

STATEMENT OF WORK

**INDEPENDENT LIVING PROGRAM –
TRANSITIONAL HOUSING PROGRAM**

INDEPENDENT LIVING PROGRAM- TRANSITIONAL HOUSING PROGRAM

STATEMENT OF WORK TABLE
OF CONTENTS

SECTION NUMBER AND TITLE.....	PAGE
1. PREAMBLE	4
2. INTRODUCTION	4
3. DEFINITIONS	5
4. TARGET DEMOGRAPHICS	6
5. MAXIMUM LENGTH FOR PROGRAM PARTICIPANTS	7
6. HOURS OF OPERATION	7
7. COUNTY PROGRAM MANAGEMENT	8
8. COUNTY'S RESPONSIBILITIES	89
9. CONTRACTOR'S RESPONSIBILITIES	9
10. STAFFING REQUIREMENTS	1012
11. REFERRALS AND ADMISSION	1113
12. SERVICE DELIVERY SITES	1315
13. HOUSING MODEL OPTIONS	1416
14. SCOPE OF WORK	1516
15. CASE MANAGEMENT	1619
16. RESOURCES AND REFERRAL SERVICES FOR PARTICIPANTS	2934
17. DISCHARGE OF ILP-THP PARTICIPANTS	3439
18. GRIEVANCE AND APPEAL PROCESSES	3541
19. AFTERCARE AND TRACKING	3641
20. SUCCESS STORIES	3642
21. REPORTS	3642
22. RECORDKEEPING	3844
23. QUALITY ASSURANCE PLAN	4148
24. DATA COLLECTION	4249
25. TRANSITION PLAN	4249
26. PERFORMANCE REQUIREMENT SUMMARY	4350

EXHIBIT A-1	ILP- THP Provider Plan Guidelines ILP-
EXHIBIT A-2	THP Provider Plan Template ILP- THP
EXHIBIT A-3	Implementation Framework
EXHIBIT A-4	ILP- THP Implementation Framework Instructions ILP
EXHIBIT A-5	Verification of Emancipation Status Transitional
EXHIBIT A-6	Housing Program Application Transitional Housing
EXHIBIT A-7	Program Move- in Agreement Orientation Checklist
EXHIBIT A-8	Applicant's Authorization for Release of Information
EXHIBIT A-9	Grievance Process and Procedure
EXHIBIT A-10	Notice of Grievance Request
EXHIBIT A-11	Acknowledgment of Receipt of Grievance Policy
EXHIBIT A-12	Appeals Process and Procedures
EXHIBIT A-13	Notice of Appeals Request
EXHIBIT A-14	Acknowledgment of Receipt of Appeals Process and Procedure Entry
EXHIBIT A-15	Assessment
EXHIBIT A-16	Housing Site Inspection Form
EXHIBIT A-17	Participant Mater List Participant
EXHIBIT A-18	Occupancy Report Discharge
EXHIBIT A-19	Summary
EXHIBIT A-20	Twelve-Month Assessment Youth
EXHIBIT A-21	Interview
EXHIBIT A-22	Supportive Transitional Emancipation Program Transitional Savings
EXHIBIT A-23	Agreement
EXHIBIT A-24	Savings Fund Log
EXHIBIT A-25	Serious Incident Report
EXHIBIT A-26	Monthly Report
EXHIBIT A-27	Agency Quarterly Participant Progress Report Annual
EXHIBIT A-27a	Report
EXHIBIT A-27b	Exit Assessment
EXHIBIT A-28	Follow- up Survey
EXHIBIT A-29	Service Delivery Sites For ILP-THP Services
EXHIBIT A-30	Transitional Housing Program Unit Verification Form
EXHIBIT A-31	Personal/ Household Item Inventory
EXHIBIT A-32	Participant Satisfaction Survey Employment
EXHIBIT A-33	for Unemployed Participants Ansell- Casey
EXHIBIT A-34	Life Skills Assessment Contract
EXHIBIT A-35	Discrepancy Report
EXHIBIT A-36	Transitional Housing Program Participant Rights and Responsibilities
EXHIBIT A-37	

1. PREAMBLE

The County of Los Angeles seeks to collaborate with its community partners to enhance the capacity of the health and human services system to improve the lives of children and families. These efforts require, as a fundamental expectation, that the County's contracting partners share the County and community's commitment to provide health and human services that support achievement of the County Shared Core Practice Model, Strategic Plan Mission, Values, Goals and Performance Outcomes.

The vision of DCFS is that children thrive in safe families and supportive communities. To achieve this vision DCFS intends to practice a uniform service delivery model that measurably improves child safety, permanency, and access to effective and caring services by providing responsive, efficient, and high-quality public services that promote the self- sufficiency, well-being and prosperity of individuals, families and communities. The philosophy of teamwork and collaboration is anchored in the County's shared values of: 1) Integrity; 2) Inclusivity; 3) Compassion; and 4) Customer Orientation.

These shared values are encompassed in the County's Strategic Plan's Three Goals: I) Make Investments That Transform Lives; II) Foster Vibrant and Resilient Communities; and III) Realize Tomorrow's Government Today. Improving the well-being of children and families requires coordination, collaboration and integration of services across functional and jurisdictional boundaries, by and between County departments/agencies and community and contracting partners.

2. INTRODUCTION

This contract provides Independent Living Program (ILP) Transitional Housing for former foster and Probation Transition Age Youth (TAY) who were formerly supervised by the Department of Children and Family Services (DCFS) or the Probation Department (Probation) and eligible for ILP services. Up to 70 TAYs will receive housing and life skills training for up to 36 months. The participants in the ILP will include TAY who have children and are impaired in at least one of the following domains: school, work, community, family life, or interpersonal relationships. The TAY's degree of impairment must be such that they require limited support in managing their daily living skills.

CONTRACTORS are required to facilitate training that promotes self- sufficiency for former DCFS foster or Probation TAY at risk of becoming homeless. CONTRACTORS will provide supportive services that include, but are not limited to, life skills training, workforce readiness, educational and vocational training. CONTRACTORS are to ensure that these services ~~are~~ provided **are** consistent with the John H. Chafee Foster Care Independence Act (Chafee Act) guidelines.

DCFS has established the following priorities for children and youth: (1) Safety, (2) Stability, (3) Permanency, (4) Well-being, and (5) Self Sufficiency.

Well-Being in this Statement of Work (SOW) refers to educational, life skills preparation, and independent living as well as a number of other items especially relevant to an ILP-THP setting. The Performance Outcome Summary and Service Tasks addressing this priority are found in this SOW.

The implementation of ILP-THP housing services is to provide selected independent living opportunities for eligible ILP TAY to practice life skills in a safe environment and to assist with the transition from dependence to self-sufficiency through supervised housing and supportive services as described in detail in this SOW.

3. DEFINITIONS

The following words as used herein will be construed to have the following meanings, unless otherwise apparent from the context in which they are used:

- 3.1 **Case Manager** - means CONTRACTOR's staff who is responsible for the assessment of and service delivery to TAY, and compliance with the requirements of their contract.
- 3.2 **CONTRACTOR** – means the sole proprietor, partnership, or corporation that has entered a contract with the County to perform or execute the work covered in this Statement of Work.
- 3.3. **CONTRACTOR Program Director (CPD)** – means CONTRACTOR's staff who is responsible for managing all phases of the CONTRACTOR's operations and interfacing with the County Program Manager relating to this Contract.
- 3.4 **County Program Manager (CPM)** - means the County representative responsible for daily management of Contract operation and the oversight of monitoring activities, compliance with the requirements of the Contract, and the delivery of services.
- 3.5 **Day** - means a calendar day unless otherwise specified.
- 3.6 **DCFS** - means the Department of Children and Family Services, the child protection agency for the County of Los Angeles.
- 3.7 **ILP** - means Independent Living Program.
- 3.8 **ILP-Eligible Foster YOUTH** - means a youth that is at least 16 years old and meets all of the guidelines of ILP eligibility.

- 3.9 ILP TAY** - means a specific population of ILP-eligible youth who are former foster youth that are at least age 18 years old but not yet 19.
- 3.10 Individualized Services Plan** - means individualized plan that identifies the barriers to the youth's independent living and prioritizes in order which they should be addressed through short- and long-term goals, the desired outcomes, and the strategies and resources to be used in attaining the outcomes.
- 3.11 Outcomes** - mean the success of youth transitioning out of a CONTRACTOR program that occurred due to the positive impact of the CONTRACTORS' delivery of services.
- 3.12 Permanency** - means a process and a result that includes involvement of the youth as participants and leaders in defining for themselves what permanency means and in finding a permanent connection with at least one committed adult who provides: A safe, stable and secure parenting relationship; Love; Unconditional commitment, Lifelong support in the context of reunification; a legal adoption or guardianship where possible the opportunity to maintain contact with important persons, including brothers & sisters.
- 3.13 Probation** - means the County of Los Angeles Probation Department.
- 3.14 Self-Sufficiency** - means a youth who transitions out of a CONTRACTOR program who succeed in the areas of:
(1) permanency/housing; (2) social and emotional well- being; and (3) career/workforce readiness.
- 3.15 Statement of Work (SOW)** - means a written portion to this contract describing the actual work to be done by means of specifications or other minimum requirements quantities, performance data, and a statement of the requisite quality (services tasks).
- 3.16 Transition** - means a TAY changes in legal status from a court dependent youth to an independent adult.

