Meeting of the Los Angeles Continuum of Care Coordinating Council
Wednesday, April 12, 2017
1:00 pm – 4:00 pm *(extended Time)*
Los Angeles Homeless Services Authority – Conference Room 1 & 2 (5th Floor)
811 Wilshire Boulevard, Los Angeles, CA 90017

**Agenda**

I. Welcome & Roll-Call  
   Veronica Lewis

II. Approval of Coordinating Council Minutes  
   Coordinating Council  
   a. Minutes of the Coordinating Council Meeting dated Monday, February 6, 2017  
   b. Minutes of the Coordinating Council Meeting dated Wednesday, March 8, 2017

III. Programs Department Updates  
   a. 2017 LA Continuum of Care Reallocation Discussion and Process  
      Ian Costello  
   b. 2017 LA Continuum of Care Program Performance Evaluation Process and Methodology  
      Joshua Decell

IV. Continuum of Care Governance Transition Update  
   Sarah Mahin

V. Overview of Request for Statement of Qualifications (RFSQ) Process  
   Dan Fisher

VI. Update on Housing and Urban Development Department Policies  
   a. Education to the Continuum about Housing and Urban Development Department Notices  
   Maggie Potthoff

VII. Update on 2017 Greater Los Angeles Homeless Count  
     JuHyun Sakota

VIII. Discuss Agenda Items for Next Meeting  
      Veronica Lewis

IX. Adjournment

**Supporting Documents**

1. Meeting Agenda of the Los Angeles Continuum of Care Coordinating Council  
2. Meeting Minutes of the Coordinating Council dated Monday, February 6, 2017  
3. Meeting Minutes of the Coordinating Council dated Wednesday, March 8, 2017  
4. Monthly Update on Homeless Management Information System (HMIS) Migration  
5. Homeless Management Information System (HMIS) Migration Monthly Update Presentation  
6. Los Angeles CoC Board Election Packet  
7. Request for Statement of Qualifications (RFSQ) Presentation  
8. The Los Angeles CoC Request for Statement Qualifications for Homeless Housing and Supportive Services  
9. Communication of Federal Notices Presentation  
10. 2017 Homeless Count Update Presentation
Meeting of the Los Angeles Continuum of Care Coordinating Council  
Wednesday, March 8, 2017  
2:00 pm – 4:00 pm  
Los Angeles Homeless Services Authority – Conference Room 1 & 2 (5th Floor)  
811 Wilshire Boulevard, Los Angeles, CA 90017  

Meeting Minutes

Attendance  
Los Angeles Coordinating Council Members:  
- SPA 1- Antelope Valley:  
- SPA 2- San Fernando Valley:  
- SPA 3- San Gabriel Valley:  
- SPA 4- Hollywood: Antquan Washington  
- SPA 4- Skid Row: Herb Smith  
- SPA 4- ELA/Boyle Heights:  
- SPA 5- West Los Angeles:  
- SPA 6- South Los Angeles: Veronica Lewis  
- SPA 7- East LA County:  
- SPA 8- South Bay/Harbor: Tahia Hayslet  

LAHSA Staff: JuHyun Sakota, Ian Costello, Sarah Mahin, Jonathan Hans, Joshua Decell  

I. Welcome & Roll-Call  
   a. Quorum not established.  

II. Approval of Coordinating Council Minutes  
      • No action taken due to lack of quorum.  

III. Update on the 2017 Greater Los Angeles Homeless Count  
   a. Demographic Survey Updates  
      Jonathan Hans  
      LAHSA staff provided an update on the Demographic Survey component of the 2017 Greater Los Angeles Homeless Count. USC Surveyors, LAHSA Emergency Response Team, and LAHSA Regional Coordinators and Family Solutions Center have been trained by LAHSA to conduct surveys in the community. The groups will continue surveying through the week of March 17. There is a HUD deadline of May 1st, surveys will wrap up a week or two before the May deadline. Staff plan to continue expanding capacity to conduct surveys both during the day and at night for the final week. USC has begun processing the data to remain on schedule.  
      • Discussion:  
         Staff identified the late start of demographic surveying due to contracting issues, as well as increased mobility and decreased responsiveness of the homeless population as challenges to collecting demographic surveys.
b. Shelter Count Update

JuHyun Sakota

LAHSA staff provided an update on the Shelter Count component of the 2017 Greater Los Angeles Homeless Count. To supplement missing data for this year, LAHSA staff will use agency data from the year prior, assuming the operation has stayed the same and the agency has not closed. Data will be compiled and sent to USC for analysis the week of March 13th. LAHSA plans to bring list of HMIS and non-HMIS shelters back to SPA leadership towards the end of March. To date, less than 20 HMIS providers did not participate in the Shelter Count. This accounts for about 1,300 beds or 5%. LAHSA staff stated that this number is expected to decrease as the Shelter Count submission deadline closes.

- Discussion:
  Council said many providers refused to participate because the time frame to respond is too short. Council suggested LAHSA have an earlier engagement time frame and broaden the scope of outreach for next year. Council suggested that LAHSA have a better understanding of participating stakeholders both at the SPA and County level. Council asked if the missing data from the non-participatory agencies is statistically significant. LAHSA staff responded that using data from last year’s Shelter Count is acceptable to HUD and has been done in the past. Council would like to have a discussion at next month’s meeting regarding bed/data overlap for CES programs.

c. Communications Update

LAHSA staff provided an outline of the Homeless Count communications timeline. May 1st is the deadline for data submission to HUD. Community level release of the data will occur in late May. LAHSA Policy and Planning staff are working with Program’s Data and Research team to develop different avenues for the community release of data. In the past, it has been done at Commission or as a community debriefing. LAHSA staff want to ensure that the Homeless Count Advisory Board, the City and the County are all on message.

- Discussion:
  Council stated that last year was a missed opportunity to share the number of people housed. Council recommended that this year there needs to be an increased focus on sound bites and talking points for the community relative to the progress that has been made.

IV. Programs Department Updates

a. HMIS Migration Monthly Update

Josh Decell

Staff provided an update on the HMIS migration from Adsystech HMIS to Bitfocus Clarity. Staff stated that the report given today was also presented to Commission in February. LAHSA staff plan to compile a report in the coming weeks and present to Commission in late March. Currently in the initial set-up phase of the migration. LAHSA staff shared that all data elements have been sent to BitFocus for review and data clean-ups are complete. In the month ahead, LAHSA staff will work to finalize CES and general workflows in Clarity, finalize data for Adsystech HMIS cut-off, data clean-up through internal analysis and with community assistance, finalize access roles and levels, analyze Clarity’s data structure to re-create report requirement documents for prioritized compliance and CES reports, analyze Clarity’s data structure to re-create infrastructures for dashboard linkages, establish training formats and structure, and review training site active login and HMIS active users for unifying login credentials. LAHSA is still working to determine the exact dates of the “black out period.”

- Discussion:
  Council asked if due to the nuances of subcontracted agencies, is there going to be a more seamless function for lead agencies to connect with subcontractors in the system. LAHSA responded that it is currently weighing different options for solutions and have one they are
leading towards proposing. Council asked if there is a strategy in place to start training within the first two weeks of launching the new system. LAHSA responded that it’s planning to conduct 2-3 training sessions per day for the first 10 days. LAHSA stated that these initial training sessions are expected to train about 900 users. LAHSA stated that the online training sessions offered for the first 10 days are expected to train about 2,000 people. Currently, there are four trainers available to conduct trainings online and in person. The public asked whether custom Adsystech pages can be migrated to HMIS. LAHSA responded that currently this is not included as part of migration, however, it is willing to evaluate on a case-by-case basis. Council asked for a list of which non-LAHSA partners will be included. LAHSA is open to having conversations regarding bringing in key strategic partners who are not included in the current system. Council asked if there is any benefit to non-HMIS agencies to acquire the new software. LAHSA staff responded yes, acquiring the new software will increase the agency’s NOFA score.

- Public Comment:
  The public asked if homeless liaisons in school districts could access the new system? LAHSA staff responded yes, it is looking to expand access post migration.

b. 2017 LA CoC Program Evaluation Process and Methodology Ian Costello
LAHSA staff provided an update on progress of the 2017 LA CoC Program Evaluation Process and Methodology. LAHSA is continuing to engage with domestic violence provider community to get their input on evaluation and reallocation process for NOFA. To date, LAHSA staff have met with the domestic violence provider community three times. LAHSA plans to wrap-up by April so there is time for adjustments before the NOFA. Going forward, LAHSA will work to consolidate their proposals and present an analysis to Commission and Coordinating Council.

- Discussion:
  Council asked if there will be more targeted outreach to providers in the domestic violence community. Council suggested that LASHA form work groups to create more opportunities for domestic violence provider agencies to provide feedback outside of the small component meetings that are currently being convened by LAHSA.

V. Update on the Los Angeles Regional Homelessness Advisory Council & Continuum of Care Board Sarah Mahin
Staff provided an update on the Los Angeles Regional Homelessness Advisory Council (RHAC) and Continuum of Care Board. LAHSA has asked the Nominating Committee within the RHAC to make nomination recommendations. The ongoing nominating process will create bylaws which will define ongoing nominating process. The ongoing nominating process will be open to community involvement. LAHSA will provide outreach to nominees. HUD TA is monitoring process to ensure it is compliant with HEARTH Act. At the next meeting of the RHAC, the charter, bylaws and the list of nominees will be presented for approval. If approved, they will subsequently be presented to Policy and Planning Committee, and upon approval there, submitted to Commission for review and approval.

- Timeline:
  o March 28th – First meeting of the nominating committee
  o April 11th – Second meeting of the nominating committee
  o April 25th – Discuss potential nominees
  o May 9th – Finalize bylaws and nominees

- Discussion
  Council asked if the Nominating Committee has the sole authority to seat the LA CoC Board. Council asked if it is possible to allow nomination to also occur outside of the Nominating Committee for the formation of first LA CoC Board. Council expressed concern regarding the nomination process. Council
stated that it is imperative that the nominating process for the LA CoC Board not be closed to the community at large.

VI. Discuss Agenda Items for Next Meeting

- Discussion:
  The Council would like to discuss the timeline and plan for the sunset phase of Coordinating Council. Council would like to plan the agenda for the June meeting of Coordinating Council and the LA CoC Board after the sunset of Coordinating Council. Council asked if it is possible to pass a motion to recommend that one or two members of Coordinating Council become members of the LA CoC Board to ensure continuity in the first year. Council suggested a full three-hour agenda for April meeting.

- Agenda Items:
  - Update on 2017 LA CoC Program Evaluation Process and Methodology
  - Discussion of Coordinating Council’s recommendations regarding the RHAC
  - Update on HUD policies and how LAHSA provides support to the Continuum
  - Include update on data collection for Shelter Count in next meeting’s Homeless Count Update

VII. Adjournment

  a. Quorum not established.

