

**EMERGENCY SOLUTIONS GRANT CORONAVIRUS RESPONSE (ESG-CV)**

**1st Supplemental Allocation**

REQUEST FOR PROPOSALS

Issue Date: June 1, 2020

Submittal Date: June 12, 2020

Department of Community Investment

City of South Bend, Indiana



TABLE OF CONTENTS

|  |  |
| --- | --- |
| **INTRODUCTION** | **2** |
| **ESG-CV PROGRAM GUIDELINES** | **2** |
| **INCOME LIMITS** | **3** |
| **SUBMISSION INFORMATION** | **3** |
| **APPLICATION REVIEW CRITERIA** | **3** |
| **PUBLIC ENGAGEMENT** | **4** |
| **ESG-CV GENERAL REQUIREMENTS** | **5** |
| **ESG-CV ALTERNATE REQUIREMENTS** | **6** |
| **FAITH-BASED ORGANIZATIONS** | **7** |
| **ESG-CV ACTIVITIES ELIGIBLE FOR CONSIDERATION** | **8** |
| **ESG-CV ACTIVITIES INELIGIBLE FOR CONSIDERATION** | **8** |
| **DUPLICATION OF BENEFITS POLICY** | **9** |
| **FORMAT AND CONTENT OF PROPOSALS** | **11** |
| **PROPOSAL COVER SHEET** | **12** |
| **ATTACHMENT A: DESCRIPTION OF PROJECT ACTIVITIES AND BUDGET FORM** | **13** |
| **ATTACHMENT B: NOTIFICATION OF A SINGLE ANNUAL AUDIT FORM** | **14** |
| **ATTACHMENT C: EMERGENCY SHELTER STANDARDS FOR ESG FUNDING** | **15** |

INTRODUCTION

The City of South Bend is soliciting proposals from public and community non-profit agencies for Projects to be funded under the Emergency Solutions Grant Coronavirus Response (ESG-CV) program. The ESG-CV program is authorized by the Coronavirus Aid, Relief, and Economic Security (CARES Act), Public Law 116-136, and is funded by the United States Department of Housing and Urban Development (HUD).

It continues to be a priority of the U.S. Department of Housing and Urban Development (HUD) and the City of South Bend to work with the BOS (Balance of State Continuum) and the St. Joseph County - Region 2a Homeless Planning Council to assist homeless individuals and families as efficiently as possible to obtain a decent living environment.

ESG-CV PROGRAM GUIDELINES

Eligibility Criteria: In order to be eligible for funding the activity must:

1. **Prevent, prepare for, and/or respond to the Coronavirus pandemic**;
2. Be performed/located within the boundaries of St. Joseph County; and
3. Be implemented by an eligible community-based, nonprofit organization providing emergency shelter, related services, and rapid re-housing to the homeless.

The following activities are eligible for ESG-CV funding through the City of South Bend:

|  |  |
| --- | --- |
| **Activity** | **Description** |
| Emergency Shelter / Rental Assistance | Rental assistance to conduct Rapid Rehousing or Prevention activities for persons impacted by COVID-19 |
| Homelessness Service Provider | Reimburse service providers for expenditures associated with COVID-19 prevention, preparation, and response for persons who are homeless or receiving homeless assistance |
| Data Collection | Reimburse service providers for expenditures associated with upgrading the Homeless Management Information System (HMIS) or similar homelessness data collection system |

NOTE: City Departments requesting funds for activities that prevent, prepare for, and/or respond to the Coronavirus pandemic are not required to respond to this RFP for funding to be awarded.

