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## 2018 RAPID RE-HOUSING AND PREVENTION REQUEST FOR PROPOSALS (RFP)

**RFP Released:** December 14, 2018

**Mandatory Proposers Conference:** January 29, 2019, 10 AM – 12 PM

**Written Questions Due:** January 31, 2019, 2 PM

**Submission Deadline:** February 27, 2019, 2 PM

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## A. DESCRIPTION OF WORK

### 1. Objective

The Los Angeles Homeless Services Authority (LAHSA) is issuing this Request for Proposals (RFP) to fund Rapid Re-Housing (RRH) and Prevention to assist individuals and Transition Age Youth (TAY) to obtain and retain safe, permanent housing and provide all necessary supportive services.

Proposers funded under this RFP will be required to operate as collaborative partners within the existing Los Angeles County Coordinated Entry System (CES). Proposers funded under this RFP will utilize Los Angeles Continuum of Care (LA CoC) approved screening and assessment tools and are required to comply with standardized operating policies and procedures developed and adopted by LAHSA and the CES partners. Providers receiving funds will also be required to participate in the LA CoC Homeless Management Information System (HMIS).

All projects that are awarded funding under this RFP will be subject to the terms and conditions of this RFP and any LAHSA-issued revisions or addenda to this RFP. Revisions and addenda to this RFP may be issued in response to written questions or to communicate revisions or corrections made by the funder.

### 2. Funding Available

Funding under this RFP is anticipated but not guaranteed through the following sources:

- Measure H Special Funds from the County of Los Angeles, made available through the County of Los Angeles, Approved Strategies to Combat Homelessness, Strategies A1, A5, and B3. Information on the County of Los Angeles Homeless Strategies can be viewed at the following link:  
<http://homeless.lacounty.gov/wp-content/uploads/2017/01/HI-Report-Approved2.pdf>
- State Emergency Solutions Grants Program (ESG)
- City of Los Angeles General Funds
- State of California Homeless Emergency Aid Program (HEAP)
- California Emergency Solutions and Housing (CESH)

### 3. Eligible Applicants

This RFP is open to government agencies, and nonprofit organizations that were certified before the release of this RFP as qualified bidders/proposers for receiving one or more of the funding sources listed in *A.2 Funding Available* through the LAHSA Request for Statement of Qualifications (RFSQ) process. Qualified bidders for County General Funds will be eligible for State HEAP funds or CESH Funds. Certification status for individual funding sources may determine award allocation.

The list of certified agencies can be viewed at the following link under RFSQ Documents (See: *RFSQ Exhibit I - Certified Agencies & Funding Sources*):

<https://www.lahsa.org/news?article=214-request-for-statement-of-qualifications-rfsq-for-certification-as-a-qualified-bidder-for-lahsa-funding-opportunities>

Instructions on how to become a LAHSA qualified bidder can also be viewed at the link above.

Government agencies do not need to apply through the RFSQ process to be a qualified bidder.

#### 4. Contract Term

The term for contracts awarded through this RFP is July 1, 2019 to June 30, 2022 with funding authorized on an annual basis. The contract start date may be delayed pending transition of clients from expiring contracts. LAHSA will allow providers to use up to 60-days from their contract start date as startup time. Providers can bill for expenses incurred during this time even if clients have not yet been served. All expenses must be included in the budget approved by LAHSA. LAHSA reserves the right to authorize funding on an annual basis, based upon, but not limited to, satisfactory contractor performance, availability of funds, and demonstrated geographic need.

#### 5. Geographic Area Served

Projects must be located within the County of Los Angeles. Each proposal must clearly identify the site address, the Service Planning Area (SPA) in which the proposed project will be located and demonstrate the ability to serve the entire region within the identified SPA. Final funding allocation will be made according to the geographic restrictions of the funding, the quality review results, and the need for services in each SPA.

LAHSA reserves the right to adjust allocation of funding to promote broad geographic distribution of services across SPAs. If an insufficient number of qualified proposals are received or if the proposals received are deemed non-responsive or not qualified as solely determined by LAHSA, LAHSA reserves the right to either re-issue the RFP, execute a sole-source contract with a provider, or otherwise ensure that services are provided by other means in a manner consistent with component requirements.

#### 6. Eligible Populations

This RFP seeks to fund housing and services in all areas of the County of Los Angeles that will serve people experiencing homelessness or at imminent risk of experiencing homelessness or fleeing Domestic Violence (see SRS for detailed definitions) in all the following groups:

- Adults (ages 18 and over)
- TAY individuals (ages 16-24)
- Families with a TAY head of household

#### 7. Core Principles

***The following principles are required for all system components funded under this RFP. Proposers must review the Scope of Required Services (SRS) for each required activity to develop a response to this RFP. The SRSs can be found in the Exhibit section.***

## **Housing First**

According to the webinar *Core Principles of Housing First and Rapid Re-Housing* issued by HUD and the United States Interagency Council on Homelessness (USICH), the Housing First approach is based on the following principles:

1. Housing is safe and affordable;
2. All people can achieve housing stability in permanent housing; supports may look different;
3. Everyone is “housing ready”;
4. Improved quality of life, health, mental health, and employment can be achieved through housing;
5. Right to determination, dignity and respect;
6. Configuration of housing and services based on household’s needs and preferences.

For more information, please review the USICH resource at the link below:

[https://www.usich.gov/resources/uploads/asset\\_library/PRS\\_Housing\\_First\\_and\\_RRH\\_Webinar\\_07\\_22\\_14.pdf](https://www.usich.gov/resources/uploads/asset_library/PRS_Housing_First_and_RRH_Webinar_07_22_14.pdf)

## **Harm Reduction**

Harm reduction policies, procedures, and practices aim to reduce the negative consequences of behaviors that are detrimental to the participant’s health and well-being (i.e., abuse of drugs and/or alcohol, failure to be medication compliant, engaging in criminal activity, prostitution, choosing to sleep outside, etc.). 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 engaging in harmful behaviors.

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.

## **Trauma-Informed Care**

Trauma-informed care requires that every part of the program’s design and operation be approached with an understanding of trauma and the impact it has on those receiving services. Traumatic experiences can impact how clients receive services provided and the environment in which those services are delivered.

