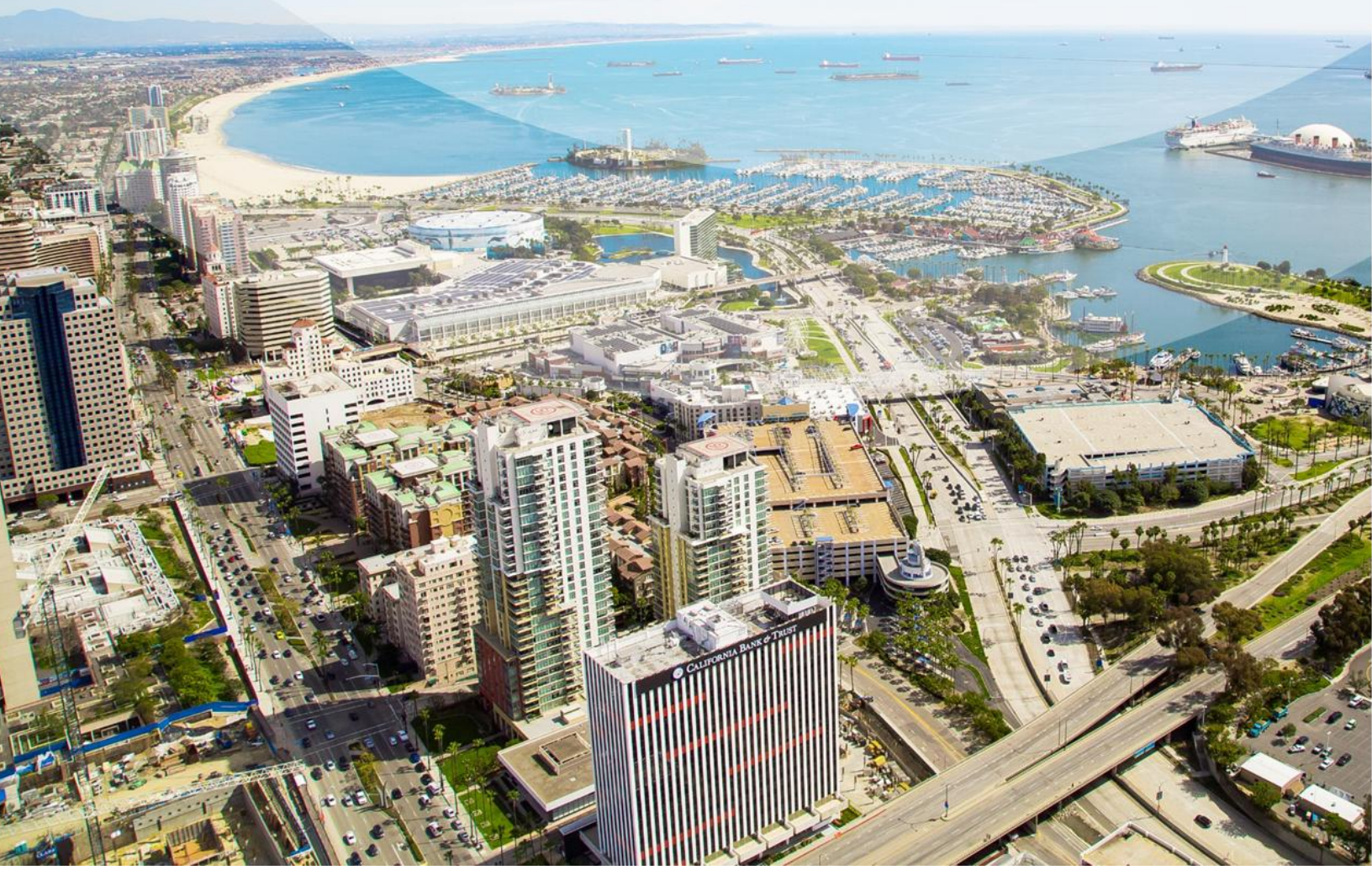


City of Long Beach

Request for Proposals HSB-2026-002
Continuum of Care Projects Portfolio



Overview

Summary

The City of Long Beach (City), Department of Health and Human Services (Health Department), is requesting proposals from non-profit homeless service organizations planning to renew and/or expand their project(s) as part of the Long Beach Continuum of Care (CoC) Portfolio.

Key Dates

Release Date: November 22, 2025

Questions Due to the City: November 26, 2025

Proposals Due: December 5, 2025

The City reserves the right to modify these dates at any time, with appropriate notice to prospective Contractors.

Proposal Information

Instructions for what to include in your proposal and how to submit it are detailed in Section 4.

Proposals must be submitted electronically via Cognito Forms.

Official Contact

HSB Contracts & Procurement

HSB-Procurement@longbeach.gov

All communication with the City related to this RFP must be directed to the contact listed above.

Contents

1 The Opportunity

- 1.1 Project Summary
- 1.2 Background
- 1.3 Need for Continuum of Care Projects
- 1.4 Goals
- 1.5 Funding
- 1.6 Award Terms

2 Program Requirements

- 2.1 Federal CoC Program Requirements
- 2.2 Long Beach Continuum of Care Program Requirements
- 2.3 Coordinated Entry System
- 2.4 Participant Eligibility
- 2.5 Enrollment Procedures
- 2.6 HMIS Data Collection and Participation
- 2.7 Supportive Services Activities
- 2.8 Eligible Costs
- 2.9 Program Exit
- 2.10 Program Policies and Procedures

3 Permanent Housing Scope of Work

- 3.1 Permanent Supportive Housing Overview
- 3.2 Rapid Rehousing Overview

4 Transitional housing Scope of Work

- 4.1 Length of Program

- 4.2 Rental and Lease Standards
- 4.3 Transitioning Out of the Program
- 4.4 Performance Metrics

5 Joint Components TH-RRH Scope of Work

- 5.1 Length of Program
- 5.2 Performance Metrics

6 Supportive Services Only Scope of Work

- 6.1 Length of Program
- 6.2 Performance Metrics

7 How We Choose

- 7.1 Minimum Qualifications
- 7.2 Evaluation: Ranking and Prioritization

8 Proposal Instructions & Content

- 8.1 Timelines & Instructions
- 8.2 Proposal Content
- 8.3 Narrative Proposal Template

9 Terms & Conditions

- 9.1 Acronyms/Definitions
- 9.2 Solicitation Terms & Conditions
- 9.3 Contract Terms & Conditions
- 9.4 Additional Requirements
- 9.5 Protest Procedures

10 Appendix

- 10.1 Appendix A: Eligible Projects

1 The Opportunity

1.1 Project Summary

The City of Long Beach (City), Department of Health and Human Services (Health Department), is requesting proposals from non-profit homeless service organizations planning to renew, transition, and/or expand their project(s) as part of the Long Beach Continuum of Care (CoC) Portfolio. The CoC portfolio is designed to assist adults, youth, and families with minor children experiencing or at-risk of homelessness quickly stabilize by connecting them to permanent housing and supportive services.

The City is designated as a Unified Funding Agency (UFA) for CoC Program Competitions, which authorizes the City to lead the Long Beach CoC in preparing the Consolidated Application to the Notice of Funding Opportunity (NOFO) and facilitating a solicitation for all projects considered for CoC funding in the Long Beach region. This City is preparing for the U.S. Department of Housing and Urban Development (HUD) Program Competition NOFO Consolidated Application to operate and/or administer projects within the Long Beach CoC.

RFP Overview

- Program Requirements: Contractor shall adhere to the standards outlined in [Section 2 Program Requirements](#).
- Scope of Work (SOW): Contractor shall adhere to the applicable Scope of Work for their project intervention type. Refer to [Appendix A: Eligible Projects](#) to identify which SOW your project must adhere to.
- Terms & Conditions: Contractor shall adhere to all terms & conditions outlined in [Section 9: Terms & Conditions](#).

It is the applicant's responsibility to thoroughly review this RFP before preparing a proposal for funding to ensure that they can comply with the RFP and all of the program requirements.

1.2 Background

The City's Homeless Services Bureau (HSB) has been awarded funding through the CoC NOFO. The CoC is a federal grant initiative established in the early 1990s and administered by HUD. The CoC program is designed to assist individuals (including unaccompanied youth) and families experiencing homelessness and provide the services needed to help such individuals move into transitional and permanent housing, with the goal of long-term stability. More broadly, the CoC Program is designed to promote community-wide planning

and strategic use of resources to address homelessness; improve coordination and integration with mainstream resources and other programs targeted to people experiencing homelessness; improve data collection and performance measurement; and allow each community to tailor its programs to the strengths and challenges in assisting homeless individuals and families within that community. The [CoC Program interim rule](#) provides that CoC Program funds may be used for projects under the following program components: permanent housing, transitional housing, and supportive services only. In addition to the projects noted above, the grant also supports the following costs in which the City of Long Beach self-administers: administrative costs related to systemwide planning, HMIS, and Unified Funding Agency (UFA ([24 CFR 578.11](#))) responsibilities, of which the City of Long Beach is the designated sole grant recipient for the CoC.

1.3 Need for Continuum of Care Projects

The 2025 Long Beach Point-in-Time (PIT) Homeless Count identified 3,595 individuals experiencing homelessness on the morning of January 23, 2025. This count identified 2,606 unsheltered persons (living on the streets, in cars, and other locations not meant for human habitation) and 989 sheltered persons (emergency shelters, transitional housing, and other temporary living arrangements).

During the count, 390 (10.9% of total PIT count) individuals identified as newly homeless in the Long Beach area. This number highlights the ongoing pressures of rising housing costs, economic instability and other systemic challenges. While the City is making progress in housing those already unhoused, these data underscore the need for both prevention and long-term solutions. Through this RFP, the City has an opportunity to strengthen partnerships with organizations in the CoC Portfolio that provide comprehensive supportive services, ensuring continuity of care and sustained impact.

1.4 Goals

The City has endeavored to address the needs of individuals, youth, and families through a strategic process that engages a broad base of community stakeholders. This process requires the concentrated efforts of everyone in the Long Beach community to plan and provide a dynamic, comprehensive, and coordinated system of services and programs that address the specialized needs of persons experiencing homelessness. This effort demands that each funded partner not only operate in terms of their respective mission but also within the citywide context of ending homelessness. Therefore, each project must consider how it functions in the broader CoC system of care to deliver outcomes that contribute to exiting as many people as possible into permanent housing.

1.5 Funding

HUD regulations require the Long Beach CoC to follow the CoC Grant Life Cycle, which consists of five key steps: Application, Conditional Grant Award, Grant Agreement, Project Operation, and Grant Renewal. The City first applied for and received CoC funding in 1997, with the City Council and Mayor authorizing the City of Long Beach Department of Health and Human Services to serve as the lead and administrative entity for the Long Beach Continuum of Care. Annually since then, these funds have been made available via a NOFO process, allowing HUD-designated CoC jurisdictions to apply for CoC funding. CoC funds have served as a critically needed resource to support the development of a portfolio of programs serving adults, youth and families with minor children experiencing homelessness in the City.

This portfolio includes PH, TH, and SSO. The HSB serves as the lead and administrative entity responsible for overseeing administration, implementation, coordination, operation, evaluation, and management of CoC funding, programming, and related, required CoC components, including the CES and Homeless Management Information System (HMIS).

In accordance with [24 CFR 578.33](#), the City issues a solicitation to offer renewal opportunities to partners operating programs within the CoC portfolio. This process ensures the continued delivery of services to persons experiencing homelessness.

Funding efforts and decisions through this RFP will be made in alignment with national, statewide, and local strategic plans and goals including HUD's policy priorities, the Long Beach PIT Count, and other strategic plans pertaining to ending homelessness.

1.6 Award Terms

The contract awarded under this RFP will be for a period of one year with the option to renew for one additional one-year period. The total contract term will not exceed two years. The contract term will commence July 1, 2026.

The City reserves the discretion to amend the contract awarded through this RFP at an equal, lesser, or greater amount or duration based upon performance, availability of funds, demonstrated need, and project outcomes.

In the event the Long Beach City Council or any other funding agency fails to appropriate the necessary funds for any fiscal year, the project conditionally awarded for that period will either not be funded or funded at a reduced award level.

Proposals submitted in response to this RFP may be used by the City, in its discretion and consistent with applicable federal, state, local, and funding requirements, to identify projects for award under alternative funding sources administered by the City.

If, as a result of the HUD CoC competition or subsequent CoC reallocation decisions, funds for a project are reduced, discontinued, or not awarded for any other reason, the City may use the results of this RFP to consider eligible projects for replacement or other funding from alternative sources, subject to eligibility and availability of funds.

Submissions of proposals under this RFP constitutes an applicants' interest in being considered for HUD CoC funding. Long Beach CoC will make efforts to identify and provide alternative sources of funding to sustain projects reallocated in part or in whole by the CoC and/or HUD, contingent upon availability and eligibility of alternative funding sources. However, selection through this RFP does not guarantee continued or replacement funding from any other source.

2 Program Requirements

Compliance with Federal and Long Beach CoC Program Requirements is mandatory for all projects funded under this RFP, regardless of intervention type.

2.1 Federal CoC Program Requirements

Contractors must adhere to the following but not limited to federal program requirements:

- Subtitle C of title IV of the McKinney-Vento Homeless Assistance Act, ([42 U.S.C. 11381-11389](#))
- CoC Program rule found in [24 CFR part 578](#)
- OMB Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards ([2 CFR part 200](#))
- Drug-Free Workplace requirements ([2 CFR part 2429](#))
- Federal Funding Accountability and Transparency Act of 2006 ([2 CFR part 170](#)) (FFATA), as amended
- Compliance with applicable Violence Against Women Act requirements in the Housing Chapter of VAWA, [34 U.S.C. 12491-12496](#), [24 CFR part 5 \(L\)](#)
- Compliance with System for Award Management and Universal Identifier Requirements at [2 CFR part 25](#)

Additionally, Contractors shall adhere to the applicable NOFO for the funding period.

2.1.1 HMIS Data Standards

Contractors must adhere to [HUD HMIS Data Standards](#). HMIS data standards have been established by the U.S. Department of Housing and Urban Development (HUD), the U.S. Department of Health and Human Services (HHS), and the U.S. Department of Veterans Affairs (VA) to allow for standardized data collection across systems about individuals and families experiencing homelessness. The HMIS Data Dictionary and the HMIS Data Standards Manual are the documentation of requirements for the programming and use of all HMIS and comparable database software.

2.1.2 Educational Program Requirements—for projects serving families

Projects that provide housing or services to families, must have designated staff that is responsible for ensuring that children who are served in the program are enrolled in school and connected to appropriate services in the community, including early childhood programs such as Head Start ([24 CFR 578.23](#)).

2.1.3 Additional Federal Program Requirements

Contractors must adhere to the following but not limited to requirements, as applicable, when executing their contract:

- Participation of homeless persons ([§ 578.75\(g\)\(1-2\)](#) and [§ 576.405](#))
- Service Requirements ([§ 578.75\(h\)](#) and [§ 576.401](#))
- Permanent Supportive Housing (PSH) Retention ([§ 578.75\(i\)](#))
- Faith-based ([§ 578.87\(b\)](#) and [§ 576.406](#))
- Participant termination ([§ 578.91](#) and [§ 576.402](#))
- Conflict of Interest ([§ 578.95](#) and [§ 576.404](#))
- Fair Housing and Equal Rights ([§ 578.93\(c\)](#))
- Equal Access Rule ([§ 5.105\(a\)\(2\)](#) and [§ 5.106](#))

Contractors shall also abide by any other regulations in accordance with the NOFO and HUD, for the applicable funding period.

2.2 Long Beach Continuum of Care Program Requirements

In addition to the Federal CoC Program Requirements, all projects funded through this RFP must adhere to the following requirements.

2.2.1 Contract Management

2.2.1.1 Ongoing Communication

Contractors are required to attend ongoing meetings scheduled by HSB representatives. The frequency of these meetings may be as frequent as recommended by HSB staff and Contractor but will be required at minimum once per month. These meetings may be

conducted virtually or in-person at the discretion of both parties. After each meeting, the HSB representative will complete a Check-In report for HSB records to maintain documentation on the Contractor's administrative and programmatic successes and challenges.

2.2.1.2 Program and Fiscal Reports

Funded organizations will be required to maintain and submit to HSB adequate information necessary to monitor program accountability and progress in accordance with the program and City requirements. These conditions include programmatic reports, invoices with supporting documentation of eligible expenditures, and insurance/contract requirements as stated within the RFP.

Contractor shall submit quarterly and annual expenditure and performance reports on outputs and outcomes, including information on the number and demographics of participants served to date and/or reports required by the grantor. All funded projects are required to collect Common Data Elements and Universal Data Elements for participants using HMIS. Quarterly reports are due within 10 days of the end of each quarter for the period of program operation. Additional submissions will be required as needed until the grant is closed out.

Following the submission of the reports, City staff will contact Contractor to schedule a meeting to review the performance and expenditure progress of the program.

2.2.1.3 Contract Payment

The City of Long Beach issues payment based upon services rendered. After a contract is finalized and work is performed, the Contractor should invoice the City. The City will remit payment within 30 calendar days of being billed. Invoices shall be submitted to HomelessServicesAdmin@longbeach.gov.

Contractors must ensure compliance with [Section 2.6 HMIS Data Collection and Participation](#), including accurate HMIS data entry and compliance, including case note completion, service entries, and financial assistance documentation, when submitting for reimbursement. Refer to [Section 2.6.11 Participant Master File and Documentation](#) for the list of required documents.

Refer to [Section 9](#) for Additional Terms and Conditions applicable to this solicitation.

2.2.2 Program Monitoring

Contractors shall actively participate in evaluation and monitoring activities conducted by the City and applicable grantors to assess program implementation and success.

Contractors shall submit timely and accurate reports, maintain effective communication, and share successes or challenges. The Contractor shall cooperate fully with the City and applicable grantors in executing an evaluation plan and program monitoring.

Program evaluation and monitoring may include site visits, interviews, documentation collection, HMIS assessments, invoice verification, and any other materials necessary to evaluate and monitor the program performance.

If program monitoring reveals noncompliance with grant of RFP requirements, the City reserves the right to impose a corrective action plan on the Contractor.

2.2.3 Record Requirements

2.2.3.1 Record Inspection

The City and applicable grantor(s) shall have the right to review, obtain, and copy all records and supporting documentation pertaining to performance funded via this RFP. Contractors must provide the City and applicable grantor(s) access to its premises, upon reasonable notice and during normal business hours, for the purpose of interviewing employees who might have information related to such records, and of inspecting and copying such books, records, accounts, and other materials that may be relevant to an investigation of compliance with the funding regulations, guidance, and directives.

2.2.3.2 Record Retention

Contractor must abide by [24 CFR 578.103](#) and maintain all records pertaining to this program for a minimum period of five years after the termination of the agreement.

If any litigation, claim, negotiation, audit, monitoring, inspection, or other action has been commenced before the expiration of the required record retention period, all records must be retained until completion of the action and resolution of all issues which may arise from it.

2.2.3.3 Public Records Act

Documentation pertaining to this RFP and subsequent agreements are considered public records, which are available for public viewing pursuant to the [California Public Records Act Division 10](#) (commencing with Section 7920.000) of Title 1 of Government Code.

2.3 Coordinated Entry System

The Long Beach Continuum of Care jurisdiction encompasses the 52 square-mile jurisdiction of Long Beach. All CoC funded projects must accept direct referrals from the Coordinated Entry System and refer regionally originating referrals to the appropriate LA County CES. CES sites are located within all eight (8) Service Planning Areas (SPA).

Contractors shall collaborate with the broader CoC system in Long Beach, including participating in the Long Beach CES and Los Angeles CES. The Contractor must coordinate with the local CES to ensure that any CES Access Point provides participants access to housing. The Contractor will participate in the Long Beach CES's intake process, which includes direct service for and referrals to appropriate homeless programs, mainstream resources, and housing. Funded projects must fill project vacancies from the CES hubs/prioritization list. Contractors must participate in Long Beach and Los Angeles CES/CoC meetings, any relevant subcommittees, trainings, and technical assistance that support quality service delivery within the system of care. Contractors must follow any guidance and policies that are implemented by the Long Beach CoC CES system.

Projects supported by this RFP's funds must coordinate and integrate, to the maximum extent practicable, funded activities with other programs focused on persons experiencing homelessness in Long Beach, mainstream benefits, housing, health, social services, employment, education, and other programs. Specifically, recipients must coordinate with and prioritize referrals through the Long Beach CES.

2.3.1 Change in Household Composition

Contractors shall transfer participants to a population-appropriate housing program if a change in their household status necessitates such a move, with consideration for participant choice and in alignment with program eligibility requirements. The Contractor shall continue providing services to such participants until the warm hand-off is successfully completed.

2.3.2 Coordination with Other Resources

Projects supported by this RFP's funds must coordinate and integrate, to the maximum extent practicable, funded activities with other programs focused on persons experiencing homelessness in Long Beach, mainstream benefits, housing, health, social services, employment, education, and other programs. Specifically, recipients must coordinate with and prioritize referrals through the Long Beach CES.

2.3.3 Participant Engagement

Participant engagement is the responsibility of program staff. Staff should always be working to ensure they are in regular contact with participants and have established an engaged relationship. If a staff person falls out of contact with a participant and cannot reach them, they must take due diligence to reconnect. All attempts at reconnection must be documented in HMIS in case notes to include the date of attempt, method, and outcome.

Different attempted contact approaches must be demonstrated: phone, email, text, letter through the mail, note, etc.

2.3.4 Participant Feedback

Contractors must obtain feedback from participants on the quality of services and housing they are receiving during their program enrollment. Contractor must assess participant satisfaction on a continual basis.

Contractors must have policies and procedures to ensure feedback from participants is anonymous, confidential, and optional. Policies and procedures must include a component identifying the anonymous collection of these surveys and must utilize a centralized and confidential system of storing all participant satisfaction surveys. Surveys must be made readily available to HSB for review upon request. In addition, Contractor must post surveys at the facility in a public space and make it available to participants upon request.

2.3.5 Staff Training

Contractors shall establish and document a regular process for onboarding new staff and regularly update training procedures for current staff.

Training shall include a review of all program policies and procedures. Contractor shall establish a regular and documented process to onboard new staff and keep staff updated on changing regulations and/or program policies concerning financial assistance, eligibility criteria, program requirements, supportive community resources, and CES information.

Contractor must maintain certificates and other documentation that verify training attendance for each CoC-funded staff member and be documented in the employees' file for the following topics:

All shall receive training on the following but not limited to topics:

- Case Management
- Program Operations
- Effective Approaches when interacting with participants
- Low Barrier Practices
- Tenant Rights and Responsibilities
- Legal Services Referrals
- Trauma Informed Care, including Secondary Trauma
- Mental Health First Aid
- Non-Violent Crisis Intervention
- Motivational Interviewing

- Domestic Violence and Safety Planning
- HMIS
- Mandated Reporting
- CPR, First Aid, and Communicable Disease procedures

2.4 Participant Eligibility

Contractor is required to ensure that all program participants meet the applicable eligibility requirements for each project(s) (PH, TH, SSO) as specified in the NOFO under which the project is funded. Agencies awarded funds are required to ensure that all program participants meet the applicable eligibility requirements for the project as specified in this RFP.

Participants must not be discriminated from entry into any project on the basis of a protected class including race, national origin or citizenship status, religion, sexual orientation, age, disability, veteran status, marital status, medical condition, political affiliation, citizenship or status as a victim of domestic violence.

2.4.1 CES Assessment

The Long Beach CoC has minimized its application of the Vulnerability Index - Service Prioritization Decision Assistance Tool (VI-SPDAT). Historically, the VI-SPDAT has been one of the primary assessment tools utilized to assess for vulnerability. It is important to note that while the VI-SPDAT is one of many various factors that assess for PEH vulnerability, it is not the sole assessment being used within Long Beach CoC to determine PEH's connection to housing resources within the CES.

The Long Beach CoC CES uses the Long Beach CES Assessment as one of the assessment tools to assess participants' vulnerability. Participants must have a completed Long Beach Crisis Assessment and Housing Assessment completed in the Homeless Management Information System (HMIS) to be prioritized and assessed for resources within Long Beach CoC and Long Beach CES.

Contractor is responsible for following all and any CES guidance and policies that are implemented by Long Beach CoC Coordinated Entry System. Contractor must comply with any forthcoming guidance regarding updated or replacing existing CES Assessment Tools. Contractor will be responsible for completing all necessary training to administer the new or updated CES Assessment Tool(s).

2.4.2 Homeless Status

Program services must be for the sole benefit of individuals, youth, and families from the following qualifying populations:

Homeless, as defined in section 103(a) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11302(a));

- Homeless as defined per [24 CFR 578.3](#)
- At-risk of homelessness, as defined in section 401(1) of the McKinney-Vento Homeless Assistance Act ([42 U.S.C. 11360\(1\)](#));
- Fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking, or human trafficking, as defined by the Secretary;
- Chronically Homelessness (CH) per § 401(9) of the McKinney-Vento Homeless Act;
- In other populations where providing supportive services or assistance under section 212(a) of the Act ([42 U.S.C. 12742\(a\)](#)) would prevent the family's homelessness or would serve those with the greatest risk of housing instability;
- Veterans and families that include a veteran family member that meet one of the preceding criteria.

Contractor will be responsible for obtaining documentation of the participant's homeless status by using the Long Beach CoC Homeless Certification Forms located in the [HSB Document Library](#).

Refer to Section [2.6.13 Homeless Certification](#) for documentation requirements. All documentation is required to be placed inside the participant's master file and uploaded to HMIS or comparable database for Victim Service Providers (VSP) specifically approved by the City of Long Beach in writing.

2.4.3 Location Requirement

Funds must be used for the sole benefit of persons experiencing homelessness in the City of Long Beach. Participants must be current residents of the City of Long Beach. A participant is considered a Long Beach resident, if they report sleeping within the City's geographic boundaries the previous night.

For projects operating tenant based rental assistance, participants are able to choose housing outside of the CoC's geographic area in compliance with the CoC Program Interim Rule Amendment to [578.51\(c\)](#). In addition to allowing participants to choose housing outside of the CoC's geographic area, this amendment exempts recipients and subrecipients from compliance with all non-statutory regulations when a program participant moves to flee domestic violence, dating violence, sexual assault, or stalking. This relaxation of conditions is consistent with the [Violence Against Women Reauthorization Act of 2013](#), directing greater protections for victims of domestic violence, dating violence, sexual assault, or stalking.

2.4.4 Prioritization

Contractors are required to prioritize participants in accordance with Long Beach CoC Written Standards and Long Beach CES.

2.4.5 Population Served

Adults: Individual or household where all members are 18+

Domestic Violence or Intimate Partner Violence Survivors (DV/IPV): An individual or head of adult household that identifies as Domestic Violence or Intimate Partner Violence survivor and/or is actively, or attempting to, flee and has no other residence and lacks the resource or support networks to obtain other permanent housing are another population served by the program. This is inclusive of men, LGBTQIA+ individuals, and other similarly self-identified survivors of DV/IPV.

Family with Minor Children Households: A household under the program for Serving Individuals and Families with Severe Service Needs can consist of one or more minor children (17 or under) in legal custody or under the guardianship of one or more adults, all living together. This includes households with same-sex partners, families with intergenerational or extended family members, same sex partners, unmarried couples with children, families with adults who are not the biological parents of the children, and households without minor children in which one member is pregnant, or a household with a qualified dependent.

Youth: Young adults who are between the ages of 18-24 who are in the transition period from adolescence to adulthood. Youth may be exiting foster care, juvenile justice, and/or experiencing homelessness and require tailored services to support their development, independence, and stability.

Veterans: Contractors must support veterans in connecting to veteran resources. If after unsuccessful attempts to connect veterans to veteran resources, the Contractors may enroll Veterans into the program. Veterans must not be eligible for Support Services for Veterans Families (SSVF). Verification from an SSVF provider that the Veteran has utilized all available SSVF resources or does not qualify for SSVF is required to serve participants.

2.5 Enrollment Procedures

2.5.1 Dual Enrollment

Before enrolling a new participant, Contractor must check HMIS, and other relevant databases, to assess whether the participant is already enrolled in another similar project or program that provides duplicative services.

