APPENDIX 4

SUPPORTIVE SERVICE REQUIREMENTS

CAPITAL DEVELOPMENT FUND/ GAP FINANCING FUND

Program Objective

All projects should provide safe, clean, affordable housing with appropriate supportive services to provide stability to families with children prenatal to 5 years of age that have been involved with the child welfare system and are homeless or at-risk of homelessness. Services must be provided to address the specific needs of both parents and children. Projects should also address the specific needs of families with a head of household who is transitioning from the child welfare system and may be living independently for the first time. Projects must provide services that meet the following objectives:

- Assist families in achieving housing stability, housing retention and meeting other basic needs;
- Reduce the incidence of Department of Children and Family Services (DCFS) involvement among families served;
- Address the effects of trauma related to past child abuse, neglect or domestic violence on children and families;
- Connect families with health and nutrition education and primary care medical services to ensure that babies are born healthy and that children maintain a healthy weight;
- Assist families in increasing their income through education, vocational training, employment services and benefits advocacy;
- Address mental health issues and substance abuse/dependence;
- Aid in the healthy physical, mental, and emotional development of children, and ensure they are prepared for kindergarten.

Staffing

On-site and off-site staff must be competent to provide the services necessary to meet residents’ needs, and must be trained and experienced in working with both adults and children. Case managers must have a master's degree in an appropriate discipline or equivalent work experience. The ratio of staff-to-residents must be appropriate to the needs of the anticipated residents.

Program Requirements

Service providers must ensure that:

- Service provision is flexible and responsive to residents’ specific needs; and
- Services are culturally-specific and linguistically-appropriate.
Service providers may coordinate with the local Family Solutions Center(s) (which should be operational by Spring 2013).

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

- Policies and procedures for drug and/or alcohol use on-site and off-site, including steps to deal with relapsing residents to ensure their ability to remain in the housing;
- Policies and procedures for payment of rent by residents during periods of hospitalization;
- Policies and procedures for protecting the privacy and confidentiality of residents;
- Policies and procedures for assisting applicants and residents in making reasonable accommodation requests, both of property management and outside entities, such as housing authorities, to ensure that persons with disabilities have access to and can maintain housing;
- Policies and procedures for all staff to be initially and periodically trained in the appropriate and immediate response to tenant crises, such as when tenants become a danger to themselves or others;
- Policies and procedures for all staff to be initially and periodically trained in the operator’s program philosophy, values, and principles, including those regarding relapse, substance misuse on-site, and harm reduction; and
- Grievance procedures.

**Required and Optional Services.** All projects are *required* to provide the following services to families, either directly or through formal agreements with other agencies:

- Housing retention skills;
- Intensive case management to engage with each family and jointly develop a service plan;
- Adult and early childhood mental health services, such as assessment; crisis counseling; trauma-focused services; individual, family and group therapy; and support groups;
- Health care for children and adults, including access to prenatal care, routine and preventative health care, and dental care;
- Health and nutrition education;
- Substance abuse services, such as treatment, relapse prevention, and support groups;
- Licensed child care;
- Child development/school readiness services;
- Parenting skills training;
- Adult educational services, including assessment, GED / high school diploma preparation, and school enrollment;
- Educational, recreational and other service opportunities for children and youth;
Employment services, such as job skills training, job readiness, job placement, and job retention services;
Money management and budgeting;
Life skills training, such as household maintenance, nutrition, cooking, and laundry;
Benefits advocacy;

Additional eligible services include:

- Peer advocacy;
- Legal services;
- Transportation assistance;
- Social and recreational activities; and
- Housing planning and transition assistance for families no longer eligible for housing under the First 5LA program.

If additional services are proposed beyond those listed above, applicant must justify the need for the service, and First 5 LA may approve such services at its discretion.
RENTAL ASSISTANCE AND SERVICE FUND

Program Objective

All programs should assist families with children prenatal to five years of age in securing and maintaining safe, decent housing with appropriate supportive services to provide stability to those families with children prenatal to five years of age that have been involved with the child welfare system and are homeless or at-risk of homelessness. Services must be provided to address the specific needs of both parents and children. Projects should also address the specific needs of families with a head of household who is transitioning from the child welfare system and may be living independently for the first time. Projects must provide services that meet the following objectives:

- Assist families in achieving housing stability, housing retention and meeting other basic needs;
- Reduce the incidence of Department of Children and Family Services (DCFS) involvement among families served;
- Address the effects of trauma related to past child abuse, neglect or domestic violence on children and families;
- Connect families with health and nutrition education and primary care medical services to ensure that babies are born healthy and that children maintain a healthy weight;
- Assist families in achieving self sufficiency so that they may take full responsibility of their lease by assisting families in increasing their income through education, vocational training, employment services and benefits advocacy;
- Assist families by providing training in independent living skills;
- Address mental health issues and substance abuse/dependence; and
- Aid in the healthy physical, mental, and emotional development of children, and ensure they are prepared for kindergarten.

Staffing

Staff must be competent to provide the services necessary to meet families’ needs, and must be trained and experienced in working with both adults and children. Case managers must have a master’s degree in an appropriate discipline or equivalent work experience. The ratio of staff-to-families must be appropriate to the anticipated needs of the families.

Program Requirements

Service providers must ensure that:

- Service provision is flexible and responsive to families’ needs; and
Services are culturally-specific and linguistically-appropriate.

Service providers may coordinate with the local Family Solutions Center(s) (which should be operational by Spring 2013). All programs are required to have written policies and procedures and to train staff on those policies and procedures covering these topics:

- Policies and procedures for drug and/or alcohol use, including steps to deal with relapsing residents to ensure their ability to remain in their housing;
- Policies and procedures for payment of rent by residents during periods of hospitalization;
- Policies and procedures for protecting the privacy and confidentiality of families;
- Policies and procedures for assisting families in making reasonable accommodation requests, both of property management and outside entities, such as housing authorities, to ensure that families that include a member with a disability have access to and can maintain housing;
- Policies and procedures for all staff to be initially and periodically trained in the appropriate and immediate response to crises, such as when family members become a danger to themselves or others;
- Policies and procedures for all staff to be initially and periodically trained in the program philosophy, values, and principles, including those regarding relapse, substance misuse on-site, and harm reduction; and
- Grievance procedures.

**Required and Optional Services.** All projects are *required* to provide the following services to families, either directly or through formal agreements with other agencies:

- Housing retention skills;
- Housing location services;
- Intensive case management to engage with each family and jointly develop a service plan;
- Adult and early childhood mental health services, such as assessment; crisis counseling; trauma-focused services; individual, family and group therapy; and support groups;
- Health care for children and adults, including access to prenatal care, routine and preventative health care, and dental care;
- Health and nutrition education;
- Substance abuse services, such as treatment, relapse prevention, and support groups;
- Licensed child care;
- Child development/school readiness services;
- Parenting skills training;
- Adult educational services, including assessment, GED / high school diploma preparation, and school enrollment;
- Educational, recreational and other service opportunities for children and youth;
Employment services, such as job skills training, job readiness, job placement, and job retention services;
- Money management and budgeting;
- Life skills training, such as household maintenance, nutrition, cooking, and laundry;
- Benefits advocacy;

Additional eligible services include:

- Peer advocacy;
- Legal services;
- Transportation assistance;
- Social and recreational activities; and
- Housing planning and transition assistance for families no longer eligible for housing under the First 5LA program.

If additional services are proposed beyond those listed above, applicant must justify the need for the service, and First 5 LA may approve such services at its discretion.