

**FY 2019 San Bernardino County Continuum of Care-Letter of Intent to Renew
CoC Project**

Instructions: Please complete one letter for each renewal application.

Lead Agency Information

CCR #: **68Q37**

DUNS #: **022087669**

Agency Name: **LightHouse Social Service Centers**

Agency Address: **1003 E. Cooley Drive, Suite #205**

City: **Colton**

State: **CA**

Zip: **92324**

Phone: **(951) 571-3533**

Fax:

email: **KarynYL@LightHouse-ssc.org**

Grant/Application Contact Person:

Name: **Karyn Young-Lowe**

Phone: **(951) 571-3533 ex. 806**

Email: **KarynYL@LightHouse-ssc.org**

Agency Director:

Name: **Karyn Young-Lowe**

Phone: **(951) 571-3533 ex. 806**

Email: **KarynYL@LightHouse-ssc.org**

Homeless Management Information System (HMIS) Contact Person:

Name: **Heather Burroughs-Taylor**

Phone: **(951) 571-3533 ex. 835**

Email: **HeatherB@LightHouse-ssc.org**

Project Information:

Name of Project: ***Hope for Heroes***

Project Address: **1003 E Cooley Drive, #105**

Grant amount: **\$490,878**

Grant Term: **1-year**

Expiration Date: **8/31/2019**

Program Type: **PSH**

Primary Population: **Disabled Veterans**

Annual Renewal Amount for project: **\$490,878**

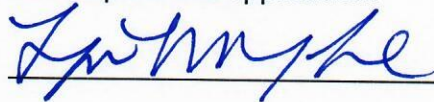
Total Number of Units: **17**

Previously approved budget amounts by activity:

Activity:	Budget Amount:
Leased Units	\$193,290
Leased Structures	\$13,585
Rental Assistance	\$0
Supportive Services	\$89,312
Operations	\$160,818
HMIS	\$4,939
Administration	\$28,934
Total:	490,878

Name and Signature of Person who will complete the application:

Karyn Young-Lowe, MSW



Name and Signature of Person authorized to sign the HUD application:

Karyn Young-Lowe, MSW



I certify, on behalf of my agency that all information contained in this application is accurate and true, based on our current records for the project. I understand that falsifying information or failing to provide accurate information will have a negative impact on my overall review and may result in removal from the Continuum of Care Application to HUD. I also understand that agencies not submitting their Letter of Intent for their projects by the deadline may be reallocated.

Karyn Young-Lowe, MSW



Executive Director/CEO/President

7/23/19

Date

Background Information:

The Continuum of Care (CoC) will consider the need to continue funding for projects expiring in 2020 as required by the U.S. Department of Housing and Urban Development (HUD). However, as noted by HUD, renewal projects must meet minimum project eligibility, capacity, timeliness, and performance standards identified in the NOFA or they will be rejected from consideration for funding.

While considering the need to continue funding for projects expiring in 2020, the CoC Interagency Counsel on Homelessness (ICH) will review the information that HUD noted in the 2019 HUD CoC Competition NOFA which is as follows:

1. When considering renewal projects for award, HUD will review financial information; Annual Performance Reports (APRs); and information provided from the local HUD CPD Field Office, including monitoring reports and audit reports as applicable, and performance standards on prior grants, and will assess projects using the following criteria on a pass/fail basis:
 - a. Whether the project applicant's performance met the plans and goals established in the initial application, as amended;
 - b. Whether the project applicant demonstrated all timeliness standards for grants being renewed, including those standards for the expenditure of grant funds that have been met;
 - c. The project applicant's performance in assisting program participants to achieve and maintain independent living and records of success, except HMIS-dedicated projects that are not required to meet this standard; and,
 - d. Whether there is evidence that a project applicant has been unwilling to accept technical assistance, has a history of inadequate financial accounting practices, has indications of project mismanagement, has a drastic reduction in the population served, has made program changes without prior HUD approval, or has lost a project site.
2. HUD reserves the right to reduce or reject a funding request from the project applicant for the following reasons:
 - a. Outstanding obligation to HUD that is in arrears or for which a payment schedule has not been agreed upon;
 - b. Audit/Monitoring finding(s) for which a response is overdue or unsatisfactory;
 - c. History of inadequate financial management accounting practices;
 - d. Evidence of untimely expenditures and unspent funds on prior award;
 - e. History of other major capacity issues that have significantly affected the operation of the project and its performance;
 - f. History of not reimbursing subrecipients for eligible costs in a timely manner, or at least quarterly; and

- g. History of serving ineligible program participants, expending funds on ineligible costs, or failing to expend funds within statutorily established timeframes.¹

Project Eligibility Threshold Requirements:

The San Bernardino County ICH and the Office of Homeless Services (OHS) will review all renewal projects to determine if they meet the following eligibility threshold requirements on a pass/fail standard. If the San Bernardino County ICH determines that the applicable standards are not met for a renewal project, the project will be rejected. Renewal project threshold requirements include; a) Participation in Coordinated Entry System; b) Practicing Housing First and Low Barriers; c) Hearth Act Compliance; and d) The extent to which the proposed project fills a gap in the community's CoC and addresses an eligible population.

I. Participation in Coordinated Entry System

CoC funded projects are required to participate in the local Coordinated Entry System. As defined by HUD:

"Coordinated entry is a key step in assessing the needs of homeless individuals and families and prioritizing them for assistance. In addition to engaging people who are seeking assistance, Coordinated Entry processes should be integrated with communities' outreach work to ensure that people living in unsheltered locations are prioritized for help. Coordinated Entry should achieve several goals:

- make it easier for persons experiencing homelessness or a housing crisis to access the appropriate housing and service interventions;
- prioritize persons with the longest histories of homelessness and the most extensive needs;
- lower barriers to entering programs or receiving assistance; and,
- ensure that persons receive assistance and are housed as quickly as possible.

The definition of Centralized or Coordinated Assessment can be found at 24 CFR 578.3. Provisions at 24 CFR 578.7(a)(8) detail the responsibilities of the CoC with regard to establishing and operating such a system. In addition to the definition, HUD also posted on the HUD Exchange the Coordinated Entry Policy Brief in February 2015 that helps inform local efforts to further develop CoCs' coordinated entry processes.

1. How many households (a household can be a single individual or family) entered your program during the past 12 months? 4
 2. How many of the households that you stated in the question above entered your project through the coordinated entry system? 4
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3. If any households entered your program during the past 12 months that were not referred through the coordinated entry system, please explain why in the box below (expand box as needed).