- If dual enrollment in a project or program is disclosed by prospective program participant and/or discovered by program staff, program staff will inform the participant that they are not eligible to receive services from two duplicative programs. Participants will make the choice to decide which service provider they'd like to receive services from.
- Program staff will contact the duplicative program that the participant is currently enrolled in and, if appropriate, develop a plan for reconnecting the participant to the program.

2.6 HMIS Data Collection and Participation

2.6.1 Case Note Guidance

The Contractor must maintain detailed and accurate case notes within HMIS. Case notes are critical for tracking participant progress, ensuring program accountability, and effective care coordination. Case notes must be entered under the program section in HMIS, adhering to [Section 2.6.2 Data Entry Timeliness](#).

2.6.2 Data Entry Timeliness

Data collected from participants includes the required data elements identified in HUD [HMIS Data Standards](#) and Long Beach CoC HMIS Data Quality Plan. Contractor must ensure that all updates, including case notes, status assessments, services, etc., are entered into HMIS within three business days for service coordination purposes.

2.6.3 Data Standards

Funded projects are required to participate in the Long Beach HMIS. Refer to Long Beach HMIS Policies and Procedures. Please adhere to HMIS Data Standards guidance for more information. VSP serving DV/IPV program participants may use a comparable database specifically approved by the City of Long Beach in writing to enter client level data. Refer to [HUD HMIS Comparable Database Decision Tree](#) for further information on when to use a comparable database.

If/when data is collected on a physical paper form, the data entry policy still applies – Contractor must ensure HMIS data entry is entered completely and in a timely fashion. Paper forms must be uploaded into HMIS.

2.6.4 HMIS Intake

Contractors must complete the HMIS program intake for all participants at the same time as the participant is enrolled in the program. The provision of all services must be recorded in HMIS.

2.6.5 HMIS Requirement

Contractors are required to enroll and document services in the Long Beach HMIS. VSP programs may enter their client-level data into a comparable database specifically approved by the City of Long Beach in writing. To enroll with and receive technical assistance regarding Long Beach HMIS, please contact with lbhmis@longbeach.gov.

2.6.6 Safeguarding Files

The Contractors shall observe federal, state, and local laws, including [24 CFR 578.103](#), concerning the disclosure of records that pertain to individuals. Additionally, the Contractor shall adopt and take reasonable measures to ensure that participant records are safeguarded, including when reviewing, printing, or copying.

2.6.7 Service Entry

Contractors are required to accurately record all services provided to participants in the HMIS Program Service section, adhering to the Data Entry Timeliness Standards.

2.6.8 Status Update Assessment

With any participant, the Contractor must record changes in regular income (as defined in the [HUD Data Standards](#)), Employment status, and/or Disabling Conditions and Barriers as Status Update Assessments within their program enrollment. Contractor must follow guidance regarding the documentation of these changes, and file them accordingly. Status Update Assessments must be completed within three (3) business days of any reported change

2.6.9 Annual Re-certification

Participants must be re-evaluated no less than once annually to ensure the participant lacks sufficient resources and support networks necessary to retain housing without assistance and the types and amounts of assistance the participant needs to obtain and maintain permanent housing.

2.6.10 User Licenses

Contractors will receive user licenses for all agency staff relevant to the program. Staff must attend required HMIS trainings provided by HSB.

2.6.11 Participant Master File Documentation

Contractors must maintain a file for each participant enrolled that includes but is not limited to core documents and necessary documentation noted in the table below. Files containing participant information must be stored in a secure and locked location to maintain confidentiality. Documents and information must only be accessible by authorized

personnel. The Contractor must actively review the [Long Beach Document Library](#) for updates and resources relevant to the (HSB).

Contractor must ensure accurate HMIS data entry and compliance, including case note completion, service entries, and financial assistance documentation, when submitting for reimbursement.

All required documents must be in every case file and uploaded into HMIS. Contractors must use the most up to date version of the listed form below. For VSP, if the Comparable database software allows for such documents to be uploaded, documents are required to be uploaded into Comparable Database.

Document	Guidance	HMIS & Participant File Requirement
Annual Assessment	Required – Contractor Form. All participants who remain in the program for more than a year must have an annual assessment completed	Yes – HMIS/Comparable Database & the participant’s file
Case Notes	Required – Enter into HMIS. Document every engagement with the participant, including the monthly (minimum) case management visit.	Yes – HMIS/Comparable Database & the participant’s file
Exit Summary Form	Required- Embedded form in HMIS	Yes – HMIS/Comparable Database & the participant’s file
Financial Assistance Receipts / Documents	Required – Must track all financial assistance as a service in HMIS. Refer to Eligible Costs per applicable project/intervention type.	Yes – HMIS/Comparable Database & the participant’s file
Grievance Forms	Required – Contractor form	Yes – HMIS/Comparable Database & the participant’s file
Housing Standards	Required Initial and Annual- If applicable. Refer to National Standards for the Physical Inspection of Real Estate (NSPIRE)	Yes – HMIS/Comparable Database & the participant’s file
Housing and Services Plan	Required – Track the date the HSP was completed. The initial HSP and subsequent updates are required. Contractor may use Long	Yes – HMIS/Comparable

Document	Guidance	HMIS & Participant File Requirement
	Beach HSP form found in the Long Beach Document Library or organization created forms	Database & the participant's file
Identification	Required If collected throughout the participant's enrollment. Identification documentation is not a requirement upon program enrollment. Refer to Section 2.6.12 Participant File Documentation Guidance	Yes - HMIS/Comparable Database & the participant's file
Income Documentation	Required if applicable—Initial and Annual income must be collected from program participants who receive housing assistance where rent or an occupancy charge is paid. Contractor must assess and document annual income for each program participant using the CPD Income Eligibility Calculator, available at the HUD Exchange Calculator . Refer to Section 2.6.14 Income Inclusion/Exclusion	Yes - HMIS/Comparable Database & the participant's file
Long Beach Authorization to release, disclose, and use/share information	Required - Refer to Long Beach Authorization Release of Information Form	Yes - HMIS/Comparable Database & the participant's file
Long Beach CES Assessment	Required - CES Assessment found in HMIS.	Yes - HMIS/Comparable Database & the participant's file
Termination Notice	Required - if applicable. Documents must also be uploaded to HMIS. Refer to Long Beach Continuum of Care Written Standards	Yes - HMIS/Comparable Database & the participant's file
Participant Satisfaction Survey	Required - Contractor Form	Yes - HMIS/Comparable Database & the participant's file
Rent Reasonableness Form	Required—If applicable. Long Beach CoC Rent Reasonableness Form	Yes - HMIS/Comparable Database & the participant's file

Document	Guidance	HMIS & Participant File Requirement
Rental or Occupancy Agreement / Lease	Required—If applicable.	Yes – HMIS/Comparable Database & the participant’s file
Status Update Assessment	Required – Enter into HMIS.	Yes – HMIS/Comparable Database & the participant’s file
Verification of Disability	Required – if applicable. Please see Long Beach CES Verification of Disability form . Document must be uploaded into HMIS.	Yes – HMIS/Comparable Database & the participant’s file
Verification of Homelessness	Required – Long Beach CoC Verification of Homelessness Form	Yes – HMIS/Comparable Database & the participant’s file

2.6.12 Participant File Documentation Guidance

The following provides guidance on examples of the documentation records Contractors are to follow when serving the populations noted below.

Population Served	Guidance	Documentation
<p>Adults</p> <p>Qualified Dependent: An individual over the age of 18 who is: (a) Incapable of self-sustaining employment due to mental and/or physical disability, and (b) is dependent upon a parent or guardian for support.</p>	<p>Individuals or household where all members are 18+.</p> <p>PLEASE NOTE: If the person does not have documentation in Category A, they may provide one from Category B and one from Category C.</p> <p>If participants do not have identification at the time of Program intake, Contractors must not decline program enrollments but assist in obtaining ID documents after enrollment.</p>	<p>Acceptable forms of Identification (ID):</p> <p>Category A: acceptable forms of government ID State-issued DMV ID State-issued DMV driver’s license Passport/Passport Card US Military ID Immigration Services ID (USCIS) Visa issued by the US Depart. Of State Government issued ID</p>

Population Served	Guidance	Documentation
DV/IPV	<p>Domestic Violence / Intimate Partner Violence per 24 CFR 578.3</p> <p>Any individual or family who: 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; Has no other residence; and Lacks the resources or support networks, e.g., family, friends, and faith-based or other social networks, to obtain other permanent housing.</p>	<p>Category B: alternative photo ID Student ID Shelter ID Employment ID Bank/Debit/Credit Card Transportation Card (Metro) Library Card Gym Membership Card Warehouse Club Membership Card</p> <p>Category C: Alternative non-photo ID Birth Certificate Utility Bill Lease/Rental Contract School Records</p>
Family Household with minor children	<p>Households consisting of one or more minor children (17 or under) in legal custody or under the guardianship of one or more adults who are living together. This includes households with same-sex partners, families with intergenerational or extended family members, unmarried couples with children, families with adults who are not the biological parents of the children, and households without minor children in which one member is pregnant, or a household with a qualified dependent. Proof of identification for the minor children must be collected. (i) A family with or without children (a child who is temporarily away from the home because of placement in foster care is considered a member of the family);</p>	<p>Medical/Dental insurance card Debit/bank card Credit Card Legal records/court document Tax Identification Number (TIN)/paperwork Social Security Card American Automobile Association Card (AAA) American Association of Retired Persons Card (AARP)</p>

Population Served	Guidance	Documentation
Families	<p>Includes, but is not limited to, the following, regardless of actual or perceived sexual orientation, or marital status:</p> <p>A group of persons residing together, and such group includes, but is not limited to:</p> <ul style="list-style-type: none"> (ii) An elderly family; (iii) A near-elderly family; (iv) A disabled family; (v) A displaced family; and (vi) The remaining member of a tenant family. 	
Person with disabilities	<p>(1) A person who:</p> <ul style="list-style-type: none"> (i) Has a disability, as defined in 42 U.S.C. 423; (ii) Is determined, pursuant to HUD regulations, to have a physical, mental, or emotional impairment that: <ul style="list-style-type: none"> (A) Is expected to be of long-continued and indefinite duration; (B) Substantially impedes his or her ability to live independently, and (C) Is of such a nature that the ability to live independently could be improved by more suitable housing conditions; or (iii) Has a developmental disability as defined in 42 U.S.C. 6001. <p>(2) Does not exclude persons who have the disease of acquired immunodeficiency syndrome or any conditions arising from the etiologic agent for acquired immunodeficiency syndrome;</p> <p>(3) For purposes of qualifying for low-income housing, does not include a person whose disability is based solely on any drug or alcohol dependence; and</p>	

Population Served	Guidance	Documentation
	(4) Means “individual with handicaps”, as defined in § 8.3 of this title , for purposes of reasonable accommodation and program accessibility for persons with disabilities.	
Veterans	Veterans must not be eligible for Supportive Services for Veteran and Families (SSVF)	

2.6.13 Homeless Certification

Homeless Certification	Documentation Guidance
<p>Category 1 - Homeless per 24 CFR 578.3</p> <p>Individual or adult household who lacks a fixed, regular, and adequate nighttime residence, meaning:</p> <p>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;</p> <p>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</p> <p>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;</p>	<p>Contractor must review HMIS for Homeless Certification Documentation and obtain all required documentation, if necessary.</p> <p>Required Documentation: Refer to Participant Master File and Documentation for the specific requirements per intervention.</p> <p>Order of priority for evidence of homelessness status is as follows:</p> <p>Third Party Documentation (outside source such as service provider) Written statement with required details, signed and dated. Oral: Verification provided by a third party over the phone or in-person directly to intake staff. Acceptable only if third party written verification cannot be obtained. Intake workers must sign and date the verification statement as true. Staff/Intake Worker Observation (homeless status only) Self-Certification an affidavit of homeless or income status as reported by the participant is allowable if none of the above can be obtained.</p>

Homeless Certification	Documentation Guidance
	Intake staff must document reasons why third party written or oral verification cannot be obtained.
<p>Category 2 Imminent -Risk of Homelessness per 24 CFR 578.3</p> <p>An individual or family who:</p> <ul style="list-style-type: none"> (i) Has an annual income below 30 percent of median family income for the area, as determined by HUD (ii) Does not have sufficient resources or support networks, e.g., family, friends, faith-based or other social networks, immediately available to prevent them from moving to an emergency shelter or another place described in paragraph (1) of the “Homeless” definition in this section; and (iii) Meets one of the following conditions: <ul style="list-style-type: none"> (A) Has moved because of economic reasons two or more times during the 60 days immediately preceding the application for homelessness prevention assistance; (B) Is living in the home of another because of economic hardship; (C) Has been notified in writing that their right to occupy their current housing or living situation will be terminated within 21 days of the date of application for assistance; (D) Lives in a hotel or motel and the cost of the hotel or motel stay is not paid by charitable organizations or by federal, State, or local government programs for low-income individuals; (E) Lives in a single-room occupancy or efficiency apartment unit in which there reside more than two persons, or lives in a larger housing unit in which there reside more than 1.5 people per room, as defined by the U.S. Census Bureau; (F) Is exiting a publicly funded institution, or system of care (such as a health-care facility, a 	<p>Contractor must review HMIS for Homeless Certification Documentation and obtain all required documentation, if necessary.</p> <p>Required Documentation: Refer to <u>Participant Master File and Documentation</u> for the specific requirements per intervention.</p> <p>Order of priority for evidence of homelessness status is as follows:</p> <p>Third Party Documentation (outside source such as service provider) Written statement with required details, signed and dated. Oral: Verification provided by a third party over the phone or in-person directly to intake staff. Acceptable only if third party written verification cannot be obtained. Intake workers must sign and date the verification statement as true. Staff/Intake Worker Observation (homeless status only) Self-Certification an affidavit of homeless or income status as reported by the participant is allowable if none of the above can be obtained. Intake staff must document reasons why third party written or oral verification cannot be obtained.</p>

Homeless Certification	Documentation Guidance
<p>mental health facility, foster care or other youth facility, or correction program or institution); or (G) Otherwise lives in housing that has characteristics associated with instability and an increased risk of homelessness, as identified in the recipient's approved consolidated plan;</p> <p>(2) A child or youth who does not qualify as "homeless" under this section, but qualifies as "homeless" under section 387(3) of the Runaway and Homeless Youth Act (42 U.S.C. 5732a(3)), section 637(11) of the Head Start Act (42 U.S.C. 9832(11)), section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e-2(6)), section 330(h)(5)(A) of the Public Health Service Act (42 U.S.C. 254b(h)(5)(A)), section 3(m) of the Food and Nutrition Act of 2008 (7 U.S.C. 2012(m)), or section 17(b)(15) of the Child Nutrition Act of 1966 (42 U.S.C. 1786(b)(15)); or</p> <p>(3) A child or youth who does not qualify as "homeless" under this section but qualifies as "homeless" under section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2)), and the parent(s) or guardian(s) of that child or youth if living with her or him.</p>	
<p>Category 4 – Domestic Violence / Intimate Partner Violence per 24 CFR 578.3</p> <p>Any individual or family who: 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; Has no other residence; and</p>	<p>Contractor must review HMIS for Homeless Certification Documentation and obtain all required documentation, if necessary.</p> <p>Required Documentation: Refer to <u>Participant Master File and Documentation</u> for the specific requirements per intervention.</p> <p>Order of priority for evidence of homelessness status is as follows:</p> <p>Third Party Documentation (outside source such as service provider) Written statement with required details, signed and dated.</p>

Homeless Certification	Documentation Guidance
<p>Lacks the resources or support networks, e.g., family, friends, and faith-based or other social networks, to obtain other permanent housing.</p>	<p>Oral: Verification provided by a third party over the phone or in-person directly to intake staff. Acceptable only if third party written verification cannot be obtained.</p> <p>Intake workers must sign and date the verification statement as true.</p> <p>Staff/Intake Worker Observation (homeless status only)</p> <p>Self-Certification an affidavit of homeless or income status as reported by the participant is allowable if none of the above can be obtained.</p> <p>Intake staff must document reasons why third party written or oral verification cannot be obtained.</p>
<p>Chronically Homelessness (CH) per § 401(9) of the McKinney-Vento Homeless Act</p> <p>A homeless individual with a disability as defined in section 401(9) of the McKinney-Vento Assistance Act (42 U.S.C. 11360(9)), who:</p> <p>Lives in a place not meant for human habitation, a safe haven, or in an emergency shelter, and</p> <p>Has been homeless and living as described for at least 12 months* or on at least 4 separate occasions in the last 3 years, as long as the combined occasions equal at least 12 months and each break in homelessness separating the occasions included at least 7 consecutive nights of not living as described.</p> <p>An individual who has been residing in an institutional care facility for less, including jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria of this definition before entering that facility**; or</p> <p>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 of this definition, including a family whose composition has fluctuated while the head of household has been homeless.</p>	<p>Written intake procedures must follow the established priority order for obtaining evidence. Generally, this is the priority order for establishing a person's chronic homelessness status:</p> <p><u>3rd-party documentation</u></p> <p><u>HMIS/comparable database record</u>, or</p> <p>Individual record of stay at emergency shelter, safe haven or from a street outreach contact, or</p> <p><u>Written observation by an outreach or intake worker</u> of encounters with the individual or head of household that includes a description of the conditions where the individual or head of household was living or is currently living.</p> <p>Written observation by <u>community member</u> that has physically observed where the person or household was or is currently living (a written referral by another <u>housing/service provider</u> must also be included)</p> <p>Intake worker observation</p> <p>Written observation by outreach and/or intake worker of encounters with person/household (must include description of living conditions)</p> <p><u>Self-certification</u>* (written) by individual/head of household seeking assistance</p> <p>Does not need to be notarized</p>

Homeless Certification	Documentation Guidance
<p>*A "break" in homeless is considered to be 7 or more nights.</p> <p>**An individual residing in an institutional care facility does not constitute a break in homelessness.</p>	<p>Must be signed by individual/head of household, and</p> <p>Intake workers must still document living situation of individual/head of household seeking assistance, and</p> <p>Intake workers must document all steps taken to higher order of priority evidence</p>

2.6.14 Income Inclusion / Exclusion

2.6.14.1 Income Inclusion

The following types of income must be counted when calculating annual gross income for purposes of determining eligibility for this program:

If the participant is unable to provide income documentation the participant can complete [Self Declaration of Income/ No Income Form](#). Contractors must not hold up enrollment in the program while continuing to work with the participant to obtain income documentation.

- **Earned Income:** The full amount, before any payroll deductions, of wages and salaries, overtime pay, commissions, fees, tips and bonuses, and other compensation for personal services.
- **Self-Employment / Business Income:** The net income from operation of a business or profession. Expenditures for business expansion or amortization of capital indebtedness must not be used as deductions in determining net income. An allowance for depreciation of assets used in a business or profession may be deducted, based on straight line depreciation, as provided in Internal Revenue Service regulations. Any withdrawal of cash or assets from the operation of a business or profession will be included in income, except to the extent the withdrawal is reimbursement of cash or assets invested in the operation by the participant.
- **Interest & Dividend Income:** Interest, dividends, and other net income of any kind from real or personal property. Expenditures for amortization of capital indebtedness must not be used as a deduction in determining net income. An allowance for depreciation is permitted only as authorized in paragraph (2) of in [Title 24 SECTION 5.609](#). Any withdrawal of cash or assets from an investment will be included in income, except to the extent the withdrawal is reimbursement of cash or assets invested by the family. Where the family has net family assets greater than \$5,000, annual income must include the greater of the actual income derived from net family assets or a percentage of the value of such assets based on the current passbook savings rate, as determined by HUD.

- Pension / Retirement Income: The full number of periodic payments received from social security, annuities, insurance policies, retirement funds, pensions, lotteries, disability or death benefits, and other similar types of periodic receipts, including a lump-sum payment for the delayed start of a periodic payment.
- Unemployment and Disability Income: Payments in lieu of earnings, such as unemployment, worker's compensation, and severance pay.
- Alimony and Child Support Income: Periodic and determinable allowances, such as alimony and child support payments, and regular contributions or gifts received from persons not residing in the dwelling.
- Temporary Assistance for Needy Families (TANF)/ Public Assistance: TANF/Public assistance received by the participant.
- Armed Forces Income: All regular pay, special pay, and allowances from the Armed Forces (whether living in the dwelling) who is head of participant, spouse, or other person whose dependents are residing in the unit.
- G.I. Bill Housing Stipend: The monthly housing stipend received by a Veteran from VA while they are attending school under the G.I. Bill.

2.6.14.2 Income Exclusions

The following types of income are not counted when calculating annual gross income for purposes of determining eligibility:

- Armed Forces Hostile Fire Pay: The special pay to an individual serving in the Armed Forces who is exposed to hostile fire.
- Developmental Disability: Amounts paid by a state agency to a family with a member who has a developmental disability and is living at home to offset the cost of services and equipment needed to keep the person at home.
- Earned Income of Children: Earned income from employment of participant's members under the age of 18 years (including foster children).
- Full Time Student Exclusion: Earnings greater than \$480 for each full-time student 18 years or older (excluding the head of household or spouse).
- Home Care Assistance: Amounts paid by a state agency to a family with a member who has a developmental disability and is living at home to offset the cost of services and equipment needed to keep this developmentally disabled family member at home.
- Income from Foster Care: Payments received for the care of foster children or foster adults (usually individuals with disabilities, unrelated to the tenant family, who are unable to live alone).
- Income of Live-in Aides: Income of a live-in aide (as defined in 24 CFR 5.403).
- Income Tax and Property Tax Refunds: Amounts received by the individual in the form of refunds or rebates under state or local law for property taxes paid on the dwelling unit.

- Inheritance and Insurance Income: Lump-sum additions to the participant's assets, such as inheritances, insurance payments (including payments under health and accident insurance and worker's compensation), capital gains and settlement for personal or property losses (except as provided in Income Inclusions).
- Medical Expense Reimbursements: Amounts received by the individual that are specifically for, or in reimbursement of, the cost of medical expenses for any family member.
- Reparation Payments: Reparation payments paid by a foreign government pursuant to claims filed under the laws of that government by person who were persecuted during the Nazi era, e.g., payments by German and Japanese governments for atrocities committed during the Nazi era.
- Social Security & Supplemental Security Income: Deferred periodic amounts from Social Security and SSI benefits that are received in a lump sum amount or in prospective monthly amounts.
- Student Financial Aid: The full amount of student financial assistance paid directly to the student or to the educational institution. Note: includes G.I. Bill Student Financial Aid.
- Temporary Income: Temporary, non-recurring, or sporadic income (including gifts).
- VA Disability Compensation Income: Deferred periodic amounts from VA Disability Compensation (Service-Connected Benefits) that are received in a lump sum amount or in prospective monthly amounts.
- Various "Self-Sufficiency" Program Incomes:
 - Amounts received under training Programs funded by HUD.
 - Amounts received by a person with a disability that are disregarded for a limited time for purposes of Supplemental Security Income eligibility and benefits because they are set aside for use under a Plan to Attain Self-Sufficiency (PASS).
 - Amounts received by a participant in other publicly assisted programs that are specifically for, or in reimbursement of, out-of-pocket expenses incurred (special equipment, clothing, transportation, etc.) and which are made solely to allow participation in a specific program.
 - Amounts received under a resident service stipend. A resident service stipend is a modest amount (not to exceed \$200 per month) received by a resident for performing a service for the Public Housing Authority (PHA) or owner, on a part-time basis, that enhances the quality of life in the development. Such services may include, but are not limited to, fire patrol, hall monitoring, lawn maintenance, resident initiatives coordination, and serving as a member of the PHA's governing board. No residents may receive more than one such stipend during the same period.

- Incremental earnings from participation in qualifying state or local employment training programs (including training not affiliated with a local government) or as resident management staff. Amounts excluded by this provision must be received under employment training programs with clearly defined goals and objectives and are excluded only for the period during which the participant is active in the employment training Program.
- Other Exclusions: Amounts specifically excluded by any other federal statute from consideration as income for purposes of determining eligibility or benefits under a category of assistance Programs that includes assistance under any Program to which the exclusions set forth in 24 CFR 5.609(c) apply. A notice will be published in the Federal Register and distributed to housing owners identifying the benefits that qualify for this exclusion. Updates will be published and distributed when necessary.

2.7 Supportive Services Activities

Supportive services must be necessary to assist program participants obtain and maintain housing. The following but not limited to supportive services activities are to be carried out by the Contractor, in alignment with [Section 2.8.1 Supportive Services Costs](#).

2.7.1 Annual Assessment of Service Needs

Contractors must conduct an annual assessment of service needs for each program participant. The assessment must determine the level of support each participant needs in order to help them maintain housing and adjust the needs accordingly.

2.7.2 Benefits and Income

The Contractors must support participants in obtaining or establishing benefits. This includes coordinating the completion and submission of applications for health insurance benefits (e.g., Medi-Cal, Medicare, Covered California, etc.), disability benefits (e.g., Social Security Disability Income, Social Security Income), other sources of financial assistance (e.g., Unemployment, General Relief (GR), CalFresh), and employment. Staff must link participants that express interest in employment services. As the participant's income changes, staff must record and update any changes of income in HMIS or comparable database for VSPs.

2.7.3 Counseling

Contractors must support participants by providing participants with counseling focused on housing stability, wellness, and long-term independence while respecting participant choice. Counseling should be flexible, housing-centered and participant driven. Counseling can include the following but not limited to: mental health, substance use, life skills, and crisis intervention.

2.7.4 Care Coordination

The Contractor is required to attend care coordination meetings and conduct coordination efforts outside of meetings. Care coordination is intended to reduce duplication of efforts and to ensure that if multiple agencies are working with a participant that they are clear on the service plan for the participant.

2.7.5 Financial Management

Case management staff must offer participants assistance in creating budgets, as well as providing linkages to payee programs when needed. Financial management services must be recorded in HMIS, or comparable database for VSPs specifically approved by the City of Long Beach in writing, as case notes and services.

Contractors must support participants in managing their housing-related expenses by helping them understand their financial responsibilities and explore strategies to reduce costs. The budgeting process is essential to achieve [progressive engagement](#) goals.

2.7.6 Housing and Services Plan

Each participant is required to have an individualized Housing and Services Plan (HSP) with goals that will support locating and retaining housing. The HSP is considered the participant's plan and should be signed by the participant and program staff as it is developed and updated.

Contractors must develop an HSP, in coordination with the participant and upload it into HMIS or comparable database for VSPs specifically approved by the City of Long Beach in writing.

The HSP will serve as the road map for the process of identifying, and retaining appropriate housing for each participant, the participant's goals, and immediate action steps toward those goals. The plan must be reviewed routinely, updated as their situation changes, and steps are completed or revised. Any updates or changes should also be recorded in HMIS or comparable database for VSPs specifically approved by the City of Long Beach in writing.

2.7.7 Ongoing Risk Assessment and Safety Planning with DV/IPV

Contractors must conduct ongoing risk assessments and safety planning activities with DV/IPV participants and ensure that survivors can remain safely housed while addressing the evolving nature of risk. Because threats of violence, stalking, or coercion can change over time, Contractor must conduct regular risk assessments with participants to identify new safety concerns, adapt strategies, and connect to appropriate resources.

2.7.7.1 Referrals and Linkages

Contractors must ensure participants have access to information regarding referrals and linkages to the following but not limited to: physical/mental health, federal/state/local benefits, food resources, community providers. When a referral is made to any community service, program staff shall provide a warm hand-off and follow up to ensure the linkage has been made successfully. All referrals must be logged in HMIS as a service.

2.7.8 Child Care

Childcare is designed to support parents in maintaining housing stability and pursuing employment, education, or other goals. When childcare is provided, the following conditions are to be met:

- The children must be under the age of 13, unless they are disabled children.
- Disabled children must be under the age of 18.
- The child-care center must be licensed by the jurisdiction in which it operates in order for its costs to be eligible.

2.7.9 Education Services, Employment Assistance, and Job Training

Contractors must provide support to participants with obtaining education services, employment assistance, and/or job training to promote long-term housing stability and economic self-sufficiency. Education services include the following but are not limited to: instruction or training in consumer education, health education, substance abuse prevention, literacy, English as a Second Language, and General Educational Development (GED). Employment assistance and job training include the following but not limited to: The costs of establishing and operating employment assistance and job training programs are eligible, including classroom, online and/or computer instruction, on-the-job instruction, services that assist individuals in securing employment, acquiring learning skills, and/or increasing earning potential. The cost of providing reasonable stipends to program participants in employment assistance and job training programs is also an eligible cost.

