must identify a site that is available for occupancy during the contract period. The proposed site must be feasible for providing temporary emergency shelter. Proposers must submit site control with their proposals, which may be in the form of an executed lease agreement, lease option, deed, or purchase option.
- 5.1.9 The proposer shall propose only "new" or "expiring" beds, as defined in Section 3.1.
- 5.1.10 The proposer shall not charge clients for service except as described in this RFP, nor require religious participation as a condition of receiving services.
- 5.1.11 The proposer must be in compliance with applicable civil rights laws and Executive Orders. There must be no outstanding findings of noncompliance with civil rights statutes, Executive Orders, or regulations, unresolved secretarial charge of discrimination issued under the Fair Housing Act, no adjudications of civil rights violations on a civil action, or deferral of processing of proposals from the sponsor imposed by HUD.
- 5.1.12 If the proposer or project sponsor is a current or past recipient of assistance under a HUD McKinney Act program there must be no project or construction delay,

HUD finding, or outstanding audit that HUD deems serious regarding the administration of HUD McKinney Act programs.

- 5.1.13 Proposer must not have unresolved fiscal, reporting, or program issues with any of its current or past funding sources.
- 5.1.14 Proposer must not have a history of contract non-compliance with LAHSA or any other funding source, a contract suspension, a termination for cause by LAHSA or any other funding source, or outstanding financial obligations with LAHSA that have not been adequately resolved with LAHSA or any other funding source. In the event that the proposer has had any of its contract(s) with LAHSA suspended or terminated, it shall not be eligible for funding under any RFP released by LAHSA for a period of five (5) years starting from the effective date of suspension or termination.
- 5.1.15 Proposers must be enrolled in or willing to implement the Los Angeles Continuum of Care's Homeless Management Information System.
- 5.1.16 Proposers must apply for funding at a single location. The proposed location must specify the dollar amount of funding requested and proposed number of beds. A proposer cannot combine multiple programs into a single proposal submission.
- 5.1.17 *Proposer must participate in the mandatory Proposers' Conference.*

LAHSA staff will report the results of the threshold review to the LAHSA Programs and Evaluation Committee. Proposers that are unsuccessful in passing threshold may appeal to the Programs and Evaluation Committee as described in Section 7.3. Proposals that do not pass threshold will be eliminated at this stage and will not proceed to quality review.

## 5.2 Quality Review

Proposals passing threshold and eligible for Quality Review will be evaluated by the following criteria and on their own merits for program design, organizational capacity, budget and leveraging, content, responsiveness, conciseness, clarity, relevance, and strict adherence to the instructions in this RFP. Final scoring will be based on the proposal as submitted.

A proposal must receive a score of 75 points or more in order to be included in the ranking of projects recommended for funding. A proposal listed on the ranking list is only deemed eligible for funding under this RFP, and does not guarantee that the proposal will be recommended for funding or awarded a contract.

In determining the final rank order, LAHSA reserves the right to adjust the rank order to address geographic need, parity, and population(s) served.

Category	Maximum Points
Program Design	35 Points
Proposer Experience and Capacity	20 Points
Program Budget & Financial Stability	15 Points

Past Performance on Outcomes	10 Points
Participation in HMIS	5 Points
Facility	10 Points
ADA Compliance	5 Points
Total	100 Points

**5.2.1 Program Design (35 Points)**

LAHSA will evaluate the proposal for an appropriate and comprehensive approach to addressing the service and housing needs of the population it intends to serve. There must be a clear link between services and the target population's advancement towards employment and permanent housing or permanent supportive housing. The proposal must demonstrate an understanding of program requirements and the needs of the proposed population.

**5.2.2 Proposer Experience and Capacity (20 Points)**

LAHSA will evaluate the capability and capacity of the proposer, collaborators, partners, and key subcontractors to implement and administer the proposed project. Both the fiscal and programmatic capabilities of the proposer will be considered, as well as the proposer's demonstrated capacity to comply with contract requirements, will be evaluated and scored. Beyond the length of time providing service to homeless populations in general, LAHSA will look at the proposer's experience working directly with the proposed population and its experience directly related to carrying out the proposed project.

**5.2.3 Program Budget & Financial Stability (15 Points)**

Each program budget will be assessed for feasibility, cost-effectiveness, reasonableness, and accuracy. The budgets must be for the entire program – with other sources of funding identified by source and shown as leveraged resources. LAHSA will evaluate the cost effectiveness of the budget based on the amount requested compared to the services proposed. LAHSA will also evaluate the degree requested funds are leveraged with other sources of funds in the delivery of overall program services.

**5.2.4 Past Performance on Outcomes (10 Points)**

LAHSA will consider the extent to which proposer has achieved desired outcomes on performance measures on similar programs in the past. Proposer must agree to provide LAHSA the ability to verify reported outcomes submitted in response to these criteria.

**5.2.5 Participation in HMIS (5 Points)**

All projects recommended for funding under this RFP MUST participate in the Los Angeles Continuum of Care Homeless Management Information System (HMIS) through direct client-level data input into the system or through electronic data integration from other existing software programs. For service providers that are currently on HMIS, LAHSA will evaluate the proposers' compliance with HMIS data entry and data quality standards. LAHSA will utilize the most recent program year to evaluate this section. If the proposer is not implemented on HMIS, LAHSA will evaluate the proposers' ability and willingness to comply with the technical and program standards necessary to operate HMIS. Agencies

willing to participate agency-wide in HMIS will be awarded all points available under this category.

#### 5.2.6 Facility (10 Points)

LAHSA will evaluate the appropriateness of the facility for serving the proposed population in relation to the number of participants housed and served as well as the location of the facility in relationship to community amenities, and status of site control.

#### 5.2.7 ADA Compliance (5 Points)

LAHSA will evaluate proposer's compliance with the Americans with Disabilities Act of 1990, and any amendment thereto, in the areas of program access, physical access, communications access, and employment practices. LAHSA will also evaluate proposer's past experience in resolving ADA complaints in a timely manner.

## 6. TECHNICAL ASSISTANCE

### 6.1 Proposers' Conference

LAHSA will be hosting a mandatory Proposers' Conference for all potential proposers, which may be attended in person, or via teleconference call-in. **Pre-registration is not required.** The teleconference call-in number and access code will be posted on LAHSA's website.

#### LAHSA Proposers' Conference

Thursday, July 22, 2010

1:30 PM to 3:00 PM

Los Angeles Homeless Services Authority

453 S. Spring Street, 12<sup>th</sup> Floor, Los Angeles, California

Parking is available in nearby lots. Parking validation will not be provided.

Upon request, sign language interpreters, materials in alternative formats and other accommodations are available to the public for LAHSA meetings. All requests for reasonable accommodations must be made at least three working days in advance of the scheduled meeting date. For additional information, contact LAHSA at (213) 683-3333 or TTY (213) 553-8488. The proposer's conference will be recorded and/or transcribed. Questions and answers will be compiled and posted on the LAHSA website.

### 6.2 Questions and Answers

After the Proposers' Conference, written questions regarding this RFP may be submitted to LAHSA for a written response that will be posted on the LAHSA website. Proposers are responsible for checking the LAHSA website to obtain current information and responses. Any omission or error made by any proposer under this RFP for failure to obtain information posted regarding this RFP on the LAHSA website at [www.lahsa.org](http://www.lahsa.org) is the sole responsibility of proposer and is not a basis for appeal of any adverse score or evaluation under this RFP.

Questions must be faxed to the attention of "2010 Year-Round Emergency Shelter-FAMILY RFP" to (213) 892-0093 or e-mailed to [hlee@lahsa.org](mailto:hlee@lahsa.org) with "2010 Year-Round Emergency Shelter FAMILY RFP" in the subject line. All questions must be **RECEIVED** prior to 3:00 PM on Tuesday,

July 27, 2010. Responses will be posted on the LAHSA Website [www.lahsa.org](http://www.lahsa.org) by 5:00 PM on Friday, July 30, 2010.

If a prospective proposer does not have access to the LAHSA website, the proposer may call and request a printed copy of any questions and answers be faxed or mailed via first class mail within 24 hours of date and time of call to LAHSA. LAHSA is not responsible for information not received by callers when requested within seven (7) days of the due date of the proposal under this RFP.

LAHSA shall not be obligated to answer any questions received after the above-specified deadline or any questions submitted in a manner other than as instructed above. Oral comments or responses to inquiries shall not be binding on LAHSA.

