This Scope of Required Services (SRS) for the Operation Healthy Streets Hygiene Program for all populations experiencing homelessness contains a written summary of, and links to, detailed information regarding the services that must be provided to eligible participants experiencing homelessness receiving these services. This SRS and the documents that are linked hereto, in combination with the Program Standards the Program Profile and Performance Targets, together, comprise the entire Statement of Work for the Operation Healthy Streets Hygiene Program. Any of these notices, will by fact of being sent to the contractor become a part of the contractor obligations.

DEFINITIONS

1. **Operation Healthy Streets Hygiene Program (OHS):** The OHS Hygiene Program provides safe, accessible restrooms and shower facilities to persons experiencing homelessness, while they either self-resolve their homelessness or are assisted with connections to other programs and resources to resolve their homelessness.

2. **Low Barrier:** Persons experiencing homelessness do not have to: demonstrate sobriety, engage in treatment, have employment, or have income to obtain services. Rules should not be imposed on participants for them to access services. The basic underlying principle of LAHSA’s System Components is that access to housing is the primary need for its program participants, and as such, there should be minimal barriers to assist persons to end their homelessness. Enrollment requirements for all System Components reflect a low-barrier philosophy. Criteria for continued assistance does not include requirements for service participation.

3. **Trauma Informed Care:** All programs must incorporate Trauma Informed Care policies and procedures into their program design and delivery of services. Trauma Informed Care is defined as: an organizational structure and treatment framework that involves understanding, recognizing, and responding to the effects of all types of trauma. Trauma Informed Care also emphasizes physical, psychological and emotional safety for both participant and providers, and helps participants rebuild a sense of control and empowerment. Trauma Informed services take into account an understanding of trauma in all aspects of service delivery and place priority on the trauma survivor’s safety, choice, and control. Trauma Informed Services create a culture of nonviolence, learning, and collaboration. Contractors must also develop sets of policies and procedures for educating and training staff on Trauma Informed Care practices and how trauma may adversely affect aspects of a person’s development.

ELIGIBILITY FOR SERVICES

4. Use of the facilities are open to the general public, and no determination of homeless status is required for use of the facility.

5. **Security:** Contractor must ensure the program has security at all times to ensure the safety of all participants and staff.

   5.1 There must be a participant sign-in/ sign-out procedure in place, which identifies entrances and exits into the facility.

   5.2 There must be evacuation signs posted in all common areas. These must follow general requirements set out by OSHA and the NFPA in 29 CFR 1910.35, which state that an exit is defined as an unobstructed path for exiting to a public way from any place in a building. Evacuation plan must have procedures and
route assignments, such as floorplans, workplace maps, and safe or refuge areas, the plans must also indicate:

5.2.1 All exits;
5.2.2 Exits in case of fire;
5.2.3 The location of the primary and secondary exits locations;
5.2.4 Exits for those with mobility devices (must not be substantially different from the other exits, unless there are stairs in the facility);
5.2.5 Location of first aid kit(s);
5.2.6 Location of fire extinguisher(s);

6. If the site has security bars/gates on both the windows and the doors, these must be openable or removable from within the facility without the use of a key, tool, special knowledge, or effort.

7. Windows and doors must have locks, which are openable or removable from within the room/facility without the use of a key, tool, special knowledge, or effort.

8. Emergency numbers must be posted in all common areas, which are easily accessed and posted in a visible area in case of emergency.

9. **Restrooms & Showers:** Contractor must ensure the program has a clean, safe, and well-maintained restrooms and showers.

   9.1 For each individual shower unit, there must be a shower curtain and/or privacy partition.
   9.2 Showers must have floor mats to prevent slipping/falling, inside and outside of the shower.
   9.3 If participants need hygiene products, such as towels, soap, toilet tissue, feminine hygiene products, the staff at the facility must make them available.

**ADA RESTROOMS**

10. There must be at least one (1) ADA accessible restroom with at least (1) one large accessible stall/toilet, with a 5’ turning radius.

11. The ADA restrooms must have handles for an individual using a mobility device to transfer themselves without assistance.

12. **ADA Showers:** If sanitary facilities are available to bathe, there must be at least one (1) shower accessible for those with a mobility device, regardless of gender.

13. Services must be provided consistently according to the facility schedule. Permanent alterations to the program’s service capacity or operations schedule must be requested in writing at least thirty (30) days in advance of the change and approved by LAHSA via contract amendment.

