This Scope of Required Services (SRS) is an Appendix to the 2019-2020 Navigation Center Scope of Required Services, which contains a written summary of detailed information regarding the services that must be provided under this contract to eligible participants seeking services. This Appendix to the 2019-2020 Navigation Center SRS, in combination with 2019-2020 LAHSA Program Standards, 2019-2020 LAHSA Facility Standards, and the Program Profile together comprise the entire Statement of Work for the program.

I. PERSONAL PROPERTY STORAGE OVERVIEW

The 7-Day Voluntary Storage provides a safe and secure facility for individuals experiencing homelessness to voluntarily store their personal property and offer a standardized process for participants to access those belongings as needed. The goal of the program is to improve the quality of life for participants by providing a place to safely and securely store and access their personal property, and to integrate storage facilities into a larger plan to provide long-term supportive housing and promote a healthier environment for individuals living on the street.

The 90-Day Mandatory Public Right-of-Way Storage provides for the operation and maintenance of a safe and secure facility to inventory and store personal property items collected as a result of cleaning performed in the public right-of-way by the City of Los Angeles’s Department of Public Works, Bureau of Street Services (BSS), and/or Los Angeles Bureau of Sanitation. The goal of the program is to maintain clean and sanitary streets and public areas that are free of debris and human waste and are safely accessible for their intended use by the public; and to store and maintain unattended personal property items collected by BSS for up to ninety (90) days and release personal property items to individuals who have claimed ownership.

II. DEFINITIONS

1. **Personal Property Storage Bin** – refers to the sixty (60) gallon container to be used as a personal property storage unit.

2. **Unattended Property** – for the purposes of this program, unattended property refers to:
   2.1 Any property stored voluntarily in a personal storage bin at the facility for which the lease period has lapsed due to the participant not having completed a renewal within the required seven (7) day time frame
   
   or;

   any property collected as part of the Public Right-of-Way Storage program that has been logged by the facility.

3. **Pack-out** – refers to the event in which the contents of a leased storage bin are removed and transferred to the ninety (90) day storage area of the facility due to the participant’s failure to comply with seven (7) day renewal requirements.

4. **Participant** – any individual who utilizes voluntary personal storage services.
5. **Storage Bin Renewal Event** – an event completed by a participant utilizing a personal storage bin at the facility by which the term of storage renews for an additional seven (7) days – there are two distinct Renewal Events:

5.1 **Bin Pull** – a Bin pull refers to an instance where a participant comes into the facility and requests and receives access to their personal storage bin – this action results in an “Event of Renewal”

5.2 **Renewal Only** – a “renewal-only” refers to an instance in which a participant who has a storage bin at the facility enters the facility, presents their Bin ticket, or in the case of a lost bin ticket, presents the necessary identification to receive a new bin ticket, and requests the term be renewed, but does not request access to their storage bin (i.e. no bin pull occurs).

8. **Participant Voluntary Close-Out** – this refers to an instance when a participant/lessee of a storage bin on site requests the return of personal property stored in the bin and indicates they are no longer in need of the storage service.

### III. OPERATION STANDARDS/ SERVICE OBLIGATIONS – SEVEN (7)-DAY VOLUNTARY STORAGE

9. Contractor shall operate and maintain a safe and secure facility for individuals experiencing homelessness to voluntarily store their personal property and offer a standardized process for participants to access those belongings as needed.

10. **Participant Access to Voluntary Storage Bin**

10.1 Participants experiencing homelessness may voluntarily store their belongings free of charge in Contractor’s secure storage facility.

10.2 Contractor must store personal belongings of a participant registering for service for a period of no less than seven (7) days after the initial sign-up, and for seven (7) additional days following each renewal event.

10.3 There is no limit on the length of time a participant may utilize personal storage services, so long as the participant complies with renewal requirements.

11. **Prohibited Items**

11.1 Participants are prohibited from storing the following items in their personal storage bin:

11.1.1. Food, liquids, waste, and/or any perishable items

11.1.2. Illegal drugs and/or drug paraphernalia

11.1.3. Needles (unless disclosed and approved by staff)

11.1.4. Pets (alive or deceased)

11.1.5. Weapons or sharp objects (including any knives and/or sharp tools)

11.1.6. Recyclables

11.1.7. Wet items

11.1.8. Organic material (anything living, including plants)

11.1.9. Any illegal items
12. **Unclaimed/Lapsed Pack-out activities/Unattended Property Storage**

12.1 If a participant utilizing a storage bin fails to renew within seven (7) days, upon expiration of the seven (7) day voluntary storage period, the property within the storage bin will be deemed unattended and will be eligible to be “packed out” by Contractor.

12.2 When a pack-out occurs, all property within the storage bin is removed and the contents are moved to the ninety (90) day Mandatory storage area of the facility. The bin is eligible for use by another participant.

12.3 Contractor must maintain detailed records of such transfers including the date the transfer occurred and the date of expiration after the ninety (90) day mandatory storage period.

12.4 Personal property items shall be discarded by Contractor if they have remained unclaimed in mandatory storage for a period of ninety (90) days.

12.5 Contractor must develop procedures for disposing of belongings that go unclaimed for more than ninety (90) days.

13. **Efficient process/client flow**

13.1 Contractor must design efficient line-up and client flow at the facility to allow for participants to access their storage bins easily and with minimal disruption to the surrounding areas.

13.2 Contractor must implement an efficient data management system with a user-friendly interface to efficiently manage and keep track of participants utilizing storage bins.

14. **Staging Area**

14.1 Contractor must provide a staging area for participants to access the property in their storage bin. The staging area must offer a reasonable level of privacy and security.

15. **Development of Policies and Procedures**

15.1 Contractor must develop written rules and procedures.

15.2 Contractor must develop and distribute in writing to participants a list of prohibited items eligible for storage.

15.3 Contract must develop and implement a “personal property storage bin” registration form.

IV. SERVICES AND ACTIVITIES- NINETY (90) DAY UNATTENDED PROPERTY/ PUBLIC RIGHT-OF-WAY STORAGE

16. Contractor shall provide space - separate from the seven (7) day Voluntary Storage area to safely and efficiently receive, inventory, and store personal property items collected as a result of cleaning performed in the public right-of-way by the city of Los Angeles’s Department of Public Works, Bureau of Street Services (BSS) and/or Los Angeles Bureau of Sanitation, as well as personal property items that have been “packed out” of the seven (7) day voluntary storage area due to participants’ failure to renew within seven (7) days.
17. **Inventory Records**

17.1 Contractor shall maintain accurate and complete records of all personal property items stored in the 90-day storage area, including the date stored and the expiration date of the ninety (90) day storage period.

18. **Release of Stored Property to Owner**

18.1 Contractor shall release personal property items stored as a result of the public right-of-way cleanings to individuals claiming ownership after reasonable efforts to ascertain ownership of the items has been made and the individuals have signed an affidavit stating ownership of the items.