

Supplemental Document 7

Supportive Services Criteria
(includes Tenant Selection Plan)

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This Supportive Services Criteria document delineates the standards required by the Los Angeles County Development Authority (LACDA) to provide comprehensive supportive services in permanent housing developments funded through the Notice of Funding Availability (NOFA), and summarizes how the LACDA reviews the Supportive Services Plans and supporting documentation of proposed projects.

1. GENERAL

Supportive Service Plans must address the Service Criteria for the project's intended population(s): Homeless Special Needs, Other Special Needs, and General Affordable. Supportive Service Plans for projects with multiple target populations must address the Service Criteria for all target populations, including the General Affordable population. The Plans must present a clear distinction between the staffing resources and supportive services allocated to each population, and which services are available to all. The lead service provider(s) must be identified at the time of application for each target population.

A. Partners Serving Homeless Special Needs Populations

Los Angeles County Department of Health Services (DHS)

The LACDA is partnering with DHS, which administers the Housing for Health program, to provide Intensive Case Management Services (ICMS) to eligible tenants. Projects seeking to serve Homeless Special Needs populations are required to partner with DHS and one of its contracting ICMS providers under the DHS Master Services Agreement. Lead service providers who are not already ICMS providers must have begun the [DHS Request for Statement of Qualifications for Supportive Housing Services](#) process before they are approved as a supportive services provider for a NOFA-funded project. See Exhibit 1 for list of current ICMS providers. Contact Christin Doyle at DHS for more information: CDoyle@dhs.lacounty.gov.

Projects receiving supportive services funding from DHS will be required to receive tenant referrals from CES. The final supportive services plan and budget will be negotiated with DHS approximately six months prior to project lease-up and will reflect the supportive service needs of the actual tenants that DHS will refer into the project. Therefore, projects with ICMS commitments under the DHS Master Services Agreement will complete Supportive Services Narrative H.1 100% Homeless, as indicated in the NOFA funding application.

U.S. Department of Veterans Affairs (VA)

For projects serving homeless veterans that are receiving, or planning to receive, PB-VASH subsidies, the VA will coordinate and fund supportive services. These projects will completed Supportive Services Narrative H.1 100% Homeless, as indicated in the NOFA funding application.

B. Outcomes

Projects must adopt appropriate measurable outcomes and plan to track and evaluate outcomes data. Outcomes are what you expect to happen for the people served by your project. Outcome objectives, sometimes called outcome benchmarks or indicators, are measurable goals that identify how you know if you are achieving your desired results within specified time frames.

The County of Los Angeles is a partner in the United Way of Greater Los Angeles' Home for Good initiative, which is working to end chronic and veteran homelessness in Los Angeles County. Home for Good has adopted a set of Performance Goals and Indicators for permanent supportive housing. Accordingly, the LACDA requires that all funded projects monitor outcomes for special needs units using the following Home for Good Standards of Excellence:

Housing Stabilization: At least 90% of tenants retain permanent housing (remain in unit or exit to other permanent housing) at six months and 85% after one year.

Increase in Benefits: 100% of tenants assessed for eligible benefits (at a minimum Supplemental Security Income/Social Security Disability Insurance (SSI/SSDI), General Relief (GR), CalWORKs, Veterans Administration (VA)); of those eligible, 95% apply within six months; of those applying, 90% received benefits within one year.

Tenant Satisfaction/Quality of Life: 80% of tenants who complete satisfaction surveys would recommend this housing project to others in need.

Projects that include units for non-special needs populations are required to adopt the Home for Good outcomes above or establish outcome objectives in the same categories (Housing Stabilization, Increase in Benefits, and Tenant Satisfaction/Quality of Life) that are at least as stringent as the Home for Good outcomes.

C. HMIS Reporting Requirement

The LACDA recognizes the nexus between the special needs housing funded under this NOFA and the work to end homelessness accomplished by the four homeless Continuums of Care (CoC) in Los Angeles County – Glendale, Long Beach, Los Angeles, and Pasadena. The LACDA further recognizes the importance of comprehensive data for the CoCs to plan and accomplish their objectives. Accordingly, applicants shall agree to enter any units reserved for homeless applicants into the HMIS system for the Continuum of Care in which the project is located, or other tracking systems/databases as required by other public agencies providing supportive services to the project.

2. SUPPORTIVE SERVICE PLAN APPLICATION COMPONENTS

Depending on the project's target population(s), the applicant is required to complete certain components of the Supportive Services Plan as detailed in the table below.

Service Plan Application Component	Application Section	Required for Homeless Special Needs Units	Required for General Affordable Units	Required for Other Special Needs Units
Lead Service Provider Experience Chart	B.3	No	No	Yes
Property Management Experience Chart	H.11	Yes	Yes	Yes
Supportive Services Narrative	H.1 (100% homeless or Mixed Pop)	Yes, as indicated.	Yes	Yes
Target Population Matrix	H.1.a	Yes	Yes	Yes
Supportive Services Staffing Chart	H.3	Yes	Yes	Yes
Supportive Services Budget	H.4	Yes	Yes	Yes
Supportive Services Commitments	H.5	No	No	Yes
General Affordable Services Table	H.1 (Mixed Population)	No	Yes	No
Property Management Plan	H.10	Yes	Yes	Yes

3. BUDGET

All projects must submit a Supportive Services Budget to demonstrate that the level of funding is adequate for the services to be provided and financially feasible. The application's Budget template includes detailed information on the allowable expense line items and amounts based on the funding source.

A. DHS-Funded Projects

DHS funds ICMS for the Special Needs units at a rate of \$450/door/month for individuals and \$600/door/month for families. This funding is designed to cover all costs (e.g., personnel, supplies, administrative) associated with providing the required services as outlined in this NOFA and the DHS Master Agreement. In addition to personnel costs (staffing requirements are detailed in Section 4 below), DHS requires that budgets include line items for training (estimated at \$1,200 per 1 FTE case manager) and client needs (\$400 per slot in flexible funds to support housing retention, e.g., document fees, household items).

The LACDA is in the process of updating allowable supportive services costs that may be paid from project cash flow, which are in addition to or supplement services funded by DHS for units designated or reserved for a homeless population. Until guidelines defining allowable levels of expenditure above Measure H services provided to the project by DHS

are final, if project cash flow includes a supportive service expense line item, the project sponsor must identify what services are funded by DHS through Measure H, what services are proposed for payment through project cash flow, and the reason these additional supportive services are needed. The LACDA, in its sole discretion, will determine the reasonableness of these costs.

B. VA-Assisted Units

The VA funds personnel and non-personnel costs for VASH units. Cash flow may be used to fund a limited amount of additional personnel and non-personnel items, as listed in the Budget template.

C. General Affordable Units

Cash flow, and any other non-DHS public or private funding sources, may be used to fund personnel and other service expenses for the General Affordable units, as listed in the Budget template.

4. STAFFING

Services staff must be competent to provide the services necessary to meet residents' needs, trained in best practices, experienced in working with the property's target population(s), and knowledgeable about local resources. In projects with services staff employed by multiple agencies (e.g., a mixed population project with an ICMS Case Manager from one agency and a Resident Services Coordinator from another), the staff must act in a coordinated manner to provide effective services to all residents. The services team must collaborate with property management staff and serve as a liaison between property management and residents, including reasonable accommodation requests and eviction prevention efforts.