### **6.3 Addendums**

If it becomes necessary for LAHSA to revise any part of this RFP, or to provide additional information or clarification after the RFP is released, a written addendum will be posted on the LAHSA website [www.lahsa.org](http://www.lahsa.org). It is the responsibility of the proposer to check the LAHSA website prior to submission of any proposal under this RFP to ensure an addendum or information made publicly available on the website is reviewed.

If a prospective proposer does not have access to the LAHSA website, the proposer may call and request a printed copy of any addenda be faxed or mailed via first class mail within 24 hours of date and time of call to LAHSA. LAHSA is not responsible for information not received by callers when requested within 7 days of the due date of the proposal under this RFP.

## **7. PROPOSAL SUBMISSION**

Proposers must submit an original and one (1) copy of the complete proposal. The original must be marked "Original" on the upper right side of the cover and must bear the actual "wet" signatures of the person(s) authorized to sign the proposal. The copy must be numbered on the upper right hand side of the cover to indicate "Copy No. 1". Copies shall be identical to the original document in order to be reviewed.

*Prior to delivery, please review all copies of your proposal for consistency and proper order.*

### **7.1 Formatting Requirements**

- 7.1.1 Each program for which funding is requested must be supported in a separate complete proposal. Proposers must submit a separate complete proposal for each program and/or location for which they apply.
- 7.1.2 Documents must be typed in 12-point font with margins of no less than 1" margins on all sides. Text may be single-spaced, double-spaced or spaced one and one half space. Format must be "reader friendly" to facilitate easy review. Paragraphs must be clearly distinguishable. Use of bolding where appropriate to highlight key ideas is encouraged. Proposals must be written in English.
- 7.1.3 Proposal responses must comply with the requirements detailed in this document. Proposals that are incomplete, out of order, have inadequate number of copies, lack required attachments, or have other content errors or deficiencies will be rejected. Any changes and/or additions to the proposal after the deadline will not be accepted.

- 7.1.4 The proposal must be submitted in the legal name of the corporation. Proposals must be signed by authorized representative(s) of the proposer organization who have legal authority to enter into a contract agreement with LAHSA.
- 7.1.5 Proposals must be submitted in a securely fastened format. Each page of the proposal, including exhibits, must be numbered sequentially at the bottom of the page to indicate "Page \_ of \_". The proposals must contain tabs marking each required attachment. The original should be submitted in a tabbed binder, preferably the smallest size binder that will hold the proposal. The copy should be fastened with a binder clip and should include tabbed dividers. Proposals that are not fastened are not sequentially numbered pages or are not tabbed, may not be accepted.
- 7.1.6 *Proposers must provide a copy of the budget in Excel format on a compact disc with the proposal.*
- 7.1.7 Formatted templates in Word and Excel for components of the proposal are posted on LAHSA's website at [www.lahsa.org](http://www.lahsa.org),

## 7.2 Due Dates

Proposals submitted in response to this RFP will be due in accordance with the following dates:

All proposal packets must be **RECEIVED** by hand delivery, mail, or messenger in the LAHSA office no later than **3:00 PM (Pacific Standard Time), Monday, August 9, 2010**. Applications will not be accepted via facsimile.

Proposals received after **3:00 PM. (Pacific Standard Time), Monday, August 9, 2010** will not be considered for funding.

Amendments and/or addenda submitted to LAHSA after the proposal deadline will be returned without review. However, LAHSA reserves the right to request clarification of unclear or ambiguous statements made in the proposal.

Submit proposal packets to:

2010 Year-Round Emergency Shelter Program-FAMILY – Attn: Helen Lee  
Los Angeles Homeless Services Authority  
453 S. Spring Street, 12<sup>th</sup> Floor  
Los Angeles, CA 90013

## 7.3 Appeals

After both the Threshold and Quality phase of the Proposal Evaluation Process, LAHSA staff will notify all proposers of its findings and recommendations.

All appeals must be submitted in writing. Proposers under this RFP may only submit process appeals, which are appeals based upon LAHSA's failure to abide by its own established procedures in making funding recommendations. Appeals based on the outcome of the decision-making process will not be accepted. A disagreement with or objection to the points awarded will not be a sufficient basis for an appeal.

Within two (2) business days after notice of staff recommendations, the unsuccessful proposer must file a written statement specifying the grounds for appeal. The appeal shall be limited to two (2) typed pages and must clearly state the grounds on which the appeal is based. All appeals

should be on proposer's letterhead and entitled "Appeal from 2010 Year-Round Emergency Shelter FAMILY RFP". Please do not include cover letters with the appeal.

Threshold appeals will be presented to the Programs and Evaluation Committee of the LAHSA Commission. The Programs and Evaluation Committee will make the final decision regarding any and all Threshold appeals.

Quality appeals will be presented to the Programs and Evaluation Committee. The Programs and Evaluation Committee will make a recommendation and forward its recommendations to the LAHSA Commission. The LAHSA Commission will make the final decision regarding any and all Quality appeals.

Written appeals are to be addressed as follows:

Louisa Ollague, Chair, Programs and Evaluation Committee  
Los Angeles Homeless Services Authority  
453 S. Spring Street, 12<sup>th</sup> Floor  
Los Angeles, CA 90013

## **8. PROPOSAL CONDITIONS AND RESERVATIONS**

- A. All costs of proposal preparation shall be borne by the proposer organization. LAHSA shall not, in any event, be liable for any pre-contractual expenses incurred by the proposer in the preparation and/or submission of the proposal. The proposer shall not include any such expenses as part of the budget in the proposal.
- B. Submission of a proposal shall constitute acknowledgement and acceptance of all terms and conditions contained in the RFP.
- C. Submission of a proposal shall constitute a firm and fixed offer to LAHSA that will remain open and valid for a minimum of 90 days from the application submission deadline. The proposal should always include the proposer's best terms and conditions.
- D. The proposal must set forth full, accurate, and complete information as required by this RFP. No changes or additions are allowed after the proposal deadline.
- E. LAHSA does not certify, license or endorse grant writers. Proposers are free to select any grant writer. The responsibility for the performance of the grant writer rests with the proposer.
- F. Responses to this RFP become the exclusive property of LAHSA. All proposals will be considered public documents, subject to review and inspection by the public at LAHSA's discretion, in accordance with the California Public Records Act and other applicable laws. Exceptions will be those pages in each proposal which are defined by the proposer as business or trade secrets and are marked as "TRADE SECRET" or "CONFIDENTIAL." LAHSA shall not in any way be liable or responsible for the disclosure of any such records, including, but not limited to, those so marked if the disclosure is deemed to be required by law or by court order. Selection or rejection of a proposal does not affect these rights.
- G. LAHSA reserves the right to communicate in writing with funders or providers associated with the proposer to obtain additional clarification of design of program, or

- agency fiscal and programmatic capacities, and to utilize this information in the evaluation process.
- H. LAHSA reserves the right to conduct site visits of all proposing agencies.
  - I. LAHSA reserves the right to extend the RFP submission deadline should such action be in the best interest of LAHSA. Proposers may revise and re-submit their proposal in the event the deadline is extended.
  - J. LAHSA reserves the sole right to reject any or all proposals received in answer to this RFP if it is deemed inappropriate or incomplete, it fails to comply with any instruction contained in this RFP, or is not in the best interest of LAHSA.
  - K. LAHSA reserves the right to withdraw this RFP at any time without prior notice. Further, LAHSA makes no representation that any contract will be awarded to any applicant responding to this RFP. LAHSA reserves the right to reject any or all submissions.
  - L. LAHSA reserves the right to negotiate services and costs with proposers, including revision of program design as necessary to better meet LAHSA, City of Los Angeles, County of Los Angeles, or HUD requirements.
  - M. A proposer shall not be recommended for funding, regardless of the merits of the proposal submitted, if it has a history of contract non-compliance with LAHSA or any other funding source, a contract suspension, a termination for cause by LAHSA or any other funding source, or outstanding financial obligations with LAHSA that has not been adequately resolved with LAHSA or any other funding source. In the event that the proposer has had any contract(s) with LAHSA suspended or terminated, it shall not be eligible for funding under any RFP released by LAHSA for a period of five (5) years starting from the effective date of suspension or termination.
  - N. Willful misstatements of information will result in non-recommendation for funding, regardless of the merits of the proposal submitted.
  - O. LAHSA reserves the right to verify information submitted in the proposal. The proposer agrees that the Los Angeles Continuum HMIS System will be the primary source of verification of program performance and outcome data for existing programs. LAHSA reserves the right to request additional data to verify information submitted with the proposal, at its sole discretion. If the information in the proposal cannot be verified and if LAHSA determines the errors are not willful, LAHSA reserves the right to adjust the rating points awarded.
  - P. If an insufficient number of qualified proposals are received or if the proposals received are deemed non-responsive or not qualified as determined by LAHSA, LAHSA reserves the right to re-issue an RFP, execute a sole-source contract with a vendor, or otherwise ensure that services are provided by other means in a manner consistent with the program requirements.
  - Q. The proposer must be in compliance with applicable civil rights laws and Executive Orders. There must be no outstanding findings of noncompliance with civil rights statutes, Executive Orders, or regulations, unresolved secretarial charge of discrimination issued under the Fair Housing Act, no adjudications of civil rights violations on a civil action or deferral of processing of proposals from the sponsor imposed by HUD.
  - R. The proposer shall be ineligible to receive funding under this RFP if any officer or employee of the proposer who would be involved in the administration of grant funds has been convicted of a criminal offense related to the administration of funds or any member of its executive management, key staff, or any officers of its Board of