2.7.10 Food

When food is provided, Contractor must provide program participants with food and food resources to ensure that basic nutritional needs are met.

2.7.11 Housing Search and Placement

Contractor shall assist participant(s) in the housing search and placement process. Housing search and counseling services include the costs of assisting participants to locate, obtain, and retain suitable housing.

The Contractor must identify housing resources and develop relationships with property owners, property management companies, and landlords to increase the permanent housing opportunities for participants.

Program staff must:

- Assist participants in locating a viable unit. Refer to [Section 9.1 Acronyms/Definitions](#) for guidance on viable units.
- Assist participants in meeting with the landlord. This includes preparing the participants to understand the requirements of the lease, the lease up process, and expectations for tenancy.
- Ensure that rent remains affordable for participants after financial assistance has concluded by taking all appropriate measures. Ensure that rental/lease costs are in alignment with the [City of Long Beach Payment Standards](#).
- Ensure that the potential units comply with HUD Housing Standards (NSPIRE)
- Ensure that the units being identified are meeting [Rent Reasonableness](#).

2.7.12 Landlord Mediation

Program Staff are encouraged to have knowledge and skills in the following areas, including but not limited to:

- Familiarity with local housing options, including eligibility requirements, application processes, costs, amenities, and services;
- An understanding of landlord-tenant rights, protections, and responsibilities, with the ability to assess tenancy requirements and guide participants accordingly;
- Proficiency in problem solving, mediation, negotiation, motivational interviewing, and conflict resolution;
- Negotiating arrears and connecting participants to resources that may assist in reducing outstanding debts.

Contractors must provide timely support to their landlord partners by responding to calls of concern within one to two business days, addressing participant lease violations, ensuring timely rental payments, and providing mediation services between the landlord and the participant.

2.7.13 Legal Services

Contractors must understand Fair Housing and Tenant Rights, support Reasonable Accommodation requests, and provide referrals to Legal Aid services.

Contractors must support participants in need of legal services with the following but not limited to: obtaining services from licensed attorneys and person(s) under the supervision of licensed attorneys for advice and representation in matters that interfere with the homeless individual or family's ability to obtain and retain housing. Contractors can cover the fees charged by licensed attorneys and person(s) under the supervision of licensed attorneys

Program staff shall make and retain referrals with Inner City Law/ Legal Aid Foundation to remove legal barriers to retaining housing, support with eviction defense, and landlord mediation/dispute resolution. Referrals to legal aid services must be recorded in HMIS, or comparable database for VSPs specifically approved by the City of Long Beach in writing, as case notes and services.

2.7.14 Life Skills Training

Life skills training equips participants with essential daily living skills such as budgeting, cooking, cleaning, communication, and conflict resolution to support independent living. Contractor must support participants in life skills training.

When providing life skills training, the costs of teaching critical life management skills that may never have been learned or have been lost during the course of physical or mental illness, domestic violence, substance abuse, and homelessness are eligible. These services must be necessary to assist the program participant to function independently in the community. Component life skills training are the budgeting of resources and money management, household management, conflict management, shopping for food and other needed items, nutrition, the use of public transportation, and parent training.

2.7.15 Mental Health Services

If participants are in need of mental health services, Contractor must offer access to counseling, therapy, or psychiatric care to address mental health needs and improve overall well-being. If mental health services are provided, Eligible costs are the direct outpatient treatment of mental health conditions that are provided by licensed professionals. Component services are crisis interventions; counseling; individual, family, or group therapy sessions; the prescription of psychotropic medications or explanations about the use and management of medications; and combinations of therapeutic approaches to address multiple problems.

2.7.16 Outpatient Health Services

If participants are in need of outpatient health services, Contractor must connect participants to medical care, including routine check-ups, preventive care, and treatment of

chronic conditions, delivered in an outpatient setting. Eligible costs are the direct outpatient treatment of medical conditions when provided by licensed medical professionals including:

- Providing an analysis or assessment of an individual's health problems and the development of a treatment plan;
- Assisting individuals to understand their health needs;
- Providing directly or assisting individuals to obtain and utilize appropriate medical treatment;
- Preventive medical care and health maintenance services, including in-home health services and emergency medical services;
- Provision of appropriate medication;
- Providing follow-up services; and
- Preventive and non-cosmetic dental care.

2.7.17 Outreach Services

Projects providing outreach services must engage individuals experiencing homelessness where they are, providing information, basic needs, and connections to housing and supportive services. The costs of activities to engage persons for the purpose of providing immediate support and intervention, as well as identifying potential program participants, are eligible.

- Eligible costs include the outreach worker's transportation costs and a cell phone to be used by the individual performing the outreach.
- Component activities and services consist of: initial assessment; crisis counseling; addressing urgent physical needs, such as providing meals, blankets, clothes, or toiletries; actively connecting and providing people with information and referrals to homeless and mainstream programs; and publicizing the availability of the housing and/or services provided within the geographic area covered by the Continuum of Care.

2.7.18 Substance Abuse Treatment Services

If participants are in need of substance abuse treatment services, Contractor must provide education, counseling, and treatment options to support participants in reducing or overcoming substance use, tailored to individual readiness and recovery goals. The costs of program participant intake and assessment, outpatient treatment, group and individual counseling, and drug testing are eligible. Inpatient detoxification and other inpatient drug or alcohol treatment are ineligible.

2.7.19 Moving Costs

Contractors must support participants in need of moving costs must be assisted with moving costs. Reasonable one-time moving costs are eligible and include truck rental and hiring a moving company.

2.7.20 Transportation

Contractor must provide travel arrangements for housing-related appointments. Applicable transportation access may include: Access, public transportation, ride-share services, and personal transport. Assist participants with increasing their capacity to meet their own transportation needs. Participant transportation assistance and referrals must be recorded in HMIS as a service. Eligible costs are:

- The costs of program participant's travel on public transportation or in a vehicle provided by the recipient or subrecipient to and from medical care, employment, childcare, or other services eligible under this section.
- Mileage allowance for service workers to visit program participants and to carry out housing quality inspections;
- The cost of purchasing or leasing a vehicle in which staff transports program participants and/or staff serving program participants;
- The cost of gas, insurance, taxes, and maintenance for the vehicle;
- The costs of recipient or subrecipient staff to accompany or assist program participants to utilize public transportation; and
- If public transportation options are not sufficient within the area, the recipient may make a one-time payment on behalf of a program participant needing car repairs or maintenance required to operate a personal vehicle, subject to the following:
 - Payments for car repairs or maintenance on behalf of the program participant may not exceed 10 percent of the Blue Book value of the vehicle (Blue Book refers to the guidebook that compiles and quotes prices for new and used automobiles and other vehicles of all makes, models, and types);
 - Payments for car repairs or maintenance must be paid by the recipient or subrecipient directly to the third party that repairs or maintains the car; and
 - The recipients or subrecipients may require program participants to share in the cost of car repairs or maintenance as a condition of receiving assistance with car repairs or maintenance.

2.8 Eligible Costs

2.8.1 Supportive Services Costs

Supportive services are eligible costs under the PH, TH, and SSO program components. The CoC Program interim rule specifies all eligible services (listed in the box below) and clarifies that any cost not listed in the rule is ineligible. As in the past, services must be offered to residents of PSH and TH for the full period of their residence. RRH programs must require program participants to meet with a case manager at least monthly.

Services may be provided to formerly homeless individuals for up to six months after their exit from homelessness, including the six months following exit from a transitional housing project. Recipients and subrecipients continue to be required to perform an annual assessment of the service needs of their program participants and to adjust services accordingly. Eligible costs include the cost of providing services, the salary and benefits of staff providing services, and materials and supplies used in providing services. The following are types of eligible supportive services:

- Annual assessment of service needs
- Assistance with moving costs
- Case management
- Childcare operations or vouchers
- Education services
- Employment assistance and job training
- Food (meals or groceries for program participants)
- Housing search and counseling
- Legal services
- Life skills training
- Outpatient mental health services
- Outpatient health services
- Outreach services
- Outpatient substance abuse treatment services
- Transportation
- Utility deposits

For more information on supportive services cost refer to [24 CFR 578.53](#).

2.8.2 Direct Provision of Services

For supportive services directly delivered by the recipient or subrecipient, eligible costs for those services also include:

- The costs of labor or supplies, and materials incurred by the recipient or subrecipient in directly providing supportive services to program participants; and
- The salary and benefit packages of the recipient and subrecipient staff who directly deliver the services.

2.8.3 Financial Assistance

The Contractor must monitor and coordinate the use and disbursement of financial assistance, which includes timely and accurate data entry in HMIS, or comparable database for VSPs specifically approved in writing by the City of Long Beach, and documentation of financial expenditures in HMIS, and the Participant's file.

- The Contractor must manage payment in a manner that does not result in lease violations for the participant or other penalties related to lack of timely payment. Contractors shall be responsible for paying any penalties or late fees resulting from their organization's failure to process rental payments in a timely manner.
- All financial assistance paid on behalf of the participant must have a signed request from case management staff and a supervisor/ manager staff within the program.
- Must have documented verification of ownership before providing security deposit or rental assistance.
- The Contractor shall not provide financial assistance directly to any program participant; landlords, utility providers and other such services must be paid directly.

2.8.4 HMIS Costs

Costs related to contributing client data to or maintaining data in the CoC's HMIS or a comparable database for victim services providers or legal services providers are eligible costs under the PH, TH, SSO, and HMIS program components. Eligible HMIS costs include hardware, equipment and software costs; training and overhead; and staffing costs associated with contributing data to the HMIS designated by the CoC for its geographic area. Additional details regarding eligible costs for HMIS can be found in [§ 578.57](#).

2.8.5 Indirect Costs

The CoC Program Interim Rule allows project applicants to request an amount up to 10% of the 10% de minimis indirect cost rate, which may be used by any non-federal entity that has never received a negotiated indirect cost rate. This rate would be charged against modified total direct costs (MTDC). Refer to [2 CFR 200.414\(f\)](#). MTDC includes all direct salaries and wages, applicable fringe benefits, materials and supplies, services, and travel. MTDC does not include equipment, capital expenditures, charges for patient care, rental costs, tuition remission, scholarships and fellowships, and participant support costs. Additional details regarding indirect costs can be found in [24 CFR 5-78.63](#) and [2 CFR §](#)

[200.56](#). More guidance on indirect costs can be found in the toolkit provided at the [HUD Exchange](#).

2.8.6 Leasing Costs

Leasing is an eligible cost category under the PH, TH, SSO, and HMIS program components. Funds may be used to lease individual units or all or part of structures. Rent must be reasonable, and, in the case of individual units, the rent paid may not exceed HUD-determined Fair Market Rents. Leasing funds may not be used for units or structures owned by the recipient, subrecipient, or their parent organization(s), any other related organization(s), or organizations that are members of a partnership where the partnership owns the structure without a HUD-authorized exception. When leasing funds are used to pay rent on units, the lease must be between the recipient or the subrecipient and the landowner, with a sublease or occupancy agreement with the program participant. The recipient may, but is not required to, charge the program participant an occupancy charge, consistent with the parameters specified in the interim rule. Additional details regarding eligible costs for leasing can be found in [24 CFR 578.49](#).

2.8.7 Operating Costs

Operating costs are eligible under the PH, TH, and HMIS program components. Funds may be used to pay the day-to-day operating costs in a single structure or individual housing units, including maintenance (such as scheduled replacement of major systems), repair, building security (when CoC Program funds pay for more than 50 percent of the facility by unit or area), electricity, gas, water, furniture, equipment, property insurance, and taxes.

These costs may not be combined with rental assistance costs within the same unit or structure, and operating costs are not eligible under the SSO program component. Additional details regarding eligible costs for operating can be found in [24 CFR 578.49](#).

2.8.8 Project Administration

Recipients and subrecipients may use up to 7 percent of any grant, excluding the amount for CoC planning and Unified Funding Agency (UFA) costs, established through the CoC Program NOFO for project administrative costs. The Long Beach CoC shares these costs between DHHS as the recipient and the subrecipient project sponsors in the following manner: the recipient (lead agency) receives 4% and subrecipients receive 3%. These costs include expenses related to the overall administration of the grant ([24 CFR 578.59](#)), such as management, coordination, monitoring, and evaluation activities and review. Additional details regarding eligible costs for HMIS can be found in [24 CFR 578.49](#).

2.8.9 Project-Based Rental Assistance:

Program participants must reside in housing provided through a contract with the owner of an existing structure whereby the owner agrees to lease subsidized units to program participants. Program participants may not retain their rental assistance if they relocate to a unit outside the project. When rental assistance funds are used to pay rent on units, the lease must be between the program participant and the landowner. Each program participant, on whose behalf rental assistance payments are made, must pay a contribution toward rent consistent with the requirements of the interim rule.

Additional details regarding eligible costs for rental assistance can be found in [24 CFR 578.51](#).

2.8.10 Rental Assistance Costs

Rental assistance is an eligible cost category under the PH and TH program components and may be tenant-based (TBRA), sponsor-based (SBRA), or project-based (PBRA), depending upon the component type. Rental assistance may be short-term for up to 3 months; medium-term for 3 to 24 months; or long-term for more than 24 months. The length of assistance depends upon the component type under which the cost is funded. Recipients must serve as many program participants as identified in their funding application to HUD, but, if the amount reserved for the term of the grant exceeds the amount needed to pay actual costs, the excess funds may be used to cover property damage, rent increases, or the rental needs of a greater number of program participants.

2.8.11 Sponsor-Based Rental Assistance (SBRA)

In sponsor-based rental assistance, program participants must reside in housing owned or leased by a sponsor organization and arranged through a contract between the recipient/subrecipient and the sponsor organization. A sponsor may be a private, nonprofit organization, or a community mental health agency established as a public nonprofit organization.

2.8.12 Tenant-Based Rental Assistance (TBRA):

Program participants select any appropriately sized unit within the CoC's geographic area, although recipients or subrecipients may restrict the location under certain circumstances to ensure the availability of the appropriate supportive services. Except for victims of domestic violence, program participants may not retain their rental assistance if they relocate to a unit outside the CoC's geographic area.

2.8.13 Utility Deposits

Contractors must support participants in need of moving costs must be assisted with moving costs. Contractor shall provide financial assistance for utility deposits to ensure

participants can establish and maintain essential services such as electricity, gas, and water upon move-in. This form of assistance consists of paying for utility deposits. Utility deposits must be a one-time fee, paid to utility companies.

2.8.14 VAWA Costs

Subrecipients may utilize grant funds to assist in facilitating and coordinating activities to ensure compliance with [the emergency transfer plan requirement in 34 U.S.C. 12491(e)] and monitoring compliance with the confidentiality protections of [the confidentiality requirement in [34 U.S.C. 12491\(c\)\(4\)](#)]. More guidance on VAWA costs can be found at the [HUD Exchange](#).

2.9 Program Exit

Contractors may exit participants from the program pursuant to their termination policies and procedures; program policies must ensure compliance with the following but not limited to:

- Standards for determining termination of assistance noted in [Long Beach CoC Written Standards](#)
- [Long Beach CoC policies](#)
- [CA AB 1991](#)

2.9.1 Eligible Termination

Additionally, Contractor may exit participants from the program when the following conditions have been met:

- Participant self-resolved their housing crisis.
- Participant and provider agree that the participant has completed the goals outlined in Housing and Services Plan and no longer has a service need.
- Participant no longer meets the eligibility criteria outlined in the RFP and NOFO.
- Participant relocates to another CoC where services cannot be continued.
- Participant utilizes reunification services or otherwise self-resolves their housing crisis.

2.9.2 Ineligible Exits

Contractors must not exit participants from the program for any of the following reasons:

- Active substance use
- Non-Compliance with Housing and Services Plan
- Medication non-compliance
- Active health issues

- Are otherwise considered difficult to work with
- Failure to abide by participant budget
- Desire to be assigned to another staff
- Being evicted from their unit
- Refusal to engage in case management
- Legal Status
- Refusal to accept viable housing units

2.9.3 Program Exit Documentation

Reference Section [2.6.11 Participant Master File Documentation](#) for the exit plan documentation requirements. Refer to [Section 2.10.10 Termination Policy](#) for documentation requirements for exiting participants due to termination of assistance.

Exit plans must be developed with the participant including provision of resources or referrals to alternative services and the plan must be documented in HMIS. If circumstance prevents coordination of an exit plan, the participant shall be provided a termination letter that satisfies the above criteria within 24 hours of the participant’s request. Exceptions to this process may be made when there is concern for safety of staff or other participants. Contractor must record the program exit adhering to [Section 2.6.2 Data Entry Timeliness](#). As the exit date, the Contractor will use one of the following:

- The date of the last contact with the participant, if actively engaged.
- The date of the exit interview.
- The date that the participant reached 120 days without contact, if the participant has been unreachable

2.10 Program Policies and Procedures

Contractors are required to develop and implement written policies and procedures encompassing the following but not limited to:

2.10.1 Confidentiality

Contractor is required to develop and implement written policies and procedures to ensure the security and confidentiality of program participants and their personally identifying information in compliance with the [Health Insurance Portability and Accountability Act of 1996 \(HIPAA\)](#), [24 CFR § 576.500](#), and [24 CFR § 578.103\(b\)](#). This includes all written information, program participant records, releases of information, and the address or location of any housing of a program participant. To comply with these requirements, the agency should, for example, keep written records or files under lock and key with only particular personnel granted access to those files. Confidentiality statements must be

signed by every employee and kept on file. Standardized forms must be used to show program participant consent when program participant information is exchanged from agency to agency and kept in the program participant chart or file. The policy regarding program participant confidentiality and the completion of required forms must be in place. All HMIS users will adhere to the privacy standards set forth in the [City of Long Beach Homeless Management Information System \(HMIS\) Policies and Procedures](#).

2.10.2 Conflict of Interest

Contractor must ensure program standards of conduct regarding conflicts of interest and organizational conflicts of interest meet the requirements under [2 CFR 200.318](#).

2.10.3 Domestic Violence or Intimate Partner Violence (DV/IPV)

Participants who identify as survivors of, or are actively fleeing, domestic violence situations, must be immediately offered a connection with, and provided placement into, a domestic violence shelter at their request, at a confidential location to ensure the safety and well-being of the participant. Contractors must develop and implement policies and procedures to ensure continued confidentiality and privacy of persons who are fleeing or attempting to flee domestic violence, stalking, sexual assault, or human trafficking.

2.10.4 Fair Housing

Contractor must ensure they follow all local, state, and federal Fair Housing laws, the [Violence Against Women Reauthorization Act of 2013](#), and the [Americans with Disabilities Act \(ADA\)](#) and the [ADA Amendments Act of 2008 \(ADAA\) standards](#). The [Fair Housing Act](#) prohibits housing discrimination on the basis of any “protected class.” Protected classes include race, color, religion, sex, disability, familial status, and national origin. The Act applies to all housing, regardless of the type of funding or ownership, including housing owned by private individuals or organizations. Contractor must have updated policies and procedures that reflect fair housing requirements in compliance with [24 CFR 578.93](#).

2.10.5 Incident Reporting Policy and Procedures

In alignment with Long Beach CoC Written Standards, Contractors must follow the following:

- Contractors must ensure that all incidents related to program participants and/or program staff are reported following the Long Beach CoC guidelines, using the Long Beach [Incident Reporting Tool](#).
- Contractors must maintain a written set of Incident Reporting Policies and Procedures that comply with the City of Long Beach HSB requirements.

- Contractors must submit a copy of the aforementioned policies and procedures as required by the RFP agreement for review and approval to ensure compliance with HSB's Long Beach Continuum of Care Written Standards.
- Contractors shall have written policies and procedures to guide staff actions and program services regarding injury and disease prevention within their programs.
- Contractors are to provide the name and title of the individual designated by the contracted agency to handle all Incidents. Contractors must clearly indicate how this individual can be contacted.
- Contractors must notify the City of Long Beach HSB within 24 hours of any incident that results in severe bodily injury, acts of violence, signs of contagious disease, signs of abuse/neglect, death of participants and/or staff, damage to facility or property by participants and/or staff, dispatch of emergency personnel/first responders (police, sheriff, fire department, etc.).
- Documentation of an incident involving a participant must be entered in HMIS as soon as possible, however, not to exceed one business day. Documentation must only include the date of incident and staff who submitted the report.
- Contractors are expected to abide by all reporting and timeline requirements of Mandated Reporting for child, elder, and dependent adult abuse. The Service Providers' staff are considered Mandated Reporters of suspected child and senior abuse and must report suspicions of child or senior abuse as required by California Law. The Child Abuse Hotline is (800) 540-4000. The Elder Abuse Hotline is (877) 477-3646. Upon completion of report(s) to Child Abuse and/or Elder Abuse Hotline(s), Contractors must notify City of Long Beach HSB within 24 hours of the incident.
- The confidentiality of the participant(s) and any related incidents must be ensured. This includes client interaction, settings, and documentation. Incident reports must not be uploaded into HMIS or stored outside of the participant(s) file and/or Contractors' centralized organization system.
- Incidents involving participants or families receiving Domestic Violence Services must ensure the information being disclosed does not compromise the safety of the participant or family. Additionally, Contractors must comply with the rights and obligations created under the [Violence Against Women Reauthorization Act of 2013](#) and its associated Confidentiality Provision ([34 U.S.C. 12291\(b\)\(2\)](#)).
- All Incident Reports must be submitted to the City of Long Beach HSB online within 24 hours of the incident occurrence via the Incident Reporting Portal. Documentation must be made available to City of Long Beach HSB, along with the participant chart/case file, upon City of Long Beach HSB's request. Contractors' failure to provide such documentation within 24 hours of the request may result in a material breach of Contractors' contract.

- Contractors' policies and procedures must include a training component for staff that comply with City of Long Beach HSB requirements. Training agendas and attendance records must be made available to the City of Long Beach HSB upon request for review. Incident Reporting policies and procedures must be provided to staff during onboarding. Staff must sign off on policy to acknowledge receipt. This acknowledgment must be placed in their personnel file.
- Contractors must utilize a centralized and organized system of confidentially documenting incident reports that occur.
- Contractors must provide staff access to the Incident Reporting Portal at all times. If an incident report and or grievance results in termination of a participant, Contractors must follow the termination policy as written in the Long Beach Continuum of Care Written Standards.

For further information regarding incident reporting please see [Long Beach Continuum of Care Written Standards](#).

2.10.6 Participant Grievance Policy

In alignment with Long Beach CoC Written Standards, projects must have policies and procedures covering how a participant can file a grievance and how grievances are reviewed. The grievance process must have the option to appeal the initial grievance determination with program management. The process for filing a grievance must be communicated to participants and easily accessible for participants to file a grievance. Contractors' grievance policies and procedures at minimum must include, but are not limited to, the following:

- The policy will be reviewed with participant(s) during intake and participant will acknowledge receipt. If a participant is unable to sign, Contractor must document the failure to obtain signature in HMIS
- Participants will be provided with a copy of the termination policy and program rules at intake and notified that copies of these policies and procedures are made freely available upon request

Grievance Policies and Procedures must be prominently displayed in the common area(s) of Contractor's facility. Public displays must incorporate the City HSB's Grievance Coordinator contact information hsb.grievance@longbeach.gov as a mechanism for program participants and staff to contact the system administrator. Any grievances received by the HSB will be verified to have gone through the Contractors grievance procedures prior to providing support. HSB Contractors must contact participants within three business days of receiving and confirming receipt of the grievance.

Contractors must include within their grievance policy and procedures, information, and contacts on how to escalate a grievance once the Contractor has provided a letter of determination. At a minimum, this includes the City HSB's Grievance Coordinator's contact- hsb.grievance@longbeach.gov.

Documentation of all grievance filing timelines must be entered in HMIS as soon as possible, however, not to exceed three business days from date of event. Documentation must include the following:

- Date Grievance was Filed
- Date Grievance was received and by Whom
- Date Participant was Contacted regarding Grievance
- Grievance Outcome and Date

CES Contractors must designate both a primary and alternate person as a point of contact for grievances. This must also outline a procedure to ensure that a participant receives support even if the designated or alternative contact is unavailable to respond promptly.

Whenever possible and appropriate, grievance procedures must include a face-to-face meeting with the participant. Additionally, the grievance investigation must involve the gathering of facts, statement(s) from the grievant and any other participants and staff, if applicable. At the conclusion of the Contractor's finding, a written decision should include relevant factors and verified facts that led to the final determination of the grievance, must be given to the client, and documented in HMIS.

Contractors must establish clear procedures for both first and second level grievance appeals, ensuring participant have the opportunity to present written and/or oral objections. These objections should be heard by staff members who are not the original decision-maker or are subordinates of the individual.

For both first and second level appeals, Contractor must provide the participant with a letter on official agency letterhead within 10 business days of receipt of the appeal. This letter of determination should consist of facts that led to the decision and include a clear statement of the outcomes that led to the final decision of the appeal.

The confidentiality of the participant and their grievance must be ensured, including client interaction, settings, and documentation. Grievances should not be uploaded into HMIS or stored outside of the participant(s) file and/or Contractor's centralized organization system.

A centralized and organized system of documenting grievances includes the following elements: a copy or description of the grievance, the date the Contractor confirmed receipt of the grievance, the staff that addressed the grievance, the date the Contractor met with the participant, and the date the participant received the written determination. For further information on Long Beach CoC Grievance Policy and the [Long Beach CoC Written Standards](#).

2.10.7 Participant Guidelines

The Contractor must develop and provide participants with a written guideline that outlines the program's set of rules and expectations, upon enrollment. Participant guidelines must include the expectations and rules to ensure a safe, respectful and productive environment for all participants and staff.

2.10.8 Participant Rights

The Contractor must develop and provide participants with a written policy that outlines participants' rights upon enrollment. A statement of these rights, and how they are to be operationalized in that specific program, must also be posted in the facility, and must include instructions for grievances. The rights to be specified shall include, but are not limited to:

- The right to be treated with dignity and respect
- The right to religious liberty
- The right to privacy
- The right to be treated with cultural sensitivity
- The right to self-determination in identifying and setting goals
- The right to present complaints and grievances
- The right to have an advocate present during appeals and grievance processes
- The right to have all records and disclosures maintained according to written standards and rules regarding confidentiality and privacy
- The right to review their records and external disclosures of any personal participant information, as governed by written program standards and rules regarding confidentiality and privacy

The right to be clearly informed, in understandable and applicable language, about the purpose of the services being delivered

2.10.9 Reasonable Accommodation Policy

Contractors must ensure that program operations and service delivery are in compliance with State and Federal laws by ensuring that persons with disabilities have equal access to

participate in programs and services. Agencies are required to provide reasonable modifications in policies, practices, and procedures; provide auxiliary aids; and remove barriers in existing facilities. Agencies must ensure that persons with disabilities are not discriminated against or excluded from receiving services based on their disability. Each request for a reasonable accommodation must be evaluated on a case-by-case basis. Reasonable accommodation may include changes that may be necessary in order for the person with a disability to use and enjoy a dwelling, including public and common use spaces, or to participate in the federally assisted program or activity. A requested accommodation may be necessary when there is an identifiable relationship, or nexus, between the requested accommodation and the individual's disability. Examples of reasonable accommodation include the following but not limited to:

- Paying for and installing grab bars in the resident's dwelling unit to accommodate a resident who has a mobility disability
- Assigning an accessible parking space for a person with a mobility impairment
- Permitting a tenant to transfer to a ground-floor unit or to another unit that meets a tenant's disability-related needs
- Adjusting a rent payment schedule to accommodate when an individual receives income assistance
- Permitting an applicant to submit a housing application via a different means
- Permitting an assistance animal in a "no pets" building for a person who is deaf, blind, has seizures, or has a mental disability

2.10.10 Termination Policy

Awarded contractors may exit a participant from the program pursuant to its termination policies and procedures.