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Note: this information will be verified through HMIS.

II. Housing First and Low Barriers Approach

Housing First is a model of housing assistance that prioritizes rapid placement and stabilization in permanent housing that does not have service participation requirements or preconditions (such as sobriety or a minimum income threshold). It is an approach to: **1)** quickly and successfully connect individuals and families experiencing homelessness to permanent housing; **2)** without barriers to entry, such as sobriety, treatment or service participation requirements; or **3)** related preconditions that might lead to the program participant's termination from the project. Supportive services are offered to maximize housing stability and prevent returns to homelessness as opposed to addressing predetermined treatment goals prior to permanent housing entry; however, participation in supportive services is based on the needs and desires of program participants. For more information see the Housing First in PSH brief at: www.hudexchange.info/resource/3892/housing-first-in-permanent-supportive-housing-brief/

1. Does the project quickly move participants into permanent housing?

- ☒ Yes
☐ No

Select **"Yes"** to this question if your project will quickly move program participants into permanent housing without additional steps (e.g., required stay in transitional housing before moving to permanent housing). If you are a domestic violence (DV) program you should select **"Yes"** if you will quickly move program participants into permanent housing after immediate safety needs are addressed (e.g., a person who is still in danger from a violent situation and would move into PH once the dangerous situation has been addressed). Select **"No"** if the project does not work to move program participants quickly into permanent housing.

2. Has the project removed the following barriers to accessing housing and services?

- ☒ Having too little or little income
☒ Active or history of substance abuse

- ☒ Having a criminal record with exceptions for state-mandated restrictions
- ☒ Fleeing domestic violence (e.g., lack of a protective order, period of separation from abuser, or law enforcement involvement)
- ☐ None of the above

(Select ALL that apply): Check the box next to each item to confirm that your project has removed (or never had) barriers to program access related to each of the following: 1) Having too little or little income; 2) Active or history of substance abuse; 3) Having a criminal record with exceptions for state-mandated restrictions; and 4) Fleeing domestic violence (e.g., lack of a protective order, period of separation from abuser, or law enforcement involvement). If all of these barriers to access still exist, select "None of the above."

3. Has the project removed the following as reasons for program termination?

- ☒ Failure to participate in supportive services
- ☒ Failure to make progress on a service plan
- ☒ Loss of income or failure to improve income
- ☒ Fleeing domestic violence
- ☒ Any other activity not covered in a lease agreement typically found in the project's geographic area
- ☐ None of the above

Check the box next to each item to confirm that your project has removed (or never had) reasons for program participant termination related to each of the following: 1) Failure to participate in supportive services; 2) Failure to make progress on a service plan; 3) Loss of income or failure to improve income; 4) Fleeing domestic violence; and 5) Any other activity not covered in a lease agreement typically found in the project's geographic area. If all of these reasons for program termination still exist, select "None of the above."

Additional Required Attachments: *Please attach the following supporting documentation that shows that your agency provided staff training and policies and procedures so that staff fully understands how to implement the Housing First approach: a copy of the agency's Policies and Procedures, staff training materials, and any forms or other related documents.*

III. HEARTH Act Compliance

This section of the Letter of Intent (LOI) asks questions of all renewal projects to ensure compliance with the requirements of the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH Act): Continuum of Care (CoC) Program Interim Rule. (Please note, this section does not encompass all changes under the HEARTH Act and it is recommended that all projects should review the Act in its entirety).

1. Participation of homeless individuals

The HEARTH Act CoC Program Interim Rule states that the recipient or subrecipient must document its compliance with the homeless participation requirements under § 578.75(g), which is as follows:

(g) Participation of homeless individuals.

(1) Each recipient and subrecipient must provide for the participation of not less than one homeless individual or formerly homeless individual on the board of directors or other equivalent policymaking entity of the recipient or subrecipient, to the extent that such entity considers and makes policies and decisions regarding any project, supportive services, or assistance provided under this part. This requirement is waived if a recipient or subrecipient is unable to meet such requirement and obtains HUD approval for a plan to otherwise consult with homeless or formerly homeless persons when considering and making policies and decisions.

(2) Each recipient and subrecipient of assistance under this part must, to the maximum extent practicable, involve homeless individuals and families through employment; volunteer services; or otherwise in constructing, rehabilitating, maintaining, and operating the project, and in providing supportive services for the project.

- a. **Does your agency provide for the participation of not less than one homeless individual or formerly homeless individual on the board of directors or other equivalent policymaking entity of the recipient or sub recipient, to the extent that such entity considers and makes policies and decisions regarding any project, supportive services, or assistance provided under this part. This requirement is waived if a recipient or sub recipient is unable to meet such requirement and obtains HUD approval for a plan to otherwise consult with homeless or formerly homeless persons when considering and making policies and decisions?**

☒ Yes

☐ No

If not, please provide an action plan/timeline on when your agency will be compliant with this requirement in the box below (expand box as needed).

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- b. **Does your agency, to the maximum extent practicable, involve homeless individuals and families through employment; volunteer services; or otherwise in constructing,**

rehabilitating, maintaining, and operating the project, and in providing supportive services for the project?

☒ Yes

☐ No

If not, please provide an action plan/timeline as to when your agency will be compliant with this requirement in the box below (expand box as needed).

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2. Faith-based activities

The HEARTH Act CoC Program Interim Rule states that the recipient or subrecipient must document its compliance with faith-based activities requirements under § 578.87(b), which is as follows:

(b) Faith-based activities.

(1) Equal treatment of program participants and program beneficiaries.

(i) Program participants. Organizations that are religious or faith-based are eligible, on the same basis as any other organization, to participate in the Continuum of Care program. Neither the Federal Government nor a State or local government receiving funds under the Continuum of Care program shall discriminate against an organization on the basis of the organization's religious character or affiliation. Recipients and subrecipients of program funds shall not, in providing program assistance, discriminate against a program participant or prospective program participant on the basis of religion or religious belief.

(ii) Beneficiaries. In providing services supported in whole or in part with federal financial assistance, and in their outreach activities related to such services, program participants shall not discriminate against current or prospective program beneficiaries on the basis of religion, a religious belief, a refusal to hold a religious belief, or a refusal to attend or participate in a religious practice.