- Directors is involved in any litigation or other legal matter that compromises the organization's ability to carry out the project as awarded.
- S. LAHSA reserves the right to fund all or a portion of a proposal and/or require that a proposer collaborate with another in the provision of a specific service if it is in the best interest of LAHSA, the City of Los Angeles, the County of Los Angeles, or HUD.
  - T. LAHSA reserves the right to waive minor technical deficiencies or any informality in a submitted proposal.
  - U. Proposals may be withdrawn by written request of the authorized signatory on agency letterhead at any time prior to the LAHSA Commission's actions on staff's final recommendation for funding.
  - V. If an agency declines to implement the project or changes significant project specifications which are deemed relevant to the basis on which the award was granted thereby negating the funding award after the LAHSA Commission approves funding award(s) under a LAHSA competitive process, said agency shall not be eligible to submit an application for any other new project funding for a period of one year from the time of notice. Changes to significant project specifications include, but are not limited to, a change in the Service Planning Area in which the project is located or a change in the target population which the projects serves. LAHSA may exempt an agency from this policy if it is deemed that the circumstances that facilitated the refusal to implement the project or change to significant project specifications was out of the reasonable control of the agency.
  - W. It is improper for any LAHSA officer, employee or agent to solicit consideration, in any form, from a proposer with the implication, suggestion or statement that the proposer's provision of the consideration may secure more favorable treatment for the proposer in the award of the contract or that the proposer's failure to provide such consideration may negatively affect the LAHSA's consideration of the proposer's submission. A proposer shall not offer or give, either directly or through an intermediary, consideration, in any form, to a LAHSA officer, employee or agent for the purpose of securing favorable treatment with respect to the award of the contract. A proposer shall immediately report any attempt by a LAHSA officer, employee or agent to solicit such improper consideration. The report shall be made to the Executive Director of LAHSA or to the County Auditor-Controller's Employee Fraud Hotline 800/544-6861. Failure to report such a solicitation may result in the proposer's submission being eliminated from consideration. Among other items, such improper consideration may take the form of cash, discounts, and service, the provision of travel or entertainment, or tangible gifts.
  - X. Upon the request of LAHSA, a proposer whose bid is under consideration for the award of the contract shall provide LAHSA with written authorization to request a credit report from a reputable credit agency to gain satisfactory evidence of the proposer's financial background, stability and condition.
  - Y. In accordance with Los Angeles County Code, Chapter 2.160 (County Ordinance 93-0031), each person/firm submitting a response to this request for bid/proposal must certify in writing that such proposer and each County lobbyist and County lobbyist firm, as defined by Los Angeles County Code 2.160.010, retained by the proposer, is in full compliance with Chapter 2.160 of the Los Angeles County Code.
  - Z. Notwithstanding a recommendation of a department, agency, individual, or other, the LAHSA Board of Commissioners retains the right to exercise the final decision concerning the selection of a proposal and the terms of any resultant Agreement, and

- to determine which proposal best serves the interests of LAHSA. The Board is the ultimate decision-making body and makes the final determinations.
- AA. A bid/proposal, which contains conditions or limitations, established by the proposer may be deemed irregular and be rejected by LAHSA, in its sole discretion.

## **9. CONTRACT CONDITIONS**

Contractors will be required to comply with conditions set forth by LAHSA, the City of Los Angeles, the County of Los Angeles and the U. S. Department of Housing and Urban Development (HUD), hereafter referred to as "Funders". These conditions include, but are not limited to the following:

- A. The initial recommendation for funding should not be construed as a finding that the proposed program complies with all requirements and conditions for a contract for grants. LAHSA reserves the right to fund all or a portion of a proposal and/or require that a proposer collaborate with another in the provision of a specific service if it is in the best interest of LAHSA. A funding recommendation or offer to contract may be withdrawn upon failure of reasonable attempts to negotiate an agreement.
- B. Contractors shall allow representatives of Funders to inspect facilities that are used in connection with the contracts made to implement programs funded under this RFP.
- C. Successful applicants will be required to satisfy LAHSA's and other participating agency or entity's insurance requirements. Additionally, all applicants must comply with all contractual requirements. Contractors will name LAHSA and the City and/or County of Los Angeles as additional insured on general liability, professional liability (where required), auto liability (owned and non-owned), workers' compensation, and errors and omissions policies (where required).
- D. Contractors shall make available to representatives of Funders, upon reasonable notice, the fiscal records and/or client data records pertaining to the contract. Demographic information about clients will be regularly submitted to LAHSA in a manner consistent with agreements protecting client and/or agency confidentiality rights.
- E. Contractors shall comply with reasonable requests from Funders concerning promotional activities related to the program.
- F. Contractors acknowledge that, as recipients of Federal funds, they will be required to comply with Federal regulations pertaining to the use of such funds. All regulations will be enumerated in the contract and will be incorporated by reference. It will be the contractor's responsibility to assure compliance with applicable regulations.
- G. The Contract shall include standard clauses and in some cases, certifications, requiring contractor's compliance with, but not limited to, the following regulations: non-discrimination, affirmative action, and equal opportunity; separation of church and State; Americans with Disabilities Act(ADA); conflict of interest; restrictions on lobbying; debarment; audits; rights in data; drug- free workplace; and lead-based paint and Equal Benefits Ordinance.
- H. Contractors shall maintain any applicable licenses or permits, and meet any facilities code regulations required for the program(s) funded under the contract.
- I. Contractors shall participate in information networking, training, and coordination meetings as directed by LAHSA or other grant funding sources.
- J. Contractors shall cooperate with related research and evaluation activities as directed by LAHSA or other grant funding sources.

- K. Contractors will be required to submit a Code of Conduct which will address conflict of interest requirements.
- L. Contractors may not enter into an agreement with a subcontractor for the provision of shelter or supportive services under any program funded under this RFP, unless that subcontractor and its qualifications are fully described in the proposal, and the intention to subcontract is explicitly stated in the proposal or the use of the subcontractor has been approved in writing by LAHSA. Contractor shall remain liable for the performance of the subcontractor, and will require subcontractor to adhere to all provisions in the contract between LAHSA and contractor.
- M. Contractors will ensure that an annual financial audit is performed in compliance with the Federal Single Audit Act if it spends, in aggregate, \$500,000 or more of Federal funds per fiscal year. Contractor shall submit a copy of the audit report to LAHSA within nine months after the end of the contractor's fiscal year.
- N. Each contractor must comply fully with all of the requirements specified in this RFP and committed to in the program proposal, including program leveraging commitments, otherwise contractor risks immediate termination of contract.
- O. The responsibility for accuracy rests entirely with the proposer. If a proposer knowingly and willfully submits false performance or other data, LAHSA reserves the right to reject that proposal. If it is determined that a contract was awarded as a result of false performance, financial or other data submitted in response to this RFP, LAHSA reserves the right to terminate said contract immediately.
- P. Contractor shall have in place an appropriate grievance procedure. Said grievance procedure must be in compliance with LAHSA's grievance standards stated in the program contract.
- Q. LAHSA reserves the right to extend the duration of the program as well as to renegotiate the terms of the contract if an extension is granted.
- R. Unless authorized by LAHSA in writing, Contractor agrees to participate in the Los Angeles Continuum of Care Homeless Management Information System (HMIS). Said system shall be implemented during the term of the contract awarded. LAHSA shall provide Contractor with the basic training required to use HMIS.
- S. Contractor shall be required to possess a corporate seal.
- T. Awards are made subject to receipt of award funds from Funders by LAHSA. Contractor agrees that if Funders do not provide funds for program, contract will be deemed null and void.
- U. Contractor and subcontractor staff working with youth, either as employees or volunteers, who have a supervisory or disciplinary authority over minors must be fingerprinted and pass the background check, as required by California Penal Code Sec. 11105.3 and California Education Code Sec. 45125.1 and Sec. 10911.5 prior to working with youth. Fingerprinting and a background check may be required of other staff and volunteers depending upon how much contact the staff member will have with minors. The Contractor shall be responsible for obtaining security clearances for staff whose duties require a sufficient level of interaction with youth.
- V. Contractor shall have tuberculosis (TB) tests completed and the results on any staff member prior to that person working with youth.
- W. Contractors are subject to applicable City of Los Angeles and/or County of Los Angeles contracting requirements, which may include but are not limited to:
  - a. Los Angeles County and City Child Support Compliance Program. Contractors shall 1) fully comply with all applicable State and Federal reporting requirements

