



FY23-24, (Crisis/Bridge) Housing for Adult Programs SRS Appendix: A Bridge Home Program

The A Bridge Home (ABH) program aligns with the program requirements of LAHSA's (Crisis/Bridge) Housing for Adults Program with differences outlined in this document. The (Crisis/Bridge) Housing for Adults Program Scope of Required Services (SRS) is in effect unless exceptions are stated in this document. Where there is a conflict, this document shall prevail.

ABH ELIGIBLE PARTICIPANTS

1. All participants must be:
 - 1.1. Age 18 or older
 - 1.2. Homeless under Categories 1 or 4 per HUD's Final Rule on "Defining Homeless" (24.CFR parts 91, 576 and 578).
 - 1.3. Referred through LAHSA's Centralized Matching process.

MATCHING OF PARTICIPANTS

2. **Centralized Matching:** Participants will be referred to Program through LAHSA's Interim Housing Centralized Matching process. LAHSA, through the Interim Housing Matching personnel, will work closely with all Contractors to provide referrals based on eligibility, prioritization, and unit availability.
 - 2.1. Contractor must agree to receive referrals from the LAHSA Interim Housing Centralized Matching process.
 - 2.1.1. Contractor must follow any LAHSA-issued guidance and/or procedures related to use of the Bed Reservation System.
 - 2.1.2. Staff must receive training on how to complete matches submitted by LAHSA in HMIS. Staff must also receive training on using the Bed Reservation System to manage slots, set reservations, and add bed services.
 - 2.1.3. Contractor shall have a process for connecting walk up clients to services.
3. Contractor must comply with LAHSA's established protocol for regular, timely reporting on current bed vacancies/availability and provide additional occupancy updates as requested.
 - 3.1. Contractor must utilize LAHSA-established tracking and database mechanisms for making and receiving referrals through HMIS.
 - 3.2. Contractor must follow any LAHSA-issued guidance and/or procedures related to use of

the Bed Reservation System including but not limited to implementation of the direct referral feature.

PERSONNEL

4. Contractor must have at least one master's level (MSW/MFT or similar) staff member to: assist with crisis intervention; oversee case coordination; provide regular supervision to all case management staff; and regular training with other operations staff, i.e. security guards. This staff member must be available on-site at a minimum of 1 day per week and on-call as needed. A licensed clinical staff member (LCSW/LMFT) or interning clinical staff member (ASW/LMFTI) is preferred but not required.

STAFF TRAININGS

5. Contractor must provide LAHSA, upon request, the training schedule for newly hired staff.
6. In addition to the required trainings outlined in LAHSA's Program Standards, Contractor must ensure that at least one member of the leadership team for the program completes trainings on the following topics:
 - 6.1. Cultural Humility Training: Staff must be trained on how one's cultures impacts the way they cope with, and react to, trauma. This training should also help staff learn how their own attitudes and cultural beliefs may impact their relationships with the participants.
 - 6.2. Domestic Violence Training: Staff must be trained on the dynamics of domestic violence, including the cycle of violence, coercive control, how domestic violence impacts marginalized communities, legal protections, and the psychological effect on survivors.
 - 6.3. Elder Abuse Training: Staff must receive training on how to identify elder abuse and neglect and how to respond when identified. The training should include reporting processes and support resources.
 - 6.4. HMIS Referral & Bed Reservation System Training: Staff must receive training on how to complete matches submitted by the Interim Housing Countywide Matcher in HMIS. Staff must also receive training on using the bed reservation system to manage slots, set reservations, and add bed services.

SAFE AND WELCOMING ENVIRONMENT

7. Creating a safe, supportive, welcoming, and respectful environment is essential in the ABH service setting. Establishing a sense of physical and emotional safety is essential to relationship-building and recovery.
8. During intake, Contractor must offer private space(s), offering participants options about: where to sit; who is in the room with them; what to expect; asking participants how they are doing throughout the assessment; offering water and breaks; and being aware of body language that may indicate that a participant is feeling overwhelmed.

9. Precautions must be taken to ensure the physical safety of all residents and staff.
10. Contractor must be aware of potential triggers for participants and make all attempts to avoid re-traumatization of participants.
11. Contractor must establish clear roles and boundaries that are an outgrowth of collaborative decision-making between participant and program.
12. Cultural differences and diversity (e.g. gender identify, ethnicity, sexual orientation) must be addressed and respected within trauma-informed settings.

ESTABLISHING A SAFE PHYSICAL ENVIRONMENT

13. Creating a safe physical environment is one of the primary components of a trauma-informed program.
14. Key features include:
 - 14.1. Site is well-maintained and clean at all times.
 - 14.2. Adequate lighting inside and outside of the program (parking lots, entrances and exits, common areas, bathrooms, exterior of the facility, etc.) is provided.
 - 14.3. Participants can lock bathroom doors (bathrooms with locks from the inside).
 - 14.4. Private, locked spaces are provided for participant belongings, and participants are informed of policies regarding retrieval of belongings if exited from the program.
 - 14.5. The on-site security system does not infringe on the personal privacy of participants in their assigned cubicles or sleeping area.
 - 14.6. There is a staff or security guard assigned to monitor who enters and exits the facility and is alert for any potentially unsafe activity outside the facility.
 - 14.7. Staff or security personnel are visible inside and outside the building.
 - 14.8. Noise levels are kept low (use sound reducing materials, i.e. carpeting and/or ceiling tiles).
15. The following are examples of Trauma-Informed facility design elements. Contractor provision of these additional elements (and/or like-elements) is strongly suggested (not required) to aid in the development of safe and supportive ABH physical environments:
 - 15.1. Colorful, culturally diverse artwork
 - 15.2. Incorporating living items into the decorating, such as plants and fish tanks
 - 15.3. Provide calming music
 - 15.4. Comfortable, soft seating (including rocking chairs/gliders)
 - 15.5. Quiet rooms/spaces
 - 15.6. Access to places designated for physical activity
 - 15.7. Provide new, clean bedding, linens, curtains
 - 15.8. Involve participants in designing and decorating the space
 - 15.9. Recurring enrichment activities, workshops, or classes for participants
 - 15.10. Create an “advisory” committee where participants can submit feedback to staff on ways to improve various aspects of the program.
 - 15.11. Create a community bulletin board that highlights useful resources in the local

community including culturally relevant activities.

- 15.12. There is a designated area on-site for emotional support animals or service animals to relieve themselves.