



FY2023-24, 12-Hour Safe Parking Program Scope of Required Services (SRS)

The Scope of Required Services (SRS) for the 12-Hour Safe Parking Program contains a written summary of, and links to, detailed information regarding the services that must be provided to eligible participants experiencing homelessness receiving safe sleep services. This SRS and the documents that are linked hereto, in combination with LAHSA Program Standards, LAHSA Facility Standards, LAHSA Exit and Termination Standards, and Key Performance Indicators (KPIs) comprise the entire Statement of Work for Safe Parking Programs. LAHSA reserves the right to make any necessary changes related to prioritization, matching, and other aspects of the implementation of the complete Coordinated Entry System (CES). Contractors will be notified through policies, interim guidance, and other forms of communication as it deems necessary.

OVERVIEW

The 12-Hour Safe Parking Programs provide a safe, Low-barrier, Housing First, and supportive overnight environment for persons experiencing vehicular homelessness to temporarily park and reside in their vehicles, while they are assessed and connected to a broad range of housing resources and in an effort to resolve their homelessness situation as quickly as possible.

GLOSSARY

Safe Parking Program: A short-term, twelve (12) hour emergency response program for persons experiencing vehicular homelessness. The intention of the temporary environment is to provide participants with a safe and stable place to park their vehicles at night while being assessed and connected to permanent and supportive housing resources. Resource referral and case management are primary interventions that are available to all participants. Parking spaces are provided on a first-come, first-served basis.

Coordinated Entry System (CES): The Los Angeles Coordinated Entry System facilitates the coordination and management of a crisis response system's resources that allows service providers, participants, and policy makers to make data-informed decisions from available information to connect people efficiently and effectively to interventions that will rapidly end their homelessness. CES ensures that the highest need, most vulnerable households in the community are prioritized for services and that the housing and supportive services in the system are used as efficiently and effectively as possible. LAHSA funded System Components are connected and coordinated through the CES in response to end homelessness.

Homeless Management Information System (HMIS): HMIS is a U.S. Department of Housing and Urban Development (HUD) mandated information technology system that is designed to capture participant-level information over time, on the characteristics and service needs of homeless persons. Participant data is maintained on a central server, which will contain all participant information in an encrypted state. HMIS integrates data from all homeless service providers and organizations in the community and captures basic descriptive information on every person/household served. Participation in the Los Angeles Continuum of Care (LA CoC) HMIS allows organizations to share information with other participating organizations to create a more coordinated and effective delivery system.

Housing Navigation: Housing Navigation bridges a critical gap in services in the Los Angeles Continuum of Care (LA CoC). Housing Navigation provides housing-focused supportive services for people experiencing homelessness referred from various LAHSA programs with the immediate goal of helping individuals identify, apply for, secure, and move into permanent housing within 120 days of Housing Navigation program enrollment.

Program Standards: Program Standards are contractual requirements which all LAHSA funded programs providing 12-Hour Safe Parking Program SRS

supportive services must adhere to. This document is not a standalone document and is meant to work in conjunction with the Component's Scope of Required Services, which may add to, clarify, or supersede any contractual requirements set forth in the Program Standards document. Full link to the Program Standards document:

<https://www.lahsa.org/documents?id=2280-lahsa-program-standards.pdf>

Time Limited Subsidy Program: is a combination of the programs formerly classified as permanent housing subsidy programs such as: Rapid Re-Housing, Recovery Re-Housing and Shallow Subsidy. Time Limited Subsidy Programs are Housing First, Low Barrier, Harm Reduction, Crisis Response programs focused on quickly resolving the crisis of homelessness for eligible participants and assisting them in moving into a permanent housing situation. Time Limited Subsidy Programs provide case management and financial assistance including rental subsidies for a period of time up to twenty-four (24) months. Case managers use Progressive Assistance to help program participants rapidly obtain and stabilize in permanent housing in either the private rental market or affordable housing market as available. Time Limited Subsidy Programs should design service provision based on the core components of Rapid Re-Housing: Housing Identification, Rent & Move-in Assistance, and Case Management & Supportive Services. Time Limited Subsidy programs are expected to be aligned with the 2019 LA City and County Rapid Re-Housing Minimum Service and Operation Practice Standards [j1] approved by all RRH funders in Los Angeles and by the CES Policy Council in 2019.