(2) Separation of explicitly religious activities. Recipients and subrecipients of Continuum of Care funds that engage in explicitly religious activities, including activities that involve overt religious content such as worship, religious instruction, or proselytization, must perform such activities and offer such services outside of programs that are supported with federal financial assistance separately, in time or location, from the programs or services funded under this

part, and participation in any such explicitly religious activities must be voluntary for the program beneficiaries of the HUD-funded programs or services.

(3) Religious identity. A faith-based organization that is a recipient or subrecipient of Continuum of Care program funds is eligible to use such funds as provided under the regulations of this part without impairing its independence, autonomy, expression of religious beliefs, or religious character. Such organization will retain its independence from federal, State, and local government, and may continue to carry out its mission, including the definition, development, practice, and expression of its religious beliefs, provided that it does not use direct program funds to support or engage in any explicitly religious activities, including activities that involve overt religious content, such as worship, religious instruction, or proselytization, or any manner prohibited by law. Among other things, faith-based organizations may use space in their facilities to provide program-funded services, without removing or altering religious art, icons, scriptures, or other religious symbols. In addition, a Continuum of Care program-funded religious organization retains its authority over its internal governance, and it may retain religious terms in its organization's name, select its board members on a religious basis, and include religious references in its organization's mission statements and other governing documents.

- a. **Does your proposed renewal program use direct program funds to support or engage in any explicitly religious activities, including activities that involve overt religious content, such as worship, religious instruction, or proselytization, or any manner prohibited by law?**

☐ Yes

☒ No

3. Involuntary family separation

The HEARTH Act CoC Program Interim Rule states that the recipient or subrecipient must document its compliance with involuntary family separation requirements under § 578.93(e), which is as follows:

(e) Prohibition against involuntary family separation. The age and gender of a child under age 18 must not be used as a basis for denying any family's admission to a project that receives funds under this part.

- a. **Does the project accept all families with children under age 18 without regard to the age of any child? In general, under the HEARTH Act, any project sponsor receiving funds to provide emergency shelter, transitional housing, or permanent housing to families with children under age 18.**

Note there is an exception outlined in the Act: Project sponsors of transitional housing receiving funds may target transitional housing resources to families with children of a specific age only if the project sponsor: (1) operates a transitional housing program that has a primary purpose of implementing evidence based practice that requires that housing units be targeted to families with children in a specific age group; and (2) provides assurances, as the Secretary shall require, that an equivalent appropriate alternative living arrangement for the whole family or household unit has been secured.

☒ Yes. Project certifies that it accepts all families with children under age 18 without regard to the age of any child.

☐ No. Project does not comply with this requirement. A narrative is attached explaining how the project will comply with this HEARTH Act requirement.

☐ No. Project does not comply with this requirement but qualifies for an exception because it is implementing an evidence based practice that requires housing units targeted to families with children in a specific age group. A narrative is attached explaining how the project will comply with the exception, including identification of the evidenced based practice being utilized.

☐ N/A. Project does not serve families.

☐ N/A. Project is new and has not started yet.

4. Discrimination Policy

Has your agency adopted a discrimination policy? ☒ Yes ☐ No

Federal and California State laws note that discrimination can be based on race, color, national origin or gender. Discrimination can also be based on age, religion, disability, familial status or sexual orientation.

Does your program deny services to potential recipients based on any of the following:

- | | | |
|----------------------|------------------------------|--|
| • Age | ☐ Yes | ☒ No |
| • Color | ☐ Yes | ☒ No |
| • Disability | ☐ Yes | ☒ No |
| • Familial Status | ☐ Yes | ☒ No |
| • Gender | ☐ Yes | ☒ No |
| • Marital Status | ☐ Yes | ☒ No |
| • National Origin | ☐ Yes | ☒ No |
| • Race | ☐ Yes | ☒ No |
| • Religion | ☐ Yes | ☒ No |
| • Sexual Orientation | ☐ Yes | ☒ No |

If you answered "yes" to any of the above, please explain why in the box below (expand box as needed).

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5. Active participation in local Continuum of Care meetings

HUD states that a successful CoC will have involvement from a variety of organizations representing the public and private sectors, as well as interested individuals within the CoC jurisdiction(s). These organizations should have an active role in the CoC.

- a. Describe what local Continuum of Care committees, subcommittees, and/or working groups that your agency participates in on a regular basis in the box below (expand box as needed). Please include the names and titles of those participating as well as their level of involvement/participation.

LightHouse Agency CEO, Karyn Young-Lowe or a Management Designee attend all ICH monthly meetings. LightHouse FSP Program Manager Sarah Figaro attends the Quarterly HPN Meetings. Ms. Young-Lowe is also a member of the San Bernardino County Advisory Board on Veteran and Chronic Homelessness. Ms. Young-Lowe facilitates the weekly Homeless Veteran Committee Planning Group Meeting and LightHouse Case Managers, Housing Navigators and the Intake Coordinator also attend that meeting. LightHouse Case Management staff attend the bi-monthly CES Case Conference Meetings and the bi-monthly Housing Navigation meetings.
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6. Housing Quality Standards (HQS)

The HEARTH Act CoC Program Interim Rule states that the recipient or subrecipient must document its compliance with housing quality standards requirements under § 578.75(b), which is as follows:

- (b) Housing quality standards. Housing leased with Continuum of Care program funds, or for which rental assistance payments are made with Continuum of Care program funds, must meet the applicable housing quality standards (HQS) under 24 CFR 982.401 of this title, except that 24 CFR 982.401(j) applies only to housing occupied by program participants receiving tenant-based rental assistance. For housing rehabilitated with funds under this part, the lead-based paint requirements in 24 CFR part 35, subparts A, B,

J, and R apply. For housing that receives project-based or sponsor-based rental assistance, 24 CFR part 35, subparts A, B, H, and R apply. For residential property for which funds under this part are used for acquisition, leasing, services, or operating costs, 24 CFR part 35, subparts A, B, K, and R apply.

(1) Before any assistance will be provided on behalf of a program participant, the recipient, or subrecipient, must physically inspect each unit to assure that the unit meets HQS. Assistance will not be provided for units that fail to meet HQS, unless the owner corrects any deficiencies within 30 days from the date of the initial inspection and the recipient or subrecipient verifies that all deficiencies have been corrected.

(2) Recipients or subrecipients must inspect all units at least annually during the grant period to ensure that the units continue to meet HQS.

a. Does your project meet applicable Housing Quality Standards?

- ☒ Yes
- ☐ No
- ☐ This is a new project and has not started yet

Please briefly explain your inspection process for HQS in the box below (expand box as needed).