Establishing a safe and supportive environment are principal aspects of trauma-informed care. To do so, a program must ensure that all staff receive training on traumatic stress and its impact, as well as the relationship between trauma and mental health, substance use, and homelessness. Training should detail how working with trauma survivors can impact staff, and how these issues can impact their work. Staff training in crisis management may include learning how to help clients identify

triggers, express their feelings safely, use healthy coping skills, in addition to helping clients develop safety and self-care plans prior to a crisis.

### **Cultural Competency**

Programs funded under this RFP must consider cultural and linguistic factors in addressing the needs of populations to be served. Subpopulation identities may include, but are not limited to, race and ethnicity, gender and gender identity, sexual orientation, economic class, age, family status, language spoken and understood, physical and mental disabilities, living situation, etc. Proposers must demonstrate the capacity to accommodate special populations within the proposer’s general population (i.e., youth, LGBT, disabled clients, victims of domestic violence) throughout all levels of an organization, from organizational vision and mission statement, to policy implementation, and to service delivery procedures and philosophies. Effective communication requires, at a minimum, the provision of service and information in appropriate language, at appropriate educational and literacy levels, and in the context of the individual’s cultural identity.

## **8. Performance Outcomes**

Programs funded under this RFP will be expected to achieve the following outcomes during the contract term:

### **Rapid Re-Housing**

- 50% of participants who move into a permanent destination do so within 120 days of enrollment
- 60% exit into permanent housing destinations
- 15% of households increase income from all sources
- 85% of participants who exited to a permanent destination within one year have not returned to homelessness

### **Homeless Prevention**

- 75% exit into permanent housing destinations (including retaining existing permanent housing)
- 50% of participants remained in permanent housing and did not enter Crisis Housing within one year

## **9. Budget and Leverage**

Proposers are required to submit a competitive budget, for a twelve-month contract term, which will allow them to operate at an optimal level. A budget template has been provided with this RFP that provides for a line item budget by category. Using the budget template provided, proposers must submit a complete budget for the total cost of the proposed project, including the request to LAHSA, and any other funding sources being leveraged. Documentation of leverage, such as a contract, a scanned copy of a check, a commitment letter, or an MOU, must be submitted in FileShare.

Funds will be distributed at LAHSA’s discretion. The rate for administrative cost reimbursement will be based on the maximum allowable rate of the funder from which you receive funds, up to 12%. The

budget template provided includes a 12% administrative cost reimbursement rate, which may be reduced based on the final determination of funding source.

A separate budget for each Rapid Re-housing and Prevention component is required.

**Leverage**

LAHSA *recommends* leveraging from other sources at 100% to enrich programming, but does not require it. However, as part of the Quality Review process, all proposals will be evaluated regarding the level of leveraged funds that are committed to the project. Proposals demonstrating higher leverage will receive additional points within the Program Budget category of Quality Review. In order to receive full points, documentation of leverage, such as a contract, a scanned copy of a check, a commitment letter, or an MOU, must be submitted in FileShare.

**Table 1: Rapid Re-Housing Eligible and Leveraged Activities**

<b>Program Activities</b>	<b>Eligible to be Funded by this RFP</b>	<b>If Provided, funded by Leveraging ONLY</b>
Screening and Triage	X	
Case Management	X	
Housing Search and Placement	X	
Direct Financial Assistance	X	
Housing Stabilization Services	X	
Bridge Housing (a.k.a. Reserved Crisis Housing)		X
Crisis Intervention		X
Motel Voucher		X
Physical Health Care		X
Mental Health Care		X
Substance Abuse/Recovery Services		X
Education/Life Skills		X
Transportation	X	

**Table 2: Prevention Eligible and Leveraged Activities**

<b>Program Activities</b>	<b>Eligible to be Funded by this RFP</b>	<b>If Provided, funded by Leveraging ONLY</b>
Screening and Triage	X	
Case Management	X	
Housing Search and Placement	X	
Direct Financial Assistance	X	
Housing Stabilization Services	X	
Bridge Housing (a.k.a. Reserved Crisis Housing)		X
Crisis Intervention		X
Physical Health Care		X
Mental Health Care		X
Substance Abuse/Recovery Services		X
Education/Life Skills		X

Legal Services		X
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Further details regarding eligible activities and program design details can be viewed in the program’s Scope of Required Services (SRS).

## 10. Timeliness Standards

The proposer is expected to demonstrate the ability to begin project operation no later than 60 days after the contract start date listed in *Section A.4 Contract Term*, and to fully utilize grant funds within the proposed contract term. Proposals must demonstrate a plan for rapid implementation of the program. The proposer is expected to initiate the approved projects promptly in accordance with the requirements of this RFP and the federal and local regulations governing the awarded funding. Grant terms, and associated grant operations, may not extend beyond the availability of funds.

## 11. Joint Offers

Where two or more proposers desire to submit a single proposal in response to this RFP, they should do so as a prime contractor and subcontractor relationship, rather than as a joint venture or informal team. LAHSA intends to contract with single organizations and not with multiple organizations doing business as a joint venture.

## 12. Proposed Subcontractors

All subcontractors proposed to carry out any portion of the performance of services will require LAHSA approval prior to contracting. Proposers must submit the Subcontractor Profile Form by the Proposal Submission Deadline. Proposers must submit a copy of their organization’s policies/procedures for selecting and entering into contracts with subcontractors and monitoring subcontractor performance. The proposer must submit a specific plan for monitoring subcontractor(s) in the performance of their subcontract, which includes programmatic and fiscal areas of review, potential corrective actions that will be imposed if the subcontractor is noncompliant or not performing and planned monitoring dates and timetables for resolution of findings.

## 13. Proposed Contract

The proposer, if selected through this RFP and subsequently selected for award, shall be required to enter into a written agreement with LAHSA. The proposed contract may be modified to incorporate all pertinent terms and conditions set forth in this RFP, including those added by addendum, and to reflect the proposer’s offer or the outcome of the contract negotiations, if any, conducted with the Proposer. Proposers unable or unwilling to comply with LAHSA policies and procedures will not be considered for funding under this RFP.