Staffing must include 24-hour on-site or on-call property management, service staff, or security staff.

A. DHS-Funded Units

Homeless Special Needs projects must demonstrate compliance with the personnel requirements contained in the DHS Master Agreement, as summarized below.

Each of these positions must be included in the Supportive Services Staffing Chart in the NOFA Application for Funding:

ICMS Case Manager: required to have at least one year of experience working with homeless individuals and possess a social work/mental health related bachelor's degree, or have a minimum of two years of experience providing direct mental health or intensive case management services, unless otherwise approved by DHS. DHS requires Case Management to be provided at a 1:20 staff-to-client ratio for single adult households (inclusive of transition-age youth) and 1:15 for families with children households.

Program Manager: responsible for the overall day-to-day activities, management and coordination of the project, and liaising with DHS. The staffing level must be appropriate to provide adequate program supervision to the number of Case Managers allocated to the project.

Clinical Supervision: responsible for clinical oversight of the case management services provided, including chart review and case conferencing. Clinical supervision may be provided by licensed staff directly employed by the lead service provider or by a licensed consultant. However, clinical supervision may not be provided by the same Program Manager who supervises the project's ICMS Case Managers nor may the person providing clinical supervision act as a case manager. The staffing level must be appropriate to provide adequate clinical supervision to the Case Managers.

B. General Affordable Units

The primary staffing (lead service provider) for the General Affordable units is a Resident Service Coordinator (RSC) or equivalent position. The RSC provides information and referral services to residents to connect them to services in the community as needed and coordinates social activities and other programming for the residents. The RSC is expected to communicate with other on-site staff (e.g., ICMS or VA Case Managers) to ensure effective collaboration, including when planning activities (e.g., social activities) that are available to all tenants.

RSC staffing is required at a 1:40 to 1:75 staff-to-household ratio.

5. PROJECT PHASES

A. Threshold Review

At threshold review, the Supportive Services Plan will be evaluated to ensure that the requisite application forms and supporting documentation have been submitted in a complete manner, that a formal agreement is in place between the applicant and lead service provider, and that a commitment from DHS and/or the VA is in place, depending on the project's target population(s).

Threshold review will also determine whether the services required at this phase (listed in Section 7 below) have been appropriately designed.

B. Quality Review

At quality review, the Supportive Service Plan will be evaluated to ensure that the plan for service provision is adequate and that all other service requirements are met. If the Supportive Services Plan has any deficiencies, a Final Conditions List will be issued for the applicant to make revisions prior to loan closing.

C. Loan Closing

All awarded projects will be required to provide a revised Supportive Services Plan that addresses all issues identified in the Final Conditions List prior to execution of loan documents and release of funds. If there are unaddressed plan elements subsequent to

loan closing, the LACDA will withhold funds until all issues are addressed to the satisfaction of staff.

D. Pre Lease-Up

All Supportive Services Plans must go through a final review six months prior to lease-up to finalize the incorporation of the Final Conditions List. DHS will issue final approval of Supportive Services Plans for those projects in which it is a partner.

E. Lease-Up

Projects must have a final Supportive Services Plan approved by the LACDA at the time lease-up commences. Any funds that are withheld at loan closing will be released upon resolution of any unaddressed plan elements at this time.

F. Monitoring

The LACDA will monitor the supportive services of projects in operation. The lead service provider must comply with LACDA requirements regarding monitoring and must ensure that all service partners participate.

6. SERVICES PLAN REQUIREMENTS BY PROJECT PHASES

Phase	Requirements	Evaluation
Threshold Review	<ol style="list-style-type: none"> 1. All forms completed and all questions in the NOFA Application for Funding (H tabs) answered. 2. Formal agreement between applicant and lead service provider(s) for Special Needs and, if applicable, General Affordable units. If the same entity, include a signed statement from the Executive Director committing to providing services. 3. For each Service Required at NOFA Application Threshold: include a detailed description, identify the service provider, and for off-site services, describe an appropriate transportation plan for residents to access services. 4. For Homeless Special Needs projects, the Lead Service Provider (LSP) is an ICMS provider with an active work order or has begun the RFSQ process. 5. For Homeless Veteran projects, VA or Housing Authority commitment 	<ul style="list-style-type: none"> • Pass or Fail

Phase	Requirements	Evaluation
	letter for VASH is submitted. Projects that are in the process of applying to the LACDA for VASH will pass threshold on a conditional basis.	
Quality Review	<ol style="list-style-type: none"> 1. For Other SN units: Formal agreements for all services. 2. Meet all service requirements (as defined per population in Section 7). 3. All other service requirements have been met (e.g., staffing, budget, property management plan). 	<ul style="list-style-type: none"> • Issue Final Conditions List for any services that were not appropriately planned and to improve other areas of the Services Plan.
Project Review Committee (if necessary)	If directed in Final Conditions List, meet with the Project Review Committee to refine the Service Plan and provide appropriate services.	<ul style="list-style-type: none"> • Issue updated Final Conditions List.
Prior to Loan Closing	Submit Revised Services Plan per Final Conditions List, to include Services Required at Loan Close.	<ul style="list-style-type: none"> • Issue updated Final Conditions List • May withhold loan funds if not completed before loan closing.
Pre Lease-Up (Six Months Prior to Leasing)	Submit Final Services Plan per updated Final Conditions List, if still outstanding.	<ul style="list-style-type: none"> • Issue approval • DHS to issue final approval, if applicable • Release any withheld funds.
Monitoring	Facilitate monitoring; require all service partners to cooperate with monitoring.	<ul style="list-style-type: none"> • Issue monitoring report

7. SERVICES CRITERIA MATRIX AND SERVICES DEFINITIONS

	HOMELESS SPECIAL NEEDS	OTHER SPECIAL NEEDS POPULATIONS			AFFORDABLE
	Homeless	HIV/AIDS	Int./Dev Disabled.	TAY	Affordable
Case Management	Services covered by ICMS or by VA.	APP	APP	APP	
Mental Health Care		APP	APP	APP	LC
Substance Use Services		APP	APP	APP	LC
Education (including for children, if applicable)		LC	LC	APP	LC
Employment & Training		LC	LC	APP	LC
Life Skills		LC	APP	APP	LC
Physical Health Care		APP	APP	APP	LC
Benefits Assistance		LC	LC	LC	LC
Representative Payee		LC	APP	LC	
Legal Assistance		LC	LC	LC	LC
Child Care (if applicable)		LC	LC	LC	LC
Adult Day Care		LC	APP		
Info & Referral/Service Coordination					

App: Service must meet the requirements described below at time of application submission in order to pass Threshold phase.

LC: Service must meet the requirements described below by Loan Close or must document why the service is not needed.

Gray cell: Not applicable

A. Meeting Service Requirements by Population Type

Homeless Special Needs Units

Services funded by DHS are considered adequate and not subject to review as long as the lead service provider is an Intensive Case Management Services (ICMS) provider with an active work order with DHS by loan closing.