The meeting adjourned at 4:05pm.
Meeting Minutes

Attendance
Los Angeles Coordinating Council Members:
- SPA 1- Antelope Valley:
- SPA 2- San Fernando Valley: Kris Freed
- SPA 3-San Gabriel Valley: Jan Cicco
- SPA 4- Hollywood: Antquan Washington
- SPA 4- Skid Row: Herb Smith
- SPA 4- ELA/Boyle Heights: Andrea Marchetti
- SPA 5- West Los Angeles: Va Lecia Adams-Kellum; Christine Mirsay-Glasco (teleconference)
- SPA 6-South Los Angeles: Veronica Lewis
- SPA 7- East LA County: Steve Lytle
- SPA 8- South Bay/ Harbor: Elizabeth Eastlund

LAHSA Staff: Clementina Verjan, Josh Decell, Ian Costello, Jessica Reed

I. Welcome & Roll-Call
   Veronica Lewis

II. Approval of Coordinating Council Meeting Minutes
   Coordinating Council
   a. Minutes of the Coordinating Council Meeting dated December 14, 2016
      Motion: V. Lewis moved to approve the minutes, E. Eastlund & A. Marchetti seconded.
      Action: The motion passed by a majority.

   b. Minutes of the Coordinating Council Meeting dated January 11, 2017
      Motion: A. Washington moved to approve the minutes, A. Marchetti seconded.
      Action: Motion postponed as quorum was not established at the previous meeting. No requirement to approve minutes.

III. Update on the 2017 Greater Los Angeles Homeless Count
     Clementina Verjan
Summary: Staff provided updates on the 2017 Greater Los Angeles Homeless Count. Data was provided regarding census tract coverage and volunteer experience. It was announced that there is a step-by-step Shelter Count guide available on LAHSA’s website. A debriefing session is planned for each SPA and will take place at the local coalition meetings using the quarterly meeting process.

Discussion: None.

Motion: None.

Staff Action Items:
- Include as a standing item next Coordinating Council (Clementina)
- Send out Clementina’s HC update notes to Council (Clementina)

IV. Programs Department Updates

a. HMIS Migration Project Plan Overview

Summary: Staff presented on the HMIS migration project plan. The plan details how LAHSA will migrate current and historical client program data from Adsystech HMIS (current system) to Bitfocus Clarity (new system). Beginning in mid-March training for Adsystech HMIS will be phased out. The launch date for Bitfocus Clarity is planned for May 15, 2017. Monthly updates will be provided by the HMIS Project Team to the community through multiple forums. The report will provide the community an avenue for input and to provide support. The inclusion of domestic violence providers will be discussed on how to incorporate in the new system going forward. Staff plan to create a focus around taking down barriers to joining the new system and will work on bringing on new programs that wish to join very soon after the initial launch of Bitfocus Clarity. Bitfocus Clarity has the ability to connect to other systems. The Los Angeles Housing and Community Investment Department (HCID) should join the new system due to the fact that there is little reason for them to stay on the old system if LAHSA is no longer on it. Involvement with the Los Angeles County Department of Health Services is in the works.

Discussion: Council discussed the following: clarification regarding the extent of complications expected on launch day; development of the training curriculum; training support for people who need live assistance; include domestic violence providers into new HMIS system and what will happen to those who want to come on Bitfocus Clarity during the transition, but are not on HMIS Adsystech currently.

Motion: None.

Staff action items: Provide update on progress of HMIS migration for next Coordinating Council.

b. 2016 LA CoC Program Performance Evaluation

Summary: Staff presented on the 2016 LA CoC Program Evaluation Process and Methodology. The evaluation process for the following programs was included in the report: Permanent Supportive Housing (PSH), Rapid Re-Housing (RRH), Transitional Housing (TH), Transitional...
Housing for Youth, and Transitional Housing for Survivors of Domestic Violence. LAHSA scored 173/200 on evaluation criteria for NOFA. There is a debrief call with HUD and more information to follow next month. The NOFA is expected to be released in early spring 2017. Council will be able to engage in the NOFA process; beginning NOFA conversation earlier this year will ensure that both LAHSA and Council have input in the process. The main categories outlined need to be presented to the community at large so Council can provide feedback for the NOFA far in advance. Staff suggested one of the ways this may be accomplished is through setting up a series of web-conferences and/or teleconferences to facilitate the transfer of information from the Council to the community at large.

Discussion:
Council stated that it is unfair for agencies to lose points due to spend down, as it pertains to rapid rehousing strategies. Council asked what the time frame for the 2017 NOFA and whether or not Council is still going to be involved. Council asked whether or not Council has the ability to impact point allocation, and if yes, how much time does Council have to engage in the process. Council posed the following question to itself: How would Council like to begin engaging in the 2017 NOFA process? Council asked how it can best address HUD’s concern over serving difficult populations which have a high negative turnover rate.

Motion: None.
Staff action items:
Council will follow-up with LAHSA staff regarding feedback on the 2017 NOFA.

V. Discussion of upcoming LA CoC Quarterly Community Meetings

Summary:
Staff presented an overview of the quarterly community meetings coming up in February and March 2017. The goal is to make community meetings more accessible, as well as more coalition and community specific. LAHSA is considering hosting a bi-annual after-work community update meeting, which would allow those stakeholders and community members who are unable to attend the quarterly community meetings held during the work day to participate. Staff does not believe that it would be beneficial for LAHSA to convene its own quarterly meetings outside of LA CoC quarterly community meetings because more providers attend the quarterly community meetings. Some coalitions have already begun to do evening meetings in an effort to combat attendance issues and reduce the overall number of absent voices in the community. Internally, LAHSA is looking to incorporate other departments outside of Policy & Planning in order to create a more holistic approach to homelessness.

Discussion:
Council likes the idea of making meetings more accessible as it may help with NIMBYISM. Council said there might already be a local body in each SPA that hosts an after work community meeting; would be helpful to find out if such body exists. Council suggested that it may be helpful to use the same agenda item points on the community meeting agendas for the evening meetings in an effort to draw individuals to the evening meetings that cannot make coalition meetings. Council suggested that evening meetings be centered around how items being discussed impact attendees, as well as present solutions to their problems. Council stated that planning longer meetings (2+ hours) might lead to a situation where coalition leaders get together on their own, without the rest of the community.
Staff action items:
- Send out email reminder to SPA 6 that Homeless Count debrief is taking place at this week’s meeting (Friday, February 10, 2017) and that LAHSA is seeking their feedback.
- Notify providers that performance evaluation is coming up.

VI. Update on the LA Regional Homelessness Advisory Council (RHAC)

Summary:
Staff presented an update on the LA Regional Homelessness Advisory Council. Currently there are fifty-six confirmed nominees. The first convening of the RHAC will take place on Wednesday, February 15, 2017 from 10:00am to 12:00pm at the Los Angeles County Workforce Development, Aging and Community Service Headquarters. The agenda for the first meeting of the RHAC is to establish a committee to nominate the LA CoC Board, which will replace Coordinating Council. Coordinating Council is expected to sunset in May and the target date to seat the LA CoC Board is June 2017. The LA CoC Board Nominating Committee will be responsible for establishing by-laws for the RHAC as well as establishing a nominating process for the LA CoC Board. The nominating committee is also responsible for addressing the concern of the lack of provider input and developing guidance on provider representation.

Discussion:
Council stated that broadly there has been much confusion over whether or not the RHAC is a governing board in the community and that there is a need to develop more succinct messaging. Council asked if there is any guidance in place in terms of the amount of service provider participation there can be on the LA CoC Board. Council asked if there will be guidance given to the RHAC regarding service provider representation on Board. Council asked for more clarity regarding what the sunset of Coordinating Council will look like. Council agrees that the Board has good representation, however it doesn’t meet very often.

Staff Action Items:
- Relative to the discussion regarding whether or not the nominating committee should be given guidance about representation and leadership: Provide a report for next meeting
- Provide list of 56 nominees and contact info by Friday, February 10, 2017.

VII. Discuss Agenda Items for Next Meeting-March 8th

Veronica Lewis
The items for the next meeting would be decided over e-mail.

VIII. Adjournment

Coordinating Council
Motion: Veronica Lewis moved to adjourn. Andrea Marchetti & Steve Lytle seconded.
Action: Motion passed unanimously.

The meeting adjourned at 4:02 PM.
Meeting Minutes

I. Welcome & Roll-Call
   a. Quorum not established.

II. Approval of Coordinating Council Minutes
       • No action taken due to lack of quorum.

III. Update on the 2017 Greater Los Angeles Homeless Count
    a. Demographic Survey Updates
       LAHSA staff provided an update on the Demographic Survey component of the 2017 Greater Los Angeles Homeless Count. USC Surveyors, LAHSA Emergency Response Team, and LAHSA Regional Coordinators and Family Solutions Center have been trained by LAHSA to conduct surveys in the community. The groups will continue surveying through the week of March 17. There is a HUD deadline of May 1st, surveys will wrap up a week or two before the May deadline. Staff plan to continue expanding capacity to conduct surveys both during the day and at night for the final week. USC has begun processing the data to remain on schedule.

       • Discussion:
          Staff identified the late start of demographic surveying due to contracting issues, as well as increased mobility and decreased responsiveness of the homeless population as challenges to collecting demographic surveys.
b. Shelter Count Update

LAHSA staff provided an update on the Shelter Count component of the 2017 Greater Los Angeles Homeless Count. To supplement missing data for this year, LAHSA staff will use agency data from the year prior, assuming the operation has stayed the same and the agency has not closed. Data will be compiled and sent to USC for analysis the week of March 13th. LAHSA plans to bring list of HMIS and non-HMIS shelters back to SPA leadership towards the end of March. To date, less than 20 HMIS providers did not participate in the Shelter Count. This accounts for about 1,300 beds or 5%. LAHSA staff stated that this number is expected to decrease as the Shelter Count submission deadline closes.

- Discussion:
  Council said many providers refused to participate because the time frame to respond is too short. Council suggested LAHSA have an earlier engagement time frame and broaden the scope of outreach for next year. Council suggested that LAHSA have a better understanding of participating stakeholders both at the SPA and County level. Council asked if the missing data from the non-participatory agencies is statistically significant. LAHSA staff responded that using data from last year’s Shelter Count is acceptable to HUD and has been done in the past. Council would like to have a discussion at next month’s meeting regarding bed/data overlap for CES programs.

c. Communications Update

LAHSA staff provided an outline of the Homeless Count communications timeline. May 1st is the deadline for data submission to HUD. Community level release of the data will occur in late May. LAHSA Policy and Planning staff are working with Program’s Data and Research team to develop different avenues for the community release of data. In the past, it has been done at Commission or as a community debriefing. LAHSA staff want to ensure that the Homeless Count Advisory Board, the City and the County are all on message.

- Discussion:
  Council stated that last year was a missed opportunity to share the number of people housed. Council recommended that this year there needs to be an increased focus on sound bites and talking points for the community relative to the progress that has been made.