ELGIBILITY FOR SAFE PARKING PROGRAMS

1. **Eligible Population:** Detailed eligibility for the Safe Parking Program, as well as Contractor responsibilities to verify eligibility, may be found in Appendix I.
 - 1.1. Homeless Status. Participants must be determined to be homeless (Category 1) per HUD's Final Rule on "defining Homeless" (24 CFR parts 91, 576 and 578) or (Category 4) per The McKinney-Vento Homeless Assistance Act (42 U.S.C. 11301 et seq.).
 - 1.1.1. Contractor will be responsible for documenting the determination of the participant's homeless status utilizing LAHSA Approved Homeless Certification Forms. Contractor must upload the LA CoC Homeless Certification Form utilized into HMIS. LA CoC Homeless Certification Forms, ranked in order of preference, include:
[LA COC Homeless Verification](#) (Form 6053)
 - 1.1.2. All documentation is required to be placed inside the participant's master file and uploaded into the participant's profile in the Homeless Management Information System (HMIS).
 - 1.1.3. In the case where homelessness is being documented with an HMIS Participant Summary Report, the provider must enter a case note in HMIS indicating the HMIS Participant Summary Report shows the participant was homeless within 7 days of program entry. If hard copy files are maintained, the documentation must be placed inside the participant's master file. This includes the HMIS Participant Summary. Please see the following video on how to upload documents to HMIS: <https://www.wevideo.com/view/1324198999>.
 - 1.2. Participants must be Adults or Transition Age Youth, ages 18 and older.
 - 1.2.1 Unaccompanied Minors are not eligible for enrollment or services: an exemption exists for unaccompanied minors who are legally emancipated.

- 1.3. If participants are unable to manage Activities of Daily Living (i.e., ability to transfer in and out of a bed, bathe, dress, and address hygiene needs independently), participants may need to be provided a reasonable accommodation on a case-by-case basis.
 - 1.3.1 Participants in need of hospitalization or skilled nursing care must be referred to and served by a hospital or specialized programs equipped to offer appropriate levels of care.
2. Contractors must NOT screen out participants, deny referrals, or delay scheduling an intake appointment based on any of the following criteria:
 - 2.1. Past program participation or previous stay at Contractor facilities
 - 2.2. Lack of COVID-19 vaccination or test documentation
 - 2.3. Lack of tuberculous test (TB) documentation
 - 2.4. Lack of Service Animal/Emotional Support Animal (ESA) documentation
 - 2.5. Lack of sobriety
 - 2.6. Lack of income or employment status
 - 2.7. Lack of identification documentation
 - 2.8. The presence of mental health issues, disabilities, or other psychosocial challenges
 - 2.9. Lack of a commitment to participate in treatment
 - 2.10. Justice system involvement
 - 2.11. Presence of or number of evictions
 - 2.12. Any other criteria thought to predict challenges/barriers to long-term housing stability
3. Contractor must NOT permanently ban participants from re-entering the Safe Parking Programs, regardless of reason for participant's exit or termination from previous enrollments in Contractor's programs.
 - 3.1. Contractor must have a policy about how to manage the return of participants who were previously exited due to behaviors that had impacted or threatened to impact the safety of other participants or staff. Policies should incorporate principles of trauma-informed care, be applied equitably, and may include standardized lengths of time for responses to similar situations (e.g., temporary separation before participants are allowed to re-enroll in the Safe Parking Program).

COORDINATED ENTRY SYSTEM (CES) PARTICIPATION

4. Safe Parking Programs are an integral part of the Coordinated Entry System (CES), which was created to ensure consistent approaches for access to, and delivery of, services in Los Angeles County. Therefore, Safe Parking programs must work in collaboration with the CES. Please see LAHSA Program Standards for further detail.
5. Participation in the Coordinated Entry System includes regular attendance in SPA-level case coordination and:
 - 5.1. Contractor must comply with LAHSA's established protocol for regular, timely reporting on current bed vacancies/availability and provide additional occupancy updates as requested.
 - 5.2. Contractor must utilize LAHSA-established tracking and database mechanisms for making and receiving referrals.
 - 5.3. Contractor must follow any LAHSA-issued guidance and/or procedures issued on referrals or the system of referrals to shelter.
6. Contractor must establish and maintain relationships with public and community-based service agencies to collaborate and make services available to participants.

- 6.1. Contractor must ensure that appropriate releases of information sharing (consents) are in place prior to case conference meetings.
- 6.2. Contractor must participate in LAHSA-hosted cross-agency coordination, training, and case conferencing sessions with public and community-based service agencies.
7. **CES Initial Assessment:** LAHSA no longer requires completion of a CES Survey Tool (i.e., VI-SPDAT for Adults, Next Step Tool for Transition Age Youth, or Family-SPDAT for Families with Children) upon intake.
 - 7.1. The CES Survey Tool may only be administered by staff who have completed LAHSA required trainings. Upon LAHSA's adoption of a new or updated CES Survey Tool, Contractor will be required to complete all necessary training to administer the new or updated CES Survey Tool(s) at the designated stage of engagement.
 - 7.2. Contractor must comply with any forthcoming guidance regarding updating or replacing existing CES Survey Tools.
 - 7.3. The new or updated CES Survey Tool must be administered in a place that allows the participant needed privacy for answering the questions.
 - 7.4. A CES Survey Tool may still be required to determine eligibility for certain types of permanent supportive housing (PSH) resources. If one is needed, Contractor should use the existing CES Survey Tool if a new or updated CES Survey Tool has not been released yet.