Contractor may exit (terminate) for the following reasons:

- Possession of weapons
- Sexual misconduct/ assault
- Behaviors that are a danger to others
- Verbally/ physically threatening behaviors
- Physical violence to staff and/or other participants
- Direct observation of participants engaging in illegal activity on the Contractor's site

If any occurrences noted above are present, but do not rise to the level of "direct threat" as defined in [CCR title 2: 12179](#), participants can remain eligible for services. A determination that accommodation poses a direct threat to the health or safety of others or would cause

substantial physical damage to the property of others, must be based on an individualized assessment that relies on objective evidence, not on mere speculation or stereotypes about the requested accommodations, or particular disabilities, or individuals with disabilities in general.

Contractor must implement a procedure for providing participants with a written termination notice when termination occurs. The Termination Notice is mandatory and must contain a clear statement of reason(s) for the termination, based on investigated facts. Contractors' termination policies and procedures at minimum must include, but are not limited to, the following:

- The policy will be reviewed with participant(s) during intake and participant will acknowledge receipt. If a participant is unable to sign, Contractor must document the failure to obtain signature in HMIS;
- Participants will be provided a copy of the termination policy and program rules at intake and notified that copies of these policies and procedures are made freely available upon request;
- Termination Policies and Procedures and Program Rules must be prominently displayed in the common area(s) of Contractor's facility. Public displays must incorporate the City HSB's Grievance Coordinator contact information - hsb.grievance@longbeach.gov as a mechanism for program participants and staff to contact the funder/system administrator.

Program termination policies and procedures must not conflict with any parameters set forth in the RFP or Program Guidance. Refer to [Long Beach Continuum of Care Written Standards](#) for further guidance on the policy and procedures.

2.10.11 Violence Against Women Act (VAWA)/ Intimate Partner Violence (IPV) Policy

Funded programs must establish and maintain policies and procedures to ensure program operations and service delivery are in accordance with [HUD's Violence Against Women Act](#).

Contractor VAWA policies must include Contractor's protocols for implementing and operationalizing Emergency Transfer Plans for participants if and/or when their housing has become unsafe due to incidents, acts, and/or threats of domestic violence and intimate partner violence.

Policies and procedures must ensure continued confidentiality and privacy of persons who are fleeing or attempting to flee domestic violence, stalking, sexual assault or human

trafficking as set forth by the Violence Against Women Act (VAWA) Confidentiality Provision ([34 U.S.C. 12291\(b\)\(2\)](#)). Policies for Emergency Transfer Plans must conform to requirements listed in [24 CFR 5.2005](#).

3 Permanent Housing Scope of Work

Permanent housing (PH) is defined as community-based housing without a designated length of stay in which formerly homeless individuals and families live as independently as possible. The CoC Program may fund two types of permanent housing: (1) permanent supportive housing (PSH), which is permanent housing with indefinite leasing or rental assistance paired with services to help homeless people with disabilities achieve housing stability; and (b) rapid rehousing (RRH), a model that emphasizes housing search and relocation services and short- and medium-term rental assistance to move homeless people as rapidly as possible into permanent housing. Additional details on permanent housing can be found in [24 CFR 578.37](#).

3.1 Permanent Supportive Housing Overview

Permanent Supportive Housing (PSH) is permanent housing in which housing assistance (e.g., long-term leasing or rental assistance) and supportive services are provided to assist households with at least one member (adult or child) with a disability in achieving housing stability.

3.1.1 PSH Population Served

Contractors shall adhere to all requirements outlined in [Section 2.4 Participant Eligibility](#). In addition, Contractors shall also abide by the following eligibility requirements for PSH Projects.

PSH projects are able to serve any or the following combinations:

- Chronically homeless populations
- Non-chronically homeless, but still homeless per HUD 578.3 populations
- Populations with a disabling condition
- Dedicated plus populations

3.1.2 Dedicated Plus

A DedicatedPLUS project is a PSH project where the entire project serves individuals and families that meet at least one of the following criteria* at project entry:

- Experiencing chronic homelessness ([24 CFR 578.3](#))

- Residing in a transitional housing project that will be eliminated and meets the definition of chronically homeless in effect at the time in which the individuals or family entered the Transitional Housing (TH) project
- Residing in transitional housing funded by a Joint TH and rapid re-housing (PH-RRH) component project and who were experiencing chronic homelessness as defined at [24 CFR 578.3](#) prior to entering the project
- Residing and has resided in a place not meant for human habitation, a safe haven, or emergency shelter for at least 12 months in the last three years, but has not done so on four separate occasions; or
- Receiving assistance through a Department of Veterans Affairs (VA)-funded homeless assistance program and met one of the above criteria at initial intake to the VA's homeless assistance system.

3.1.3 PSH Program Requirements

3.1.3.1 *Progressive Engagement*

Contractors shall use a [progressive engagement](#) approach to determine the duration and amount of rental assistance provided to participants. This amount should be limited to only what is required for the participant's needs.

If agency project has a requirement of program participant rent contribution, occupancy charge or utility reimbursement will be determined at time of household's program intake and will be approved as the smallest amount needed in order to maintain or obtain housing. CoC-funded rental assistance cannot be provided to a program participant who is receiving the same type of assistance through other public sources, or to a program participant who is being provided with replacement housing payments under the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (URA) at the same time. Units assisted with rental assistance must also meet rent reasonableness standards and have both a rental assistance agreement and written lease agreement before financial assistance payments are approved. CoC-funded rental assistance will be paid directly to the appropriate third-party (e.g., property owner). Please see Long Beach CoC Written Standards for more information. Please also refer to HUD's Notice CPD-17-11: *Determining a Program Participant's Rent Contribution, Occupancy Charge or Utility Reimbursement in the Continuum of Care (CoC) Program when the Program Participant is Responsible for the Utilities*

Program staff shall review rental assistance amounts with participants and supervisory staff monthly.

3.1.3.2 Progressive Engagement Policy

Programs shall establish policies detailing this [progressive engagement](#) approach, prioritizing housing stability, while including clear and fair decision guidelines and processes for continual reassessment of the amount and continuation of the assistance. Policy should include the following but not limited to items:

- The methodology used to determine the amount of rent a participant is responsible for contributing to versus the amount the Contractor is responsible for paying.
- The methodology used to determine the frequency of case management a participant needs, with a standard practice of a minimum of a monthly home visit.
- Contractor shall establish policies indicating that the provision of case management and financial assistance are not directly linked. It may be appropriate to reduce case management to a minimal level while continuing to provide financial assistance if agreed upon with the participant. Conversely, financial assistance may no longer be necessary, but the participant may still benefit from and desire case management support.
- A system to notify landlords about the rent-sharing agreement between the participant and the Contractor. Program shall require staff to check on rental payments by participants to ensure proper on-time and full rental payment has been made. On a monthly basis, staff must check in with both the participant and the landlord to ensure that rent for that month has been paid and subsequently all previous months of rent have been paid in full and in a timely manner. If the rent for that month has not been paid and/or if there is a balance of unpaid rent, Staff must develop a plan with the participant and landlord to ensure the balance is paid in full.
- Program must address repeated non-payment of rental portion by participant including revisiting the HSP, facilitating tenant-landlord mediation, reevaluating participants' budgetary priorities, and determining financial hardship to establish whether the program offers the appropriate level of services for the participant.
- Program staff shall review rental assistance amounts with participants and supervisory staff monthly.

3.1.3.3 Length of Program

PSH is meant to provide long-term leasing or rental assistance. Contractor can continue services as long as funding permits.

3.1.3.4 Rental and Lease Standards

In a project that supports housing costs with leasing, the sublease is between the CoC recipient or subrecipient and the landowner. Once a program participant is identified for

the unit, the recipient or subrecipient then executes a sublease or an occupancy agreement with participant (§ 578.77(a)).

When a project is providing TBRA or PBRA, and supporting housing costs with leasing, the lease structure should be established as a lease between the participant and the landowner. For participants who enter a shared housing situation, programs must secure an individual lease for each person in the shared housing to protect their tenancy rights.

When rental assistance is provided as part of a Permanent Supportive Housing (PSH) project, program participants receiving rental assistance are required to pay rent. Participants rent calculation should factor in the following:

- Number of people in the household
- Age of people in the household
- Anticipated income
- Anticipated expenses
- Anticipated allowances
- Anticipated household-paid utilities

Projects that support housing with leasing funds do not have to charge an occupancy charge (which is similar to rent), but if they do, they are **not permitted to charge any amount higher than the household's adjusted income, monthly income, or welfare assistance whichever is the highest of those three factors**. Please see HUD [Rent Calculation](#) for further guidance.

Occupancy Charges (§578.77(b)(4)) – If the household states that if it receives leasing assistance, recipients and subrecipients must examine a program participant's income initially, and if there is a change in family composition (e.g., birth of a child) or a decrease in the resident's income during the year, the resident may request an interim reexamination, and the occupancy charge will be adjusted accordingly.

Rent Contribution (24 CFR 578.77(c)(2)) – If the PSH household receives rental assistance, recipients or subrecipients must review a program participant's rent contribution initially, and at least annually thereafter, to determine the program participant's rent contribution. Adjustments to the rent contribution must be made as changes to their income are identified.

The Contractor must ensure that participants being supported with housing costs, sign a lease that is in accordance with the following [Rental and Lease Standards](#):

- Program participants must sign a lease that is renewable for a term of at least one year and automatically renewable upon expiration.
- Each lease executed must include a lease provision or incorporate a lease addendum that includes all requirements that apply to tenants, the owner, or lease under the Violence Against Women Act (VAWA) protections. See the following link below for further guidance on the VAWA policy and VAWA lease agreements.

3.1.3.5 Rent Reasonableness and Fair Market Rent

To be able to house a program participant in any unit with CoC Program funds, whether supported with leasing or rental assistance, the unit must meet rent reasonableness standards ([24 CFR 578.51](#)).

If a unit is paid for using rental assistance funds, unit rents can exceed FMR but must not exceed rent reasonableness. *If the recipient pays rent beyond FMR levels for some units in a project, they must ensure they have sufficient funding - such as program participant rent contributions or lower rents in other areas of the community- to serve the contracted number of program participants for the remainder of the grant term.*

If a unit is paid for using leasing funds, the amount paid with CoC Leasing Funds cannot exceed FMR. Use of CoC Program leasing funds is capped at the lower of rent reasonableness or FMR amounts. Rents paid with CoC Program funds for individual units may not ever exceed the FMR; however, subrecipients are not prohibited from using other funds to pay rent amounts in excess of FMRs.

Refer to [Rent Reasonableness and Fair Marker Rents Under the CoC Program](#) for more information.

The Contractor shall support participants identify units based on choice and reasonable parameters of the participant. Units must be in compliance with the [City of Long Beach Payment Standards](#).

Standards	Guidance
Housing Standards	<p>Prior to the issuance of any financial assistance, units must pass National Standards for the Physical Inspection of Real Estate (NSPIRE) housing standards.</p> <p>Contractors must physically inspect each unit to ensure it meets the appropriate inspection by funding and must continue to do so annually. Additionally, all units must meet state and local codes.</p>

Standards	Guidance
	<p>Housing which fails to meet Housing Standards may not receive assistance, unless the owner corrects any deficiencies within 30 days from the date of the initial inspection.</p> <ul style="list-style-type: none"> • Inspectors do not need to be certified. • Units must pass HUD Housing Standards utilizing NSPIRE. Refer to Section 2.6.8 Participant Master File and Documentation. Copies of the inspection must be uploaded in HMIS under the participant's file.
Fair Marker Rent (FMR)	<p>If a unit is funded using leasing funds, the amount paid with CoC Leasing Funds cannot exceed FMR.</p> <p>FMRs are HUD-established estimates of gross rent, taking into account both rent and the cost of necessary utilities. They are based on a standard calculation, updated annually and are published online on HUDUser.gov. Recipients and subrecipients must use the FMR applicable to the geographic area in which the housing unit is located.</p>
Rent Reasonableness	<p>Units must meet HUD's rent reasonableness standards. Refer to 24 CFR 578.51(g). This standard is designed to ensure that rents being paid are reasonable in relation to those being charged for comparable unassisted units in the same neighborhood of the identified unit. Contractors must use standardized Long Beach's Rent Reasonableness Form. Refer to 2.6.12 Participant Master File Documentation. The rent charged for a unit must be reasonable in relation to rents currently being charged for comparable units based on location, quality, size, type, age of unit, and any amenities provided by the owner. In addition, the rent must not exceed rents currently being charged by the owner for comparable unassisted units.</p>
Geography	<p>Contractors are permitted to locate housing outside of Long Beach CoC jurisdiction if participants desire to relocate. If participants require ongoing financial assistance and supportive services, program staff may arrange to provide these services, if it is reasonably possible.</p>
Lead Based Paint Remediation and Disclosure	<p>Program staff must provide participant with the approved EPA Lead-Based Paint Informational Brochure before lease signing and financial assistance is rendered. Lead-based paint disclosure must be completed for all participants leasing units constructed prior to 1978. Contractor must comply with Lead-Based Paint requirements stated in 24 CFR 578.75 -General operations. Program staff should use formal public records such as tax assessment records to</p>

Standards	Guidance
	establish the age of the unit. Print out a copy of the age of the unit for the case file.

3.1.4 Performance Metrics

The table below highlights the targets that will be tracked and reviewed collaboratively with the Awarded Contractor during the contract. This list is an indication of the performance metrics of interest to the City and is not exhaustive or final. As a part of a response to this RFP, Proposers may propose additional or alternative performance metrics to be tracked on a regular basis. The final set of performance metrics and frequency of collection will be negotiated by the successful Proposer and the City prior to the finalization of an agreement between parties and may be adjusted over time as needed.

METRIC	DESCRIPTION	TARGET	DATA SOURCE
1. Participants Served	Number of persons Served	90%	HMIS
2. Exit to Permanent Housing	Number of program participants exiting to permanent housing	80%	HMIS
3. Exits to Unknown Destinations	Reduce the number of participants exiting to unknown destinations	Less than 5%	HMIS
4. Housing Retention After Program Exit	Number of participants who retain housing for a minimum of 6 months after program exit	95%	HMIS
5. Occupancy Rate	Rate at which beds are occupied at	90%	HMIS
6. Exits with No Financial Resources	Reduce the number of participants exiting	Less than 5%	HMIS

METRIC	DESCRIPTION	TARGET	DATA SOURCE
	with no financial resources		
7. Reduce Length of Time Homeless	Number of participants move into permanent housing within 120 days of program enrollment	70%	HMIS
8. Increase Income	Number of participants who increase income by all sources	15%	HMIS
9. Exits to Homelessness	Number of participants exiting back into homelessness	15%	HMIS
10. Cost Effectiveness	How well the program uses its resources invested to achieve outcomes and maximize sustainability	Standard Deviation	Invoices and Expenditures
11. HMIS Data Quality	Overall data entry into HMIS meets Long Beach HMIS Data Standards	95%	HMIS
12. Reporting	Report Submission Timeliness	80%	Quarterly and Annual Reports
13. CES and CoC Participation	Attendance in Care Coordination Meetings and CoC Meetings	75%	Attendance

3.2 Rapid Rehousing Overview

Rapid Rehousing (RRH) is permanent housing that provides short-term (up to three months) and medium-term (4-24 months) tenant-based rental assistance and supportive services to households experiencing homelessness.

3.2.1 Progressive Engagement

Contractors shall use a [progressive engagement](#) approach to determine the duration and amount of rental assistance provided to participants. This amount should be limited to only what is required for the participant's needs.

If agency project has a requirement of program participant rent contribution, occupancy charge or utility reimbursement will be determined at time of household's program intake and will be approved as the smallest amount needed in order to maintain or obtain housing. CoC-funded rental assistance cannot be provided to a program participant who is receiving the same type of assistance through other public sources, or to a program participant who is being provided with replacement housing payments under the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (URA) at the same time. Units assisted with rental assistance must also meet rent reasonableness standards and have both a rental assistance agreement and written lease agreement before financial assistance payments are approved. CoC-funded rental assistance will be paid directly to the appropriate third-party (e.g., property owner). Please see [Long Beach CoC Written Standards](#) for more information. Please also refer to [HUD's Notice CPD-17-11: Determining a Program Participant's Rent Contribution, Occupancy Charge or Utility Reimbursement in the Continuum of Care \(CoC\) Program when the Program Participant is Responsible for the Utilities](#).

Program staff shall review rental assistance amounts with participants and supervisory staff monthly.

3.2.2 Progressive Engagement Policy

Programs shall establish policies detailing this [progressive engagement](#) approach, prioritizing housing stability, while including clear and fair decision guidelines and processes for continual reassessment of the amount and continuation of the assistance. Policy should include the following but not limited to items:

- The methodology used to determine the amount of rent a participant is responsible for contributing to versus the amount the Contractor is responsible for paying.
- The methodology used to determine the frequency of case management a participant needs, with a standard practice of a minimum of a monthly home visit.

- Contractor shall establish policies indicating that the provision of case management and financial assistance are not directly linked. It may be appropriate to reduce case management to a minimal level while continuing to provide financial assistance if agreed upon with the participant. Conversely, financial assistance may no longer be necessary, but the participant may still benefit from and desire case management support.
- A system to notify landlords about the rent-sharing agreement between the participant and the Contractor. Program shall require staff to check on rental payments by participants to ensure proper on-time and full rental payment has been made. On a monthly basis, staff must check in with both the participant and the landlord to ensure that rent for that month has been paid and subsequently all previous months of rent have been paid in full and in a timely manner. If the rent for that month has not been paid and/or if there is a balance of unpaid rent, Staff must develop a plan with the participant and landlord to ensure the balance is paid in full.
- Program must address repeated non-payment of rental portion by participant including revisiting the HSP, facilitating tenant-landlord mediation, reevaluating participants' budgetary priorities, and determining financial hardship to establish whether the program offers the appropriate level of services for the participant.
- Program staff shall review rental assistance amounts with participants and supervisory staff monthly.

3.2.3 Housing Stabilization

Program staff must conduct a minimum of one home visit each month. Refer to [Section 3.2.4 Monthly In-Person Case Management](#).

Case management services and financial assistance shall adhere to the progressive engagement method for service delivery. Refer to [Section 3.2.1 Progressive Engagement](#).

Services and referrals to resources shall always be participant-centered and voluntary. However, it is the responsibility of the program staff to foster an engaged and supportive relationship that will encourage participants to participate in services. Refer to [Section 2.3.3 Participant Engagement](#).

When a referral is made to any community service, program staff shall provide a warm hand-off and follow up to ensure the linkage has been made successfully. All referrals must be noted in HMIS or comparable database for VSPs specifically approved by the City of Long Beach in writing.

3.2.4 Monthly In-Person Case Management

Program staff must meet with participants at least once per month. All interactions must be documented in HMIS, or comparable database for VSPs specifically approved by the City of Long Beach in writing, via the case note section.

Contractors shall increase the intensity of services as needed. This includes increasing the frequency of meetings as necessary to achieve HSP goals and retain housing.

3.2.5 Transitioning Out of the Program

Contractors should begin transition planning and conduct a comprehensive review with participants upon an agreed upon time from the participant being housed in order to ensure a smooth transition from the program. This review should include a review of any rent-sharing agreements that have been in place, household budget, spending plan, and assess the participant's readiness to assume full lease responsibility upon program completion. If it is determined that the household will be unable to take over rent payments upon program completion, the transition plan will outline steps for accessing alternative resources. These options may include:

- obtain a housemate to share the rent
- move into a smaller, less expensive unit
- apply for other rental subsidy programs
- move into an affordable housing complex for which they are on a wait list

If the transition plan includes relocating from the current unit, Staff must inform the landlord and provide only the information needed as it pertains to the participant's lease and payment, and ensure any outstanding balances are fully paid.

While the participant is actively pursuing the transition plan, Contractor must continue to provide case management and financial assistance, through a progressive engagement model.

3.2.6 Length of Program

RRH is permanent housing that provides short-term (up to three months) and medium-term (4-24 months) tenant-based rental assistance and supportive services to households experiencing homelessness for a maximum of 24 months. In addition, services may be provided for up to 6 months after the rental assistance ends ([24 CFR 578.37](#))

3.2.7 Rental and Lease Standards

When a project provides short-term or medium-term rental assistance and supports housing costs with leasing or rental assistance, the lease structure should be established

as a lease between the participant and the landowner. For participants who enter a shared housing situation, programs must secure an individual lease for each person in the shared housing to protect their tenancy rights.

The Contractor must ensure that participants being supported with housing costs, sign a lease that is in accordance with the following [Rental and Lease Standards](#):

- Program participants must sign a lease that is renewable for a term of at least one year and automatically renewable upon expiration.
- Each lease executed must include a lease provision or incorporate a lease addendum that includes all requirements that apply to tenants, the owner, or lease under the Violence Against Women Act (VAWA) protections. See the following link below for further guidance on the VAWA policy and VAWA lease agreements.

3.2.7.1 Rent Reasonableness and Fair Market Rent

To be able to house a program participant in any unit with CoC Program funds, whether supported with leasing or rental assistance, the unit must meet rent reasonableness standards ([§ 578.51\(g\)](#)). A recipient or subrecipient cannot rent a unit that exceeds reasonable rent using CoC funds. Further, if the unit is paid for with leasing assistance, leasing funds cannot be used to pay above the Fair Market Rent (FMR) ([§ 578.49\(b\)\(2\)](#)).

If a unit is funded using leasing funds, the amount paid with CoC Leasing Funds cannot exceed FMR. Please see [Rent Reasonableness and Fair Marker Rents Under the CoC Program for more information](#).

The Contractor shall support participants identify units based on choice and reasonable parameters of the participant. Units must be in compliance with the [City of Long Beach Payment Standards](#).

Standards	Guidance
Housing Standards	<p>Prior to the issuance of any financial assistance, units must pass National Standards for the Physical Inspection of Real Estate (NSPIRE) housing standards.</p> <p>Contractors must physically inspect each unit to ensure it meets the appropriate inspection by funding and must continue to do so annually. Additionally, all units must meet state and local codes.</p>

Standards	Guidance
	<p>Housing which fails to meet Housing Standards may not receive assistance, unless the owner corrects any deficiencies within 30 days from the date of the initial inspection.</p> <ul style="list-style-type: none"> • Inspectors do not need to be certified. • Units must pass HUD Housing Standards utilizing NSPIRE. Refer to Section 2.6.11 Participant Master File Documentation. Copies of the inspection must be uploaded in HMIS under the participant's file.
Fair Marker Rent (FMR)	<p>If a unit is funded using leasing funds, the amount paid with CoC Leasing Funds cannot exceed FMR.</p> <p>FMRs are HUD-established estimates of gross rent, taking into account both rent and the cost of necessary utilities. They are based on a standard calculation, updated annually and are published online on HUDUser.gov. Recipients and subrecipients must use the FMR applicable to the geographic area in which the housing unit is located.</p>
Rent Reasonableness	<p>Units must meet HUD's rent reasonableness standards. Refer to 24 CFR 578.51(g). This standard is designed to ensure that rents being paid are reasonable in relation to those being charged for comparable unassisted units in the same neighborhood of the identified unit. Contractors must use standardized Long Beach's Rent Reasonableness Form. Refer to 2.6.11 Participant Master File Documentation. The rent charged for a unit must be reasonable in relation to rents currently being charged for comparable units based on location, quality, size, type, age of unit, and any amenities provided by the owner. In addition, the rent must not exceed rents currently being charged by the owner for comparable unassisted units.</p>
Geography	<p>Contractors are permitted to locate housing outside of Long Beach CoC jurisdiction if participants desire to relocate. If participants require ongoing financial assistance and supportive services, program staff may arrange to provide these services, if it is reasonably possible.</p>

Standards	Guidance
Lead Based Paint and Remediation Disclosure	Program staff must provide participant with the approved EPA Lead-Based Paint Informational Brochure before lease signing and financial assistance is rendered. Lead-based paint disclosure must be completed for all participants leasing units constructed prior to 1978. Contractor must comply with Lead-Based Paint requirements stated in 24 CFR 578.75 -General operations. Program staff should use formal public records such as tax assessment records to establish the age of the unit. Print out a copy of the age of the unit for the case file.

3.2.8 Performance Metrics

The table below highlights the targets that will be tracked and reviewed collaboratively with the Awarded Contractor during the contract. This list is an indication of the performance metrics of interest to the City and is not exhaustive or final. As a part of a response to this RFP, Proposers may propose additional or alternative performance metrics to be tracked on a regular basis. The final set of performance metrics and frequency of collection will be negotiated by the successful Proposer and the City prior to the finalization of an agreement between parties and may be adjusted over time as needed.

METRIC	DESCRIPTION	TARGET	DATA SOURCE
1. Participants Served	Number of persons Served	90%	HMIS
2. Exit to Permanent Housing	Number of program participants exiting to permanent housing	80%	HMIS
3. Exits to Unknown Destinations	Reduce the number of participants exiting to unknown destinations	Less than 5%	HMIS
4. Housing Retention After Program Exit	Number of participants who retain housing for a minimum of 6	95%	HMIS

METRIC	DESCRIPTION	TARGET	DATA SOURCE
	months after program exit		
5. Occupancy Rate	Rate at which beds are occupied at	90%	HMIS
6. Exits with No Financial Resources	Reduce the number of participants exiting with no financial resources	Less than 5%	HMIS
7. Reduce Length of Time Homeless	Number of participants move into permanent housing within 120 days of program enrollment	70%	HMIS
8. Increase Income	Number of participants who increase income by all sources	15%	HMIS
9. Exits to Homelessness	Number of participants exiting back into homelessness	15%	HMIS
10. Cost Effectiveness	How well the program uses its resources invested to achieve outcomes and maximize sustainability	Standard Deviation	Invoices and Expenditures
11. HMIS Data Quality	Overall data entry into HMIS meets Long Beach HMIS Data Standards	95%	HMIS
12. Reporting	Report Submission Timeliness	80%	Quarterly and Annual Reports

METRIC	DESCRIPTION	TARGET	DATA SOURCE
13. CES and CoC Participation	Attendance in Care Coordination Meetings and CoC Meetings	75%	Attendance

4 Transitional Housing Scope of Work

Transitional Housing (TH) provides temporary housing with supportive services to individuals and families experiencing homelessness with the goal of interim stability and support to successfully move to and maintain permanent housing. TH projects can cover housing costs and accompanying supportive services for program participants for up to 24 months ([24 CFR 578.37](#)). Program participants must have a lease or occupancy agreement in place when residing in transitional housing.

4.1 Length of Program

The transitional housing (TH) project component may be used to cover the costs of up to 24 months of housing with accompanying support services, providing a period of stability to enable homeless people to transition successfully to and maintain permanent housing within 24 months of program entry.

4.2 Rental and Lease Standards

Contractor must ensure program participants have a lease, sublease, or occupancy agreement when residing in transitional housing.

In a project that supports housing costs with leasing, the sublease is between the CoC recipient or subrecipient and the landowner. Once a program participant is identified for the unit, the recipient or subrecipient then executes a sublease or an occupancy agreement with participant ([24 CFR 578.77](#)).

When a project is providing TBRA or PBRA, and supporting housing costs with leasing or rental assistance, the lease structure should be established as a lease between the participant and the landowner. For participants who enter a shared housing situation, programs must secure an individual lease for each person in the shared housing to protect their tenancy rights.

When rental assistance is provided as part of a Transitional Housing (TH) project, program participants receiving rental assistance are required to pay rent. Participants rent or occupancy calculation should factor in the following:

- Number of people in the household
- Age of people in the household
- Anticipated income
- Anticipated expenses
- Anticipated allowances
- Anticipated household-paid utilities

Projects that support housing with leasing funds do not have to charge an occupancy charge (which is similar to rent), but if they do, they are **not permitted to charge any amount higher than the household's adjusted income, monthly income, or welfare assistance whichever is the highest of those three factors**. Please see HUD [Rent Calculation](#) for further guidance.

Occupancy Charges (24 CFR 578.77) – If the household states that if it receives leasing assistance, recipients and subrecipients must examine a program participant's income initially, and if there is a change in family composition (e.g., birth of a child) or a decrease in the resident's income during the year, the resident may request an interim reexamination, and the occupancy charge will be adjusted accordingly.

Rent Contribution (24 CFR 578.77)<https://www.hudexchange.info/resource/2033/hearth-coc-program-interim-rule/>) – If the Household receives rental assistance, recipients or subrecipients must review a program participant's rent contribution initially, and at least annually thereafter, to determine the program participant's rent contribution. Adjustments to the rent contribution must be made as changes to their income are identified.