IV. Programs Department Updates

a. HMIS Migration Monthly Update

Staff provided an update on the HMIS migration from Adsystech HMIS to Bitfocus Clarity. Staff stated that the report given today was also presented to Commission in February. LAHSA staff plan to compile a report in the coming weeks and present to Commission in late March. Currently in the initial set-up phase of the migration. LAHSA staff shared that all data elements have been sent to BitFocus for review and data clean-ups are complete. In the month ahead, LAHSA staff will work to finalize CES and general workflows in Clarity, finalize data for Adsystech HMIS cut-off, data clean-up through internal analysis and with community assistance, finalize access roles and levels, analyze Clarity’s data structure to re-create report requirement documents for prioritized compliance and CES reports, analyze Clarity’s data structure to re-create infrastructures for dashboard linkages, establish training formats and structure, and review training site active login and HMIS active users for unifying login credentials. LAHSA is still working to determine the exact dates of the “black out period.”

- Discussion:
  Council asked if due to the nuances of subcontracted agencies, is there going to be a more seamless function for lead agencies to connect with subcontractors in the system. LAHSA responded that it is currently weighing different options for solutions and have one they are
leading towards proposing. Council asked if there is a strategy in place to start training within the first two weeks of launching the new system. LAHSA responded that it’s planning to conduct 2-3 training sessions per day for the first 10 days. LAHSA stated that these initial training sessions are expected to train about 900 users. LAHSA stated that the online training sessions offered for the first 10 days are expected to train about 2,000 people. Currently, there are four trainers available to conduct trainings online and in person. The public asked whether custom Adsystech pages can be migrated to HMIS. LAHSA responded that currently this is not included as part of migration, however, it is willing to evaluate on a case-by-case basis. Council asked for a list of which non-LAHSA partners will be included. LAHSA is open to having conversations regarding bringing in key strategic partners who are not included in the current system. Council asked if there is any benefit to non-HMIS agencies to acquire the new software. LAHSA staff responded yes, acquiring the new software will increase the agency’s NOFA score.

- Public Comment:
The public asked if homeless liaisons in school districts could access the new system? LAHSA staff responded yes, it is looking to expand access post migration.

b. 2017 LA CoC Program Evaluation Process and Methodology  
Ian Costello
LAHSA staff provided an update on progress of the 2017 LA CoC Program Evaluation Process and Methodology. LAHSA is continuing to engage with domestic violence provider community to get their input on evaluation and reallocation process for NOFA. To date, LAHSA staff have met with the domestic violence provider community three times. LAHSA plans to wrap-up by April so there is time for adjustments before the NOFA. Going forward, LAHSA will work to consolidate their proposals and present an analysis to Commission and Coordinating Council.

- Discussion:
Council asked if there will be more targeted outreach to providers in the domestic violence community. Council suggested that LAHSA form work groups to create more opportunities for domestic violence provider agencies to provide feedback outside of the small component meetings that are currently being convened by LAHSA.

V. Update on the Los Angeles Regional Homelessness Advisory Council & Continuum of Care Board  
Sarah Mahin
Staff provided an update on the Los Angeles Regional Homelessness Advisory Council (RHAC) and Continuum of Care Board. LAHSA has asked the Nominating Committee within the RHAC to make nomination recommendations. The ongoing nominating process will create bylaws which will define ongoing nominating process. The ongoing nominating process will be open to community involvement. LAHSA will provide outreach to nominees. HUD TA is monitoring process to ensure it is compliant with HEARTH Act. At the next meeting of the RHAC, the charter, bylaws and the list of nominees will be presented for approval. If approved, they will subsequently be presented to Policy and Planning Committee, and upon approval there, submitted to Commission for review and approval.

- Timeline:
  o March 28th – First meeting of the nominating committee
  o April 11th – Second meeting of the nominating committee
  o April 25th – Discuss potential nominees
  o May 9th – Finalize bylaws and nominees

- Discussion
Council asked if the Nominating Committee has the sole authority to seat the LA CoC Board. Council asked if it is possible to allow nomination to also occur outside of the Nominating Committee for the formation of first LA CoC Board. Council expressed concern regarding the nomination process. Council
stated that it is imperative that the nominating process for the LA CoC Board not be closed to the community at large.

VI. Discuss Agenda Items for Next Meeting

Discussion:
The Council would like to discuss the timeline and plan for the sunset phase of Coordinating Council. Council would like to plan the agenda for the June meeting of Coordinating Council and the LA CoC Board after the sunset of Coordinating Council. Council asked if it is possible to pass a motion to recommend that one or two members of Coordinating Council become members of the LA CoC Board to ensure continuity in the first year. Council suggested a full three-hour agenda for April meeting.

Agenda Items:
- Update on 2017 LA CoC Program Evaluation Process and Methodology
- Discussion of Coordinating Council’s recommendations regarding the RHAC
- Update on HUD policies and how LAHSA provides support to the Continuum
- Include update on data collection for Shelter Count in next meeting’s Homeless Count Update

VII. Adjournment

a. Quorum not established.

The meeting adjourned at 4:05pm.
DATE: April 12, 2017  
TO: Coordinating Council  
FROM: Pada Lee, Project Manager; Josh Decell, Associate Director, Data Integration  
CC: Peter Lynn, Executive Director; Chris Callandrillo, Director of Programs  
SUBJECT: Monthly Update on Homeless Management Information System (HMIS) Migration

Purpose
This progress report provides a status update for the Homeless Management Information System (HMIS) Migration Project that the Los Angeles Homeless Services Authority (LAHSA) is overseeing on behalf of the Los Angeles (LA), Glendale and Pasadena Continuums of Care (CoCs). The details of this monthly report are summarized below in five broad categories:

- **Overall Project Updates**

- **HMIS Governance and Community Input**: Items relating to engagement, input, and feedback from the service provider community, governing bodies, and other system partners, as well as general status updates.

- **Data Migration**: Items relating to data analysis, data cleanup, data conversions, and system configuration to ensure data is migrated completely and accurately and users find the system easy to use and reflective of programmatic workflows.

- **HMIS Reports**: Items relating to re-building custom reports in the new system and re-mapping dashboard linkages that are currently aligned with Adsystech HMIS and its data structures.

- **User Training**: Items relating to revision of training materials, as well as scheduling and logistics to train all users in the new software.

Background
In May 2016, LAHSA released a Request for Proposals (RFP) to solicit applicants to serve as the LA CoC HMIS software provider. In September 2016, following a community-driven scoring and evaluation process, the LAHSA Commission approved the community recommendation to contract with BitFocus to use their product, Clarity Human Services, as the LA CoC HMIS. Subsequent to that decision, the Glendale and Pasadena CoCs approved decisions to move with LAHSA to the same HMIS software provider. The resulting HMIS Migration Project encompasses the LA community’s efforts to create the most effective data collection and reporting system for the community of homeless assistance service providers.

This current month’s updates are detailed in the charts that follow.
### Project Updates as of 03/24/2017

<table>
<thead>
<tr>
<th>Overall Project Updates</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Targeted Launch Date</strong></td>
<td>LAHSA is targeting to “go-live” with Clarity by 5/15, with user trainings beginning by 5/1. All users trained by 5/12 will have access to Clarity by 5/15. The trainings will be extended to 5/19 to ensure that all users have access to the system upon launch.</td>
</tr>
<tr>
<td><strong>Migration Site Launched</strong></td>
<td>LAHSA officially launched a central site for all HMIS Migration-related news and materials on 3/20. You can visit the website at: <a href="https://www.lahsa.org/hmis/migration">https://www.lahsa.org/hmis/migration</a></td>
</tr>
<tr>
<td><strong>SPA Lead and Agency Preparation Check List Available</strong></td>
<td>LAHSA has created a check list to help prepare the community for the migration. Using this tool, the community can coordinate and track their progress in preparing within their own organizations.</td>
</tr>
<tr>
<td><strong>Working with the Glendale and Pasadena CoC HMIS Leads</strong></td>
<td>The three CoC HMIS Leads have reviewed the HMIS policies and procedures and have drafted a first set of revisions. The draft adjusted language and references to the LA/OC HMIS Collaborative and Adsystech HMIS. This first draft will continue to be reviewed in the coming month by the Leads for any additional changes.</td>
</tr>
</tbody>
</table>

### HMIS Governance and Community Input (Status: On Schedule)

<table>
<thead>
<tr>
<th>Workflow Demonstration with the Community (On Schedule)</th>
<th>• LAHSA, with assistance from United Way, will convene a demonstration of the proposed user-end workflow within Clarity on March 3/30.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Eligibility Information (On Schedule)</td>
<td>• LAHSA will be phasing in program eligibility criteria into Clarity. The team has begun gathering criteria for LAHSA-funded programs and Permanent Supportive Housing programs and will be expanding to other programs post May implementation with input from the community.</td>
</tr>
</tbody>
</table>
### Finalizing Varying Levels of Access (On Schedule)

- LAHSA has finalized the mapping of varying levels of access. All access levels have been standardized across the system, ensuring that basic users have access to all the background and data they need to serve the homeless clients.

### Data Migration (Status: On Schedule)

| Data Elements Analysis and Cleanup (On Schedule / Delayed) | LAHSA and BitFocus have completed the first round of review and testing of all HUD standard data and targets to perform a second round of review with a test migration by 3/27/2017. |
| Options | LAHSA has created a corresponding data quality plan to work with the community on cleaning up data in preparation for the cutover from Adsystech HMIS. |
| Options | Over the next month, LAHSA will continue to work with Bitfocus to analyze the 700+ custom data that were sent and create a data migration map. Through these efforts, the project team will establish a cut-off date for Adsystech HMIS and the corresponding blackout time between systems. |

### Near-Final Unified Workflow Designed (On Schedule)

- LAHSA HMIS Team created a unified user-end workflow in Clarity that aligns with how clients actually move through our CES across populations.
- The project team has met with System Team and community members to gather feedback on the proposed workflow. The workflow is streamlined and simplified so that much of the basic navigation concepts apply across different types of users.
- This workflow will be presented at the demonstration meeting with the community on 3/30/2017 for final tweaks.

### Program Configuration Templates Completed

- LAHSA HMIS Team created standard templates for program configuration in Clarity, which are used to create programs in the system for the migration. Using these templates, 1,200+ programs’ information will be migrated and mapped to the new system by next month.
## HMIS Reports (Status: Delayed)

| Re-development of Reports in Progress (Delayed) | LAHSA HMIS Team has identified and prioritized the most-used and mission-critical custom reports in the current HMIS for re-development in Clarity.  
Technical Specifications are being drafted with continued focus on compliance and CES reports to ensure that both LAHSA and our community continue to meet contractual obligations and the immediate needs of persons experiencing homelessness.  
In the next month, development work will begin using these specifications for delivery by 6/1. |
|---|---|
| Existing Clarity Standard Reports and Ad-hoc Reporting (On Schedule) | LAHSA has projected at least one (1) admin-level user per organization who will have access to ad-hoc reporting, which is easier to use for in-depth analysis and complements the pre-packaged Clarity reports and custom reports LAHSA is re-developing.  
LAHSA has asked each agency to identify the admin-level user in preparation for the May implementation. |
| Re-development Plan and Timeline for Dashboard Linkages Complete (On Schedule) | LAHSA has created a timeline and identified sub-teams that will re-create the linkages to all public facing dashboards. All dashboards will be updated prior to the cutover from Adsystech HMIS and updated again in June once linkages are re-created and tested in the new system. |

## User Training (Status: On Schedule)

| Targeted HMIS Training Courses Outlined (On Schedule) | LAHSA HMIS Team has created and outlined the training courses for the May re-training. Using this outline, the HMIS Team is drafting materials for targeted trainings. |
Three (3) tracks have been identified to target different user audiences that require differing levels of emphasis on certain sections and customized scenarios and examples, while still following the proposed unified workflow mentioned above.