4. TARGET DEMOGRAPHICS

- 4.1 The ILP-THP program targets up to 70 ILP eligible former DCFS and Probation youth, ages 18 through 20 who are homeless or at risk of homelessness and impacted by one or more of the following characteristics:
- History of substance abuse
 - Multiple placements within the Foster Care system
 - Previous engagement with the Juvenile Justice System
 - No high school diploma or GED
 - Lack of family support network
 - Learning disabilities

- Little or no attachment to the labor force
- Pregnant or parenting youth

4.2 The target population is referred to as ILP Transition Age Youth (ILP TAY). TAY are allowed to remain in the program for up to 36 months or up to his/her 21st birthday.

5. MAXIMUM LENGTH FOR PROGRAM PARTICIPATION

5.1 The maximum time for ILP THP participation is 36 cumulative months statewide and not more than 21 years of age.

6. HOURS OF OPERATION

6.1 CONTRACTOR will maintain non- traditional business hours, including evenings and weekends, to ensure timely response to participant ongoing supportive services. This flexible schedule needs of program participants and to promote their being.

Monday through Friday - 8:00 am to 5:00 pm (For Service Delivery)

Monday through Friday, 5:00 pm to 8:00 pm.

Saturday 9:00 am to 1:00 pm.

Sunday 9:00 am to 1:00 pm.

6.2 CONTRACTOR obtains approval from the County Program Manager prior to any modifications of services delivery site hours by submitting data outlining how client needs will be met with any requests to modify service delivery site hours of operation.

6.3 CONTRACTOR's Program Manager, or County- approved designee, must have full authority to act for CONTRACTOR on all matters relating to the daily operation of this Contract.

6.4 CONTRACTOR is not required to work on the following County-observed Holidays:

- New Year's Day (January 1st)
- Luther King's Birthday (Third Monday in January)
- President's Day (Third Monday in February)
- Cesar Chavez's Birthday (Last Monday in March)
- Memorial Day (Last Monday in May)
- Juneteenth (June 19th)
- Independence Day (July 4th)
- Labor Day (First Monday in September)
- Indigenous People's Day (Second Monday in October)
- Veteran's Day (November 11th)
- Thanksgiving Day (Fourth Thursday in November)

- Day After Thanksgiving
- (Friday after Thanksgiving Day)
- Christmas Day (December 25th)

7. COUNTY PROGRAM MANAGEMENT

- 7.1 County Program Manager (CPM) will be responsible for providing administrative and program guidance, and monitoring CONTRACTOR activities.
- 7.2 The CPM or designee will have full authority to monitor CONTRACTOR's performance in the day-to-day operation of this Contract. CPM will provide direction to CONTRACTOR in areas relating to DCFS policy, information and procedural requirements.
- 7.3 CPM will provide directions to CONTRACTOR in areas relating to DCFS policy, information and procedural requirements.
- 7.4 CPM is not authorized to make any changes to the terms and conditions of this Contract and not authorized to obligate the County in any way whatsoever beyond the terms of this Contract.

8. COUNTY'S RESPONSIBILITIES

- 8.1 County will appoint a County Program Manager (CPM) will be responsible for providing administrative and technical program guidance, and monitoring CONTRACTOR activities. CPM or designee will have full authority to monitor CONTRACTOR's performance in the day-to-day operation of this Contract.
- 8.2 The county will have the right to monitor, including but not limited to review and audit CONTRACTOR for compliance with this Contract, Statement of Work, and all applicable rules and regulations related to ILP- THP Transition Housing Program.
- 8.3 County will have the right to monitor and audit programmatic reports and request corrective action plans, which will be a matter of public record to the extent required by the California Public Records Act.
- 8.4 County will provide ~~CONTRACTOR~~ **CONTRACTOR** with a **Contract Discrepancy Report (CDR), Exhibit A-36**, for every instance in which tasks defined in the SOW are not met.
- 8.5 DCFS and Probation will refer to former foster and probation youth, ages 18 through 20, who are ILP eligible.
- 8.6 ILP-THP housing services will not be rendered to a former foster or probation youth prior to receiving the ILP **Verification of Emancipation Status form (Exhibit A-5)** from DCFS or Probation.

9. CONTRACTOR'S RESPONSIBILITIES

- 9.1 CONTRACTOR will appoint a CPD who will be responsible for administering and overseeing all of the services provided under this Contract.
- 9.2 CPD will work with the CPM to help resolve any potential areas of difficulty before a problem occurs.
- 9.3 CONTRACTOR will ensure that a contact number for use after normal business hours (Monday through Friday from 8:00 A.M. to 5:00 P.M.), on weekends and County holidays. CONTRACTOR will ensure that they will respond back to them within three hours of being contacted.
- 9.4 CPD will respond to all subsequent calls within 48 hours.
- 9.5 CPD or other managers in the employ of the CONTRACTOR will supervise all of CONTRACTOR's personnel assigned to work under this Contract.
- 9.6 CONTRACTOR will notify County in writing within five business days of any changes in CONTRACTOR 's authorized personnel that affect the operation of this contract and will submit an updated CONTRACTOR's Administration form if needed.
- 9.7 CONTRACTOR will ensure that their staff do not perform any services while under the influence of any alcoholic beverage, medication, narcotic, or other substance, which might impair the employees' physical or mental performance.
- 9.8 CONTRACTOR shall comply with their Provider Plan in accordance with the **Provider Plan Guidelines (Exhibit A-1)**. CONTRACTOR shall utilize the following documents in preparing and implementing the Provider Plan:
 - **Provider Plan Template (Exhibit A-2),**
 - **Implementation Framework (Exhibit A-3), and**
 - **Framework Instructions (Exhibit A-4).**
- 9.9 The CPM may, at his or her sole discretion, direct the ILP TAY participants and their children.
- 9.10 CONTRACTOR agrees that any work performed outside the scope of this SOW will be deemed a gratuitous act on the part of the CONTRACTOR and, therefore, CONTRACTOR will have no claim against County.
- 9.11 CONTRACTOR will ensure that sufficient personnel, competent to perform all work in accordance with the requirements of the Subcontract and the SOW.
- 9.12 CONTRACTOR's CPD or designee must attend all meetings scheduled by the County.
- 9.13 CONTRACTOR must be available for technical reviews as requested by

the CPM. Technical reviews will be conducted annually or as determined by the CPM. It includes a review of the following: Program and Performance Outcomes, Compliance, Finance, Insurance, Personnel, and Participant Case Records.

- 9.14 CONTRACTOR will ensure that staff receive, prior to or within 90days of employment, a minimum of one-hour training in each of the following areas:
 - 9.14.1 Child abuse identification and reporting, ~~Characteristics of persons 16-21 years of age placed in long term foster care, AB 12/Extended Foster Care,~~
 - 9.14.2 Characteristics of persons 16-21 years of age placed in long term foster care,AB 12/ Extended Foster Care,
 - 9.14.3 Shared Core Practice Model,
 - 9.14.4 Trauma-Informed Care,
 - 9.14.5 Commercial Sexual Exploitation of Children (CSEC),
 - 9.14.6 LGBTQ+ (Lesbian, Gay, Bi-Sexual, Transgender, Questioning, Plus)
Medical Marijuana
 - 9.14.7 Medical Marijuana

Documentation of completed training must be maintained in each staff member's personnel file. Acceptable forms of documentation include a certificate of completion, a sign-in sheet, or other verifiable proof of participation.

- 9.15 CONTRACTOR will not schedule or conduct any meetings or negotiations under this contract on behalf of the County or DCFS.
- 9.16 Additional training topics may include cultural diversity, gender identity gender expression, sexual orientation, adolescent/young adult development, identification and prevention of sexual exploitation including support services for victims, identification and prevention of substance abuse including support services for the ILP THP Participants with substance abuse issues, crisis intervention, and current issues the County determines and communicates to the CONTRACTORS.
- 9.17 Transition Plan: CONTRACTOR shall develop and submit a plan to transition all current ILP-THP clients to new ILP-THP CONTRACTORS to CPM by 60 calendar days prior to final contract end date. Transition Plan should include details of assistance and housing referrals provided to ILP-THP clients, type of housing available, and time frame.