LightHouse utilizes the HQS Inspection Form for all Housing Inspections as well as the Lead-Based Worksheet. LightHouse staff receive training to use both forms and Case Management and Housing Navigation staff receive certification to use the Lead-Based Inspection forms. LightHouse also takes pictures during inspections and the photos are placed in the client's file.

b. Has your project received HQS corrective action plan in the last 2 years:

- ☐ Yes
- ☒ No
- ☐ This is a new project and has not started yet

If you selected Yes, explain the nature of the concerns/issues and how it was resolved in the box below (expand the box as needed).

Renewal Rating Factors:

If a renewal project passes the Project Eligibility Threshold as noted on pages 4 – 12 of this LOI, the project will be **reviewed and scored** by ICH and OHS based on the following rating factors.

I. System Performance Measures (50 points)

The intent of the System Performance Measures (Sys PM) reports are to encourage CoCs to regularly measure their progress in meeting the needs of people experiencing homelessness in their community and to report this progress to HUD. HUD uses system-level performance information as a competitive element in its annual CoC Program Competition and to gauge the state of the homeless response system nationally.

The San Bernardino County Interagency Council on Homelessness Grant Review Committee will use project-level Sys PM information as an element to determine the effectiveness of local projects within the San Bernardino County CoC. **The OHS will collect the following project level Sys PM for each CoC funded agency directly from the Homeless Management Information System (HMIS). There is not any action required on the part of the renewing agencies to complete Section I. System Performance Measures:**

- Persons Exit Homeless to Permanent Housing Destination and Return to Homelessness
- Employment and Income Growth for Homeless Persons
- Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing

System Performance Measures		Submitted FY 2017	Submitted FY 2018	Difference	
1.	The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness -This measures clients who exited SO, ES, TH, SH or PH to a permanent housing destination in the date range two years prior to the report date range. Of those clients, the measure reports on how many of them returned to homelessness as indicated in the HMIS for up to two years after their initial exit.				
2.	Percentage of Income Growth for Homeless Persons				
3.	Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing				
	Change in SO exits to temporary destinations, some institutional destinations, and permanent housing destinations				
	Change in ES, SH, TH, and PH-RRH exits to permanent housing destinations				
	Change in PH exits to permanent housing destinations or retention of permanent housing				

II. Recipient Compliance with Grants and Financial Management (25 points)

Per 24 CFR part 578 and the FY 2019 CoC Program Competition NOFA requires that Project Applicants specifically identify four benchmarks for grants and financial management that communities must reach to meet this standard, which are

1. On-time APR submission to HUD;
2. Resolved HUD/Office of Homeless Services monitoring findings, or Office of Inspector General (OIG) Audits, if applicable;
3. Monthly submission of claims, quarterly drawdowns; and
4. The full expenditure of awarded funds.

1. **Has the recipient successfully submitted the APR on time for the most recently expired grant term related to this renewal project request?**

APRs are due within 90 days after the grant term expires. Select **"Yes"** to indicate that an APR has been submitted for the grant term that has most recently expired (for some grants this will be the FY 2016 renewal, for others the FY 2017). Select **"No"** to indicate that an APR has not been submitted for the grant term that has most recently expired or if this is a first-time renewal for which the original grant term has not yet expired.

☒ Yes

☐ No

☐ This is a first-time renewal for which the original grant term has not yet expired.

If you selected **"No"** above, provide a brief explanation for why the APR was not submitted on time in the box below (expand box as needed). For those first-time renewals for which the original grant term has not yet expired, please write, "First-time renewal and grant term has not yet expired" and provide the date by which the APR must be submitted.

2. **Does the recipient have any unresolved HUD or the Office of Homeless Services Monitoring and/or OIG Audit findings concerning any previous grant term related to this renewal project request?**

☐ Yes

☒ No

Select **"Yes"** if there are any unresolved HUD Monitoring or OIG Audit findings, regardless of the funding year of the project for which they were originally identified. Select **"No"** if there are no unresolved HUD Monitoring or OIG Audit findings.

a. **Date HUD or the Office of Homeless Services or OIG issued the oldest unresolved finding(s):**

If you selected **"Yes"** above, provide the date that the oldest unresolved finding was issued.

Date the oldest unresolved finding was issued: _____

b. **Explain why the finding(s) remains unresolved:**

If you selected **"Yes"** above, provide a brief explanation in the box below (expand box as needed) for why the monitoring or audit finding remains unresolved and the steps that have been taken towards resolution (e.g., responded to the HUD letter, but no final determination received).

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3. **Has the recipient maintained timely and consistent monthly submission of claims for the most recent grant terms related to this renewal project request?**

☒ Yes

☐ No

CoC Program recipients are required to submit claims on a monthly basis. Select **"Yes"** to indicate that you have maintained monthly submission of claims for the most recent relevant grant term. For some grants, the standard will be applied to the FY 2017 renewal, for others the FY 2016, and for some multi-year first-time renewals a grant awarded in an earlier fiscal year. Select **"No"** to indicate that the recipient has not maintained consistent monthly claim submission for the most recent relevant grant term, or if this is a first-time renewal for which less than one quarter has passed.

- a. **Explain why the recipient has not maintained timely and consistent monthly claim submission for the most recent grant terms related to this renewal project request.**

If you selected **"No"** above, provide a brief explanation in the box below (expand box as needed) for why monthly claim submissions have not been maintained. Delays in draws due to a late HUD funding announcement and receipt of renewal grant agreement may be included in such an explanation.

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4. **Have any funds been recaptured by HUD for any of the three (3) most recently expired grant terms related to this renewal project request?**

- ☐ Yes
☒ No
☐ Project has not yet completed a grant term

Select **"Yes"** to indicate that funds have been recaptured, meaning that not all awarded funds were expended during the three previous completed grant terms. Select **"No"** to indicate that no funds were recaptured or if this is a first-time renewal for which the original grant term has not yet expired.

- a. **If you selected "Yes" above, explain the circumstances that led to HUD recapturing funds from any of the three (3) most recently expired grant term related to this renewal project request:**

Provide a brief explanation in the box below (expand box as needed) for why the total awarded funds were not expended and were recaptured. Include the amount returned for each year.

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III. Participation in Homeless Management Information System (HMIS) (10 Points)

The Homeless Emergency Assistance and Rapid Transition to Housing: Continuum of Care (CoC) Program interim rule places a high emphasis on having a functioning and comprehensive HMIS in the CoC jurisdiction as it is critical to gathering unduplicated, aggregated data on homelessness in the community for both the CoC and Emergency Solutions Grant (ESG) Programs.