relating to employment reporting for its employees; and 2) comply with all lawfully served Wage and Earnings Assignment Orders and Notice of Assignment and continue to maintain compliance during the term of any contract that may be awarded pursuant to this solicitation. Failure to comply may be cause for termination of a contract or initiation of debarment proceedings against the non-compliant Contractor (County Code Chapter 2.202).

- b. County Contractor Employee Jury Service Ordinance (Los Angeles County Code, Chapter 2.203).
- c. City of Los Angeles Living Wage and Equal Benefits Ordinances.
- d. City of Los Angeles Contractor Responsibility Ordinance.
- X. Contractors shall be required to submit to LAHSA, or its designee, periodic status reports, including program expenditures, progress reports and recipient information. Failure to do so may result in termination of the contract.
- Y. The Grant Agreement between LAHSA and its funders may be incorporated by reference into all contracts between LAHSA and the contracting agencies.
- Z. Contractors acknowledge that LAHSA funds are not meant to replace or supplant other local sources of funding.
- AA. LAHSA reserves the option to renew contracts awarded through this RFP for two additional years, contingent upon the following: a) satisfactory contractor performance; b) availability of funds; c) demonstrated site need; and, d) in the case of armory sites, continued availability of the armories.
- BB. The proposer is hereby notified that, in accordance with LAHSA Rules and Regulations implementing the Contractor Responsibility Ordinance, LAHSA may debar the proposer from bidding on LAHSA contracts for a period of five (5) years, if the LAHSA Commission finds, in its discretion, that the proposer does not possess the necessary quality, fitness, or capacity to perform work on LAHSA contracts.
- CC. Contractor shall have in place appropriate policies and procedures relative to service animals for persons with disabilities. Said service animal policies and procedures must be in compliance with LAHSA's policies and procedures as stated in the program contract. Contractor must participate in training offered by LAHSA regarding service animals and other ADA requirements, within three (3) months of beginning service.
- DD. LAHSA reserves the right to terminate contracts awarded under this RFP if the Contractor is unable to commence services within three (3) months of the effective date of the contract. If a contract is terminated under these conditions, LAHSA may award the deobligated funding to remaining proposers who submitted proposals under the RFP and received fundable scores.

The following contract conditions apply to projects that include funding from HUD:

- EE. Contractors agree that in the event the measurable goals/objectives fall below HUD's standard of successful performance measures as specified in the technical submission, HUD may suspend any future annual funding of the program. Specific benchmarks of accomplishment will be included in the contract.
- FF. A Deed of Trust and Regulatory Agreement between LAHSA and the contractor must be executed and recorded for all SHP projects containing acquisition, rehabilitation, or new construction activities.

# EXHIBIT 1

## APPLICATION AND ATTACHMENTS

### **ATTACHMENT 1 - SUPPORTING DOCUMENTS CHECKLIST**

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The following documents must be submitted in the order listed below with tabs marking each document.

- Attachment 1: Supporting Documents Checklist
- Attachment 2: LAHSA Program Summary
- Attachment 3: Civil Rights Laws Compliance
- Attachment 4: Proposer Capacity & Experience
- Attachment 5: Program Design
- Attachment 6: Integration with Continuum of Care Strategic Planning
- Attachment 7: Proposer Past Performance
- Attachment 8: LA CoC HMIS Participation
- Attachment 9: Budget and Financial Stability (including a CD with Excel Worksheet)
- Attachment 10: Facility
- Attachment 11: Board Resolution Authorizing Application for Funds
- Attachment 12: Signatures and Assurances
- Attachment 13: Letter of Representation
- Attachment 14: Current proof of IRS 501(c)(3) status
- Attachment 15: Articles of Incorporation, including amendments and by-laws of the corporation
- Attachment 16: ADA Compliance
- Attachment 17: Memorandums of Understanding
- Exhibit 2: SPA Map
- Exhibit 3: LAHSA Minimum Shelter Standards

## ATTACHMENT 2 – LAHSA PROGRAM SUMMARY

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### A. Agency Information

LEGAL NAME OF AGENCY: \_\_\_\_\_

EXECUTIVE DIRECTOR: \_\_\_\_\_

EXECUTIVE DIRECTOR E-MAIL: \_\_\_\_\_

BOARD CHAIRPERSON: \_\_\_\_\_

AGENCY ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ ZIP: \_\_\_\_\_

AGENCY TELEPHONE: \_\_\_\_\_ FAX: \_\_\_\_\_

### B. Contact Person

CONTACT PERSON\* / TITLE \_\_\_\_\_

CONTACT PERSON TELEPHONE: \_\_\_\_\_

CONTACT PERSON FAX: \_\_\_\_\_

CONTACT PERSON E-MAIL: \_\_\_\_\_

*\*This must be the person who is most knowledgeable about this proposal and able to respond to any questions regarding this proposal.*

### C. Project Information

Project Name: \_\_\_\_\_

Project Street Address: \_\_\_\_\_

City & Zip Code: \_\_\_\_\_

### D. Service Planning Area: Please check off the primary area(s) the project will serve.

- |   |   |                                       |
|---|---|---------------------------------------|
| <input type="checkbox"/> 1. Antelope Valley     | <input type="checkbox"/> 4a. Metro West | <input type="checkbox"/> 5. West      |
| <input type="checkbox"/> 2. San Fernando Valley | <input type="checkbox"/> 4b. Metro East | <input type="checkbox"/> 6. South     |
| <input type="checkbox"/> 3. San Gabriel Valley  |   | <input type="checkbox"/> 7. East      |
|   |   | <input type="checkbox"/> 8. South Bay |

Please indicate the LA County Supervisorial District and, if applicable, the LA City Council District in which the project is located:

LA County Supervisor District \_\_\_\_\_ LA City Council District \_\_\_\_\_

**E. Funding Request:** Please use the chart below to calculate your total LAHSA Request Amount. Then use the Excel budget template posted on LAHSA's website to prepare your line item budget. The total amount of funding requested in your proposal under this RFP may not exceed the LAHSA Request Amount listed below, which must also match the LAHSA Request Amount in your Excel budget form submitted with this proposal. Other funds needed to operate this program should be included in a separate column of the Excel budget form as leveraged funds.

Category	Number of Proposed New and/or Expiring Beds	Shelter Component (Per Bed Per Night Rate)	Supportive Services Component	LAHSA Request Amount - NIGHTLY RATE	LAHSA Request Amount - ANNUAL RATE
	A	B	C	D = A x (B + C)	E = D x 365
Part A: 24-Hour Shelter Donated Facility		\$17.00	\$5.00	\$	\$
Part A: 24-Hour Shelter Leased or Owned Facility		\$20.00	\$5.00	\$	\$
Part B: 14-Hour Shelter Donated Facility		\$17.00		\$	\$
Part B: 14-Hour Shelter Leased or Owned Facility		\$20.00		\$	\$
Subtotal					\$
Part B: 14-Hour Shelter Hotel/Motel & Meal Vouchers*					\$
Total LAHSA Request Amount					\$

\* Proposers requesting hotel/motel and meal vouchers **MUST** provide a justification, including calculations, in Attachment 5, Question 13 for the hotel/motel & meal voucher request in order to receive funding.