Services funded by the VA are considered adequate and not subject to review as long as the project has a VA commitment letter by loan closing.

Other Special Needs Populations

In order for the service to be considered “provided” by Application or Loan Close, the Plan must:

- (a) Include a detailed description of the service;
- (b) Identify the service provider;
- (c) Obtain a services commitment, e.g., MOU, commitment letter (see requirements in Section 2.B, Quality Review); and

- (d) Describe an appropriate transportation plan so residents can reasonably access services to be provided off-site.

General Affordable Units

In order for the service to be considered “provided,” the Plan must:

- (a) Include a detailed description of the service;
- (b) Identify the service provider; and
- (c) Describe an appropriate transportation plan so residents can reasonably access services to be provided off-site.

While written documentation is not required for these services, applicants must complete the General Affordable Services Table for mixed-population projects in the NOFA Application for Funding to demonstrate that the lead service provider for the General Affordable units has established relationships with partner agencies in the community to which residents may be referred for services as needed.

B. Services Definitions

The following are descriptions of the services listed in the Services Criteria Matrix. Refer to the Matrix to determine which services are required in the services plan at Application and which are required at Loan Close, based on the tenant population(s).

Service plans that do not provide the appropriate Services Required at NOFA Application Threshold will not pass threshold review. To be considered provided, the Plan and documentation must meet the definition of “provided” as described above.

All services are required to be voluntary for tenants. Participation in services may not be a condition of tenant selection nor tenancy.

Case Management: The primary service provided to tenants on-site. Case managers work with tenants to jointly develop individualized service plans, link tenants to supportive services, e.g., mental health care, and to basic necessities, e.g., food banks/meal delivery, follow up on the outcome of referrals, and coordinate with property management staff to support tenant stability in housing and with other staff (e.g., Resident Services Coordinator) to support community building. Case management also includes the following activities:

- **Individualized Service Plans:** Services staff conduct an initial assessment and work jointly with each tenant to develop an individualized service plan (ISP) to establish goals and corresponding action items to achieve them. Assessments and ISPs should be updated regularly.
- **Housing Outplacement:** Linkage to alternative housing options for tenants that require either a higher or lower level of care based on changes to their functioning or health status. Examples of other housing types include board and care, residential treatment, assisted living facilities, or affordable housing.

Mental Health Care: The provision of mental health interventions that meet the tenants' needs, such as individual/family therapy, group therapy, crisis intervention, and support groups.

Substance Use Services: Services to assist tenants experiencing substance use disorders in an outpatient setting, such as individual therapy, group therapy, relapse prevention, and support groups. Tenants may also need access to residential substance use treatment. Both substance use services in an outpatient setting and access to residential substance use treatment must be addressed.

Educational Services: Services to promote tenants' formal educational growth, as appropriate to the age of the tenant population, such as GED classes, school enrollment, and tutoring support. This service is separate from workshops or classes on life skills topics that fall under the Life Skills service category for purposes of this NOFA. For tenants with school-age children, educational services may also include assistance with school enrollment/transfers, arranging for tutoring services, and the like.

Employment Services: Services to support tenants in securing employment, such as job skills training, resume writing, job placement, and job retention services.

Life Skills: Training tenants in various life skills, such as household maintenance, nutrition, cooking, money management, and parenting education, in order to promote independence and successful long-term tenancies. The training can occur one-on-one or in group settings.

Physical Health Care: The provision of physical health services, such as primary health care, dental care, and vision care. Physical health care also includes:

- **Medication Management:** A range of services to assist tenants with their prescription medications, including a review of prescriptions and side effects, patient education, and ensuring compliance with the medication regimen.

Benefits Assistance: Services to assist tenants with the process to secure government benefits for which they are eligible, such as Supplemental Security Income (SSI) and CalFRESH, including collecting documentation, submitting applications and making appeals. Benefits assistance may also include:

- **Attendant Care:** In-home assistance to tenants in need of help performing activities of daily living, such as housekeeping, shopping, and cooking. Attendant care can be provided through the County's In-Home Supportive Services program.

Representative Payee: Financial management for those tenants identified by the Social Security Administration as needing help in managing their benefits. The representative payee ensures that the client uses monthly benefits to pay for basic needs and medical needs before addressing personal needs.

Legal Assistance: Services provided by attorneys to assist tenants with legal matters in areas such as family law, government benefits, and employment.

Child Care: Access to free or low-cost child care programs to support parents with children of ages 0 – 5, or afterschool care for school-age children.

Adult Day Care: Community-based facilities that provide daytime care and supervision, including social activities, educational programs, health monitoring and exercise, to older or disabled adults.

Information & Referral/Services Coordination: Linkage to supportive services and other resources in the community. This is an important role of the Resident Services Coordinator for tenants in general affordable units.

8. SUPPORTIVE SERVICES PROGRAM REQUIREMENTS

Service providers must ensure that:

- Service provision is flexible and responsive to residents' needs.
- Services are culturally-specific and linguistically-appropriate.

All projects are required to have written policies and procedures and to train staff on those policies and procedures covering:

- Drug and/or alcohol use on-site and off-site, including steps to deal with relapsing residents to ensure their ability to remain in the housing.
- Payment of rent by residents during periods of hospitalization.
- Protecting the privacy and confidentiality of residents.
- Assisting applicants and residents in making reasonable accommodation requests, both of property management and outside entities, such as housing authorities, to ensure that persons with disabilities have access to and can maintain housing.
- Violence Against Women Act (VAWA) protections for survivors of domestic violence when applying for, and residing in, federally assisted housing. See <https://www.lahsa.org/portal/apps/vawa> for further information.
- Ensuring the safety and security of staff and residents, including instances of violence and the sale and use of controlled and/or illegal drugs/substances.
- Initial and periodic training in the appropriate and immediate response to tenant crises, such as when tenants become a danger to themselves or others.
- Initial and periodic training in the operator's program philosophy, values, and principles, including those regarding relapse, substance use on-site, and harm reduction. Projects with federal funding (e.g., project-based Section 8 rental assistance) are exempt from any harm reduction requirements that conflict with federal drug laws but otherwise are required to use harm reduction approaches (i.e., general zero tolerance policies are prohibited).
- Grievance procedures.
- Supporting and promoting Voluntary Moving On practices, when resources permit, to help special needs tenants to voluntarily relocate to alternative affordable housing in the community with lower intensity services.

- Facilitating program transfers in accordance with the Coordinated Entry System’s Permanent Housing Transfers policy. Transfers to another permanent housing or housing program are designed to better meet a tenant’s ongoing needs and reduce the tenant’s risk of returning to homelessness and/or other adverse outcomes. (For more information, the policy can be found at <https://www.lahsa.org/documents?id=5524-coordinated-entry-system-policy-permanent-housing-transfers>).

It is highly recommended that supportive service staff and property management staff be trained together on these requirements, whenever possible, to help support mutual understanding and collaboration.