- Does this project provide client level data to HMIS at least annually? ☒ Yes ☐ No

If the project is providing participant data in the HMIS – indicate the total number of participants served by the project, and the total number of clients reported in the HMIS.

Total number of participants served by the project: 50

Total number of clients reported in the HMIS: 50

If the project is not providing participant data in the HMIS – indicate one or more of the four (4) reason(s) for non-participation:

- ☐ Federal law prohibits (please cite specific law) ☐ State law prohibits (please cite specific law)
- ☐ New project not yet in operation ☐ Other (please specify prohibition)

Also, for those participant records that were reported in the HMIS, indicate the percentage of values that were missing (“Null or Missing Values”) and/or unknown (“Don’t Know or Refused”). If there were no unknown values, note a “0” value.

Data Collection Requirements

All CoC Program funded projects are required to collect all of the Universal Data Elements and a select number of Program-Specific Data Elements.

*** Indicate the percentage of unduplicated client records with null or missing values during the last 10 days of January 2019**

Universal Data Element (Use HMIS Data Quality Report)	Records with no values (%)	Records where value is refused or unknown (%)
3.1 Name	0	0
3.2 Social Security Number	0	0
3.3 Date of Birth	0	0
3.4 Race	0	0
3.5 Ethnicity	0	0
3.6 Gender	0	0
3.7 Veteran Status	0	0
3.8 Disabling condition	0	0
3.917 Living Situation	0	0
3.10 Project entry date	0	0
3.11 Project exit date	0	0
3.12 Destination	0	0
3.15 Relationship to Head of Household	0	0
3.16 Client Location	0	0
Program Specific Data Element (From the most recent APR)	Records with no values (%)	Records where value is refused or unknown (%)
4.2 Income and Sources	0	0
4.3 Non-Cash Benefits	0	0
4.4 Health Insurance	0	0
4.5 Physical Disability	0	0
4.6 Developmental Disability	0	0
4.7 Chronic Health Condition	0	0
4.8 HIV/AIDS	0	0
4.9 Mental Health Problem	0	0
4.10 Substance Abuse	0	0
4.11 Domestic Violence	0	0
4.17 Residential Move-In Date (RRH only)	N/A	N/A

IV. Supportive Services for Participants (5 points)

Please identify whether the project includes the following activities:

1. **Transportation assistance to clients to attend mainstream benefit appointments, employment training, or jobs?**

☒ Yes

☐ No

Select **"Yes"** if the project provides regular or as needed transportation assistance to mainstream and community resources, including appointments, employment training, educational programs, or jobs. Select **"No"** if transportation is not regularly provided or cannot be provided consistently as requested.

2. **At least annual follow-ups with participants to ensure mainstream benefits are received and renewed?**

☒ Yes

☐ No

Select **"Yes"** if the project regularly follows-up with program participants at least annually to ensure that they have applied for, are receiving their mainstream benefits, and renew benefits when required. Select **"No"** if there is no or irregular follow-up concerning mainstream benefits.

3. **Do program participants have access to SSI/SSDI technical assistance provided by the applicant, a subrecipient, or partner agency?**

☒ Yes

☐ No

Select **"Yes"** if program participants have access to SSI/SSDI technical assistance. The assistance can be provided by the applicant, a subrecipient, or a partner agency—through a formal or informal relationship. Select **"No"** if there is no or significantly limited access to SSI/SSDI technical assistance

V. Bed Utilization (5 points)

1. Permanent Supportive Housing (PSH) Only

A bed utilization rate is equal to the total number of people served on any given day divided by the total number of beds available on that day. Bed utilization rates below 65 percent are usually attributed to the project not entering all their clients into the HMIS or the project was under-utilized. Bed utilization rates above 105 means the project did not capture exit dates for all their clients and/or the project offered overflow beds.

From your most recent APR, complete the table below on the point-in-time count of households served on the last Wednesdays in

	*Total # of Beds	Total # of Clients Served	Utilization Rate
January	40	39	97.5%
April	40	44	110%
July	40	43	108%
October	40	43	108%

*The total number of beds should equal the number of beds submitted in your application.

2. Rapid Rehousing (RRH) Only

Rapid Re-Housing (RRH) provides short or medium term tenant-based rental assistance in community-based housing paired with necessary supportive services for homeless individuals and families (with or without a disability). RRH assistance usually begins prior to the client entering housing. Project performance is measured when client moves into permanent housing. Using data from HMIS during the past 12 months, answer the questions below:

- Proposed number of households: _____
- Total number of households served: _____
- Total number of households moved into permanent housing: _____
- If the total number of households that move into permanent housing is lower than the proposed number of households, please explain why in the box below (expand box as needed).

--

VI. Miscellaneous Information (5 points)

1. Match requirement

Match must equal 25 percent of the total grant request including Admin costs but excluding leasing costs (i.e., any funds identified for Leased Units and Leased Structures). Match must be met on an annual basis. HUD requires match letters to be submitted with the e-snaps application. Match contributions can be cash, in-kind, or a combination of the two; and, match must be used for an eligible cost as set forth in Subpart D of CoC Program interim rule. For an in-kind match, the recipient may use the value of property, equipment, goods, or services contributed to the project, provided that, if the recipient or sub recipient had to pay for such items with grant funds, the costs would have been eligible. If third party services are to be used as match, the third party service provider that will deliver the services must enter into a memorandum of understanding (MOU) before the grant is executed documenting that the third party will provide such services and value towards the project.

- Will your agency be able to provide the match requirement for your renewal project (including a commitment letter or MOU)?

☒ Yes

☐ No

2. Exit Surveys

HUD encourages client surveys particularly exit surveys.

- Does your renewal program conduct exit surveys or interviews with clients?

☒ Yes

☐ No

☐ This is a new project and has not started yet

☐ Not applicable to this project

If no, please explain why in the box below (expand box as needed).