**FEES TO PARTICIPANTS**

14. All services must be provided free of charge to all participants.

15. Contractors may not require religious participation as a condition of receiving services and the participants’ use must not be contingent upon their participation in chores or maintenance responsibilities.
FACILITIES AND OPERATIONS

16. Contractor must clean restroom and shower facilities by cleaning and disinfecting after each participant use, and as needed in response to incidents requiring immediate clean up. Please reference the Facility Standards.

17. Contractor must provide adequate toilet paper within the restroom stall and is prohibited from distributing toilet paper in a ration prior to use of the restroom. Supplies are to be replenished twice per day.

18. Contractor must procure all applicable licenses or permits necessary to meet the code regulations required to operate the Program funded under this Agreement.

AMERICAN DISABILITY ACT (ADA) COMPLIANCE (REQUIRED OF ALL)

19. The facility must be accessible for participants with mobility devices.

20. Facilities must not have areas, in the path in or out of the facility, with broken/raised, and/or unlevel sidewalks/walkway(s), stairs/steps with no identified, alternative/accessible pathway to the entrance.

21. The exterior of the facility must be accessible for a participant with disabilities when approaching and entering the location.

22. Curb cuts in or around the facility must be accessible for someone with a mobility device.

23. Entry into the facility must be accessible to individuals with a mobility device such as: wheelchairs or scooters, manually-powered mobility aids such as walkers, crutches, or canes.

24. All programmatic areas on an accessible path of travel must be accessible for an individual with a mobility device.

25. If there is a common/communal area located at the facility, it must be accessible for all individuals, including those with mobility disabilities.

26. Doors within the facility must have a handle instead of a knob, which can be opened with a closed fist.

27. All fire extinguishers must be no more than 48” inches from the ground for easy access in case of an emergency.

HEALTH AND SAFETY

28. Contractor shall have written policies and procedures to guide staff actions and program services regarding injury and disease prevention within their programs.

29. Contractor must utilize Incident Reports to log, track, monitor, and resolve crises, conflicts, accidents, injuries, illnesses, trauma, etc. that occur within any and all of contractor’s facilities and/or programs.

30. Incident Reports must be made available to LAHSA upon request.

31. LAHSA must be notified immediately of incidents that result in injuries, any acts of violence, signs of contagious disease, signs of abuse, death of participant and/or staff, damage/ theft to facility and or property by participants and/or staff or emergency personnel/first responders (police, sheriff, fire department, etc.) being
discharged to any and all of Contractor’s facilities receiving LAHSA funded homeless services and the resolution of the incident.

32. Incidents related to the suspicion of abuse, neglect, trauma, and/or death of children must be immediately reported to the Child Abuse Hotline at: (800) 540-4000.

33. Upon completion of report to the Child Abuse Hotline, contractor must then notify LAHSA within 12 hours of the incident.

34. Incidents related to the suspicion of abuse and/or neglect of senior/elder participant must be immediately reported to the Elder Abuse Hotline at: (877) 477-3646.

35. Upon completion of report to the Elder Abuse Hotline, contractor must then notify LAHSA within 12 hours of the incident.

36. Contractor is to provide the name and title of the individual designated by Contractor to handle all Incidents. Contractor must clearly indicate how this individual can be contacted. (Incident Report Coordinator)

37. All required Incident Reports must be submitted to LAHSA via ENCRYPTED email at: incidentreporting@lahsa.org within 12 hours of the incident occurrence.

38. Contractor must maintain a written set of Incident Reporting Policies and Procedures that comply with LAHSA requirements. Policies and Procedures must include a training component for staff and subcontractors that comply with LAHSA requirements. Training agendas and sign-in sheets must be made available upon request for review.

39. Contractor must submit a copy of incident reporting policies and procedures as required by this agreement for review and approval to ensure compliance with the Scope of Required Services (SRS).

40. Contractor must have a procedure of how incident reports will be documented, and the maintenance of any police reports or other documents associated with the incident. Copies of the incident reporting forms, and policies and procedures must always be made readily available to program staff.