10. STAFFING REQUIREMENTS

- 10.1 CONTRACTOR will maintain, at a minimum, the following staff requirements at all times, for this contract:

CONTRACTOR's Staffing

- 10.1.1 One Program Director who meets the qualifications set forth in Subsection below, and sufficient administrative, program and fiscal staffing as indicated in Line-Item Budget.

10.1.1.1 A Bachelor's Degree in Social Work/Social Welfare, Marriage, Family and Child Counseling, Child Psychology/Child Development, Counseling or Social Psychology, Clinical/Educational Psychology, Education with Counseling emphasis, or Equivalent Master's Degree in Human Services or Behavior Science Degree from an accredited college or university and a minimum of two years full- time management experience in a social services agency, OR equivalent to ten years' experience in social services.

- 10.1.2 One Case Manager who meets the qualifications set forth in Subsection for every 15 TAY participants.

10.1.2.1 A Bachelor's Degree in a Behavioral Science from an accredited college or university AND a minimum of two years full-time experience in a public or private social services setting working with Transition Age Youth OR a Master's level intern with two years of social work experience.

- 10.1.3 The CONTRACTOR's volunteers are subject to the same requirements under this contract as paid staff.

11. REFERRALS AND ADMISSION

- 11.1 CONTRACTOR does not guarantee a minimum number of referrals or placements. The County's referrals and placements are based on the need of the County, and its funding availability.
- 11.2 CONTRACTOR will accept referrals from the County, other housing providers, Community Stakeholders, and self-referrals from former Foster/Probation youth.
- 11.3 CONTRACTOR shall be responsible for maintaining full utilization of available beds through proactive referral and outreach activities. This includes initiating and following up on referrals, engaging with community

partners and referral sources, and implementing outreach strategies to identify and admit eligible clients in a timely manner.

- 11.4 CONTRACTOR will contact the CPM or County designee to ensure that a youth is eligible prior to admitting him/her into the program.
- 11.5 CONTRACTOR will not admit any potential ILP THP Participant into the Program without receipt of the completed **ILP Verification of Emancipation Status (Exhibit A-5)** verifying the potential ILP THP Participant's eligibility by CPM or County designee.
- 11.6 CONTRACTOR will accept every referred ILP THP Participant who meets the criteria of the CONTRACTOR's program and target population, unless CONTRACTOR has determined that the eligible ILP THP Participant is not acceptable for admission based on the individual needs of the referred participant and the current composition of the other ILP THP Participants.
- 11.7 CONTRACTOR will request information from the referred ILP THP Participant regarding the Participant's known or suspected dangerous behavior.
- 11.8 CONTRACTOR will respect the ILP THP Participant's right to confidentiality. This right applies to the dissemination, retrieval and acquisition of identifiable information.
- 11.9 CONTRACTOR will ensure that they do not discriminate on the basis of race, gender, sexual orientation, or disability and that (WIC Section 16520.1 [a] [1]) youth who were wards of the court as described in Welfare and Institutions Code Section 602 and youth receiving psychotropic medications will be eligible for consideration in the program and will not be automatically excluded due to these factors.
- 11.10 CONTRACTOR will ensure that they allow the ILP TAY the greatest amount of freedom to prepare them for self-sufficiency.
- 11.11 CONTRACTOR will ensure that they adhere to the right of ILP TAY to be free from arbitrary or capricious rules; the right to appeal any loss of benefits or services before they are suspended (unless imminent physical harm to someone would result); the right to a grievance procedure.
- 11.12 CONTRACTOR will ensure that they respect the ILP TAY's right to confidentiality. This right applies to the dissemination, retrieval and acquisition of identifiable information. CONTRACTOR will not release information about an ILP TAY receipt of services without a written release of information from the ILP TAY.
- 11.13 CONTRACTOR must protect the rights to privacy of the TAY client.
 - 11.13.1 Information will be requested from the ILP TAY only when the information is specifically necessary for the provision

of services.

11.13.2 ILP TAY must not be required to supply information as a condition of obtaining services without written documentation verifying the necessity of the information.

11.13.3 CONTRACTOR will ensure that they request information regarding any known or suspected dangerous behavior of the referred ILP TAY.

12. SERVICE DELIVERY SITES

- 12.1 CONTRACTOR's headquarters' office and service delivery sites of ILP TAY units and ILP-THP services must be located within the eight Services Planning Areas (SPAs) throughout Los Angeles County.
- 12.2 CONTRACTOR must ensure that the service delivery sites are easily accessible to the ILP-THP participant. ILP- THP living unit(s) must be in close proximity (within three miles) to all the following:
- Public transportation;
 - Shopping areas;
 - Medical care;
 - Supportive services;
 - Employment.
- 12.3 CONTRACTOR will ensure that the contracted services provided are by Service Planning Area (SPA).
- 12.4 County reserves the right to approve or disapprove any service delivery sites.
- 12.5 CONTRACTOR will ensure that the service delivery sites are easily accessible to public transportation for the targeted ILP TAY.
- 12.6 CONTRACTOR will ensure that the service delivery sites intended to serve disabled TAY is user friendly and compliant with the Americans with Disabilities Act (ADA).
- 12.7 CONTRACTOR will ensure that their housing sites are maintained in good condition regarding paint, plumbing, electricity, and other basic up-keep to the property. CONTRACTOR's headquarters' office and the housing sites must be listed on **Service Delivery Sites Form (Exhibit A-30)**. If there are any changes to the headquarters' offices or the housing sites, then the CONTRACTOR must submit to CPM an updated Service Delivery Sites form that incorporates these changes.

13. HOUSING MODEL OPTIONS

- 13.1 CONTRACTOR will ensure that their program participants sign a housing contract that clearly states the transitional housing program's rules, including, but not limited to, ILP guidelines, program violation warnings, charges for repairing damages to units caused by youth (if applicable), termination procedures, and grievance procedures.
- 13.2 CONTRACTOR will ensure that they are informed of the requirement to follow California law for transitional housing, including, but not limited to, Health and Safety Code § 50580 et seq. and California Civil Code § 1940.
- 13.3 CONTRACTOR will provide housing options through at least one of the following models:
- Single Apartments with private kitchens
 - Single Room Occupancy (SRO) with a shared kitchen
- 13.4 The following are unacceptable housing options:
- Publicly supervised shelters
 - Privately operated shelters
 - Other living situations, including those with friends, family members, and others that provide temporary accommodations
 - Public or private places not ordinarily used as a sleeping area

14. SCOPE OF WORK

- 14.1 CONTRACTOR must provide the following housing and supportive services per this contract and in compliance with CDSS regulations for ILP- THP services.
- 14.2 Property Management
- 14.2.1 CONTRACTOR must ensure that ILP- THP duties related to property management must be provided or facilitated by non-case management staff and must include, but are not limited to, the following:
- 14.2.2 Living Unit Requirements:
- 14.2.2.1 General Living Unit Requirements
- 14.2.2.2 CONTRACTOR must ensure that each living unit is complying and is certified by the CPM before placement of an ILP- THP Participant.
- 14.2.2.3 CONTRACTOR must ensure that each living unit is

adequately furnished.

- 14.2.2.4 CONTRACTOR must secure and maintain fire clearances for each living unit if required by the local Fire Department.
- 14.2.2.5 CONTRACTOR must secure and maintain fire clearances for each living unit if required by the local Fire Department.
- 14.2.2.6 CONTRACTOR must ensure that each ILP- THP Participant has their own bedroom and that no more than two ILP-THP Participants share one bathroom. ILP-THP Participants may only share bedrooms with their children (maximum of two children). Requests to have ILP-THP Participants share a bedroom must be submitted in writing to the CPM for approval; no more than two ILP-THP Participants may share a bedroom.
- 14.2.2.7 CONTRACTOR must not place more than four ILP- THP Participants in a single apartment, or single-family residence. Requests to place more than four ILP-THP Participants must be submitted in writing to the CPM for approval and must not exceed six ILP-THP Participants in an individual living unit.

Requests to place more than four ILP-THP Participants must be submitted in writing to the CPM for approval and must not exceed six ILP- THP participants in an individual living unit.
- 14.2.2.8 CONTRACTOR must not place more than four ILP THP Participants in a single apartment, or single-family residence.
- 14.2.2.9 CONTRACTOR must not place non-ILP- THP Participants in units with ILP-THP Participants. Any exception to this must be approved by the CPM.
- 14.2.2.10 To ensure the support and independence of disabled ILP-THP Participants, the housing must comply with handicap accessibility regulations. If not, the CONTRACTOR must make the necessary modifications, including but not limited to

adjustments to the building and surroundings, prior to admission of the ILP-THP Participant.

