



Date: June 20, 2017

TO: Homelessness and Poverty Committee Members

FROM: Christopher Callandrillo *CK*
Director of Programs, Los Angeles Homeless Services Authority

SUBJECT: SAFE PARKING PILOT PROGRAM – STRUCTURE AND BUDGET (C.F. 15-1138-S15)

Recommendation

No action required.

Peter Lynn
Executive Director

This report will outline the process for designing the Safe Parking Pilot Program, the status of procurement and operations, and the program's design and budget.

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Background

A December 6, 2016 joint CAO/CLA report (C.F. 15-1138-S15) instructed the Los Angeles Homeless Services Authority (LAHSA) to report with recommendations for the programmatic rules and regulations for a City funded Safe Parking Pilot Program. Additionally, item R.85 as added by the Budget and Finance Committee and found in the Chief Legislative Analyst's FY17-18 Proposed Budget Report (C.F. 17-0600) requests that LAHSA re-issue a Request for Proposals for the management and operation of Safe Parking Program modeled after the framework of the program in the City of Santa Barbara.

The development of a safe parking pilot program is a response to Comprehensive Homeless Strategy 6B: Establish Citywide Safe Parking Program (C.F. 15-1138-S1) reflecting the need to address the number of individuals who live in their vehicles as a last form of housing. LAHSA researched Safe Parking program models in Santa Barbara, CA and Seattle, WA to understand current program operations, costs, restraints, and inform the development of a program model for the City of Los Angeles (City).

In November 2016, the LA City Council authorized a revision to LAMC 85.02 which establishes certain public street segments where people may dwell in their vehicles. This ordinance took effect January 7, 2017. Immediately thereafter, LAHSA's Emergency Response Team (ERT) as well as Regional Coordinated Entry System (CES) lead agencies began distributing information about LAMC 85.02 to people living in their vehicles. LAHSA continues to coordinate outreach to people living in their vehicles by training and deploying both regional Service Planning Area (SPA) leads and LAHSA ERT staff. The targeted areas for vehicle dwelling outreach are being integrated into each organization's existing outreach work.

On January 6th, 2017, LAHSA released a Request for Information (RFI) to seek interested service providers to operate its Safe Parking Pilot Program (SPPP). The program was designed using the framework of the Santa Barbara program, as instructed in the May 12, 2017 report back, but differs in several ways that are discussed under the Program Design and Budget sections below.

LAHSA did not receive any eligible proposals for funding in response to the RFI, prompting staff to reach out to a service provider and a lot in the same Service Planning Area (SPA). We found a match with SSG HOPICS and a United Methodist Church in SPA 6, South Los Angeles. LAHSA facilitated discussions and both parties agreed on their responsibilities in hosting and managing the program, including staffing, provision of restroom and shower facilities, access to case management services, and insurance requirements.

As a LAHSA contractor, SSG HOPICS is subject to the provisions found in the Scope of Required Services (*Attachment A*), and will require participants to comply with the program rules (*Attachment B*).

Program Design

In developing the SPPP, LAHSA took both City of Santa Barbara and City of Seattle safe parking program models to ensure best practices were used. LAHSA's primary program goal is to move SPPP participants into permanent housing. With that in mind, we focused the program's resources on case management services.

The SPPP will assist vehicle dwelling individuals or families with supportive services including Housing Navigation, benefits connection, and temporary financial assistance. There are no permanent housing resources or rental assistance provided directly by this program. However, all participants will be connected to the Coordinated Entry System (CES) and will have access to resources, such as Rapid Re-housing. The SPPP includes a dedicated case manager who can spend a significant amount of time with participants to ensure their housing goals are met. Because of guidance from the city attorney's office, participants must have a valid driver's license, insurance, and car registration to be eligible for the program. To assist participants in meeting this requirement, the Safe Parking Pilot Program will provide financial assistance for individuals towards obtaining Department of Motor Vehicle licensing and vehicle registration fees, vehicle repairs required to pass mandatory vehicle smog inspections, and state required minimum liability insurance coverage.

In 2016, Seattle piloted a 6-month Safe Lot to provide a safe, legal, and stable place for 25 RVs to park with the goal of transitioning people to permanent housing. Amenities such as portable restrooms (porta potties), a kitchen tent, potable water, and electricity were provided on-site, along with case management and 24/7 security. The program allowed residents to remain in the Lot 24 hours per day and come and go as needed.

A companion program, Road to Housing (R2H), was created in 2012 to provide 12 safe and secure parking spaces for people living in their cars. Faith-based organizations provide safe places to park and access restrooms, while the City pays for outreach and case management services with the goal of finding people stable housing. R2H case managers worked with residents of the Safe Lot during the term of the pilot.

The program in Santa Barbara serves more than 100 households using their vehicles as shelter in more than 20 lots across Santa Barbara and Goleta. LAHSA modeled the Safe Parking Pilot Program after the New Beginnings Safe Parking program in Santa Barbara. The cost-per-car of this pilot program is higher than the Santa Barbara program due to programmatic design differences in addition to external factors:

- **Case manager to participant ratio:** New Beginnings offers two dedicated staff to more than one hundred participants, for a staff to client ratio of more than 1 to 50. This ratio is significantly higher than LAHSA strongly recommends in most of its direct-service programs, which is 1 to 25.