9. HOMELESS SPECIAL NEEDS POPULATIONS

Permanent supportive housing for homeless households may target individuals (inclusive of TAY), families and/or families with children experiencing homelessness. The range of services to be provided will vary depending on the particular subpopulation of homeless households served, e.g., chronically homeless, veterans, seniors. All permanent housing developments for persons exiting homelessness shall provide safe, clean, affordable housing to provide stability to residents who will likely have experienced a great deal of disorder and trauma while homeless. It is critical that the housing provider foster a sense of community and support for its residents.

Service providers must assist residents in adjusting to their new living arrangements, help them successfully maintain independent living, and coordinate services to meet their needs, including physical health, mental health, substance use treatment, and other services that support housing retention. Projects serving homeless families with children shall ensure that supportive services target both parents and children.

A. Homeless

Residents served must meet HUD’s homeless definition. The full definition can be accessed at

https://www.hudexchange.info/resources/documents/HEARTH_HomelessDefinition_FinalRule.pdf

The LACDA is using the category 1 definition of homelessness for the purposes of this NOFA, although projects serving survivors of violence (Category 4 definition) are also eligible:

- (1) Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:
 - (i) Has a primary nighttime residence that is a public or private place not meant for human habitation;
 - (ii) Is living in a 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, and local government programs); or

(iii) Is exiting an institution where (s)he has 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

If HUD changes its homeless definition, providers are required to adhere to the definition in effect when leasing to new tenants.

Projects may also choose to target specific homeless subpopulations, including:

B. Chronically Homeless

The HUD chronically homeless definition can be accessed at <https://www.hudexchange.info/resources/documents/Defining-Chronically-Homeless-Final-Rule.pdf> is:

An abbreviated version of the chronically homeless definition is below. Consult the link above for the exact definition.

- 1) An individual who:
 - A. Has a disability
 - B. Has lived in a shelter, safe haven, or place not meant for human habitation for:
 - i. 12 continuous months with no breaks, or
 - ii. 4 separate occasions in the last three years that total 12 months.
 - C. Occasions are separated by at least consecutive seven nights. Stays in an institution of fewer than 90 days do not constitute a break.
- 2) An individual who has been residing in an institutional care facility for fewer than 90 days and met all of the criteria in paragraph (1) of this definition, before entering that facility; or
- 3) A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in paragraphs (1) or (2) of this definition, including a family whose composition has fluctuated while the head of household has been homeless.

If HUD changes its homeless definition, providers are required to adhere to the definition in effect when leasing to new tenants.

C. Homeless Veterans

“Veteran” means a person who served in the active military, naval, air service, or Coast Guard, including the National Guard and Reserve. For the PBVASH program, the VA has established a priority for chronically homeless veterans. The definition can be accessed at: <https://www.hudexchange.info/resources/documents/Defining-Chronically-Homeless-Final-Rule.pdf>

D. Homeless Transition Age Youth (TAY)

Homeless TAY are individuals or families between the ages of 18 – 24 who meet the HUD Category 1 definition of homelessness, noted above (although such young adults could also meet the Category 4 definition).

The full definition can be accessed at

https://www.hudexchange.info/resources/documents/HEARTH_HomelessDefinition_FinalRule.pdf

E. Persons Fleeing Domestic Violence or Other Life-Threatening Conditions

The LACDA is using the Category 4 definition of homelessness. The definition can be accessed at

https://www.hudexchange.info/resources/documents/HEARTH_HomelessDefinition_FinalRule.pdf

An abbreviated version of the definition is below. Consult the link above for the exact definition.

Any single adult, unaccompanied youth or family who:

- (i) Is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other life-threatening conditions that relate to violence against the individual or family member, such as human trafficking;
- (ii) Has no other residence; and
- (iii) Lacks the resources or support networks to obtain other permanent housing.

F. Homeless Seniors (aged 55+)

For the purposes of the LACDA's NOFA, the age requirement for seniors is 55 years of age and older. However, if a senior unit is assisted with federal project-based rental assistance, the age requirement is then 62 years of age and older.

In addition to the standard services for homeless residents, projects serving homeless seniors shall be designed to enable senior residents to remain independent, mentally alert, and engaged as they age in place. In order to allow tenants to age in place and remain in independent living for as long as possible, housing operators shall work with tenants to determine what accommodations can be made and services provided to allow them to remain in their units as their needs change. If and when a tenant's needs exceed what the housing operator is equipped to provide (directly or through partnerships), and the tenant can no longer safely live in his or her unit, housing operators shall make accessible to the tenant information and counseling regarding alternative care options and shall work closely with the tenant to establish a transition plan.

G. Homeless Persons with Mental Illnesses

Permanent housing developments must assist persons with mental illnesses in maintaining long-term, permanent housing. Service providers shall assist residents in adjusting to their new living arrangements and successfully maintain independent living. Providers shall also coordinate residents' housing and service needs. Some residents may require supportive services to address a variety of special needs in addition to mental illness, such as substance use disorders and developmental disabilities, while others may not require these specialized services.

10. OTHER SPECIAL NEEDS POPULATIONS

A. Persons Living with HIV/AIDS

Permanent housing developments must assist persons living with HIV/AIDS (PLWHA) and their families in maintaining long-term, permanent housing. Residential providers shall assist residents in adjusting to their new living arrangements and successfully maintain independent living. Providers shall also coordinate residents' housing, service, and other basic needs.

Some residents may require supportive services to address a variety of special needs in addition to HIV/AIDS, such as mental illness or substance abuse, while others may not require these specialized services.

Residents should also be connected to Los Angeles County's Division of HIV and STD Programs' Medical Care Coordination (MCC) services, accessed through medical homes, to promote improved health outcomes for PLWHA. Services for residents should also incorporate education on HIV/AIDS-specific issues, such as licit and illicit drug interactions, medical complications of substance use, and health and self-care practices.

B. Persons with Intellectual/Developmental Disabilities

Residential providers shall provide clean, safe, affordable housing for persons with developmental disabilities. Residential providers shall partner with the regional center case manager and the regional center contracted service providers (Independent Living Services or Supported Living Services) who will assist residents in adjusting to and successfully maintaining their independent or supported living arrangements and the overall coordination of their housing and service needs. Regional centers are private non-profit agencies under contract to, and receiving funds from, the State of California to assist persons with developmental disabilities to have access to the services and supports best suited to them throughout their lifetimes.

Applicants must recognize the specific needs of persons with developmental disabilities, who demonstrate a variety of levels of self-care skills, physical coordination and mobility, and/or disruptive or self-injurious behavior.

State of California Definition of Developmental Disability (CA Welfare and Institutions Code Section 4512(a)): “Developmental disability” means a disability that originates before an individual attains 18 years of age; continues, or can be expected to continue, indefinitely; and constitutes a substantial disability for that individual. As defined by the Director of Developmental Services, in consultation with the Superintendent of Public Instruction, this term shall include intellectual disability, cerebral palsy, epilepsy, and autism. This term shall also include disabling conditions found to be closely related to intellectual disability or to require treatment similar to that required for individuals with an intellectual disability but shall not include other handicapping conditions that are solely physical in nature.