14.2.3 Specific Living Requirements:

- 14.3.2.1 CONTRACTOR must complete a **Unit Verification Form (Exhibit A-31)** to confirm the requirements for ILP- THP Participants.

15. CASE MANAGEMENT

Case Management duties must be performed or facilitated by case management staff only and must include, but not limited to, the following:

15.1 Supplies and Services

15.1.1 Personal and Household Items

- 15.1.1.1 CONTRACTOR shall complete the **Personal/Household Item Inventory (Exhibit A-32)** to assess each ILP THP Participant's needs at the time of move-in.
- 15.1.1.2 CONTRACTOR shall provide ILP THP Participants with any items that are needed. The items include but are not limited to: toiletries; cookware; dinnerware; utensils; small appliances including a microwave oven; household cleaning supplies; towels and linens; etc.
- 15.1.1.3 Contractors must maintain all furnishings and household items in each unit to ensure habitability and compliance with program standards. Contractors are also responsible for ensuring staff availability to coordinate with the CPM for completion of the annual Housing Site Inspection. The **Housing Inspection Form (A-17)** shall be utilized by CONTRATCOR and CPM when conducting all site inspections to ensure consistency and compliance with program standards.
- 15.1.1.4 If the ILP THP Participant(s) are residing in a single-family residence and are sharing household items, CONTRACTOR shall re- assess each ILP THP Participant at the time of exit from the program and provide any of the items listed on the **Personal/ Household Item Inventory (Exhibit A-32)**.

15.2 Employment and School Items

- 15.2.1 CONTRACTOR must assist the ILP-THP Participant with obtaining any items that the ILP-THP Participant requires to start and/or maintain employment or schooling. The items include, but are not limited to uniforms, books and supplies, etc.

15.3 Monthly Stipend

- 15.3.1 CONTRACTOR shall provide ILP-THP Participant(s) a monthly stipend to purchase foods, beverages, personal hygiene, and household cleaning items. The monthly stipend shall be a minimum of \$150.00 for individual ILP-THP Participants and \$200.00 for parenting ILP-THP Participants. The stipend may be provided in the form of a gift card or gift certificate.
- 15.3.2 CONTRACTOR shall inform the participant(s) in writing at admission that the monthly stipend cannot be used to purchase tobacco products, alcoholic beverages, phone cards, gift cards, lottery tickets, and other non-consumable item(s) that have not been approved as household items, and/or exchanged for cash.
- 15.3.3 CONTRACTOR shall inform participants at admission of the decrease in the stipend if they purchase unauthorized items or fail to provide receipts for their purchases.
- 15.3.4 CONTRACTOR shall provide the monthly stipend no later than the 5th of each month.
- 15.3.5 CONTRACTOR shall obtain receipts for the purchases made with the monthly stipend to ensure that no unauthorized items (tobacco products, alcoholic beverages, phone cards, gift cards, other non-consumable items) are purchased.
- 15.3.6 CONTRACTOR shall ensure that each ILP-THP Participant signs the **Participant Savings Log (Exhibit A- 25)**.
- 15.3.7 CONTRACTOR shall provide a monthly stipend of at least \$75.00 for individual ILP-THP Participants, and \$100.00 for parenting ILP-THP Participants, during the admission month if the ILP-THP Participant(s) is admitted after the 15th of the month and has not received a stipend that month from another ILP- THP.
- 15.3.8 CONTRACTOR shall begin providing the monthly stipend during the month following the ILP-THP

Participant's admission if the ILP-THP Participant receives a monthly stipend from another ILP-THP during the admission month.

15.3.9 CONTRACTOR shall provide a monthly stipend for the remaining amount for the admission month if stipend received from another ILP-THP that month was less than \$150.00, or \$200.00 for parenting ILP- THP participants.

15.3.10 CONTRACTOR may provide gift cards cards/certificates to ILP-THP Participants that prohibit the purchase of the unauthorized items.

15.4 Decrease in Monthly Stipend:

15.4.1 CONTRACTORS shall decrease the food/necessity stipend by \$23.00 the following month and \$50.00 the second month if the ILP-THP Participant fails to provide receipts for items purchased or makes unauthorized purchases.

15.4.2 CONTRACTOR shall not decrease the monthly stipend by more than \$50.00 per month for the ILP- THP Participant for the duration of the program.

15.4.3 CONTRACTOR shall continue to provide the decreased stipend until the ILP-THP Participant begins to provide receipts for the purchases and does not make any unauthorized purchases.

15.4.4 CONTRACTOR may provide half of the monthly stipend if the ILP-THP Participant has a planned exit from the program prior to the 16th of the month.

15.5 Participant Monthly Transportation Allowance

15.5.1 CONTRACTOR shall provide each ILP-THP Participant with a monthly bus pass.

15.5.2 CONTRACTOR shall provide monthly transportation allowance or gas gift card in an equal amount to a bus pass, if the ILP- THP Participant(s) has an operable automobile.

15.5.3 CONTRACTOR shall verify that ILP-THP Participants with an operable automobile have valid driver's license, car registration, and automobile insurance prior to issuing any transportation allowance or gas gift card.

15.5.4 CONTRACTOR shall provide the ILP- THP Participant(s)

with a bus pass or bus tokens if the ILP-THP Participant(s) automobile becomes inoperable at any time during the month.

15.5.5 CONTRACTOR shall provide the bus pass or transportation allowance no later than the 5th of each month. If the youth have a valid bus pass on the 5th of the month, CONTRACTOR may issue the bus pass to the ILP-THP Participant later in the month.

15.5.8 CONTRACTOR shall maintain receipts for the purchase of the bus passes and gas gift cards.

15.5.9 CONTRACTOR shall ensure that each ILP-THP Participant signs the Monthly Income and Savings Log or another disbursement log to verify disbursement of the bus pass or transportation allowance.

15.6 Case Management Support

15.6.1 CONTRACTOR shall ensure that ILP- THP Participants have on call case management support for 24 hours every day, including holidays.

15.6.2 Case Management Contacts

15.6.2.1 CONTRACTOR shall ensure that case management staff conduct face-to-face visits with each ILP-THP Participant at a minimum every two weeks.

15.6.2.2 CONTRACTOR shall maintain documentation of each visit.

15.6.2.3 CONTRACTOR shall conduct additional visits if needed.

15.6.2.4 CONTRACTOR shall maintain documentation for any missed visits.

15.7 Supportive Transitional Emancipation Program -Transitional Independent Living Plan (STEP-TILP)

15.7.1 CONTRACTOR shall assess each ILP- THP Participant within seven calendar days of admission, and every 12 months thereafter using the **Ansell-Casey Life Skills Assessment (Exhibit A-35)** or any other approved Assessment.

15.7.2 CONTRACTOR shall incorporate the assessment results into the ILP-THP

Participant's goals and training in the **STEP-TILP (Exhibit A- 23)**.

- 15.7.3 CONTRACTOR shall work with each ILP-THP Participant on developing a STEP-TILP within seven calendar days of the ILP-THP Participant's admission.
- 15.7.4 CONTRACTOR shall collaborate with COUNTY designee, social workers/probation officers, Transition coordinators, One-Stop Career Centers, and other agencies and programs to provide support and services to enable the ILP-THP Participants to complete the goals outlined in the STEP-TILP.
- 15.7.5 The STEP-TILP must be mutually agreed upon by the ILP-THP Participant and the COUNTY designee.
- 15.7.6 CONTRACTOR shall ensure that the ILP-THP Participants actively pursue the goals of their STEP-TILP as a condition of participation.
- 15.7.7 CONTRACTOR shall inform the CPM when changes need to be made ~~on~~to the STEP-TILP that affects address, living circumstances, education, career, and training programs.
- 15.7.8 CONTRACTOR shall ensure that the ILP-THP Participants are given a choice regarding what services to access and the location of services (whether on-site or off- site), if the goals of the STEP-TILP are being met.
- 15.7.9 CONTRACTOR shall work with the ILP- THP Participant and COUNTY designee to review and update the STEP-TILP at least annually, or more often as needed to reflect necessary changes.
- 15.7.10 CONTRACTOR shall provide educational advocacy and support with the goal of each ILP-THP Participant obtaining a high school diploma, GED, or high school proficiency prior to graduation from the program.
- 15.7.11 CONTRACTOR shall encourage ILP- THP Participants to seek college or other post-high school training to better prepare for the future.

- 15.7.12 CONTRACTOR shall assist ILP-THP Participants in applying for college or trade school admission, and for scholarships and grants for which they may be eligible.
- 15.7.13 CONTRACTOR shall inform the CPM if the ILP- THP Participant fails to pursue the goals of the STEP-TILP and shall discuss with the CPM the ILP-THP Participant's continued participation in the Program.

