

## Statement of Work

### 1.0 Purpose

- 1.1 Contractor shall provide Care First, Community Investment (CFCI) funded homelessness and housing insecurity services targeted to Los Angeles County's American Indian and Alaska Native (AIAN) population. CFCI is a County of Los Angeles funded program intended to address the disproportionate impact of racial injustice through community investments.
- 1.2 The CFCI funded services help to address housing insecurity and homelessness experienced by Clients. Contractor shall provide homelessness and housing insecurity services targeted to AIAN families and individuals experiencing these crises in a culturally affirming way.
- 1.3 County reserves the right to amend the contract and add CFCI allowable services that generally align with those set forth in Section 2.0 below and Description of Services, SOW Attachment I.

### 2.0 Specific Tasks

- 2.1 Contractor shall fulfill the tasks outlined below and payment to Contractor shall be based upon meeting these requirements.
- 2.2 Contractor must utilize 40% of their award amount for a Rent Burden Housing Subsidy Program, 40% of their award amount for Organizational Capacity Building related to housing and homelessness and 20% of their award amount for Individual/Family Level Services as described in Description of Services, SOW Attachment I.
- 2.3 The following guidelines establish the tasks for the provision of CFCI funded Program Services that are allowable. Attached hereto and incorporated herein by this reference is Description of Services, SOW Attachment I setting forth explanations Contractor must follow for each service and program and their respective possible outcomes.
  - 2.3.1 **Rent Burden Housing Subsidy Program** - Contractor shall develop and implement a Rent Burden Housing Subsidy Program, targeted at eligible AIAN individuals and families. Refer to Description of Services, SOW Attachment I for the service to be provided.
  - 2.3.2 **Organizational Capacity Building Related to Housing & Homelessness** - Contractor shall fund one or more organizational capacity building efforts to enable them to successfully grow and scale to serve more AIAN people experiencing housing insecurity

and homelessness. Refer to Description of Services, SOW Attachment I for allowable efforts.

- 2.3.3 **Individual/Family Level Services** - Contractor shall provide three or more Individual/Family Level Services to income eligible AIAN individuals/families. Refer to Description of Services, SOW Attachment I for allowable services.

### **3.0 Data Collection & Reporting**

- 3.1 Contractor shall obtain authorizations for Release of Information from program participants/clients to collect and share client-specific information with the County for program administration and evaluation, data analysis and outcome tracking purposes.
- 3.2 Contractor shall track, monitor, and evaluate client data as approved or requested by the County. Client data by identified timeframes may include, but is not limited to, the following:
  - 3.2.1 Descriptive statistics and sociodemographic characteristics of clients; and
  - 3.2.2 Impact of participation on relevant client outcomes, including protective factors; and
  - 3.2.3 Client satisfaction, which may be measured through quantitative or qualitative methods depending on the program and type of services offered.
- 3.3 Contractor shall obtain and maintain relevant documentation in client files that demonstrates client eligibility, the need for a service and the provision of the service. Refer to Client Documents for Demonstrated Need & Provision of Service, SOW Attachment II for information on examples of acceptable documentation.
  - 3.3.1 Contractor shall receive written approval to use any documents that are not included in Client Documents for Demonstrated Need & Provision of Service, SOW Attachment II.
- 3.4 Contractor shall comply with all legal requirements and the confidentiality, data, and HIPAA Rules set forth in the Contract.

### **4.0 Additional Requirements**

- 4.1 Provide the County with written statements, records, and documents within five (5) business days of County's request.

- 4.2 Provide assistance and be available to meet/consult with County management staff as needed.
- 4.3 Submit complete and accurate invoices as indicated in Exhibit C, Sample Contract, Section 5.7, Invoices and Payments.
  - 4.3.1 Ensure that all invoices are accurate and submitted timely to the Executive Director of the Los Angeles City/County Native American Indian Commission's Self Governance Board.

**SOW Attachment I**

**Description of Services – Care First, Community Investment**

1.0 Addressing Housing Insecurity & Homelessness Experienced by Los Angeles County’s American Indian and Alaska Native Population (AIAN)

Care First, Community Investment (CFCI) is a County of Los Angeles funded program. CFCI is intended to address the disproportionate impact of racial injustice through community investments.

This CFCI funding was specifically secured to provide services to address housing insecurity and homelessness experienced by AIAN individuals/families in Los Angeles County.

Below is an explanation of the allowable services and programs.