Corrective actions may be imposed on a provider for noncompliance with regulations, contract requirements and other applicable professional standards. Should a provider fail for any reason to comply with the contractual obligations of their contract, LAHSA reserves the right to take remedial action at its discretion as set forth in LAHSA’s Remedial Action Policy or the policies of LAHSA’s funders. LAHSA, at its sole discretion, may impose remedial actions for cause including but not limited



to the following: Notice of Noncompliance, Withholding of Payment, Probation, Suspension, Termination and/or, Debarment.

Further information on LAHSA's Remedial Action Policy can be found at the following link:

<https://www.lahsa.org/documents?id=1546-agency-remedial-action-policy.pdf>

#### 14. No Commitment to Award

Issuance of this RFP and receipt of proposals is not a commitment to award a contract. LAHSA expressly reserves the right to postpone proposal opening or award for its own convenience, to accept or reject any or all proposals received in response to this RFP, to negotiate with more than one Proposer concurrently, or to cancel all or part of this RFP.

## B. PROPOSAL CRITERIA AND EVALUATION PROCESS

### 1. Overview

All proposals received by the submission deadline will be submitted for a Quality Review, and will be evaluated by a panel of experts, which will be referred to as the “Evaluation Panel.” Proposals will be scored independently based on the criteria outlined in the *Quality Review* section of this RFP. Proposals must receive an aggregate score of 75 points or more to be recommended for funding. Final funding recommendations will be based on the overall score of the proposal and geographic distribution of funds.

Quality Review results and final funding recommendations will be posted on the LAHSA website and presented to the LAHSA Commission for approval.

<b>ITEM</b>	<b>DATE</b>
RFP Release	December 14, 2018
Mandatory In-Person Proposers Conference	January 29, 2019, 10 AM – 12 PM
Written Questions Due	January 31, 2019, 2 PM
Submission Deadline	February 27, 2019, 2 PM
Quality Review Approval	May 2019
Contract Start	July 1, 2019

\*Timelines subject to change at LAHSA’s sole discretion.

### 2. Quality Review

Proposals will be evaluated based on program design, CES alignment, organizational capacity, past performance, budget, cost efficiency, program readiness, and any other identified priorities. Each proposal’s content, responsiveness, conciseness, clarity, relevance, and strict adherence to the instructions in this RFP will be considered when scoring each category. Final scoring will be based on the proposal as submitted.

<b>Scoring Area</b>	<b>Points</b>
<b>Program Design</b>	40
<b>Program Readiness</b>	20
<b>Past Performance</b>	15
<b>CES Alignment</b>	15
<b>Program Budget /Cost Efficiency</b>	10
<b>Total Points Possible</b>	100

### *Program Design*

The proposal must demonstrate an understanding of program requirements and the needs of the population it proposes to serve. Proposals will be evaluated on the demonstration of the utilization of best practices in their proposed program and the accessibility of the program to diverse participants.

The proposer's understanding of Housing First, Harm Reduction, and Trauma-Informed Care principles, and the extent to which such concepts are embedded into the proposed program's design will be evaluated.

The Evaluation Panel will assess the proposed use of supportive services, staffing, and supervision plans to assist clients in successfully achieving housing goals. Proposals should describe a progressive engagement approach to both case management and financial assistance. Proposers should identify how high acuity participants will be served in an effective manner through best practices, such as incorporation of a Critical Time Intervention approach. All proposals should detail clear diversion strategies that are integrated into program design and in alignment with the SRS.

The proposer should employ a variety of innovative landlord outreach efforts, including face-to-face, telephone, and written communications to landlords. Proposals should demonstrate an understanding of current housing trends, and describe how this understanding informs their landlord marketing approach. Proposer should also employ a variety of innovative housing plans such as shared housing. Proposals should describe a detailed process and a proactive approach to inspect units, verify site ownership, and determine rent reasonableness.

The Evaluation Panel will assess whether the proposal makes the program open to all eligible populations regardless of sexual orientation, gender identity, marital status, race, color, religion, national origin, age, or disability status. Proposers will be evaluated on the extent to which they demonstrate (1) an understanding of the unique demographic challenges of their participants, (2) experience serving these participants, and (3) how their staffing and programming decisions are tailored to meeting the needs of the populations they will be serving.

The proposal should describe a plan to meet the requirements of the Americans with Disabilities Act (ADA) through their program delivery, facility, and transportation offerings.

Proposers should reference LAHSA's Equal Access with Gender Identity Policy (previously known as HUD rule) and the 2010 Service Animal Policy:

<https://www.lahsa.org/documents?id=1770-equal-access-and-gender-identity-policy.pdf>

<https://www.lahsa.org/documents?id=1959-lahsa-service-animal-accommodation-policy.pdf>.

The Evaluation Panel will examine the proposer's plan to serve participants with limited English proficiency and their access to translation services. The Panel will additionally assess the extent to which grievance and feedback policies are operationalized and accessible to its clients.

The Evaluation panel will evaluate the management/staff structure articulated in the proposal, along with the submitted organization chart. The proposal should detail mechanisms for ongoing and consistent staff supervision and an internal quality assurance monitoring system.

### ***Program Readiness***

The Evaluation Panel will evaluate the proposer's ability to achieve full staffing and implement the program by the program start date.

Proposals should describe administrative capacity and a clear, detailed, and scheduled process to process financial assistance requests that is appropriate for the volume of requests that the proposer intends to process.

Proposers should present a detailed process for ensuring operational effectiveness and quality control of staff. This should include segregation of duties (i.e., staff responsible for processing financial assistance requests are not interacting with participants and landlords) and methods of monitoring/checking for fraudulent activities.

### ***Past Performance***

The proposer's past performance under LAHSA funded contracts and previous federal and local awards will be taken into consideration. The panel will evaluate the proposed projects based on the ability of the Proposer to meet performance outcomes. Programs that demonstrate the ability to meet or exceed performance outcomes will achieve higher scores than programs that do not. LAHSA and the Evaluation Panel reserve the right to request additional data to verify information submitted with the proposal. Please see the Past Performance Reports Submission Coversheet on the RFP webpage for more information on how past performance will be assessed.