15.8 ILP-THP Participant Employment and Education:

- 15.8.1 CONTRACTOR shall ensure that all ILP-THP Participants are employed or attending school/training. All Participants shall be employed full-time, attending school/training full-time, or attending school part-time and employed part-time.

For an ILP-THP Participant to receive services beyond 36 months or past his/her 21st birthday, the Participant must either be completing secondary education, or an equivalent program, or be enrolled in an institution that provides postsecondary education. Postsecondary education includes vocational education; however, the vocational institution must be accredited.

- 15.8.2 CONTRACTOR shall notify the CPM via email within 30 calendar days of a youth's 21st birthday or 36 months of receiving ILP- THP services when the CONTRACTOR anticipates the youth will remain in ILP- THP.
- 15.8.3 CONTRACTOR shall evaluate the ILP- THP Participant's progress by obtaining employment within 90 calendar days of completion of the Employment Plan.
- 15.8.4 CONTRACTOR shall notify the CPM of any ILP- THP Participant who fails to actively seek employment and shall discuss with the CPM the ILP-THP Participant's continued participation in the program.
- 15.8.5 CONTRACTOR shall continue to re- evaluate the ILP-THP Participant's progress every 90 calendar days thereafter and update the CPM.

- 15.8.6 CONTRACTOR may request a temporary waiver of the employment requirement for ILP-THP Participants who are attending school/training part- time if employment will interfere with the ILP-THP Participant's involvement in school/vocational training activities. The length of the waiver shall be determined by the CPM.
- 15.8.7 CONTRACTOR shall provide employment support that includes, but is not limited to providing employment referrals, assistance with developing resumes and submission of employment applications, and registering with the Workforce Development Centers.
- 15.8.8 CONTRACTOR shall notify CPM of any ILP-THP Participant who terminates school attendance and fails to seek/obtain employment.
- 15.8.9 For the ILP-THP Participant who does not have high school diploma or GED at the time of admission, CONTRACTOR shall assist the participant to obtain a high school diploma or GED by the time of exit from the program. If the ILP- THP Participant does not seek education toward obtaining a high school diploma or GED, CONTRACTOR shall complete the Education Plan.
- 15.8.10 CONTRACTOR shall evaluate the ILP- THP Participant's progress with by completing high school diploma or GED within 90 calendar days of completion of the Education Plan.
- 15.8.11 CONTRACTOR shall continue to re- evaluate the ILP-THP Participant's progress every 90 calendar days thereafter and update the CPM.

15.9 ILP-THP Participant Savings

- 15.9.1 CONTRACTOR shall ensure that ILP-THP Participants' savings are deposited in interest-bearing bank or credit union insured by the Federal Deposit Insurance Corporation (FDIC).

15.10 Emancipation Savings Fund

- 15.10.1 CONTRACTOR shall maintain an Emancipation Savings Fund into which a minimum of \$50.00 is deposited, from CONTRACTOR monthly placement rate, for each ILP-THP Participant, who is pursuing or participating in their educational or employment goals, meeting with their case manager as scheduled, and attending individual or group life skills sessions.
- 15.10.2 CONTRACTOR shall deposit the funds 30 calendar days after the ILP-THP Participant's admission and continue to deposit every month until the ILP-THP Participant exits.
- 15.10.3 CONTRACTOR shall provide the full \$50 Emancipation Savings Fund for the exit month for any ILP-THP Participant who departs from the program prior to the last day of the month.
- 15.10.4 If a Participant is given a 30-day discharge notice and refuses to leave on the discharge date then, starting in the month following the discharge date, the CONTRACTOR shall stop depositing \$50 of Emancipation Savings Fund per month for the Participant.
- 15.10.5 ~~CONTRACTOR~~ **CONTRACTOR** may deduct \$50 of Emancipation Savings Fund each month, with prior County approval, until the Participant leaves or when the Participant's Emancipation Savings Fund is exhausted.

15.11 Rental Savings Fund

- 15.11.1 CONTRACTOR shall require ILP-THP Participants to save at least 30 percent but not more than 50 percent of their net monthly income as their rental contribution and complete the **Savings Agreement (Exhibit-A-24.)**
- 15.11.2 CONTRACTOR shall document on the **Participant Savings Log (Exhibit A-25)** if the participant fails to contribute to his/her savings and the reason (s) for the non-contribution.
- 15.11.3 CONTRACTOR shall have one savings account for all ILP-THP Participants but must

ensure that the interest is calculated accordingly for each ILP- THP Participant.

- 15.11.4 CONTRACTOR may deposit each Participant's Rental Savings and Emancipation Savings into one account.
- 15.11.5 CONTRACTOR shall identify Rental Savings and Emancipation Savings of each Participant separately on the **Participant Savings Log (Exhibit A-25)** monthly.
- 15.11.6 CONTRACTOR shall provide a monthly ledger to each ILP-THP Participant that reflects the total savings and interest. ILP-THP Participants must sign their individual ledger to acknowledge accuracy.
- 15.11.7 CONTRACTOR shall submit monthly to the CPM a copy of the signed **Participant Savings Log (Exhibit A-25)**.
- 15.11.8 CONTRACTOR shall ensure that the principal and interest are distributed to the ILP-THP Participant when he/she leaves the program.
- 15.11.9 CONTRACTOR shall distribute the Participant Savings which include Emancipation Savings Fund and Rental Savings Fund to the ILP-THP Participant at the time of planned discharge from the program.
- 15.11.10 CONTRACTOR shall distribute the Participant Savings to the ILP-THP Participant within five business days, if the ILP-THP Participant has an emergent or unplanned discharge from the program.
- 15.11.11 CONTRACTOR shall document all funds retained and issued to the ILP-THP Participant on the **Participant Savings Log (Exhibit A-25)**.
- 15.11.12 CONTRACTOR shall ensure that the Participant Savings remain in an open savings account, if an ILP-THP Participant exits the program without collecting their Savings.

15.11.13 CONTRACTOR shall document on the monthly ledger the reason(s) why Participant Savings were not provided to a participant at exit.

15.11.14 CONTRACTOR shall also submit to the CPM, together with the **Participant Savings Log (Exhibit A-25)**, supporting documentation on why Participant Savings was not provided to a participant at the time of exit from the program.

15.11.15 CONTRACTOR shall attempt to locate the ILP-THP Participant for one year, if a ILP-THP Participant exits the program without collecting their Participant Savings.

15.11.16 CONTRACTOR shall contact the ILP-THP Participant's discharge address, relatives/caring adults, previous employer, or search through the internet, etc. to locate the ILP- THP Participant. If the CONTRACTOR has not located the ILP- THP Participant after one year, the funds shall be returned to the DCFS Transitional Housing Program Donation Account at the following address:

DCFS Transitional Housing Program
1933 S. Broadway Avenue 7th Floor,
Los Angeles, CA 90020

15.11.17 CONTRACTOR shall maintain documentation of their attempts to locate the ILP-THP Participant in their record folder.

15.12 ILP-THP Participant Training

15.12.1 CONTRACTOR shall provide CPM for review and approval within 30 calendar days of contract start date the list of training topics offered to ILP- THP Participants for the 12-month period along with trainer's names, titles, and credentials.

15.12.2 CONTRACTOR shall ensure that training shall be conducted by paraprofessionals, case management staff and/or knowledgeable members in the community appropriate for the subject matter, such as, but not limited to, local legal aid organizations, Housing

Authority, or financial institution staff.

15.12.4 CONTRACTOR shall provide ongoing activities/ training to ILP-THP Participants in the following areas:

- Transportation Training
- Maintenance of Personal Items
- Living Unit Upkeep and Maintenance
- Nutrition and Food Management, Storage, and Preparation
- Money Management Skills Training: CONTRACTOR shall train ILP-THP Participants on how to budget for living expenses such as rent, utility bills, household maintenance expenses, etc.
- Checking and Savings Accounts: Training topics shall include the nature and types of checking and savings accounts, the benefits of each, and fees for services.

15.12.5 CONTRACTOR shall assist the ILP-THP Participant to establish and manage an FDIC bank account of the ILP-THP Participant's choice.

15.12.6 Legal Rights and Community Resources

15.12.7 Medical and Dental Care Training

15.12.8 Socialization Skills and Self- Esteem

15.12.9 Conflict Resolution

15.12.10 Goal Setting Training: Training shall be provided on goal setting and achievement that is appropriate to the developmental level of the ILP-THP Participant including the areas of education, career/vocation, and personal and social life.

15.12.11 Employment: CONTRACTOR shall provide ILP-THP Participants with the skills and experiences that enable them to search, obtain, and retain employment.

15.12.12 Hands-on employment training shall include, but no limited to, the following:

15.12.13 Completing a master application; (2) writing and updating a resume; (3) writing a cover letter; (4)

participating in mock interviews; (5) researching a career or vocation that interests the ILP-THP Participant; and (6) visiting the local One-Stop.