- **Onsite Monitoring/Security:** New Beginnings has access to several lots that do not require onsite monitoring or security. Their staff conducts random check-ins throughout the week. The church that offered their lot for the SPPP requires onsite monitoring at all times.
- **Restroom and Shower facilities:** Only some of New Beginnings lots offer restrooms or showers. The SPPP lot has both restroom facilities and showers.
- **Financial Assistance:** New Beginnings has limited funds for rental assistance. LAHSA's program offers some financial assistance for participants who may need to update their driver's license, register their car, or renew their insurance.
- **Lot Rental Fee:** New Beginnings has access to public and private lots that do not charge a fee. The UMC church that first offered their parking lot as a program site for the SPPP charges \$4,500 per month. The church operates a community center next door which already had shower facilities, which is a valuable and important feature. The church's fee includes maintenance of the lot and the showers.

Budget

The five major program differences described above – higher case manager-to-participant ratio, onsite security, restrooms and showers, financial assistance, and lot rental fee – are key drivers to a higher cost-per-car rate for LAHSA (approx. \$77 per car per night) than for New Beginnings (approx. \$7 per car per night). To provide context, LAHSA's crisis housing rate for family shelters is \$80 per night.

Seattle's programs leverage the resources in other programs, which makes it difficult to make a direct cost comparison. For example, their RV program cost \$1,700 per RV per month, or approximately \$57 per RV per day. This cost included operations, rent, and security, but did not include case management. Case management services were leveraged through the R2H program that served both cars that parked in the lot and those that parked on the street.

LAHSA designed the program and budget with emphasis on services to prioritize and meet our long-term goal of moving participants into permanent housing. To learn from the pilot program, LAHSA budgeted for 100% of the potential costs of the program and did not require leveraging from the service provider. LAHSA's contractors are paid based on reimbursement of actual costs.

Additionally, the SPPP lot only has capacity for 10-15 vehicles, to allow for adequate space between cars for privacy. A future lot that could hold more cars could benefit from economies of scale and operate on a lower cost-per-car rate.

LAHSA's safe parking program used \$27,000 of 2016/2017 funding and has allocated \$277,000 of 2017/2018 funding for the next fiscal year. There is \$70,000 remaining in LAHSA's Safe Parking budget from the city.

Current Status

LAHSA's Safe Parking Pilot Program started on June 8, 2017. The program can serve up to ten households at a time who are using their vehicles as dwelling spaces. The program's primary goal is to move participants into permanent housing, therefore emphasis is placed on the provision of case management services and linkages to housing resources. Parking in the lot provides a safe place to sleep at night, bathrooms, and showers. Over the next year, LAHSA will be working closely with the service provider to learn from the pilot and will use data to inform future programs.

2016-2017 Safe Parking Program for Vehicle Dwellers

Scope of Required Services (SRS)

This Scope of Required Services (SRS) for Safe Parking Program for Vehicle Dwellers contains a written summary of and links to detailed information regarding the services that must be provided to eligible homeless participants as specified herein who are seeking assistance to resolve their housing crisis. This SRS and the documents that are linked hereto in combination with the Program Profile & Performance Targets together comprise the entire Statement of Required Services for the Safe Parking Program for Vehicle Dwellers.

SAFE PARKING PROGRAM FOR VEHICLE DWELLERS OVERVIEW

The Safe Parking Program for Vehicle Dwellers provides a safe and stable parking environment and supportive services for homeless households living in their vehicles for overnight stays. Service providers will work with participants to help develop a plan with a final emphasis on permanent housing, employment, training, etc., and connection to Coordinated Entry Systems.

ELIGIBILITY FOR SERVICES

1. Individuals must be determined to be homeless (Categories 1 or 4) according to HUD's Final Rule on "Defining Homeless" (24.CFR parts 91, 576 and 578), and living in a vehicle at the time of enrollment. Contractors will be responsible for documenting the determination of the participant's homeless status in HMIS and the participant master file using LAHSA approved LA CoC Homeless Certification form.
2. For program sites reserved for families, the household must meet the definition of a family:
 - 2.1 Families are 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 cooperatively to care for the children.
 - 2.2 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.
 - 2.3 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.
3. Contractor must utilize the Los Angeles-CoC Homeless Certification Forms to document homeless status.
4. Households who are applying for Safe Parking shall be screened for diversion in order to determine if it is possible for the household to access other housing options and remain in housing or be re-housed temporarily or permanently instead of utilizing Safe Parking services.
5. If a member of the household requesting access to the Safe Parking Program is between the ages of eighteen (18) and twenty-one (21), as a part of the assessment process, Contractor shall complete and submit an Independent Living Program (ILP) Eligibility Verification Form to the Department of Children and Family Services (DCFS) to determine if the youth is eligible for ILP

2016-2017 Safe Parking Program for Vehicle Dwellers

Scope of Required Services (SRS)

services. Participants screened as eligible for ILP shall be encouraged to use ILP housing and resources.