--

Orientation and Training Agenda

Case Manager

Monday, May 20, 2019

9:00 am – 9:30 am	Intro to Staff
9:30 am to 11:00 am	Overview of Programs with each Program Manager
11:00 am to 11:15 am	Break
11:15 am to 11:30 am	Set up e mail and badge
11:30 am to 12:30 pm	Housing First/ PSH and Rapid Re-housing (1 hour)
12:30 pm – 1:00 pm	Lunch break
1:00 pm – 2:30 pm	Housing first/ PSH and Rapid Re-housing Video (cont.)
2:15 pm – 2:30 pm	Break
2:30 pm – 4:00 pm	Discussion on Core Concepts-Housing First , Client Choice, Crisis Response, Coordination with Workforce Development, Eligibility and Referral (forms) process with KYL and Tania
4:00 pm- 5:00 pm	Review Client file/ meet with Nakita for TFA process

Tuesday, May 21, 2019

8:30 am to 11:00 am	New Intake with Client
11:00 am to 11:15 am	Break
11:15 am to 12:15 am	HR orientation
12:15 am to 12:45 pm	Lunch
12:45 pm to 2:15 pm	Trauma Informed care- Part 1
2:15 pm to 2:30 pm	Break
2:30 pm to 3:45pm	Review principles of Permanent Support Housing
3:45 pm – 5:00 pm	Trauma Informed Care- Part 2

Wednesday, May 22, 2019

9:00 am to 12:00 pm	Meeting with Mental Health Staff
12:00 pm to 12:30 pm	Lunch
12:30 pm to 2:00 pm	Shadow Case Management staff
2:00 pm to 2:15 pm	Break
2:15 pm to 3:30 pm	Office Procedures review
3:30 pm to 5:00 pm	Chart review for newest clients

Thursday, May 23, 2019

9:00 am – 4:30 pm	Outreach with Darrell
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Friday, May 24, 2019

8:30 am – 9:00 pm	Desk Set-Up
9:00 am – 10:30 am	Review Housing Navigation process (Nakita)
10:30 am to 10:45 am	Break
10:45 am to 12:00 pm	Review Housing Navigation (Nakita)
12:00 pm to 12:30 pm	Lunch
12:30 pm to 1:30 pm	Chart Review with Yoon (organization of a chart)
1:30 pm to 3:00 pm	Principles of Case Management with Francine
3:00 pm to 5:00 pm	Develop Individualized Housing plan for new clients

Items for Next Week

- Review HMIS with Heather
- CES Meeting
- DAP
- Case Management Principles
- DAP
- Visit Victorville Office



LightHouse
Social Service Centers

**Policy and Procedure Manual
For
Hope for Heroes PSH Program**

*1003 East Cooley Drive, Suite No. 105, Colton, CA 92324
Phone (909) 494-6676 Fax (909) 475-6392*

www.LightHouse-SSC.org

“Lighting the Way to a Life Filled With Promise”

*Effective 5/1/16
Updated 9/1/18*

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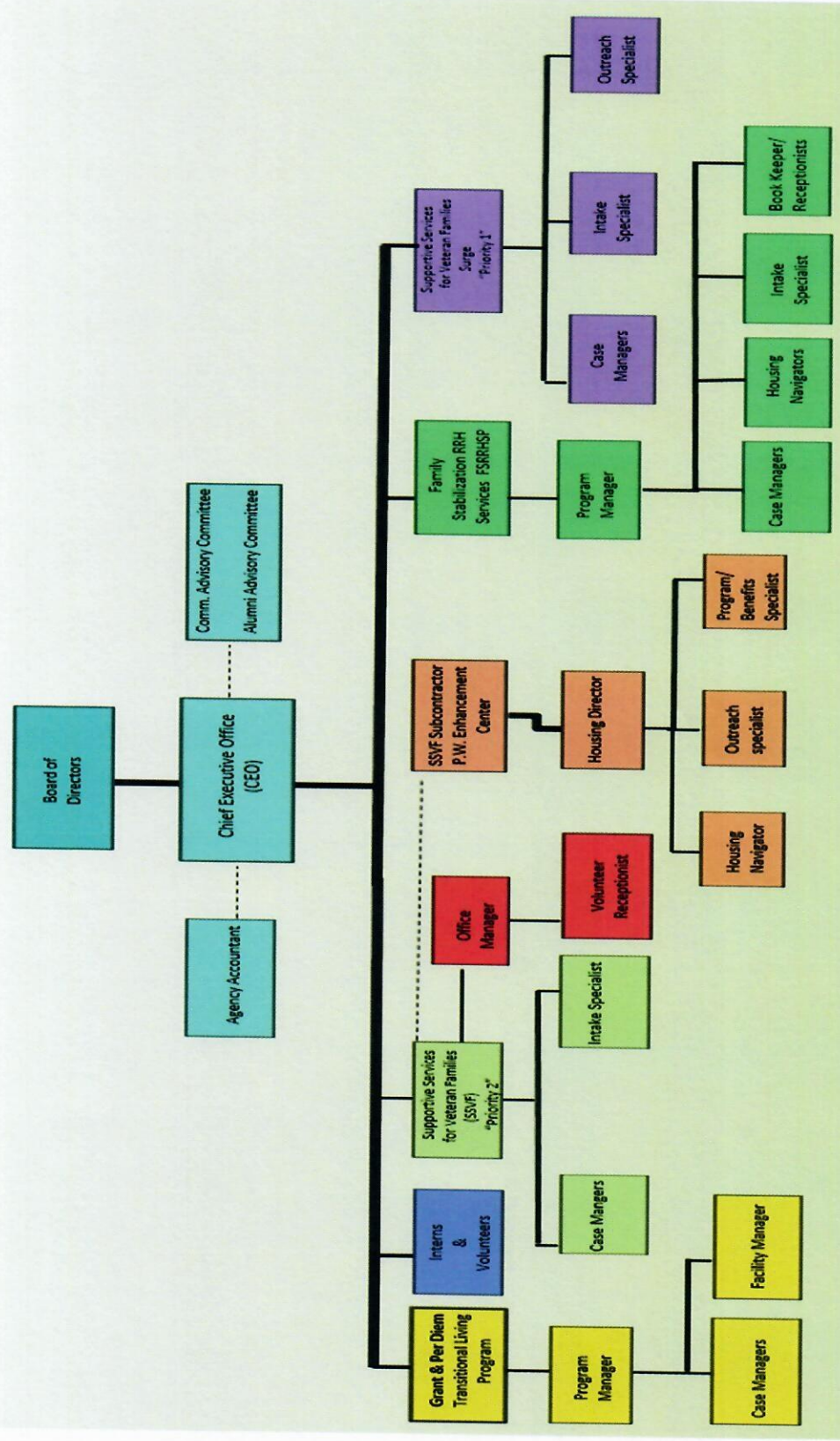
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SECTION I: MISSION STATEMENT

LightHouse Social Service Centers, a 501 (c) (3) public-benefit corporation, is dedicated to enhancing lives and meeting the diverse needs of individuals, families and communities. Through the utilization of comprehensive integrated social service systems, LightHouse Social Service Centers supports clients in breaking the cycle of addiction and homelessness, works to keep families together, and strives to build strong healthy communities.