INCOME LIMITS

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **FY 2020 ESG-HOME-ESG Income Limits (Effective 4/01/2020)** | | | | | | | | |
|  | 1-Person Household | 2-Person Household | 3-Person Household | 4-Person Household | 5-Person Household | 6-Person Household | 7-Person Household | 8-Person Household |
| 30% AMI | 14,900 | 17,240 | 21,720 | 26,200 | 30,680 | 35,160 | 39,640 | 44,120 |
| 50% AMI | 24,800 | 28,350 | 31,440 | 35,400 | 38,250 | 41,100 | 43,900 | 46,750 |
| 60% AMI | 29,760 | 34,020 | 37,730 | 42,480 | 45,900 | 49,320 | 52,680 | 56,100 |
| 80% AMI | 39,700 | 45,350 | 51,000 | 56,650 | 61,200 | 65,750 | 70,250 | 74,800 |

Please note that HUD Income Limits are subject to change.

SUBMISSION INFORMATION

For funding consideration, all projects awarded through the ESG-CV program must meet the General Requirements detailed on page 6 of the RFP. Public and private non-profit agencies responding to this RFP must provide all information requested in the RFP. **A separate proposal must be submitted for each potential project**:

EMAIL DELIVERY REQUIRED: **Proposals must be received by 5:00 p.m. on Friday, June 12th**. The proposal and any attachments must be submitted to **both** [pmeyer@southbendin.gov](mailto:pmeyer@southbendin.gov) and [ltimmer@southbendin.gov](mailto:ltimmer@southbendin.gov) .

All proposals submitted by public or private non-profit agencies must be submitted in the legal name of the organization with whom a contract will be executed. An authorized representative of the organization who has the legal authority to enter into an agreement with the City of South Bend must sign each original proposal.

APPLICATION REVIEW CRITERIA

Funding recommendations will be made based on the following factors:

1. Extent to which proposed activity **prevents, prepares for, and/or responds to the Coronavirus pandemic**;
2. Ability to document that the proposed **prevents, prepares for, and/or responds to the Coronavirus pandemic**;
3. Proposing entity is an eligible organization with demonstrated experience to achieve its objective and capacity to comply with requirements of the grant;
4. The extent to which the proposal goals are clearly outlined, achievable, and within the capacity of the submitting organization.

PUBLIC ENGAGEMENT

A public hearing on recommendations for funding allocations for ESG-CV will be held **via teleconference** on Tuesday, June 23, 2020 at 5:30 p.m.

Phone number: 717-275-8940

Access number: 378 8424

PIN: 193 1559

ESG-CV GENERAL REQUIREMENTS

**If the proposed project is funded, the following requirements will apply:**

* Recognize and follow 24 CFR PART 576 - the Code of Federal Regulations for the EMERGENCY SOLUTIONS GRANT PROGRAM (including but not limited to: Definitions of Homeless and At Risk of Homeless; Program Components and Eligible Activities, etc.) AND the Emergency Solutions Grant portion of the Housing and Community Development Plan, as well as any plan amendments.
* Active participation in the BOS (Balance of State Continuum) and the St. Joseph County - Region 2a Homeless Planning Council
* Active participation in the Coordinated Entry process/implementation that includes the BOS and local Planning Council approval of the use of the VI-SPDAT as the screening tool and, following the approved prioritization policy as it relates to placement services for the homeless.
* Active participation in the Homeless Management Information System (HMIS). The HEARTH Act makes HMIS participation a statutory requirement for ESG-CV recipients and sub recipients. HMIS will be used to generate reports for the City to use to verify compliance.

Victim service providers cannot participate in HMIS, and Legal Services Organizations may choose to not participate in HMIS. Providers that do not participate in HMIS must use a comparable database that produces unduplicated, aggregate reports instead.