SUPPORTIVE SERVICES AND ACTIVITIES

8. Contractor must provide the required Supportive Services and Activities directly or through subcontracted services arrangements. Each participant must be individually assessed for the types of services needed, and Contractor must provide services specifically needed by, and requested by, each participant.
9. **Program Intake:** Contractor must allow for intake of new participants at least five (5) days a week during regular business hours and as long as beds are available.
 - 9.1. Contractors must allow for intake of new participants during extended hours such as weekends and evenings within each Contractor's capacity to allow for intakes during extended hours.
10. **Direct Support Services:** Contractors providing (Safe Parking) Programs are funded for and must offer the following services directly to participants in the program:
 - 10.1. Twelve (12) hour parking space availability
 - 10.2. Case Management
 - 10.3. Document Collection
 - 10.4. Resource Coordination Meetings
 - 10.5. Problem-Solving
 - 10.6. Connection to LA County's Mainstream Benefits/Services
 - 10.7. Connection to Employment Development/Placement Programs
 - 10.8. Harm Reduction Services (e.g., sharps containers, overdose prevention resources, amnesty lockers)
 - 10.9. Residential Supervision
 - 10.10. Crisis Intervention & Conflict De-escalation
 - 10.11. Restrooms & Showers

11. **Problem-Solving Intervention (Diversion):** The first conversation upon entry will be to assess the possibility of assisting the household to quickly self-resolve their housing crisis through connection/ reconnection with their social support network, connection to community resources, or limited Problem-Solving Assistance Funds (PSAF) provision. For additional information, please see Problem-Solving: A Guide for Implementation and Best Practices which can be accessed here: <https://www.lahsa.org/documents?id=3899-problem-solving-a-guide-for-implementation-and-best-practices-3899.pdf>.
 - 11.1. Problem-Solving Housing Outcomes include (1) maintaining permanent housing, (2) moving in temporarily with family/ friends, (3) moving in permanently with family/ friends, (4) relocation out of town, and (5) identifying new permanent housing.
 - 11.2. If it is determined through Problem-Solving (Diversion) conversations that one-time financial assistance is needed to resolve the participant’s housing crisis and successfully divert entry into or quickly exit from the (Safe Parking) Program, the Contractor must review household eligibility and utilize eligible funding to ensure identified outcome. If needed, contractor may submit a request for PSAF (<https://www.lahsa.org/documents?id=3898-form-3898-problem-solving-assistance-request.pdf>). Contractor can contact ProblemSolving@lahsa.org for general questions and case conferencing or PSAssistanceFunds@lahsa.org for PSAF questions or following up on requests for funds.
 - 11.3. If Problem Solving is not initially successful at program entry, Contractor should continue to have ongoing Problem-Solving conversations until a housing outcome is identified while the participant is enrolled in the (Safe Parking) Program.
12. **Meal Distribution:** All participants must be provided two (2) nutritional meals (Breakfast, Lunch, and/or Dinner) by the Contractor or a subcontracted vendor. Contractor must make accommodations for participants with dietary restrictions or who miss the designated mealtime to ensure that they still receive their meals.
13. **Security:** Contractor is required to oversee and promote the safety of (Safe Parking) Programs participants, staff, and invited guests. The contractor must take a trauma-informed approach to providing security at the site and have standard operating procedures to ensure safety of all residents.
14. **Emergency Naloxone Administration:** All interim housing provider staff must be trained to administer Narcan to participants experiencing an opioid overdose emergency and responsible for maintaining an inventory of Narcan.
15. **Communicable Disease Prevention and Response Practices:** Contractor is required to abide by all screening, prevention, and response practices designated by the LA County Department of Public Health (DPH). Contractor will ensure that staff and participants adhere to any Orders issued by the State or County’s Health Officer when in effect. Please see LAHSA Program Standards for additional guidance.
16. **Case Management Services:** Case Management Services are provided by (Safe Parking) Programs staff to assist participants in moving forward in accessing permanent housing. The primary objective of Case Management/ Support Services for (Safe Parking) Programs is to support participants with obtaining any documents needed to become “Document Ready.” Additionally, case management shall also include an organized approach to tracking and managing participant progress including referrals and connections to Housing Navigation and permanent housing programs.
 - 16.1. Contractor must provide Case Management that is offered in accordance with Housing First and trauma-informed care principles to assist participants to self-resolve their housing crisis and/or be connected to a permanent housing provider.