### ***Coordinated Entry System Alignment***

Proposals will be evaluated on the extent to which the proposed project is integrated with service and housing providers and coordinated with other systems of care (health care, education, etc.) within the region. The Evaluation Panel will assess linkages with other resources in the region, collaboration with the LA County CES, within the proposer's program and provider network or with other agencies within the region.

### ***Program Budget/Cost Efficiency***

The Evaluation Panel will evaluate the feasibility, cost-effectiveness, reasonableness, and accuracy of the budget. It will also evaluate the extent to which additional funding and resources are committed to the proposed project. The Evaluation Panel will evaluate cost effectiveness by comparing the amount requested to the number of minimum households served and/or the level of services provided. The proposal should describe and specify the source and dollar amount of other public and private funding and resources that will be or have been leveraged to complete the proposed project. Strength of financing commitments will also be considered in the proposal evaluation.

## **3. Funding Allocation**

Funds will be allocated by SPA according to the Greater Los Angeles Homeless Count. Table 6: FY18-19 Funding Allocation details current Rapid Re-housing funding distribution by SPA. These figures should be used for guidance only, because adjustments may be made based on the 2019 Greater Los

Angeles Homeless Count. If LAHSA receives more than one proposal that meets or exceeds the funding threshold of 75 points, the following logic will be used in determining funding allocation:

- If there are two (2) proposals in a SPA that meet or exceed the funding threshold of 75 points, the highest scoring proposal will receive a maximum of 80% of the funding for that SPA.
- If there are three (3) proposals in a SPA that meet or exceed the funding threshold of 75 points, the highest scoring proposal will receive a maximum of 70% of the funding for that SPA.
- If there are four (4) proposals in a SPA that meet or exceed the funding threshold of 75 points, the highest scoring proposal will receive a maximum of 60% of the funding for that SPA.
- If there are five (5) proposals in a SPA that meet or exceed the funding threshold of 75 points, the highest scoring proposal will receive a maximum of 50% of the funding for that SPA.

No proposal will be awarded less than \$200,000.

Table 6 displays LAHSA’s 2018-2019 RRH funding by SPA. The table includes funding from Measure H and State ESG.

**Table 6: FY18-19 Funding Allocation**

SPA	Adult RRH	TAY RRH
1	\$1,941,308	\$393,867
2	\$3,397,280	\$660,243
3	\$1,720,644	\$375,249
4	\$7,692,011	\$1,809,565
5	\$2,770,666	\$492,333
6	\$4,317,461	\$761,111
7	\$2,292,684	\$485,669
8	\$2,172,763	\$492,333
<b>Total</b>	<b>\$26,304,817</b>	<b>\$5,470,370</b>



## C. GENERAL INSTRUCTIONS

### 1. Proposal Submittal

#### Proposal Application

The RFP, application documents, and budget template will be made available online at <http://www.lahsa.org/funding> following the approval for release from the Programs & Evaluations Committee. Proposers may respond to this funding opportunity by completing the online application and submitting supporting documents into their Agency FileShare account. For a proposal to be considered complete, all of the following must be completed and submitted prior to the submission deadline:

- MyOrg RFP Application
- MyOrg Program Profile (not accessible until after the MyOrg Application is submitted)
- Subcontractor Program Profile uploaded to FileShare (if applicable)
- Rapid Re-housing Budget Template uploaded to FileShare
- Prevention Budget Template uploaded to FileShare
- Proposed Program Organizational Chart uploaded to FileShare
- Past Performance Reports Submission Coversheet & Supporting Report with matching data uploaded to FileShare
- Suspension and Debarment Form uploaded to FileShare

#### FileShare

Prior to submitting a new project application, applicants are required to have an active FileShare account. The documents listed above should be placed in the folder that corresponds to this funding opportunity within the “Funding Opportunities” or “New Funding Opportunities” folder of their FileShare account. LAHSA reserves the right to reject documents that are placed in the incorrect folder.

#### MyOrg

The RFP application will be available via the MyOrg portal on the LAHSA website at the following link: <https://www.lahsa.org/portal/user/sign-in>

### 2. Due Date

All proposals must be RECEIVED by electronic delivery no later than **2:00 PM (Pacific Time), February 27, 2019**. Applications will not be accepted via facsimile or paper submission. Electronic Submission is mandatory. Proposals submitted after 2:00 PM, February 27, 2019 will not be accepted.

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

### 3. Mandatory Proposers Conference

Proposers are required to attend an in-person Mandatory Proposers' Conference to take place on: **January 29, 2019, 10:00 AM – 12:00 PM.**

Proposers' Conference Link:

<https://www.eventbrite.com/e/2018-rapid-rehousing-and-prevention-rfp-tickets-53196693743>

**Pre-registration is recommended.**

LAHSA is unable to provide individualized technical assistance during an open RFP. All technical assistance will be provided during the Mandatory Proposers' Conference and through the timely submission of written questions as detailed in this section.

Proposers are encouraged, but not required to submit questions in writing at least two (2) days prior to the Mandatory Proposers' Conference. Questions regarding this RFP may be submitted to [fundingopportunities@lahsa.org](mailto:fundingopportunities@lahsa.org) with the subject line, "2018 Rapid Re-Housing and Prevention RFP – 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.

After the Proposers Conference, Questions will be accepted via email only at [fundingopportunities@lahsa.org](mailto:fundingopportunities@lahsa.org) with the subject line, "2018 Rapid Re-Housing and Prevention RFP – Q&A" until **January 31, 2019, 2:00 PM.** LAHSA will post written responses to all received questions on the LAHSA website no later than five (5) business days from the date questions are due.

Proposers are responsible for checking the LAHSA website to obtain current information and responses. Any omission or error made by any Proposer under this RFP for failure to obtain information posted regarding this RFP on the LAHSA website at <http://www.lahsa.org/funding> is the sole responsibility of Proposer and is not a basis for appeal of any adverse score or evaluation under this RFP.

**Proposers are also encouraged to subscribe to the Funding Opportunities mailing list at <https://www.lahsa.org/> to receive email notices pertaining to this RFP and other funding opportunities.**

### 4. RFP Addenda/Clarifications

If it becomes necessary to revise any part of this RFP after the RFP is released, a written addendum will be posted on the LAHSA website at <http://www.lahsa.org/funding>. 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 RFP.