**Total Number of Beds for which funding is requested.** New \_\_\_\_\_ Expiring \_\_\_\_\_  
 Please use these numbers to calculate your cost per bed per night.

**Total Number of Family Beds in Program** \_\_\_\_\_  
 Please provide the **total numbers of beds** that would be **in your program**, if you receive your proposed funding from LAHSA. If the program has other sources of funding, please provide the **total number of beds** that would be in the program, including those funded by other sources.

**F. Homeless Population**

Please indicate the primary homeless population your project intends to serve.

<b>Target Population</b>	
--------------------------	--

If your project's services are not exclusive to one population, please indicate all sub-populations served.

Subpopulation	Check all that apply
Severely Mentally Ill	
Chronic Substance Abuse	
Veterans	
Persons with HIV/AIDS	
Victims of Domestic Violence	
Women with Children	

**G. Fiscal and Administrative Accountability**

Please list the persons who have legal authority to sign contracts and other legal documents, payment requests, and checks related to this proposed contract. Add lines, if necessary.

Name	Title	Documents Authorized to Sign

**H. Funding History**

1. Has your agency ever received funds from LAHSA? Yes      No
2. Has the proposed project been funded by LAHSA in the past? Yes      No
3. If you answered "Yes" to either questions, please provide amount and contract number under which it was funded: \_\_\_\_\_

## **ATTACHMENT 3 – CIVIL RIGHTS LAWS COMPLIANCE**

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Project sponsors must be in compliance with applicable civil rights laws and Executive Orders. Please answer 'Yes' or 'No' to the following questions. If you answer "Yes" to one or more of these situations, please attach a brief description and include with this Attachment.

- |  |     |    |
|--|-----|----|
| A. Any pending civil rights suit instituted by the Department of Justice?  | Yes | No |
| B. Any non-compliance with civil rights statutes, Executive Orders or regulations as determined by formal administrative proceedings, unless the applicant is operating under a HUD-approved compliance agreement designed to correct the area of non-compliance, or is currently negotiating such an agreement?                                 | Yes | No |
| C. Any unresolved Secretarial charge of discrimination issues under Section 810(g) of the Fair Housing Act, as implemented by 24 CFR 103:400?  | Yes | No |
| D. Any adjudication of a civil rights violation in a civil action brought against the agency by a private individual, unless the applicant is operating in compliance with a court order designed to correct the area of non-compliance or the applicant has discharged any responsibility arising from such litigation?                         | Yes | No |
| E. Any deferral of the processing of applications from the sponsor imposed by HUD under Title VI of the Civil Rights Act of 1964, the Attorney General's Guidelines (28 CFR 50.3) or HUD Title VI regulations (24 CFR 1.8) and procedures, or under Section 504 of the Rehabilitation Act of 1973 and HUD Section 504 regulations (24 CFR 8.57)? | Yes | No |

## ATTACHMENTS 4 – 10 PROPOSAL NARRATIVES / ATTACHMENTS

Narrative responses to the following items must be included as part of the proposal submitted. Each narrative section must be included in the proposal as a separate attachment, which is clearly marked with the attachment number and tabbed appropriately.

Each of the following narrative sections contains the description of the information required to be included in the proposal. In the right-hand column is the maximum number of pages allowed for each response. You must clearly number the response to each of the questions under the narrative sections. Points may be deducted for exceeding the stated page limits.

### **ATTACHMENT 4 – PROPOSER CAPACITY AND EXPERIENCE**

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Items	Page Limit
1. Provide a brief description of your agency (include size of total staff and overall budget amount). If applying in collaboration with other agencies, please provide a description of each agency (1/2 page limit per collaborating agency).	½ page
2. Include your agency's mission and discuss how the proposed program aligns with your mission.	½ page
3. Describe your agency's prior successful experience working with the target population proposed in this application.	½ page
4. Provide a brief description of titles, responsibilities and qualifications of staff who will: a) administer (reporting and accounting) and b) operate (direct service staff) the proposed program.	1 page
5. Provide a chart showing the programs in the proposer's organization and indicate where the proposed program will fit.	1 page
6. Discuss mechanisms for ongoing and consistent staff supervision ensuring adequate staff coverage.	½ page
7. Describe your agency's internal quality assurance monitoring system and demonstrate how it will effectively identify programmatic problems.	½ page
8. If on-site services will be jointly provided with another organization, submit a formal written agreement between the two organizations.	No Limit

9. Please circle the answers to the questions on the following page. Please explain any "Yes" answers below or on a separate sheet under this attachment heading.

- |   |     |    |
|---|-----|----|
| A. In the past ten years, has your organization ever had its nonprofit status revoked or withheld by the IRS, the Secretary of State, the State Attorney General, or the Franchise Tax Board? | Yes | No |
| a. Date of 501(c)3 status: _____  |     |    |
| B. Has your organization been sued in the last five years?  | Yes | No |
| C. Are any of your managers or staff with fiscal responsibilities involved in litigation presently that has any bearing on fiduciary trust or employee relations?                             | Yes | No |
| D. Have any unfavorable rulings been handed down by any court against your organization or Executive Director in the last five years?   | Yes | No |
| E. Does your organization currently have any unresolved fiscal, reporting, or program issues with any of its current or past funding sources?   | Yes | No |

### PROPOSER EXPERIENCE CHART

Please complete. An electronic copy of this chart is available on LAHSA's website.

Project name	Program Description and Target Population	Year Awarded	Grant Number	Grant Amount	Amount Spent to Date
EXAMPLE: PROJECT HOMELESS	Permanent Supportive Housing for chronically homeless persons	2000	CA16B000-062	\$500,000	\$375,412

## ATTACHMENT 5 – PROGRAM DESIGN

1. Describe the eligibility criteria for the program. ½ page
2. Describe your outreach plan for your target population. Where will your clients come from? Indicate percentage of homeless persons coming from the streets, emergency shelters and other places not intended for human habitation. 1 page
3. If your agency plans to serve chronically homeless persons, please describe your agency's capability to effectively target and serve this population. ½ page
4. Describe in detail how your agency will comply with the program services described in Section 3, Project Specifications of the RFP. Please articulate how this approach will fulfill LAHSA's goals set forth in this RFP. 2 pages
5. How many total clients will your program serve in a day? How many total clients do you anticipate serving in the course of one year? If this program includes additional funding, please use the total number of clients for the whole program to answer the questions above. ½ page
6. Describe how your program will address the needs of people you are unable to accommodate in your program. ½ page
7. Given your proposal request, what is your anticipated case load per staff member? ½ page
8. Do you charge clients program fees and/or require religious participation as a condition of receiving services? If so, please explain. ½ page

9. List on-site services proposed and direct service staff responsible for providing the service. Use the format below. 1 page

Supportive Service	Direct Service Staff (position) Providing Service
1.	
2.	
3. etc.	

10. List of off-site services provided through partnerships. Use the format below: 1 page

Supportive Service	Provider Agency
1.	
2.	
3. etc.	

*\*For offsite supportive services, please describe what transportation will be available to participants to access those services.*

11.
  - a) Describe your agency referral procedures (include description of follow-up process for ensuring that clients have utilized referral services). 1 page
  - b) Briefly describe your referral network and resources and complete attached supportive services linkages chart.
12. Describe your plan for measuring program outcomes as described in Section 4 of the RFP. 1 page

## SUPPORTIVE SERVICE LINKAGE CHART

Indicate whether you refer clients to other agencies for services and the level of collaboration with each agency. Please insert additional lines, as necessary. An electronic copy of this chart is available on LAHSA's website. **If your agency refers clients to another agency for services please attach copies of MOU's in Attachment 17.**

Type of Service	Name of Agency	On-site or Off-Site Service Provision	Service Site Address (if off-site)	Identified Contact Person	Written MOU (Yes/No)
Legal assistance					
Literacy training					
Job training					
Mental health services					
Substance abuse services					
Health service					
Other (please specify)					

## **ATTACHMENT 6 – INTEGRATION WITH CONTINUUM OF CARE**

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1. Please describe how your proposed project fits into your geographic area's Consolidated Plan. ½ page  
Specifically, what priorities from the Consolidated Plan does your project address? What unmet needs in your community will your project fill? Please contact your Consolidated Plan Coordinator for information about your community's plan.
  