Collaboration. Contact the community services department at the appropriate regional center to inquire about housing needs of individuals with developmental disabilities in the area. Technical assistance may be available from the regional center in whose catchment area the development will be located. The proposer shall work with the regional center and residents’ chosen service providers.

C. Transition Age Youth (TAY)

Permanent housing programs for at-risk transition age youth, 18 – 24 years of age (e.g., those exiting foster care), offer a vital opportunity to offset limited support networks, incomes, credit, rental history, and exposure to living independently with an opportunity to become stable in safe, affordable housing that is integrated with specialized supportive services. These programs offer youth a chance to address issues that may have developed during their diverse and sometimes turbulent histories. In turn, permanent housing improves outcomes related to education, employment, health care, and overall well-being. Proposers shall provide a safe and nurturing environment for all residents. Proposers must also promote a sense of community in their developments to mitigate the sense of isolation and lack of support that remain common experiences among this population.

TAY shall be provided with permanent housing that fosters independence and self-reliance, but still allows access to additional supportive services that are appropriate to their particular, individualized needs.

These programs are lease-based, where youth are treated as residents and assume all the rights and responsibilities associated with tenant-based housing. Though youth are not forced to move out prematurely, they shall be assisted if ultimately, they seek other permanent housing arrangements and to establish themselves as self-supporting. In these cases, it is critical that the proposer arrange to provide follow-up services to facilitate a smooth transition and sufficient access to services so that the youth will remain stable and meet tenancy requirements.

11. PROPERTY MANAGEMENT AND TENANT SELECTION PLAN

The role of housing stability in preventing and ending homelessness is crucial. Special Needs households, including those experiencing homelessness, often encounter barriers to housing beyond just their ability to pay rent. Property managers and owners must recognize that supportive housing programs are intended to house people whose often damaged credit, poor rental histories, and/or criminal backgrounds disqualify them from traditional or standard tenant screening processes.

Supportive housing programs are successful in serving the people for whom they are designed only when these circumstances do not raise insurmountable barriers to accessing housing. To the extent permitted by the rules and regulations related to the type of housing, housing providers should adopt lenient and flexible criteria regarding these common barriers when creating a tenant selection plan. The development of a Tenant Selection Plan will be a collaborative effort between the LACDA, affected County Departments, the management agent, and the owner. Please note the following:

1. Poor rental and credit history may be evidence of financial or personal stress that will be alleviated by living in affordable supportive housing. As a result, an applicant's poor rental or credit history may not be a reliable indication of future behavior. A screening process that allows individuals to demonstrate mitigating circumstances and considers factors like a support structure, the potential benefit of available services, and an affordable rent level may help to mitigate unnecessary barriers to housing. For example, requiring one (1) year or more of consecutive housing history or a good credit score would likely be an unnecessary barrier for an applicant for supportive housing.
2. Criminal backgrounds can raise additional hurdles in a population experiencing homelessness. Individualized screening processes will help housing providers better distinguish between a criminal background that indicates a demonstrable risk to resident safety and/or property and one that does not. An applicant that does not present risks to resident safety or property should not be screened out by the property management agency.

Property managers and owners must employ a Housing First model to tenant selection. Housing First approaches quickly connect people experiencing a housing crisis with permanent housing without preconditions (e.g., sobriety, treatment, or service participation requirements) and the supports needed to maintain housing.

The Property Management and Tenant Selection Plans must identify, describe, and utilize Housing First and low-barrier tenant selection processes that prioritize those with the highest needs for available housing. Additionally, plans must address:

1. Applicant eligibility and screening standards, and differences between outreach for Special Needs and general population applicants.
2. The use of the local Coordinated Entry System (CES) for referrals of homeless special needs tenants.

3. Confidentiality policy.
4. Substance abuse policy.
5. Communication between property manager and services coordinator/case manager.
6. Eviction policies and eviction prevention procedures.
7. Processes for assisting tenants to apply for utility rate assistance programs, if available.
8. How applicants and residents will be assisted in making reasonable accommodation requests, in coordination with the services provider and persuasive to outside entities, such as Housing Authorities, to ensure that persons with disabilities have access to and can maintain housing.
9. Consumer rights specific to adaptability features available in each unit.
10. The type of Green Education to be offered to residents and the ways that residents will be made aware of the project's green building elements.
11. Housing First practices, consistent with the core components set forth in Welfare and Institutions Code Section 8255(b), which include:
 - Tenant screening and selection practices that promote accepting applicants regardless of their sobriety or use of substances, completion of treatment, or participation in services.
 - Applicants are not rejected on the basis of poor credit or financial history, poor or lack of rental history, criminal convictions unrelated to tenancy, or behaviors that indicate a lack of "housing readiness."
 - Participation in services or program compliance is not a condition of permanent housing tenancy.
 - Tenants have a lease and all the rights and responsibilities of tenancy, as outlined in California's Civil, Health and Safety, and Government codes.
 - The use of alcohol or drugs in and of itself, without other lease violations, is not a reason for eviction.
 - Use of a coordinated entry system that prioritizes eligible tenants based on criteria other than "first-come-first-served," including, but not limited to, the duration or chronicity of homelessness, vulnerability to early mortality, or high utilization of crisis services.
 - The project and specific unit may include special physical features that accommodate disabilities, reduce harm, and promote health and community and independence among tenants.
12. Policies and practices to facilitate the implementation of reasonable accommodation policies.
13. Policies and practices to work with the Lead Service Provider to support Voluntary Moving On strategies (<https://files.hudexchange.info/resources/documents/PHA-Moving-On-How-To-Guide.pdf>), consistent with best practices for supportive housing programs and with California State Department of Housing and Community Development requirements for supportive housing projects. When community resources allow (e.g., tenant-based vouchers are available), Voluntary Moving On expands a community's supportive housing capacity by helping persons who no longer need

or want intensive services to move to alternative affordable housing with services, thereby creating supportive housing vacancies for other special needs persons in need.

14. Policies and procedures to notify victims of violence about their protections under the Violence Against Women Act and to ensure rental applicants and tenants who are survivors can realize their full rights. See local guidelines and requirements for the local Continuum of Care in which the housing project is located. For the LA CoC, see <https://www.lahsa.org/portal/apps/vawa>.

The Property Management Plan will be assessed for its applicability to the proposed project and target population and will be evaluated against the criteria above and in the Supportive Services Supplemental Document. It must be consistent with other assertions throughout the Supportive Services Plan (e.g., outreach to applicants, eviction policies, etc.) and must demonstrate that there is a system in place for coordination between the goals of the project's supportive services and property management. Projects with federal funding (e.g., project-based Section 8 rental assistance) are exempt from harm reduction requirements that conflict with federal drug laws.