LightHouse SSC- Organizational Chart



SECTION III: PROGRAM DESCRIPTION AND GOALS

Hope for Heroes Permanent Supportive Housing (PSH) Program:

The Hope for Heroes Program is funded by the US Department of Housing and Urban Development (HUD) and is supported locally by the San Bernardino County Office of Homeless Programs (OHS). LightHouse Social Service Centers provides intensive Case Management Services and on-going supportive services, connection to VA and mainstream wraparound services, mental health support services, transportation, and rental subsidy.

The objectives of the Hope for Heroes Program are:

- To house clients as quickly as possible.
- Provide case management services so clients can sustain permanent housing.
- Frequency and intensity of services are tailored to the need of each client which will change over time depending on the client's needs.
- Once clients have a stable environment to live in, focus on other areas to remove barriers to remaining housed.

Hope for Heroes services will provide assistance to clients in locating and securing Housing as quickly as possible. Services consist of Housing Search and Placement Activities, Leasing Assistance, Housing Stability Case Management; Mediation Services; and referrals to Legal Services and Credit Repair Services.

Permanent Supportive Housing Services (PSH) Description:

The program assists veterans/ veteran families who are living with a disability and are living in homeless, end their housing crisis and stabilize in housing. The primary model of intervention is:

Intensive Case Management Services and financial assistance through the payment of the clients rent.

Services are intended for people who are chronically/literally homeless, and who have complex health and/or behavioral health conditions; are high utilizers of public services and other vulnerable populations including individuals with criminal justice histories and individuals who are exiting institutions such as hospitals, residential treatment programs, and custody facilities.

Target Population:

Veterans who are homeless and have a verifiable disability. Special consideration will be given to veterans who have complex health and/or behavioral health conditions; are high utilizers of VA and public services. These clients require on-going case management services in order to remain stably housed. To qualify as homeless clients must meet the federal definition of homeless which includes victims of domestic violence, residents of emergency shelter programs, or clients living on the street or a place not meant for human

habitation. All households applying as a homeless household must provide verification of homeless status and verification of disability.

Regions to be served:

LightHouse Hope for Heroes PSH Program will provide services to all regions of the San Bernardino and Riverside Counties.

SECTION IV: GLOSSARY OF TERMS

- A. **Contract:** used to describe the conditions and covenants incumbent upon the parties hereto, these terms are interchangeable.
- B. **may, shall and should:** "may" is permissive; "shall" is mandatory; and "should" means desirable.
- C. **State and/or applicable State agency:** may include the Department of Health Care Services (DHCS), the Department of State Hospitals (DSH), the Department of Social Services (DSS), the Mental Health Services Oversight and Accountability Commission (MHSOAC), the Department of Public Health (CDPH), and the Office of Statewide Health Planning and Development (OSHPD).
- D. **ADS:** refers to the County Department of Behavioral Health, Alcohol and Drug Services (ADS).
- E. **Unit of Service:** means a person-to-person contact, regardless of time, which results in a record of therapeutic experience in a patient's chart. Telephone contacts are not a reportable unit of service.
- F. **Cultural Competency:** the acceptance and understanding of cultural mores and their possible influence on the participant's issues and/or behavior, i.e., using the understanding of the differences between the prevailing social culture and that of the participant's family to aid in developing individualized supports and services.
- G. **Homeless Management Information System (HMIS):** the Homeless Management Information System (HMIS) is a local information technology system used to collect client-level data and data on the provision of housing and services to homeless individuals and families and persons at risk of homelessness.
- H. **Housing First:** The LightHouse Hope for Heroes Program utilizes the "Housing First" model, which establishes housing stability without pre-conditions as the primary intervention in working with veteran families experiencing homelessness. Housing First is an approach to quickly and successfully connect individuals and families experiencing homelessness to permanent housing without preconditions and barriers to entry, such as sobriety, treatment or service participation requirements. Supportive services are offered to maximize housing stability and prevent returns to homelessness as opposed to addressing predetermined treatment goals prior to permanent housing entry. The household's first and primary need is to obtain stable housing. Other issues affecting the household are addressed as housing is obtained.
- I. **Substance Use Disorder (SUD):** Substance Use Disorder includes substance abuse and substance dependence. Substance abuse is a maladaptive pattern of substance use manifested by recurrent and significant adverse consequences related to the repeated use of substances. Substance dependence is a cluster of cognitive, behavioral, and physiological symptoms indicating that an individual continues use of substances despite significant substance related problems. Substance Use Disorder Services is the provision of services to prevent or reduce the harm of alcohol and other drugs throughout the County of Riverside through community action, education, support, and collaboration.
- J. **Transitional Assistance Department (TAD):** the department that determines eligibility for Cal WORKs cash benefits, Medi-Cal, and Cal Fresh. TAD is also responsible for administering WTW activities for Cal WORKs customers.
- K. **Welfare-To-Work (WTW) Program:** a mandatory program for most adults who receive cash aid under Cal WORKs.
- L. **WTW Activities:** allowable Cal WORKs activities to which the customer may be

assigned as specified in the Cal WORKs legislation, AB 1542 of 1997. Approved Federal and State work activities include subsidized or unsubsidized employment, on-the-job training, job search, job readiness assistance, community service, behavioral health, domestic abuse services, educational and job skills training directly related to

- M. **Homeless:** The Homeless Emergency Assistance and Rapid Transition to Housing Act of 2009 (HEARTH Act), enacted into law on May 20, 2009 amends the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11302) consolidates three of the separate homeless assistance programs administered by HUD under the McKinney-Vento Homeless Assistance Act into a single grant program, revises the Emergency Shelter Grants program and renames the program the Emergency Solutions Grants program. The amendment and final rule integrates the regulation for the definition of "homeless," and the corresponding recordkeeping requirements, for the Emergency Solutions Grant program. In December 2011, the Homeless Definition Final Rule was published in the Federal Register that revises the definition of "homeless". The VA SSVF program adopts this definition, which reads as follows:

(1) An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:

I. An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground;

II. An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low-income individuals); or

III. An individual who is exiting an institution where he or she resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution;