* Each recipient must maintain complete client files including, but not limited to, eligibility, demographic characteristics and income of persons assisted.
* Compliance with conflict of interest requirements. A copy of the organization’s approved code/standard of conduct will be required to be submitted.
* 2 CFR Part 200 Single Audit: As an entitlement community administering federal funds, the City of South Bend is responsible for ensuring subgrantees comply with 2 CFR Part 200 requirements. All agencies receiving ESG-CV funding will be required to have an independent audit completed annually to qualify for and receive ongoing funding. The Office of Management and Budget requires subrecipients that expend $750,000 or more in federal funds in one fiscal year to conduct a Single Audit pursuant to the Single Audit Act. Subrecipients that do not qualify for a Single Audit must submit a CPA Audited Financial Statement, or at a minimum a Certified Annual Financial Statement (CFA). Audited Financial Statements and CFAs will only be accepted from those non-profits that can document they did not qualify for a Single Audit. Subrecipients are responsible for ensuring that their independent auditors conduct the proper type of audit.

ESG-CV ALTERNATE REQUIREMENTS

Given the immediate need faced by communities, HUD has announced that the first allocation of ESG-CV funds is subject to the following flexibilities and conditions provided by the CARES Act:

1. The funds may be used to cover or reimburse allowable costs incurred by a State or locality before the award of funding (including prior to the signing of the CARES Act) to prevent, prepare for, and respond to COVID-19;
2. The funds are not subject to the spending cap on emergency shelter and outreach under 24 CFR 576.100(b)(1);
3. Up to 10 percent of funds may be used for administrative costs, as opposed to 7.5 percent as provided by 24 CFR 576.108(a) (this applies to the City’s admin costs only);
4. The funds are exempt from the ESG match requirements, including 24 CFR 576.201;
5. The funds are not subject to the consultation and citizen participation requirements that otherwise apply to the Emergency Solutions Grants, however each recipient must publish how its allocation has and will be used, at a minimum, on the Internet at the appropriate Government web site or through other electronic media;
6. The funds may be used to provide homelessness prevention assistance (as authorized under 24 CFR 576.103 or subsequent HUD notices) to any individual or family who does not have income higher than HUD’s Very Low-Income Limit (50% AMI) for the area and meets the criteria in paragraphs (1)(ii) and (1)(iii) of the “at risk of homelessness” definition in 24 CFR 576.3;
7. That recipients may deviate from applicable procurement standards when using these funds to procure goods and services to prevent, prepare for, and respond to coronavirus, notwithstanding 24 CFR 576.407(f) and 2 CFR 200.317-200.326;
8. While we encourage you to offer treatment and supportive services when necessary to assist vulnerable homeless populations, individuals and families experiencing homelessness must not be required to receive treatment or perform any other prerequisite activities as a condition for receiving shelter, housing, or other services for which these funds are used, notwithstanding 24 CFR 576.401(e).

FAITH-BASED ORGANIZATIONS

BACKGROUND/GENERAL GUIDANCE/APPLICABILITY

On December 12, 2002, Executive Order 13279 was issued, requiring federal departments to treat all organizations fairly and without regard to religion in federal programs. It is HUD policy that, within the framework of constitutional church-state guidelines, faith-based organizations should be able to compete on an equal footing with other organizations for federal funding. Accordingly, organizations that are **faith-based are eligible, on the same basis as any other organization, to participate in HUD’s programs** and activities.

The new rule revises HUD regulations to remove barriers to the participation of faith-based organizations in the HOME, ESG, HOPE 3, HOPWA, Emergency Shelter Grants, St. Joseph County - Region 2a Homeless Regional Planning Council, Supportive Housing, and Youthbuild Programs. In doing so, the preamble to the rule stresses that all program participants should complete on equal footing and be subject to the same requirements. In its implementation, HUD and grantees in the formula programs – HOME, ESG, ESG-CV and HOPWA, should be conscious that requirements for documentation, reporting, monitoring and use should be applied to all entities across the board. If a formula grant recipient has procedures in place, these procedures should **be applied to all sub-recipients without regard to their religious or secular status**.

As with any regulatory change, the new rule requires clarification on several fronts in order to ensure a uniform and accurate implementation in the affected programs. This is to provide guidance on certain aspects of the September 30, 2003, final rule. The guidance contained in this notice applies to all eight of the Community Planning and Development programs, as it determines necessary, and as it receives questions and requests for clarification on the new regulatory requirements.