The Contractor must ensure that participants being supported with housing costs, sign a lease that is in accordance with the following [Rental and Lease Standards](#):

- Program participants must sign a lease that is renewable for a term of at least one year and automatically renewable upon expiration for a maximum term of 24 months, except by prior notice by either party.
- Each lease executed must include a lease provision or incorporate a lease addendum that includes all requirements that apply to tenants, the owner, or lease under the Violence Against Women Act (VAWA) protections. See the following link below for further guidance on the VAWA policy and VAWA lease agreements.

Standards	Guidance
Housing Standards	<p>Prior to the issuance of any financial assistance, units must pass National Standards for the Physical Inspection of Real Estate (NSPIRE) housing standards.</p> <p>Contractors must physically inspect each unit to ensure it meets the appropriate inspection by funding and must continue to do so annually. Additionally, all units must meet state and local codes.</p> <p>Housing which fails to meet Housing Standards may not receive assistance, unless the owner corrects any deficiencies within 30 days from the date of the initial inspection.</p> <ul style="list-style-type: none"> • Inspectors do not need to be certified. • Units must pass HUD Housing Standards utilizing NSPIRE. Refer to 2.6.11 Participant Master File Documentation. Copies of the inspection must be uploaded in HMIS under the participant’s file.
Fair Marker Rent (FMR)	<p>If a unit is funded using leasing funds, the amount paid with CoC Leasing Funds cannot exceed FMR.</p> <p>FMRs are HUD-established estimates of gross rent, taking into account both rent and the cost of necessary utilities. They are based on a standard calculation, updated annually and are published online on HUDUser.gov. Recipients and subrecipients must use the FMR applicable to the geographic area in which the housing unit is located.</p>
Rent Reasonableness	<p>Units must meet HUD’s rent reasonableness standards. Refer to 24 CRF 578.51(g). This standard is designed to ensure that rents being paid are reasonable in relation to those being charged for comparable unassisted units in the same neighborhood of the identified unit. Contractors must use standardized Long Beach’s Rent Reasonableness Form. Refer to 2.6.11 Participant Master File Documentation. The rent charged for a unit must be reasonable in relation to rents currently being charged for comparable units based on location, quality, size, type, age of unit, and any amenities provided by the owner. In addition, the rent must not exceed rents</p>

Standards	Guidance
	currently being charged by the owner for comparable unassisted units.
Geography	Contractors are permitted to locate housing outside of Long Beach CoC jurisdiction if participants desire to relocate. If participants require ongoing financial assistance and supportive services, program staff may arrange to provide these services, if it is reasonably possible.
Lead Based Paint Remediation and Disclosure	Program staff must provide participant with the approved EPA Lead-Based Paint Informational Brochure before lease signing and financial assistance is rendered. Lead-based paint disclosure must be completed for all participants leasing units constructed prior to 1978. Contractor must comply with Lead-Based Paint requirements stated in 24 CFR 578.75 -General operations. Program staff should use formal public records such as tax assessment records to establish the age of the unit. Print out a copy of the age of the unit for the case file.

4.3 Transitioning Out of the Program

Contractors should begin transition planning and conduct a comprehensive review with participants upon an agreed upon time from the participant entering the program until the participant exits the program in order to ensure a smooth transition from the program.

Transition planning in a TH project should be a structured, person-centered process that begins at entry and continues throughout a participant’s stay. Its goal is to ensure that individuals and families are prepared to successfully exit TH into stable permanent housing.

Key elements include:

Early Planning: Developing a housing stability plan with participants at intake that identifies long-term housing goals, barriers, and needed supports.

- Case Management Support: Regular check-ins to track progress, update goals, and connect participants with services such as employment, education, mental health, or benefits enrollment.
- Skill Building: Providing life skills training (e.g., budgeting, housekeeping, tenant rights/responsibilities) to strengthen readiness for independent living.

- Resource Navigation: Assisting with applications for permanent housing programs (PSH, Rapid Re-Housing, affordable housing units, vouchers) and ensuring participants are on appropriate waitlists.
- Financial Preparation: Supporting participants in obtaining income, saving for move-in costs, and accessing assistance for deposits, moving expenses, or utility set-up.
- Warm Hand-offs: Coordinating with landlords, service providers, or permanent housing case managers to create a seamless transition without gaps in support.

If the TH project is providing rental or leasing assistance, Contractor must inform the landlord of the transition plan and provide only the information needed as it pertains to the participant’s lease and rental assistance payment, and ensure any outstanding balances are fully paid.

While the participant is actively pursuing the transition plan, Contractor must continue to provide case management and financial assistance, through a progressive engagement model.

4.4 Performance Metrics

The table below highlights the targets that will be tracked and reviewed collaboratively with the Awarded Contractor during the contract. This list is an indication of the performance metrics of interest to the City and is not exhaustive or final. As a part of a response to this RFP, Proposers may propose additional or alternative performance metrics to be tracked on a regular basis. The final set of performance metrics and frequency of collection will be negotiated by the successful Proposer and the City prior to the finalization of an agreement between parties and may be adjusted over time as needed.

METRIC	DESCRIPTION	TARGET	DATA SOURCE
1. Participants Served	Number of persons Served	90%	HMIS
2. Exit to Permanent Housing	Number of program participants exiting to permanent housing	80%	HMIS
3. Exits to Unknown Destinations	Reduce the number of participants exiting to unknown destinations	Less than 5%	HMIS
4. Occupancy Rate	Rate at which beds are occupied at	90%	HMIS

METRIC	DESCRIPTION	TARGET	DATA SOURCE
5. Exits with No Financial Resources	Reduce the number of participants exiting with no financial resources	Less than 5%	HMIS
6. Increase Income	Number of participants who increase income by all sources	15%	HMIS
7. Exits to Homelessness	Number of participants exiting back into homelessness	15%	HMIS
8. Cost Effectiveness	How well the program uses its resources invested to achieve outcomes and maximize sustainability	Standard Deviation	Invoices and Expenditures
9. HMIS Data Quality	Overall data entry into HMIS meets Long Beach HMIS Data Standards	95%	HMIS
10. Reporting	Report Submission Timeliness	80%	Quarterly and Annual Reports
11. CES and CoC Participation	Attendance in Care Coordination Meetings and CoC Meetings	75%	Attendance

5 Joint Components TH-RRH Scope of Work

A Joint TH and PH-RRH Component project is a project type that includes two existing program components—TH and PH-RRH—in a single project to serve individuals and families experiencing homelessness. Recipients or subrecipients must be able to provide both components, including the units supported by the transitional housing component and the tenant-based rental assistance and services provided through the PH-RRH component, to all program participants up to 24 months as needed by the program participants. For example, a program participant may only need the temporary stay in transitional housing unit, but the recipient or subrecipient must be able to make available the financial assistance and supportive services that traditionally comes with rapid re-housing assistance to that program participant

The Th-RRH project must adhere to the scope of work found in [Section 4 Transitional Housing Scope of Work](#) and the scope of work found in [Section 3.2 Rapid Rehousing Overview](#).

5.1 Length of Program

Program participants are able to stay in each component for a maximum of 24 months (i.e. TH for 24 months and RRH for 24 months).

5.2 Performance Metrics

The Th-RRH project must adhere to the performance metrics found In [Section 4.4 Transitional Housing Performance Metrics](#) and the performance metrics found in [Section 3.2.8 Rapid Rehousing Performance Metrics](#).

6 Supportive Services Only Scope of Work

Supportive Services Only – Coordinated Entry projects administer the CoC’s centralized or coordinated entry process to coordinate assessment and referral of individuals and families seeking housing or services, including the use of a comprehensive and standardized assessment tool. See [CPD-17-01: Notice Establishing Additional Requirements for a Continuum of Care Centralized or Coordinated Assessment System \(Coordinated Entry Notice\)](#) for full information and requirements. If your project is submitted as a coordinated entry project you must adhere to all requirements in the Rule and the *Coordinated Entry Notice*.

Stand-alone Supportive Services Only (SSO) projects address the special needs of program participants (e.g., childcare, employment assistance, transportation services) and has associated housing outcomes and is not limited to providing services from one or more housing-related projects. Allow recipients to provide supportive services—such as conducting outreach to sheltered and unsheltered homeless persons and families and providing referrals to other housing or other necessary services—to families and individuals experiencing homelessness (including initial assessment, crisis counseling, and addressing urgent physical needs) and connecting persons experiencing homelessness to housing and other resources. The recipient may only assist program participants for whom the recipient or subrecipient of the funds is not providing housing or housing assistance.

Supportive services may be offered in a structure or structures at one central site, or in multiple buildings at scattered sites where services are delivered. Projects may be operated independent of a building (e.g., street outreach) and in a variety of community-based

settings, including in homeless programs operated by other agencies. Coordinated Entry projects can be funded under SSO program components as permitted by the NOFO.

6.1 Length of Program

The Contractor may continue providing participant services for the duration of the contract, subject to the availability of funding.

6.2 Performance Metrics

The table below highlights the targets that will be tracked and reviewed collaboratively with the Awarded Contractor during the contract. This list is an indication of the performance metrics of interest to the City and is not exhaustive or final. As a part of a response to this RFP, Proposers may propose additional or alternative performance metrics to be tracked on a regular basis. The final set of performance metrics and frequency of collection will be negotiated by the successful Proposer and the City prior to the finalization of an agreement between parties and may be adjusted over time as needed.

METRIC	DESCRIPTION	TARGET	DATA SOURCE
1. Participants Served	Number of persons Served	90%	HMIS
2. CES Assessments Completed	Number of persons with a CES Assessment (Crisis or Housing Assessment)	90%	HMIS
3. Program Referrals	Number of participants referrals that were successful	25%	HMIS
4. Exit Permanent Housing	to Number of program participants exiting to permanent housing	5%	HMIS
5. Exits Unknown Destinations	to Reduce the number of participants exiting to unknown destinations	Less than 5%	HMIS
6. Increase Income	Number of participants who increase income by all sources	15%	HMIS
7. Exits Temporary	to Number of participants exiting to a temporary housing destination	10%	HMIS

METRIC	DESCRIPTION	TARGET	DATA SOURCE
Housing Destination			
8. Cost Effectiveness	How well the program uses its resources invested to achieve outcomes and maximize sustainability	Standard Deviation	Invoices and Expenditures
9. HMIS Data Quality	Overall data entry into HMIS meets Long Beach HMIS Data Standards	95%	HMIS
10. Reporting	Report Submission Timeliness	80%	Quarterly and Annual Reports
11. CES and CoC Participation	Attendance in Care Coordination Meetings and CoC Meetings	75%	Attendance

7 How We Choose

7.1 Minimum Qualifications

The minimum requirements Proposers must meet to be eligible, which must be satisfied at the time of submitting a proposal, are listed below:

- Qualification to conduct business in the City;
- Not having unresolved current or past contract non-compliance, non-performance, suspension, termination, or other adverse audit finding with one or more funders in the past five years;
- Applicant, its officers, and employees are not currently debarred or suspended from doing business with the Federal Government, State of California, or local government;
- Have a SAM.gov registration; and
- Have an eligible project identified in Appendix A.

7.2 Evaluation: Ranking and Prioritization

Proposals shall be consistently evaluated based upon the following:

The Long Beach Continuum of Care (CoC) evaluates the performance and utilization of funding on an annual basis to determine the ranking and scoring of projects in alignment with the U.S. Department of Housing and Urban Development (HUD) Continuum of Care Program Interim Rules. The Interim Rule requires that each CoC establish performance targets that are appropriate to the program design as well as that the CoC has a process for taking action regarding poor performing projects. The City of Long Beach Homeless Services Bureau (HSB) as the lead and administrative entity for the Long Beach CoC is responsible for creating policies that can be consistently applied along with providing ranking of priority for projects to be considered for annual renewal.

The following provides an overview of what areas are reviewed by CoC staff for performance and how scores are determined.

Reporting Period: July 1, 2024 – June 30, 2025

The following project types are exempt from the Long Beach Scoring Process: CoC Planning Grant, Unified Funding Agency (UFA) Grant, Homeless Management Information System (HMIS) Grants, Supportive Service Only Coordinated Entry (SSO-CE) grants, and any programs in the first year of operation. The Long Beach HSB will be providing a score for SSO projects during the 2025 scoring and ranking process, however, SSO-CE projects will remain exempt during the ranking process. However, all competitive project types will be assigned a rank and placed on the ranking list per HUD requirements. In alignment with 2024 Long Beach CoC Board priorities permanent housing programs will have a maximum score that is 15 points higher than non-permanent housing programs.

In determining performance within each category of the Section 1 Project Performance agencies scores will factor in the current and past two (2) years of performance for the project. This is meant to both acknowledge historical strong performance and to acknowledge that smaller projects are more likely to fluctuate in performance due to small sample sizes. In scoring project performance, the following weighting will be utilized: Current Reporting Period (T) 60%, Previous Reporting Period (T-1) 30%, and Reporting Period Two (2) Years Prior (T-2) 10%.

In addition to scores being utilized to rank projects on an annual basis, scores will also be utilized in determining potential reallocation (partial or full) for grants that are showing poor performance, in alignment with the Long Beach CoC Reallocation Policy.

Competitive Scoring and Ranking Guidance

Through the release of the CoC Program Notice of Funding Opportunity (NOFO), HUD outlines criteria for eligible renewal projects and defines eligible project types for new project applications to be proposed through CoC Bonus, DV Bonus, or Reallocation processes. Historically, through both policy priorities and project-type eligibility, HUD has consistently emphasized rapid placement and stabilization in permanent housing through the development and continued funding of Permanent Supportive Housing (PSH) and Rapid Rehousing (RRH) projects.

Despite this longstanding precedent, HUD retains the authority to adjust funding and scoring criteria with each NOFO based on funding availability and evolving federal priorities. The Long Beach CoC affirms that the development and preservation of permanent housing (PH) projects remain integral to addressing the homelessness crisis and will continue to prioritize eligible PH project types (e.g., PSH, RRH) in competitive scoring and ranking decisions. At the same time, the CoC acknowledges the need to maximize funding availability and competitiveness in response to HUD's application requirements.

To ensure competitiveness and preserve funding eligibility, the Long Beach CoC may adjust its competitive scoring and ranking criteria in response to applicable NOFOs, including the temporary removal of locally adopted performance metrics from competitive scoring that conflict with HUD's established scoring criteria, eligibility thresholds, and/or policy priorities. This adjustment does not reflect a change in local priorities, and the applicable metrics may continue to be used for local program evaluations and continuous quality improvement processes.

The CoC may also make necessary adjustments to ranking criteria to reflect project-type eligibility and the HUD Tier 1 and Tier 2 competitive funding structure as outlined in the applicable NOFO. Adjustments will only be applied to competitive project applications, and this directive is not applicable to non-competitive applications (e.g., CoC Planning, Unified Funding Agency costs) as outlined in the applicable NOFO. Any adjustments do not reflect a change in local priorities and will only be made to respond to federal requirements and to ensure competitiveness and preserve funding eligibility.

Adjustments to local project rankings or funding priorities based on federal scoring, ranking, or eligibility indicators may be made by the Collaborative Applicant pursuant to this CoC Board-approved policy. All adjustments to meet federal requirements will be documented, summarized, published with competition materials, and reported to the CoC Board and CoC General Membership.

7.2.1 Permanent Housing (Permanent Supportive Housing PH-PSH)

Total Points for all sections: 180 Points and 2 Bonus Points

Section 1: Project Performance (111 Points)

Question	Points	Rubric
1. % of All Households Served	20.0	79.99% and below 0.0 80% - 89.99% 10.0 >90% 20.0
2. % of Residential Occupancy on average	15.0	79.99% and below 0.0 80% - 89.99% 7.5 >90% 15.0
3. % of Adults (Leavers and Stayers) who increased earned income*	5.0	>2 standard dev. below project type mean 0.0 Within 2 standard dev. of project type mean 2.5 >7% or >2 standard dev. above project type mean 5.0
4. % of Adults (Leavers and Stayers) who increased other income*	9.0	>2 standard dev. below project type mean 0.0 Within 2 standard dev. of project type mean 4.5 >35% or >2 standard dev. above project type mean 9.0
5. % of Households exiting to permanent housing	15.0	>2 standard dev. below project type mean 0.0 Within 2 standard dev. of project type mean 7.5 >80% or >2 standard dev. above project type mean 15.0
6. % of Households remaining in permanent housing	20.0	>2 standard dev. below project type mean 0.0 Within 2 standard dev. of project type mean 10.0 >95% or >2 standard dev. above project type mean 20.0
7. % of Households exiting to unknown destinations	10.0	>2 standard dev. above project type mean 0.0 Within 2 standard dev. of project type mean 5.0 0% or >2 standard dev. below project type mean 10.0
8. % of Households exiting with no financial resources	14.0	>2 standard dev. above project type mean 0.0 Within 2 standard dev. of project type mean 7.0 <4.99% or >2 standard dev. below project type mean 14.0

Question	Points	Rubric	
9. % of Households with an annual assessment	3.0	>2 standard dev. above project type mean	0.0
		Between 1 and 2 standard deviations	1.5
		>80% or >1 standard dev. above project type mean	3.0
Total Points Available	111.0		

Section 2: Fiscal Performance (53 Points)

Question	Points	Rubric	
1. % of awarded funds that were deobligated/underspent	15.0	15% and above	0.0
		5% - 14.99%	7.5
		<4.99%	15.0
2. Amount of match provided at end of contract year	8.0	<25%	0.0
		≥25%	8.0
3. Number of budget revisions requested after 9 months into contract year	5.0	One or more	0.0
		None	5.0
4. Organization currently has unresolved findings in its Single Audit	5.0	Yes, and no Corrective Action Plan (CAP)	0.0
		Yes, with CAP	2.5
		No	5.0
5. Cost Effectiveness	20.0	\$24,000 and above or No Placements	0.0
		\$16,001 - \$23,999	10.0
		<\$16,000	20.0
Total Points Available	53.0		

Section 3: HMIS (10 Points)

Question	Points	Rubric	
1. Overall data quality – Error rate	6.0	>5%	0.0
		<5%	6.0
2. Report submission timeliness	4.0	0 – 19.99%	0.0
		20% - 59.99%	2.0
		>60%	4.0
Total Points Available	10.0		

Section 4: CoC Participation (2 Bonus Points)

Question	Points	Rubric	
1. CoC Meeting Attendance (out of 8 CoC Board Meetings)	2.0	50% - 74.99%	1.0
		>75%	2.0

Section 5: Serving the CoC with Neutrality (6 Points)

Question	Points	Rubric	
1. Program participants are reflective of the Long Beach Point In Time population	3.0	>2 standard deviations	0.0
		Between 1 and 2 standard deviations	1.5
		<1 standard deviation	3.0
2. Exit outcomes do not have distinctive differences by HUD required demographics	3.0	>2 standard deviations	0.0
		Between 1 and 2 standard deviations	1.5
		<1 standard deviation	3.0
Total Points Available	6.0		

7.2.2 Permanent Housing – Rapid Rehousing (PH-RRH)

Total Points for all sections: 177 Points and 2 Bonus Points

Section 1: Project Performance (111 Points)

Question	Points	Rubric	
1. % of All Households Served	20.0	79.99% and below	0.0
		80% - 89.99% or > 250%*	10.0
		>90%	20.0
2. % of Average Residential Occupancy on average	20.0	66.65% and below	0.0
		66.66% - 74.99% or > 200%*	10.0
		>75%	20.0
3. % of Adults (Leavers and Stayers) who increased earned income	10.0	>2 standard dev. below project type mean	0.0
		Within 2 standard dev. of project type mean	5.0
		>12% or >2 standard dev. above project type mean	10.0
4. % of Adults (Leavers and Stayers) who increased other income	8.0	>2 standard dev. below project type mean	0.0
		Within 2 standard dev. of project type mean	4.0
		>30% or >2 standard dev. above project type mean	8.0
5. % of Households exiting permanent housing	25.0	>2 standard dev. below project type mean	0.0
		Within 2 standard dev. of project type mean	12.5
		>85% or >2 standard dev. above project type mean	25.0

Question	Points	Rubric
6. % of Households exiting to unknown destinations	15.0	>2 standard dev. above project type mean 0.0
		Within 2 standard dev. of project type mean 7.5
		<4.99% or >2 standard dev. below project type mean 15.0
7. %of Households exiting with no financial resources	10.0	>2 standard dev. above project type mean 0.0
		Within 2 standard dev. of project type mean 5.0
		<7.49% or >2 standard dev. below project type mean 10.0
8. % of Households with an annual assessment	3.0	>2 standard dev. above project type mean 0.0
		Between 1 and 2 standard deviations 1.5
		>80% or >1 standard dev. above project type mean 3.0
Total Points Available	111.0	

Section 2: Fiscal Performance (53 Points)

Question	Points	Rubric
1. % of awarded funds that were de-obligated/underspent	15.0	15% and above 0.0
		5% - 14.99% 7.5
		>4.99% 15.0
2. Amount of match provided at end of contract year	8.0	<25% 0.0
		≥25% 8.0
3. Number of budget revisions requested after 9 months into contract year	5.0	One or more 0.0
		None 5.0
4. Organization currently has unresolved findings in its Single Audit	5.0	Yes, and no CAP 0.0
		Yes, with CAP 2.5
		No 5.0
5. Cost Effectiveness	20.0	\$20,000 and above or No Placements 0.0
		\$12,001 - \$19,999 10.0
		>\$12,000 20.0
Total Points Available	53.0	

Section 3: HMIS

Question	Points	Rubric	
1. Overall data quality – Error rate	6.0	>5%	0.0
		<5%	6.0
2. Report submission timeliness	4.0	0 – 19.99%	0.0
		20% - 59.99%	2.0
		>60%	4.0
Total Points Available	10.0		

Section 4: CoC Participation (2 Bonus Points)

Question	Points	Rubric	
1. CoC Meeting Attendance (out of 8 CoC Board Meetings)	2.0	50% - 74.99%	1.0
		>75%	2.0

Section 5: Serving the CoC with Neutrality (6 Points)

Question	Points	Rubric	
1. Program participants are reflective of the Long Beach Point In Time population	3.0	>2 standard deviations	0.0
		Between 1 and 2 standard deviations	1.5
		<1 standard deviation	3.0
2. Exit outcomes do not have distinctive differences by HUD required demographics	3.0	>2 standard deviations	0.0
		Between 1 and 2 standard deviations	1.5
		<1 standard deviation	3.0
Total Points Available	6.0		

*Unless greater than 50% match is demonstrated.

7.2.3 Transitional Housing (TH)

Total Points for all sections: 165 Points and 2 Bonus Points

Section 1: Project Performance (101 Points)

Question	Points	Rubric	
1. % of All Households Served	17.0	79.99% and below	0.0
		80% - 89.99% or >300%*	8.5
		>90%	17.0
2. % of Average Residential Occupancy on average	20.0	69.99% and below	0.0
		70% - 79.99% or >150%*	10.0
		>80%	20.0
3. % of Adults (Leavers and Stayers) who increased earned income*	8.0	>2 standard dev. below project type mean	0.0
		Within 2 standard dev. of project type mean	4.0
		>12% or >2 standard dev. above project type mean	8.0

Question	Points	Rubric	
4. % of Adults (Leavers and Stayers) who increased other income*	8.0	>2 standard dev. below project type mean	0.0
		Within 2 standard dev. of project type mean	4.0
		>30% or >2 standard dev. above project type mean	8.0
5. % of Households exiting to permanent housing*	20.0	>2 standard dev. below project type mean	0.0
		Within 2 standard dev. of project type mean	10.0
		>80% or >2 standard dev. above project type mean	20.0
6. % of Households exiting to unknown destinations*	15.0	>2 standard dev. above project type mean	0.0
		Within 2 standard dev. of project type mean	7.5
		<4.99% or >2 standard dev. below project type mean	15.0
7. % of Households exiting with no financial resources*	10.0	>2 standard dev. above project type mean	0.0
		Within 2 standard dev. of project type mean	5.0
		<9.99% or >2 standard dev. below project type mean	10.0
8. % of Households with an annual assessment	3.0	>2 standard dev. above project type mean	0.0
		Between 1 and 2 standard deviations	1.5
		>80% or >1 standard dev. above project type mean	3.0
Total Points Available	101.0		

Section 2: Fiscal Performance (48 Points)

Question	Points	Rubric	
1. % of awarded funds that were de-obligated/underspent	15.0	15% and above	0.0
		5% - 14.99%	7.5
		>4.99%	15.0
2. Amount of match provided at end of contract year	8.0	<25%	0.0
		≥25%	8.0
3. Number of budget revisions requested after 9 months into contract year	5.0	One or more	0.0
		None	5.0

Question	Points	Rubric	
4. Organization currently has unresolved findings in its Single Audit	5.0	Yes, and no CAP Yes, with CAP No	0.0 2.5 5.0
5. Cost Effectiveness	15.0	\$15,000 and above or No Placements \$10,001 - \$14,999 >\$10,000	0.0 7.5 15.0
Total Points Available	48.0		

Section 3: HMIS (10 Points)

Question	Points	Rubric	
1. Overall data quality – Error rate	6.0	>5% <5%	0.0 6.0
2. Report submission timeliness	4.0	0 – 19.99% 20% - 59.99% >60%	0.0 2.0 4.0
Total Points Available	10.0		

Section 4: CoC Participation (2 Bonus Points)

Question	Points	Rubric	
1. CoC Meeting Attendance (out of 8 CoC Board Meetings)	2.0	50% - 74.99% >75%	1.0 2.0

Section 5: Serving the CoC with Neutrality (6 Points)

Question	Points	Rubric	
1. Program participants are reflective of the Long Beach Point In Time population	3.0	>2 standard dev. Between 1 and 2 standard dev. <1 standard dev.	0.0 1.0 2.0
2. Exit outcomes do not have distinctive differences by HUD required demographics	3.0	>2 standard deviations Between 1 and 2 standard dev. <1 standard dev.	0.0 1.0 2.0
Total Points Available	6.0		

* Unless greater than 50% match is demonstrated

7.2.4 Supportive Services Only – Access / Coordinated Entry Projects

Total Points for all sections: 180 Points and 2 Bonus Points

Section 1: Project Performance (111 Points)

Question	Points	Rubric	
1a. % of All Households Served	15.0	79.99% and below 80% - 89.99% >90%	0.0 7.5 15.0
2. % of Households with 2 or more services	15.0	>1 standard dev. above project type mean Between 1 and 2 standard deviations >70% or >2 standard dev. above project type mean	0.0 7.5 15.0
3. % of Households with 2 or more services with 1 or more referrals	8.0	>1 standard dev. below project type mean Between 1 and 2 standard deviations >50% or >2 standard dev. above project type mean	0.0 4.0 8.0
4. % of Households with 2 or more services exiting to a sheltered situation	9.0	>1 standard dev. below project type mean Between 1 and 2 standard deviations >35% or >2 standard dev. above project type mean	0.0 4.5 9.0
5. % of Households with 2 or more services exiting to permanent housing	15.0	>1 standard dev. below project type mean Between 1 and 2 standard deviations >10% or >2 standard dev. above project type mean	0.0 7.5 15.0
6. % of Households with 2 or more services enrolled into the Coordinated Entry System	15.0	>1 standard dev. below project type mean Between 1 and 2 standard deviations >80% or >2 standard dev. above project type mean	0.0 7.5 15.0
7. % of Households with 2 or more services exiting to unknown destinations*	20.0	>1 standard dev. above project type mean Between 1 and 2 standard deviations <25% or >2 standard dev. below project type mean	0.0 7.5 15.0
Total Points Available	111.0		

Section 2: Fiscal Performance (53 Points)

Question	Points	Rubric	
1. % of awarded funds that were de-obligated/underspent	15.0	15% and above 5% - 14.99% <4.99%	0.0 7.5 15.0
2. Amount of match provided at end of contract		<25%	0.0

Question	Points	Rubric	
year	8.0	≥25%	8.0
3. Number of budget revisions requested after 9 months into contract year	5.0	One or more None	0.0 5.0
4. Organization currently has unresolved findings in its Single Audit	5.0	Yes, and no CAP Yes, with CAP No	0.0 2.5 5.0
5. Cost Effectiveness	20.0	\$10,000 and above or No Placements \$5,001 - \$9,999 <\$5,000	0.0 10.0 20.0
Total Points Available	53.0		

Section 3: HMIS (10 Points)

Question	Points	Rubric	
1. Overall data quality – Error rate	6.0	>5% <5%	0.0 6.0
2. Report submission timeliness	4.0	0 – 19.99% 20% - 59.99% >60%	0.0 2.0 4.0
Total Points Available	10.0		

Section 4: CoC Participation (2 Bonus Points)

Question	Points	Rubric	
1. CoC Meeting Attendance (out of 8 CoC Board Meetings)	2.0	50% - 74.99% >75%	1.0 2.0

Section 5: Serving the CoC with Neutrality (6 Points)

Question	Points	Rubric	
1. Program participants are reflective of the Long Beach Point In Time population	3.0	>2 standard deviations Between 1 and 2 standard deviations <1 standard deviation	0.0 1.0 2.0
2. Exit outcomes do not have distinctive differences by HUD required demographics	3.0	>2 standard deviations Between 1 and 2 standard deviations <1 standard deviation	0.0 1.0 2.0
Total Points Available	6.0		

7.2.5 Methodology for Calculating Scores

For any TH-RRH programs they will be scored in accordance with the program component in which the majority of their budget is focused. Ex. If there is more funding in tenant-based rental assistance for participants than there is in leasing for transitional housing units, then the program would be scored within the rapid rehousing criteria.