EXHIBIT 1
LIST OF DHS-APPROVED INTENSIVE CASE MANAGEMENT SERVICES
PROVIDERS

Supportive And/Or Housing Master Agreements

	Name:	Agreement #:	Execution Date:
1.	20/20 Oracle Solutions	H-708427	3/4/2020
2.	A Brighter Beginning Housing	H-709199	8/26/2021
3.	A Brighter Day Recuperative Care, LLC	H-707994	2/26/2019
4.	A Chance to Shine, Inc.	H-708019	4/11/2019
5.	A Community of Friends	H-706063	5/20/2014
6.	A New Way of Life Re-Entry Project	H-707638	3/16/2018
7.	A Step to Freedom	H-708262	10/2/2019
8.	A.R.K. Recovery	H-708274	3/25/2020
9.	Addiction Research and Treatment, Inc.	H-709010	6/10/2021
10.	Affordable Living for the Aging	H-706001	4/21/2014
11.	Agave Investment and Development, LLC	H-708275	1/22/2020
12.	Alcoholism Center for Women, Inc	H-708128	4/17/2019
13.	Alcott Center for Mental Health Services	H-706452	12/8/2015
14.	Alliance for Community Empowerment, Inc.	H-708256	9/26/2019
15.	Alliance for Housing and Healing	H-705447	10/9/2012
16.	Alma Family Services	H-707960	2/22/2019
17.	AltaMed Health Services Corporation	H-708629	11/16/2020
18.	AMCAL Multi-Housing Inc.	H-706064	5/20/2014
19.	America Works of California, Inc.	H-708752	9/15/2020
20.	American Family Housing	H-707657	4/17/2018
21.	Anchor of Hope International Ministries, Inc	H-707424	12/1/2017
22.	Angel Housing	H-707955	2/20/2019
23.	Antelope Valley Partners for Health	H-708768	10/5/2020
24.	Ascencia	H-706086	5/29/2014
25.	Asian American Drug Abuse Program, Inc.	H-707939	1/29/2019
26.	Asian Youth Center	H-707625	2/23/2018
27.	Assisted Living Foundation of America	H-708165	8/26/2019
28.	Bayfront Youth and Family Services	H-709088	6/30/2021
29.	Beach Cities Health District, a CA Health District	H-709179	6/17/2021
30.	Behavioral Health Services, Inc.	H-708014	4/15/2019
31.	Beit Tshuvah	H-707635	3/13/2018
32.	Bethel LA Community Development Corporation	H-707637	3/16/2018
33.	Bienestar Human Services, Inc.	H-708612	6/19/2020
34.	Boys & Girls Club of West San Gabriel Valley	H-708260	10/4/2019
35.	Braswell Rehabilitation Institute for Development of Growth and Educational Services,	H-708315	10/3/2019
36.	Bridge to Home SCV	H-707620	2/26/2018
37.	Bridge to Hope, Inc.	H-708263	1/21/2020
38.	Brilliant Corners	H-705430	9/14/2012
39.	Bryant Temple AME Community Development Corporation	H-707645	4/3/2018
40.	Building Lives, LLC	H-708149	5/8/2019
41.	California Hispanic Commission on Alcohol and Drug Abuse, Inc.	H-705418	9/14/2012

	Name:	Agreement #:	Execution Date:
42.	Cambodian Association of America	H-708619	6/25/2020
43.	Canon Human Services Centers, Inc.	H-708131	6/5/2019
44.	Care Harbor	H-709003	3/22/2021
45.	Catholic Charities of Los Angeles, Inc.	H-707640	3/19/2018
46.	Center for Employment Opportunities, Inc.	H-707658	4/23/2018
47.	Center for Health Justice, Inc.	H-707519	12/20/2017
48.	Center for Interated Family and Health Services	H-708252	8/1/2019
49.	Center for Living and Learning	H-707339	8/28/2017
50.	Centinela Youth Services	H-707959	2/21/2019
51.	Century Villages at Cabrillo, Inc.	H-707314	8/17/2017
52.	Cerritos Community College District	H-708821	10/21/2020
53.	Chabad of California, Inc.	H-708132	6/5/2019
54.	Champions in Service San Fernando Valley and Greater Los Angeles	H-707659	4/25/2018
55.	Charles R. Drew University of Medicine and Science	H-709006	4/7/2021
56.	Childrens Bureau of Southern California	H-708771	10/5/2020
57.	Childrens Hospital Los Angeles	H-707967	2/21/2019
58.	Chinatown Service Center	H-707957	2/20/2019
59.	Chosen Gospel Recovery, Inc.	H-708763	9/4/2020
60.	Christ-Centered Ministries	H-707630	3/6/2018
61.	CLARE MATRIX	H-707280	6/14/2017
62.	Clifford Beers Housing, Inc.	H-706062	5/14/2014
63.	Coalition for Engaged Education	H-707346	9/7/2017
64.	Coalition for Responsible Community Development	H-707401	11/16/2017
65.	Color Us Purple, LLC	H-708767	9/7/2020
66.	Comagine Health	H-708440	4/27/2020
67.	Community Health Alliance of Pasadena (ChapCare)	H-708010	3/19/2019
68.	Community Partners	H-708146	5/8/2019
69.	CORE Community Organized Relief Effort	H-708627	8/11/2020
70.	Covenant House California	H-707639	3/16/2018
71.	CRI-Help, Inc.	H-708012	3/26/2019
72.	David & Margaret Home, Inc., DBA David & Margaret Youth and Family Services	H-708257	9/16/2019
73.	Diamond Adult & Senior Concierge	H-708615	5/26/2020
74.	Didi Hirsch Psychiatric Service	H-707236	5/1/2017
75.	Disability Community Resource Center, Inc.	H-705431	9/14/2012
76.	Divine Healthcare Services, Inc.	H-708142	5/8/2019
77.	Door of Hope	H-707643	3/22/2018
78.	Downtown Womens Center	H-705419	9/14/2012
79.	East Valley Community Health Center, Inc.	H-707704	6/6/2018
80.	Edwards Consulting, LLC	H-709197	8/18/2021
81.	El Centro Del Pueblo	H-709090	7/13/2021
82.	Elevation Point 2, Inc. DBA Elevation Health Partners	H-708438	4/10/2020
83.	Ellas Foundation	H-708259	9/23/2019
84.	Emotional Health Association, dba SHARE! The Self-Help And Recovery Exchange	H-707281	6/14/2017