On September 30, 2003, (68 FR 56396), HUD issued a final rule requiring equal treatment of faith-based organizations for eight HUD programs administered by its Community Planning and Development (CPD) Division. In addition, HUD published a final rule on July 9, 2004 (69 FR 41712) requiring, among other things, that states under the ESG program provide equal treatment of faith-based organizations. Copies of the rules can be assessed online at: <http://archives.hud.gov/initiatives/fbci/Faith-Based.pdf>

ESG-CV ACTIVITIES ELIGIBLE FOR CONSIDERATION

**A. EMERGENCY SHELTER COMPONENT (24 CFR 576.102)**

Eligible Program Participants: “unsheltered homeless people” meaning individuals and families who qualify as homeless under paragraph (1) (i) of the “homeless” definition under Section 576.2.

Eligible Costs Include: Essential services to homeless families and individual in emergency shelters, and operating services.

Eligible emergency and homeless shelters shall conform to the following\*:

* Provide common kitchen and dining room areas adequate for the number of residents serviced;
* Provide bathroom with lavatory, toilet, and showers adequate for the number of residents serviced;
* Comply with all requirements of the City of South Bend’s zoning ordinance at all times, as well as any other applicable provisions of the ordinance, including obtaining any other permits or licenses, such as building permits or a business license, required before establishing, expanding, or maintaining the use.

\* Please refer to Attachment C: Emergency Shelter Standards for ESG Funding for more details.

**B. RAPID RE-HOUSING COMPONENT (24 CFR 576.104)**

Eligible Program Participants: Those who meet the criteria under paragraph (1) of the homeless definition in Section **576.2** or who meet the criteria under paragraph (4) of the “homeless” definition and live in an emergency shelter or other place described in paragraph (1) of the “homeless” definition.

Eligible Costs Include: The rapid re-housing assistance must be provided in accordance with the housing relocation and stabilization services requirements in Section 576.105, the short and medium term rental assistance requirements in Section 576.106, and the written standards and procedures established under Section 576.400.

ESG-CV ACTIVITIES INELIGIBLE FOR CONSIDERATION

Emergency Solutions Grant funds may not be used for activities other than those listed above. For example: Acquisition or construction of an emergency shelter for the homeless; rehabilitation services performed by the staff of a grantee or recipient such as preparation of work specifications, loan processing or inspections; or mortgage assistance are not eligible activities.

DUPLICATION OF BENEFITS POLICY

**City of South Bend Policy to Prevent Duplication of Disaster Recovery Benefits for**

**Community Development Block Grant and Emergency Solutions Grant**

Federal law prohibits any person, business concern, or other entity from receiving Federal funds for any part of such loss as to which that entity has received financial assistance under any other program or from insurance or any other source. This prohibition applies to Federally-funded programs providing financial assistance “as a result of a major disaster or emergency”. The City of South Bend (“the City”), as an entitlement community that receives disaster assistance funds from the U.S. Department of Housing and Urban Development (“HUD”), is required to take steps to ensure that funds awarded to any person, business concern, or other entity (“entity”) is necessary and reasonable and does not result in a Duplication of Benefits (“DOB”).

Recovery assistance may be provided by many sources, such as the Federal Emergency Management Agency (FEMA), the Small Business Administration (SBA), HUD, insurance, state and local governments, charitable institutions, etc. A DOB occurs when assistance is received from multiple sources and exceeds the need for a particular recovery purpose.

The following eligibility criteria will be applied to entities seeking disaster recovery assistance from the City:

1. A loss, supported by documented evidence, was suffered as a result of a major disaster or emergency. Evidence may include, but is not limited to:
   1. written physical inspections
   2. credit card statements
   3. work estimates
   4. contractor invoices
   5. receipts;
2. The documented need is an eligible activity per the federal program guidelines;
3. The entity has a complete sources/uses statement that reflects the project budget including, but not limited to:
   1. Confirmed and proposed sources (both public and private) of funds and the dollar amounts for each respective source;
   2. Project costs based on current and/or anticipated expenditures;
   3. Professional fees and/or staff costs associated with the project.