Household is utilized to represent both single adults as well as multi-member households/families. Household size can vary significantly and therefore households have been selected as a preferred way of measuring performance.

Section 1: Project Performance:

All data for elements from project performance are gathered through HMIS or reports from a comparable database for DV serving agencies. All calculations are based upon a program fiscal year of July 1st through June 30th.

- % of Households/households served: Calculated by the number of people served during the year divided by the overall reported number of people to be served over the contract year. The contracted number of people to be served each year is found within each project profile submitted to HUD.
- % of average residential occupancy: Calculated by the average daily number of people enrolled in services during the year divided by the overall reported number of people to be served over the contract year. The contracted number of people to be served each year is found within each project profile submitted to HUD.
- % of leavers/stayers who increased earned income: Done by reviewing any adult participant in the program during the contract year by looking at earned income at the time of their project enrollment and reviewing earned income status updates for both active participants (stayers) and those who have exited (leavers). Earned income is specifically income from employment. Calculated as all participants that increased earned income divided by the total adults served in the contract year.
- % of leavers/stayers who increased other income: Done by reviewing any adult participant in the program during the contract year by looking at all other income at the time of their project enrollment and reviewing earned income status updates for both active participants (stayers) and those who have exited (leavers). Other income is any income that is not coming from an employment situation. Calculated all participants that increased earned income divided by the total adults served in the contract year.

- % of Households existing to permanent housing: Calculated by the number of people exiting with a permanent housing destination divided by the total number of people exiting the program. The calculation excludes anyone that was exited from the program due to being deceased.
- % of Households remaining in permanent housing: Calculated by the number of people that are still enrolled in the program that are in permanent housing in addition to those exiting with a permanent housing destination divided by the total number of people served by the program. The calculation excludes anyone that was exited from the program due to being deceased.
- % of Households exiting to unknown destinations: Calculated by the number of people with an exit destination identified as unknown, data not collected, or other without an indication of what other represents divided by the total number of program exits.
- % of Households exiting with no financial resources: Calculated by the number of people with an exit where it indicates that the person has no income from employment, benefits or other resources divided by the total number of program exits.
- % of Households with 2 or more services: Calculated by the number of Households engaged with more than 2 or more services documented in HMIS divided by the total number of Households enrolled in HMIS.
- % of Households with 2 or more services with 1 or more referrals: Calculated by the number of Households with 2 or more services documented in HMIS that have a referral documented in HMIS divided by the total number of Households with 2 or more services.
- % of Households with 2 or more services with an exit to a sheltered situation: Calculated by the number of Households with 2 or more services documented in HMIS that have an exit to an interim housing situation (which is inclusive of transitional housing, emergency shelter and other temporary housing settings) divided by the total number of Households with 2 or more services.
- % of Households with 2 or more services with an exit to permanent housing: Calculated by the number of Households with 2 or more services documented in HMIS that have an exit to a permanent housing destination divided by the total number of Households with 2 or more services.
- % of Households with 2 or more services enrolled into the Coordinated Entry System: Calculated by the number of Households with 2 or more services documented in HMIS that have received an assessment and been entered onto one of the

Coordinated Entry System queues divided by the total number of Households with 2 or more services.

- % of Households with an annual assessment: Calculated by the number of Households that have been enrolled for 13 months or more with an annual assessment documented in HMIS divided by the total number of households that have been enrolled in the program for more than 13 months.

Section 2: Fiscal Performance:

Data for elements from project performance are gathered through invoice tracking, year-end close-outs, Homeless Services Bureau (HSB) staff documentation/reports and HMIS or reports from a comparable database for DV serving agencies. All calculations are based upon a program fiscal year of July 1st through June 30th.

- % of awarded funds that were de-obligated/underspent: Calculated by the total dollar amount remaining at closeout in addition to any funds that were de-obligated and moved to another program divided by the total contract budget from the beginning of the fiscal year.
- Amount of match provided by end of contract year: Calculated by the total dollar amount documented in match at year end close out divided by the total contract budget from the beginning of the fiscal year. Calculated percentage is not adjusted for de-obligation/underspend.
- Number of budget revisions after 9 months: Calculated by documentation of any budget requests that are submitted to HSB staff between April and June.
- Organization has unresolved findings within their single audit: Each year agencies are required to submit their annual audit. This section seeks to determine whether they have had any findings within their single audit and if so whether they have submitted a formal management response outlining a Corrective Action Plan to resolve and avoid related future findings.
- Cost effectiveness: Calculated by the total dollar amount contracted divided by the number of Households that have achieved permanent housing during the year both active and exited.

Section 3: Homeless Management Information System

All data for this section are drawn directly from HMIS system-generated reports or comparable databases for domestic violence service providers. The purpose of this section is to evaluate data quality, accuracy, completeness, and timeliness of data entry.

HMIS scoring evaluates programs across the following key areas:

- **Data Quality:** Calculated by reviewing the percentage of required Universal Data Elements (UDEs) and Program-Specific Data Elements (PDEs) completed without errors or inconsistencies. Programs with lower rates of missing or conflicting data receive higher scores.
 - **Data Consistency:** Assessed by identifying discrepancies between related data fields (e.g., exit destination vs. project exit type, housing move-in date vs. project start date).
- **Data Timeliness:** Calculated by the number of records entered, updated, and confirmed within the required timeframe. Programs must enter and confirm data within **five (5) business days** of collection or participant interaction. If corrections are requested, programs have **six (6) additional business days** to resolve discrepancies.
 - **Reporting Compliance:** Assessed through confirmation of monthly and quarterly data quality reports within HMIS.

Section 4: Continuum of Care Participation

Points from this section are not included in the overall potential score. Bonus points are determined through the review of sign-in sheets from CoC Board meetings.

Section 5: Serving the CoC with Neutrality

All data elements for serving with neutrality are pulled from HMIS and compared with the most current Homeless Point in Time Count data. All calculations are based upon a program fiscal year of July 1st through June 30th.

- Program participants are reflective of the Long Beach Point in Time population: This is done by comparing HUD required data element demographics, by program, and averaging standard deviations from what is reflected through the Point in Time demographics. Agencies who are utilizing the Long Beach Coordinated Entry System for all matches will automatically receive full points in this section.
- Exit outcomes do not have distinctive differences by HUD required demographics: This is done by comparing HUD-required data element demographics, by program, key outcomes of housing and income, and determining if there are significant standard deviations among the outcomes based upon demographics.

8 Proposal Instructions & Content

8.1 Timelines & Instructions

MILESTONE	TIME (PACIFIC) & DATE	LOCATION / ADDITIONAL INFORMATION
Release date	11:00 am, PST, November 22, 2025	
Questions due to the City	11:00 am, PST, November 26, 2025	<ul style="list-style-type: none"> Submit all inquiries via email to hsb-procurement@longbeach.gov
Posting of the Q&A	11:00 am, PST, December 2, 2025	<ul style="list-style-type: none"> Responses to the questions will be posted on Everyone Home Long Beach
Proposals due	5:00 pm, PST, December 5, 2025	<ul style="list-style-type: none"> Proposals should be submitted electronically via Cognito Forms Late proposals, or proposals submitted through other channels, will not be accepted. Proposers are responsible for submitting their proposals completely and on time. <ul style="list-style-type: none"> For technical support, email or call the City during normal business hours at hsb-procurement@longbeach.gov
Evaluation of Narrative & Cost Proposals	December 2025	<ul style="list-style-type: none"> An Evaluation Committee will review Narrative & Cost Proposals to select the proposal that best meets the needs of the City. Evaluations will be conducted using a methodology derived from the Rank & Score process listed in Section 7.2. Applicants must submit ONE proposal per project. The Narrative Template must be utilized for both Renewal Project Proposals, Expansion Project Proposals, and Transition Project Proposals.

MILESTONE	TIME (PACIFIC) & DATE	LOCATION / ADDITIONAL INFORMATION
		<ul style="list-style-type: none"> • Cost Proposals Are Required For Expansion Project Proposals and Transition Project Proposals.
Interviews/ Demos/ Site Visits	[Date]	<ul style="list-style-type: none"> • The City may interview or request demos from none, one, some or all Proposers.
Negotiation & Contractor Selection	[Date]	<ul style="list-style-type: none"> • Selected Contractor(s) will be notified in writing. • Any award is contingent upon the successful negotiation of final contract terms. If contract negotiations cannot be concluded successfully, the City reserves the right to negotiate a contract with another Contractor or withdraw the RFP. • Negotiations shall be confidential and not subject to disclosure to competing Contractors unless and until an agreement is reached.
Estimated Contract Execution	July 1, 2026	
Proposer Debrief	After Contractor is Selected	<ul style="list-style-type: none"> • Successful and unsuccessful Proposers are encouraged to request phone call or in person meeting with the City to discuss the strengths and weaknesses of their proposal. The intent of the debrief is to provide the Proposer with constructive feedback to equip them with information to effectively meet the City's needs and be successful in future proposals.

8.2 Proposal Content

Complete proposals will include the following. Proposers are encouraged to use this table as a checklist to ensure all components are included in their proposal.

PROPOSAL

<input type="checkbox"/> Narrative Proposal	<p>The Narrative Proposal should provide a straightforward, concise delineation of capabilities to satisfy the RFP. Guidance on preparing a Narrative Proposal is detailed in Section 8.3.</p> <ul style="list-style-type: none"> • Applicants must submit ONE proposal per project. This template must be utilized for both Renewal Project Proposals, Expansion Project Proposals, and Transition Project Proposals. • Complete applicable sections as instructed in the RFP. Sections stating “All Applicants Required” must be completed for all projects. <ul style="list-style-type: none"> ○ <u>Section 8.3.1</u>: All Applicants are required to complete this section (renewal and expansion). ○ <u>Section 8.3.2</u>: Renewal Applicants must complete this section in addition to 8.3.1. ○ <u>Section 8.3.3</u>: Expansion Project Applicants and Transition Project Applicants must complete this section in addition to 8.3.1.
<input type="checkbox"/> Cost Proposal	<p>The Cost Proposal should be prepared using the following criteria:</p> <ul style="list-style-type: none"> • Format: Must submit costs proposals as an Excel Spreadsheet • Term: Proposal must be for a 12-month period. • Amount: Must reflect the amount listed on Section 8.3.3.
PROPOSAL APPENDICES	
<input type="checkbox"/> Financial Stability	<p>Proposers should include one or more of the following financial statements to provide the City with enough information to determine financial stability of the Proposer and subcontractor.</p> <ul style="list-style-type: none"> • Financial Statement or Annual Report • Business tax return • Statement of income and balance sheet
<input type="checkbox"/> Other Addenda (if applicable)	<p>Colored displays, promotional materials, and other collateral are not necessary or desired. However, if a complete response cannot be provided without referencing supporting documentation, it may be provided as an addendum clearly cited in the Narrative or Cost Proposal.</p>
MANDATORY ATTACHMENTS <i>The following are included as Attachments in Cognito Forms. They must be signed by the individual legally authorized to bind the Proposer.</i>	
<input type="checkbox"/> A. Authorization & Certification	
<input type="checkbox"/> B. Equal Benefits Ordinance (EBO) Form	

<input type="checkbox"/> C. Certification of VAWA Protections, Procedures, and Policy
<input type="checkbox"/> D. Fair Housing and Equal Opportunity Certification
<input type="checkbox"/> E. Debarment, Suspension, Ineligibility, and Voluntary Exclusion Certification
<input type="checkbox"/> F. Certification Regarding Lobbying
<input type="checkbox"/> G. System for Award Management (SAM) Registration
<input type="checkbox"/> H. Highly Compensated Officers Certification
<input type="checkbox"/> I. Certification for a Drug Free Workplace
<input type="checkbox"/> J. HUD Form-2880 Applicant/Recipient Disclosure/Update Report form
<input type="checkbox"/> K. HUD 424-B Assurances & Certifications
<input type="checkbox"/> L. SF-424 Application for Federal Assistance
<input type="checkbox"/> M. Educational Assurances Certification
<input type="checkbox"/> N. Disclosure of Lobbying Activities (Form SF-LLL)
Attachments Which May be Submitted Upon Award <i>Upon award, Awarded Contractors will be required to submit the following. We encourage you to take note of these requirements, and where possible, include available information as part of your proposal to expedite processing.</i>
<input type="checkbox"/> O. W-9
<input type="checkbox"/> P. Business License
<input type="checkbox"/> Q. Proof of Registration with the California Secretary of State
<input type="checkbox"/> R. Certificates of Insurance: [See Section 9.3]
<input type="checkbox"/> S. Faithful Performance Bond
<input type="checkbox"/> T. Labor and Materials Bond
<input type="checkbox"/> U. Current Contractor's State License Board print out

8.3 Narrative Proposal Template

8.3.1 Organization Information – All Applicants Required

An editable version of the template below has been posted to *Cognito Forms*. Proposers should complete the editable template and submit it as their narrative proposal.

Organizational Capacity & Experience – All Applicants Required

PROPOSER CONTACT INFORMATION		
Organization	Company Name	
	Company Address	
	Federal Tax ID Number	
	SAM.gov Number	
	Website	

Authorized Representative	Name	
	Title	
	Email Address	
	Phone Number	
Other Point of Contact (if required)	Name	
	Title	
	Email Address	
	Phone Number	
PROPOSER CAPACITY & EXPERIENCE		
What type of enterprise is the organization?	<input type="checkbox"/> Non-Profit	
	<input type="checkbox"/> Sole Proprietorship	
	<input type="checkbox"/> General Partnership	
	<input type="checkbox"/> Corporation <i>State and Date of incorporation:</i>	_____
	<input type="checkbox"/> Limited Liability Company	
	<input type="checkbox"/> _____ Other	_____
Is your organization a Victim Service Provider and uses a comparable HMIS database?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Is your organization a faith-based organization?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Has your agency ever received a federal grant, either directly from a federal agency or through a State/local agency?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
How many full-time equivalent employees does your agency have?		
What is the size of your agency's annual budget?		
Please describe why the organization is qualified to provide the services described in this RFP (1-2 paragraphs).		
<i>Please describe the length of time the organization has been providing the services described in this RFP (1-3 sentences).</i>		

How many employees does the organization have in total and are residing in Long Beach?		
Where are the representative(s) that would service the City's account located?		
<i>Who are the key staff involved in the project? For each, please give a name, title, and resume either as an attachment or 1 paragraph description.</i>		
REFERENCES		
Reference 1	Company	
	Project Manager	
	Phone Number	
	Project Description	
	Project Start and End Dates	
Reference 2	Company	
	Project Manager	
	Phone Number	
	Project Description	
	Project Start and End Dates	
Reference 3	Company	
	Project Manager	
	Phone Number	
	Project Description	
	Project Start and End Dates	
Reference 4	Company	
	Project Manager	
	Phone Number	
	Project Description	
	Project Start and End Dates	
Reference 5	Company	
	Project Manager	
	Phone Number	
	Project Description	
	Project Start and End Dates	

SUB-CONTRACTOR CONTACT INFORMATION	
Does the proposal include subcontractors?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If applicable, provide the following for all subcontractors included in this proposal.	
Organization	Company Name
	Company Address
Authorized Representative	Name
	Title
	Email Address
	Phone Number
Other Point of Contact (if required)	Name
	Title
	Email Address
	Phone Number
SUBCONTRACTOR CAPACITY & EXPERIENCE	
What type of enterprise is the organization?	<input type="checkbox"/> Non-Profit
	<input type="checkbox"/> Sole Proprietorship
	<input type="checkbox"/> General Partnership
	<input type="checkbox"/> Corporation <i>State and Date of incorporation:</i> _____
	<input type="checkbox"/> Limited Liability Company
	<input type="checkbox"/> Other _____
Which specific requirements of this RFP will the subcontractor perform?	
Is the subcontractor registered with the California Department of Industrial Relations? If yes, provide registration number.	
Please describe why the organization is qualified to provide the services described in this RFP (1-2 paragraphs).	

Please describe the length of time the organization has been providing the services described in this RFP (1-3 sentences).	
How many employees does the organization have nationally, locally, and residing in Long Beach?	
Where are the representative(s) that would service the City's account located?	
<i>Who are the key staff involved in the project? For each, please give a name, title, and resume either as an attachment or 1 paragraph description.</i>	

8.3.2 Renewal Project Proposal – **All Applicants Required**

In addition to the [Section 8.3.1 Organization Information](#), this section must be completed by applicants with Renewal Project Proposals.

Expansion Project Proposals and Transition Project Proposals shall bypass this section and complete [Section 8.3.3 Expansion and Transition Project Proposals](#).

Proposal Information

Proposal Type	
<input type="checkbox"/> Renewal Project	
Project Details	
Project Name	
Project Description	
Project Component Type (select one)	<input type="checkbox"/> Permanent Housing – Permanent Supportive Housing <input type="checkbox"/> Permanent Housing – Rapid Rehousing <input type="checkbox"/> Transitional Housing <input type="checkbox"/> Joint Transitional Housing & Permanent Housing – Rapid Rehousing <input type="checkbox"/> Supportive Services Only Coordinated Entry (SSO-CE)
Is this renewal project application seeking to consolidate two or more renewal projects? Include:	
<ul style="list-style-type: none"> Which renewal project will be surviving the grant? 	

<ul style="list-style-type: none"> Which renewal project(s) will be terminating in the grant? 	
Which population and/or sub-population will the proposed project serve?	<input type="checkbox"/> Chronic Homelessness <input type="checkbox"/> Veterans <input type="checkbox"/> Youth (under 25) <input type="checkbox"/> Families with minor children <input type="checkbox"/> Domestic Violence <input type="checkbox"/> Substance Use <input type="checkbox"/> Mental Health <input type="checkbox"/> HIV/AIDs <input type="checkbox"/> Serves all populations <input type="checkbox"/> other
Is the proposed project 100% Dedicated or DedicatedPLUS? Indicate which, if any, apply.	<input type="checkbox"/> Dedicated <input type="checkbox"/> DedicatedPLUS <input type="checkbox"/> N/A
Are you interested in discussing a voluntary reallocation (partial reduction) of this project's budget, consistent with the CoC Reallocation Policy (including potential bonus points if eligibility standards are met)?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Support Services Questions – All Applicants Required

For all supportive services available to program participants, indicate who will provide them and how often they will be provided. For any supportive services your organization intends to request funding for, you must indicate that your agency will be providing those specific services in this section. Utilize the following definitions to complete the following section:

- Contractor - Services your agency intends to provide
- Subcontractor - Any organization that your agency intends to subcontract for a service
- Partner - Any organization that your agency intends to partner with through a formal agreement or MOU to provide a service
- Non-Partner - Any organization that will provide a service where no formal agreement exists

Contractor must review the RFP for the specific project requirements and ensure responses adhere to the CoC Program Requirements **and** the applicable Scope of Work for the proposed project intervention.

Assessment of Service Needs

Select Provider

Select Frequency

Assistance with Moving Costs	
Select Provider	Select Frequency
Case Management	
Select Provider	Select Frequency
Child Care	
Select Provider	Select Frequency
Education Services	
Select Provider	Select Frequency
Employment Assistance	
Select Provider	Select Frequency
Food	
Select Provider	Select Frequency
Housing Search and Counseling Services	
Select Provider	Select Frequency
Legal Services	
Select Provider	Select Frequency
Life Skills Training	
Select Provider	Select Frequency
Mental Health Services	
Select Provider	Select Frequency
Outpatient Health Services	
Select Provider	Select Frequency
Outreach Services	
Select Provider	Select Frequency
Substance Use Treatment Services	
Select Provider	Select Frequency
Transportation	
Select Provider	Select Frequency
Utility Deposits	
Select Provider	Select Frequency

Supportive Services – Coordinated Entry Projects Only

Instructions:

Complete this section for any proposed Supportive Services Only - Coordinated Entry (SSO-CE) project.

How will the coordinated entry process be affirmatively marketed and made easily accessible to participants seeking assistance? Please describe the outreach and advertisement strategy, including the methods and channels that will be used to ensure the process reaches people with the greatest barriers in accessing services.

Describe the standardized assessment and referral process that directs individuals and families to appropriate housing and services. Include if there are differences in access, entry, assessment, or referral for specific subpopulations and if they only apply to specific subpopulations. Subpopulations may include: Adults without children, adults accompanied by children, unaccompanied youth, households fleeing domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions (including human trafficking), and persons at-risk of homelessness.

Describe how this coordinated entry project will refer program participants to projects that coordinate and integrate mainstream health, social services, and employment programs for which they may be eligible.

Housing Type and Location Detail – TH and PH Projects Only

The applicant must report each housing type and location supported using requested CoC Program funds, including the number of available units, beds, dedicated CH beds. The numbers reported must reflect the units and beds at full capacity at a single point-in-time directly supported by CoC program funds or match funds. This includes those units supported only by supportive services costs without rental assistance, leasing or operating costs. The reported number of units and beds should generally match the number of households and persons served at a point in time; although, there are legitimate exceptions (e.g., two-parent household where the parents share a bed).

Instructions:

- **Structure Address** - Project applicants are required to enter an address for all proposed and existing properties. If the location is not yet known, please enter the expected location of the housing units.
 - For Domestic Violence projects, enter the address of the administrative office.
 - For Scattered site and Single-family home housing, or for projects that have units at multiple locations, programs should enter the address where the majority of beds will be located or where the majority of beds are located as of the application submission.
 - If the project uses tenant based rental assistance, or if the address for scattered site or single-family homes housing cannot be identified at the time of application, enter the address for the program administration office.
- **Housing type** - select the appropriate housing type from the listed options.

- Dormitory - Individuals and/or families share sleeping rooms or have private rooms; persons share a common kitchen, common bathrooms, or both.
- Shared housing - Two or more unrelated people share a house or an apartment. Each unit must contain private space for each assisted family, plus common space for shared use by the residents of the unit. A zero- or one-bedroom unit may not be used for shared housing.
- Clustered apartments - Each individual or family has a self-contained housing unit located within a building or complex that houses both persons with special needs—e.g., homeless or formerly homeless persons, persons with substance abuse problems, persons with mental illness, or persons with AIDS/HIV—and persons without any special needs.
- Scattered-site apartments (including efficiencies) - Each individual or family has a self-contained apartment. Apartments are scattered throughout the community.
- Single family homes - Each individual or family has a self-contained, single-family home/townhouse/duplex that is located throughout the community.
- **No. of Units** - Enter the maximum, total number of units available at a point-in-time in the selected housing type and used for housing program participants in the selected structure (or zip code for scattered site apartments). For barracks, dormitory, and single-family homes housing types, enter “0.”
- **No. of Beds** - Enter the total number of beds available at a point-in-time in the selected housing type and used for housing program participants.
- **No. of Chronically Homeless (CH) dedicated beds** - How many of the total beds entered are dedicated to the chronically homeless? Dedicated CH beds are required through the project’s grant agreement to only be used to house persons experiencing chronic homelessness, as defined at [24 CFR 578.3](#), unless there are no persons within the CoC that meet that criteria. If a project has dedicated CH beds to serve families experiencing chronic homelessness, all beds serving the household should be included in this number.

Housing Site Information (Permanent Housing and Transitional Housing)

A unique record should be completed for each structure. In the case of clustered apartments, a single complex with multiple addresses may be entered on one detail form. For scattered-site apartments, all scattered-site units located within a single zip code may be entered on one row.

Site Address	Housing Type	No. of Units	No. of Beds	No. of CH-Dedicated Beds
--------------	--------------	--------------	-------------	--------------------------

Select Housing Type

Select	Select	Select
Program	Funding	Housing
Component	Source	Type
Select	Select	Select
Program	Funding	Housing
Component	Source	Type
Select	Select	Select
Program	Funding	Housing
Component	Source	Type
Select	Select	Select
Program	Funding	Housing
Component	Source	Type
Select	Select	Select
Program	Funding	Housing
Component	Source	Type
Select	Select	Select
Program	Funding	Housing
Component	Source	Type

Participant Details – **All Applicants Required**

The information provided in this section reflects the households and persons proposed to be served on a given night when the project is at full operational capacity (not the number served over the course of a year or grant term). This information is to help determine the eligibility of participants served.

Guidance:

- The tables must include at least one household and at least one person.
- Use the Total fields as a point of reference to ensure that all persons and households have been entered correctly. The number entered here should generally correspond to the number of units, bedrooms, and beds recorded in the previous section.
- Households served in PH-PSH projects must have at least one household member with a qualifying disability. However, for a household to be served that is a DedicatedPlus unit, head of household must have a qualifying disability and meet all the criteria required as defined in [24 CFR 578.3](#). For projects with PH-PSH

projects, the number of Chronically Homeless persons should correspond with the number of CH Dedicated Persons in the Housing Type and Location section.

Household Types:

- Enter the number of households under each of the following household type categories:
- Households with at least One Adult and One Child: To fall under this column and household type, there must be at least one person at or above the age of 18, and at least one person under the age of 18.
- Adult Only Households without Children: To fall under this column and household type, there must be at least one person at or above the age of 18, and no persons under the age of 18.
- Households with Only Children (No Adult): To fall under this column and household type, there may not be any persons at or above the age of 18, and only persons under the age of 18.

Characteristics:

For each of the following household type categories, enter the total number of homeless persons that fall under one of the mutually exclusive characteristics listed:

- Adults over age 24: A subset of the category of “Adults” to disaggregate “Youth” from over age 24 adults.
- TAY Participants ages 18-24: A category implemented to account for transition age youth. Youth previously captured under the category “Adult” should be captured under the category “Persons between the ages of 18 and 24.”
- Accompanied Children under age 18: Includes all children and youth who are under the age of 18. “Accompanied” is defined as “in the company of parent or legal guardian regardless of the age of the parent or legal guardian.”
- Unaccompanied Children under age 18: Includes all children and youth who are under the age of 18. “Unaccompanied” is defined as “without a parent or legal guardian,” and can include persons under 18 who themselves have dependents, siblings, or other household members.

HOUSEHOLDS

No. of Households with at least one adult and one child	No. of households with children	adult No. of households without	No. of households with only children	Total households served	No. of
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CHARACTERISTICS

Participants Over Age 24

No. of participants in households with at least one adult and one child	No. of participants in households with children	adult No. of households without	No. of households with only children	Total served
---	---	---------------------------------	--------------------------------------	--------------

TAY Participants (18 - 24 years old)

No. of participants in households with at least one adult and one child	No. of participants in households with children	adult in without	No. of households with only children	Total served
---	---	------------------	--------------------------------------	--------------

Accompanied Children Under Age 18

No. of participants in households with at least one adult and one child	No. of participants in households with children	adult in without	No. of households with only children	Total served
---	---	------------------	--------------------------------------	--------------

Unaccompanied Children Under Age 18

No. of participants in households with at least one adult and one child	No. of participants in households with children	adult in without	No. of households with only children	Total served
---	---	------------------	--------------------------------------	--------------

All Participants (inclusive of all characteristics)

Total participants in households with at least one adult and one child (all characteristics)	No. of participants in households with children (all characteristics)	adult in without (all characteristics)	Total households with only children (all characteristics)	Total Served
--	---	--	---	--------------

SUBPOPULATIONS

Enter the information below to provide a detailed subpopulation breakdown of the participants to be served in the three household types mentioned above.

