This Scope of Required Services (SRS) for Winter Shelter Program (WSP) contains a written summary of, and links to, detailed information regarding the services that must be provided to eligible participants experiencing homelessness under the Winter Shelter Program. This SRS and the documents that are linked hereto, in combination with the Program Standards (contained in a separate document), the Program Profile and Performance Targets, together, comprise the entire Statement of Work for Winter Shelter. LAHSA reserves the right to make any necessary changes related to prioritization, matching, and other aspects of the implementation of the complete Coordinated Entry System (CES). Contractors will be notified through policies, interim guidance, and other forms of guidance when deemed necessary.

WINTER SHELTER OVERVIEW

Winter Shelter (Emergency Shelter) program provides low-barrier, safe and supportive 14-hour shelter, food and comfort to homeless individuals during cold and wet weather season. The Winter Shelter program is a seasonal program that operates from the period of December 1 to March 31. During inclement weather, the program may operate for 24 hours with approval by LAHSA.

Winter Shelter Program is an integral part of the Coordinated Entry System (CES), which was created to ensure consistent approaches for access to, and delivery of, services in LA County. Therefore, the Winter Shelter Program must work in collaboration with the CES. Winter Shelter should fit seamlessly with the other Program components including: Outreach; Crisis Housing and Bridge Housing; Housing Navigation; Access Centers, Drop-In Centers, and Day Centers/Day Shelters; Transitional Housing; Rapid Re-Housing; and/or Permanent Supportive Housing.

DEFINITIONS

1. **Winter Shelter (WSP)** is short term, site-based 14-hour emergency shelter for persons who are experiencing homelessness. Winter Shelter provides homeless adult individuals and Transitional Age Youth (TAY) with temporary emergency shelter and the opportunity for entry into the CES system of services and housing resources. Winter Shelter is established annually as a program to address the basic shelter and service needs of persons who are experiencing homelessness during the period of time in which Los Angeles usually experiences its most inclement weather.

2. **Problem Solving (aka-Diversion)** is a strategy that prevents homelessness at the front door of the homeless response system by helping people identify immediate alternative housing arrangements and if, necessary, connecting them with services and financial assistance to help them return to permanent housing. All contractors within the Los Angeles County Coordinated Entry System, including Winter Shelter contractors, must incorporate Diversion practices into program design and program operations. In order to identify other permanent housing options, Contractor should continue to have Problem Solving conversations with the participant while residing in Crisis Housing. Please see Problem Solving Scope of Required Services located in the LAHSA document section for further guidance.

3. **Los Angeles Continuum of Care Homeless Management Information System (LA CoC HMIS)**: HMIS is a HUD-mandated information technology system that is designed to capture participant-level information over time, on the characteristics and service needs of homeless persons. Participant data is maintained on a central server, which will contain all participant information in an encrypted state. HMIS integrates data from all homeless service providers and organizations in the community and captures basic descriptive information on every person served. Participation in LA CoC HMIS allows organizations to share information with other Participating Organizations to create a more coordinated and effective delivery system.
4. **Bed Availability Application:** The Bed Availability Application is an online technology tool developed by LAHSA that demonstrates availability of vacant beds within designated LAHSA funded Interim Housing facilities.

5. All programs operating in the LA CoC CES system must operate with a Housing First, Harm Reduction, Low Barrier and Trauma-Informed Care approach. Please see LAHSA Program Standards for more detailed definition of these terms.

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### ELIGIBILITY FOR SERVICES

1. **Population served:** Single Adults (18+) and Transitional Age Youth (18-24) individuals are eligible individuals to be served in the Winter Shelter Program. Unaccompanied Minors are not eligible for enrollment or services in programs. An exemption exists for unaccompanied minors who are legally emancipated.

2. **Homeless Status:** Participants must be determined to be homeless Categories 1 & 4 according to HUD’s Final Rule on “Defining Homeless” (24 CFR parts 91, 576 and 578).
   
   2.1 Contractors will be responsible for documenting the determination of the participant’s homelessness status utilizing the LAHSA Approved LA-CoC Homeless Certification Form.

   2.2 Contractor must document the participant’s homelessness status in the Homeless Management Information System (HMIS).

3. **Domestic Violence** participants who identify as actively fleeing domestic violence, dating violence, human trafficking or other dangerous life-threatening condition that relates to violence against the individual or family member must be offered an immediate connection with and provided a referral to a domestic violence shelter (at the request of the participant), at a confidential location to ensure the safety and well-being of the participant, if that is their choice.

   3.1 Contractors are also required to work collaboratively with domestic violence shelter providers to ensure that services are made available to eligible Participants participating in the domestic violence system.

4. Participants must not need hospital or skilled nursing care. Participants must be able to manage Activities of Daily Living (i.e. ability to transfer in and out of a bed, bathe, dress, and address hygiene needs) independently.

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### COMMITMENT TO PROVIDING LOW BARRIER SHELTER & SERVICES

5. Contractor shall not deny entry to the Program based on suspicion of substance abuse, insobriety, mental disorder, or criminal background, unless a participant poses an imminent threat to themselves, staff, or other participants. Further, the Contractor is prohibited from conducting drug or alcohol testing, criminal background checks or making inquiries to verify that a participant is clean and sober (free from alcohol or drug use).