**Streamline Access to Training Website Testing in Progress (On Schedule)**

- LAHSA has completed merging the training website login credentials with the main LAHSA site (MyOrg) on 3/22 to reduce the confusion that comes with managing multiple user accounts and passwords.
- The merged site is being tested and is projected to be online with the final training schedules in on 4/3. All active training site login credentials that match will be migrated over and others will be contacted to create a login in the LAHSA main site.
- All users will be able to start registering for scheduled trainings on 4/3.

**Internal and Lead Trainings Coming in April**

- LAHSA HMIS Team will begin training for internal teams and SPA Leads in mid-April.
- The training will give the LAHSA team and leads an opportunity to learn the system ahead of their user community to address basic questions about key features and provide the training team valuable feedback on their delivery of the trainings.

Please contact Pada Lee at plee@lahsa.org for any further information.

**Attachments**

- HMIS Migration Monthly Update (Presentation)
HMIS Migration Monthly Update

Prepared for Los Angeles Continuum of Care Coordinating Council
April 12, 2017

Joshua Decell, Associate Director, Data Integration
Project Overview
Restating the Project Objectives

- Establish a strong feedback loop with internal and external stakeholders to configure “our” HMIS
- Thoroughly and accurately migrate current and historical client and program data from Adsystech HMIS to BitFocus Clarity
- Implement a CES workflow to align and enhance our system and conform to the policies and processes of our community

- Comprehensively re-train all current HMIS users in the LA CoC on the new HMIS application
- Update reports and dashboard linkages to align with the new data structure
Project Timeline

1/13
• ProjectKickoff Call with BitFocus
• Project Start

1/23 - 1/27
• Completed Project Plan
• Identify communication channels and groups

2/10
• All data elements sent to BitFocus for review
• Prioritized list for training/report revisions

2/10 - 3/31
• Data Cleanup for active programs and client data

Mid-March - 4/28
• Program Setup
• Access Roles Setup

5/15
• LAUNCH!

1/17 - 1/20
• System Administrators trained

2/3 - 2/10
• Initial System Workflow designed for feedback

Mid-March
• Finalized System/CES Workflows
• Proposed Adsysstech HMIS Training Cut Off
• Train-the-Trainer with BitFocus

2/13 - 4/28
• Revise training materials
• Revise data reports

5/1
• Live Demo to Community
• Training for all community users begins
Sneak Peek at Clarity Interface and Workflow

Overall HMIS Migration Status: On Schedule
Sneak Peek at Clarity Interface and Workflow

- Adsystech HMIS Login Screen

- Clarity Login Screen
Sneak Peek at Clarity Interface and Workflow

- Adsystech HMIS - Search Page
- Clarity - Search Page
Sneak Peek at Clarity Interface and Workflow

- Adsystech HMIS - Client Intake
- Clarity - Client Profile
Sneak Peek at Clarity Interface and Workflow

- Adsystech HMIS - Enrolling into Programs
- Clarity - Enrolling into Programs
Sneak Peek at Clarity Interface and Workflow

- Adsystech - HMIS Assessing Clients
- Clarity - Assessing Clients
Questions?
Request for Statement of Qualifications (RFSQ)

Prepared for Los Angeles Continuum of Care Coordinating Council

April 12, 2017

Dan Fisher
Associate Director, Operations
Objective of the RFSQ Process

1) Evaluation of an Agency’s Basic Qualifications outside of the Request for Proposals (RFP) process, including:
   A. Financial Stability
   B. Organizational Experience, Administrative & Fiscal Capacity
   C. Organizational Capacity
   D. Organizational Experience providing Supportive Services or Housing.
Benefits of the RFSQ Process

- Certifies Agencies as Qualified Bidders for LAHSA Funding Opportunities prior to RFP Release
- Allows the provision of Capacity Building and Technical Assistance to agencies who do not receive a passing grade to help them become certified.
- Reduces the RFP timeline by 4 to 6 weeks removing the evaluation of these basic criteria from the threshold process.
- Agency failures are not announced in a public meeting.
Applicable Funding Sources

Funding sources for which the RFSQ process will be utilized include:

✓ County General Funds (Initial Driver).
✓ City General Funds.
✓ City, County and State ESG funds.
✓ City CDBG funds.
✓ DPSS and DCFS funds received from the County

The RFSQ will not be used for CoC Program funds at this time.
Certain Funding sources have additional threshold requirements such as:

- Participation of Homeless Persons
- Experience in providing certain types of housing.
- Data Encryption Requirements

Agencies will need to demonstrate their ability to comply with these regulations to be certified as bidders for the associated funding sources.
Initially Certified Agencies

- All agencies who have passed a review of their Organizational Experience and Capacity and Financial Stability through the threshold evaluation process of a LAHSA RFP since July 2016 will be certified as qualified bidders for the funding sources they now receive.
RFSQ Application Process

Agencies will apply under the RFSQ solicitation by:

- Submitting their application through the My Org portal-including the completion of narrative responses and indicating the types of funding they wish to apply for in the future.
- Uploading or updating their agency Core Documents in File Share
The initial submission deadline for the RFSQ process will be May 18, 2017 at 3 PM PDT.

The RFSQ Solicitation will remain open as an ongoing process for new agencies or those wishing to update their certification for additional source of funding.
QUESTIONS?
THE LOS ANGELES CONTINUUM OF CARE

DRAFT

REQUEST FOR STATEMENT OF QUALIFICATIONS FOR HOMELESS HOUSING AND SUPPORTIVE SERVICES

Issued – April 20, 2017
Mandatory Prospers Conference April 26, 2017 – 9AM to 10AM
Initial Deadline for Application Submission – May 18, 2017 at 3PM PDT.
# Table of Contents

I. DESCRIPTION OF WORK 3  
1. LAHSA History & Background 3  
2. Purpose of the Request for Statement of Qualifications (RFSQ) Solicitation 3  
3. Eligible Applicants 4  
4. Timeline for Evaluation of the Statement of Qualifications 4  
5. Evaluation of the Statement of Qualifications 5  
6. Application Process 6  
7. Potential Funding Sources 7  
8. Financial Stability 9  
9. Organizational Experience, Administrative and Fiscal Capacity 10  
10. Organizational Capacity 12  
11. Organizational Experience providing Supportive Services / Housing 12  
12. Qualification Approval Process 17  
13. Due Diligence and Regulatory Compliance 17  
14. Addenda/Clarifications 17  
15. Appeals 18  

VI. PROPOSAL CONDITIONS AND RESERVATIONS 18  

VII. CONTRACT CONDITIONS 22  

EXHIBIT I: LIST OF INITIALLY CERTIFIED AGENCIES 26  

EXHIBIT II: CITY AND COUNTY OF LOS ANGELES HOMELESS STRATEGIES 26  

II. Glossary of Terms 27
I. DESCRIPTION OF WORK

1. LAHSA History & Background
   In December of 1993, the Los Angeles County Board of Supervisors and the Los Angeles Mayor and City Council created the Los Angeles Homeless Services Authority (LAHSA) as an independent, Joint Powers Authority. LAHSA’s primary role is to coordinate the effective and efficient utilization of Federal and local funding in providing services to homeless people throughout Los Angeles City and County.

   LAHSA is the lead agency in the Los Angeles Continuum of Care, which is the regional planning body that coordinates housing and services for homeless families and individuals in Los Angeles County. LAHSA coordinates and manages Federal, State, County and City funds for programs that provide shelter, housing and services to homeless persons in Los Angeles City and County.

   On February 9, 2016, the Los Angeles County Board of Supervisors and the Los Angeles City Council approved a historic set of coordinated strategies to combat homelessness. In response to the attendant increase in resources directed to our homeless services delivery system, LAHSA intends to streamline and evolve the process by which it procures homeless services, and in doing so strengthen our service providers’ capacity to serve their clients and expand their reach.

2. Purpose of the Request for Statement of Qualifications (RFSQ) Solicitation
   The Los Angeles Homeless Services Authority (LAHSA) is seeking to certify nonprofit (IRS 501 (c) 3), social services agencies as qualified bidders to apply for funding opportunities to provide housing and supportive services for homeless persons throughout the City and County of Los Angeles. Certification as a qualified bidder for LAHSA funding opportunities through the RFSQ process is not a guarantee of funding and no funding will be awarded through the RFSQ process. The overarching objectives of this RFSQ solicitation are to provide a clear understanding of the established thresholds that must be achieved by applicants in the three areas of experience and capacity described below, and the required documentation, criteria and methodology that will be used to evaluate an applicant’s achievement of those thresholds.

   Through this open Request for Statement of Qualifications solicitation LAHSA will evaluate if agency applicants possess established threshold levels of 1) Organizational Capacity and Experience, 2) Financial Stability, and 3) experience in providing supportive services and/or housing to homeless persons. Additional organizational structure or capacity levels are required by certain types of federal, state or local funding sources, i.e., Emergency Solutions Grant (ESG) or Continuum of Care (CoC) funds. Agencies will be evaluated to their ability to manage both general, unrestricted public funds and more restrictive types of public funding as later detailed in this solicitation. Agencies will be certified by LAHSA as qualified bidders for funding opportunities based upon achieving a minimum score that demonstrates their qualifications to manage the various types of
public funding administered by LAHSA. Agencies must be certified as having the ability to manage specific sources of restrictive public funds in order to be eligible to apply for programs that are funded by that source.

Agencies who are certified as qualified bidders through the RFSQ process will be reevaluated for maintaining their certification on an annual basis. The annual reevaluation will utilize the updated financial and organizational information that is required to be reported on an annual basis and will take place after the agency has submitted this documentation after the close of their fiscal year..

Agency certification as qualified bidders will be rescinded if any of the following occur:

a) The agency closes its doors and ceases doing business.
b) The agency files for bankruptcy under Chapter 13 of the IRS Code.
c) The agency is debarred by the City, County, State or Federal Government.
d) The agency receives significant findings of a serious nature from another funding source.
e) The agency has had its funding terminated for cause by another funding source.
f) The agency is placed on probation by LAHSA.