6. Participants that miss check-in for two program nights shall not be exited from Safe Parking program. Contractor is permitted to deem a participant ineligible and exit the participant from their space after three (3) consecutive days of unapproved absence. If the participant returns for services after being exited, efforts shall be made to address the participant's needs and re-enroll into the Safe Parking program.
7. Participants must stay in program lots on a regular basis (less than 7 absences per month) and renew permits to park on a monthly basis.
8. Participants must have valid driver's license, or be assisted to seek one beginning at program entry.
9. Participant vehicle must be operable.
10. Participant vehicle must have valid current insurance meeting state-mandated minimums, or be assisted to seek one beginning at program entry. Minimum liability coverage for private passenger vehicles are as listed below, pursuant to California Insurance Code §11580.1b:
 - \$15,000 for injury/death to one person.
 - \$30,000 for injury/death to more than one person.
 - \$5,000 for damage to property.
11. Participant vehicle must have valid current vehicle registration, or be assisted to seek registration beginning at program entry.
12. Program participants must agree to adhere to all Program rules upon intake.

LENGTH OF STAY

13. Eligible participants will be granted a monthly permit for Safe Parking in program lot(s).
14. Participants may renew their permits at discretion of Contractor/Service Provider.
 - 15.1. Participants will request renewal through assigned Safe Parking Program Case Manager.
 - 15.2. Participants actively engaged in program and services must be granted parking permit renewal. Participants that have not engaged in housing search and location activities, may be exited from the Safe Parking program.
15. Upon granting permit renewal Contractor must:

2016-2017 Safe Parking Program for Vehicle Dwellers

Scope of Required Services (SRS)

- 15.1 Document the reason(s) for the extension of time. This documentation must reference the goals outlined in participant's Individualized Housing and Supportive Services Plan.
 - 15.2 If connected to a housing resource or intervention, identify that stable housing or other temporary housing program the participant is waiting to access.
 - 15.3 Contractor shall ensure that this documentation has been entered into the participant's HMIS record by the Case Manager.
16. Contractor shall develop clear and consistent Policies and Procedures for exiting clients from the Safe Parking program. The following items are guidance in creating program policies and procedures.
- 16.1 Contractor shall not exit participants that miss check-in for two bed nights.
 - 16.2 Contractor can deem a participant ineligible after three (3) consecutive days of unapproved absences.
 - 16.3 Contractor may re-enroll participants that have been exited due to unapproved absences.

SERVICES

17. Safe Parking intake staff shall determine eligibility by utilizing the CES Survey Packet or Next Step Tool for Youth. Contractor shall reference the participants' CES record in the Homeless Management Information System (HMIS) or complete the survey packet as needed. Contractors are responsible for confirming eligibility for all referrals received.
18. Contractors providing Safe Parking Program for Vehicle Dwellers are funded for and shall provide the following services directly to participants participating in the program:
- 18.1 Temporary permitted overnight parking spaces for homeless households to stay in their vehicles. Participants shall receive placards which allow parking in designated program lots or in designated street segments as established by the City of Los Angeles Department of City Planning.
 - 18.2 Case Management/Housing Navigation: Participation in services is voluntary; however Contractor is required to make attempts to offer services. At minimum, program participants must complete intake/CES Survey, and be entered into HMIS. In the event that parking program reaches capacity, case management services may be offered to participants on waitlist for parking placards/permits, even if parking spaces are not currently available.
 - 18.3 Sanitation: Contractor may provide vouchers/assistance for no-cost Recreational Vehicle wastewater dumping.
 - 18.4 Temporary Financial Assistance: Financial assistance for participants, provided only for the purposes of obtaining valid driver's license, vehicle registrations, smog checks, and state-minimum insurance.

2016-2017 Safe Parking Program for Vehicle Dwellers

Scope of Required Services (SRS)

19. Intake and Assessment

- 19.1 Contractor shall allow for intake of new participants at least 5 days a week during regular business hours, and it is recommended that providers accommodate employed participants by offering alternate scheduling for case management.
- 19.2 Intake: Contractor shall complete a full intake within three (3) business days of program enrollment.
- 19.3 Assessment: Contractor shall complete the appropriate assessment tool (CES Survey Packet for Adults, the Next Step Tool for Youth (16-24), or the Family VI-SPDAT) for participants that have not previously been entered into the CES or, in the case of families, refer to a Family Solutions Center.
- 19.4 Parking space assignments must be entered into HMIS when the participants is assigned a space and enrolled in the program.
- 19.5 Participant shall be fully entered into HMIS three (3) business days after completing the appropriate CES Survey Packet.
- 19.6 If serving single adults, contractor shall refer participants who are not currently matched with a housing resource and/or CES Housing Navigator to the CES Regional Coordinator.