The City will take the following measures to prevent DOB and ensure awards are necessary and reasonable:

1. Verify information provided by entity, including source(s) of additional assistance by contacting FEMA, SBA, etc.
2. Amount of assistance provided will be determined via the following calculation:

Entity’s total need $

Potentially duplicative assistance $

Deduction of duplicative assistance ($ )

Maximum recovery grant assistance $

1. Confirm that the entity agrees to repay the funds should they be determined to be duplicative at a later date.
2. Ensure the following is in each project file:
   1. Description/definition of DOB
   2. Entity’s recovery assistance need
   3. All sources of assistance provided to entity
   4. Verification of FEMA, SBA and insurance proceeds
   5. Recovery assistance award calculation
   6. DOB policies and procedures
3. Monitor the entity for compliance with DOB regulations and overall grant management compliance.
4. If a violation of DOB or other requirements is noted, City staff will take the following steps to recapture funds:
   1. Document reason(s) for recapture;
   2. Negotiate a repayment plan that may include a lump sum payment or installment plan;
   3. Provide opportunity for the entity to contest repayment, with a final determination decided by the HUD Indianapolis Field Office.
   4. If payment is not received per agreed upon terms, the City has the option to initiate collection and/or legal actions against the entity.

FORMAT AND CONTENT OF PROPOSALS

Required Proposal Format: In order for the City to conduct a uniform review process of all submissions, proposals must be submitted in the format set forth below.

1. Proposal Cover Sheet (see page 11)
2. Program Proposal Outline
3. Goals: Describe how the proposed activity prevents, prepares for, and/or responds to the Coronavirus pandemic.
4. Description: Provide a brief, succinct description of your proposed service.
   * Identify the following in one (1) paragraph:

* What service your organization will provide with ESG-CV funds
* Exactly what ESG-CV funds will pay for (i.e. labor, supplies)
* Where you will provide the service
* What population will be served
* How many people will be assisted (estimate)

1. Additional Descriptive Information
2. Provide a statement indicating why proposed activity is needed.
3. State which standard HUD approval method will be used to verify income eligibility of the project/program participants, if applicable. Use FY 2020 Income Limits chart provided on page 3 of this RFP.
4. Include a timeline for the proposal that indicates how long it will take to get the project underway and to complete.
5. Describe any collaboration with other agencies, including the City, that are doing similar or related work.
6. Identify other sources of funds available for this proposal. Describe how the proposed project will be funded if ESG-CV is not awarded.
7. Description of Project Activities and Budget (Attachment A).
8. Notification of a Single Audit: Complete this form (Attachment C), signed by an authorized representative of the organization.

|  |  |  |
| --- | --- | --- |
| **City of South Bend**  **Department of Community Investment**  **Emergency Solutions Grant Coronavirus Response (ESG-CV) Program**  **PROPOSAL COVER SHEET** | | |
| Agency: Click here to enter text. | | |
| Address: Click here to enter text. | | |
| Contact Person: Click here to enter text. | | |
| Phone #: Click here to enter text. | | |
| Email Address: Click here to enter text. | | |
| DUNS # (required): Click here to enter text. | EIN # (required): Click here to enter text. | |
| **Activities Requested** | | **Amount of Request ($)** |
| Emergency Shelter / Rental Assistance | | $ Click here to enter text. |
| Homelessness Service Provider | | $ Click here to enter text. |
| Data Collection | | $ Click here to enter text. |
| **Certification** | | |
| I hereby certify that the submission of this proposal has been duly authorized by our governing  body. | | |
| **Authorized Representative** | | Date |
| ***TO BE COMPLETED BY DCI STAFF:*** | | |
| IS PROJECT ELIGIBLE? Yes No | | |