- 16.2. Contractor must document the content and outcome of case management meetings with participants as case notes under the designated program in HMIS. Please see LAHSA's Program Level Case Note video on how to do this: https://www.youtube.com/watch?v=Hg39kR6ms_s.
- 16.3. To maintain the momentum of participants' progress towards obtaining permanent housing, the Contractor must offer case management services to each participant at least one (1) time per month. The frequency of how often case management services is offered to each participant can be increased depending on need and availability.
- 16.4. Contractors must support participants with obtaining documents needed for permanent housing placements including but not limited to: Government Issued Identification Card, Social Security Card, and other necessary documents to move swiftly into permanent housing.
 - 16.4.1. Support with document collection includes but is not limited to assisting participants with completing applications and accompanying participants to appointments.
- 16.5. All efforts on behalf of the Contractor to engage a participant in case management services should be documented in HMIS as well as the response from the participant.
 - 16.5.1. Case notes in HMIS should be documented in a manner that is succinct, objective, and factual.
17. **Case Management Ratio:** Contractors are recommended to maintain a ratio of approximately one (1) staff to every twenty-five (25) participants for optimal service delivery.
 - 17.1. The specific ratio of staff members to participants for case management services should be determined through consultation with Supervising or Managing level staff, taking into consideration the frequency of services needed for participants based on individual need.
18. **Resource Coordination Meetings:** Interim Housing contractors are required to coordinate and support oversight of program placements between service providers for participants to move swiftly into permanent housing. Contractors will hold regular meetings with Housing Navigation and Time Limited Subsidy service providers to coordinate care and movement into permanent housing and will have access to overall planning for participants.
 - 18.1. Contractor is responsible for submitting referrals to Housing Navigation in HMIS for eligible participants when Housing Navigation slots are available to them.
 - 18.2. Contractor is expected to follow any prioritization guidance for HN referrals approved by the CES Policy Council.
 - 18.3. Contractor should refer to this Interim Housing to Housing Navigation Implementation Training for additional guidance: <https://www.lahsa.org/documents?id=6975-lahsa-ih-to-hn-implementation-training>.
 - 18.4. Contractor must comply with any forthcoming guidance regarding Resource Coordination Meetings and the referral process linking participants to Housing Navigation services.
19. **Mainstream Benefits:** Contractor must establish procedures for referring eligible and interested participants to mainstream benefit services (e.g., services available through Department of Social Services, Department of Health

Services – Countywide Benefits Entitlement Service Team (CBEST), Department of Mental Health, Department of Public Health - Substance Abuse Prevention and Control (SAPC)).

20. **Employment Development/Placement Programs:** Contractor must establish and maintain effective working relationships with employment programs, such as local Work Source Centers to assist participants in engaging in services to prepare for and obtain employment. The goal of these services is to improve the participant’s financial situation to increase the participant’s ability to live independently.

LENGTH OF ENROLLMENT

21. Contractor must strive to assist participants in moving out of (Safe Parking) Programs and into permanent housing as quickly as possible. The total length of stay can and should be individually determined, based on the participants need. Progress and engagement towards housing goals must be documented and reviewed when a participant is approaching an initial 90-day length of stay and, so long as participant stays in the program, every 90 days after. See Appendix I for details regarding reasons for extension and required documentation.

PROGRAM PARTICIPATION GUIDELINES

22. Contractor must incorporate as part of their program, a set of program participation guidelines that serve as protocols for ensuring the safety and security of program participants, as well as program staff. These guidelines must be presented to LAHSA staff prior to the start of operations for review and approval by LAHSA.
 - 22.1. Program participation guidelines must incorporate language to support a Low-Barrier, Harm Reduction, and Housing First approach required of all programs.
 - 22.2. Program participation guidelines must be participant-centered to minimize barriers to accessing a (Safe Parking) Program and also prevent/minimize exits from program due to Rule violations.
23. Contractor must create a Program Participation Guideline Agreement form. Contractor must review the form with the participant upon program enrollment. The form must include a participant consent section that is signed and dated by the participant with a witness signature and dated to be signed by the contractor. Upon signature of the Program Participation Guideline Agreement, the participant is consenting to participate in the program and is certifying that they have read (or have been read) the program guidelines, and that they understand and consent to the expectations regarding abiding by the program guidelines.

EXITING PARTICIPANTS

24. Contractor must abide by the **LAHSA Interim Housing Exit and Termination Standards** document and develop and document clear Termination Policies and related procedures that align with these expectations.

HMIS DATA COLLECTION AND PARTICIPATION REQUIREMENTS

25. Contractor shall refer to **LAHSA Program Standards** for details regarding Contractor requirements for utilization of HMIS.
26. Providers are required to enter nightly bed services for all participants who are occupying a parking space at their site. A bed service must be entered for any participant who is physically occupying a parking space at any point in the 12-hour day. Flexibility should be granted to participants who keep a non-traditional sleep or work schedule when entering bed services.

26.1. A bed service is not applicable to any other service that a participant may be receiving from the (Safe Parking) Program.

- 27. Program enrollments, program exits, and bed services must be entered in HMIS within one (1) business day following the provision of services or change to a participant’s program status.
- 28. When exiting a participant from the program, the Contractor will use either a) the date of the last service provided, or b) the date following the last bed service – whichever was last provided under the program enrollment.
- 29. With any participant, the Contractor must complete a Status Change Assessment when there are changes in regular Income (as defined in the HUD Data Standards), Employment Status, and/or Disabling Conditions and Barriers as Status Update Assessments throughout their program enrollment.