The threshold qualification process established by this open RFSQ solicitation removes the threshold approval procedure from LAHSA’s Request for Proposals (RFP) process for the funding sources to which it applies, thus reducing the time frame for performing proposal evaluations and making funding recommendations. Additionally, the RFSQ process will allow LAHSA to provide technical assistance and capacity building support to agencies when needed.

In implementing this new process LAHSA is recommending as of the date of Commission approval that all currently funded agencies who have passed a review of their organizational capacity and financial stability through threshold evaluations conducted in Requests for Proposals (RFP) issued since July 1, 2016 be approved as certified bidders for the funding sources with which they are currently contracted. Agencies that are not currently funded by LAHSA and any funded agencies who wish to be certified for more restrictive sources of funds than they now receive must apply through the RFSQ process. An initial list of certified agencies is attached as Exhibit 1.

3. Eligible Applicants
This RFSQ is open to non-profit organizations and government agencies that will coordinate with community-based homeless systems of care to provide the housing and services outlined in this RFSQ for the benefit of homeless individuals, families, TAY and victims of domestic violence. RFSQ Timeline and Process.

4. Timeline for Evaluation of the Statement of Qualifications
The evaluation of Statements of Qualifications submitted by agencies will be completed within 30 days of their submission and notifications of evaluation results will be sent to
the agencies. Agencies who have been certified by LAHSA will be reported the Programs & Evaluation Committee of the LAHSA Commission at their next regularly scheduled meeting. The initial deadline for the RFSQ submission is May 18, 2017 by 3:00PM Pacific Daylight Time. Moving forward new RFSQ applications must be received thirty (30) prior to the release of a LAHSA funding opportunity to be certified as a qualified bidder for that opportunity.

Agencies are encouraged to plan ahead and apply for certification through the RFSQ process as early as possible they must be certified as qualified bidders by LAHSA to apply for funding opportunities.

The Statement of Qualifications application submitted must be a complete application in order to be evaluated. Submissions must include responses to all application questions and the uploading of all required agency documentation. Agencies that submit incomplete applications or who fail to upload all required agency documentation will be notified in writing of their application’s incomplete status and informed that their application will not be evaluated until the missing documentation and/or responses are provided.

5. Evaluation of the Statement of Qualifications
Each Statement of Qualifications application submitted will first be reviewed for completeness. The application responses and agency documentation submitted will then be scored per the methodology described in the following sections on Proposers Financial Stability and Organizational Capacity. A maximum of 40 points are available in the RFSQ scoring criteria. Agencies must achieve a minimum score of 30 points to be certified as a qualified bidder for LAHSA funding opportunities. Available points per section of the RFSQ are listed in the table below.

<table>
<thead>
<tr>
<th>RFSQ Section</th>
<th>Points Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial Stability</td>
<td>10</td>
</tr>
<tr>
<td>Organizational Experience, Administrative and Fiscal Capacity (Documentation of Capacity and Experience)</td>
<td>5</td>
</tr>
<tr>
<td>Organizational Capacity</td>
<td>10</td>
</tr>
<tr>
<td>Organizational Experience providing Supportive Services / Housing</td>
<td>15</td>
</tr>
<tr>
<td>Total Available Points</td>
<td>40</td>
</tr>
</tbody>
</table>

Agencies that are unable to achieve the minimum score required to demonstrate that they possess the established levels of capacity and experience through the RFSQ process will not qualified to bid. LAHSA will notify agencies of their RFSQ evaluation failure in writing including a description of the areas that were found to be deficient and will offer to provide a debriefing that focuses on the improvements needed for the agency to be approved through the RFSQ evaluation and certification process.

Los Angeles Homeless Services Authority – Request for Statement of Qualifications
6. Application Process

   a) Application Submission

FileShare

Prior to submitting an application, applicants are required to have an active FileShare account. If your organization does not have an active FileShare account, please complete the Account Request Form available online at:
http://www.lahsa.org/fileshare.

MyOrg

The RFSQ application will be available via the MyOrg portal on the LAHSA website. If your organization does not have an active MyOrg account, please complete the “Create Account” form available online at:
https://www.lahsa.org/myorg/user/create-account

Proposal Application

In order for a proposal to be considered complete all of the following must be completed and submitted prior to the submission deadline:

✓ MyOrg RFP Application
✓ Upload of all Required Agency Documents into FileShare

b) Qualification for Restrictive Funding Sources

Agencies must indicate the types of funding they wish to be qualified to bid for in the application and provide the required agency documentation demonstrating that they are in compliance with the regulatory requirements of that funding source.

c) Due Date

The initial deadline for submission of applications in response to this RFSQ is Thursday, May 18, 2017 by 3:00PM Pacific Daylight Time. New or updated applications will be accepted on an ongoing basis throughout the year and must be received thirty (30) days prior to the release of any LAHSA funding opportunities in order to be certified as a qualified bidder for that funding opportunity.

d) Proposers Conference

Proposers are required to attend a mandatory Proposers’ Conference to take place from 9am – 10am, Thursday, April 26, 2017 at:

Los Angeles Homeless Services Authority
811 Wilshire Blvd., 5th Floor, Conference Room 1
Los Angeles, CA 90017
**e) Questions from Proposers**

Proposers are asked to defer all questions regarding this RFP until the Proposers’ Conference. Proposers are encouraged, but not required to submit questions. You may direct your questions regarding this RFSQ to fundingopportunities@lahsa.org with the subject line, “RFSQ – Q&A”. Please be sure to include your name and title, the name of the provider you represent and the best telephone number to reach you if a LAHSA representative needs to speak with you for further clarification.

**7. Potential Funding Sources**

There are no funds available through this solicitation.

Potential funding for housing and homeless services may be made available through a Request for Proposals (RFP), a Request for Bid (RFB), or through a sole source contract from one or more of the following funding sources: General Funds from the City or County of Los Angeles, or the State of California, HUD Emergency Solutions Grant (ESG) or Community Development Block Grant (CDBG) funding provided through the City or County of Los Angeles, or State of California, and Health & Human Services funding provided through the Los Angeles County Department of Children and Family Services (DCFS) and the Los Angeles County Department of Public Social Service (DPSS). Please note that this RFSQ process will not apply to HUD Continuum of Care (CoC) funds.

**a) Restrictive Regulatory Requirements for HUD Funds**

HUD ESG funding mandates that agencies receiving these funds are required to have specific organizational structure requirements that ensure the participation of homeless persons in policy making decision and program operations.

Agencies who wish to be qualified to bid for ESG funded programs must clearly demonstrate their compliance with the following regulations through agency documentation submitted in the RFSQ process.

**HUD – Emergency Solutions Grant (ESG)**

**Regulations on Homeless Participation**

§24.CFR.576.405 Homeless participation.

(a) Unless the recipient is a State, the recipient must provide for the participation of not less than one homeless individual or formerly homeless individual on the board of directors or other equivalent policy-making entity of the recipient, to the extent that the entity considers and makes policies and decisions regarding any facilities, services, or other assistance that receive funding under Emergency Solutions Grant (ESG).

(b) If the recipient is unable to meet requirement under paragraph (a), it must instead develop and implement a plan to consult with homeless or formerly homeless individuals in considering and making policies and decisions regarding any facilities, services, or other assistance that receive funding under Emergency
Solutions Grant (ESG). The plan must be included in the annual action plan required under 24 CFR 91.220.

(c) To the maximum extent practicable, the recipient or subrecipient must involve homeless individuals and families in constructing, renovating, maintaining, and operating facilities assisted under ESG, in providing services assisted under ESG, and in providing services for occupants of facilities assisted under ESG. This involvement may include employment or volunteer services.

The County of Los Angeles has specific data encryption requirements governing the transmission and storage of client information. Agencies who wish to be qualified to bid for Los Angeles County funded programs must clearly demonstrate their compliance with the following regulations through agency documentation submitted in the RFSQ process.

**DATA ENCRYPTION**

Contractor and Subcontractors that electronically transmit or store personal information (PI), protected health information (PHI) and/or medical information (MI) shall comply with the encryption standards set forth below. PI is defined in California Civil Code Section 1798.29(g). PHI is defined in Health Insurance Portability and Accountability Act of 1996 (HIPAA), and implementing regulations. MI is defined in California Civil Code Section 56.05(j).

A. Stored Data

Contractors’ and Subcontractors’ workstations and portable devices (e.g., mobile, wearables, tablets, thumb drives, external hard drives) require encryption (i.e. software and/or hardware) in accordance with: (a) Federal Information Processing Standard Publication (FIPS) 140-2; (b) National Institute of Standards and Technology (NIST) Special Publication 800-57 Recommendation for Key Management – Part 1: General (Revision 3); (c) NIST Special Publication 800-57 Recommendation for Key Management – Part 2: Best Practices for Key Management Organization; and (d) NIST Special Publication 800-111 Guide to Storage Encryption Technologies for End User Devices. Advanced Encryption Standard (AES) with cipher strength of 256-bit is minimally required.

B. Transmitted Data

All transmitted (e.g. network) County PI, PHI and/or MI require encryption in accordance with: (a) NIST Special Publication 800-52 Guidelines for the Selection and Use of Transport Layer Security Implementations; and (b) NIST Special Publication 800-57 Recommendation for Key Management – Part 3: Application-Specific Key Management Guidance. Secure Sockets Layer (SSL) is minimally required with minimum cipher strength of 128-bit.
C. Certification

LAHSA must receive within ten (10) business days of its request, a certification from Contractor (for itself and any Subcontractors) that certifies and validates compliance with the encryption standards set forth above. In addition, Contractor shall maintain a copy of any validation/attestation reports that its data encryption product(s) generate and such reports shall be subject to audit in accordance with the Contract. Failure on the part of the Contractor to comply with any of the provisions of this Section (Data Encryption) shall constitute a material breach of this Contract upon which LAHSA may terminate or suspend this Contract.”

8. Financial Stability

a) Definition of Acceptable Financial Stability

Financial stability is represented by an organization’s ability to effectively facilitate the accounting functions of its business. Specifically, as it relates to exhibiting that it has the capacity and ability to maintain steady cash flow and fulfill all financial obligations while also achieving commitments stated in the company’s mission statement and core values.

1. The organization follows accounting practices which conform to accepted standards, i.e., FASB Statements of Financial Accounting Standards.
2. An independent audit or review of the organization’s financial condition is conducted annually by a Certified Public Accountant.
3. The organization has established written fiscal policies and procedures and follow them consistently.
4. Has an appropriate financial and accounting system, with well-documented policies and procedures that are adhered to by all, updated as needed, and have effective checks and balances.
5. A complete set of internal control policies that are documented and consistently adhered to, as well as periodically reviewed and updated. The procedures are understood and used by staff. A process exists for assessing financial risk.
7. The organization has external sources of financing (i.e. line of credit, term loans, fund raising activities).
8. Reliable funding sources that enable the organization to identify with a reasonable degree of predictability how much money it will raise in each year.
9. Strong cash position and reserves to cover delays in funding, and collecting accounts receivable.
10. Low or moderate risk, including total outstanding debt, recurring operating losses and negative net worth or fund balance.

b) Agency Information Required

**Audited Financial Statements:**
1. For agencies with budgets under $500,000, if Audited Financial Statements are not available, LAHSA will accept a Financial Statement Review, conducted and certified by an outside CPA, for the last two fiscal (2) years.