	Name:	Agreement #:	Execution Date:
85.	Enki Health & Research Systems, Inc.	H-708273	12/24/2019
86.	Epidaurus	H-706872	4/28/2016
87.	Essential Access Health	H-708834	2/1/2021
88.	Exodus Recovery, Inc.	H-706759	11/24/2015
89.	Fair Opportunity for Change, Inc.	H-708281	9/24/2019
90.	Fathers and Mothers Who Care, Inc.	H-708426	4/27/2020
91.	FBG Group, LLC	H-707944	2/1/2019
92.	First Place for Youth	H-706000	4/21/2014
93.	First to Serve, Inc.	H-707996	3/4/2019
94.	Five Keys Schools and Programs	H-708618	6/16/2020
95.	Flintridge Center	H-707626	2/27/2018
96.	Fly Like an Eagle Outreach, Inc.	H-707937	1/29/2019
97.	Fonthill Gardens Inc.	H-708255	8/24/2020
98.	Fred Browns Recovery Services, Inc.	H-708015	4/15/2019
99.	Free From Hardship L.A. Inc.	H-708845	3/30/2021
100.	Friends Outside in Los Angeles County	H-708715	8/11/2020
101.	Gateways Hospital and Mental Health Center	H-705954	1/7/2014
102.	Going Straight Ministries	H-708018	4/11/2019
103.	Good Seed Community Development Corporation	H-706938	5/18/2016
104.	Grandview Foundation, Inc.	H-708133	6/5/2019
105.	Greg Facktor & Associates LLC	H-708441	6/4/2020
106.	Hamburger Home dba Aviva Family and Childrens Services	H-707911	10/12/2018
107.	Harbor Interfaith Services	H-707350	9/19/2017
108.	Hathaway-Sycamores Child and Family Services	H-708268	12/2/2019
109.	Health Advocates, LLC	H-708163	7/31/2019
110.	Health Management Associates, Inc.	H-708439	5/4/2020
111.	HealthRIGHT 360	H-706979	8/8/2016
112.	Help Me Help You	H-708280	9/3/2019
113.	Helpline Youth Counseling, Inc.	H-707701	5/30/2018
114.	Heritage Clinic and the Community Assistance Program for Seniors	H-707623	2/23/2018
115.	Hillsides	H-708170	9/3/2019
116.	Hillview Mental Health Center, Inc.	H-706975	7/20/2016
117.	His Sheltering Arms, Inc.	H-708001	3/13/2019
118.	Hollenback Police Activities League	H-707941	2/1/2019
119.	Hollidays Helping Hands, Inc.	H-708152	6/7/2019
120.	Hollywood Community Housing Corporation	H-705955	1/7/2014
121.	Home at Last Community Development Corporation	H-707619	2/23/2018
122.	Homeboy Industries	H-707829	8/14/2018
123.	Homeless Health Care Los Angeles	H-705415	6/19/2012
124.	Homes for Life Foundation	H-707402	11/16/2017
125.	Hope of the Valley Rescue Mission	H-707949	2/7/2019
126.	Hospitality Industry Training and Education Fund dba Hospitality Training Academy	H-708279	4/3/2020
127.	House of Hope Foundation, Inc.	H-708002	3/13/2019

	Name:	Agreement #:	Execution Date:
128.	Housing Authority City of Los Angeles	H-705953	1/7/2014
129.	Housing Works	H-705416	9/14/2012
130.	I-ADARP, Inc.	H-708011	3/26/2019
131.	Imagine Los Angeles, Inc.	H-707188	4/5/2017
132.	Inner City Law Center	H-708147	5/8/2019
133.	InsideOUT Writers, Inc.	H-709077	5/19/2021
134.	Integrated Recovery Network	H-706426	10/14/2014
135.	Jacobs Ladder Boyle Heights LLC	H-708316	10/8/2019
136.	Jay Cee Dee Children Home, Inc.	H-707952	2/8/2019
137.	Jovenes, Inc.	H-706873	4/28/2016
138.	JSI Acquisition, Inc. DBA Libertana Home Health Care	H-707632	3/6/2018
139.	Just Us 4 Youth	H-709184	8/19/2021
140.	JWCH Institute, Inc.	H-705417	6/19/2012
141.	Kedren Community Health Center, Inc.	H-706964	6/6/2016
142.	Kingdom Causes Bellflower	H-708017	5/6/2019
143.	Koreatown Youth and Community Center, Inc.	H-707688	5/23/2018
144.	L.A. Family Housing Corporation	H-705982	3/25/2014
145.	LA Global Care	H-708169	9/5/2019
146.	Legacy LA Youth Development Corporation	H-709181	8/4/2021
147.	Legal Aid Foundation of Los Angeles	H-707740	7/30/2018
148.	Life Skills Training and Educational Programs, Inc.	H-705420	9/14/2012
149.	LINC Housing Corporation	H-707895	9/20/2018
150.	Los Angeles Boys and Girls Club	H-708148	5/8/2019
151.	Los Angeles Brotherhood Crusade, Black United Fund, Inc.	H-707940	2/1/2019
152.	Los Angeles Centers for Alcohol and Drug Abuse	H-707634	3/9/2018
153.	Los Angeles Christian Health Centers	H-707684	5/10/2018
154.	Los Angeles Community College District - East Los Angeles College	H-708631	9/10/2020
155.	Los Angeles Conservation Corps	H-708613	5/6/2020
156.	Los Angeles LGBT Center	H-707646	4/2/2018
157.	Love Home, Inc.	H-708261	9/27/2019
158.	LTSC Community Development Corporation	H-708168	8/28/2019
159.	Lutheran Social Services of Southern California	H-707621	2/23/2018
160.	Melanin Angels	H-709012	6/25/2021
161.	Men Taking Over Reforming Society, Inc.	H-708125	4/1/2019
162.	Mental Health America of Los Angeles	H-705421	9/14/2012
163.	Mercy Housing California	H-705956	1/7/2014
164.	Million Little	H-707943	2/1/2019
165.	Mt. San Antonio College	H-709004	4/7/2021
166.	Nanas & Papas Nest, LLC	H-709000	3/31/2021
167.	National Council on Alcoholism and Drug Dependence of the San Fernando Valley	H-708004	3/26/2019
168.	National Health Foundation	H-707240	5/5/2017
169.	Neighborhood Legal Services for Los Angeles County	H-708267	10/23/2019
170.	New Beginnings Respite Care, LLC	H-708151	5/21/2019

	Name:	Agreement #:	Execution Date:
171.	New Directions for Youth	H-707997	3/6/2019
172.	New Directions Housing, LLC	H-706871	4/28/2016
173.	New Earth Organization	H-707730	6/21/2018
174.	New Hope Academy of Change	H-707951	2/8/2019
175.	New Hope Drug and Alcohol Treatment Program, Inc.	H-708003	3/13/2019
176.	New Image Emergency Shelter For The Homeless, Inc.	H-705422	9/14/2012
177.	New Reflections, Inc.	H-708423	2/12/2020
178.	Open Arms Temporary Living, Inc.	H-708264	10/17/2019
179.	Pacific Clinics	H-706427	2/19/2015
180.	Painted Brain	H-709183	7/13/2021
181.	Parents, Educators/Teachers & Students in Action	H-707945	2/1/2019
182.	Partners in Care Foundation, Inc.	H-708153	6/11/2019
183.	PATH	H-705713	3/4/2013
184.	PATH Ventures	H-705835	8/1/2013
185.	Paving the Way Foundation	H-707299	8/9/2017
186.	PCS Family Services Inc	H-709086	8/3/2021
187.	Penny Lane Centers	H-705449	10/9/2012
188.	Personal Involvement Center, Inc.	H-708166	8/28/2019
189.	Phoenix Houses of Los Angeles, Inc.	H-708625	8/11/2020
190.	Pilipino Workers Center of Southern California	H-708164	9/23/2019
191.	Plenitude Independence	H-708277	2/11/2020
192.	Positive Outlook Housing	H-709084	6/23/2021
193.	Pretty Girlsss LLC	H-709002	3/11/2021
194.	Primary Care Development Corporation	H-708622	6/23/2020
195.	Principles, Inc.	H-708005	3/13/2019
196.	Project New Hope	H-708253	8/6/2019
197.	Public Health Foundation Enterprises, Inc. DBA Heluna Health	H-707340	8/28/2017
198.	Rancho San Antonio Boys Home, Inc.	H-709091	6/17/2021
199.	Reach for the Top, Inc.	H-708129	4/17/2019
200.	Reclaim-Possibility LLC	H-708272	12/12/2019
201.	Rescue-A-Life Foundation	H-708844	3/30/2021
202.	Rio Hondo Community College District - Rio Hondo College	H-708753	10/6/2020
203.	Safe Refuge	H-708016	4/8/2019
204.	Salvaged Lives Resources. LLC	H-709180	7/12/2021
205.	San Fernando Recovery Center	H-708270	11/6/2019
206.	San Fernando Valley Community Mental Health Center, Inc.	H-707160	3/9/2017
207.	Sanctuary of Hope	H-707654	4/19/2018
208.	Serenity Recuperative Care, Inc.	H-707961	2/21/2019
209.	Shields for Families	H-705423	6/19/2012
210.	Single Room Occupancy Housing Corporation	H-706649	7/30/2015
211.	Sleep Tight Tonight Transitional Services, Inc.	H-705424	9/14/2012
212.	Social Justice Learning Institute	H-707965	2/1/2019
213.	Social Model Recovery Systems, Inc.	H-708136	5/21/2019