First Row: CH (Non-Veterans), CH Veterans, and Veterans (Non-CH) are mutually exclusive, meaning a person can only identify with one of the three subpopulation categories.

Second Row: A person can identify with more than one of the following subpopulations: Chronic Substance Abuse, Person with HIV/AIDS, Severely Mentally Ill, Victim of DV, Physical Disability, and/or Developmental Disability.

Any persons listed as Persons not represented by listed Subpopulations cannot identify with any of the other categories.

The total persons identified in this section must correspond to the total persons entered in the previous section.

Chronic Substance Use	HIV/AIDS	Severe Mental Illness	DV	Physical Disability	Developmental Disability	Persons Not Represented by Listed Subpopulations
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**Participants In Households With *Only* Children
Accompanied Children Under 18**
CH (Non-Veteran)

Chronic Substance Use	HIV/AIDS	Severe Mental Illness	DV	Physical Disability	Developmental Disability	Persons Not Represented by Listed Subpopulations
-----------------------	----------	-----------------------	----	---------------------	--------------------------	--

Unaccompanied Children Under 18
CH (Non-Veteran)

Chronic Substance Use	HIV/AIDS	Severe Mental Illness	DV	Physical Disability	Developmental Disability	Persons Not Represented by Listed Subpopulations
-----------------------	----------	-----------------------	----	---------------------	--------------------------	--

Describe the participants not represented by Listed Subpopulations.

8.3.3 Expansion and Transition Project Proposal

The following sections are only applicable if your organization intends to propose an expansion of a Long Beach CoC-funded project or Transition a CoC-funded renewal project from its existing component (e.g., RRH) to another eligible new component (e.g., TH) through the CoC Program Competition. To facilitate this component change, the CoC must use the reallocation process to fully eliminate the eligible renewal project(s) to transition the project to the new component. Expansion project opportunities are limited to Permanent Housing projects only.

Proposal Type	
<input type="checkbox"/> Expansion Project	<input type="checkbox"/> Transition Project
Project Details	
Project Name	
Project Description	

<p>Project Component Type (select one)</p> <p><i>Note: Joint Transitional Housing–Rapid Re-Housing (TH-RRH) projects may be submitted as transition grants but are not eligible for expansion under this RFP.</i></p>	<input type="checkbox"/> Permanent Housing – Permanent Supportive Housing <input type="checkbox"/> Permanent Housing – Rapid Rehousing <input type="checkbox"/> Transitional Housing – Rapid Rehousing (Joint Component)
<p>Is this new project application requesting to transition from eligible renewal project(s) that was awarded to the same recipient and fully eliminated through reallocation in this CoC Program Competition?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p><i>For Transition Grants Only:</i> New Project Component Type (select one)</p>	<input type="checkbox"/> Transitional Housing <input type="checkbox"/> Supportive Services Only
<p><i>For Transition Grants Only:</i> Provide a brief description that addresses the scope of the proposed transition during the first year of operation.</p>	
<p><i>For Transition Grants Only:</i> Are you interested in discussing a voluntary reallocation (partial reduction) of this project’s budget, consistent with the CoC Reallocation Policy (including potential bonus points if eligibility standards are met)?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>Which population and/or sub-population will the proposed project serve?</p> <p><i>Note: If a transition grant is created using funds originally awarded for a specific population (e.g., DV Bonus), the new project must continue to serve that population per HUD reallocation requirements.</i></p>	<input type="checkbox"/> Chronic Homelessness <input type="checkbox"/> Veterans <input type="checkbox"/> Youth (under 25) <input type="checkbox"/> Families with minor children <input type="checkbox"/> Domestic Violence <input type="checkbox"/> Substance Use <input type="checkbox"/> Mental Health <input type="checkbox"/> HIV/AIDs <input type="checkbox"/> Serves all populations <input type="checkbox"/> Other
<p>Indicate the annual amount of funding your organization is requesting.</p>	
<p>Will funds requested in this new project application replace state or local government funds (24 CFR 578.87(a))?</p> <p><i>Note: CoC Program funds cannot be awarded if used to replace state or local government funds.</i></p>	

Will this project include replacement reserves in the Operating budget?	
Describe your organization's (and subrecipient(s) if applicable) experience in effectively utilizing federal funds and performing the activities proposed in the application.	
Describe your organization's (and subrecipient(s) if applicable) experience in leveraging Federal, State, local and private sector funds.	
Describe your organization's (and subrecipient(s) if applicable) financial management structure.	

Project Expansion and Transition Details

Is this a "project expansion" of an eligible renewal project? Indicate the project.

Currently Approved Totals

No. of Persons Served	No. of Units	No. of beds
-----------------------	--------------	-------------

Proposed Expansion/Transition Totals

No. of Persons Served	No. of Units	No. of beds
-----------------------	--------------	-------------

How will the proposed Expansion project provide additional supportive services to participants? Check all that apply.

- Increase the number of or expand support services provided
- Increase the frequency or intensity of supportive services

Will this expansion project bring existing facilities up to government health and safety standards? If so, please describe how your organization will bring existing facility(s) up to state or local government health or safety standards.

Expansion and Transition Grants:

For each primary project location, or structure, enter the number of days from the execution of the grant agreement that each of the following milestones will occur if this project is selected for conditional award (complete all that apply):

Project Milestones	Days from Execution of Grant Agreement	Days from Execution of Grant Agreement	Days from Execution of Grant Agreement	Days from Execution of Grant Agreement
	A	B	C	D

Begin hiring staff or expending funds
Begin program participant enrollment
Program participants occupy leased or rental assistance units or structure(s), or supportive services begin
Leased or rental assistance units or structure, and supportive services near 100% capacity
Closing on purchase of land, structure(s), or execution of structure lease
Start rehabilitation
Complete rehabilitation
Start new construction
Complete new construction

Housing Type and Location Detail

The applicant must report each housing type and location supported using requested CoC Program funds, including the number of available units, beds, dedicated CH beds. The numbers reported must reflect the units and beds at full capacity at a single point-in-time directly supported by CoC program funds or match funds. This includes those units supported only by supportive services costs without rental assistance, leasing or operating costs. The reported number of units and beds should generally match the number of households and persons served at a point in time; although, there are legitimate exceptions (e.g., two-parent household where the parents share a bed).

Instructions:

- **Structure Address** - Project applicants are required to enter an address for all proposed and existing properties. If the location is not yet known, please enter the expected location of the housing units.
 - For Domestic Violence projects, enter the address of the administrative office.
 - For Scattered site and Single-family home housing, or for projects that have units at multiple locations, programs should enter the address where the majority of beds will be located or where the majority of beds are located as of the application submission.

- If the project uses tenant based rental assistance, or if the address for scattered site or single-family homes housing cannot be identified at the time of application, enter the address for the program administration office.
- **Housing type** - select the appropriate housing type from the listed options.
 - Dormitory - Individuals and/or families share sleeping rooms or have private rooms; persons share a common kitchen, common bathrooms, or both.
 - Shared housing - Two or more unrelated people share a house or an apartment. Each unit must contain private space for each assisted family, plus common space for shared use by the residents of the unit. A zero- or one-bedroom unit may not be used for shared housing.
 - Clustered apartments - Each individual or family has a self-contained housing unit located within a building or complex that houses both persons with special needs—e.g., homeless or formerly homeless persons, persons with substance abuse problems, persons with mental illness, or persons with AIDS/HIV—and persons without any special needs.
 - Scattered-site apartments (including efficiencies) - Each individual or family has a self-contained apartment. Apartments are scattered throughout the community.
 - Single family homes - Each individual or family has a self-contained, single-family home/townhouse/duplex that is located throughout the community.
- **No. of Units** - Enter the maximum, total number of units available at a point-in-time in the selected housing type and used for housing program participants in the selected structure (or zip code for scattered site apartments). For barracks, dormitory, and single-family homes housing types, enter "0."
- **No. of Beds** - Enter the total number of beds available at a point-in-time in the selected housing type and used for housing program participants.
- **No. of Chronically Homeless (CH) dedicated beds** - How many of the total beds entered are dedicated to the chronically homeless? Dedicated CH beds are required through the project's grant agreement to only be used to house persons experiencing chronic homelessness, as defined at [24 CFR 578.3](#), unless there are no persons within the CoC that meet that criteria. If a project has dedicated CH beds to serve families experiencing chronic homelessness, all beds serving the household should be included in this number.

Housing Site Information (PH-PSH)

A unique record should be completed for each structure. In the case of clustered apartments, a single complex with multiple addresses may be entered on one detail form. For scattered-site apartments, all scattered-site units located within a single zip code may be entered on one row.

Site Address	Housing Type	No. of Units	No. of Beds	No. of CH-Dedicated Beds
	Select Housing Type			
	Select Housing Type			
	Select Housing Type			
	Select Housing Type			
	Select Housing Type			
	Select Housing Type			
	Select Housing Type			
	Select Housing Type			
	Select Housing Type			
	Select Housing Type			
	Select Housing Type			
	Select Housing Type			
	Select Housing Type			
	Select Housing Type			
	Select Housing Type			
	Select Housing Type			

Project Composition (PH-RRH)

In the table below, enter the number of units and number of beds proposed to be served on a single night when the project is at full operational capacity for RRH. The number of units and beds must be greater than '0'.

Site Address	Housing Type	No. of Units	No. of Beds	No. of CH-Dedicated Beds
	Select Housing Type			
	Select Housing Type			
	Select Housing Type			
	Select Housing Type			
	Select Housing Type			
	Select Housing Type			
	Select Housing Type			
	Select Housing Type			
	Select Housing Type			

Select Housing
Type
Select Housing
Type

No. of Rapid Rehousing Beds

No. of Rapid Rehousing CH-Dedicated Beds

Total No. of Beds (PSH and RRH Beds)

Supportive Services Information

Describe how program participants will be assisted to obtain and remain in permanent housing.

Describe the specific plan to coordinate and integrate with other mainstream health, social services, and employment programs for which program participants may be eligible.

9 Terms & Conditions

9.1 Acronyms/Definitions

1. **AMI:** Area Median Income
2. **Assessment:** An evaluation of a participant’s strengths and barriers in achieving housing stability and other outcomes related to stability. The information provided through the assessment informs program referrals and Housing and Services Planning.
3. **Awarded Contractor:** The organization/individual that is awarded a contract with the City of Long Beach, California for the services identified in this RFP.
4. **Chronically Homeless (CH):** The definition of chronically homeless is:
 - o A homeless individual with a disability as defined in section 401(9) of the McKinney-Vento Assistance Act (42 U.S.C. 11360(9)), who:
 - Lives in a place not meant for human habitation, a safe haven, or in an emergency shelter, and
 - Has been homeless and living as described for at least 12 months* or on at least 4 separate occasions in the last 3 years, as long as the combined occasions equal at least 12 months and each break in homelessness separating the occasions included at least 7 consecutive nights of not living as described.

- An individual who has been residing in an institutional care facility for less, including jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria of this definition before entering that facility**; or
 - 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 of this definition, including a family whose composition has fluctuated while the head of household has been homeless.
5. **City:** The City of Long Beach and any department or agency identified herein.
 6. **Continuum of Care (CoC):** A collaborative funding and planning approach that helps communities plan for and provide, as necessary, a full range of emergency, transitional, and permanent housing and other service resources to address the various needs of homeless persons.
 7. **Contractor / Proposer:** Organization/individual submitting a proposal in response to this RFP.
 8. **Coordinated Entry System (CES):** The Long Beach Coordinated Entry System (CES) streamlines the management of resources within a crisis response system, enabling service providers, participants, and policymakers to make data-driven decisions. This system efficiently and effectively connects individuals to interventions aimed at rapidly ending their homelessness. CES prioritizes the most vulnerable households for services, ensuring the optimal use of housing and supportive services. The Long Beach CES integrates and coordinates all system components to combat homelessness. Programs operating within the Long Beach CES must adhere to the principles of Low Barrier, and Trauma-Informed Care approaches.
 9. **Department / Division:** City of Long Beach, Department of Health and Human Services / Homeless Services Bureau
 10. **Domestic Violence or Intimate Partner Violence Survivors (DV/IPV):** An individual or family who identifies as a survivor of domestic violence (or other mentioned acts) and states that they are: fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that related 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 residence, and

2) has no other residence; and 3) lacks the resources or support networks to obtain other permanent housing.

11. **DedicatedPLUS:** A DedicatedPLUS project is a PSH project where 100 percent of the beds are dedicated to serving individuals, households with children, and unaccompanied youth (including pregnant and parenting youth) that at intake meet one of the following categories:

- a. experiencing chronic homelessness as defined in [24 CFR 578.3](#);
- b. residing in a transitional housing project that will be eliminated and meets the definition of chronically homeless in effect at the time in which the individual or family entered the transitional housing project;
- c. residing in a place not meant for human habitation, emergency shelter, or Safe Haven and had been admitted and enrolled in a permanent housing project within the last year but were unable to maintain a housing placement and met the definition of chronic homeless as defined by [24 CFR 578.3](#) prior to entering the project;
- d. residing in transitional housing funded by a Joint TH and PH-RRH component project and who were experiencing chronic homelessness as defined at [24 CFR 578.3](#);
- e. residing and has resided in a place not meant for human habitation, Safe Haven, or emergency shelter for at least 12 months in the last three years, but has not done so on four separate occasions and the individual or head of household meet the definition of 'homeless individual with a disability'; or
- f. receiving assistance through a Department of Veterans Affairs (VA)-funded homeless assistance program and met one of the above criteria at initial intake to the VA's homeless assistance system

12. **Evaluation Committee:** An independent committee comprised solely of representatives of the City established to review proposals submitted in response to the RFP, evaluate the proposals, and select a Contractor.

13. **Expansion Project:** A new project created by an eligible renewal project applicant to increase the capacity of an existing Continuum of Care (CoC) Renewal, Domestic Violence (DV) Renewal, or Youth Homelessness Demonstration Program (YHDP) Renewal project. The expansion may occur through the CoC Bonus, DV Bonus, or reallocation processes. The additional funds must be submitted in e-snaps as a separate new project application. This added portion is referred to as the “new expansion project.”

14. **HSB:** Homeless Services Bureau

15. **Homelessness Category 1 (Literally Homeless)** An 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; or (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/they have 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. NOTE: An individual or family only needs to meet one of the three subcategories to qualify as Homeless Category 1: Literally Homeless (24 CFR 578.3 "Homeless).

16. **Homeless Category 2: (Imminent Risk of Homeless)** An individual or family who will imminently lose their primary nighttime residence, provided that:

- Residence will be lost within 14 days of the date of application for homeless assistance;
- No subsequent residence has been identified; *and*
 - The individual or family lacks the resources or support networks needed to obtain other permanent housing.
 - *Note:* Includes individuals and families who are within 14 days of losing their housing, including housing they own, rent, share with others, or are living in without paying rent.

17. **Homelessness Category 4 (Fleeing/attempting to flee DV/IPV):** An individual or family who identifies as a survivor of domestic violence (or other mentioned acts) and states that they are: fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that related 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 residence, and 2) has no other residence; and 3) lacks the resources or support networks to obtain other permanent housing.

18. **Homeless Management Information System (HMIS):** HMIS is a U.S. Department of Housing and Urban Development (HUD) mandated information technology system that is designed to capture participant-level information over time, on the characteristics and service needs of homeless persons. Participant data is maintained on a central server, which will contain all participant information in an

encrypted state. HMIS integrates data from all homeless service providers and organizations in the community and captures basic descriptive information on every person/household served. Participation in the Long Beach Continuum of Care (Long Beach CoC) HMIS allows organizations to share information with other participating organizations to create a more coordinated and effective delivery system.

19. **HSB:** Homeless Services Bureau (HSB)
20. **Homeless Youth Transitional Age Youth (TAY):** (Homeless Under other federal statutes (sec 578.3): Unaccompanied youth under 25 years of age, who lacks a fixed, regular and adequate nighttime residence; and, includes: (i) children and youths who are sharing the housing of other persons due to loss of housing, economic hardship, or a similar reason, are living in motels, hotels, trailer parks, or camping grounds due to lack of alternative adequate accommodations; are living in emergency or transitional shelters, or are abandoned in hospitals; (ii) who have 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; (iii) who are living in cars, parks, public spaces, abandoned buildings, substandard housing, bus or train stations, or similar settings.
21. **Housing Navigation (HN):** Housing Navigation bridges a critical gap in services in the City of Long Beach Continuum of Care (Long Beach CoC). Housing Navigation provides housing-focused supportive services for people experiencing homelessness referred from various Long Beach CES programs with the immediate goal of helping individuals identify, apply for, secure, and move into permanent housing.
22. **HUD:** U.S. Department of Housing and Urban Development
23. **IPV:** Intimate Partner Violence
24. **May:** Indicates something that is not mandatory but permissible.
25. **MAC:** Mobile Access Center
26. **Mainstream Benefits:** Include (Medi-Cal), income supports (Supplemental Security Income, Social Security Disability benefits and Temporary Assistance for Needy Families), food security (CalFresh), and mental health and substance use disorder services, etc.
27. **Match:** Contractor must keep records of the source and use of contributions made to satisfy the match requirement in [§ 578.73](#). The records must indicate the grant

and fiscal year for which each matching contribution is counted. The records must show how the value placed on third party in-kind contributions was derived. To the extent feasible, volunteer services must be supported by the same methods that the organization uses to support the allocation of regular personnel costs.

28. **MTDC:** Modified total direct costs
29. **Multi-Service Center (MSC):** The MSC provides outreach services, intake and assessment services, case management and referrals to shelters and other social service programs to people experiencing homelessness in Long Beach.
30. **NOFO:** Notice of Funding Opportunity
31. **PEH:** Persons Experiencing Homelessness
32. **Permanent Housing (PH):** Permanent housing is anywhere where a person has an established lease in housing that is meant to be long-term. There are a number of different interventions that support people in getting back into permanent housing.
33. **Permanent Supportive Housing (PSH):** PSH is permanent housing with indefinite leasing or rental assistance paired with supportive services to assist homeless persons with a disability or families with an adult or child member with a disability achieve housing stability.
34. **PIT Count:** Point in Time Count
35. **Problem-Solving:** Is a short-term housing intervention that seeks to assist participants to identify an immediate and safe housing alternative either independently or within their own network of family, friends, and social support. For more information refer to the [Problem-Solving Guide](#).
36. **PBRA:** Project Based Rental Assistance
37. **Qualified Dependent:** An individual over the age of 18 who is: (a) Incapable of self-sustaining employment by reason of mental or physical disability, and (b) is dependent upon a parent or guardian for support.
38. **Rapid Rehousing Program:** Rapid Rehousing (RRH) programs are Low Barrier, Crisis Response Programs focused on quickly resolving the crisis of homelessness for eligible participants and assisting them in moving into a permanent housing situation. RRH programs provide case management and financial assistance including rental subsidies for a period of up to 24 months. Staff use Progressive Assistance to help Program participants rapidly obtain and stabilize in permanent housing in either the private rental market or affordable housing market as available. RRH Programs should design service provision based on the core components of

Rapid Re-Housing: Housing Identification, Rent & Move-in Assistance, and Case Management & Supportive Services.

39. **Renewal Project:** CoC projects originally funded in FY 2024 or earlier, including projects originally funded under the Special NOFO or DV Bonus, provided the projects have an expiration date in CY 2026 (between January 1, 2026, and December 31, 2026).
40. **RFP:** Request for Proposals.
41. **Shall / Must:** Indicates a mandatory requirement. Failure to meet a mandatory requirement may result in the rejection of a proposal as non-responsive.
42. **Should:** Indicates something that is recommended but not mandatory. If the Proposer fails to provide recommended information, the City may, at its sole option, ask the Proposer to provide the information or evaluate the proposal without the information.
43. **SBRA:** Sponsor Based Rental Assistance
44. **Subcontractor:** Third party not directly employed by the Proposer who will provide services identified in this RFP.
45. **SSO:** Supportive Services Only
46. **SSVF:** Support Services for Veterans Families
47. **TBRA:** Tenant Based Rental Assistance
48. **TH:** Transitional Housing
49. **Transition Grant:** An application to fund a new CoC project through the reallocation process to transition an eligible CoC renewal project (including a Special NOFO project or DV Renewal project) from one program component to another eligible component over a 1-year period. The renewal project transitioning to a new component must be fully eliminated through reallocation.
50. **Trauma Informed Care:** All programs must incorporate Trauma Informed care policies and procedures into their program design and delivery of services. Trauma Informed Care is defined as: an organizational structure and treatment framework that involves understanding, recognizing, and responding to the effects of all types of trauma. Trauma Informed Care also emphasizes physical, psychological, and emotional safety for both participants and providers, and helps participants rebuild

a sense of control and empowerment. Trauma Informed services consider an understanding of trauma in all aspects of service delivery and place priority on the trauma survivor's safety, choice, and control. Trauma Informed services create a culture of nonviolence, learning, and collaboration. Contractors must also develop sets of policies and procedures for educating and training staff on Trauma Informed Care practices and how trauma may adversely affect aspects of a person's development.

51. **Unified Funding Agency (UFA):** A Unified Funding Agency (§ 578.11) is a Collaborative Applicant selected by the CoC (and approved by HUD) to apply for, receive, and distribute funding for all projects in a CoC. The UFA is the sole grant recipient for the CoC; HUD signs a grant agreement with the UFA, and the UFA signs separate grant agreements with each subrecipient carrying out the CoC-funded projects.

52. **VAWA:** Violence Against Women Act

53. **VI-SPDAT:** Vulnerability Index - Service Prioritization Decision Assistance Tool

54. **Warm Hand-off:** When providing participants with referrals to services or other providers, it is important for the program staff person to take an active role in making the referral happen. This trauma-informed approach ensures that the participant is securely connected to the resource. A warm hand-off consists of the staff person making the first approach to the resource to ensure that it is an appropriate referral and to learn who exactly the participant should reach out to and/or meet with. Staff must act as a facilitator to ensure the connection occurs.

9.2 Solicitation Terms & Conditions

1. The City reserves the right to alter, amend, or modify any provisions of this RFP, or to withdraw this RFP, at any time prior to the award of a contract pursuant hereto, if it is in the best interest of the City to do so.
2. The City reserves the right to request clarification of any proposal term from Proposers.
3. The City may contact the references provided; contact any Proposer to clarify any response; contact any current users of a Proposer's services; solicit information from any available source concerning any aspect of a proposal; and seek and review any other information deemed pertinent to the evaluation process.
4. The level and term of documentation required from the Proposer to satisfy the City will be commensurate with the size and complexity of the contract and Proposers should submit accordingly. If the information submitted by the Proposer, or

available from other sources, is insufficient to satisfy the City as to the Proposer's contractual responsibility, the City may request additional information from the Proposer or may deem the proposal non-responsive.

5. The City reserves the right to waive informalities and minor irregularities in proposals received.
6. The City reserves the right to reject any or all proposals received prior to contract award.
7. The City's determination of the Proposer's responsibility, for the purposes of this RFP, shall be final.
8. Unless otherwise specified, the City prefers to award to a single Contractor but reserves the right to award contracts to multiple contractors.
9. The City shall not be obligated to accept the lowest priced proposal but will make an award in the best interests of the City of Long Beach after all factors have been evaluated.
10. If the City receives a single responsive, responsible proposal, the City may request an extension of the proposal acceptance period and/or conduct a price or cost analysis on such proposal. The Proposer shall promptly provide all cost or pricing data, documentation and explanation requested by the City to assist such analysis. By conducting such analysis, the City shall not be obligated to accept the single proposal. The City reserves the right to reject such proposal or any portion thereof.
11. Any irregularities or lack of clarity in the RFP should be brought to the Purchasing Division designee's attention as soon as possible so that corrective addenda may be furnished to Proposers.
12. Proposals must include any and all proposed terms and conditions, including, without limitation, written warranties, maintenance/service agreements, license agreements, lease purchase agreements and the Proposer's standard contract language. The omission of these documents may render a proposal non-responsive.
13. Alterations, modifications or variations to a proposal may not be considered unless authorized by the RFP or by addendum or amendment.
14. Proposals which appear unrealistic in the terms of technical commitments, lack of technical competence, or are indicative of failure to comprehend the complexity and risk of this RFP, may be rejected.

15. Proposals may be withdrawn by written notice received prior to the proposal opening time.
16. The price and amount of this proposal must have been arrived at independently and without consultation, communication, agreement or disclosure with or to any other Contractor or prospective Contractor.
17. No attempt may be made at any time to induce any firm or person to refrain from submitting a proposal or to submit any intentionally high or noncompetitive proposal. All proposals must be made in good faith and without collusion.
18. Prices offered by Proposers in their proposals are an irrevocable offer for the term of the contract and any contract extensions. The Awarded Contractor agrees to provide the purchased services at the costs, rates and fees as set forth in their proposal in response to this RFP. No other costs, rates or fees shall be payable to the Awarded Contractor for implementation of their proposal.
19. The City is not liable for any costs incurred by Proposers prior to entering into a formal contract. Costs of developing the proposals or any other such expenses incurred by the Proposer in responding to the RFP are entirely the responsibility of the Proposer and shall not be reimbursed in any manner by the City.
20. In the event a Proposer received assistance from City staff or a representative of the City (technical assistance provider), the City is not responsible for any mistakes, inaccuracies, delays, or any other impact that the assistance provided did to impact the Proposer's final product. Available technical assistance support services are only intended to provide advice and does not constitute a basis for any protest to this contract opportunity. It is solely the Proposer's responsibility to prepare and submit a response to the RFP.
21. Proposal will become public record after the conclusion of the negotiation process and before final approval by the awarding body unless the proposal or specific parts of the proposal can be shown to be exempt by law. Each Proposer may clearly label all or part of a proposal as "CONFIDENTIAL" provided that the Proposer thereby agrees to indemnify and defend the City for honoring such a designation. The failure to so label any information that is released by the City shall constitute a complete waiver of any and all claims for damages caused by any release of the information.
22. A proposal submitted in response to this RFP must identify any subcontractors and outline the contractual relationship between the Proposer and each subcontractor.

An official of each proposed subcontractor must sign and include as part of the proposal submitted in response to this RFP, a statement to the effect that the subcontractor has read and will agree to abide by the Proposer's obligations.

23. If the Contractor elects to use subcontractors, the City requires that the Awarded Contractor provides proof of payment of any subcontractors used for this project. Proposals shall include a plan by which the City will be notified of such payments.
24. Each Proposer must adhere to the City's Vendor Code of Conduct, including, but not limited to, disclose any existing or potential conflict of interest relative to the performance of the contractual services resulting from this RFP. Any such relationship that might be perceived or represented as a conflict should be disclosed. The City reserves the right to disqualify any Proposer on the grounds of actual or apparent conflict of interest. The Vendor Code of Conduct can be found at <https://longbeach.gov/globalassets/finance/media-library/documents/business-info/purchasing-division/final-vendor-code-of-conduct-2023>
25. Each Proposer must include in its proposal a complete disclosure of any alleged significant prior or ongoing contract failures, any civil or criminal litigation or investigation pending which involves the Proposer or in which the Proposer has been judged guilty or liable. Failure to comply with the terms of this provision will disqualify any proposal. The City reserves the right to reject any proposal based upon the Proposer's prior history with the City or with any other party, which documents, without limitation, unsatisfactory performance, adversarial or contentious demeanor, significant failure(s) to meet contract milestones or other contractual failures.
26. The City reserves the right to negotiate final contract terms with any Proposers selected. The contract between the parties will consist of the RFP together with any modifications thereto, and the Awarded Contractor's proposal, together with any modifications and clarifications thereto that are submitted at the request of the City during the evaluation and negotiation process. In the event of any conflict or contradiction between or among these documents, the documents shall control in the following order of precedence: the final executed contract, the RFP, any modifications and clarifications to the Awarded Contractor's proposal, and the Awarded Contractor's proposal. Specific exceptions to this general rule may be noted in the final executed contract.