20. Case Management

- 20.1 Safe Parking programming, Case Management, and related services will follow the Housing First model and be CES-Centered. This principle guides the operation of the Safe Parking program by maintaining a focus on helping individuals access and sustain permanent housing as quickly as possible and delivering services on an as-needed and entirely voluntary basis without mandated therapy or service compliance.
- 20.2 Services for Safe Parking Program participants that are engaged in Case Management, will flow through the Coordinated Entry System(s) for the Los Angeles region. CES is a no-wrong door, countywide system that engages and connects people experiencing homelessness to the optimal housing resource for their needs.
- 20.3 Program participants have the right and responsibility to be involved in decision-making related to service provision, and have access to information and support needed to make informed choices and become active members of the support team. Participant and Contractor will develop and document an Individualized Housing and Supportive Services Plan (IHSSP).
- 20.4 Program participants should be actively seeking permanent housing with the assistance of case management staff.
- 20.5 Program staff will assist clients in securing steady income or benefits for which they qualify, such as Social Security Disability or Medi-Cal.
- 20.6 Contractor shall create and use a referral network for the following services:
 - 20.6.1 Mainstream Benefits
 - 20.6.2 Substance Abuse
 - 20.6.3 Mental Health and Health Services

2016-2017 Safe Parking Program for Vehicle Dwellers

Scope of Required Services (SRS)

- 20.6.4 Vocational Services
 - 20.6.5 Educational Supports
 - 20.6.6 Education/Life Skills
 - 20.6.7 Independent Living Program
 - 20.6.8 CES and CoC Rapid Re-Housing
 - 20.6.9 CES Housing Navigation assistance
 - 20.6.10 CoC Permanent Supportive Housing
 - 20.6.11 LA County Department of Health Services' Housing for Health or Housing and Jobs Collaborative
 - 20.6.12 LA County Department of Mental Health, Countywide Housing Assistance Program
 - 20.6.13 Veterans Administration housing programs
 - 20.6.14 HOPWA housing
21. Contractor shall routinely document the content and outcome of case management meetings with participants in HMIS case notes.
22. Contractors may designate case management space at the site or at another site (program or administrative) that is reasonably close and easily accessible by program participants.
23. Temporary Financial Assistance shall be administered on a means-tested basis and applicable documentation will be entered into participant's case file as outlined in the "Participant Master File" section of this document.

Assistance	Purpose	Documentation
State Minimum Insurance Expenses	To obtain State-mandated minimum liability coverage for participant/vehicle operator, pursuant to standards referenced in Section 9 above	Photocopy of proof of insurance and receipt of purchase through https://www.mylowcostauto.com/ .
Smog Check Expenses	For vehicles requiring smog check and repairs in order to obtain valid California registration	Photocopy of smog certification, receipt of purchase from licensed Test and/or Repair facility. A list of applicable facilities is found at www.smogcheck.ca.gov/pubwebquery/station/stationlist.aspx
Driver's License Expenses	To obtain or renew valid vehicle operator's license for participant head of	Receipt of purchase from California Department of Motor Vehicles

2016-2017 Safe Parking Program for Vehicle Dwellers

Scope of Required Services (SRS)

	household/vehicle owner	
Vehicle Registration Expenses	To obtain or renew valid vehicle registration and license plates for participant vehicle	Receipt of purchase from California Department of Motor Vehicles, photocopy of registration

HOUSING NAVIGATION REQUIREMENT

24. Contractor will work with participants and CES staff to facilitate appointments with CES Housing Navigators and CES Housing Matchers for those participants who have been prioritized by CES for matching to permanent housing.
25. Contractor must be willing to collaborate with and allow CES Housing Navigators from outside agencies to provide case management services to program participants.

COMMUNITY BASED COLLABORATIVE REQUIREMENTS

26. Contractor shall integrate the Safe Parking Program with the Coordinated Entry System (CES) in the respective SPA. Contractors shall actively coordinate services with their SPA's CES Lead Agency, LAHSA, the city and county, and other nonprofit providers and community stakeholders in the CES system. Participation will include, but not be limited to, maintaining capacity to accept eligible participants from:
 - 26.1 The CES Regional Coordinator
 - 26.2 LA CoC funded permanent housing providers, including both Rapid Re-Housing and Permanent Supportive Housing Providers
 - 26.3 CoC funded outreach staff, both ERT and CES Housing Navigators
 - 26.4 A Family Solutions Center
27. Maintain the capacity to accept eligible participants from community providers including but not limited to:
 - 27.1 Non-CoC funded outreach workers and service providers
 - 27.2 First Responders
 - 27.3 Faith Based Service Providers
 - 27.4 Los Angeles County Health Agency
 - 27.5 Health care providers
 - 27.6 211 LA County
 - 27.7 Constituent referrals from local and regional government

2016-2017 Safe Parking Program for Vehicle Dwellers

Scope of Required Services (SRS)

28. Contractor shall ensure that the Program Director or Program Manager in charge of operations attends and participates in regular mandatory system and service coordination meetings to be held at LAHSA or at various locations throughout the County.
29. Contractor shall ensure collaboration and leveraging of resources with community partners to provide any additional services that the participant may require. Contractor shall have formal, written agreements in place with community partners to ensure the provision of these services. Contractors shall be able to demonstrate direct and coordinated links to community partners.