1.1 Rent Burden Housing Subsidy Program

Client Eligibility: Individuals and families residing in Los Angeles County whose income is at or below 80% Area Median Income (AMI) and whose monthly rent does not exceed 100% of the Fair Market Rent (FMR).

<b>Goal(s)</b>	<b>Service</b>	<b>Measurable Outcomes May Include</b>
<p>Increase AIAN Housing Stability in Los Angeles County</p> <p>Reduce Homelessness Experienced by AIAN Individuals/Families in Los Angeles County</p>	<p>A monthly subsidy that would cover all monthly rental expenses that exceed 30% of household income. Monthly subsidies can be provided to a qualifying individual or family for up to 6 months.</p> <p>An organization can directly provide clients with the rent burden housing subsidy; however they must have an agency policy developed for the program that includes a mechanism for documenting that the subsidy was utilized for the intended purpose.</p>	<p>Individuals/households obtain safe and affordable housing.</p> <p>Individuals/households avoid eviction.</p> <p>Individuals/Households who achieved and maintained capacity to meet basic needs for 90 days.</p> <p>Individuals/Households who achieved and maintained capacity to meet basic needs for 180 days.</p> <p>Individuals/Households who report improved financial well-being.</p> <p>Individuals/Households who demonstrated improved physical health and well-being.</p>

**SOW Attachment I**

**Description of Services – Care First, Community Investment**

		Individuals/Households who demonstrated improved mental and behavioral health and well-being.
--	--	---

1.2 Organizational Capacity Building Related to Housing & Homelessness

<b>Goal(s)</b>	<b>Efforts</b>	<b>Measurable Outcomes May Include</b>
<p>Increase AIAN Housing Stability in Los Angeles County</p> <p>Reduce Homelessness Experienced by AIAN Individuals/Families in Los Angeles County</p>	<p>This is an opportunity for organizations to take a deep look inward at what they need to strengthen capabilities to enhance organizational effectiveness related to AIAN housing insecurity and homelessness.</p> <p>Allowable efforts include but are not limited to staffing, technical assistance, strategic planning, and data and assessments.</p>	<p>Enhancement of ongoing housing and homelessness programs/services.</p> <p>Expansion of housing and homelessness programs/services.</p> <p>Increased number of clients served who are experiencing homelessness.</p> <p>Increased number of clients served who are experiencing housing insecurity.</p> <p>Development of strategic plan or achievement of existing strategic goals.</p> <p>Increased number of connections to industry partners.</p> <p>Increased number of connections to funders.</p> <p>Increased dollars invested in addressing housing and homelessness.</p>

**SOW Attachment I**

**Description of Services – Care First, Community Investment**

1.3 Individual/Family Level Services

Client Eligibility: Household income for individuals and families residing must be at or below 80% AMI.

<b>Goal(s)</b>	<b>Services</b>	<b>Measurable Outcomes May Include</b>
Increase AIAN Housing Stability in Los Angeles County	Rent payment assistance – (includes payment in arrears)	Individuals/households avoid eviction.
	Deposit payments – (includes Section 8 Voucher deposits)	Individuals/households obtain safe and affordable housing.
	Mortgage payment assistance (includes Emergency Mortgage payments)	Individuals/households avoid foreclosure.
	Utility Assistance Payments	Individuals/households receive emergency utility assistance. Individuals/households avoid a utility shut-off.
	Utility Arrears Payments	Individuals/households receive emergency utility assistance. Individuals/households avoid a utility shut-off. Individuals/households energy service restored after disconnection
	Case Management Services for Individuals/Households Experiencing Rental Burden and/or housing insecurity	Individuals/households obtain safe and affordable housing. Individuals/households avoid foreclosure.
Reduce Homelessness Experienced by AIAN Individuals/Families in Los Angeles County	Temporary housing placement (includes motel and hotel vouchers)	Individuals/households experiencing homelessness obtain safe temporary shelter.
	Transitional housing placement	Individuals/households maintain safe and affordable housing for 90 days.
	Permanent housing placement	Individuals/households maintain safe and affordable housing for 180 days.

**SOW Attachment I**

**Description of Services – Care First, Community Investment**

	Case Management Services for Individuals/Households Experiencing Homelessness	Individuals/households experiencing homelessness obtain safe and temporary shelter.  Individuals/households maintain safe and affordable housing for 90 days.  Individuals/households maintain safe and affordable housing for 180 days.  Individuals/households obtain safe and affordable housing.
--	---	--

## SOW Attachment II

### Client Documents for Demonstrated Eligibility, Need & Provision of Service – Care First, Community Investment

1.0 Below is a list of documents that can be used to demonstrate the eligibility, need and provision of allowable services. Documents need to be obtained and maintained in a client file to demonstrate eligibility, need and provision of the service. If a client is unable to provide necessary documents to demonstrate proof of income they can provide self-attestation that they are income eligible for services.

