**Center operators will provide all aspects of facility operations such as:**

Accommodations, Storage, and Access

A. Safe and clean sleeping accommodations for at least 75 homeless adults each night.

B. Property storage with secure and controlled access on-site.

C. Access to the Center 24-hours a day, seven days a week.

D. Community room/awake area for clients to access 24 hours a day, seven days a week

on-site. This area can also serve as the location where food or meals are offered.

Space and Security

E. On-site space for case managers and other service providers to meet with
Center clients.

F. Method to monitor and control access, track clients, and manage/document

participation by collaborating service partners when the partners are on site.

G. Coordinate site security and facilitate uniform and effective program entry and provide

property searches, as appropriate. Site security includes review of the areas/sidewalks around the program site and functions related to the Good Neighbor practices below.

Clean Living Environment

H. Staff oversight, janitorial service, and maintenance coordination for the sleeping areas, bathrooms and showers, client laundry facilities, client storage areas, the dining/client community room (open around the clock), and general grounds of the program site.

I. Policies and procedures, including client responsibilities, to create a site that is pet-friendly, as well as accommodating to service, support, and companion animals.

J. Coordination and access of client laundry facilities and provide detergents, etc. to facilitate shared use by all on-site clients.

Food and Meals

K. MOU with identified meal provider regarding daily client meals, possible delivery, schedule, and related communications. In the 24/7 community room, provide access to meals, beverages, and snacks throughout the day outside of any scheduled meal times.

Experienced Staff

L. At least one staff member on each shift with one year or more of experience in providing services directly to homeless people. Provide at least one staff member on each shift that speaks Spanish.

M. Staff training and development including training on ethics, health, professionalism, cultural competency, showing respect for clients and fellow staff, mental health and substance abuse issues, ADA awareness and accommodations, and other pertinent issues for the population.

Community Support

N. Promotion of peer support, community, and team-building among clients and between clients and staff.

O. Opportunity for client feedback (spoken and written form) and suggestions as well as a written and posted Complaint and Grievance Procedures.

P. Track and maintain general operational records including critical incidents that include any emergency response related to the site and the clients.

**Service providers will provide all aspects of supportive services such as:**

On-site Assessments and Service Plans

A. Welcome, Intake, and Assessment for all new clients, and updates for any clients that may return. Intake will include a release of information and consent forms that support exchange of client information with program partners and systems, including HMIS.

B. Individualized and client-led service plans with all clients. Use intake and assessment information with partnering providers to 1) facilitate housing placement; 2) acquire public benefits and/or entitlements (i.e. SNAP, SSI/SSDI, VA); and 3) make connections to treatment resources for ongoing recovery and health needs. Service plans will reflect the short-term nature of assistance toward housing placement and include client identified strengths, goals, and support networks.

Coordination

C. Communication with City departments regarding any needs for on-site services such as benefits, medical services, treatment options, and mental health programs.

D. Wellness checks, as necessary, using passive observation of the client population and coordinating with site management to identify behaviors that may concern on-site staff.

E. Coordination and scheduling with collaborating service partners and subcontractors.

F. Facilitating travel to critical off-site appointments, especially those related to benefits and exit placements, and supporting clients to follow through on appointments on-site.

H. Case conferencing, as needed, with service partners and subcontractors to coordinate individual client support and seamless service delivery and transfer.

Conflict Resolution

1. Timely on-site conflict resolution to assist in problem-solving and skill-building.

**Center operators and service providers will maintain a working relationship with the community using good neighbor practices and policies such as:**

1. Direct work with provider leadership, City staff, and the neighborhood to ensure that neighborhood concerns about the facility are heard and addressed.
2. Center leadership attends Center-related neighborhood meetings
3. Actively discourage and address excessive noise or loitering from program clients and others who may be near the site. Coordinate with other services providers, City departments, etc., as needed to address these issues and their impacts.
4. Inform neighborhood businesses and residents of the services available at the Center and how individuals are referred.