(2) An individual or family who will imminently lose their primary nighttime residence provided that:

I. The primary nighttime residence will be lost within 14 days of the date of application for homeless assistance;

II. No subsequent residence has been identified; and

III. The individual or family lacks the resources or support networks, e.g., family, friends, faith-based or other social networks needed to obtain other permanent housing;

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

I. Are defined as homeless under section 387 of the Runaway and Homeless Act (42 U.S.C. 5732a), section 637 of the Head Start Act (42 U.S.C. 9832), section 41403 of the Violence Against Women Act of 1994 (42 U.S.C. 14043e-2), section 330(h) of the Public Health Service Act (42 U.S.C. 254b(h)), section 3 of the Food and Nutrition Act of 2008 (7 U.S.C. 2012), section 17(b) of the Child Nutrition Act of 1966 (42 U.S.C. 1786(b)), or section 725 of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a);

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

III. Have experienced persistent instability as measured by two moves or more during the

60-day period immediately preceding the date of applying for homeless assistance; and

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

(4) Any individual or family who:

I. Is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member, including a child, that has either taken place within the individual's or family's primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence;

II. Has no other residence; and

III. Lacks the resources or support networks, e.g., family, friends, faith-based or other social networks, to obtain other permanent housing.

Policy Number: Hope for Heroes (PSH) 5.4

CASE MANAGEMENT (CM)

Policy: It is the policy of the Hope for Heroes Program that Case Managers work with the participant household to develop an individualized Housing Stabilization Plan based upon the household 's strengths, challenges, goals and priorities, as identified through the needs assessment and input from the participant. Every participant must actively participate in case management services and the development and implementation an individualized Housing Stability Plan (HSP).

FORM(S) / DOCUMENTATION:

Intake Form
Individualized Housing Stability Plan (IHSP)
Progress Notes
Request for Temporary Financial Assistance
Income Eligibility Calculation Worksheet
Rent Reasonableness Form
Personal/Family Budget Plan
Housing Habitability Standards Checklist
Housing Preference Form
Participant Referral Form
Program Discharge Addendum
Program Exit Letter

PROCEDURES:

- 1) The CM will arrange, coordinate, monitor, and deliver services related to meeting the housing needs of the participant/family. Working with the participant/family, the Case Manager will establish reasonable milestones for obtaining greater housing stability. These milestones will become a set of actionable, time-limited goals intended to address the participant 's current housing crisis and obstacles to housing stability.
- 2) Goals should be appropriate, timely and reasonable. The Case Manager will document these actionable goals using the Individualized Housing Stability Plan (IHSP).
- 3) The Case Manager and participant will monitor the progress toward achieving the established goals, including wrap around services from outside/partner agencies.
- 4) Case Managers shall document information collected using the IHSP and Progress Notes.
- 5) The CM will work individually with the participant to set, track, and monitor the individualized goals and objectives as specified in the IHSP. The CM will also provide the client with the appropriate information and referral assistance. Activities that the participant undertakes and any pertinent conversation with the client, landlord, or other resource/information will be documented in Progress Notes. The CM will provide update case information to the Intake Specialist for ongoing HMIS data entry. All services provided will be entered in the HMIS system.

- 6) The CM will assist the participant in applying for and implementing all needed resources and benefits.
- 7) The CM will conduct in home, face to face, case management visits as needed.
- 8) The CM will link households to appropriate community agencies and partners for needed services and supports.
- 9) The CM will assist the participant in locating and securing housing options that meet the needs of the household. Support services will focus on increasing the participant's ability to maintain permanent housing. The CM will complete the Rent Reasonableness Form and the Housing Habitability Inspection according to each location.
- 10) If the housing has in residence at least one family member with a child under the age of 18, the housing may exclude a registered sex offender and persons with a criminal record that includes a violent crime from the project so long as the child resides in housing.
- 11) In addition to ongoing case management, the CM may review, reassess, and revise the IHSP as needed.
- 12) The CM will act as a resource person to assure that the participant has access to the services needed to ensure that the rights and confidentiality of each client is not overlooked or denied.
- 13) Services will be provided based on a "Housing First Model" and the delivery of support services will not delay the initial focus of locating and securing housing as quickly as possible following the intake process.
- 14) If an internal incident report is required that concerns a Hope for Heroes client, the CM to whom the client is assigned will immediately notify the Program Manager and/or Chief Executive Officer (CEO), and provide documentation in the client's file. The Case Manager will notify the agency Program Manager/CEO as soon as possible. If appropriate, the CM will discuss the issue with the client at the next case management session. The assigned CM and the Program Manager may decide on the next course of action involving the client. The following are examples of critical incidents that may require the execution of an incident report. This list is in no way intended as a list of all possible incidents and is only meant to provide some examples.
 - a) Death (including suicide and overdose)
 - b) Sexual Assault
 - c) Severe Medical illness
 - d) Act of violence by participant
 - e) Verbal or physical abuse directed against staff
 - f) Physical Abuse of participant by staff
 - g) Verbal abuse of participant by staff
 - h) Other incidents of importance / concern as determined by CM.

- 15) In the event of a rule violation, the CM must document the incident in the clients' file and issue the appropriate warning to the client. The CM should also discuss the incident with the Program Manager and Chief Executive Officer (CEO).
- 16) If assistance is terminated due to an incident or rules violation the client must receive a clear written statement of the reasons for termination; and be provided with the opportunity to appeal the decision. If the participant chooses to appeal a termination decision, they must submit a written request to the Program Manager. Upon receipt of the request, the Program Manager will review the decision and insure that the participant is given the opportunity to present in writing or orally, their rebuttal to the termination in accordance with Grievance Policy. Written notice of the final decision shall be given to the participant in a timely manner.
- 17) The Intake Specialist will maintain a Hope for Heroes Program Tracker. The Tracker will contain the following information:
 - a) LightHouse Case Manager initials
 - b) Head of Household
 - c) HMIS Number
 - d) Head of Household Phone Number
 - e) Total Family Members
 - f) Minors Age
 - g) Income Source (Cash-Aid, Cal Fresh, Other Income)
 - h) Referral Date
 - i) Intake Date
 - j) HMIS Enrollment Date
 - k) Case Manager Updates
 - l) Date of Discharge

The Intake Specialist also maintains a Closed Case Tracker and Potential List Tracker

- 18) The Intake Specialist sends the Tracker via email to the Chief Executive Officer (CEO) every Friday not later than 5:00pm for the current week.