6. Contractors must NOT screen out participants or deny referrals based on any of the following criteria:
   
   6.1 Past program participation or previous stay at Contractor facilities;
   6.2 Lack of tuberculous test (TB) result;
   6.3 Lack of Service Animal/Emotional Support Animal (ESA) documentation;
6.4 Lack of sobriety;
6.5 Lack of income or employment status;
6.6 Lack of identification documentation;
6.7 The presence of mental health issues, disabilities, or other psychosocial challenges;
6.8 Lack of a commitment to participate in treatment;
6.9 Criminal background;
6.10 Presence of or number of evictions;
6.11 Any other criteria thought to predict challenges/barriers to long-term housing stability or generally considered “difficult to work with.”

**CES SURVEY**

7. **CES Survey:** Participants must have a CES Survey result in HMIS. Contractor must utilize the population-appropriate LA County CES Survey to determine eligibility for, and connection to, appropriate housing interventions. Before completing the population-appropriate survey, Contractor must check participant’s CES record in the Homeless Management Information System (HMIS) for a previous result. If there is no record of an existing CES survey result in HMIS, Contractor must complete the appropriate and most recent version of the CES Survey. If the participant has a previous CES survey result in HMIS, an additional survey should not be administered unless the staff believe the result of the score does not reflect the participant’s acuity. Please see LAHSA Interim Guidance document “Interim Guidance: Updating and Correcting Population - Appropriate CES Triage Tool Scores,” found in the LAHSA document library.

7.1 LA County CES-approved CES Surveys include:
   7.1.1 CES Survey for Adults
   7.1.2 CES Survey for Youth

7.2 The CES survey must be administered (whether in an office setting or in the field), by staff who have completed training required by the LAC-CoC.

7.3 The CES survey must be administered in a place that allows the participant needed privacy for answering the questions.

**SUPPORTIVE SERVICES AND ACTIVITIES**

8. Contractors providing Winter Shelter for persons experiencing homelessness, are funded for and must provide those services specifically needed by, and requested by, each participant. Winter Shelter services are provided either directly by Contractor or through subcontracted services arrangements. Each participant must be individually assessed for the types of services needed. The services that can be provided are listed below but are not limited to this list.

9. **Direct Supportive Services:** Contractors providing Winter Shelter are funded for and Must provide the following services directly to participants in the program:
   9.1 Fourteen (14) hour bed availability
   9.2 Intake and Assessment
   9.3 Case Management, as requested
   9.4 Residential Supervision
   9.5 Crisis Intervention and Conflict Resolution
   9.6 Security
   9.7 Meals
   9.8 Restrooms & Showers
   9.9 Transportation
10. **Problem Solving (aka- Diversion):** The first conversation upon entry should be to assess for the possibility of diversion so as to assist the person/ household self-resolve their housing Crisis and/or make reasonable efforts to re-connect with supportive family and/or friends who could temporarily or permanently house the participant, rather than reside in the Crisis Housing. If resources are needed to successfully divert a person from entry into the homelessness system, a referral must immediately be made to a Problem Solving/Prevention program. In order to identify other permanent housing options, Contractor should continue to have Problem Solving conversations with the participant while residing in the Winter Shelter Program. Please see Problem Solving Scope of Required Services located in the LAHSA document section for further guidance.

11. Understanding the flow participants into and out of the Winter Shelter program LAHSA encourages Contractors to commit to do all that can be done to link participants to the CES system as mentioned above to facilitate access to stable housing. In the event that there are participants who are becoming “regulars” of the Winter Shelter, Contractor must make attempts to provide the following services:

11.1 **Housing Stabilization Services:** are provided by the contractor to assist participants in moving forward in identifying and accessing services to assist into permanent housing through a referral to an Interim housing or permanent housing programs (such as Crisis Housing, Bridge Housing, Transitional Housing, Rapid Rehousing, Permanent Supportive Housing). These services will be provided while the participant is involved in the contracted program and should be focused on coordinating and delivering service that promote housing stability. Housing Stabilization services may include but are not limited to: case management; information and referral; assistance with accessing County and other mainstream services and leveraged services provided by community partner agencies.

12. **Case Management and Support Services:** Housing-Focused Case Management is provided by Winter Shelter staff to assist participants in moving forward towards accessing interim housing and permanent housing through referral to programs (e.g., Crisis Housing, Bridge Housing, Rapid Rehousing Program, Permanent Supportive Housing, affordable housing, etc.). The primary objective of Housing-Focused Case Management/ Support Services is to extend support to participants through an individualized case management relationship, that will ultimately translate to increased housing stability.

12.1 Case Management services are voluntary and participant-centered. It is the responsibility of the Contractor to make the offer of these services as engaging as possible to support the participants.

12.2 Contractors must provide Housing-Focused Case Management that is offered in accordance with Housing First and Trauma-Informed Care principles, to assist the participant either to self-resolve their housing crisis and/or be connected to a permanent housing provider.

12.3 If the participant request case management services, Contractor must offer daily case management office hours to meet with the participant(s) as requested.