FACILITIES AND OPERATIONS

30. Types of Sites: Programs can be located at privately-owned (e.g. churches or businesses) or publicly-owned lots.
31. Spacing between Spots: A minimum of three spaces between program spots to give participants privacy and reduce possibility of conflict between participants.
32. Bathrooms and Sanitation: Program site should provide trash receptacles that are accessible for use by participants during operating hours. Programs should also provide portable restrooms and hand washing stations or grant access to permanent facilities on site for use by participants. Programs must offer a minimum of 1 toilet and 1 sink per 20 participants.
33. Graywater/Blackwater Disposal: Programs may provide assistance for Recreational Vehicle users to safely dispose of waste water at approved locations. Unless proper facilities exist at the Program location, no disposal of graywater/blackwater is permitted by participants on or around the lot.
34. Contractor shall procure all applicable licenses or permits necessary to meet the code regulations required to operate the Program funded under this Agreement.
35. Health and Safety:
- 35.1 Clean and Safe Facilities: Contractor shall ensure that the Safe Parking facility meet all local State, and federal health and safety requirements. Contractors must ensure that all Safe Parking service sites, including supportive services sites are maintained in a clean, sanitary healthful condition and are otherwise safe for their intended or actual use. Failure to do so will be considered a material breach of this contract and will result in LAHSA taking remedial actions up to and including termination of this Agreement.
- 35.2 Inspections: Authorized representatives of City, County, and LAHSA agencies shall have the right to monitor and conduct on-site inspections at any Subcontractors' site(s) that house and provide

2016-2017 Safe Parking Program for Vehicle Dwellers

Scope of Required Services (SRS)

Safe Parking services to homeless individuals. The City, County, and LAHSA reserve the right to conduct unannounced site visits, as deemed necessary.

35.3 Safe Parking location shall be adequately lit.

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

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

38. Program Rules and Regulations: Safe Parking Program rules will be enforced by Contractor. A listing of all applicable Safe Parking program rules can be found as an exhibit to this Scope of Required Services. LAHSA reserves the right to review and approve program rules at any time throughout the duration of the contract.

FEES TO PARTICIPANTS

39. Safe Parking shall be provided free of charge to all participants.

40. Contractors may not require religious participation as a condition of receiving services and the participant's stay in the program must not be contingent upon their participation in chores or other maintenance responsibilities.

EDUCATION

41. Contractor must, as required by the McKinney-Vento Act and as amended by the HEARTH Act, provide documentation that demonstrates that Contractor has established education-related policies and practices for individuals and families enrolled in Contractor's program. The Contractor must not only document Contractor's education-related policies and practices for Contractor's clients, but also document the process by which the Contractor established these policies and practices to ensure compliance with the McKinney –Vento Act, as amended by the HEARTH Act.

2016-2017 Safe Parking Program for Vehicle Dwellers

Scope of Required Services (SRS)

42. Contractor must, as required by the McKinney-Vento Act and as amended by the HEARTH Act, must designate a staff person to ensure that children participants are enrolled in school and connected to the appropriate services within the community. Contractor must document, in writing, its process for identifying/hiring a designated staff person, including any budget or resource implications, to ensure compliance with the McKinney-Vento Act, as amended by the HEARTH Act.
43. Contractor must refer families to, relevant prenatal and early care and education programs and services, including but not limited to, home visiting, child care, Early Head Start, Head Start, preschool, developmental screening, assessments, and follow-up evaluations if necessary to identify disabilities (including developmental delays) across health care and educational settings, early childhood mental health consultation, infant mental health and behavioral health providers in the community, parenting support and education opportunities and WIC.

CONTRACTOR OBLIGATIONS

44. Participants who identify as actively fleeing a domestic violence situation must be offered a connection to a domestic violence shelter at a confidential location to ensure the safety and well-being of the participant. Contractor shall follow additional guidance LAHSA provides in regards to serving this population.
45. Contractors are required to work collaboratively with domestic violence service providers to ensure that CES services are made available to eligible participants receiving domestic violence services.
46. Contractor agrees to maintain and make accessible to homeless households the services funded and/or required under this Agreement.
47. Contractor shall not discriminate against anyone, in regard to the denial of enrollment for any services or the provision of ongoing services, based upon the race, ethnicity, religion, national origin, disability, gender, gender identity, age, sexual orientation or familial status of the applicant.
48. Contactor shall 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/resources/documents/Equal-Access-for-Transgender-People-Supporting-Inclusive-Housing-and-Shelters.pdf>).
49. Contractor must comply with guidance LAHSA provides in regards to ADA standards.

2016-2017 Safe Parking Program for Vehicle Dwellers

Scope of Required Services (SRS)

50. Contractor is hereby contracted to provide the number of Safe Parking Program spaces and to serve the number of unduplicated homeless individuals or families specified in Program Profile and Performance Targets during the contract term under this Agreement.
51. Contractor shall ensure that it maintains an average of 95% full occupancy in its Safe Parking program for homeless households. Safe Parking Contractors shall communicate with the CES Regional Coordinator or Family Solutions Center operating in their SPA:
- 51.1 To inform them of available Safe Parking spaces to solicit referrals of eligible participants.
 - 51.2 To coordinate participant matching to CES Housing Navigation.
 - 51.3 To coordinate participant matching to CES Rapid Re-Housing.
 - 51.4 To coordinate participant matching to permanent supportive housing or other housing resources.
52. Contractor agrees to maintain and make accessible to participants the services funded and/or required under this Agreement during the hours identified in the Project Profile section of this Contract.
53. All Safe Parking programs must incorporate harm reduction policies and procedures into their program design and operations. Harm Reduction is defined as: an aspect of a program's design established by a set of policies and the resulting procedures and practices whose objective is to reduce the negative consequences of participants' continued use of drugs and/or alcohol or failure to be medication compliant. Harm reduction is intended to prevent a participant's termination from the program based solely on his or her inability to stop using drugs or alcohol or failure to take prescribed medications. Safe Parking 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.
54. Contractor shall operate the Program's Project Site in a clean, safe, and well-maintained environment.
55. Contractor shall provide homeless households with as much assistance as necessary to comply with the terms of this Agreement.
56. Contractor shall manage and ensure that benefits and/or services are provided to households who are homeless and meet all of the eligibility criteria defined in this Scope of Required Services (SRS).