2. For agencies with budgets over $501,000, LAHSA requires Audited Financial Statements certified by an outside CPA for the last two (2) fiscal years.

3. For agencies with Federal Expenditures over $750,000, LAHSA requires Audited Financial Statements certified by an outside CPA for the last two (2) fiscal years and an accompanying Single Audit as required by regulation under Title 2 of the Code of Federal Regulations Part 200 Subpart F.

**IRS Form 990:**
An IRS Form 990, with certification of submission to the IRS for the last two (2) years, is required to be submitted.

- **Cost Allocation Plan:** Detailed plan for the allocation of all costs for all departments and programs funded from multiple sources (both private and governmental). The plan should encompass costs for the entire organization.
- **Financial Policies and Procedures:** Complete policies and procedures that include internal controls, funding, financial management, procurement, cash disbursements, cash management activities.
- **Organization Budget Current Board-Approved:** Include evidence of board approval.

c) Financial Stability Evaluation

LAHSA staff will utilize risk assessment tool to evaluate whether an organization is presenting sound financial management practices. The goal of this evaluation is to determine if nonprofit organization has the ability to continue operating both financially and programmatically for a reasonable period of time. Utilizing the information presented in the audited financial statements and or 990’s LAHSA staff will use key ratios such as debt ratio, liquidity ratio, accounts receivable to total current assets test, working capital test, defensive interval, savings ratio, and direct services cost ratio to evaluate an agencies financial stability.

9. Organizational Experience, Administrative and Fiscal Capacity

a) Definition of Acceptable Organizational Experience and Capacity

- **Experience:** An organization’s experience directly related to carrying out homeless services is of critical importance. All non-governmental Proposers must have been incorporated and have been operational as a non-profit 501(c)(3) organization providing housing and/or services to homeless
persons for at least two years. However, agencies that have been providing services to homeless persons under the auspices of another incorporated 501(c)(3) organization for at least two years and have since obtained their own 501(c)(3) status may be eligible for funding under this RFSQ.

1. Minimum of two (2) years of experience in providing one or more types of supportive services or housing to homeless persons.
2. Demonstrates the capabilities, resources, and facility locations, that are comparable to the services that are required and requested.
3. Provides a list of references and comparable projects that have been recently completed, including the total project budget, date completed, and key point of contact, telephone, and email address.
4. Organizational structure, including departments, reflecting the key personnel, staffing, including management, fiscal and programmatic and their positions, and resumes.
5. Include a list of sub recipients or subcontractors that can assist or support the organization in providing the services requested.
6. The organization has a clear and meaningful mission or purpose statement that is reflected in its projects and activities.
7. The agency is currently not suspended from contracting with LAHSA.
8. The organization is legally registered, has appropriate tax status, and complies with its legal, tax, statutory and labor obligations.
9. An organization whose structure is in line with its mission, goals and programs has systems in place to ensure coordination among departments and functions can improve efficiency and effectiveness.
10. Documented strategy for community engagement. Actively engages community and beneficiaries in planning, and service provision and monitoring. Integrates affected families and community views into program design and revision.
11. Workplans address objectives, targets, indicators, strategies, timelines, monitoring, and budget. Project fully and appropriately staffed. Monitoring conducted regularly. Regular review and revisions of data conducted.

b) Agency Documentation Required

- **Articles of Incorporation:** Including By-laws and any amendments.
- **Business License(s):** From applicable City and or County jurisdictions. Varies based on location of organization and programs and proposed program. If no business license for any jurisdiction, explanation is required.
- **California Active Business Entity:** Proposer must provide a screenshot printout of Proof of Active status from kepler.sos.ca.gov or submit a CA
Certificate of Good Standing from the CA Secretary of State that is no more than 6 months old.

- **Facilities Documentation**: Include documentation of site control for business sites. Documentation must include Leases, Letter of Agreement, Certificates of Occupancy and any Conditional Use Permits (CUP) if applicable for all current sites.
- **Executive Leadership/Senior Management Team**: Resumes or short biographies that provide information to assess the organization’s capacity.
- **Insurance**: Evidence of current General Liability and Workers Compensation Insurance
- **Organizational charts**: Organization-wide including all administration, departments and programs. Chart presented should be organization-wide including all administration, departments and programs.
- **ADA/ADAA Policy and Procedures**: ADA Policy and Procedures for compliance with applicable provisions of the Americans with Disabilities Act (ADA) and Americans with Disabilities Act Amendment Act (ADAA) and any reasonable accommodation process in place for persons with disabilities (for employees, current program participants, and the public)
- **IRS tax exempt status (determination) (501(c)3 letter**: Include screenshot printout of current proof of active non-profit status from www.irs.gov/Charities-&-Non-Profits/Search-for-Charities
- **Board of Directors/Trustees List**:
  - Indicate homeless or formerly homeless person sitting on board (HUD regulation SEC 416 [42 USC 11375d])
  - If applicable under SB 1262, the Nonprofit Integrity Act of 2004, list of Audit Committee members and charter.

10. Organizational Capacity

   **a) Organizational Capacity Evaluation**
   Agency responses and documentation submitted will be evaluated to determine the level of capability, and capacity of the applicant. The information submitted in application responses and agency documents uploaded by the applicant must coincide and demonstrate that the organization has the capacity to effectively oversee and manage its fiduciary responsibilities related to agency operations, and to efficiently administer its funded programs.

11. Organizational Experience providing Supportive Services / Housing

   Agencies seeking certification as a qualified bidder for LAHSA funding opportunities must demonstrate a minimum of at least two (2) years’ experience in providing one or more of the following types of supportive services/housing intervention for persons
experiencing homelessness. Agencies must provide, or be willing to provide, services and/or housing in coordination with the Coordinated Entry System for the population(s) served. Agencies must provide, or be willing to provide, services and/or housing that is low barrier, and that operates in accordance with Housing First, harm reduction, and trauma informed care principles.

**a) Supportive Services & Housing Categories**

**Crisis Housing**
Crisis Housing is a short-term, first come first served, emergency shelter setting that receives clients who walk in or are referred. Crisis Housing provides a safe and supportive 24-hour residence for homeless individuals, youth and families as they work to satisfy their immediate housing/shelter needs. In addition to providing immediate shelter and stabilization services, Crisis Housing also works with clients to create housing plans and help clients towards their housing goals.

**Bridge Housing**
Bridge Housing (formerly known as Reserved Crisis Housing) provides a safe and supportive 24-hour, reserved residence for individuals in a shelter setting. Individuals served in Bridge Housing have been identified through CES as meeting a certain set of criteria for prioritization, and who are either on a path to housing or are creating a housing plan. Bridge housing works to assist individuals, youth, and families move as quickly as possible into permanent housing and provides a secure and stable landing ground for case planning and coordination of services. If appropriate, youth may also move into transitional housing. Bridge Housing programs work in collaboration with LAHSA and receive referrals from CES for Single Adults, Youth, and Families.

**Case Management**
Case management is a collaborative process of assessment, planning, facilitation, care coordination, evaluation, and advocacy for options and services to meet individual needs. - Case Management Society of America

**Coordinated Entry System (CES) Lead Agency**
A community based non-profit service provider funded to provide coordination of all components and functions of the Coordinated Entry System in a specific geographic region. This includes but is not limited to: coordinating standardized assessments and coordinating access to housing and supportive services for those experiencing homelessness in Los Angeles County. CES Lead Agencies can lead one or multiple systems, e.g. CES for Single Adults, and/or CES for Youth, and/or CES for Families.

**Family Solutions Center (FSC)**
A community based non-profit service provider funded to provide coordinated access to housing and supportive services in a specific geographic region. These services include, standardized assessments, regional coordination, prevention/diversion, and rapid rehousing. Each FSC is specifically designed for homeless families in L.A. County.
Housing Location:
Housing Location is the activity of finding available housing to be rented by an individual or household seeking to exit homelessness into housing. Housing Locators build working relationships with landlords within the community, identifying available and appropriate housing units, cataloging unit specifications, calculating monthly rent amounts, and determining that the housing meets or exceeds habitability and rent reasonableness standards. This includes, but is not limited to, building relationships with landlords and property management companies, reviewing and negotiating leases with landlords/property managers and conducting unit site visits. Housing Location may include landlord mediation services as well.

Housing Navigation
Housing Navigation is the process by which homeless clients that have entered the CES system are provided ongoing engagement, document collection, and case management services in order to facilitate a match to an appropriate housing resource. In the context of CES, outreach workers, case managers, and other homeless service providers may provide housing navigation assistance.

Housing Retention
Housing Retention refers to services and supports provided to an individual or household after permanent housing is attained. Housing Retention services focus on coordinating and delivering services that promote long term housing stability. Housing Retention services may include, but are not limited to: home visits, information and referral, assistance with budgeting/money management, and assistance with accessing County services and the services provided by community partner agencies. In order to support housing stability, housing retention services should be provided in person at a minimum of once a month. When serving youth or higher vulnerable individuals and families, Housing Retention services are often provided on a weekly basis.

Outreach:
In the context of the CES system, Outreach is defined as the activity of engaging a homeless individual, youth or family through the process of rapport building with the goal of linking that individual to a permanent housing resource. Outreach and engagement is an ongoing process that “involves creativity, flexibility, may take months or years, and involves establishing a relationship” to connect a client to services (Olivet, Bassuk, Elstad, Kenny, and Jassil, 2010). Outreach and engagement should be approached in a client-centered manner and participation should be voluntary.

Outreach Coordination
Outreach Coordination is the planning and ongoing coordination of outreach activities in a region. This should include a coordinated, multi-disciplinary approach that ensures adequate geographic coverage and the use of best practices in outreach.

Permanent Housing (PH)
Permanent Housing is community-based housing without a designated time limit. Permanent Supportive Housing (PSH) and Rapid Rehousing (RRH) are both types of Permanent Housing interventions. Permanent housing includes, but is not limited to, a house, apartment, or shared living arrangement with a lease/rental agreement in place.

**Permanent Supportive Housing (PSH)**
Permanent supportive housing is community-based housing, informed by a Housing First approach, in which formerly homeless individuals, youth, and families with disabilities are housed as soon as possible, with indefinite leasing or rental assistance, and paired with various supportive services such as pre-and-post housing case management to assist homeless persons with creating a foundation to rehabilitation, improved health, establishing stable income, and achieving housing stability. Permanent Supportive Housing programs typically target those experiencing multiple barriers to housing, and those that are unable to maintain housing stability without supportive services. (HUD, NAEH)

**Homeless Prevention**
Prevention assistance is a temporary service designed to support those that are at-risk of becoming homeless by utilizing financial and non-financial prevention strategies that can allow for an individual, youth or family to either maintain their current housing, or rapidly move to alternative housing. Prevention can take the form of temporary financial and/or non-financial assistance, and works to ensure that various resources for homeless programs and clients are maximized for those literally homeless, and alleviate situations in which those at-risk enter into the homeless services continuum, which can be a traumatizing experience. Financial prevention services may include eviction prevention rental assistance, utility payments, legal services, and/or employment development.