PARTICIPANT FILE

- 30. Contractor must maintain a hard case file for each participant.
- 31. All documentation is required to be placed inside the participant’s master file and uploaded into the participant’s profile in the Homeless Management Information System (HMIS).
- 32. Collection of identification and income verification documents is recommended but **not** required for enrollment into the program. If participant does not have these documents at the time of program entry, Contractor must assist participant with obtaining them. Once obtained, copies of these documents must be kept in the participant’s file.
- 33. Core documents for (Safe Parking) Programs Participant Files include the following, but are not limited to:

Document	Guidance
Participant Identification	Required - See Appendix I for details.
Program Participation Guideline Agreement	Agency created form. Must be dated and signed by the participant and Contractor and must indicate that the program site does not establish tenancy
Grievance Procedure Acknowledgement	Agency created form. Must be dated and signed by the participant and Contractor. See LAHSA Program Standards for additional guidance.
CES Initial Assessment	Complete in alignment with procedures developed by LAHSA.
Verification of Homelessness	Required – Use the LA COC Homeless Verification Form (Form 6053) located here: https://www.lahsa.org/documents?id=6053-la-coc-homelessness-verification-form-6053-.pdf .
Income Documents	Current proof of income must be uploaded to HMIS if it has not already been uploaded. If proof of income is outdated or not currently available, the participant should complete Form 1087 - Self Declaration of Income/ No Income Form and the form should be uploaded to HMIS.

Housing and Services Plan	Optional - Use LAHSA-approved form and track the date the Housing and Services Plan was completed in HMIS. Form is located here: https://www.lahsa.org/documents?id=1186-form-1186-housing-services-plan-english-.pdf .
Budget Tool	Optional, use as needed
Case Notes	Required- Enter into HMIS
Exit Summary Form or Agency-specific exit form	Required- Use the LAHSA-approved Exit Summary Form located here: https://www.lahsa.org/documents?id=1081-form-1081-exit-summary.pdf . Contractor can also use their agency-specific exit form.
Notice(s) of Noncompliance and/or Termination Notice	Required (as applicable)-Documents must also be uploaded to HMIS. Refer to LAHSA Interim Housing Exit and Termination Standards document for further guidance.

FACILITIES AND OPERATIONS

34. **Harm Reduction and Trauma Informed Program Design:** These principles shall be incorporated into all aspects of the program’s facility. Core design components are listed below.
- 34.1. Creating trauma-informed programs requires continual review of policies to see what works and what may be re-traumatizing to trauma survivors. Contractor must have a regular review of policies to update practices and guidelines to make them as relevant as possible to the participants being served.
 - 34.2. Contractor must utilize the Trauma-Informed Organizational Toolkit to self-assess its program and facility for fidelity to the trauma-informed model and to develop aligned policies and procedures. (Trauma-Informed Organizational Toolkit – <https://www.lahsa.org/documents?id=1691-trauma-informed-organizational-toolkit.pdf>)
 - 34.3. Contractors are permitted to prohibit the possession and/or use of weapons, alcohol, and/or illegal drugs on the site.
 - 34.3.1. Contractors must, however, establish Harm Reduction policies, practices, and procedures designed to minimize negative consequences resulting from participants use or possession of contraband items as referenced above.
 - 34.4. Sharps Container - Contractor must ensure that a sharps container is available on-site and is accessible to participants. Sharps must be disposed of in an appropriate manner.
 - 34.4.1. Contractors must return participant’s items upon participant request, and upon exiting the grounds of the (Safe Parking) Programs.
 - 34.5. Harm Reduction is not intended to prevent the termination of a participant whose actions or behavior constitute a threat to the safety of participants and/or staff.
35. **Pets:** As pets often provide important companionship for participants, Contractors are encouraged to accommodate incoming participants with pets within their capacity to do so. The term “pet” refers to a participant’s animal(s) that is

not otherwise identified as a Service Animal or Emotional Support Animal. Contractor are encouraged to develop policies and procedures for working with participants with pets.

- 35.1. The recommendation in Section 34 is specific to pets not classified as Service Animals or Emotional Support Animals. Contractors are still required to adhere to state and federal laws regarding providing reasonable accommodation to participants with service animals or emotional support animals. Please see LAHSA Program Standards for further guidance on Service Animals and Emotional Support Animals.
36. Contractor must allow for twelve-(12) hour access to the (Safe Parking) Programs for participants. Contractor may implement quiet hours when needed, such as to address the following:
 - 36.1. Community agreements
 - 36.2. A desire not to create sleep disturbance if in communal areas
 - 36.3. Good neighbor policies
37. Contractor must have, or provide access to, a phone which participants can use within reasonable limits.
38. Contractor must return funds and/or possessions held on behalf of a participant within twenty-four (24) hours of the participant's request.
39. Contractor must provide accommodation for mixed-gender and same-gender couples, as available.
40. The facilities must also provide, at a minimum, a laundry facility (or provide participants with assistance connecting to laundromat services) so that they can wash their clothing. See LAHSA Facility Standards for further guidance: <https://www.lahsa.org/documents?id=2767-lahsa-facility-standards.pdf>.