12.4 Contractor must document the content and outcome of case management meetings with participants in HMIS case notes.

13. **Case Management Ratio:** Contractors are recommended to maintain a ratio of approximately one (1) staff to every twenty-five (25) participants for optimal service delivery. However, considerations should be made for complexity of participant’s challenges and availability of staff.

14. **Case Management Services:** Contractors providing services and assistance must assist participants with services specifically needed and requested by each participant either directly, or through subcontracted service arrangements, or through leveraged partnership with other community partners. Each participant
must be uniquely assessed for the types of services needed with a range of funded and leveraged activities that include but not limited to:

14.1 Referrals to obtain documentation for free or low-cost state issued Identification card
14.2 Referrals to obtain documentation for free or low-cost birth certificate
14.3 Referrals to Mainstream Benefits (e.g. local DPSS benefits, Social Security benefits, CBEST)
14.4 Referrals to Substance Abuse Services (e.g. medical detox, sobering center, inpatient treatment, outpatient treatment)
14.5 Referrals to Mental Health Services (e.g. inpatient treatment, outpatient treatment)
14.6 Referrals to Health Services (e.g. primary care, public health, TB services or health screenings)
14.7 Referrals to Educational or Vocational Education Services
14.8 Referrals to Legal Services
14.9 Referrals to Employment Services (e.g. Work source Centers)
14.10 Referrals to the Problem-Solving Program
14.11 Referrals to the Prevention Program
14.12 Referrals to Crisis Housing
14.13 Referrals to Bridge Housing Program (e.g. B7 HPI Bridge Housing, Enhanced Bridge Housing for Women, Enhanced Bridge Housing for Older Adults)
14.14 Referrals to Transitional Housing Program
14.15 Referrals to Rapid Re-Housing Program
14.16 Referrals to Safe Parking Program
14.17 Referrals to Permanent Supportive Housing and other affordable housing options
14.18 Referrals to Veteran housing programs: Any participant who identifies as having served in the United States Armed forces must be linked to the housing resources available through agencies funded to provide Veteran services. (e.g. Supportive Services for Veterans (SSVF) or Department of Veterans Administration Services-HUD VASH).
14.19 Referrals to Housing Opportunities for Person with AIDS (HOPWA) housing programs- Any participant who identifies as living with HIV/AIDS must be linked to HOPWA funded housing and supportive services.

HOUSING NAVIGATION COLLABORATIVE REQUIREMENT

15. **Housing Navigation** bridges a critical gap in services in the Los Angeles Continuum of Care (COC). Housing Navigation staff provide supportive services to participants experiencing homelessness, with a focus on those who cannot navigate the homeless system without assistance. The focus of Housing Navigation is to help participants move forward on the path to permanent housing. All services provided are in service of the goal of permanent housing.

16. Contractor must be willing to collaborate with and allow Housing Navigators from outside agencies to provide Housing Navigation services to program participants.

17. Contractor must provide a physical space and a hospitable environment for Housing Navigators to conduct regular Housing Navigation services to WSP program participants.

18. Contractor will work with participants and staff to facilitate appointments with Housing Navigators.

19. Contractors may designate case management space at the site that is easily accessible to program participants.
PROGRAM GUIDELINES

20. Winter Shelter provider must incorporate, as part of their program, a set of program or house guidelines that serve as protocols for ensuring the safety and security of program participants and staff.

20.1 When developing program guidelines, Contractor must keep in mind the Low-Barrier, Harm Reduction approaches required of all Programs.

20.2 Program guidelines must be participant-centered so as to minimize barriers to accessing Winter Shelter bed and also prevents/minimizes exits from program due to violations.

20.3 Program guidelines must address safety and security concerns, and any agency policy and procedure for search and seizure of property (search and confiscation of weapons and other contraband).

20.4 Program guidelines must be made available to LAHSA staff upon request.

Contractor must ensure the participant has read the program rules. If a participant requires the use of staff to read and or translate the program rules, Contractor will read and or translate rules to the participant. Once contractor has gone over the program rules, the participant will sign the document to indicate he/she understands all the rules and agrees upon them.

20.6 Program Rules are to be displayed within the facility and made available to participants at all times.

PROGRAM ENROLLMENT

21. Contractor must allow for intake of new participants seven (7) days a week during winter shelter hours and as long as beds are available.

21.1 Operating hours are generally 5:00pm to 7:00am the following day. Contractor must submit intake hours and intake contact information to LAHSA for review and publishing on LAHSA’s website and other documents.

21.2 Bed assignments must be tracked in HMIS and entered into HMIS at the time the participant is assigned a bed/unit and enrolled in the program.

21.3 Contractor must complete the HMIS intake at the same time the participant is enrolled in the program.

LENGTH OF ENROLLMENT

22. Contractor must NOT reject or require a wait time to access a Winter Shelter because participant has recently been enrolled in the same program and left or enrolled in a Crisis or Bridge Housing program.

23. Contractor must NOT screen participants out of Winter Shelter program due to past program participation or previous stay at Contractor facilities.