CONTRACTOR OBLIGATIONS

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

42. Contactor must ensure program and its Policies and Procedures are aligned with HUD’s Equal Access final rule. As a recipient of HUD CPD funding, LAHSA requires that recipients as well as owners, operators, and managers of shelters, and other buildings and facilities and providers of services make available without regard to actual or perceived sexual orientation, gender identity or marital status equal access to such facilities, and other buildings and facilities, benefits, accommodations and services. Contractors must provide access to programs in accordance with gender identity, not by gender assigned at birth, including assignments in sex-segregated dorms. Contractors must provide services in accordance with Gender identity and must provide reasonable accommodations when possible. Contractors must ensure that individuals are not subjected to intrusive questioning or asked to provide documentation as proof. Contractors must provide an equal access policy to all participants upon program entry, and the equal access policy must be posted in facility common areas. https://www.hudexchange.info/resource/1991/equal-access-to-housing-final-rule/

43. Contactor must ensure program adequately reviews HUD’s Equal Access for Transgender People guidance to ensure the program is following best practices for serving diverse populations https://www.hudexchange.info/resource/1991/equal-access-to-housing-final-rule/.
44. Contractor must comply with guidance LAHSA provides in regard to Americans with Disabilities Act (ADA) and the ADA Amendments Act of 2008 (ADAA) standards. Contractor must have a language access policy that will ensure that verbal and written materials can be provided for participants, if needed, into the (7) threshold languages (English, Spanish, Armenian, Cambodia, Chinese, Korean, Russian, Tagalog, and Vietnamese). Contractor must provide LAHSA with the language access Policy.

45. Contractor must ensure that all participants have access to programmatic forms that have been translated into Spanish, provide for at least one program staff that is fluent in speaking Spanish. Contractor may utilize an interpreter provided by the individual (e.g., a relative or friend), if the individual requests the use of a family member or a friend. The use of minors as interpreters is strongly discouraged, except in emergency situations or at the individuals request.

46. Contractor must operate the program's project site in a clean, safe, and well-maintained environment.

47. Contractor must provide homeless participants with as much assistance as necessary to comply with the terms of this Agreement.

48. Contractor must manage and ensure that benefits and/or services are provided to eligible participants who are homeless and meet all of the eligibility criteria defined in this Scope of Required Services (SRS).

49. Contractor must submit accurate and timely invoices along with any requested supporting documentation which identifies benefits and services provided to homeless participants.

50. Contractor must post all posters and materials as directed by LAHSA in a manner that is accessible to the public.

51. Contractor must meet with LAHSA as needed, to discuss programmatic issues, general procedural issues, and general concerns. Either LAHSA or the Contractor may request such a meeting.

52. LAHSA allocates funding and other resources to each Contractor based upon identified need in the community. Funds and resources are not for the proprietary use of the Contractor or collaborative community partners contracted to coordinate these resources in the region. LAHSA will, at its discretion, reallocate funds and resources based on several factors which include but are not limited to a change in a region’s need and agency performance.

53. LAHSA must monitor performance of all Contractors at least annually or as required by LAHSA, and submit written reports detailing monitoring results to Contractor.

54. Contractor must develop clear and consistent Program Policies and Procedures. Contractor’s Program Policies and Procedures will be subject to review, approval, amendment/revision by LAHSA Systems team.

CUSTOMER SERVICE

56. Contractors must implement an active Customer Service Program in order to secure feedback from participants regarding their experiences with the program. Customer Services Program is applicable to any and all the contractor’s programs either operated directly or by subcontracting.

57. Contractors must have policies and procedures to ensure feedback from participants in the Customer Services Program are anonymous, confidential and optional. Policies and procedures must include a component identifying the anonymous collection of these surveys and must utilize a centralized and confidential system of storing all participant satisfaction surveys. Surveys must be made readily available to LAHSA for review upon request.

58. Participant Satisfaction Surveys must be administered at least twice yearly. Programs that operate less than 6 months must administer Participant Satisfaction Surveys at a minimum of once during the program period. Policies and procedures must include a training component for staff and subcontractors that comply with LAHSA requirements.

59. LAHSA and/or other County Departments reserve the right to monitor for the quality of the Contractors’ Customer Service. Monitoring may include randomly selecting participants for telephone and/or site surveys. LAHSA and/or the County or City, at its sole discretion, may change the means of measuring this standard via a Change Notice.

60. Contractors operating housing and/or services for homeless persons out of leased facilities must have in place Landlord Standards of Care policies and procedures. Policies and Procedures for Landlord Standards of Care must be aligned with Standards of Care adopted by LAHSA, in conjunction with County Departments (including Department of Health Services and Department of Mental Health). Guidance to contractors regarding implementation of these policies and procedures will be forthcoming upon adoption of Landlord Standards of Care by LAHSA and partnering Los Angeles County Departments.