CONTRACTOR OBLIGATIONS

41. Please see the **LAHSA Program Standards and LAHSA Facility Standards** for a detailed description of additional requirements.
42. Contractor must submit copies of all Policies and Procedures to LAHSA for approval within ten (10) business days of a site opening OR when new policies/procedures are created OR when changes are made to existing policies and procedures.
43. Policies and Procedures that must be submitted to LAHSA for approval include, but are not limited to:
 - 43.1. Participant guidelines
 - 43.2. Mental health crises and psychiatric emergencies
 - 43.3. On-site substance use and substance use-related emergencies
 - 43.4. Conflict response and de-escalation
 - 43.5. Threats, physical altercations, and incidents of violence
 - 43.6. Participant exits (voluntary and involuntary)
 - 43.7. Re-enrollment of previously exited participants
 - 43.8. Storage, training, and distribution of Narcan

STAFF TRAININGS

44. Contractor must assign staff with background experience and expertise to provide the services required in the Scope of Required Services (SRS).

45. Contractor must abide by the list of required staff trainings outlined in the LAHSA Program Standards.
 - 45.1. In addition to the trainings outlined in the LAHSA Program Standards, Contractor is required to ensure all support services staff complete a training on administering Naloxone (NARCAN) to a participant in the event of an opioid overdose.
 - 45.2. Direct-service staff are to be offered and required to participate in ongoing training on topics such as trauma-informed care, harm reduction, housing-first, and low barrier access topics. See Appendix II for more information.
 - 45.3. Contractor must comply with any additional required trainings as directed by LAHSA.

APPENDIX I. Safe Parking Program Eligibility

<p>Homelessness Status</p>	<p>Eligible Participants: Participants must be determined to be homeless (Category 1) per HUD’s Final Rule on “defining Homeless” (24 CFR parts 91, 576 and 578) or (Category 4) per The McKinney-Vento Homeless Assistance Act (42 U.S.C. 11301 et seq.).</p> <p><u>Category 1:</u> Literal Homeless- An individual or family who lacks a fixed, regular, and adequate nighttime residence, which includes one of the following:</p> <ol style="list-style-type: none">i. Has primary nighttime residence that is a public or private place not meant for human habitation. Examples include street, park, vehicle, abandoned building, bus/train station, airport, camping ground);ii. Is living in a publicly or privately-operated shelter designated to provide temporary living arrangements (Emergency shelter, transitional housing, motel/motel paid by government or charitable organization); <u>or</u>iii. Exiting an institution where (s)he has resided for 90 days or less AND were residing in an emergency shelter or place not meant for human habitation immediately before entering institution. Examples of Institutions include a medical hospital, psychiatric hospital, jail, prison, substance abuse treatment facility, and dependent care facility. <p><u>Category 4:</u> Individuals/families experiencing trauma, or a lack of safety related to, or fleeing or attempting to flee, domestic violence, dating violence, sexual assault, stalking, human trafficking, or other dangerous, traumatic, or life-threatening conditions related to the violence against the individual or a family member in the individual’s or family’s current housing situation, including where the health and safety of children are jeopardized; and includes all of the following:</p> <ol style="list-style-type: none">i. Have no identified residence, resources or support networks; ANDii. Lack the resources and support networks needed to obtain other permanent housing. <p>Acceptable Verification:</p> <p>For individuals determined to be homeless (Category 1 or 4), homelessness status must be verified and documented using either a HMIS Client Summary Report or the LA CoC Homeless Certification Form or the LA CoC Imminent Risk of Homelessness Form (Category 2).</p> <ul style="list-style-type: none">▪ <i>HMIS Client Summary Report:</i> Providers seeking to document a client’s homelessness (Category 1 or Category 4) should first run the participant’s Client Summary report on HMIS. If the Client Summary Report verifies the individual is actively in a homeless program within seven (7) days, the provider may print the HMIS Client Summary Report and place in the participant’s file. If the Client Summary does not show the client met/meets the Category 1 or Category 4 definition within the last seven (7) days, the provider will need to use one of the LAHSA-approved forms to document a client’s homelessness at program entry.▪ <i>LA CoC Homeless Verification Form</i> (Form 6053) – Use this form to verify homelessness for Categories 1 & 4. https://www.lahsa.org/documents?id=6053-la-coc-homelessness-verification-form-6053-.pdf.
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APPENDIX I. Safe Parking Program Eligibility (Continued)