EXITING PARTICIPANTS

24. Contractor must develop clear Policies and Procedures for exiting participants.
25. Contractor must **NOT** exit participant from enrollment in Winter Shelter unless one of the following conditions are met:
   25.1 Participant is successfully placed into permanent housing.
   25.2 Participant is enrolled in another Interim Housing program (Crisis, Bridge, Recuperative Care, Stabilization, etc.) or a Transitional Housing program.
   25.3 Participant relocates outside of Los Angeles County.
   25.4 Reunification services are utilized or the participant self-resolves their housing crisis.
   25.5 Participant is deemed a risk to self, the safety of the contractor’s staff, or other participants.

26. Contractor must **NOT** exit participant from Winter Shelter program for the following reasons:
   26.1 Active substance use
   26.2 Active health issues
   26.3 Mental health conditions
   26.4 Non-compliance with Housing and Services Plan
   26.5 Medication non-compliance

27. **Exit Plan:** Contractor must complete an Exit Summary Plan for all participants.
    27.1 Exit Plans for participants not entering Permanent Housing placement should include referrals and linkages to other interim housing resources, with a warm hand-off (i.e., documented transition between providers) that show a smooth transition from Crisis Housing was made.
    27.2 Exit must be entered into HMIS indicating where the Participant has “exited to.” “Unknown destination” entries in HMIS are to be discouraged. Exits must be entered in HMIS at the time of their exit.

**HMIS DATA COLLECTION AND PARTICIPATION REQUIREMENTS**

28. Contractors must utilize HMIS to track all participants served and the services provided.

29. Contractor will ensure that all participants being served sign the Consent to Share Protected Personal Information form, granting other CES providers access to their information.

30. In addition to Contractor requirements for utilization of HMIS, Contractor is also required to adopt and implement best practices for data entry as follows:
    30.1 With any participant, the Contractor will first search the Clarity HMIS database for an existing profile; if none is found, the Contractor will collect and record the participant’s consented information into the database and create a participant record.
    30.2 Contractor must complete the participant's HMIS program enrollment. When previously undisclosed information is gathered the Contractor must update the program enrollment with the applicable information.
    30.3 With any participant, the Contractor will check for an existing population-appropriate CES Survey in the Clarity HMIS database; if none is found, the Contractor will seek the consent for and the completion of the population-appropriate CES Survey. If completed using the printed CES Survey packet, Contractor must enter the participant’s standardized assessment in HMIS within twenty-four (24) hours of the completion.
    30.4 If providing service(s), Contractor must complete the enrollment (program entry/intake)
questions in the Clarity HMIS database with as much information as the participant/household can provide. If missing information, mark the appropriate field – “Client Doesn’t Know” or “Client Refused”; if/when a participant/household discloses any missing information, the Contractor must update the participant’s standardized assessment in HMIS within twenty-four (24) hours of the completion or update of the standardized assessment.

30.5 With any participant, the Contractor must enter all bed services provided to program participants.

30.5.1 Contractor must enter the bed service daily to reflect a participant’s use of that bed that night.

30.6 With any participant, the Contractor must record changes in regular Income (as defined in the HUD Data Standards), Employment status, and/or Disabling Conditions and Barriers as Status Update Assessments within their program enrollment. Contractor must follow guidance regarding the documentation of these changes, and file them accordingly. Status Update Assessments must be completed with twenty-four (24) hours of any reported change.

30.7 Update information and complete case notes on services provided to the participant within a twenty-four (24) hours following the provision of services.

30.8 With any participant, the Contractor must record the program exit or termination within twenty-four (24) hours following their determined exit from the program. As the Exit Date, the Contractor will use either a) the date of the last service provided, or b) the date following the last bed service, whichever was last provided under the program enrollment.

PARTICIPANT MASTER FILE

31. All documents are suggested but NOT required for entrance to the program. Contractor must assist participant with obtaining, if participant does not have, upon program entry. Once obtained, copy of participant ID and income documents, etc., must be kept in participant file.

32. Contractor must maintain a file for each participant that contains the following, but not limited to:

32.1 Core Documents for Winter Shelter Program Participant File:

<table>
<thead>
<tr>
<th>Document</th>
<th>Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participant Identification</td>
<td>Required- See Appendix I</td>
</tr>
<tr>
<td>Program Participation Guideline Agreement form</td>
<td>Agency created form. Must be dated and signed by the participant and contractor.</td>
</tr>
<tr>
<td>Grievance Procedure form</td>
<td>Agency created form. Must be dated and signed by the participant and contractor.</td>
</tr>
<tr>
<td>Population Appropriate LAC-CoC approved Triage Tool</td>
<td>If completed during intake (or print the “Client Summary Report” from HMIS). Refer to #7 CES Survey for guidance on when to complete the CES Survey</td>
</tr>
<tr>
<td>LA CoC Homeless Certification Form</td>
<td>Required</td>
</tr>
<tr>
<td>Case Notes</td>
<td>Required- Enter into HMIS</td>
</tr>
<tr>
<td>Incident Reports, Notice of Noncompliance</td>
<td>If Applicable</td>
</tr>
<tr>
<td>Exit Summary Form</td>
<td>Required- Use LAHSA approved form. Use the form when exiting participant from the program</td>
</tr>
</tbody>
</table>
MEALS

33. **Meals:** During 14-hour operations, Contractor must provide two (2) meals per day to each participant consisting of a hot dinner and a sack meal of breakfast or lunch. During periods of 24-hour activation, the Contractor must provide three (3) meals to participants.