	Name:	Agreement #:	Execution Date:
214.	Soledad Enrichment Action, Inc.	H-707869	8/29/2018
215.	South Bay Center for Counseling	H-707910	10/12/2018
216.	Southern California Alcohol and Drug Programs, Inc.	H-705425	6/19/2012
217.	Southern California Crossroads	H-708167	9/9/2019
218.	Southern California Health & Rehabilitation Program	H-706912	6/13/2016
219.	Special Service For Groups, Inc.	H-705426	9/14/2012
220.	SRHT Property Management Company	H-705695	12/20/2012
221.	St. Annes Maternity Home	H-707946	2/4/2019
222.	St. Johns Well Child and Family Center, Inc.	H-707135	12/23/2016
223.	St. Joseph Center	H-705427	9/14/2012
224.	Starfish Stories, Inc.	H-707622	2/23/2018
225.	Step Up On Second Street, Inc.	H-706002	4/21/2014
226.	Strong Food L.A. Kitchen, Inc.	H-707618	2/22/2018
227.	Tarzana Treatment Centers, Inc.	H-707425	11/28/2017
228.	Telecare Corporation	H-707644	3/22/2018
229.	Testimonial Community Love Center	H-706644	7/1/2015
230.	The AMAAD Institute	H-709085	7/28/2021
231.	The Anti-Recidivism Coalition	H-706854	3/24/2016
232.	The California Conference for Equality and Justice	H-707958	2/13/2019
233.	The Catalyst Foundation	H-707296	7/21/2017
234.	The Center at Blessed Sacrament	H-707871	9/4/2018
235.	The Chrysalis Center	H-707651	4/10/2018
236.	The GRYD Foundation	H-707956	2/12/2019
237.	The H.E.ART Project dba artworxLA	H-709083	6/9/2021
238.	The Illumination Foundation	H-706429	2/19/2015
239.	The Mission City Project, Inc.	H-709182	8/19/2021
240.	The People Concern	H-705414	6/19/2012
241.	The RightWay Foundation	H-708424	2/19/2020
242.	The Salvation Army	H-705428	6/19/2012
243.	The Skid Row Housing Trust	H-705450	10/9/2012
244.	The Urban Association of Forestry and Fire Professionals, inc.	H-708630	9/15/2020
245.	The Village Family Services, Inc.	H-707403	11/16/2017
246.	The Whole Child - Mental Health & Housing Services	H-707386	10/19/2017
247.	The WomenShelter of Long Beach	H-708624	7/23/2020
248.	Theatre of Hearts, Inc.	H-707942	2/1/2019
249.	Timelist Group, Inc.	H-708141	5/3/2019
250.	TLC Staffing Solutions Incorporated	H-708616	5/19/2020
251.	Toberman Neighborhood Center, Inc.	H-709196	8/18/2021
252.	Tree House Transitional Housing, Inc.	H-707963	2/25/2019
253.	Tri-City Mental Health Authority	H-708154	6/13/2019
254.	Turning Point Alcohol and Drug Education Program, Inc.	H-707624	2/23/2018
255.	UAW - Labor Employment and Training Corporation	H-708614	7/9/2020
256.	Union Station Homeless Services	H-706428	2/19/2015

	Name:	Agreement #:	Execution Date:
257.	Unite a Nation, Inc.	H-709001	3/8/2021
258.	United States Veterans Initiative	H-708144	5/3/2019
259.	UNITE-LA, Inc.	H-708620	6/23/2020
260.	Upward Bound House	H-705451	10/9/2012
261.	Van Ness Recovery House	H-708137	6/5/2019
262.	Venice Community Housing Corporation	H-707300	8/9/2017
263.	Veteran Social Services Inc.	H-708269	11/12/2019
264.	Via Care Community Health Center	H-707938	1/29/2019
265.	Victory Starts Now, Inc.	H-709200	8/30/2021
266.	VIP Community Mental Health Center, Inc.	H-709087	8/4/2021
267.	Vision To Learn	H-709011	6/9/2021
268.	Volunteers of America of Los Angeles	H-705429	9/14/2012
269.	Watts Healthcare Corporation	H-708138	6/19/2019
270.	Watts Labor Community Action Committee	H-706710	10/27/2015
271.	Weingart Center Association, Inc.	H-707347	9/8/2017
272.	Wellnest Emotional Health And Wellness	H-707968	2/22/2019
273.	West Hollywood Community Housing Corporation	H-708429	3/20/2020
274.	Whole Systems Learning	H-707966	2/21/2019
275.	Worker Education and Resource Center, Inc.	H-708178	6/4/2019
276.	You Can Health Services	H-708143	5/21/2019
277.	Youth Advocate Programs, Inc.	H-708162	7/31/2019
278.	Youth Justice Coalition, Inc.	H-707962	2/20/2019
279.	Youth Policy Institute, Inc.	H-707627	2/27/2018
Total Number of Agreements:		279	

EXHIBIT 2
SAMPLE SUPPORTIVE SERVICES COMMITMENT LETTER

[Letterhead of Agency Committing Service]

[Date]

[Applicant Name]

[Address]

SUPPORTIVE SERVICES COMMITMENT FOR [PROJECT NAME]

Dear [Applicant Contact Name],

I am pleased to provide this letter of commitment for [Applicant & Project Name], a [XX] unit [type of project: e.g. Permanent Supportive Housing; Mixed Affordable & Permanent Supportive Housing] for [target population(s)] located at [address].

[Description of Agency Committing Service].

[Agency Committing Service] is committed to providing [description of the services to be provided] to the [Project Name]'s [target population(s)] who will be able to access the service]. Services will be available to [Project Name]'s residents [days and hours during which services will be provided] at [location where services will be available].

The term of this agreement shall be for [duration of the agreement].

We look forward to partnering with you on this project.

Sincerely,

[Contact Name of Agency Committing Service]