2. Please describe how your proposed project fits into your geographic areas homeless Continuum. ½ page  
Specifically, describe how your proposed project is consistent with unmet needs and will fill a gap in the continuum of care system.

## ATTACHMENT 7 – PROPOSER PAST PERFORMANCE

### PAST PERFORMANCE ON OUTCOMES

Please complete the following chart to demonstrate your agency's prior successful experience in meeting outcomes in programming serving homeless persons. Please use information from the **most recently completed and reported** program year, including **Program Name** and **Contract Number**. LAHSA reserves the right to verify information submitted, including verification by means of the Los Angeles Continuum of Care HMIS System. If LAHSA determines a discrepancy exists between the outcomes reported on this form and the data in the HMIS system, the proposer will be contacted and allowed 48 hours to provide acceptable verification of the reported outcomes data. For non-LAHSA-funded program outcomes, proposers must submit back-up documentation behind this chart for any such non-LAHSA-funded program outcomes reported on this form. Acceptable forms of documentation for non-LAHSA-funded program outcomes include, formal reports submitted to other government funders or formal reports to your agency's Board of Directors. LAHSA reserves the right to verify information submitted for non-LAHSA-funded programs. If your agency has more outcomes to report than will fit on this page, you may duplicate this page as necessary. An electronic copy of this chart is available on LAHSA's website.

Program Name / Contract Number	Target Outcomes Description (s)	Actual Outcomes by Target Item	Explanation
Example: PROJECT HOMELESS / CA16B12345	35% of participants will complete life skills classes	25% of participants completed life skills classes	Agency experienced a delay in hiring supportive services staff

## ATTACHMENT 8 – LA COC HMIS PARTICIPATION

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Items	Page Limit
<p>1. All projects recommended for funding under this RFP MUST participate in the Los Angeles Continuum of Care Homeless Management Information System (HMIS) through <u>direct</u> client-level data input into the system or through electronic data integration from other existing software programs. For service providers that are currently on HMIS, LAHSA will evaluate the proposers' compliance with HMIS data entry and data quality standards. LAHSA will utilize the most recent program year to evaluate this section. If the proposer is not implemented on HMIS, LAHSA will evaluate the proposers' ability and willingness to comply with the technical and program standards necessary to operate HMIS. Agencies willing to participate agency-wide in HMIS will be awarded all points available under this category.</p> <p>Please provide a statement as to your agency's current use of HMIS or willingness to participate in the LA CoC HMIS system on an agency-wide basis.</p>	1/2 page

## **ATTACHMENT 9 –BUDGET AND FINANCIAL STABILITY**

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1. Please furnish financial information for your agency, including a copy of your most recent audited financial statements and Form 990. Proposers must comply with IRS regulations regarding employee vs. independent contractors.
  
2. Describe any independent audit findings your agency has received in the last two audits conducted. If any findings were established, describe the nature of the findings and your agency's response to the findings. 1/2 Page
  
3. Describe your agency's accounting practices. 1 Page
  - a) Who does your organization's day-to-day accounting?
  - b) How is accounting information or data maintained? (i.e. manual or electronic)
  - c) What procedures and practices does your agency employ to account for the use of funds?
  - d) Describe your agency's cost allocation method for projects that are funded from multiple sources.

**4. BUDGET SUMMARY**

<b>Summary Project Budget by Subcategory</b>			
	Total Program Budget	Funded by Others	Total LAHSA Budget
<b>Supportive Services</b>			
Information & Referral	-	-	-
Case Management	-	-	-
Transportation	-	-	-
Other (please specify)	-	-	-
<b>Subtotal Supportive Services</b>	-	-	-
<b>Operations</b>			
Shelter/Housing Operations	-	-	-
Space Costs	-	-	-
Maintenance/Repair	-	-	-
Security	-	-	-
Utilities	-	-	-
Food Costs	-	-	-
Insurance	-	-	-
Other (please specify)	-	-	-
<b>Subtotal Operations</b>	-	-	-
<b>Hotel Vouchers</b>	-	-	-
<b>Food Vouchers</b>	-	-	-
<b>Administration</b>	-	-	-
<b>Total Budget</b>	-	-	-

5. A budget template in excel format is provided as part of this RFP. Please complete the Budget Template for the total program, and indicate the line item and costs you are requesting funding for under this funding request and the leveraged funding you will provide to the program through other funding sources. **Print out a copy of the budget and attach to the proposal. Also provide a copy of the budget in excel format on a compact disc.**

**6. SUPPLEMENTAL RESOURCES CHART**

An electronic copy of this chart can be found on LAHSA's website.

<i>Type of Contribution</i>	Source of Contribution	Identify Source as: (G) Government* or (P) Private	Date of Written Commitment	Value of Written Commitment
<i>Example: Child Care</i>	CDBG	G	2/15/06	\$10,000
			<b>TOTAL:</b>	\$

\*Government sources are appropriated dollars.

## ATTACHMENT 10 – FACILITY

*(LAHSA may also conduct site visits in order to evaluate facilities. Site visits will be evaluated as pass/fail only. Any deficiencies noted on site that do not cause threshold failure, will be addressed as contract conditions.)*

Items	Page Limit
1. Describe the following: <ul style="list-style-type: none"> <li>a) Exact location of the proposed facility. (May not be located in the downtown skid row area; see Section 1 of the RFP)</li> <li>b) Proximity to public transportation and community services (e.g. schools, grocery stores) and how assessable these services are (e.g. walking distance, bus etc.)</li> <li>c) Previous use of facility (if not presently operating as a homeless shelter)</li> <li>d) Neighborhood/Community support for shelter or service location.</li> </ul>	1 ½ pages
2. A floor plan of the facility that shows: <ul style="list-style-type: none"> <li>a) Entrances/Exits.</li> <li>b) Location of bathroom facilities. (toilets and showers)</li> <li>c) Location of staff offices/work areas.</li> <li>d) Indicate areas that are accessible to the physically disabled. *Please <b>do not</b> submit a copy of your evacuation plan as a substitute for a floor plan. Areas shown on floor plan must be detailed and labeled.</li> </ul>	No Limit
3. A copy of the site's emergency evacuation plan, both written and graphical.	No Limit
4. Please submit the following documents: <ul style="list-style-type: none"> <li>a) Certificate of Occupancy.</li> <li>b) Status of site control (e.g. lease agreement, lease option, deed, option to purchase etc.).</li> </ul>	No Limit

# ATTACHMENT 11 – BOARD RESOLUTION AUTHORIZING APPLICATION FOR FUNDS

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The Board of Directors hereby authorizes the Executive Director to apply for funds under this RFP to operate

\_\_\_\_\_ (project/program name) on behalf of \_\_\_\_\_ (agency name).

\_\_\_\_\_  
Authorized Signature (Chairperson of Board or other Officer)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Typed name and title

## ATTACHMENT 12 – SIGNATURES AND ASSURANCES

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- A. Non-discrimination:** This organization shall, through all possible means, provide equal opportunity for all persons regardless of age, handicap, national background, race, religion, sexual orientation, or gender, to receive service or participate in the volunteer structure, and to be employed. An existing sectarian nature of the organization shall not suffer impairment under this agreement, but no participation in religious observances, rituals or services will be required as a condition of receiving services, emergency shelter, or transitional housing paid for in whole or in part by this grant.
- B. Accountability:** We commit this organization, if a grant is received, to provide all reports to LAHSA as required; to expend moneys only on eligible costs and to keep complete documentation (copies of all canceled checks, invoices, receipts, etc.) on all expenditures for a minimum of three years; and to spend all funds and close out the program on the required date and to return any unused funds to LAHSA and to cooperate with monitoring or site visits and to provide complete documentation of expenses to LAHSA, if requested, by the required date.
- C.** We affirm that all information in this proposal is true and correct to the best of our knowledge and that the proposer under our authority will execute its responsibility under the proposed contract and adhere to all other applicable rules and regulations to the fullest extent possible.
- D. Non-collusion:** This proposal is genuine, and not sham or collusive, nor made in the interest of or in behalf of any person not herein named; the proposer had not directly induced or solicited any other proposer to put in a sham proposal, or any other person, firm or corporation to refrain from submitting a proposal; the proposer has not in any manner sought by collusion to secure for itself an advantage over any other proposer.