ATTACHMENT A: DESCRIPTION OF PROJECT ACTIVITIES AND BUDGET

**Agency Name**: Click here to enter text.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **ELIGIBILITY CATEGORY** | **DESCRIPTION OF ACTIVITIES** | **ESG-CV FUNDS REQUESTED** | **PROPOSED OTHER FUNDS & SOURCE OF FUNDS (name each source and amount)** | **TOTAL OF ALL FUNDING FOR ACTIVITY** |
| Emergency Shelter / Rapid Rehousing |  |  | Source:  Amount: |  |
| Homelessness Services Provider |  |  | Source:  Amount: |  |
| Data Collection |  |  | Source:  Amount: |  |
| **TOTAL** |  |  |  |  |
| **% Of TOTAL funded by ESG-CV** |  |  |  |  |

**Instructions:** Provide the following information:

a. In the “Description of Activities” column indicate line items for activities that will be funded, such as staff costs, utilities, maintenance, etc.

b. In the “ESG-CV Funds Requested” column, enter the total for the eligibility category.

c. In the “Proposed Other Funds & Source of Funds” column, enter all other sources of funding for the eligibility category and amount of that funding.

ATTACHMENT B: NOTIFICATION OF A SINGLE ANNUAL AUDIT FORM

Applicants for an ESG-CV grant from the City of South Bend must provide the following information:

1. **Applicant**: Click here to enter text.
2. *Expenditures* from all federal sources for the recent fiscal year ended Click here to enter text..

(Attach a separate sheet if necessary)

|  |  |
| --- | --- |
| **SOURCE** | **$ AMOUNT** |
|  | $ |
|  | $ |
|  | $ |
|  | $ |
|  | $ |
| **TOTAL** Fiscal Year Expenditures | $ |

1. **Single Audit not required** (total federal expenditures **less** than $750,000 for fiscal year)

If a Single Audit is not required, applicants must have a CPA Audited Financial Statement, or at a minimum a Certified Annual Financial Statement (CFA). Statements are due to the City of South Bend’s Department of Community Investment six (6) months after the end of the fiscal year.

**Single Audit required** (total federal expenditures **greater than or equal to $750,000** for fiscal year)

If a Single Audit is required, the applicant must have it conducted in accordance with 2 CFR Part 200 and Generally Accepted Government Auditing Standards for the fiscal year noted above. The Single Audit must be submitted to the Federal Audit Clearinghouse (<http://harvester.census.gov/sac/>), and is due to the City of South Bend’s Department of Community Investment nine (9) months after the end of the fiscal year.

1. Certification by Authorized Representative:

I certify that the amounts shown above accurately reflect the federal funds expended by this organization for the fiscal year indicated.

Signature Date

Title

ATTACHMENT C

**EMERGENCY SHELTER STANDARDS FOR ESG FUNDING**

**Adopted December 2019**

**Administration & Organizational Requirements:**

1. The shelter shall not require clients to participate in religious services or other forms of religious expression.
2. The shelter shall not discriminate on the basis of race, religion, or national origin. Shelters serving families shall also not discriminate on the basis of the sex or age of the children or the size of the family, except where limited by facility.
3. The shelter’s Board of Directors shall consist of voluntary (unpaid) members, with the possible exception of the agency’s CEO or Director.[[1]](#footnote-1)
4. The shelter’s Board of Directors shall meet at least on a quarterly basis and set overall policy for the shelter.
5. The shelter shall have a secure storage space for confidential documents relating to clients and personnel.
6. The shelter shall develop and implement procedures to ensure the confidentiality of records pertaining to any individuals provided family violence prevention or treatment services.
7. The shelter shall have a policy manual which includes the shelter’s purpose, population, served, program description, non-discrimination policy and confidentiality statement.[[2]](#footnote-2)
8. The shelter shall provide for an evaluation of the effectiveness of the services offered, at least annually. This evaluation should include client input that could take the form of a client exit survey or house meetings. It may also include board evaluation of programs/services, staff evaluation of programs/services, or an assessment completed by other shelter providers (*e.g.,* coalition of providers).