PERSONNEL

61. Contractor must ensure that all staff and volunteers that will work with or may encounter transition age youth who may be served in the program are finger printed and pass a criminal background (Live Scan) check before working with any youth who are served in the program.

62. Contractor must provide twenty-four (24) hour residential management and security services by qualified staff to ensure the safety of all participants and staff.

63. Contractor must assign a sufficient number of staff with background experience, education and expertise to provide the services required in the Statement of Required Services.

64. Contractor must ensure that staff salaries align with the County of Los Angeles’ living wage ordinance.

65. Contractor must provide LAHSA with staff rosters, job descriptions, and/or resumes of budgeted staff to ensure appropriate staffing levels are met and that budgeted staff possess the requisite skills needed in order to successfully operate the program.

66. Contractor must provide bilingual staff; to meet the needs of the homeless individual receiving services and benefits. When a homeless participant’s primary language is other than English or the individual is hearing-impaired, information must be provided either through written materials in the appropriate language or by presentation of an interpreter in the language the individual understands. Contractor may utilize an interpreter provided by the individual (e.g., a relative or friend), if the individual requests the use of a family member or a
friend. The use of minors as interpreters is strongly discouraged, except in emergency situations or at the individual’s request.

67. Contractors must provide LAHSA within ten (10) business days of the commencement of this Contract with the standards utilized use to certify fluency of staff in reading, writing, and speaking both English and the other language(s) in which they are providing services other than English (e.g., Native speaker and/or educational level in language).

68. Contractor must ensure that verbal instructions and written materials are in the languages of applicants receiving homeless benefits and services. Contractors must ensure these materials are accurately translated. Contractor must provide LAHSA with the methodology the used for certification.

69. Contractors must provide or coordinate access to training programs for all new employees and continuing in-service training for all employees who interact with participants in the context of their daily work. All staff should receive training in: (1.) Motivational-Interviewing, (2.) Progressive Participant Engagement, and (3.) Trauma-Informed Care. Contractor must show proof that staff have adequately satisfied these requirements.

70. Contractor’s staff are Mandated Reporters of suspected child and senior abuse and must report suspicions of child or senior abuse as required by California Law.

71. Contractor employees performing services under this Contract must attend regular Mandated Reporter trainings provided by the Department of Children and Family Services.

72. Contractor must ensure that key management staff, including at least one Executive level is present. When there is a vacancy, interim replacement is made within ten (10) calendar days of the creation of the vacancy to ensure all staff levels needed for the delivery of services is present. Contractor must notify LAHSA Crisis Coordinators in writing of any change in key management staff within 10 calendar days of the vacancy.

73. Contractor must ensure that service delivery is not interrupted during periods of personnel change.

MATERIALS, EQUIPMENT AND INVENTORY

74. Contractors must provide all equipment necessary to perform all services required by this contract.

74.1 Contractors must provide sufficient telephone lines at its site(s).

74.2 Contractors are responsible for installation, repair, and replacement of telephones and/or lines. This may include reasonable costs for replacement of cell phones.

75. The purchase of all materials/equipment to provide needed services is the responsibility of the contractors.

COMPUTER EQUIPMENT SUPPLIES AND SECURITY

76. Contractors must provide necessary computer equipment and supplies (e.g., terminals, controller, paper, printer ribbons, etc.) to provide services.

77. Contractors must report to LAHSA Contract Specialist, the loss, vandalism, or theft of computer supplies and equipment within twenty-four (24) hours after discovery. For stolen equipment, Contractors must contact the local law enforcement agency and submit a copy of the police report to LAHSA within twenty-four (24) hours of receipt of the police report, excluding weekends and holidays.
FRAUD REFERRALS

78. When Contractors suspect that fraud is being committed against LAHSA funded programs, Contractor must make a fraud referral to LAHSA.

COMPUTER EQUIPMENT SUPPLIES AND SECURITY

79. Contractor must provide necessary computer equipment and supplies (e.g., terminals, controller, paper, printer ribbons, etc.) to provide services.

80. Contractor must report to LAHSA, the loss, vandalism or theft of computer supplies and equipment within 24 hours after discovery. For stolen equipment, Contractor must contact the local law enforcement agency and submit a copy of the police report to LAHSA within twenty-four (24) hours of receipt of the police report, excluding weekends and holidays.

81. Contractor must provide all security for computers and printers and computer access to ensure that the equipment is secure.

FRAUD REFERRALS

82. When Contractors suspect that fraud is being committed against LAHSA funded programs, Contractor must make a fraud referral to LAHSA.