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Authorized Signature (Chairperson of Board or other officer)

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Date

---

Typed name and title

---

Signature, Executive Director or comparable officer

---

Date

---

Typed name and title

## **ATTACHMENT 13 – LETTER OF REPRESENTATION**

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The proposer is hereby requested to submit a letter of representation signed by an officer of its Board of Directors disclosing whether a conflict of interest exists or whether there is nepotism in the project funded under this RFP.

1. Conflict of Interest.

Proposer shall disclose any and all conflicts of interests that Proposer is aware of and what steps are being taken to resolve them i.e. a plan for their resolution.

If a proposer believes that it may be in violation of the Conflict of Interest provisions, it may submit a waiver request to LAHSA upon being conditionally awarded funds under this RFP. The waiver request shall follow the procedures outlined in 24 CFR Ch V, §570.611, OMB Circular A-110, and LAHSA Contract Provisions.

2. Nepotism

The disclosure shall identify:

- i) All relatives working for Proposer and/or subcontractors and paid with funds from the project funded in this RFP;
- ii) Whether or not Proposer used its normal hiring practices when such individuals were hired;
- iii) Whether or not such individuals meet the qualifications required for the position(s) in which they serve;
- iv) Proposer shall also include an organizational chart that clearly shows the reporting lines for such individuals.

Each instance of nepotism must be disclosed to LAHSA and LAHSA and/or federal grantor must approve of the individual case.

## **ATTACHMENT 14 – CURRENT PROOF OF IRS 501(C)(3) STATUS**

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Please attach.

## **ATTACHMENT 15 – ARTICLES OF INCORPORATION**

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Please attach.

## **ATTACHMENT 16 – ADA COMPLIANCE**

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1. Has your agency received any ADA-related complaints in the past five (5) years? (no limit)  
If so please summarize the complaints and provide a description of the time frame and manner in which the complaints were resolved.
  
2. Please describe your agency's compliance with the Americans with Disabilities Act of 1990 (and any amendments thereto) in the following areas:
  - a) **Program access** (1 page)
    - i. Describe reasonable modifications, if any, your agency has made to policies, practices and procedures in order to accommodate persons with disabilities.
    - ii. Describe your agency's policy regarding service animals.
  
  - b) **Physical access** (1 page)
    - i. Is there a route of travel in and out of the proposed facility that does not require the use of stairs?
    - ii. What is the measurement in inches of the doors that lead into public spaces?
    - iii. How many ADA accessible toilet stalls are available in the proposed facility?
  
  - c) **Communications access** (1 page)
    - i. What devices and procedures does your agency utilize to effectively communicate with people who are deaf, hard of hearing, or have a speech disability?
    - ii. Describe the signage used to inform persons with disabilities of the locations of exits, restrooms, telephones or auxiliary aids.
  
  - d) **Employment practices** (1 page)
    - i. Does your agency's employment application ask questions regarding disability?
    - ii. Describe your agency's policy concerning "Reasonable Accommodation" on the job.

## **ATTACHMENT 17 – MEMORANDUMS OF UNDERSTANDING**

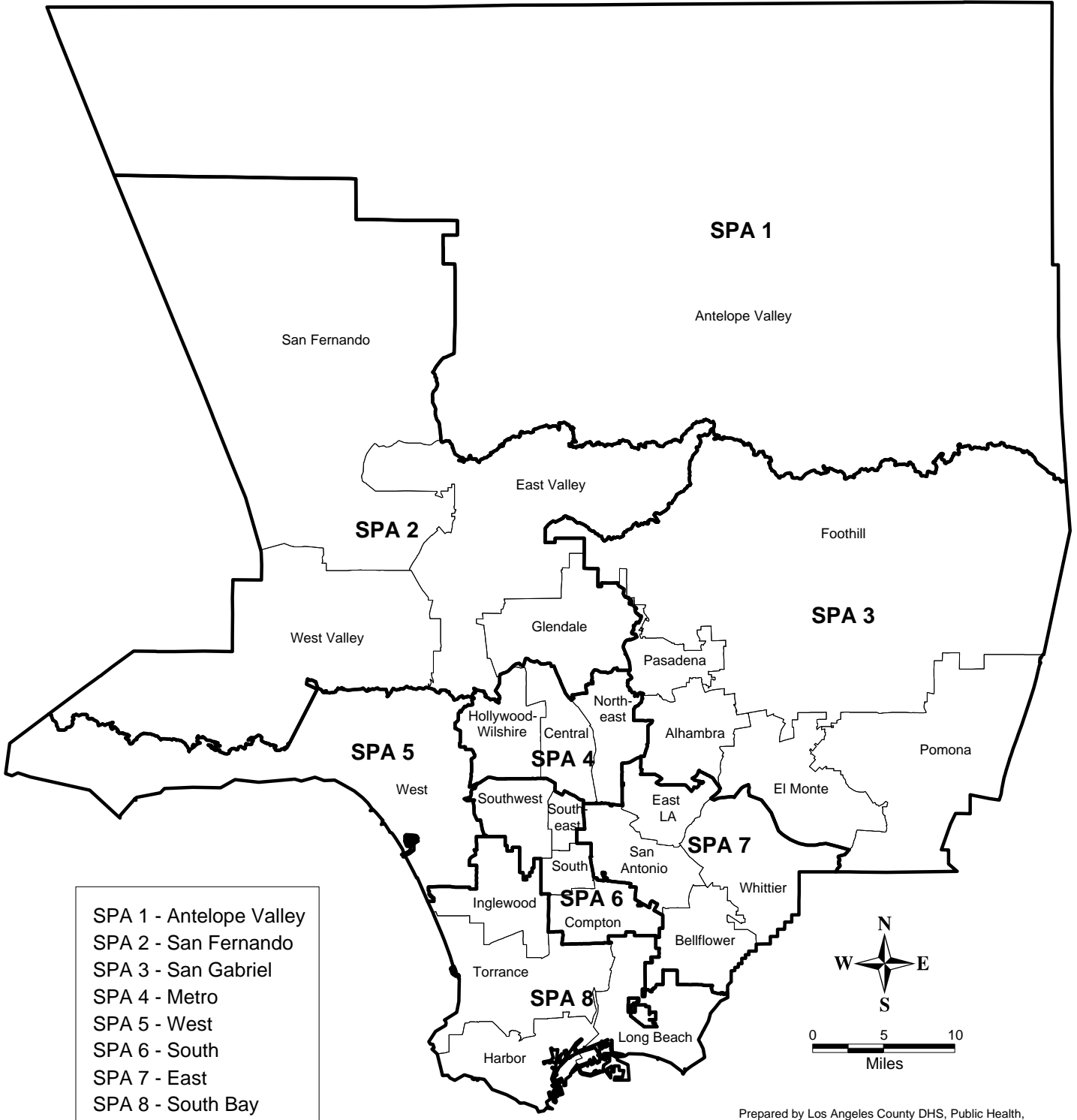
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Please attach, if applicable.

**EXHIBIT 2**  
**SERVICE PLANNING AREA (SPA) MAP**

# Los Angeles County

## Service Planning Areas and Health Districts



Prepared by Los Angeles County DHS, Public Health,  
Office of Health Assessment and Epidemiology,  
November, 2000

## EXHIBIT 3

# LAHSA MINIMUM SHELTER STANDARDS

## DEFINITIONS

### EMERGENCY SHELTER

An Emergency Shelter provides temporary shelter and services that are designed to facilitate the homeless person's transition from sleeping in places not meant for human habitation to appropriate housing. Emergency Shelter is provided free of charge and is provided for fewer than ninety (90) days. Services provided on-site should include, but are not limited to, shelter, meals, case management, benefits advocacy, life skills training, and referrals to other supportive service providers.

### TRANSITIONAL HOUSING

Transitional Housing is a type of supportive housing used to facilitate the movement of homeless individuals and families to permanent housing or permanent supportive housing. Typically, transitional housing is housing in which homeless persons live from 90 days up to 24 months and receive supportive services that enable them to live more independently. The supportive services may be provided by the organization operating the housing or coordinated by them and provided by other public or private social service agencies. A transitional shelter may charge a rent or Program fee so long as it is clearly described in advance and does not exceed 30% of the clients adjusted gross income.

### PERMANENT HOUSING

This is long-term housing that may be accompanied by the provision of supportive services that are designed to enable homeless persons to live as independently as possible in a permanent setting.