**Personnel Requirements:**

1. The shelter shall have a table of organization of all paid staff working in the shelter. There shall be written position descriptions for each position type, which includes job responsibilities and qualifications.
2. The shelter shall have written policies for the selection of all paid personnel in conformance with the EEO (Equal Employment Opportunity) guidelines.
3. The shelter shall have adequate, trained, on-site staff coverage during all hours the shelter is open to residents, unless individual secured units are provided. “Trained, on-site staff” is defined as persons having training in the areas listed below as **items 4 and 5 in the Personnel Requirements section** and **items 3 and 4 in the Health Requirements section**.
4. All shelter staff (including*.,* direct service, finance, maintenance, volunteers, etc.) shall receive training in at least the following:
   1. emergency evacuation procedures;
   2. agency operation procedures.
5. All relevant direct service staff [[3]](#footnote-3) shall receive additional training in at least the following:
   1. non-violent crisis intervention techniques;
   2. referral procedures to relevant community resources; and
   3. first aid procedures.

**Facility Requirements:**

1. The shelter shall comply with applicable local fire, environmental, health, and safety standards and regulations.
2. The shelter shall be clean and in good repair.
3. Each room or space within the shelter must have a natural or mechanical means of ventilation. The interior must be free of pollutants at a level that might threaten or harm the health of residents.
4. The shelter shall have reasonable access to transportation services (this could consist of being withinwalking distance to public transportation or coordinating transportation with another agency). But the shelter is not required to provide clients with transportation services.
5. The shelter shall provide a bed or crib for each guest except in extenuating “overflow” conditions. The shelter shall make provision for clean linens for each client. There shall be procedures to provide for the sanitizing of all linens and sleeping surfaces.
6. The shelter shall provide sufficient showers/baths, wash basins, and toilets, which are in proper condition for personal hygiene. These should be adequate for the number of people served.
7. The shelter shall provide private space to meet with clients. Private space is any space relatively free from regular interruptions and noise and provides clients with the assurance that the conversation will not be overheard by others in the shelter.
8. The shelter shall have laundry facilities available to clients or a system available for like services.
9. The shelter shall have a fire safety plan, which includes at least the following:
   1. posted evacuation plan;
   2. fire drills that are conducted at least quarterly;
   3. fire detection systems that conform to local building and fire codes;
   4. adequate fire exits; and
   5. adequate emergency lighting.
10. The shelter shall have adequate provision of the following services:
    1. pest control services;
    2. removal of garbage;
    3. proper ventilation;
    4. proper ventilation and heating/cooling systems; and
    5. removal of garbage and other debris, ice, snow, and other hazards to keep clear all entrances, exits, steps, and walkways.
11. The shelter shall provide adequate natural or artificial illumination to permit normal indoor activities and to support the health and safety of occupants. Sufficient electrical sources shall be provided to permit the use of essential electrical appliances while assuring safety from fire.