### 5. Process Appeals

After Quality Review of the proposal evaluation process, LAHSA will notify all proposers of its Quality Review Results. **Within two business days of notification of the Quality Review Results** on the LAHSA website, proposers may file a Process Appeal, which is an appeal based upon LAHSA's failure to abide

by its established procedures in making funding recommendations. Process Appeals contesting the outcome of an RFP and/or a disagreement with, or objection to, the points awarded is not a sufficient basis for a Process Appeal.

The Process Appeal must be in writing and shall be limited to two (2) typed pages. The appeal must clearly state the factual grounds on which the appeal is based. All Process Appeal requests must be on an organization's letterhead and entitled "2018 Rapid Re-Housing and Prevention RFP – Process Appeal". Please do not include cover letters with the appeal request.

Process Appeals will be presented to the Programs and Evaluation Committee of the LAHSA Commission. The Programs and Evaluation Committee will make a recommendation and forward its recommendations to the LAHSA Commission. The LAHSA Commission will make the final decision regarding all Process Appeals. In the situation where the Programs and Evaluation Committee is unable to meet, the appeals shall be presented directly to the LAHSA Commission.

A Process Appeal must meet all of the following criteria, to be considered.

1. The person or entity requesting the appeal must be a proposer;
2. The request for the appeal must be submitted by the date and time specified by the RFP;
3. The person or entity requesting the appeal must assert in appropriate detail with factual reasons that LAHSA materially failed to follow procedures specified in its RFP document.
4. The request for the appeal must set forth sufficient detail to demonstrate that, but for LAHSA's alleged failure, the proposer would have been a successful proposer.

All Process Appeals must be in writing and emailed timely to [fundingopportunities@lahsa.org](mailto:fundingopportunities@lahsa.org) or received at the following address:

Chair, Programs and Evaluation Committee  
Re: 2018 Rapid Re-Housing and Prevention RFP – Quality Review Results Appeals  
Los Angeles Homeless Services Authority  
811 Wilshire Blvd., 6th Floor  
Los Angeles, CA 90017



## **D. 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 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 acknowledgment 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 designated 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 proposers, funders and/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 if applicable.
- 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. If a Proposer is new and has not had a contract with LAHSA for a period of five (5) years then the organization will be subject to 100% documentation review and quarterly Monitoring visits.
- O. If an agency has been involved in the Remedial Action process as a result of contract noncompliance with LAHSA within the last fifteen (15) years, award will be conditioned upon the agency showing that they have sufficient programmatic and fiscal capacity or finding another LAHSA Contractor in good standing that is willing to serve as a lead agent to administer the LAHSA contract.
- P. Willful misstatements of information will result in non-recommendation for funding, regardless of the merits of the proposal submitted.
- Q. 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.
- R. 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.
- S. 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.
- T. 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 debarred by any government agency or 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 or has been involved in any litigation or other legal matter that compromises the organization's ability to carry out the project as awarded.
- U. LAHSA reserves the right to fund all or a portion of a proposal and/or request 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.
- V. LAHSA reserves the right to waive minor technical deficiencies or any informality in a submitted proposal.

- W. 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.
- X. LAHSA reserves the right to deny funding a proposal for a new project, if the request is made by a current recipient that is found to have significant issues related to capacity, performance, or unresolved audit/monitoring finding related to one or more existing grants.
- Y. 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 apply 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.
- Z. 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.
- AA. 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.
- BB. 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.
- CC. 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.

DD.A bid or proposal containing conditions or limitations regarding the basic program design or operation of the proposed program that are not in alignment with the requirements of the RFP may be deemed irregular (and nonresponsive) and may be rejected by LAHSA, in its sole discretion.

## **E. CONTRACT CONDITIONS**

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

- A. The initial recommendation for funding should not be construed as a finding that the proposed program complies with all requirements and conditions for a contract for grants. LAHSA reserves the right to fund all or a portion of a proposal and/or request 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 system components funded under this RFP.
- C. Successful 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 the contract. 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 the system component.
- F. Contractors acknowledge that, as recipients of Federal funds, they will be required to comply with Federal regulations pertaining to the use of such funds. It will be the Contractor's responsibility to ensure compliance with applicable regulations.
- G. The Contract shall include standard clauses and in some cases, certifications, requiring Contractor's compliance with, but not limited to, the following regulations: non-discrimination, affirmative action, and equal opportunity; separation of church and state; Americans with Disabilities Act (ADA); conflict of interest; restrictions on lobbying; debarment; audits; rights in data; drug-free workplace; 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 system component(s) funded under the contract.
- I. Contractors shall participate in information networking, training, and coordination meetings as directed by LAHSA or other grant funding sources.
- J. Contractors shall cooperate with related research and evaluation activities as directed by LAHSA or other grant funding sources.
- K. Contractors will be required to submit a Code of Conduct which will address conflict of interest requirements.