2016-2017 Safe Parking Program for Vehicle Dwellers

Scope of Required Services (SRS)

57. Contractor shall submit accurate and timely invoices along with any requested supporting documentation which identifies benefits and services provided to homeless individuals. Contractor shall be responsible for reimbursing LAHSA for all charges paid for benefits and services provided to ineligible homeless households if LAHSA determines that benefits and services were provided to ineligible participant.
58. At the site where case management services are provided, Contractor shall post all posters and materials as directed by LAHSA in a manner that is accessible to the public.
59. Contractor shall 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.
60. 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.
61. LAHSA shall monitor performance of all Contractors at least annually or as required by LAHSA, and submit written reports detailing monitoring results to Contractor.

SUBCONTRACTORS

62. Contractor shall notify LAHSA of all PROPOSED subcontractors and obtain LAHSA's express written consent to subcontracting prior to execution of the subcontract. Notification must be sent to LAHSA's Fiscal Department and the Systems Integration Division, and must include the following: description of services to be provided by the proposed subcontractor; explanation of why and how the subcontractor was selected, including the degree of competition obtained; notice if the proposed subcontractor's firm is a minority, women-owned, disadvantaged, or disabled veterans business enterprise; and a resume of the proposed subcontractor's background and experience. LAHSA must approve all subcontractors prior to the Contractor entering into the subcontract agreement.
63. Contact information for all subcontractors must be provided to LAHSA's Fiscal Department and Systems Integration Division. Changes in contact information of subcontractors must be communicated to LAHSA within ten (10) days of the change.
64. Contractor shall provide training and guidance to subcontractors in order to facilitate capacity building and ensure program compliance. LAHSA's approval of a proposed subcontractor shall not

2016-2017 Safe Parking Program for Vehicle Dwellers

Scope of Required Services (SRS)

relieve Contractor of any requirements under this Agreement, nor be construed to constitute a determination of the allowability of any cost under the Agreement.

65. Contractor shall flow-down all applicable terms and conditions of this Agreement to any approved subcontractors in the form of a written Subcontractor Agreement, which will be made available to LAHSA as requested.
66. Contractor shall ensure that all subcontractors participate in all LAHSA-led trainings and receive LAHSA-issued guidance.
67. Contractor shall monitor performance of all subcontractors at least semi-annually or as required by LAHSA, and submit written reports detailing monitoring results to LAHSA. After the third semi-annual monitoring is completed for all Contractors, LAHSA will evaluate whether the monitoring frequency may be reduced to an annual basis. LAHSA will consider the results of the prior monitoring, Contractors' need for technical assistance, recommendation of Contractor and other relevant factors.
68. All contractors must sign the HMIS Participating Organization Agreement and all personnel in need of HMIS access must sign the HMIS User Agreement and acknowledgement form for HMIS Policies and Procedures.

PERSONNEL

69. Contractor shall ensure that all staff and volunteers that will work with or may come into contact with minors or transition age youth are finger printed and pass a criminal background (Live Scan) check before working with any youth who are served in the program.
70. Contractor shall assign a sufficient number of staff with background experience and expertise to provide the services required in the Statement of Required Services.
71. Contractor shall provide bilingual staff when possible to meet the needs of the homeless household receiving services and benefits from the program. When a homeless individual's primary language is other than English or the individual is hearing-impaired, information shall 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.
72. Contractors shall 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

2016-2017 Safe Parking Program for Vehicle Dwellers

Scope of Required Services (SRS)

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).

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

74. Contractors shall provide training programs for all new employees and continuing in-service training for all employees.

75. Contractor's staff is considered Mandated Reporters of suspected child and senior abuse and must report suspicions of child or senior abuse as required by California Law.

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

77. Contractor shall ensure that key management staff 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 shall notify LAHSA in writing of any change in key management staff within 10 calendar days of the vacancy.

78. Contractor shall ensure that service delivery is not interrupted during periods of personnel change.

HMIS ENROLLMENT AND DOCUMENTATION OF SERVICES

79. Unless otherwise exempted for reasons of participant safety and confidentiality, Contractor shall participate in the Los Angeles Continuum of Care Homeless Management Information System (LA CoC HMIS) and shall also comply with all the HMIS requirements as required of Contractor under the terms of this Agreement.

80. If the program is exempted from participation in the LA CoC HMIS, Contractor shall use an equivalent system to record, track and maintain all required data under the U.S. Department of Housing and Urban Development (HUD) Universal Data Standards including, but not limited to; demographic information, dates of participation in the program, benefits and services provided, outcomes achieved and placement destinations upon exit from the program. Contractor shall report all required participant data to LAHSA in the manner prescribed for manual reporting by the due dates contained in this agreement.