## 1. ADMINISTRATION

- A. Our shelter has established written protocols to guide staff actions and Program services regarding injury and disease prevention within the shelter setting. At a minimum, the shelter maintains up-to-date statements on its policies regarding HIV/AIDS, mandatory implementation of universal precautions, and control of tuberculosis as per the Department of Public Health guidelines.
- B. Our shelter does not require religious participation.
- C. Our shelter does not deny participation in or the benefits of its Programs, on the basis of race, religion, ancestry, color, national origin, sex, sexual orientation, age, disability, or familial status. However, residential services can be limited to specific sub-populations of homeless people in regard to sex, age, and disability as long as the purpose is to enhance service provision or the dignity and safety of participants, and if meaningful nondiscriminatory referrals are made for the benefit of clients who are denied service.
- D. Our shelter does not charge residents for housing or other services, nor does it collect fees that would otherwise be the discretionary income of the client unless clearly posted and notification is made at the

time of client intake. Any exception is recognized only with respect to shelters that charge fees that are clearly described in advance in accordance with uniform procedures that are on record with LAHSA.

- E. Our shelter has space designated for securing all documents in order to ensure client confidentiality.
- F. Our shelter clearly posts the location where grievances can be heard. If off-site, transportation will be provided by the shelter operator.

## 2. PERSONNEL

- A. Our shelter has trained on-site staff persons (paid or volunteer) to provide a safe environment during all hours the facility is open to the residents.
- B. Our shelter's staff has been trained in emergency evacuation, first aid procedures and CPR procedures, and receives on-going in-service training in counseling and de-escalation skills.
- C. Our shelter has an organized method of selecting and training all volunteers and paid staff. Also, volunteers and paid staff have job descriptions and identifiable lines of authority.
- D. Our shelter has staff whom, to the extent possible, can communicate in the language of our residents.
- E. Our shelter's staff receives on-going training on relevant community resources and social service Programs.
- F. Our shelter's staff shall be identifiable through uniform attire or identification badges.
- G. Our shelter has an organization chart showing the administrative responsibilities of all persons working in the shelter.

## 3. OPERATIONS

- A. Our shelter allows residents to exercise the following rights:
  - i) the right to religious liberty
  - ii) the right to present complaints and grievances
  - iii) the right to have all records and disclosures maintained according to the written shelter rules regarding confidentiality and privacy
  - iv) the right to review their records and have external disclosures of any personal client information, as governed by the written shelter rules regarding confidentiality and privacy
  - v) the right to be free from restraint or confinement unless the resident poses a danger or threat to others
  - vi) the right to leave and return to the facility at reasonable hours in accordance with the rules of the shelter
- B. Our shelter prohibits possession and the use of weapons, alcohol and illegal drugs on site.
- C. Our shelter shall provide a clean, safe and healthy environment that is consistent with conventional social services and which respects individual needs and human dignity.

- D. Our shelter has written policies for intake procedures and criteria for admitting people to our shelter.
- E. Our shelter provides all residents with, and posts in a conspicuous place, a copy of our house rules and regulations, and a copy of the disciplinary and grievance procedures.
- F. Our shelter keeps a daily office log which documents the activities of each shift, and any unusual or special situations and instructions regarding residents.
- G. Our shelter maintains a daily census, listing residents, employees and volunteers.
- H. Our shelter refers people to the appropriate shelter agency or referral service if we cannot provide shelter or a needed service.
- I. Our shelter does not require residents to perform labor, other than chores directly related to daily living activities within the shelter.
- J. Our shelter allows residents, during their period of stay, to report the shelter address as their legal residence for legal purposes such as receipt of mail, school registration, and voter registration.
- K. Our shelter has, or provides access to, a phone which residents can use within reasonable limits.
- L. If our shelter assists residents in managing their financial affairs, we do not charge for our services.
- M. If our shelter holds funds or possessions on behalf of a resident, those funds or possessions are returned upon demand within 24 hours.
- N. Our shelter takes incoming emergency phone messages for our residents during business hours

4. HEALTH

- A. Our shelter has available, at all times, first aid equipment and supplies for medical emergencies.
- B. Our shelter has at least one staff person on duty that is trained in emergency first aid procedures.
- C. Our shelter has provisions for storing, refrigerating, and retrieving residents' medications.
- D. Our shelter refers residents to a medical facility or clinic for needed health examinations, emergency treatment, and follow-up visits.
- E. Our shelter promptly and appropriately responds to medical problems with residents and staff.
- F. Our staff receives regular training and is knowledgeable about common physical and mental health problems of homeless people and how to obtain needed and appropriate services.

5. FOOD SERVICE

- A. Our shelter provides residents with three well-balanced meals daily on-site or, in the case of some transitional housing Programs, by providing “do it yourself” food preparation facilities.
- B. Our shelter makes a reasonable effort to meet medically appropriate dietary needs of all residents.
- C. Our shelter provides food buying and menu planning by a staff member, consultant or volunteer knowledgeable in nutrition.
- D. Our shelter has made adequate provisions for the sanitary storage and preparation of any food provided.

6. EQUIPMENT AND ENVIRONMENT

- A. Our shelter is clean and complies with all applicable building, safety and health codes.
- B. Our shelter has a heating and ventilation system, and maintains a comfortable temperature.
- C. Our shelter has a housekeeping and maintenance plan to ensure a safe, sanitary, clean and comfortable environment, and works diligently to prevent and eliminate insect and rodent infestations.
- D. Our shelter provides each person with at least a bed (or crib for infants whenever possible), a blanket, and pillow, all of which are clean and in good repair.
- E. Our shelter has a sufficient supply of functionally clean and reasonably private toilets and wash basins, with hot and cold running water.
- F. Our shelter provides clients with reasonable access to public transportation.
- G. Our shelter has laundry facilities available to residents, or access to laundry facilities nearby.
- H. Our shelter provides storage for checking in/out residents’ personal belongings during the period of shelter.
- I. Our shelter provides towels, soap, and toilet tissues.
- J. Our shelter provides a dining area separate from the sleeping areas.
- K. Our shelter has a sufficient quantity of functionally clean and reasonably private bathing facilities with hot and cold running water.

7. SAFETY

- A. Our shelter has an emergency plan covering earthquake, fire, flood and other disasters.
- B. Our shelter has a fire-life safety system including posting of an evacuation plan and all items as required by building, safety, and health codes.

- C. Our shelter has a phone available 24 hours per day to contact the fire department, paramedics, police, and site supervisor personnel, and posts a list of such emergency numbers at the telephone location(s).
- D. If separate rooms with doors are provided, doors in residents' rooms can be secured by the resident (staff must have a key).
- E. Our shelter has a security plan to deter theft and resident harm.

8. GRIEVANCES

Our shelter has an internal grievance procedure in place that incorporates the following:

- A. Contractor shall maintain a written set of policies and procedures for the resolution of all grievances. These policies and procedures shall be freely available to all program participants and staff. Copies of the grievance policies and shall be clearly marked and made available to the program participants during intake. A summary of the program grievance resolution policies and procedures shall be prominently displayed common areas in the facility.
- B. Contractor shall identify an individual to whom all grievances arising between program participants and agency staff and/or grievances regarding operations of the program shall be referred for resolution. This individual shall be clearly identified to agency management, staff, and program participants.
- C. Contractor's grievance resolution policies and procedures shall include but are not limited to the following:
  - i) The name and title of the staff person responsible for grievance resolution and how they are contacted.
  - ii) A procedure for hearing all grievances within 72-hours of a complaint being made, including the gathering of facts, testimony from other participants and staff and issuing a decision on the resolution of the grievance.
  - iii) A confidential area where grievances may be heard.
  - iv) A centralized and coherent system of documenting grievances. The documentation shall contain a description of the grievance and the resolution or disposition of said grievance. Said documentation shall be retained in a central dispute or grievance file, which file shall be made available to LAHSA upon request.
  - v) A procedure for referring all unresolved grievances to an outside grievance resolution service within 48-hours of the meeting between the complainant and the staff person responsible for the resolution of grievances. If the project is located within the city of Los Angeles, the Contractor may elect to use the following "cost free" resolution service:

Office of the City Attorney  
Dispute Resolution Program  
222 S. Hill Street, 6th floor  
Los Angeles, CA 90012  
Telephone: (213) 485-8324