33.1 Meals must be provided with a minimum of four (4) hours between each meal, with the exception of packed lunches provided in the morning.

FACILITIES AND OPERATIONS

34. Contractors are permitted to prohibit the possession and/or use of weapons, alcohol, and/or illegal drugs on the site.

34.1 Contractors must, however, establish Harm Reduction policies, practices, and procedures designed to minimize negative consequences resulting from participants’ use or possession of contraband items as referenced above.

34.2 Harm Reduction is not intended to prevent the termination of a participant whose actions or behavior constitute a threat to the safety of participants and/or staff.

35. Contractor must have, or provide access to, a phone which participants can use within reasonable limits.

36. Contractor must return funds and/or possessions held on behalf of a participant within twenty-four (24) hours of the participant’s request.

37. There must be a minimum of three (3) feet, or thirty-six (36) inches between the long side of adjacent beds or cots. The configuration of beds / cots in a dormitory or large room setting must include aisles that are sufficient in size and placement to facilitate ease of passage in the event that an emergency evacuation of the facility is necessary.

HEALTH AND SAFETY

38. **Health and Fire Inspections:** Contractor understands and agrees that City/County may have the appropriate Department of Public Health or Fire (Los Angeles County or jurisdictional city) inspect the Contract service sites, including shelters and supportive service sites, as often as once (1) every three months or upon receipt of a complaint to determine if the facility is sanitary, healthful, and otherwise safe for its intended or actual use.

38.1 Contractor must be provided with a written report as to the conditions at/of the facility and must either correct any and all deficiencies within thirty (30) calendar days of receipt of the report or may request an extension of time from the appropriate Public Health or Fire Department to make such corrections. Contractor must forward a copy of the Health or Fire Department’s response to LAHSA. Failure to permit inspection or rectify the defect(s) in a timely manner will be considered a material breach of this contract and will result in LAHSA taking remedial actions up to and including termination of this Agreement.

39. Contractor must refer participants to a medical facility or clinic for needed health examinations, emergency treatment, and follow-up visits.

40. Contractor must promptly and appropriately respond to medical problems of participants and staff.
41. Contractor must ensure that regular training is provided to staff and volunteers about common physical and mental health problems of people experiencing homelessness and how to obtain needed and appropriate services.

42. All Contractors operating out of the National Guard Armories, must refer to Appendix II under “National Guard Armory Facility and Service Requirements” to see additional operational requirements.

TRANSPORTATION

43. Contractors providing transportation to and from their Winter Shelter locations must adhere to the following:

43.1 Contractor must notify LAHSA’s Crisis Housing Coordinator and 211 in writing of: the locations; pick-up and drop-off times; storage restrictions; the make and model of the vehicle(s); passenger capacity vehicle(s) used to transport participants to each assigned pick-up location at least ten (14) days prior to the start of the Winter Shelter program.

43.2 Contractor must ensure all vehicles abide by the guidelines set forth in the Americans with Disabilities Act (ADA) and the ADA Amendments Act of 2008 (ADAA) standards. Contractor must submit a copy of reasonable accommodation policies regarding transportation services to LAHSA’s Winter Shelter Coordinator for review at least ten (14) days prior to the start of the Winter shelter.

43.3 Contractor should have at least one staff member in charge of regulating the pick-up locations to: oversee the safety of the location; communicate any changes and/or discontinuance of a pick-up time to participants left waiting to be picked-up (i.e. service may be discontinued when shelter reaches capacity, and/or pick-up location has been temporarily moved to another location, etc.).

43.4 In the event Contractor cannot pick-up a participant (i.e. due to lack of space, inability to accommodate special needs, or shelter reaches capacity) referrals to alternative transportation services and or shelters must be made.

43.5 Contractor must notify LAHSA’s Crisis Housing Coordinator and 211 immediately should a pick-up time be changed, delayed, or discontinued.

43.6 Contractor must track the number of participants that are picked-up daily at each of their pick-up locations.

43.7 Contractor must use the LAHSA Winter Shelter Transportation log to report the number of participants picked-up at each location and submit to the LAHSA Winter Shelter Coordinator every Friday by 5:00 p.m. for review.

CONTRACTOR OBLIGATIONS

44. Contractor agrees to maintain and make accessible to participants experiencing homelessness, the services funded and/or required under this Agreement.

45. Contractor is hereby contracted to provide the number of Winter Shelter beds to serve the number of unduplicated participants experiencing homelessness specified in Program Profile and Performance Targets during the contract term under this Agreement.
PERSONNEL

46. Contractor must ensure that all staff and volunteers that are contracted to provide services specifically targeted to serving Transition Age Youth (TAY) must be finger printed and pass a criminal background (Live Scan) check before working with any youth who are served in the program.