2016-2017 Safe Parking Program for Vehicle Dwellers

Scope of Required Services (SRS)

81. In order to provide well-coordinated support for participants and manage the limited resources available in the CoC, Contractors shall utilize HMIS to track participant served and the benefits provided.
82. Contractor shall ensure that all participants served sign the HMIS Interagency Data Sharing consent for granting other providers access to their information.
83. Contractor shall ensure that all participants served sign the Consent to Share Protected Personal Information form for granting other Individuals and Youth CES providers access to their information.
84. Contractor shall ensure they collect all required data in HMIS for all participants served and enter that information into HMIS within the following timeframes:
 - 84.1 Create the participant's record in HMIS within three (3) business day of the participant's initial screening for benefits and program enrollment.
 - 84.2 Utilize the bed assignment function in HMIS to assign the participant to a space in the Safe Parking Program on the same day that the participant actually enters the facility.
 - 84.3 Update the participant's standardized assessment in HMIS within three (3) business days of the assessment being conducted.
 - 84.4 Update the participant's housing status within three (3) business days.
 - 84.5 Update information on services provided to the participant within a three (3) day period following the provision of services.
 - 84.6 If applicable, update information on financial assistance benefits provided to the participant, as well as accompanying documentation, no later than the same business day as the benefits are requested.
85. Once the HMIS system has been updated to accommodate coordinated access of crisis and permanent housing resources, Contractor shall utilize the HMIS to manage vacancies, fill vacancies, and manage coordinated access lists for crisis and permanent housing.
86. Contractor shall comply with all reporting required by system funders, which may include a report of transition age youth served, the benefits and services provided to transition age youth, complaints, or other data.
87. Contractor shall run the Data Integrity Report at the end of each month and make data quality corrections as needed. Contractor is required to submit LAHSA's certification report of program data quality showing that your program is maintaining 95% overall data integrity, with certain data elements identified by LAHSA requiring 100% data integrity. Certification reports are due to the LAHSA HMIS team by the seventh (7th) day of each month.

2016-2017 Safe Parking Program for Vehicle Dwellers

Scope of Required Services (SRS)

88. Contractor shall reference HMIS Policies and Procedures in regards to participants dying or revoking consent for HMIS entry. Please reference HMIS Policies and Procedures.

https://documents.lahsa.org/it/SharedDocuments/LA_OC_HMIS_Policies_and_Procedures.pdf

PROGRAM REPORTS

89. Contractor shall submit a report of participants served the benefits and services provided to participants, complaints, and other reporting requirements as required by the city and LAHSA.

90. Each quarter of the program year, Contractor will be responsible to certify to the validity of a quarterly performance report (QPR) generated through HMIS for the project. LAHSA staff will email a copy of the QPR and certification to the Contractor following the close of each quarter and the Contractor must return the signed Certification to LAHSA within three (3) days of receipt of the QPR. The QPR contains information relating to demographics and performance with participant detail. The report also looks at Occupancy and Data Integrity.

91. Contractor shall be reviewing HMIS data on a monthly basis by generating and reviewing reports available on the HMIS. In the event that Contractor finds issues with the HMIS reports, Contractor must contact their assigned HMIS Data Analyst or email: hmissupport@lahsa.org.

92. The certified QPRs are submitted to LAHSA's funders (e.g. City and County of Los Angeles) and are used to monitor the contract so data quality and integrity are of the upmost importance.

PARTICIPANT MASTER FILE

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

93.1	Participant Identification for at least one adult household member	Government Issue ID and Social Security Card
93.2	CES Survey Packet, Next Step Tool, or Family VI-SPDAT	If completed during intake
93.3	Required Eligibility Documentation	Vehicle Registration/Insurance, etc.
93.4	LA CoC Homeless Certification Form	
93.5	Individualized Housing and Supportive Services Plan	
93.6	Parking Permit & Monthly Renewals	
93.7	HMIS Consent Form (signed and dated)	
93.8	Case Notes	Enter into HMIS

2016-2017 Safe Parking Program for Vehicle Dwellers

Scope of Required Services (SRS)

CUSTOMER SERVICE

94. Contractor shall implement an active Customer Service Program in order to secure feedback from participants regarding their experiences with the program. The Customer Service Program must be approved by LAHSA and recommended changes to the Program must be made allowing a minimum of ten (10) business days for review.
95. LAHSA and/or the city will monitor for the quality of the Contractor's Customer Service with randomly selected participant for telephone and/or site surveys. LAHSA and/or the city at its sole discretion may change the means of measuring this standard via a Change Notice.

MATERIALS, EQUIPMENT, AND INVENTORY

96. The purchase of all materials/equipment to provide the needed services is the responsibility of the Contractor. Contractor shall use materials and equipment that are safe for the environment and safe for use by the employee.
97. Contractor shall establish and maintain an inventory to include the following information when materials/equipment are purchased with LAHSA funds:
- 97.1 Name and phone number of Contractor's contact person where equipment is located;
 - 97.2 Address where equipment is located;
 - 97.3 Type of equipment;
 - 97.4 Brand and model number of equipment;
 - 97.5 Cost of equipment, funding source(s), and amount of LAHSA funds used in the purchase, as appropriate.
98. Contractor shall request and receive prior authorization from LAHSA to purchase any piece of equipment in excess of \$5,000 that is necessary to perform all services required under this Contract.
99. Unless applicable federal or State law requires otherwise, LAHSA shall be the sole owner of all rights, title, and interest in any and all equipment purchased by Contractor with one hundred (100) percent of LAHSA funds.
100. Upon termination or expiration of this Contract, all Contractor equipment purchased with LAHSA funds and equipment provided by LAHSA shall be returned to LAHSA with an appropriate notice to Contractor.