**Operational Requirements:**

1. In addition to sleeping arrangements, the shelter shall provide the following basic needs:
   1. humane care which preserves individual dignity;
   2. a clean environment;
   3. reasonable security; and
   4. referrals to other agencies.
2. The shelter shall have written policies for the intake of clients and criteria for admitting people to the shelter.
3. The shelter shall maintain an attendance list which includes, at least, the name and sex of each person residing in the shelter.
4. The shelter shall post and read, or otherwise make known, the rules, regulations, and procedures of the shelter.
5. The shelter shall post and read, or otherwise make known, the rights and responsibilities of shelter clients that shall include a grievance procedure for addressing potential violations of their rights.
6. The shelter shall report child abuse and endangerment as required by law.
7. The shelter shall only require clients to perform duties directly related to daily living activities within the shelter.
8. The shelter shall provide access to a public or private telephone for use by shelter clients to make and receive calls. This should include one of the following:
   1. access to a phone in staff areas;
   2. installation of private or pay phone for client use (with funds to use if the client lacks necessary income); or
   3. coordinated services with another agency.
9. The shelter shall maintain records to document services provided to each client.
10. The shelter shall provide accommodations for shelter clients to store personal belongings.This can be defined as any place (a client’s room, a closet, a locker, etc.) that provides reasonable security from theft or damage. “Personal belongings” include items such as clothing, personal hygiene products, radio, clock that can be consolidated into limited storage space.
11. The shelter shall provide a safe, secure environment and have policies to regulate access.
12. The shelter shall have a policy regarding the control of weapons.
13. The shelter shall encourage the involvement of clients in the decision-making processes of the shelter. This can be accomplished in a variety of ways, including: having resident advisory councils to give input into the operations of the shelter, having homeless or formerly homeless people on the board, or having homeless or formerly homeless people trained and hired as staff, etc.
14. The shelter shall allow current clients to use the shelter as a legal residence for the purpose of voter registration and the receipt of public benefits.
15. The shelter shall maintain a daily log to record at a minimum all unusual or significant incidents.
16. The shelter shall have written policies for consensual and nonconsensual searches.

**Health Requirements:**

1. At all times, the shelter shall have available first aid equipment and supplies in case of a medical emergency.
2. All staff on duty shall have access to a telephone. Emergency telephone numbers shall be posted conspicuously near the telephone.
3. The shelter shall assure that at least one staff person on duty is trained in emergency first aid procedures.
4. The shelter shall have a procedure for making referrals to appropriate medical providers.
5. The shelter shall have a written policy regarding the possession and use of controlled substances as well as prescription and over the counter medication.
6. The shelter shall have a written policy regarding the control of infectious diseases, such as HIV, tuberculosis, etc.
7. The shelter shall provide a locked space for the storage of medication. If a client can secure their prescription medication in her/his locked room that another client does not have access to and shelter policies allow for this, then this standard is void. If a client cannot secure their prescription medication, then the shelter should provide a means to secure the medication via a locked office, cabinet, etc.

**Food Services Requirements:**

1. Shelters providing food services shall make adequate provisions for the sanitary storage and preparation of foods.
2. Shelters providing food for infants, young children, and pregnant mothers shall make provisions to meet their nutritional needs.
3. Shelters shall provide, or arrange, food services to clients or make known nearby available services.

**Fiscal Management Requirements:**

1. There shall be an accounting system that is maintained in accordance with Generally Accepted Accounting Principles (GAAP).
2. The shelter shall have a record of accountability for client’s funds or valuables the shelter is holding.
3. The shelter shall receive and annual independent audit or audit review.
4. The shelter shall have internal fiscal control procedures which are reviewed and approved by the Board of Trustees.

**Reviewed by Homeless Regional Planning Council 12/12/19**

1. Please note, if a shelter is part of a parent organization (*e.g.,* the Salvation Army, etc.), it is not required to have a separate Board of Directors for the shelter. [↑](#footnote-ref-1)
2. Please note, shelter programs that are part of a parent organization are not required to have a policy manual separate from the parent organization’s policies if those policies include policies relevant to the shelter’s operation as well as rights and responsibilities of the clients being served. [↑](#footnote-ref-2)
3. Please note, “relevant direct service staff” is defined as those staff members, such as case workers and shelter managers, who have daily, direct contact with clients, and who may be assisting them in resolving their crisis of homelessness. All direct service staff should have updated training in non-violent crisis intervention techniques and first aid procedures every *two years*. A specific number of training hours is not required. The adequacy of the “training” will be evaluated by review of direct service staff resumes, records that document continuing education in the areas listed in item 5, and performance appraisals for these areas. [↑](#footnote-ref-3)