**Diversion**
Diversion is a strategy aimed to identify alternative housing solutions for at-risk adults, youth, and families by identifying various support systems that exist within a clients’ network and identify alternative resources to keep at-risk groups from entering into the homelessness system. Diversion strategies may include utilizing conflict resolution services, family reunification, transportation assistance, time limited case management housing services, and/ or leveraging community resources.

**Rapid Rehousing (RRH)**
Rapid Rehousing is a category within Permanent Housing. Rapid re-housing connects families, individuals, and youth experiencing homelessness to permanent housing through a tailored package of assistance that may include the use of time-limited financial assistance and targeted supportive services. Rapid rehousing programs help families, individuals and youth living on the streets or in emergency shelters solve the practical and immediate challenges to obtaining permanent housing while reducing the amount of time they experience homelessness, avoiding a near-term return to
homelessness, and linking to community resources that enable them to achieve housing stability in the long-term. Rapid re-housing is an important component of a community’s response to homelessness. A fundamental goal of rapid rehousing is to reduce the amount of time a person is homeless and rapidly provide stable and safe housing. (HUD)

**Regional Coordination**
In the context of the Coordinated Entry System, Regional Coordination refers to the oversight of SPA-wide partnerships across public and private entities that ensures homeless persons are fully supported and connected to housing and services within their respective communities. Regional coordinated access to housing and services ensures that a homeless person does not have to go to multiple agencies to obtain housing and services assistance, and track individuals, youth, and families through the homeless service system, to housing.

**Transitional Housing**
A type of service enriched temporary housing for homeless persons or households with special needs in which the length of stay is time limited. Length of stay may vary depending on the program and target population, and should be based upon assessed client need to support their movement into permanent housing. Transitional Housing are most commonly utilized for homeless persons or households with special needs, such as households fleeing Domestic Violence, unaccompanied minors, transition age youth (TAY) ages 18-21, pregnant or parenting youth, youth who identify as lesbian, gay, bisexual, transgender, queer (LGBTQ), or are fleeing commercial and sexual exploitation, domestic violence, and intimate partner violence.

**Independent Living Program**
Independent Living Program (ILP) Transitional Housing is a safe and supportive 24-hour residence for homeless youth who exited the Foster Care System between the ages of 18-21. ILP is a federally funded program that serves eligible foster youth for up to 36 months or until their 21st birthday, whichever is earlier. The ILP program may be operated in site based or scattered site settings. ILP programs provide case management services including comprehensive assessment, linkage to mainstream benefits, housing stabilization, life skills, money management, education and/or employment support, substance abuse and mental health services or referrals, crisis intervention, and supports to increase permanent connections. In addition to maintaining a safe and clean environment, ILP programs must meet LAHSA’s minimum Program Standards for Transitional Housing.

**Winter Shelter Program**
The Winter Shelter program for homeless individuals is a seasonal, low barrier emergency shelter that provides safe and supportive 14- hour or 24-hour shelter during inclement weather. Winter shelters are required to have specific hours of operation for sheltering, and must be able to remain open to participants on a 24-hour basis in specific situations. Winter Shelter programs provide round-trip transportation to and
from the shelter locations, from designated pick-up and drop-off sites.

b) Agency Information Required
   - Agency must provide a complete description of the supportive service or housing provided to homeless person in the RFSQ application. At a minimum, responses should include the following: Type of service or housing provided, source of funds, number of persons served, and outcomes achieved by the program.
   - Any findings or concerns issued by a funding source or oversight entity to the agency regarding services and / or housing provided and a description of how these issues or concerns were cleared.

c) Evaluation of Homeless Supportive Services / Housing Experience

Agency application responses and documentation submitted will be evaluated to confirm that the agency has had two (2) years of experience in providing one or more of the types of supportive services or housing described above. Additionally, it will be confirmed that the agency has received no findings of a serious nature, and that all findings or concerns issued by funders have been cleared in a timely manner.

12. Qualification Approval Process

Agencies that have been evaluated through this RFSQ process and found to have achieved the established threshold levels of capacity and experience set forth in this solicitation will be certified as qualified bidders for the funding sources for which they indicate a desire to apply.

RFSQ applications that fail to demonstrate achievement of the established threshold levels in the solicitation will not be reported to the LAHSA Commission. However, agency applicants may submit a process appeal regarding LAHSA’s decision to certify the agency as a qualified bidder. Appeals will be presented to the P & E Committee of the LAHSA Commission who will make the final determination to accept or deny the appeal.

13. Due Diligence and Regulatory Compliance

Proposers are required to provide information regarding the financial condition and principal agents of the organization. Financial condition is evidenced by recent balance sheets, or income statements, current audited financial statements and internal financial statements, including Statements of Financial Position and Statements of Activities, while principal agent information is evidenced by resumes for all key principals/partners of the organization. In order to ensure regulatory compliance, the evaluators will perform due diligence on all proposals to verify the accuracy of the information provided.

14. Addenda/Clarifications

Revisions and addenda to this RFSQ may be issued in response to written questions or to communicate revisions or corrections made by the funder. If it becomes necessary to
revise any part of this RFSQ or provide additional information after the RFSQ is released a written addendum will be posted on the LAHSA website at www.lahsa.org. It is the responsibility of the Proposer to review any publicly available addendum or information on the LAHSA website prior to submission of the proposal. If a Proposer does not have access to the LAHSA website, they may call (213) 683-3333 and request a printed copy of any addenda via fax or mail. LAHSA is not responsible for information requested within three (3) days of the due date of the proposal under this RFSQ.

15. Appeals
Proposers under this RFSQ may only submit process appeals, which are appeals based upon the evaluators’ failure to abide by their own established procedures. 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.

Any appeal of the results of this RFSQ must be received within two (2) calendar days after notice of written recommendations. The appellant 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 organization letterhead. LAHSA shall not be obligated to consider appeals received after the above-specified deadlines.

All appeals must be in writing and emailed to fundingopportunities@lahsa.org or received at the following address:

Funding Unit- Programs Department
Los Angeles Homeless Services Authority
811 Wilshire Blvd., 6th Floor
Los Angeles, CA 90017

VI. 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 cannot 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 organizations associated with the Proposer to obtain additional clarification of design of program, or Proposer 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 response 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 Proposer 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, the 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 have not been adequately resolved with LAHSA or any other funding source. In the event that the Proposer has 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 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 provider letterhead at any time prior to the LAHSA Commission’s actions on staff’s final recommendation for funding.

V. If a Proposer 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 provider 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 project serves. LAHSA may exempt a provider 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 provider.

W. It is improper for any officer, employee or agent of LAHSA 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 an officer, employee or agent of LAHSA for the purpose of securing favorable treatment with respect to the award of the contract. A Proposer shall immediately report any attempt by an officer, employee or agent of LAHSA 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, 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 nonresponsive) and may be rejected by LAHSA, in its sole discretion.

BB. LAHSA reserves the option to renew contracts awarded through this RFP for two (2) additional years, contingent upon but not limited to the following: a) satisfactory contractor performance; b) availability of funds; and c) demonstrated site need.
VII. CONTRACT CONDITIONS

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

A. The initial recommendation for qualification for award of a contract should not be construed as a finding that the proposed program complies with all requirements and conditions for a contract or grant. 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 for which Contractors were qualified for award under this RFSQ.

C. Qualified Proposers will be required to satisfy LAHSA’s and other participating provider or entity’s insurance requirements. Additionally, all Proposers 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 contract(s) for which Contractors were qualified for award under this RFSQ. Demographic information about clients will be regularly submitted to LAHSA in a manner consistent with agreements protecting client and/or provider confidentiality rights.

E. Contractors shall comply with reasonable requests from Funders concerning promotional activities related to program(s) for which Contractors were qualified for award under this RFSQ.

F. Contractors acknowledge that, as recipients of Federal funds, if applicable, they will be required to comply with Federal regulations pertaining to the use of such funds. It will be the Contractor's responsibility to ensure compliance with applicable regulations.

G. All Contracts for which Contractors were qualified for award under this RFSQ 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; 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 contract(s) for which Contractors were qualified for award under this RFSQ.
I. Contractors shall participate in information networking, training, and coordination meetings as directed by LAHSA or other Funders.

J. Contractors shall cooperate with related research and evaluation activities as directed by LAHSA or other Funders.

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 for which Contractors were qualified for award under this RFSQ, unless that subcontractor and its qualifications are fully described in the proposal to the applicable RFP, 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 Title 2 of the Code of Federal Regulations Part 200 (2 C.F.R. 200) Subpart Audit Requirements, if it spends, in aggregate, $750,000 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 RFSQ and any subsequent RFPs and committed to in the program proposal, including program leveraging commitments, otherwise Contractor risks immediate termination of contract and disqualification of Contractor as a Qualified Proposer under this RFSQ.

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 RFSQ, LAHSA reserves the right to terminate said contract immediately, and disqualify Contractor as a Qualified Proposer under this RFSQ.

P. Contractor shall have in place an appropriate grievance procedure. Said grievance procedure must be in compliance with LAHSA’s grievance standards stated in program contract(s) for which Contractors were qualified for award under this RFSQ.

Q. In contracts for which Contractors were qualified for award under this RFSQ, 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. Contractor agrees to participate in the Los Angeles Continuum of Care HMIS, or another HUD approved system of record. Said system shall be implemented during the term of contract(s) awarded, if any. LAHSA shall provide Contractor with the basic training required to use HMIS.

S. Contractor shall be required to possess a corporate seal.

T. Contract awards are made subject to approval of Contractor’s proposals in response to LAHSA RFPs, RFBs or other procurement methods, and subject to receipt of award of funds from Funders by LAHSA. Contractor agrees that if Funders do not provide funds
for program, contract will be deemed null and void. LAHSA reserves the right to adjust funding levels based on the availability of funds and the quality of proposals received.

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 ensure that all employees and volunteers who have direct contract with clients have an annual tuberculosis (TB) test. Contractor shall retain documentation of the test results.

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.
   e. City of Los Angeles Iran Contracting Act of 2010.
   f. City of Los Angeles First Source Hiring 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(s) for which Contractors were qualified for award under this RFSQ.

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. 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.

BB. 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 under contract(s) for which Contractors were qualified for award under this RFSQ.

CC. LAHSA reserves the right to terminate contracts for which Contractors were qualified for award under this RFSQ 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 de-obligated funding to remaining Proposers who submitted proposals under the applicable RFP and received fundable scores.