COMPUTER EQUIPMENT SUPPLIES AND SECURITY

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

2016-2017 Safe Parking Program for Vehicle Dwellers

Scope of Required Services (SRS)

102. Contractor shall report to LAHSA, the loss, vandalism or theft of computer supplies and equipment within 24 hours after discovery. For stolen equipment, Contractor shall 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.
103. Contractor shall provide all security for computers and printers and computer access to ensure that the equipment is secure.

FRAUD REFERRALS

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

EXHIBIT A

SAFE PARKING PILOT PROGRAM- PARTICIPANT RULES

The Safe Parking Program for Vehicle Dwellers provides a safe and stable environment and supportive services for homeless households living in their vehicles for overnight stays. Failure to comply with these rules could result in termination from the program. Program operator reserves the right to terminate participation at any time, for any reason, and without warning. When not presenting a safety issue or major rule infraction, e.g., carrying firearms, or any major infraction which requires immediate program termination, program non-compliance will be addressed through the issuance of verbal and/or written warnings.

- 1) Guns or firearms of any kind are strictly prohibited, and the use of alcohol and/or drugs on the program site will not be tolerated. Failure to abide by this rule will result in immediate program termination.
- 2) Urinating, defecating, or dumping of RV waste on the property is strictly prohibited unless appropriate facilities are made available for your use (i.e. designated restrooms/showers, receptacles for graywater/blackwater dumping).
- 3) Violent acts, verbal or physical, with other participants will not be tolerated. If you have an issue with another participant, contact the program office and we will handle it administratively.
- 4) Camping tarps or camping equipment beyond the top of the vehicle are prohibited.
- 5) Cooking outside the vehicle is prohibited.
- 6) All trash will be disposed of in the appropriate site receptacle, and the area will be kept tidy.
- 7) Loud music is not permitted.
- 8) Overnight stays will be limited to the hours assigned. Adherence to in and out times is mandatory.
- 9) Animals must be kept on a leash at all times on the property. Animal waste must be picked up immediately and disposed of properly.
- 10) No guests outside the participant household are permitted to stay in your vehicle overnight.
- 11) Showering or bathing is not permitted in sinks.
- 12) Parking lot owner or operator cannot be held liable for damages caused by a third party to the parked vehicle or its occupants.
- 13) Absolutely no more than one vehicle allowed per participant household.
- 14) No use of the facility services i.e., electricity, water is permitting unless access is explicitly granted by program management. Failure to comply with this rule will result in immediate program termination.
- 15) Please respect the privacy of the surrounding neighbors and their property.

Safe Parking Pilot Program- Participant Rules

Code of Conduct for program participants to maintain order, safety, and minimal impact on the surrounding communities.

PROGRAM RULES AND REGULATIONS:

These rules will be enforced. Failure to comply with these rules could result in termination from the Program. Program operator reserves the right to terminate your participation at any time, for any reason, and without warning. When not presenting a safety issue or major rule infraction, e.g., carrying firearms, or any major infraction which requires immediate program termination, program non-compliance will be addressed through the issuance of verbal *and/or* written warnings.

A total of three warnings will be issued to participants for minor infractions, e.g., leaving the lot late, and the permit holder's permit will be revoked for thirty days upon the third warning. After the 30-day revocation or relocation, the permit holders will be required to meet with program staff to discuss reinstatement.

- 1) Guns or firearms of any kind are strictly prohibited, and the use of alcohol and/or drugs on the program site will not be tolerated. Failure to abide by this rule will result in immediate program termination.
- 2) Urinating, defecating, or dumping of RV waste on the property is strictly prohibited unless appropriate facilities are made available for your use (i.e. designated restrooms/showers, receptacles for graywater/blackwater dumping).
- 3) Violent acts, verbal or physical, with other participants will not be tolerated. If you have an issue with another participant, contact the Program office and we will handle it administratively.
- 4) Camping tarps or camping equipment beyond the top of the vehicle are prohibited.
- 5) Cooking outside the vehicle is prohibited.
- 6) All trash will be disposed of in the appropriate site receptacle, and the area will be kept tidy.
- 7) Loud music is not permitted.
- 8) Overnight stays will be limited to the hours assigned. Adherence to in and out times is mandatory.
- 9) Animals must be kept on a leash at all times on the property. Animal waste must be must be picked up immediately and disposed of properly.
- 10) No guests outside the participant household are permitted to stay in your vehicle overnight.
- 11) If bathroom facilities are provided, showering or bathing is not permitted.
- 12) Parking lot owner or operator cannot be held liable for damages caused by a third party to the parked vehicle or its occupants.
- 13) Absolutely no more than one vehicle allowed per participant household.
- 14) No use of the facility services i.e., electricity, water is permitting unless access is explicitly granted by program management. Failure to comply with this rule will result in immediate program termination.
- 15) Please respect the privacy of the surrounding neighbors and their property.