27. The City will not be responsible for or bound by any oral communication or any other information or contact that occurs outside the official communication process specified herein, unless confirmed in writing by the City Contact.
28. Any contract resulting from this RFP shall not be effective unless and until approved by the City Council / City Manager, as applicable.
29. The City will not be liable for Federal, State, or Local excise taxes.
30. Execution of Attachment A of this RFP shall constitute an agreement to all terms and conditions specified in the RFP, including all contract terms and conditions therein, except such terms and conditions that the Proposer expressly excludes.
31. Proposer understands and acknowledges that the representations above are material and important and will be relied on by the City in evaluation of the proposal. Any Proposer misrepresentation shall be treated as fraudulent concealment from the City of the true facts relating to the proposal.
32. Proposals shall be kept confidential through the negotiation process.
33. No announcement concerning the award of a contract as a result of this RFP may be made without the prior written approval of the City.

Proposers are advised that any contract awarded pursuant to this procurement process that exceeds \$100,000 shall be subject to the applicable provisions of Long Beach Municipal Code Section 2.73 et seq, the Equal Benefits Ordinance.

34. All Proposers shall complete and return, with their bid, the Equal Benefits Ordinance Compliance form contained in Attachment B, if applicable. Unless otherwise specified in the procurement package, Proposers do not need to submit with their bid supporting documentation proving compliance. However, supporting documentation verifying that the benefits are provided equally shall be required if the proposer is selected for award of a contract.

9.3 Contract Terms & Conditions

1. The Awarded Contractor will be the sole point of contract responsibility. The City will look solely to the Awarded Contractor for the performance of all contractual obligations which may result from an award based on this RFP, and the Awarded Contractor shall not be relieved for the non-performance of any or all subcontractors.

2. The Awarded Contractor must maintain, for the duration of its contract, insurance coverages as required by the City. Work on the contract shall not begin until after the Awarded Contractor has submitted acceptable evidence of the required insurance coverages. As a condition precedent to the effectiveness of the contract, Contractor shall procure and maintain at Contractor's expense for the duration of the contract from an insurance company that is admitted to write insurance in the State of California or that has a rating of or equivalent to an A:VIII by A.M. Best and Company the following insurance:
 - a. Commercial general liability insurance equivalent in coverage scope to ISO CG 00 01 10 93 naming the City of Long Beach and its officials, employees, and agents as additional insureds on a form equivalent in coverage scope to ISO CG 20 26 11 85 from and against claims, demands, causes of action, expenses, costs, or liability for injury to or death of persons, or damage to or loss of property arising out activities performed by or on behalf of the Contractor in an amount not less than One Million Dollars (US \$1,000,000) per occurrence and Two Million Dollars (US \$2,000,000) in general aggregate. If services are provided individually to persons with disabilities, seniors, or other vulnerable groups, coverage for allegations of abuse or molestation shall be included.
 - b. If transportation services are part of the scope of services, commercial automobile liability insurance equivalent in coverage scope to ISO CA 00 01 06 92 in an amount not less than One Million Dollars (US \$1,000,000) combined single limit (CSL) covering Symbol 1 ("Any Auto") for any vehicle with 7 passengers or fewer, in an amount not less than Five Million Dollars (US \$5,000,000) combined single limit (CSL) covering Symbol 1 ("Any Auto") for any vehicle with 8 through 15 passengers, and in an amount not less than Ten Million Dollars (US \$10,000,000) combined single limit (CSL) covering Symbol 1 ("Any Auto") for any vehicle with 16 passengers or more.
 - c. Workers' compensation coverage as required by the Labor Code of the State of California and Employer's liability insurance with minimum limits of One Million Dollars (US \$1,000,000) per accident or occupational illness. The policy shall be endorsed with a waiver of the insurer's right of subrogation against the City of Long Beach and its insurers, officials, employees, and agents.
 - d. If professional services (such as psychotherapy, legal services, or counseling) are part of the scope of services, professional liability or errors and omissions liability insurance in an amount not less than One Million Dollars (\$1,000,000)

per claim and in aggregate covering the services provided pursuant to the Contract.

- e. If Contract funds are held by Contractor for disbursement to others or other purposes as part of the Contract. Commercial Crime Insurance including, but not limited to, Computer Fraud (Employee Dishonesty and Theft) in an amount not less than the greater of Two Hundred Fifty Thousand Dollars (\$250,000) or the maximum amount of collected funds held on behalf of City by the Contractor at any one time related to the services provided pursuant to the Contract. The City shall be named loss payee as its interests may appear.

Any self-insurance program or self-insurance retention must be approved separately in writing by City and shall protect the City of Long Beach and its officials, employees, and agents in the same manner and to the same extent as they would have been protected had the policy or policies not contained retention provisions. Each insurance policy shall be endorsed to state that coverage shall not be suspended, voided, or canceled by either party except after thirty (30) days prior written notice to City, and shall be primary and not contributing to any other insurance or self-insurance maintained by City.

Any subcontractors which Contractor may use in the performance of the contract shall be required to indemnify the City to the same extent as the Contractor and to maintain insurance in compliance with the provisions of this section.

Contractor shall deliver to City certificates of insurance and original endorsements for approval as to sufficiency and form prior to the start of performance hereunder. The certificates and endorsements for each insurance policy shall contain the original signature of a person authorized by that insurer to bind coverage on its behalf. "Claims-made" policies are not acceptable unless City Risk Manager determines that "Occurrence" policies are not available in the market for the risk being insured. If a "Claims-made" policy is accepted, it must provide for an extended reporting period of not less than three (3) years. Such insurance as required herein shall not be deemed to limit Contractor's liability relating to performance under the contract. City reserves the right to require complete certified copies of all said policies at any time. Any modification or waiver of the insurance requirements herein shall be made only with the approval of City Risk Manager. The procuring of insurance shall not be construed as a limitation on liability or as full performance of the indemnification provisions of the contract.

3. The Long Beach Municipal Code (LBMC) requires all businesses operating in the City of Long Beach to pay a business license tax. In some cases, the City may require a regulatory permit and/or evidence of a State or Federal license. Prior to issuing a business license, certain business types will require the business license application and/or business location to be reviewed by the Development Services, Fire, Health, and/or Police Departments. Additional information is available at www.longbeach.gov/finance/business_license.
4. All work performed in connection with construction shall be performed in compliance with all applicable laws, ordinances, rules and regulations of federal, state, county or municipal governments or agencies (including, without limitation, all applicable federal and state labor standards, including the prevailing wage provisions of Sections 1770 et seq. of the California Labor Code), and (b) all directions, rules and regulations of any fire marshal, health officer, building inspector, or other officer of every governmental agency now having or hereafter acquiring jurisdiction.
5. Awarded Contractor shall indemnify, protect and hold harmless City, its Boards, Commissions, and their officials, employees and agents ("Indemnified Parties"), from and against any and all liability, claims, demands, damage, loss, obligations, causes of action, proceedings, awards, fines, judgments, penalties, costs and expenses, including attorneys' fees, court costs, expert and witness fees, and other costs and fees of litigation, arising or alleged to have arisen, in whole or in part, out of or in connection with (1) Awarded Contractor's breach or failure to comply with any of its obligations contained in the Contract, including any obligations arising from the Awarded Contractor's compliance with or failure to comply with applicable laws, including all applicable federal and state labor requirements including, without limitation, the requirements of California Labor Code Section 1770 et seq. or (2) negligent or willful acts, errors, omissions or misrepresentations committed by Awarded Contractor, its officers, employees, agents, subcontractors, or anyone under Awarded Contractor's control, in the performance of work or services under the Contract (collectively "Claims" or individually "Claim").
6. In addition to Awarded Contractor's duty to indemnify, Awarded Contractor shall have a separate and wholly independent duty to defend Indemnified Parties at Awarded Contractor's expense by legal counsel approved by City, from and against all Claims, and shall continue this defense until the Claims are resolved, whether by settlement, judgment or otherwise. No finding or judgment of negligence, fault, breach, or the like on the part of Awarded Contractor shall be required for the duty

to defend to arise. City shall notify Awarded Contractor of any Claim, shall tender the defense of the Claim to Awarded Contractor, and shall assist Awarded Contractor, as may be reasonably requested, in the defense.

7. If a court of competent jurisdiction determines that a Claim was caused by the sole negligence or willful misconduct of Indemnified Parties, Awarded Contractor's costs of defense and indemnity shall be (1) reimbursed in full if the court determines sole negligence by the Indemnified Parties, or (2) reduced by the percentage of willful misconduct attributed by the court to the Indemnified Parties.
8. Any requests for reasonable price adjustments must be submitted 60 days prior to the Contract annual anniversary date. Requests for adjustment in cost of labor and/or materials must be justified based upon verifiable criteria such as the Consumer Price Index, US City Averages, or other relevant indices.
9. If the Awarded Contractor elects to use subcontractors, Awarded Contractor agrees to require its subcontractors to indemnify Indemnified Parties and to provide insurance coverage to the same extent as Awarded Contractor.
10. If the Awarded Contractor elects to use subcontractors, the Awarded Contractor shall not allow any subcontractor to commence work until all insurance required of subcontractor is obtained.
11. The provisions of this section shall survive the expiration or termination of the Contract.
12. PUBLIC WORKS OF IMPROVEMENT ONLY: Contractor agrees that all public work (as defined in California Labor Code Section 1720) performed pursuant to this Agreement (the "Public Work"), if any, shall comply with the requirements of California Labor Code Sections 1770 et seq. If there is a difference between the general prevailing wage rates determined by the director of the Department of Industrial Relations and the applicable minimum wage rates determined by the Secretary of Labor (for federally assisted projects) for similar classifications of work, the Contractor and its subcontractors of every tier shall pay their workers not less than the higher wage rate.
13. In all bid specifications, contracts and subcontracts for any such Public Work, Contractor shall obtain the general prevailing rate of per diem wages and the general prevailing rate for holiday and overtime work in this locality for each craft, classification or type of worker needed to perform the Public Work, and shall include

such rates in the bid specifications, contract or subcontract. Such bid specifications, contract or subcontract must contain the following provision: "It shall be mandatory for the contractor to pay not less than the said prevailing rate of wages to all workers employed by the contractor in the execution of the contract. The awarded contractor expressly agrees to comply with the penalty provisions of California Labor Code Section 1776

14. **CALIFORNIA WAGE RATE REQUIREMENTS:** This project is a public work under Labor Code § 1720 et seq. Pursuant to Division 2, Part 7, Chapter 1 of the Labor Code of the State of California, the Director of Public Works of the City by and on behalf of the City Council has obtained from the Director of the Department of Industrial Relations of the State of California the general prevailing rate of per diem wages, and the general prevailing rate of holiday and overtime work in the locality in which the public work is to be performed for each craft, classification or type of workers needed to perform the Work. Copies of prevailing rate of per diem wages are on file in the office of the City Engineer, 5th floor, City Hall, 411 West Ocean Boulevard, Long Beach, California 90802, and shall be made available upon request. Copies may also be obtained on the California Department of Industrial Relations website <http://www.dir.ca.gov/dlsr>. This project will be subject the **2021-2 prevailing wage** rate, as determined by the Director of the Department of Industrial Relations for the State of California. The Contractor to whom the Contract is awarded, and its subcontractors is directed to pay not less than the general rate of per diem wages for each craft, classification, or type of worker needed to execute the contract. Contractor is required to post a copy of the determination of the director of the prevailing rate of per diem wages at each job site. Contractors are required to pay at least the California minimum wage for the basic hourly rate in all cases where the published prevailing wage rate is below the California minimum wage. Any and all employer payments required by the prevailing wage determinations must also be paid. If the California minimum wage is increased in the future to an amount above that shown in the prevailing wage determination, the basic hourly rate in that determination automatically increases to the new minimum wage.

15. **FEDERAL DAVIS BACON REQUIREMENTS (FEDERALLY ASSISTED CONTRACTS ONLY):** Federal-aid Work is subject to the requirements of the Davis Bacon Act. The contractor to whom the contract is awarded must comply with the Federal Wage Decision contained in Division E of the Specifications and all record keeping requirements of the Davis Bacon Act. The Federal Wage Rate associated with this

procurement is CA20220022MOD0. This wage rate will be verified 10 days prior to bids due, at which time an addendum will be posted with the newly applicable rate.

16. **DEPARTMENT OF INDUSTRIAL RELATIONS (DIR) COMPLIANCE:** This project is subject to the following: No contractor or subcontractor may be listed on a bid proposal for a public works project (submitted on or after March 1, 2015) unless registered with the Department of Industrial Relations pursuant to Labor Code Section 1725.5 [with limited exceptions from this requirement for bid purposes only under Labor Code Section 1771.1(a)]. No contractor or subcontractor may be awarded a contract for public work on a public works project (awarded on or after April 1, 2015) unless registered with the Department of Industrial Relations pursuant to Labor Code Section 1725.5. This project is subject to compliance monitoring and enforcement by the Department of Industrial Relations. Contractors are further cautioned that certified payrolls shall be submitted electronically directly to the Department of Industrial Relations.
17. **CERTIFIED PAYROLL SUBMISSION TO THE CITY OF LONG BEACH:** Pursuant to the provisions of Labor Code Section 1776, Contractor shall keep and shall cause each subcontractor performing any portion of the work under this Contract to keep an accurate payroll record, showing the name, address, social security number, work classification, straight time and overtime hours worked each day and week, and the actual per diem wages paid to each journeyman, apprentice, worker, or other employee employed by Contractor or subcontractor in connection with the work. Such payroll records for Contractor and all subcontractors shall be certified and shall be available for inspection at all reasonable hours at the principal office of Contractor pursuant to the provisions of Section 1776 of the Labor Code. Contractor's failure to furnish such records to City or City's authorized Labor Compliance representative in the manner provided herein for notices shall entitle City to withhold the penalty prescribed by law from progress payments due to Contractor.
18. Each contractor and every subcontractor and supplier shall be required to submit certified payrolls and labor compliance documentation electronically at the discretion of and the manner specified by the City of Long Beach. Electronic submittal will be a web-based system, accessed on the World Wide Web by a web browser. Each contractor and subcontractor will be given a Log On identification and password to access the City of Long Beach reporting system. The foregoing is in addition to, and not in lieu of, any other requirements or obligations established and

imposed by any department of the City with regard to submission and retention of certified payroll records for Contractor and subcontractors.

19. APPRENTICESHIP EMPLOYMENT (CONTRACTS OVER \$30,000 ONLY): The Contractor shall comply with Section 1777.5 of the Labor Code concerning the employment of apprentices by the Contractor or any subcontractor under the Contractor and, by submitting a Bid and executing the Contract, the Contractor stipulates that it shall so comply.

20. PENALTIES: Contractor and subcontractors are subject to penalties, including, but not limited to, under Labor Code §§ 1775, 1776, 1777.7 and 1813, for failure to comply with Labor Code § 1720 et seq.

9.4 Additional Requirements

9.4.1 Long Beach CoC Reallocation Policy Standards

All projects funded through this RFP are subject to the Long Beach [Continuum of Care Reallocation Policy](#), including performance-based, funding-based, and involuntary reallocation provisions. By submitting a proposal, applicants acknowledge that the City may reallocate funds in accordance with this policy and applicable HUD requirements. Applicants may be invited to participate in discussions regarding voluntary reallocation of all or a portion of their award, provided the project meets minimum performance, compliance, and eligibility standards established in the Reallocation Policy. Proposers are responsible for reviewing the Long Beach CoC Reallocation Policy prior to submission.

9.4.2 Compliance with Federal Grant

Contractor shall abide by all terms contained in the NOFO and CoC Portfolio agreements between the City of Long Beach and the U.S. Department of Housing and Urban Development.

9.4.3 Financial Requirements

New agencies contracting with the City will be subject to fiscal review prior to finalization of award. The focus of the fiscal review is to verify the financial system is adequate to receive, track, and expend award in accordance with City standards. If awarded a grant, the contractor shall establish a tracking system that will clearly and distinctly identify units of services and/or direct costs applicable to the services to be rendered under the contract. Contractors shall be required to submit invoices for the funds in a format to be established by the City. City staff will provide the invoice template prior to the agreement start date.

The City's obligation to pay any sum for a fiscal year shall be contingent upon receipt of funds and upon appropriation by the City Council of the necessary funds for such payment by the City in each fiscal year during the term of contracts awarded. In the event the City fails to appropriate the necessary funds for any fiscal year, the projects conditionally awarded for that period will either not be funded or funded at a reduced award level.

Funding will be disbursed on a cost-reimbursement basis.

The following fiscal and accounting procedures shall be required:

1. Maintain a bank account and perform monthly bank reconciliation.
2. Designate specific employees to perform each of the following functions:
 - a. Receipt for goods and services provided to Contractor.
HomelessServicesAdmin@longbeach.gov
 - b. Approve the purchase of goods and services for Contractor.
 - c. Approve employee time worked.
3. Deposit all receipts in the bank account promptly and intact. (Do not pay any expense directly out of cash receipts).
4. Maintain bank-validated copies for every deposit slip in chronological order. Each deposit slip should include sufficient detail to explain the source of the funds being deposited. (This may be done by recording the details on the deposit slip or by attaching supporting documentation, which may have been received with the receipts.)
5. Disburse all funds by check, other than petty cash, preferably signed by two officers of the contractor, neither of whom is the bookkeeper or the accounting clerk.
6. Maintain supporting documentation for every check written, which includes
 - a. Original invoice from vendor
 - b. Indication by signature and date of an authorized employee the goods or services were received by the contractor, e.g., a separate receiving report, a copy of the packing slip or on the invoice itself.
 - c. Indication the goods or services were approved for purchase by an authorized employee, e.g., signed and dated invoice or purchase requisitions.
7. Maintain and file all required tax and payroll reports with appropriate Federal and State agencies.
8. Maintain the following records in chronological order by contractor's fiscal year:
 - a. Bank Statements and Bank Reconciliation
 - b. Deposit slips and supporting documentation
 - c. Checks and supports

- d. Payroll records
 - e. Cash receipts and disbursement journals
 - f. Monthly financial statements
 - g. Requests for reimbursements from the City with the appropriate supporting documentation
9. Maintain individual participant files in accordance with all applicable HUD regulations and the City of Long Beach Standards. Refer to [Section 2.1 HMIS Data Collection and Participation](#).
10. Audit by the Long Beach City Auditor, HSB, or designee, as requested.

9.4.3.1 Match Requirement

Match

Contractor must be able to match all awarded grant funds, except for leasing funds, with no less than 25 percent of cash or in-kind contributions from other eligible sources. In addition, match must meet the regulatory requirements specified in [24 CFR § 578.73](#) and the applicable administrative requirements and cost principles ([2 CFR Part 200](#)). These requirements include, but are not limited to:

Match contributions must be reasonable and necessary, allowable, and allocable.

Match must originate from eligible sources; this includes any other federal sources (excluding Continuum of Care program funds), as well as State, local, and private sources, provided that funds from the source are not statutorily prohibited to be used as a match for HUD funds.

Contributions must be used for activities and/or costs eligible under subpart D of the CoC Program Rule ([24 CFR 578](#)), or, in the case of HPCs, eligible under [24 CFR § 578.71](#).

Contributions must conform to any limits or exclusions set forth in the applicable cost principles, Federal laws, terms and conditions of the Federal award, or other governing regulations as to types or amounts of cost items, including restrictions and exclusions set forth in the CoC Program Rule. (e.g., "Program funds may not be used for rental assistance and operating costs in the same project." [24 CFR 578.55\(c\)](#))

Cash Sources

An applicant may use funds from any source, including any other federal sources (excluding CoC program funds), as well as State, local, and private sources, provided that funds from the source are not statutorily prohibited to be used as a match. Cash match must be used for the costs of activities that are eligible under subpart D of 24 CFR 578. The applicant must

ensure that any funds used to satisfy the matching requirements of this section are eligible under the laws governing the funds in order to be used as matching funds for a grant awarded under this program.

In-kind Contributions

- 1) The applicant may use the value of any services contributed to the project as match, provided that if the applicant had to pay for them with grant funds, the costs would have been eligible under Subpart D, or, in the case of HPCs, eligible under 24 CFR § 578.71. For the Long Beach CoC, goods, buildings, real property, or equipment contributed to the project are deemed ineligible for use as in-kind match due to the inability to effectively quantify value and verify allocability to project participants.
- 2) The requirements of [2 CFR § 200.306](#) and [2 CFR Subpart E](#) (Cost Principles) apply.
- 3) If applications include third-party In-kind match, applicants should attach Memorandum of Understanding (MOU) documentation that confirms the in-kind match commitment. If the MOU documentation is not available at application submission, it will be a condition for grant execution if HUD conditionally awards the project. Services provided by individuals must be valued at rates consistent with those ordinarily paid for similar work in the subrecipient's organization. If the subrecipient does not have employees performing similar work, the rates must be consistent with those ordinarily paid by other employers for similar work in the same labor market.
 - a) The MOU must establish the unconditional commitment, except for selection to receive a grant, by the third party to provide the services, the specific service to be provided, the profession of the persons providing the service, and the hourly cost of the service to be provided.
 - b) During the term of the grant, subrecipient must keep and make available, for inspection, records documenting the service hours provided.

9.4.4 Contract Conditions

1. Funds from this program may not replace funds from other sources
2. Funded program must be for the sole benefit of persons who are experiencing homelessness and who are living in the City of Long Beach.
3. Operating Agreement: Applicants approved for funding will be required to sign a subcontract with the City to ensure compliance with fund regulations, Federal Executive Orders and HUD regulations. Funds are subject to Federal, State, and local regulations including, but not limited to: non-discrimination, equal opportunity, accessibility, lead-based paint, audits, procurement, and environmental review.

4. Contractors must request contract amendments no later than five months prior to the end of the contract term, including budget modifications.
5. Non-discrimination in Services and Employment: Contractor shall not, in accordance with Federal law, discriminate in the provision of services hereunder because of race, color, religion, national origin, ancestry, sex, age or physical or mental handicap as identified in Section 109 of the Act, Section 504 of the Rehabilitation Act, the Age Discrimination Act of 1975, the Americans with Disabilities Act of 1990, and 24 CFR § 570.602. In addition, Sub-recipient shall not discriminate in the provision of services hereunder because of religious belief, creed, medical condition, blindness, sexual orientation, marital status, pregnancy, parenthood, citizenship, domestic partner status or AIDS or HIV status.
6. Contractors shall follow the Long Beach CoC policies.
7. Contractors must actively review the [Long Beach Document Library](#) for updates and resources relevant to the Homeless Services Bureau.
8. Contractor shall abide by recordkeeping requirements outlined in [24 CFR 578.103](#).
9. Contractors shall abide by the [Long Beach CoC Reallocation Policy](#).
10. Contractors must maintain a drug free workplace by:
 - a. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the Applicant's workplace and specifying the actions that will be taken against employees for violation of such prohibition.
 - b. Establishing an on-going drug-free awareness program to inform employees:
 - i. The dangers of drug abuse in the workplace;
 - ii. The contractor's policy of maintaining a drug-free workplace;
 - iii. Any available drug counseling, rehabilitation, and employee assistance programs; and
 - iv. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace.
 - c. Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph 7.a
 - d. Notifying the employee in the statement required by paragraph a. that, as a condition of employment under the grant, the employee will:
 - i. Abide by the terms of the statement; and

- ii. Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction
- e. Notifying the agency in writing, within ten calendar days after receiving notice under subparagraph d.(ii) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer or other designee on whose grant activity the convicted employee was working, unless the Federal agency has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;
- f. Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph d.(ii), with respect to any employee who is so convicted (1) Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or (2) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
- g. Making a good faith effort to continue to maintain a drug free workplace through implementation of paragraphs a. through f.

9.5 Protest Procedures

Who May Protest

Only a Proposer who has actually submitted a proposal is eligible to protest a contract awarded through a Request for Proposals (RFP). A Proposer may not rely on the protest submitted by another Proposer but must pursue its own protest.

Time for Protest

The City will post a notice of the intent to award a contract at least ten (10) business days before an award is made. The notice will be available to all Proposers who submitted a proposal via [Everyone Home Long Beach](#). A Proposer desiring to submit a protest for a proposal must do so within five (5) business days of the electronic notification of intent to award. The City Purchasing Agent must receive the protest by the close of business on the fifth (5th) business day following posting of notification of intent to award the contract. The City is not responsible for Proposers' failure to obtain notification for any reason, including but not limited to failure to maintain updated email addresses, failure to open/read

electronic messages and failure of their own computer/technology equipment. The City's RFP justification memo will be available for review by protestors once the notification of intent to award has been posted via the City's electronic bid notification system.

Form of Protest

The protest must be in writing and signed by the individual who signed the proposal or, if the Proposer is a corporation, by an officer of the corporation, and addressed to the City Purchasing Agent. Protests must be submitted via the email address above. They must include a valid email address and phone number. Protests must set forth a complete and detailed statement of the grounds for the protest and include all relevant information to support the grounds stated and must refer to specific portions of the RFP and attachments upon which the protest is based. Once the protest is received by the City Purchasing Agent, the City will not accept additional information on the protest unless the City requests it.

City Response to Protest

The City Purchasing Agent or designee will respond with a decision regarding the protest within five (5) business days of receipt of protest to the email address provided in the protest. This decision shall be final.

Limitation of Remedy

The procedure and time limits set forth herein are mandatory and are the Proposer's sole and exclusive remedy in the event of a protest. The Proposer's failure to comply with these procedures shall constitute a waiver of any right to further pursue a protest, including filing a Government Code Claim or initiation of legal proceedings.

10 Appendix

10.1 Appendix A: Eligible Projects

This RFP is limited to renewal, expansion, and transition projects only. The City will not be accepting proposals for new projects except for proposals to transition a CoC-funded renewal project to another eligible component. Organizations that have an existing Long Beach CoC-funded project(s) and are eligible to submit a renewal, expansion, or transition proposal are listed below.

Organization	Project	Applicable Scope of Work
1736 Family Crisis Center	Domestic Violence	TH Section 4 Transitional Housing

Organization	Project	Applicable Scope of Work
Catholic Charities of Los Angeles, Inc.	Transition in Place - Families	PH-RRH Section 3.2 Rapid Rehousing Overview
Catholic Charities of Los Angeles, Inc.	CH Healthy Homes	PH-PSH Section 3.1 Permanent Supportive Housing Overview
Goodwill, SOLAC	Employment Services	SSO Section 6 Supportive Services Only Scope of Work
Harbor Interfaith Services	Harbor PSH	PH-PSH Section 3.1 Permanent Supportive Housing Overview
Interval House	Domestic Violence Shelter	TH Section 4 Transitional Housing
Interval House	Domestic Violence TH-RRH	TH-RRH Section 5 Joint Component TH-RRH Scope of Work
Interval House	Housing4Health (Families)	PH-PSH Section 3.1 Permanent Supportive Housing Overview
Lutheran Social Services of Southern California	It's a New Day	PH-PSH Section 3.1 Permanent Supportive Housing Overview
Mental Health America of Los Angeles	SPC 05 CH	PH-PSH Section 3.1 Permanent Supportive Housing Overview
Mental Health America of Los Angeles	SPC 95/00	PH-PSH Section 3.1 Permanent Supportive Housing Overview
Mental Health America of Los Angeles	Street to Home	PH-PSH Section 3.1 Permanent Supportive Housing Overview
Mental Health America of Los Angeles	SSO Street Outreach	SSO Section 6 Supportive Services Only Scope of Work
Mental Health America of Los Angeles	Transition in Place - Youth	PH-RRH Section 3.2 Rapid Rehousing Overview
PATH	Family Commons	PH-PSH Section 3.1 Permanent Supportive Housing Overview
The Children's Clinic "Serving Children and Their Families"	Homeless Healthcare	SSO Section 6 Supportive Services Only Scope of Work
United States Veterans Initiative Inc.	ADVANCE	TH Section 4 Transitional Housing

Organization	Project	Applicable Scope of Work
United States Veterans Initiative Inc.	CHAMPS	PH-PSH Section 3.1 Permanent Supportive Housing Overview
United States Veterans Initiative Inc.	Cabrillo Plaza PHD	PH-PSH Section 3.1 Permanent Supportive Housing Overview