- L. Contractors may not enter into an agreement with a subcontractor for the provision of shelter or supportive services under any system component funded under this RFP, unless that subcontractor and its qualifications are fully described in the proposal, and the intention to subcontract is explicitly stated in the proposal or the use of the subcontractor has been approved in writing by LAHSA. Contractor shall remain liable for the performance of the subcontractor, and will require subcontractor to adhere to all provisions in the contract between LAHSA and Contractor.
- M. Contractors will ensure that an annual financial audit is performed in compliance with Title 2 of the Code of Federal Regulations Part 200 (2 C.F.R. 200 Subpart F – Audit Requirements) 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 RFP and committed to in the proposal, including program leveraging commitments, otherwise Contractor risks immediate termination of contract.
- O. The responsibility for accuracy rests entirely with the Proposer. If a Proposer knowingly and willfully submits false performance or other false data, LAHSA reserves the right to reject that proposal. If it is determined that a contract was awarded as a result of false performance, or false financial or other false data submitted in response to this RFP, LAHSA reserves the right to terminate said contract immediately.
- P. Contractor shall have in place an appropriate grievance procedure. Said grievance procedure must be in compliance with LAHSA's grievance standards stated in the program contract.
- Q. LAHSA reserves the right to extend the duration of the program as well as to renegotiate the terms of the contract if an extension is granted.
- R. Contractor agrees to participate in data collection through the HMIS, or another HUD approved system of record. Said system shall be implemented during the term of the contract awarded. LAHSA shall provide Contractor with the basic data collection requirements.
- S. Contractor shall be required to possess a corporate seal. In the absence of a corporate seal, a notary attestation of the Contractors signature must be provided along with the signed contract.
- T. Awards are made 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 all applicable City of Los Angeles and/or County of Los Angeles contracting requirements.
- X. Contractors shall be required to submit to LAHSA, or its designee, periodic status reports, including program expenditures, progress reports and recipient information. Failure to do so may result in termination of the contract.
- Y. The Grant Agreement between LAHSA and its funders may be incorporated by reference into all contracts between LAHSA and the contracting agencies.
- Z. Contractors acknowledge that LAHSA funds are not meant to replace or supplant other local sources of funding.
- AA. 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.
- CC. LAHSA reserves the right to terminate contracts awarded under this RFP if the Contractor is unable to commence services within three (3) months of the effective date of the contract. If a contract is terminated under these conditions, LAHSA may award the de-obligated funding to remaining Proposers who submitted proposals under the RFP and received fundable scores.

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

- 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 system component. Specific benchmarks of accomplishment will be included in the contract.

## F. EXHIBITS

### Exhibit A: Detailed Information

<b>2018 Rapid Re-housing and Prevention RFP Approximate Funding Available</b>			
<b>Program Component</b>	<b>Funding Source</b>	<b>Approximate Funding Available</b>	<b>Eligible Populations</b>
Rapid Re-housing	Measure H, State ESG, State HEAP, and CESH	Up to \$50 million	Individuals and TAY
Prevention	Measure H, State HEAP, and CESH	Up to \$8 million	Individuals and TAY



## **EXHIBIT B: PROGRAM AND FACILITIES STANDARDS and SCOPE OF REQUIRED SERVICES**

Program Standards - <https://www.lahsa.org/documents?id=2766-2018-2019-lahsa-program-standard-rfp.pdf>

Facility Standards - <https://www.lahsa.org/documents?id=2767-2018-2019-facility-standards-rfp.pdf>

Rapid Re-housing SRS - <https://www.lahsa.org/documents?id=2628-2018-2019-rrh-all-populations-srs.pdf>

Prevention SRS - <https://www.lahsa.org/documents?id=2768-2018-2019-prevention-rfp-srs-all-populations-.pdf>

## **EXHIBIT C: Glossary of Terms**

### **Case Conferencing**

Case conferencing is a region’s formal, planned, and structured meeting in which providers coordinate staffing assignments, provide client level updates, and ensure coordination of services. The goal of case conferencing is to provide holistic, coordinated, and integrated services across providers, and to reduce duplication. Case conferences are usually multidisciplinary, and include multiple providers from throughout the SPA or region. Case conferences should be used to identify or clarify issues regarding a household’s housing status and progress towards permanent housing; to review activities including progress and barriers towards housing; to strategize solutions; and to adjust current service plans, as necessary. Case conferences may be face-to-face or by phone/video conference, held at routine intervals and during significant change. Case Conferencing requires sign-in sheets for all participants who attend the meeting. In addition, Case Conferencing must adhere by any policies and procedures established by Domestic Violence agencies and participating CES partners.

### **Case Management**

Case management is defined by the Case Management Society of America as “a collaborative process of assessment, planning, facilitation, care coordination, evaluation, and advocacy for options and services” to meet individual needs. Case Management in the context of CES should be voluntary and client centered, with the goal of identifying strengths and client directed goals, while promoting “health, recognition, and well-being” (USICH, 2016). Case Managers in CES should ultimately focus on safety first, linking the client to a permanent housing resource and providing the necessary services needed to promote housing stability.

### **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 families 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 families who are homeless; 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.

### **Continuum of Care**

A Continuum of Care (CoC) is a regional or local planning body that coordinates housing and services funding for homeless families and individuals.

### **Continuum of Care Program**

The Continuum of Care (CoC) Program is designed to promote communitywide commitment to the goal of ending homelessness; provide funding for efforts by nonprofit providers, and State

and local governments to quickly rehouse homeless individuals and families while minimizing the trauma and dislocation caused to homeless individuals, families, and communities by homelessness; promote access to and effect utilization of mainstream programs by homeless individuals and families; and optimize self-sufficiency among individuals and families experiencing homelessness.

### **Critical Time Intervention (CTI)**

Critical Time Intervention (CTI) is a time limited Case Management intervention lasting nine-months. The CTI intervention seeks to provide support during and after the transition to housing from homelessness. The CTI model is broken down into Three phases of assistance that can each last roughly three months. Each phase of assistance builds off that last phase to allow the Participant to effectively assimilate into to community and increase that Participants housing stability. The Phases in CTI are as follows, transition to community, try-out, and transfer of care. In Transition to Community the provider works “hands on” with the participant in getting connected to the appropriate community resources (This could include taking participant to open bank account, make doctors’ appointment, shop for groceries, access community resource centers, family connections, etc.) ; Try-out is allowing the participant to access and utilize the supports brought in on phase one and provides assistance and coaching to the participant along the way, highlighting success and learning from failures; transfer of care the provider assists in “fine tuning” the supports and continues to be available to empower the participant in taking ownership of their community resources, providers would at this point assist participants in formulating their own long-term goals to move forward with by utilizing their community supports.

### **Danger Assessment**

The Danger Assessment is an assessment tool used to help determine the level of danger a domestic violence survivor has of being killed by his or her intimate partner.

### **Data Manager/Specialist**

Data Manager/Specialist is responsible for ensuring accurate and timely data. The function of the data manager/specialist is to: 1) Enter intake and assessment data into HMIS, or an alternate system, 2) Monitor and correct data quality for the FSC and 3) Ensure that all required program paperwork is completed and entered into the participant master file in a timely manner.