47. Contractor must provide fourteen (14) hour residential management and security services by qualified staff to ensure the safety of all participants and staff. In the event that the shelter is extended to twenty-four (24) hour operations, Contractor must provide must extend these services to 24-hours.

PROGRAM REPORTS

48. Contractor must comply with all reporting required by system funders, which may include a report of transition age youth served, the benefits and services provided to transition age youth, complaints, or other data.

49. Contractor shall submit certification, as defined by LAHSA, for program performance reports ten (10) business days after each month ends.

49.1 LAHSA will provide Contractor with instructions for report deadlines and submission requirements. Questions regarding reporting requirements, including due dates, submission processes, etc., should be addressed to Performance@lahsa.org.

50. **Report Submission Liability:** Contractors shall submit all required close out reports to LAHSA within forty-five (45) days of Program close. Failure to submit reports will result in LAHSA withholding final payment of funds at conclusion of contract term until all reports are satisfactorily submitted to and accepted by LAHSA.

51. **Reporting and Data Quality Requirements:** Contractors will make Data Quality an integral part of the Program’s intake reporting policies and procedures. Therefore, Contractors shall perform the following daily, weekly, and monthly data input and reporting responsibilities.

51.1 In the event that Contractor finds issues with the HMIS reports, Contractor must contact HMIS Support at HMISSupport@lahsa.org.

52. Daily reports of bed occupancy are to be logged in HMIS no later than 9:00am following the night of the service.

52.1 Participant data entered into HMIS;
52.2 Sign-in sheets must be filled out, legible, and maintained;
52.3 HMIS participant rosters and sign-in sheet information must be reconciled, and errors resolved.

53. **Weekly Reports:** Contractor shall run the HUD HMIS Data Quality Report, Housing Inventory Report, Service Census and Occupancy Report, at the end of each week and make data quality corrections as needed.

54. Contractor is required to submit copies of the HMIS Data Quality and Occupancy reports to LAHSA on a weekly basis to certify that the data presented is accurate and of high data integrity.

54.1 The HMIS Data Quality Reports and Occupancy Report are promptly due to the LAHSA HMIS team at HMISSupport@lahsa.org on Monday of each week by close of business.
All reports must use the beginning date of December 1, 2019.

Each week’s report will have the ending date of the Sunday prior to reporting; e.g. the report submitted on Monday, December 16, 2019 will use the dates of December 1, 2019 to Sunday, December 15, 2019.

The weekly report submission begins on Monday, Dec. 16, 2019 and end Wednesday, April 01, 2020.

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<tr>
<th>Week</th>
<th>Report Submission Due Date</th>
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<td>12/01/2019 – 12/15/2019</td>
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<td>12/01/2019 – 12/22/2019</td>
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<tr>
<td>Week 13</td>
<td>03/09/2020</td>
<td>12/01/2019 – 03/08/2020</td>
</tr>
<tr>
<td>Week 14</td>
<td>03/16/2020</td>
<td>12/01/2019 – 03/15/2020</td>
</tr>
<tr>
<td>Week 15</td>
<td>03/23/2020</td>
<td>12/01/2019 – 03/23/2020</td>
</tr>
<tr>
<td>Week 16</td>
<td>04/01/2020</td>
<td>12/01/2019 – 03/31/2020</td>
</tr>
</tbody>
</table>

At the mid-season mark in January, and at the end of the program in April, Contractor will receive, review, and certify the validity of a performance report generated through HMIS for the project. The performance report will provide data related to performance target achievement. It is the Contractors responsibility to ensure before certification that the report has quality data and accurately reflects every successful outcome.

The certified CPRs are submitted to LAHSA’s funders (e.g. City and County of Los Angeles) and are used to monitor the contract so data quality and integrity are of the upmost importance. In order to provide well-coordinated support for participants and manage the limited resources available in the CoC, Contractors must utilize HMIS to track participants served and the benefits provided.

**WINTER SHELTER PROGRAM EQUIPMENT POLICY**

Contractor must abide by the terms of the WSP Equipment policy set forth by the LAHSA IT Department stated below:

57.1 Contractor must check out all equipment with the LAHSA IT Department and return at the end of the program term.

57.2 The LAHSA IT Team will provide the contractor with computers, printers, software and peripherals in use during the contract term. LAHSA IT will provide the below support services:

57.2.1 Initial hardware imaging and setup;
57.2.2 Hardware/software customization for WSP;
57.2.3 Printer and peripherals configuration;
57.2.4 Diagnosis and correction of reported problems

57.3 **Protection of Equipment:** The Contractor must take all reasonable precautions as directed by LAHSA, or in the absence of such directions, in accordance with sound practices and procedures, to safeguard and protect the above referenced equipment, as well as each and every one of LAHSA interests therein, for as long as said equipment is in the custody and possession of the WSP program participant agency and for as long as this agreement is in force and effect.

57.4 **Liability:** In the event of loss or damage equipment, Contractor will notify LAHSA IT department immediately. The Contractor agrees to immediately inform LAHSA and further agrees to take no action prejudicial to LAHSA in obtaining a recovery therefore and, upon request, shall furnish to LAHSA all reasonable assistance in obtaining such a recovery.