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

DD. Contractors agree that in the event the measurable goals/objectives fall below standard of successful performance measures as specified in the technical submission, LAHSA may suspend any future annual funding of the program. Specific benchmarks of accomplishment will be included in the contract.
EXHIBIT I: LIST OF INITIALLY CERTIFIED AGENCIES

EXHIBIT II: CITY AND COUNTY OF LOS ANGELES HOMELESS STRATEGIES

City of Los Angeles, Comprehensive Homeless Strategy
http://clkrep.lacity.org/onlinedocs/2015/15-1138-S1_misc_1-7-16.pdf

County of Los Angeles, Approved Strategies to Combat Homelessness
II. Glossary of Terms

ADA/ADAA Compliance
Proposer’s site for the provision of supportive services must be compliant with the Americans with Disabilities Act of 1990 and the American with Disabilities Act Amendments Act of 2008 (ADA/ADAA). The panel will evaluate Proposer’s compliance with the ADA/ADAA and any amendment thereto, in the areas of program access, physical access, communications access, employment practices and any reasonable accommodation process in place for persons with disabilities (for employees, program participants, and the public). The panel will also evaluate the Proposer’s past experience in resolving ADA complaints in a timely manner.

Complete Applications
A complete application in the context of this RFSQ solicitation process is defined as an application that includes detailed responses to all applicable question in the RFSQ application submitted through the MyOrg portal and the uploading of all required agency documents into FileShare.

Coordinated Entry System (CES)
CES is a regionally based system that connects new and existing programs into a “no-wrong-door network” by assessing the needs of individuals and households experiencing homelessness and linking them with the most appropriate housing and services to end their homelessness. The goal of the CES is to streamline processes through which communities assess, house, and retain individuals and households experiencing homelessness; to ensure all our homeless neighbors are known and supported; to target and maximize limited housing resources; and comply with the federal mandate to adopt a standardized intake and coordinated assessment process for housing. The essential components of CES are: 1) a system that is low-barrier and easy to access; 2) a system that identifies and assesses people’s needs; and 3) a system that prioritizes and matches housing resources based on those needs. In Los Angeles County, there is a CES for Single Adults, for Youth, and for Families (formerly the Homeless Families Solutions System, or HFSS).

Harm Reduction
Harm reduction is an aspect of a program’s or system’s design established by a set of policies and the resulting procedures and practices whose objective is to reduce the negative consequences of participants’ continued use of drugs and/or alcohol or failure to be medication compliant. In housing settings, harm reduction is intended to prevent a participant’s loss of housing and/or termination from the program based solely on his or her inability to stop using drugs or alcohol or failure to take prescribed medications. Programs incorporating a harm reduction model must utilize all interventions possible, short of termination from the program to enable the participant to reduce or minimize their risky behaviors while at the same time assisting them to move into and become stabilized in permanent housing. Harm reduction is not intended to prevent the termination of a participant whose actions or behavior constitute a threat to the safety of other participants.
and staff. Organizations must develop a set of policies and procedures to be implemented in the event of such behavior on the part of a participant.

**Homeless**
An individual or family who belongs to one of the following categories:

(1) An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:

   (i) An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground;

   (ii) An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low-income individuals); or

   (iii) An individual or family who is exiting an institution where he or she resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution;

(2) An individual or family who will imminently lose their primary nighttime residence, provided that:

   (i) The primary nighttime residence will be lost within 14 days of the date of application for homeless assistance;

   (ii) No subsequent residence has been identified; and

   (iii) The individual lacks the resources or support networks, e.g., family, friends, faith-based or other social networks, needed to obtain other permanent housing;

(3) Not applicable; Intentionally Omitted;

(4) Any individual or family who:

   (i) Is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual that has either taken place within the individual's primary nighttime residence or has made the individual afraid to return to their primary nighttime residence;

   (ii) Has no other residence; and

   (iii) Lacks the resources or support networks, e.g., family, friends, faith-based or other social networks, to obtain other permanent housing.
Homeless Management Information System (HMIS)
Proposers must participate in the LA CoC HMIS implemented by LAHSA and adhere to all the implementation guidelines developed under HMIS. LAHSA shall provide the selected Proposers with the basic training required to utilize HMIS. Failure to input complete, accurate and timely participant and project information on HMIS may result in reimbursement delay, payment reduction, or contract suspension. Awardees must be enrolled in and implemented onto HMIS prior to contract execution.

Projects dedicated to serving 100% domestic violence populations are required to utilize an alternate database system, not funded by LAHSA, which provides required HUD data sets.

Housing First
Housing First is an approach that offers permanent housing as quickly as possible for people experiencing homelessness, particularly for people with long histories of homelessness and co-occurring health challenges, while providing the supportive services people need to keep their housing and avoid returning to homelessness. The provider ensures that the supportive services that program participants need or want in order to retain housing and to increase income are offered, but are not required as a condition of housing, including links to mainstream programs or partner agencies (i.e. mental health services, substance abuse treatment, medical services, child care, etc.). Income, sobriety and/or participation in treatment or other services are voluntary and are not required as a condition for housing.

Incomplete Applications
An incomplete application in the context of this RFSQ solicitation process is defined as an application that does not include detailed responses to all applicable question in the RFSQ application submitted through the MyOrg portal and/or a failure to upload all required agency documents into FileShare.

Matched
Matched is the CES process by which an individual is determined to be eligible or initially eligible for a housing resource, and is connected to, or “matched”, to that resource.

Qualified Bidder
In the context of this RFSQ solicitation a qualified bidder is an agency that has scored a minimum of 15 points out of a total of 20 points available through the evaluation of their application and has been certified by LAHSA as qualified to bid or apply for a LAHSA funding opportunity.

Rent Reasonableness
The total rent charged for a unit must be reasonable in relation to the rents being charged during the same time period for comparable units in the private unassisted market and must not be in excess of rents being charged by the owner during the same period for comparable non-luxury unassisted units. Such determinations should consider: (a) location,
quality, size, type, and age of unit; and (b) any amenities, housing services, maintenance and utilities to be provided by the owner. Comparable rents may be verified by using a market study, reviewing comparable units advertised for rent, or by obtaining written verification from the property owner documenting comparable rents for other units owned. ESG funded programs are required to complete a rent reasonableness determination within the limits of the regional Fair Market Rent (FMR).
Communication of Federal Notices:
Proposed Website Format

Maggie Potthoff, Senior Policy Analyst
Overview

- **Background:** Our protocol for assessment, process, and implementation of Federal Notices included four stages:
  - Assessment
  - Communication
  - Guidance and Development
  - Technical Assistance

- **Status:** Protocol submitted to Coordinating Council in January; ongoing development of resources and mechanisms to support the new process
Website as a Library of Policy Resources

Policy (Proposed Tab)
- Federal Notices
- CoC Policy
- [other as needed]

Contracts
Existing Tab

Apply for Funding
Existing Tab
Policy Tab’s Proposed Structure

Policy Level
- Federal, Local, or CoC

Policy Topic
- Equal Access, Mobility Rule, Etc.

Description and Resources
- Links to HUD resources
Level 2: List of Federal Notices By Topic

- Equal Access Rule
  - Description
  - Resources

- Mobility Rule
  - Description
  - Resources

[Other Rules As Needed]
  - Description
  - Resources
Level 1 + 2 (Proposed)

Apply for Funding
Funding Opportunities

- 2017 Coordinated Entry System (CES) for Families RFI
  DEADLINE MARCH 08, 2017 @ 02:00 PM

- 2017 Safe Parking RFI
  DEADLINE FEBRUARY 08, 2017 @ 02:00 PM

- 2017 Mobile Showers RFI
Apply for Funding
Funding Opportunities

2017 Coordinated Entry System (CES) for Families RFP

RFP Timeline

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 19, 2017</td>
<td></td>
<td>RFP Released</td>
</tr>
<tr>
<td>February 9, 2017</td>
<td>1:00 PM - 3:00 PM</td>
<td>Mandatory Proposers Conference</td>
</tr>
<tr>
<td>February 13, 2017</td>
<td>2:00 PM</td>
<td>Written Questions Due</td>
</tr>
<tr>
<td>March 10, 2017</td>
<td>2:00 PM</td>
<td>Submission Deadline</td>
</tr>
</tbody>
</table>

Mandatory Proposers Conference

- 2017 Coordinated Entry System (CES) for Families RFP Mandatory Proposers Conference Attendance List
- 2017 Coordinated Entry System (CES) for Families RFP Mandatory Proposers Conference Presentation

RFP Documents

- 2017 Coordinated Entry System (CES) for Families RFP
- 2017 Coordinated Entry System (CES) for Families RFP - Addendum #1 [Last Updated 2/6/17]
- 2017 Coordinated Entry System (CES) for Families RFP - Addendum #2 [Last Updated 2/6/17]
- 2017 Coordinated Entry System (CES) for Families RFP - Addendum #3 [Last Updated 2/23/17]
Discussion and Feedback Session
2017 Homeless Count Updates

Prepared for Los Angeles Continuum of Care Coordinating Council
April 12, 2017

JuHyun Sakota, Data and Research Manager
Demographic Survey

• Data collection has ended! (3/31 12:30PM)
  o Total 4,808 PIT-eligible surveys
  o All SPAs exceeded 78% of its target number of surveys
  o All tracts in the sample were covered
  o 93 total PIT-eligible family surveys collected

• 159 surveys added to Youth Count
  o Total 919 PIT-eligible youth surveys
Shelter Count

• Data collection has ended
• Some shelter information had to be carried over from 2016 shelter count data
  o Accounts for 15 programs, 614 beds, about 3.4% of total beds
  o Only for programs that are confirmed to be open on PIT count day
• Continuing data collection with Permanent Housing programs through April
### Institution Count

<table>
<thead>
<tr>
<th>Name of Organization or Agency</th>
<th>Name of Facility</th>
</tr>
</thead>
</table>
| LA County Hospital EDs        | • Olive View-UCLA Medical Center  
|                               | • LAC+USC Medical Center (Marengo)  
|                               | • LAC+USC Medical Center (Psychiatric Hospital)  
|                               | • Harbor-UCLA Medical Center  
|                               | • Rancho Los Amigos National Rehabilitation Center |
| Hospital Association EDs       | 20/83 (24%) hospitals reporting data, private |
| Alcohol and Drug Treatment Centers | 253 agencies, 288 facilities |
| Los Angeles County Sheriff’s Department (LASD) | Inmate Reception Center |
| Los Angeles Police Department (LAPD) | • 77TH Regional Jail Section  
|                               | • Valley Jail Section  
|                               | • Metropolitan Detention Center  
|                               | • Hollywood Jail  
|                               | • Pacific Jail |
| Los Angeles County Probation Department | Pending |
Institution Count

Each agency was asked to answer the following questions for each facility:

- How many total people were staying in your facility on the night of January 26, 2017?
- Of those, how many people were homeless when they entered your facility?
- Of those total people who were homeless when they entered your facility AND were staying in your facility on the night of January 26, 2017:
  - How many were under 18?
  - How many were ages 18-24?
  - How many were age 25 or older?