15.12.14 Housing: Training shall include, but is not limited to, the following: (1) completing a rental application; (2) establishing and maintaining good credit; (3) contacting the Los Angeles Housing Authority; (4) being a good tenant; (5) tenant's rights; (6) homeless assistance and programs; (7) locating and living with a roommate.

15.13 CONTRACTOR shall provide each ILP-THP Participant with a 5- inch, 3-ring binder with tabbed dividers to save training information.

15.14 CONTRACTOR shall provide additional monthly training/support for ILP-THP Participants that are deficient in any areas identified by the ILP-THP Participant or CONTRACTOR that are necessary for him/her to achieve the goals in the STEP-TILP.

15.15 CONTRACTOR shall maintain training records that include but are not limited to the following: 1) name, title and credential of trainer; 2) topic of training; 3) date of training; 4) verification of attendance.

15.16 CONTRACTOR shall provide not less than two 60-minute or one two-hour (individual or group) training sessions per month. Training sessions shall be rotated so that all subjects are covered in any 12-month period. Training curricula/lesson plans must be in writing, must be standardized for all ILP-THP Participants, and must be available for audit and inspection by the COUNTY upon request.

15.17 CONTRACTOR shall provide each ILP-THP Participant with written materials for each training session, and, whenever possible, include "hands-on" experience.

15.18 CONTRACTOR shall provide or refer all pregnant and/or parenting youth for Cardiopulmonary Resuscitation (CPR) and First-Aid Training.

16. RESOURCES AND REFERRAL SERVICES FOR PARTICIPANTS

16.1 Child Care

16.1.1 CONTRACTOR shall ensure that each ILP-THP Participant with an infant or child(ren), obtains assistance with securing childcare if needed. Costs

for childcare assistance shall not be paid with ILP-THP funds.

16.2 Medical and Dental Services

16.2.1 CONTRACTOR shall assist ILP-THP Participants needing medical or dental services with receiving these services provided by a medical or dental professional who accepts Medi-Cal, or an appropriately licensed clinic.

16.3 Mental Health and/or Substance Abuse Referral Services

16.3.1 CONTRACTOR shall assist ILP-THP Participants with receiving mental health and/or substance abuse services, which include, but are not limited to, the following:

16.3.2 Assessment for the purpose of identifying the level of the ILP- THP Participant's mental health and/or substance abuse needs, and the appropriate level of treatment. The ILP-THP Case Manager will refer ILP-THP Participants for an assessment when needed.

16.3.3 Treatment and rehabilitation services that include counseling, as necessary, to overcome mental health and substance abuse barriers to employment.

16.3.4 If an ILP-THP Participant wishes to seek and obtain treatment services without disclosure to the Department, this arrangement may be kept confidential between the ILP-THP Participant and the treatment provider; however, such treatment may not be counted as an ILP- THP activity.

16.4 Permanent Housing Locator Assistance

16.4.1 CONTRACTOR shall assist each ILP- THP Participant with obtaining permanent housing prior to completion of the program. Permanent Housing Locator Activities shall include, but are not limited, to the following: 1) completing The Next Step Tool or other housing assessment tools; 2) locating permanent rental housing; 3) negotiating the rental agreement with the landlord.

16.5 Mentoring

- 16.5.1 CONTRACTOR shall provide mentors to follow the ILP-THP Participants during participation in the program. Mentoring activities shall include but are not limited to the following: 1) academic tutoring; 2) career and professional guidance; and 3) college/higher education guidance.
- 16.5.2 CONTRACTOR may develop an In- House Mentoring Program or collaborate with an established mentoring organization at their own expense.
- 16.5.3 CONTRACTOR shall support the ILP- THP Participants in identifying their own mentors by evaluating permanent caring and committed adult relationships (e.g. former foster parents, relatives, etc.) and their willingness and ability to serve as mentors.

16.6 Caring Adult

- 16.6.1 CONTRACTOR shall assist ILP-THP Participants in developing a consistent relationship with a Caring Adult. The Caring Adult shall be an individual other than CONTRACTOR'S staff who will maintain the relationship after the ILP-THP Participant exits from the program.

16.7 CONTRACTOR must provide TAY with the following housing and supporting services.

- 16.7.1 **24-hour Crisis Intervention:** CONTRACTOR must make 24-hour crisis intervention and support available to ILP TAY.
- 16.7.2 **Intake Services:** The goal of intake services is to determine whether a TAY is eligible to receive housing and services in a transitional housing program. This includes the verification of ILP eligibility and documentation of homeless status.
- 16.7.3 **Comprehensive Assessment:** The goal of a comprehensive assessment is to determine the TAY barriers to stable housing which includes but is not limited to the assessment of the following: medical, physical, mental, psychosocial, and emotional health; history of alcohol or substance abuse, domestic violence, education, employment history, legal and financial needs. Standard ILP comprehensive assessment tool approved by LA

County Department of Children & Family Services and LA County Department of Probation will be utilized. This assessment will include a detailed statement of all the barriers faced by the youth in each of the areas listed above and will include recommendations regarding the services that should be planned in the ISP to address and overcome these barriers.

- 16.7.4 **Individualized Service Plan:** On the basis of the completed assessment, the case manager, together with the TAY, will develop an Individualized Service Plan (ISP) that identifies the barriers to the youth's independent living and prioritizes the order in which they should be addressed through short and long-term goals, the desired outcomes, and the strategies and resources to be used in attaining the outcomes. Specifically, the ISP will identify the goal(s) to be achieved to overcome each barrier, and the action steps to be taken including the individual who is responsible for completing the action step, and the target dates for the goals to be achieved. The ISP should specifically stipulate to the services that will be provided, i.e., type and frequency and the assigned staff that will work with the program participant to assist with achieving those goals to be addressed.

- 16.7.5 **Case Management:** The goal of Case Management is to assist TAY in addressing issues by providing quality services in preparation for Self Sufficiency. Case

Management services will include TAY-centered activities that will maximize the TAY's physical, social and economic well-being to assist him/her in living independently. Case Management staff should possess relevant education, skills or experience to assist TAY's in assessing their needs and achieving their goals.

The Case Management staff will at a minimum have case plan update or counseling sessions with the TAY at least one session per week for the first 60 days the youth is in the program to focus on the short- term goals on the ISP.

- 16.7.6 **TAY and their Case Manager will** address each issue identified in the ISP, ensuring that at the time

of their exit from the transitional housing program, TAY are stable enough to move to the next level of their life.

- 16.7.7 **Case Managers together with the TAY must** develop an Exit and Aftercare plan for TAY with a planned exit. As the youth achieves his/her initial goals and progresses in the program, the sessions may be decreased to at least bi-weekly to follow-up on the more long-term goals on the ISP. For ILP participants the frequency of case management sessions provided must be appropriate to the current needs of the youth. All ILP youth must have at least monthly case plan updates counseling sessions during their participation in the program.
- 16.8 **Independent Living Skills:** The goal of independent living skills training is to assist TAY to become self-sufficient and independent. Required independent living skills training courses to be provided under this contract include: budget planning, legal rights and community resources, money management (including basic tax information), meal planning and preparation, basic living skills (i.e., personal grooming/hygiene, doing laundry, etc.), maintenance of TAY's living unit, accessing resources, mental health or substance abuse services, developing supportive relationships, medical and dental care, socialization skills and self-esteem and other skills required to lead an independent lifestyle. Independent Living Skills training must be provided in either a group setting or on a one-on-one basis with each individual.
- 16.9 **CONTRACTOR will** develop a curriculum for the Independent Living Skills training class that all program participants will attend.
- 16.10 **CONTRACTOR must** document the participation of each youth in required courses using sign-in sheets, and case notes in participant files.
- 16.11 **CONTRACTOR must** demonstrate the increased living skills achieved by each participant through the documentation of pre and posttests to be completed by each youth for all required courses.
- 16.12 **Job readiness and increased skills:** The goal of these services is to improve TAY's financial situation to increase his/her ability to live independently. Services will include resume preparation, job search skills, interview skills, dress for success and internet application filing.

- 16.13 Establishment and management of a savings account:
Since financial stability is one of the key elements of living independently, services in transitional housing must focus on preparing and training TAY in obtaining and managing financial resources.

Therefore, TAY must establish a savings account that is designed to maximize savings which includes rent as mentioned in Section 14.0. Money management classes must also be provided to TAY.

- 16.14 Housing Placement: The goal of these services is to assist TAY with all the tasks involved in locating housing as they transition out of the ILP TAY housing program, obtaining, moving into, and maintaining sanitary, safe, and stable housing. A comprehensive approach as a part of the overall life skills training with the emphasis of the discharge planning phase to provide these services which includes preparing and training TAY in searching for, securing, and maintaining their own housing and developing relationships with landlords and property managers. TAY must also be trained in dealing with landlord-tenant issues.