57.5 The Contractor will be monetarily responsible for any damage to equipment due to negligence from its part. The WSP Contractor further agrees to return all equipment to LAHSA in substantially the same condition as at the time of agency taking possession, reasonable wear and tear to the equipment being excepted. Any broken, unreported or unreturned equipment will be charged to agency (please see chart below):

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer (Laptop)</td>
<td>$1,600</td>
</tr>
<tr>
<td>Computer (Desktop)</td>
<td>$800</td>
</tr>
<tr>
<td>Monitor</td>
<td>$150</td>
</tr>
<tr>
<td>Printer DTC 4250</td>
<td>$1,980</td>
</tr>
<tr>
<td>Scanner</td>
<td>$150</td>
</tr>
<tr>
<td>Camera</td>
<td>$45</td>
</tr>
<tr>
<td>HotSpot</td>
<td>$100</td>
</tr>
</tbody>
</table>
# APPENDIX I. Identification

<table>
<thead>
<tr>
<th>Eligibility</th>
<th>Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population Served</td>
<td>Single Adults (18+) or Transitional Age Youth (18-24 years old)</td>
</tr>
</tbody>
</table>

- Participants are required to have a form of identification on file.
- If a participant does not have an identification card at the time of the program screening, Contractor must not deny the participant entry rather assist the participant in obtaining an identification card.
- **Category [A]** are acceptable forms of government issued photo identification cards.
- If the participant does not have any of the acceptable identification cards listed in **Category [A]** they may provide one acceptable form of alternative photo identification in **Category [B]** along with one acceptable non-photo form of identification in **Category [C]** to meet the government issue identification requirement.
- A copy of a social security card is not required for the program.

## Participant Identification

<table>
<thead>
<tr>
<th>[Category A]</th>
<th>[Category B]</th>
<th>[Category C]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government issued photo Identification Card (ID)</td>
<td>Alternative Forms of acceptable photo identification Card (ID)</td>
<td>Alternative Forms of acceptable non-photo identification</td>
</tr>
<tr>
<td>- State-issued DMV ID</td>
<td>- Student ID</td>
<td>- Birth certificate</td>
</tr>
<tr>
<td>- State-issued DMV Driver's license</td>
<td>- Shelter ID (Clarity)</td>
<td>- Utility Bill</td>
</tr>
<tr>
<td>- Passport/ Passport Card</td>
<td>- Employment ID</td>
<td>- Lease/ rental contract</td>
</tr>
<tr>
<td>- US Military ID</td>
<td>- Bank/ Debit/ Credit Card</td>
<td>- School Records</td>
</tr>
<tr>
<td>- Immigration Services (USCIS) ID</td>
<td>- Transportation Card (METRO)</td>
<td>- Medical / Dental insurance card</td>
</tr>
<tr>
<td>- Visa issued by department of state</td>
<td>- Library Card</td>
<td>- Debit/ bank card</td>
</tr>
<tr>
<td>- Government issued ID</td>
<td>- Gym Membership Card</td>
<td>- Credit card</td>
</tr>
<tr>
<td>- Birth certificate</td>
<td>- Warehouse Membership Card</td>
<td>- Legal records/ court documentation</td>
</tr>
<tr>
<td>- Student ID</td>
<td>- American Automobile Association (AAA) card</td>
<td>- Tax Identification Number/ Paperwork (TIN)</td>
</tr>
<tr>
<td>- Shelter ID (Clarity)</td>
<td>- American Association of Retired Persons (AARP)</td>
<td>- Social Security card</td>
</tr>
<tr>
<td>- Employment ID</td>
<td></td>
<td>- American Automobile Association (AAA) card</td>
</tr>
<tr>
<td>- Bank/ Debit/ Credit Card</td>
<td></td>
<td>- American Association of Retired Persons (AARP)</td>
</tr>
<tr>
<td>- Transportation Card (METRO)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>APPENDIX II. Additional Service Requirements for National Guard Armory Site(s)</strong></td>
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<tr>
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</tr>
</tbody>
</table>
| **Site Visits** | Contractors operating out of National Guard Armories must assign staff to attend a site visit with the National Guards and LAHSA’s Winter Shelter Coordinator at the beginning and at the end of Winter Shelter season. The purpose of this visit is to inspect the general condition of the building and note any items that may need to be repaired. Prior to the first site visit of the season, Contractor should submit a fire and safety plan that identifies:  
  • Location of all exits, path of travel to exits, and specifications of all exit and exit aisle widths  
  • Location and layout of all sleeping materials including aisle widths  
  • Location of Fire Extinguishers  
  • Location(s) of exterior tents, fencing, designated smoking areas, and generators |
| **Operational** | Contractor will only be allowed to access the National Guard Armory between the hours of **5:00 p.m. to 7:00 a.m.** Contractor is prohibited to access the Armory (without prior authorizations) beyond the times specified (this includes time it may take to setup and dismantle a program). |
| **Alternative Location** | • The National Guard hosts several drill days throughout the Winter shelter season. During these days, the Armory will be unavailable one (1) day before and one (1) day after the dates specified as drill date(s). Contractor must secure an alternative location to resume shelter operations during these dates.  
  • Additionally, the National Guard reserves the right to request to use an active armory during declared States of Emergencies (i.e. Wildfires, Civil unrest). Should the National Guard request to use an Armory during a State of Emergency, the Contractor will have up to 24 hours to secure an alternative location to resume shelter services. |
| **Security** | Contractors must hire a qualified licensed security staff that will secure the interior perimeter of the facility while the shelter is open. Contractor must also provide the name and important points of contact to LAHSA’s Winter Shelter Coordinator ten (10) days prior to the start of the Winter Shelter Program.  
  **Required Guard Certification and Licenses**  
  • All guards must possess the following certificates and licenses:  
    • California Guard Registration Card  
    • First Aid Certificate  
    • Cardiopulmonary Resuscitation (CPR) Certificate  
    • Contractor shall maintain copies of all current certificates and licenses for guards in employee files throughout the term of guards’ employment with contractor.  
  **Contractor Responsibilities**  
  Contractor must complete the following:  
  • Provide working materials and documents. This includes but is not limited to, forms and log sheets. Contractor must supply any stationery needed for security guards.  
  • Ensure that all security guards wear uniform with name badges at all times.  
  • Ensure all security guards are on time and prompt.  
  **Guard Responsibilities**  
  General performance criteria for each guard shall include, but not be limited to:  
  • Complete an 8-hour shift between the hours of 4:00 p.m. until 11:00 p.m.  
  • Control public access to the facility and related premises during hours specified.  
  • Respond to matters of public safety.  
  • Respond promptly and appropriately to all security-related emergencies.  
  • Patrol interior perimeter of the facility to provide a visible presence to prevent and minimize fire, theft, damage, and trespassing on site.  
  • Complete rounds of assigned locations inside the armory site.  
  • Maintain log of all security violations and report occurrences.  
  • Prepare and submit written reports as directed. |
- Notify the onsite winter shelter manager and/or any appropriate law enforcement agencies immediately should any incidents occur.