Geography	Participants must be current residents of the County of Los Angeles. If the person reports that they slept within the County of Los Angeles, the night previous to assessment they would be considered a current resident of Los Angeles.		
Participant Identification	<p>Participants are required to have a form of identification on file. If a participant does not have an identification card at the time of the program screening, Contractor must not deny the participant entry to the program rather assist the participant in obtaining an identification card.</p> <p>Category [A] are acceptable forms of government issued photo identification cards. If the participant does not have any of the acceptable identification cards listed in Category [A] they may provide one acceptable form of alternative photo identification in Category [B] along with one acceptable non-photo form of identification in Category [C] to meet the government issue identification requirement. A copy of a social security card is NOT required for the program.</p>		
	<p>[Category A] Government issued photo Identification Card (ID)</p>	<p>[Category B] Alternative Forms of acceptable photo identification Card (ID)</p>	<p>[Category C] Alternative Forms of acceptable non-photo identification</p>
	<ul style="list-style-type: none"> • State-issued DMV ID • State-issued DMV Driver’s license • Passport/ Passport Card • US Military ID • Immigration Services (USCIS) ID • Visa issued by department of state • Government issued ID 	<ul style="list-style-type: none"> • Student ID • Shelter ID • Employment ID • Bank/ Debit/ Credit Card • Transportation Card (METRO) • Library Card • Gym Membership Card • Warehouse Membership Card 	<ul style="list-style-type: none"> • Birth certificate • Utility Bill • Lease/ rental contract • School Records • Medical / Dental insurance card • Debit/ bank card • Credit card • Legal records/court documentation • Tax Identification Number/Paperwork (TIN) • Social Security card • American Automobile Association (AAA) card • American Association of Retired Persons (AARP)

APPENDIX I. Safe Parking Program Eligibility (Continued)

<p>Vehicle Requirements</p>	<ul style="list-style-type: none"> • Participant vehicle must be operable. • Participant vehicle must have valid current insurance meeting state- mandated minimums or be assisted to seek one beginning at program entry. Copy of automobile insurance must be placed in the participant’s master file. • Minimum liability coverage for private passenger vehicles are as listed below, pursuant to California Insurance Code §11580.1b: <ul style="list-style-type: none"> ○ \$15,000 for injury/death to one person. ○ \$30,000 for injury/death to more than one person. ○ \$5,000 for damage to property. • Participant’s vehicle must have valid current vehicle registration or be assisted to seek registration beginning at program entry. Copy of automobile registration must be placed in the participant’s master file. <p>In the event that the registered owner is not the individual receiving 12-Hour Overnight Safe Parking services, the contractor must develop their own form to be completed by the registered owner that verifies that the participant is allowed to use the registered owner’s vehicle and obtain a copy of the registered owner’s Driver’s License.</p>
<p>Unaccompanied Minors</p>	<p>Unaccompanied Minors are not eligible for enrollment or services in programs that serve adults. An exemption exists for unaccompanied minors who are legally emancipated.</p>
<p>Ongoing Need</p>	<p>Participant continues to demonstrate they are in need of 12-Hour Overnight Safe Parking Program on a monthly basis. Information on participant’s needs must be documented in HMIS via case notes.</p>
<p>Length of Stay</p>	<p>Safe Parking Programs has no time limit: the total length of stay can and should be individually determined, based on the participant’s need. Progress and engagement towards housing goals must be documented and reviewed when a participant is approaching an initial 90-day length of stay and, so long as participant stays in the program, every 90 days after.</p> <p>Contractors must complete LAHSA-approved <i>Interim Housing Extension Form(s)</i> (https://www.lahsa.org/documents?id=1072-form-1072-bridge-housing-program-90-day-extension-form.pdf) at each of these designated intervals for the participant to maintain eligibility. Ongoing eligibility shall be extended for the following reasons:</p> <ul style="list-style-type: none"> • Participant has been matched to housing but has not been able to identify a suitable unit or is still going through the application process with a permanent housing provider. • Participant meets prioritization criteria established through the LA CoC CES but has not yet been matched to a housing resource. • Participant is currently working towards one or more goals established in the Housing and Services Plan but not yet connected to a housing resource. Contractors are expected to apply a low barrier approach when considering a participant’s progress towards their goal(s). <p>The Interim Housing Extension Form(s) must be stored in the participant’s file and documentation must be maintained in case notes within HMIS.</p>

APPENDIX II: Required Staff Trainings - All trainings can be located on LAHSA's Centralized Training Academy website (<https://lahsa.configio.com/>).

Required Training	Applicable Staff	Priority Level
HMIS	Case Managers	Immediate
Case Management and Systems Navigation I	All Staff (Entry level)	Immediate
Case Management and Systems Navigation II	Direct service staff (with minimum of 6 months homeless services experience)	Immediate
Care Coordination and System Navigation III	Supervisors Only	Immediate
Problem Solving	Case Managers	Moderate
Boundaries and Ethics	All Staff	Moderate
De-escalation	All Staff	Immediate
Harm Reduction	All Staff	Immediate
Trauma Informed Care 101 & 102	All Staff	Immediate
Motivational Interviewing	Case Managers	Moderate
Quality Standards	Supervisors	Moderate
Mandated Reporter Training	Direct Service Staff	Immediate
Overdose Education and Naloxone Distribution	Direct Service Staff	Immediate
Document Acquisition	Case Managers	Immediate



EXHIBIT A: RULES FOR LAHSA-ADMINISTERED 12-HOUR SAFE PARKING PROGRAMS

The Safe Parking Program provides a safe and stable environment and supportive services for households experiencing homelessness living in their vehicles for overnight stays. The following rules must be followed to promote a safe environment for all households participating in the Safe Parking Program. Failure to comply with the following rules could result in termination from the program.