- 16.15 CONTRACTOR will ensure that they provide 24-hour staffing, either on- site or on-call. staffing, either on- site or on-call.

17. DISCHARGE OF ILP-THP PARTICIPANTS

Discharge planning must occur from the start of ILP-THP Participant's admission into the program and re-evaluated on an ongoing basis to include goals and tasks to achieve permanent housing.

- 17.1 Unless a—~~an~~ ILP-THP Participant is a danger to himself or others, the CONTRACTOR shall attempt to stabilize situations that might lead to the ILP-THP Participant's discharge.
- 17.2 If it appears that the situation cannot be resolved without the discharge of the ILP-THP Participant, the COUNTY and CONTRACTOR shall agree upon the plan of action.
- 17.3 CONTRACTOR shall submit this plan in writing to the CPM within five business days.
- 17.4 CONTRACTOR shall include in the documentation the time, date, parties involved and a detailed summary of the ILP-THP Participant's non-compliance.
- 17.5 CONTRACTOR shall develop a 30-day exit plan for ILP-THP Participants to ensure that the ILP-THP Participant

has alternate housing, preferably Permanent Housing, prior to discharge.

- 17.6 CONTRACTOR shall ensure that the ILP-THP Participants are advised and given the opportunity to participate in the development of removal or discharge procedures based on his or her needs.
- 17.7 CONTRACTOR shall provide ILP-THP Participants with a copy of the discharge procedures and exit plan.
- 17.8 CONTRACTOR shall ensure that ILP-THP Participants sign the discharge procedures and exit plan they receive.
- 17.9 CONTRACTOR shall ensure that the ILP-THP Participant's clothing and personal belongings accompany him/her when the ILP-THP Participant is discharged.
- 17.10 If the ILP-THP Participant is a danger to self or others, and requires an immediate discharge, the CONTRACTOR shall notify the CPM immediately by telephone or by 9:00 A.M. the next business day if discharge occurs at night or on the weekend, and in writing within two business days.
- 17.11 CONTRACTOR must include a detailed summary of the ILP-THP Participant's immediate discharge in the written report to CPM.

18. GRIEVANCE AND APPEAL PROCESSES (EXHIBITS A-10 THROUGH A-15)

- 18.1 CONTRACTOR shall ensure that the ILP-THP Participants have the right to appeal any loss of benefits or services before they are suspended (unless imminent physical harm to someone would result), and the right to a grievance procedure.
- 18.2 CONTRACTOR shall develop grievance and appeal processes to be included in their provider plan and ensure that each ILP-THP Participant is informed of the processes during the Program Orientation.
- 18.3 CONTRACTOR shall ensure that each ILP-THP Participant is informed of the DCFS **grievance and appeal processes (Exhibits A-10 and A-13)** and is provided forms to acknowledge receipt of the **processes and procedures (Exhibits A-12 and A-14)**, and the location to send the grievance or appeal forms.
- 18.4 CONTRACTOR shall ensure that ILP-THP Participants

who have received a notice of program violation and infraction, or discharge are given the right to grieve or appeal such a decision.

- 18.5 CONTRACTOR shall attempt to resolve all ILP-THP Participant grievances and appeals.
- 18.6 CONTRACTOR shall inform ILP-THP Participants that If the grievance or appeal is not resolved utilizing the CONTRACTOR'S processes, the ILP- THP Participant has five business days to file a DCFS **Notice of Grievance Request (Exhibit A-11)**, or a **Notice of Appeal Request (Exhibit A-14)**, and supporting documentation, to the following:

DCFS Supportive Housing Division
1933 S. Broadway, Suite 100 A
Los Angeles, CA 90020
Telephone: (213) 763-4513
Email: ~~THP-PlusCLOSEDCASES~~**THP-Plus-**
ClosedCases@dcfs.lacounty.gov

19. AFTERCARE AND TRACKING

- 19.1 CONTRACTOR shall use the **Follow-Up Survey (Exhibit A-29)** to track the progress of all ILP-THP Participants who completed the program or exited to permanent housing six months after the ILP-THP Participants leave the Program.
- 19.2 CONTRACTOR shall conduct at least quarterly support groups and provide referrals to community resources for all youth with whom the agency is able to maintain contact after the youth's exit from the program.
- 19.3 CONTRACTOR shall maintain documentation, including the dates and times the support groups are conducted.

20. SUCCESS STORIES

- 20.1 CONTRACTOR shall report success stories as they arise in writing on current/former ILP-THP Participants that have achieved personal or professional goals to the CPM.
- 20.2 CONTRACTOR shall include, if possible, documentation (copies of certificates, awards, or newspaper articles) for achievements in school, the community, employment, promotions, receiving educational/vocational scholarships, obtaining a post-secondary or vocational degree/certificate, completing an apprentice program, etc.

21. REPORTS

- 21.1 CONTRACTOR will ensure that they maintain program records for a period of five years after the termination of the Contract. CONTRACTOR is required to provide County with the specific administrative reports and records as described in the subsections below:

21.1.1 **Weekly Occupancy Report:**
CONTRACTOR will submit the Weekly Occupancy Report for ILP TAY to CPM and designated DCFS staff every Friday by 5 p.m. The Weekly Occupancy Report will include Housing Location City, SPA(s), Total Beds, Current Beds Filled, Male Vacancies, Female Vacancies, and Occupancy Percentage.

21.1.2 **Monthly Participant Occupancy Report:**
CONTRACTOR will provide CPM with a Monthly Participant Occupancy Report that lists all ILP TAY participants and their length of stay.

CONTRACTOR will mail or e-mail a copy to the CPM by the 10th day of the following month. If the 5th day falls on a weekend, then the report will be mailed or e-mailed by the following Monday.

21.1.3 **Quarterly Report (Exhibit A-27a):**
CONTRACTOR will provide a Quarterly Report on the progress of the goals for each TAY.
CONTRACTOR will submit to the CPM the Quarterly Report within 45 days of the quarter.

21.1.4 **Quarterly Report (Exhibit A-27a):**
CONTRACTOR will provide a Quarterly Report on the progress of the goals for each TAY.
CONTRACTOR will submit to the CPM the Quarterly Report within 45 days of the quarter.

21.1.5 **Serious Incident Reports (Exhibit A- 26):**
CONTRACTOR will ensure that they submit copies of Serious Incident Reports to the CPD within 24 hours following an incident. CPD will submit a copy of serious incident report to the CPM within 24 hours of receipt.

21.1.6 **Discharge/Closing Report:** CONTRACTOR will ensure that they prepare and maintain a discharge/closing report for each ILP TAY who leaves the program. The report will include but not be limited

to:(1) a closing summary of information documented in the record folder; (2) the ILP TAY progress while participating in the ILP- THP Program, and (3) the reason for the ILP TAY leaving the program. The Discharge/Closing Report will be filed in the ILP TAY case file. The Discharge Report will be made available upon request.

- 21.1.7 CONTRACTOR will complete an Annual Report ILP TAY in its care during the Contract year and e-mail a copy to the CPM within 15 days after the end of each intended contract year and termination of the contract. The annual report will include, but is not limited to the number of ILP TAY served, number discharged, and number of TAY who completed their high school diploma or GED certificate, number of TAY who participated in post- secondary education or certification program, percentage of TAY employed at admission and discharge, percentage of TAY who obtained permanent housing at discharge, percentage of TAY who report having a consistent relationship with a caring adult.

22. RECORDKEEPING

- 22.1 CONTRACTOR must ensure that the program **Participant Record Folder**: includes, but are not limited to, the following:
- 22.2 Statistics on the total number of ILP TAY days of service provided for the month.
- 22.3 CONTRACTOR will maintain a **Participant Master List (Exhibit A-18)** of all ILP-THP participants and will include each ILP-THP participant name, telephone number, address of living unit, agency providing service and date of admission, and discharge date.
- 22.4 CONTRACTOR must provide the County with a monthly ILP-THP **Participant Occupancy Form (Exhibit A-19)**, and **Participant Savings Log (Exhibit A-25)** by the tenth day of the following month.
- 22.5 CONTRACTOR must maintain an accurate, complete, and up-to- date ILP-THP Participant's Record Folder for each ILP-THP Participant as required by this Statement of Work.

22.6 All records must be in sufficient detail to permit the County to conduct an evaluation of the services provided and must be available for review by the County at all times.