### **Diversion**

Diversion (also known as problem solving) is a short-term intervention that seeks to empower people experiencing a housing crisis to avoid entering the homelessness system by working together with them to either preserve their current housing situation or finding another short-term housing situation (not in the homelessness system). Problem Solving/Diversion also seeks to empower persons experiencing homelessness who might already be in the homelessness system to resolve their own homelessness with supports that they might already have (this is somethings referred to as “Rapid Exit”). Problem Solving/Diversion practice should be attempted as a guided conversation that helps the person explore options they may not have been able to think of due to their current state of stress due to their crisis. Problem Solving/Diversion is not a

program but rather an intervention. The most common Problem Solving/Diversion activities include: active listening, coaching, mediation and conflict resolution with families/friends and/or landlords, connection to mainstream resources, housing search assistance, housing stabilization planning, family reunification, etc. Problem Solving/Diversion may include some follow-up work to assist the household in finding appropriate housing.

### **Domestic Violence**

Domestic violence (also called intimate partner violence (IPV), domestic abuse or relationship abuse) is a pattern of behaviors used by one partner to maintain power and control over another partner in an intimate relationship. Domestic violence includes behaviors that cause or threaten physical harm, arouse fear, prevent a partner from doing what they wish or force them to behave in ways they do not want. It includes the use of or threat of the use of physical and sexual violence, threats and intimidation, emotional abuse and economic deprivation. Many of these different forms of domestic violence/abuse can be occurring at any one time within the same intimate relationship and/or may occur with varied frequency within a relationship. (National DV Hotline definition)

### **Domestic Violence Counselor (California Evidence Code Section 1037.1 Definition)**

(a)(1) As used in this article, “domestic violence counselor” means a person who is employed by a domestic violence victim service organization, as defined in this article, whether financially compensated or not, for the purpose of rendering advice or assistance to victims of domestic violence and who has at least 40 hours of training as specified in paragraph (2).

(2) The 40 hours of training shall be supervised by an individual who qualifies as a counselor under paragraph (1), and who has at least one year of experience counseling domestic violence victims for the domestic violence victim service organization. The training shall include, but need not be limited to, the following areas: history of domestic violence, civil and criminal law as it relates to domestic violence, the domestic violence victim-counselor privilege and other laws that protect the confidentiality of victim records and information, societal attitudes towards domestic violence, peer counseling techniques, housing, public assistance and other financial resources available to meet the financial needs of domestic violence victims, and referral services available to domestic violence victims.

(3) A domestic violence counselor who has been employed by the domestic violence victim service organization for a period of less than six months shall be supervised by a domestic violence counselor who has at least one year of experience counseling domestic violence victims for the domestic violence victim service organization.

(b) As used in this article, “domestic violence victim service organization” means a nongovernmental organization or entity that provides shelter, programs, or services to victims of domestic violence and their children, including, but not limited to, either of the following:

(1) Domestic violence shelter-based programs, as described in Section 18294 of the Welfare and Institutions Code.

(2) Other programs with the primary mission to provide services to victims of domestic violence whether or not that program exists in an agency that provides additional services.

**Domestic Violence Survivors (Individual or Family)**

An individual or family that is experiencing an active abuse situation and valid financial hardship that could result in homelessness if preventive assistance is not provided.

**Evidence of Site Control (Administrative Offices)**

Documentation of an appropriate certificate of occupancy and/or a conditional use permit allowing the legal use of the property for the service being proposed, and at least one of the following types of documentation securing the location for the use of the proposed system component:

- Proof of Ownership;
- Executed Option to Purchase;
- Executed Lease Agreement;
- Executed Option to Lease;
- Letter of Intent signed by both parties;

**Family**

Households consisting of one or more minor children (17 or under) in the legal custody of one or two adults who are living together and working collaboratively to care for the children. This includes 2-parent and 1-parent families, including those with same sex partners, families with intergenerational or extended family members, unmarried couples with children, families that contain adults who are not the biological parents of the children, and other family configurations. Households currently without minor children, in which the mother is in her second trimester of pregnancy, or mothers who have been medically diagnosed as having a “high risk” pregnancy shall qualify as a family.

**Family Solutions Center (FSC)**

Regional community based non-profit service providers funded to provide rapid Re-Housing, regional coordination, prevention/diversion, standardized assessments and coordinated access to housing and supportive services, specifically designed for homeless families in L.A. County. The FSC Housing Navigators and the Family Response Team will be located at the FSC.

**FSC Family Response Team (FRT)**

FSC staff responsible for a triage screening, coordinating crisis housing, connecting families to supportive services to address any immediate needs, and scheduling a standardized assessment with a FSC Housing Navigator.

**Homeless (HUD definition)**

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 designated 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 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 or family lacks the resources or support networks, *e.g.*, family, friends, faith-based or social networks, needed to obtain other permanent housing.

(3) Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who:

(i) Are defined as homeless under Section 387 of the Runaway and Homeless Youth Act (42 U.S.C. 5732a), Section 637 of the Head Start Act (42 U.S.C. 9832), Section 41403 of the Violence Against Women Act of 1994 (42 U.S.C. 14043e-2), Section 330(h) of the Public Health Service Act (42 U.S.C. 254b(h)), Section 3 of the Food and Nutrition Act of 2008 (7 U.S.C. 2012), section 17(b) of the Child Nutrition Act of 1996 (42 U.S.C. 1786(b)), or Section 725 of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a); and

Must Also:

(ii) Have not had a lease, ownership interest, or occupancy agreement in permanent housing at any time during the 60 days immediately preceding the date of application for homeless assistance;

(iii) Have experienced persistent instability as measured by two moves or more during the 60-day period immediately preceding the date of applying for homeless assistance; and

(iv) Can be expected to continue in such status for an extended period of time because of chronic disabilities, chronic physical health or mental health conditions, substance addiction, histories of domestic violence or childhood abuse (including neglect), the presence of a child or youth with a disability, or two or more barriers to employment which include the lack of a high school degree or General Education Development (“GED”), illiteracy, low English proficiency, a history of incarceration detention for criminal activity, and a history of unstable employment.

(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.

### **Household (HUD definition)**

A household includes all the people who occupy a housing unit. The household includes the related family members as well as the unrelated people, if any, such as lodgers, foster children, wards, or employees who share the housing unit. A person living alone in a housing unit, or a group of unrelated people sharing a housing unit such as partner or roomers, is also counted as a household.