1. Overnight stays are limited to the Safe Parking hours of operation (hours vary by site). Participants must adhere to these program entrance and exit hours. Program hours may need to be adjusted, and the service provider will provide notice to participants of such changes at least 24 hours in advance whenever possible.
2. Participants must check in with security or service provider staff each time they enter the parking lot.
3. Participant understands and agrees that the Safe Parking provider, the Los Angeles Homeless Services Authority (LAHSA), and the site owner bear no liability or responsibility for injury, harm, property damage, or loss occurring as a result of Safe Parking program participation.
4. Participants are prohibited from entering the offices or buildings located on the property grounds unless the service provider has granted them permission to do so.
5. Participants younger than 18 years old must have adult supervision at all times and must not be left unattended. They must be accompanied to and from the restroom by an adult in their party. Leaving a child unattended or unsupervised shall be grounds for removal from the Safe Parking program.
6. Participation in the Safe Parking Program must be confirmed by presenting the parking permit/placard to security or service provider staff and being listed on the Daily Program Log.
7. Participants must display the parking placard/permit on their windshields whenever their vehicle is parked in the lot and must notify the service provider as soon as possible if the permit is lost and a replacement is needed.
8. Tents, camping tarps or camping equipment, beyond the top of the vehicle, are prohibited.
9. Cooking or having an open flame are not allowed.
10. Weapons of any kind are not permitted on the safe parking facility. Any participant discovered with a weapon will be removed from the Safe Parking program.
11. The possession and use of alcohol and/or drugs are not permitted on the Safe Parking facility. Smoking is not permitted on County property.
12. Urinating, defecating, or dumping RV waste on the property are not permitted. Participants must always use appropriate facilities to properly dispose of any bodily waste or waste materials.
13. All trash must be gathered, disposed of in the dumpster, or taken offsite and the Safe Parking facility will be kept tidy.
14. Loud music is not permitted. All noise, including alarms, phone, or electronic notifications must be muted, and conversations kept to a minimum and quiet after 10:00 P.M.
15. This parking lot has been made available for peace and safety of clients sleeping in their vehicles at night. Please respect the "lights out/quiet hours" of 10:00 P.M. - 6:00 A.M.



EXHIBIT B: LIABILITY WAIVER FOR LAHSA-ADMINISTERED 12-HOUR SAFE PARKING PROGRAMS

I, _____, ("SPP Patron") hereby acknowledge that I am over the age of 18 and voluntarily elected to participate in a Safe Parking Program (SPP) that is administered by the Los Angeles Homeless Services Authority (LAHSA) at the parking lot located at _____ (the "Property") starting on the date signed below. In consideration of being permitted to participate in SPP, I hereby agree to the following:

RELEASE AND WAIVER OF LIABILITY: I, on behalf of myself, my personal representatives, heirs, executors, administrators, agents, and assigns, agree to waive, release, discharge and covenant not to sue the Safe Parking service provider/operator, the owner of the Property, the Los Angeles Homeless Services Authority (LAHSA), the City of Los Angeles, the County of Los Angeles, including any Special Districts, departments, elected and appointed officers, trustees, members, agents, employees, and lessees utilizing the Property ("Released Parties") of these above-mentioned entities, from any and all liability, including any and all claims, demands, causes of action (known or unknown), suits, or judgments of any and every kind (including attorneys' fees), arising from any injury, property damage, or death that I may suffer while utilizing the Property or SPP services regardless of whether the injury, damage, or death is caused by the negligence of the Released Parties or otherwise, or arising directly or indirectly out of the use of the Property or any related facility by the Released Parties or me.

ASSUMPTION OF RISK: I, on behalf of myself, my personal representatives, heirs, executors, administrators, agents, and assigns, assume any and all risk of damage, loss, injury, including death, that may result while utilizing the Property as a SPP Patron or that may arise from negligence or carelessness on the part of the Released Parties or the actions, inactions or negligence of other SPP participants or any other persons on the Property.

INDEMNITY: I, on behalf of myself, my personal representatives, heirs, executors, administrators, agents, and assigns, further agree to hold harmless, defend and indemnify the Released Parties from any and all liability, including any and all claims, demands, causes of action (known or unknown), suits, or judgments of any and every kind (including attorneys' fees) arising from any injury, property damage or death that I may suffer as a result of my utilization of SPP services or of being on the Property, regardless of whether the injury, damage, or death is caused by the negligence of the Released Parties or otherwise.

CHOICE OF LAW: I hereby agree that this agreement shall be construed in accordance with the laws of the State of California and that this Agreement is intended to be as broad and inclusive as permitted by such law. I further agree that if any portion hereof is held invalid the balance, shall, notwithstanding, continue in full force and effect. I have read this Agreement and fully understand its terms. I am aware that this agreement includes a release and waiver of liability, an assumption of risk, and an agreement to indemnify the Released Parties. I understand that I have given up substantial rights by signing this Agreement and sign it freely and voluntarily without any inducement.

I certify that I have read (or have been read) the above and agree to its contents.

12-HOUR SAFE PARKING PARTICIPANT SIGNATURE

DATE