22.7 The ILP- THP Participant's Record Folder must be confidential and kept in a locked file cabinet.

22.7.1 The ILP-THP Participant's Record Folder must include, but is not limited to, the following:

- Transitional Housing Application (Exhibit A-6).
- Move-In Agreement (Exhibit A-7).
- ILP Verification of Emancipation Status (Exhibit A-4).
- Acknowledgment of Receipt of Grievance Policy/Procedures (Exhibit A-12).
- Acknowledgment Receipt of Appeal Process and Procedures (Exhibit A-14).
- Housing Site Inspection Form (Exhibit A-17). completed within one business day of admission and on a quarterly basis.
- Orientation Checklist (Exhibit A-8) completed within one business day of admission.
- Entry Assessment (Exhibit A-16).
- Twelve-Month Assessment (Exhibit A-21).
- Youth Interview (Exhibit A-22)
- Savings Agreement (Exhibit A-24).
- Serious Incident Reports (Exhibit A-26) completed within one business day following the occurrence.
- Exit Assessment (Exhibit A-28);
- Follow-Up Survey (Exhibit A-29);
- Monthly Income and Savings Log (Exhibit A-25);
- Utility bills and documentation of the utility costs collected from the participant.
- Documentation of estimates and payments collected for housing unit repairs.
- Transitional Housing Program Unit Verification Form (Exhibit A-31)
- CONTRACTOR's policies/procedures/rules
- Receipts for purchased personal and household items.
- Documentation of date when employment and school items were provided to the participant.
- Documentation signed by the participant regarding the discussion of the decrease in monthly stipend.
- Receipts for the purchases made with the monthly

stipend.

- Documentation if bus pass or transportation allowance is not provided.
- Documentation of case management face-to-face or missed visits with participant.
- Documentation of employment assistance and referrals.
- Documentation of why participant savings were not provided to a participant at exit.
- Documentation of CPR and First Aid Training for pregnant or parenting youth.
- Training records of participant.
- Documentation of Housing Locator activities.
- Documentation of mentoring activities, refusal of mentoring activities.
- Documentation of participant's failure to comply with the rules and regulations of the program.
- Exit or Discharge Plan of participants.
- Documentation of grievances and appeals.
- Treatment and progress notes, including case history information, psychological and psychiatric treatment, and services provided by professional and paraprofessional staff if applicable.
- School records if applicable.
- Participant's financial records such as earnings and checking or savings accounts.
- Documentation of any special circumstances such as non-routine contact with the participant's school or employer or contact with law enforcement.

22.8 ILP- THP Participant Performance Evaluation

22.9 Entry Documents: The CONTRACTOR must complete an **Entry Assessment (Exhibit A-16)** at the time of admission for each ILP-THP Participant

22.9.1 CONTRACTOR must file the completed Entry Assessment in the ILP-THP Participant's Record Folder and submit a copy to the CPM within seven calendar days of admission date.

22.9.2 CONTRACTOR must also submit the following documents to CPM within seven calendar days of ILP-THP Participant's admission date:

**Transitional Housing Application (Exhibit A-6),
Move in Agreement (Exhibit A-7), ILP Verification
of Emancipation Status (Exhibit A- 5).**

22.10 Twelve-Month Assessment (Exhibit A-21):

The CONTRACTOR must complete a Twelve-Month Assessment for each ILP-THP Participant after participating in the ILP- THP every 12 months from the admission date. The CONTRACTOR must file the completed Twelve-Month Assessment in the ILP-THP Participant's Record Folder.

22.11 **Exit Documents and Discharge Summary:** The CONTRACTOR must complete an **Exit (Exhibit A-28)** Assessment and **Discharge Summary (Exhibit A-20)** for each ILP-THP Participant when exiting the ILP- THP.

12.11.1 The Discharge Summary must include, but is not limited to: (1) closing summary of information documented in the Participant's Record Folder, (2) the ILP-THP Participant's progress while participating in the ILP-THP, (3) the reason for the ILP- THP Participant leaving the program, and (4) summary of discharge plan and supportive services that assisted youth with discharge.

12.11.2 CONTRACTOR must ensure that each ILP-THP Participant is provided with a **Participant Satisfaction Survey (Exhibit A-33)** for completion prior to discharge from the Program.

12.11.3 The CONTRACTOR must file the completed Exit Assessment, Participant Satisfaction Survey, and Discharge Summary in the ILP- THP Participant's Record Folder and submit to the CPM within seven calendar days after the ILP- THP Participant's exit.

12.11.4 CONTRACTOR must also submit to CPM signed **Participant Savings Log (Exhibit A-25)** and copy of check issued to participant within seven calendar days after ILP-THP Participant's exit date.

13 QUALITY ASSURANCE PLAN

13.11 CONTRACTOR will establish and maintain a Quality Assurance Plan (**QAP**) to ensure the requirements of the contract are met.

13.12 The QAP will be submitted to the CPM within 30 days of the contract execution date, and as changes occur.

13.13 The CONTRACTOR will submit a QAP, which will be reviewed by the CPM. If the CPM request changes in the CONTRACTOR's QAP.

13.14 The CONTRACTOR will make any requested changes and resubmit the plan for approval within 15 business

days.

- 13.15 The QAP and any revisions thereto will include, but not be limited to, the following:
 - 13.15.1 Methods used to ensure that the quality of service performed fully meet the performance requirements set forth in the Statement of Work. CONTRACTOR will include methods for identifying and preventing deficiencies in the quality of service performed before the level of performance becomes unacceptable.
 - 13.15.2 Methods for ensuring uninterrupted service to the County in the event of a strike by CONTRACTOR's employees or any other potential disruption in service.
 - 13.15.3 CONTRACTOR will not utilize any employee whose work has been deemed deficient and unacceptable by the CPM, and subject to CONTRACTOR's remedial action policy.
 - 13.15.4 For any non-compliance with the Statement of Work, the CPM may call CONTRACTOR or submit the **CONTRACT DISCREPANCY REPORT (Exhibit A-36)**, or both. The CONTRACTOR will respond to a call within 24 hours and respond to a CDR within five business days of receipt.

14 DATA COLLECTION

- 14.11 CONTRACTOR must have the ability to collect, manage, and submit data as directed by DCFS to demonstrate outcomes inclusive of the new guidelines set forth by DCFS and the State.
- 14.12 CONTRACTOR must work with DCFS to develop and implement tracking systems which include participant characteristics and demographics, collection and reporting of data on the outcomes and objectives, method of monitoring the quality of services provided, and survey instruments.
- 14.13 CONTRACTOR must perform data entry to support these activities including maintaining accurate data entry of ILP- THP participant information on the Statewide ILP-THP Participant Tracking System.

15 TRANSITION PLAN

- 15.11 CONTRACTOR must develop a plan to transition ILP-

THP participants to a new CONTRACTOR after the expiration of the Contract.

- 15.12 The Transition Plan must be submitted to the CPM no later than 6 months prior to the expiration date of the Contract.

16 PERFORMANCE REQUIREMENT SUMMARY

#	Required Services	Performance Standards	Monitoring Methods	Remedies For Non-Compliance with Performance Standard
1	Case management services in accordance with Section 15 of the SOW.	100 percent of the participants receive weekly case management visits.	Submitting monthly reports and maintaining records of all services in ILP- THP Participant Record Folder for the duration of the contract; program monitoring/audits in accordance with Sections 22.0 of the SOW.	The County may terminate this contract, Termination for Default if the whole or any part of this Contract, if, in the judgment of the CPM, Contractor has materially breached or if CONTRACTOR receives a written notice (Including the Contractor Discrepancy Report) noting non-compliance with the SOW. In this instance, CONTRACTOR shall submit to the CPM a response within 48 hours to a written corrective action plan to the COUNTY for review and approval.
2	Assist participant with developing the STEP-TILP/TILP within seven calendar days of admission in accordance with Section 15.7 of the SOW.	100 percent of the participants develop and pursue the goals of the STEP-TILP.		
3	Provide educational, employment, and other support services to assist with STEP-TILP goals in accordance with Section 15.7 of the SOW.	100 percent of the participant receive educational advocacy and employment support.		
4	Provide a monthly stipend and transportation allowance in accordance with Sections 15.3 and 15.5 of the SOW.	100 percent of the participant receive monthly stipends and transportation allowance.		
5	Provide at least two 60-minute or one two-hour life-	100 percent of the		

	skills workshops monthly in accordance with Section 15.23 of the SOW.	Participants receive monthly life skills training.		
--	---	--	--	--

6	Submit Agency Quarterly Participant Progress Report to the County Program Manager for each ILP- THP Participant in accordance with Subsection 21.1.3 of the SOW.	Agency Quarterly Participant Progress Reports are submitted for 100 percent of the participant.		
7	Deposit funds from the Emancipation Savings and Rental Savings into an interest-bearing savings account in accordance with Section 15.9.1 of the SOW.	Emancipation savings funds are deposited for 100 percent of the Participants.		