### **Housing First**

An approach to ending homelessness that centers on providing families experiencing homelessness with housing as quickly as possible – and then providing services as needed. Housing First programs share critical elements:

- A focus on helping families access and sustain permanent rental housing as quickly as possible without time limits;
- A variety of services delivered to promote housing stability and well-being on an as-needed basis; and
- A standard lease agreement to housing, as opposed to mandated therapy or services compliance.

### **Housing Navigation**

Housing Navigation is the process by which homeless families that have entered the CES system are provided ongoing engagement, document collection, and case management services to facilitate a match to an appropriate housing resource.

### **Housing Navigator(s)**

Housing Navigator is the family's primary point of contact in CES, often a social worker (BSW), case manager, outreach worker, or volunteer. The primary function of the Housing Navigator is to: 1) assist clients in collecting necessary documents for housing applications, 2) accompany families to housing appointments, and 3) assist families in navigating the entire housing search and placement process.

### **Housing Stability Plan (HSP):**

A standardized case management plan designed to assist participants to identify and achieve housing focused goals. HSP addresses barriers to obtaining and retaining housing by developing action steps needed to maintain housing stability. HSP identifies linkages to permanent housing, mainstream benefits and supportive services.

**Intimate Partner Violence (Center for Disease Control (CDC) definition)**

The term "intimate partner violence" describes physical, sexual, or psychological harm by a current or former partner or spouse. This type of violence can occur among heterosexual or same-sex couples and does not require sexual intimacy.

**Matching**

Matching is the process by which a family or individual in CES is determined to be initially eligible for a Permanent Housing resource, and is "matched" to that resource.

**Outreach**

In the context of the CES system, Outreach is defined as the activity of engaging a homeless individual 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 can be viewed as a "service in itself" and "a process of building a personal connection that may play a role in helping a person improve his or her housing, health status, or social support network" (Olivet, Bassuk, Elstad, Kenny, and Jassil, 2010). Outreach and engagement should be approached in a client-centered and voluntary manner that does not create any time constraints as to the alacrity in which the client voluntarily seeks permanent housing. Outreach workers should have the capacity to refer clients to resources and services such as Crisis & Bridge (Reserved Crisis) Housing and should regularly participate in case conferencing to ensure clients entering CES are matched to the appropriate permanent housing resource.

**Outreach Coordination**

The planning and ongoing coordination of outreach activities in a region. This should include a multi-disciplinary approach that ensures adequate geographic coverage and the use of best practices to outreach.

**Permanent Housing (PH)**

Community-based housing without a designated length of stay, and includes both permanent supportive housing and rapid rehousing. To be considered permanent housing the family must be the tenant on a lease, which is renewable for terms that are a minimum of one month long, and is terminable only for cause.

**Progressive Engagement**

Progressive Engagement (also known as "Progressive Assistance") is an approach for providing financial assistance and case management services in permanent housing programs. This approach seeks to provide the least amount of assistance necessary to assist each participant reach housing stability. Progressive Assistance starts when staff first meet their participant and begin the process of assessing the person's housing barriers. The participant's Housing Plan should be developed with this approach. The provider should assess out how much a participant can do and reassess with every meeting. For financial assistance, the staff should assess the household's ability to pay part of the rent every month (at a minimum) and discuss with them



any changes that will occur each month. If need decreases the amount of assistance decreases, and if need increases the amount of financial assistance would also increase. Progressive Assistance is also related to how much case management is provided and how much direct assistance that staff provides, flexing up and down depending on the needs of the participant. A decrease in Case management would not fall below the minimum standards while the Household is in the program, but financial assistance can be eliminated early if not needed (even as case management continues). This flexible, individualized approach works to maximize resources by only providing the amount of assistance that a household needs.

### **Rapid Re-Housing (RRH)**

Rapid Re-Housing is an intervention, informed by a Housing First approach, that rapidly connects families experiencing homelessness to permanent housing through assistance that may include the use of time-limited financial assistance and supportive services. Rapid rehousing programs help families solve immediate challenges to obtaining permanent housing while reducing the amount of time they experience homelessness.

### **Regional Coordination**

Oversight of SPA-wide partnerships across public and private entities that ensure homeless families are fully supported and connected to housing and services within their respective communities. Regional and coordinated access to housing and services ensures that homeless families do not have to go to multiple agencies to obtain housing and services assistance. Additionally, if a family is better served in another community, due to safety or other reasons, the Regional Coordinator shall assist in making needed connections to resources across SPAs.

### **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 more than 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 (i.e. <http://housing.lacounty.gov/index.html>), reviewing comparable units advertised for rent, or by obtaining written verification from the property owner documenting comparable rents for other units owned.

### **Resident Advocate**

Resident Advocates will act as the family's primary point of contact while in crisis or bridge housing. The Resident Advocates will coordinate with Housing Navigators within the FSC to provide families with housing assistance, access to mainstream benefits and training opportunities, and necessities.

### **Safety Plan**

A safety plan is a personalized, practical plan that includes ways to remain safe while in a relationship, planning to leave, or after a survivor leaves. Safety planning involves how to cope with emotions, tell

friends and family about the abuse, take legal action and more. A good safety plan will have all vital information a survivor needs and must be tailored to his or her unique situation, and will help them navigate different scenarios.

### **Supportive Services**

Services that may assist homeless families in the transition from the streets or shelters into permanent or permanent supportive housing, and assists families with living successfully in housing.

### **Transition Age Youth (TAY)**

An individual between the ages of 18 and 24 years.

*Please note that while the Youth Coordinated Entry System serves youth and young adults, ages 16-24, for the purposes for Rapid Rehousing, youth must be at least 18 years old to sign a lease. Therefore, for the program area of Rapid Rehousing, TAY are defined as youth ages 18-24*

### **VI-SPDAT/Next Step Tool**

The VI-SPDAT (Families), VI-SPDAT (Individuals), and Next Step Tool (Youth) are pre-screening, or triage tools that are designed to quickly assess the needs of homeless families/individuals/youth and match them with the most appropriate support and housing interventions that are available.