Service	Client Eligibility	Demonstrated Need	Provision of Service
<b>Rent Burden Housing Subsidy</b>	<p>Proof of income that demonstrates client is at or below 80% AMI including Social Security, Payroll, Unemployment Insurance, Pension Funds, disability, etc</p> <p>Proof that client’s rent does not exceed 100% of the Fair Market Rent (FMR).</p>	Documents that demonstrate that client pays more 30 percent or more of their income toward housing expenses. Ex. Paystubs, rental agreement, and utility bills.	Signed affidavit by client that subsidy was received.
<b>Rent payment assistance – (includes payment in arrears)</b>	Proof of income that demonstrates client is at or below 80% AMI including Social Security, Payroll, Unemployment Insurance, Pension Funds, disability, etc	<p>Rental agreement</p> <p>Late notice</p>	Receipt of payment to landlord or property management company on behalf of client.
<b>Deposit payments – (includes Section 8 Voucher deposits)</b>	Proof of income that demonstrates client is at or below 80% AMI including Social Security, Payroll, Unemployment Insurance, Pension Funds, disability, etc	Rental agreement	Receipt of payment to landlord or property management company on behalf of client.
<b>Mortgage payment assistance (includes Emergency Mortgage payments)</b>	Proof of income that demonstrates client is at or below 80% AMI including Social Security, Payroll, Unemployment	<p>Current mortgage bill</p> <p>Past due balance</p>	Receipt of payment to mortgage company on behalf of client.



**SOW Attachment II**

**Client Documents for Demonstrated Eligibility, Need & Provision of Service – Care First, Community Investment**

	Insurance, Pension Funds, disability, etc		
<b>Utility Assistance Payments (includes Emergency Assistance)</b>	Proof of income that demonstrates client is at or below 80% AMI including Social Security, Payroll, Unemployment Insurance, Pension Funds, disability, etc	Current utility bill  Termination notice from the utility company showing shut-off date	Receipt of payment to utility company on behalf of client.
<b>Utility Arrears Payments</b>	Proof of income that demonstrates client is at or below 80% AMI including Social Security, Payroll, Unemployment Insurance, Pension Funds, disability, etc	Past due balance	Receipt of payment to utility company on behalf of client.
<b>Case Management Services for Individuals/Households Experiencing Rental Burden and/or housing insecurity</b>	Proof of income that demonstrates client is at or below 80% AMI including Social Security, Payroll, Unemployment Insurance, Pension Funds, disability, etc	Documents that demonstrate client pays more than 30 percent of their income toward housing expenses. Ex. Paystubs, lease agreement and utility bills.  Self-certification of current housing-cost burden, doubling or tripling up with other households, accumulation or expectation of back rental or utility payments	Client and case notes
<b>Temporary housing placement (includes motel and hotel vouchers)</b>	Proof of income that demonstrates client is at or below 80% AMI including Social Security, Payroll, Unemployment Insurance, Pension Funds, disability, etc	Self-certification that client is currently experiencing homelessness at the time of intake	Proof of placement in a temporary housing unit which could include receipt of payment to a motel or hotel on behalf of a client.

**SOW Attachment II**

**Client Documents for Demonstrated Eligibility, Need & Provision of Service – Care First, Community Investment**

<b>Transitional housing placement</b>	Proof of income that demonstrates client is at or below 80% AMI including Social Security, Payroll, Unemployment Insurance, Pension Funds, disability, etc	Self-certification that client is currently experiencing homelessness at the time of intake	Proof of placement in a transitional housing unit
<b>Permanent housing placement</b>	Proof of income that demonstrates client is at or below 80% AMI including Social Security, Payroll, Unemployment Insurance, Pension Funds, disability, etc	Self-certification that client is currently experiencing homelessness at the time of intake	Proof of placement in a permanent housing unit
<b>Case Management Services for Individuals/Households Experiencing Homelessness</b>	Proof of income that demonstrates client is at or below 80% AMI including Social Security, Payroll, Unemployment Insurance, Pension Funds, disability, etc	Self-certification that client is currently experiencing homelessness at the time of intake	Client and case notes