### Janitorial

Contractors must hire a licensed janitorial vendor that will clean the facility daily. Contractor must submit the name of janitorial vendor and important points of contact to LAHSA’s Winter Shelter Coordinator ten (10) days prior to the start of the Winter Shelter Program.

### Contractors Responsibilities

- Contractor shall provide qualified, trained and certified janitorial staff at all specified facilities listed.
- Contractor shall be responsible for providing janitorial staff with their own cleaning equipment (i.e. broom, mop and mopping bucket) and supplies (sponges, cleansers, paper towels etc.)
- Contractor shall ensure all janitorial staff are on time and prompt.

### Contractors Janitorial Trainings

Contractor shall provide qualified, trained and certified janitorial staff at all specified facilities listed.

- Blood Borne Pathogens
- Hazard Communication
- Personal Protective Equipment (PPE)
- Sweep & Mop

### Contractor’s Janitorial Duties

General performance criteria shall include but not be limited to providing janitorial service(s), as follows:

- Contractor will work collaboratively with LAHSA-funded Winter Shelter operator, a community-based organization designated to provide program oversight and supportive services.
- Contractor will provide janitorial services sufficient to maintain the interior in a clean and well-maintained condition to eliminate all visible dirt, litter, grime, stains etc. to the greatest practical degree possible, by performing at least the following:
  - Empty and clean all trash containers and dispose of all trash and rubbish.
  - Clean and maintain in a sanitary and odor-free condition all floors, basins toilet bowls, and urinals.
  - Furnish and replenish all latrine toilet supplies (including soap, towels, seat covers, toilet tissue, and sanitary napkins). Furnish and replenish paper towel supply in all areas of the leased space.
  - Sweep or dust mop all hard surface floors or carpeted areas, including stairways and halls. Offices with hard surface floors in the public lobby area shall be damp-mopped daily
  - Wash latrine mirrors remove finger marks and smudges from all glass entrance doors.
  - Specifically check and remove spots and/or spills from the floors, carpets, or stairways as needed, but not less frequently than the end of each occupancy period.
  - Provide a daily report after every shift.

- Following the last day of use, PREMISES shall be deep cleaned, which includes the following:
  - The gymnasium shall be waxed and buffed to a high shine
  - The gymnasium shall be waxed to a high shine
  - The bathrooms shall be steam cleaned and disinfected to the highest degree removing stains, mold, and other discoloration and buildup of grout in showers and tiled areas
  - If kitchen is used in any way, wipe down and disinfect kitchen area to include cleaning of all stainless-steel counters and appliances
  - Detailed Vacuum along edges
  - Clean baseboards
  - Clean Air Conditioning Vents
- High and Low Dusting
- Clean Windows and Sills
- Sweep and Mop Floors
- Wipe down all counter tops
- Sweep and mop all floors
- Clean & sanitize toilets
- Clean & sanitize sinks and counter tops
- Clean sectional stall walls and doors as dust and/or prints appear
- Clean sectional stall walls and doors as dust and/or prints appear
- Clean paper towel, toilet paper, & soap dispensers (Small rolls of paper towels should be removed and replaced, the small roll should be taken and placed in the lower left shelf in the Depot.
- Clean wall under paper towel & soap dispensers