



City of Seattle

Tim Burgess, Mayor

Human Services Department

Catherine Lester, Director

Electronic Contract/Amendment Processing for HSD Service Agreements

Attached is an electronic copy of the contract between your agency and the City of Seattle Human Services Department (HSD) for your review and electronic signature and date.

To download a copy of the contract to save or print, click on "Printable Version" to access the .PDF copy of the contract. Once you have applied your electronic signature and date, DocuSign will notify HSD that the contract has been signed.

Should you have any questions, please contact **Jen Chwalibog**, at jen.chwalibog@seattle.gov or 206.684.0317.

Enclosures



City of Seattle

Human Services Department

700 5th Avenue, Suite 5800
PO Box 34215
Seattle, Washington 98124-4215
(206) 386-1001

PROJECT SERVICES AGREEMENT

PROJECT NAME: Myers Way Encampment

FUND SOURCES: HSD General Fund

This Project Services Agreement ("Agreement") is made between The City of Seattle (hereinafter "City"), acting through its Director of the Human Services Department (hereinafter "Director"), and **Low Income Housing Institute** (hereinafter "Agency").

Except as otherwise specifically provided for herein, this Agreement shall be subject to the terms and conditions of the Master Agency Services Agreement between the Agency and the City. The Master Agency Services Agreement is signed by the Agency and the City with original signature copies maintained by both parties. The provisions of the Master Agency Services Agreement are incorporated herein by this reference.

In consideration of the mutual covenants, promises and consideration set forth in this Agreement, the parties agree as follows:

I. SERVICES RENDERED

Section 100. Term and Scope of Services

Throughout the term of this Agreement, which shall begin on **September 1, 2017** and terminate on **December 31, 2017**, the Agency shall provide the City with the scope and range of services directed to the attainment of the goals, milestones and performance commitments described in the exhibits attached hereto. Such services shall at all times be provided on a basis satisfactory to the Director, and shall at a minimum be consistent with the goals and objectives set forth in Exhibit A-1 and the minimum performance standards set forth in Exhibit A-2, both of which exhibits are attached hereto and incorporated herein by this reference.

II. PAYMENT, RECORDS, AND OTHER CONDITIONS

Section 200. Payment

The City shall compensate the Agency according to the Contract Budget and Payment attached as Exhibit B for satisfactory performance of the scope and range of services identified in the attached exhibits; provided, however, that in no event shall the total compensation provided to the Agency by the City hereunder exceed the sum of **Seventy**

Five Thousand One Hundred Eighty Three Dollars and Sixty Two Cents (\$75,183.62).

Section 210. Excess Payment

If the City's total compensation to the Agency under this Agreement exceeds Agency's actual final cost of Agency's performance by either 10% or more than \$10,000, the City may unilaterally require the Agency to either 1) reimburse the City that amount of City payment in excess of 10% or \$10,000 of actual program expenditures, whichever is less, or 2) require that the Agency submit a plan stating how such excess City payments will be applied to program purposes (which plan must be approved in writing by the City and will include a report or reports on the use of such payments). The City will make all final decisions regarding how excess payment will be treated under this Section. The "actual final cost of Agency's performance" will be determined by the final program expenditure report. All payments to the Agency under this Agreement will be included in the total compensation amount subject to adjustment under this Section.

Section 220. Reports and Information

The Agency shall timely furnish the City with (a) the reports and other information required under the Goals and Objectives attached as Exhibit A-1 and the Reporting Requirements attached as Exhibit A-3; and (b) such other reports and information as may be requested by the Director related to this Agreement or the services provided hereunder with Program funds, including statements and data demonstrating the effectiveness of the services provided in achieving the goals and objectives set forth in Exhibit A-1, Goals and Objectives. The City may withhold payments otherwise due to the Agency pending timely delivery of all such reports and information.

Section 230. Termination and Suspension

- A. For Cause: The City may terminate a Project Services Agreement if the Agency is in material breach of any of the terms of this Agreement, and such breach has not been corrected to the City's reasonable satisfaction in a timely manner.
- B. For Reasons Beyond Control of Parties: Neither the City nor the Agency shall be deemed in default nor be liable for damages arising from its failure to perform its obligations under any Agreement if performance is rendered impossible or impracticable for reasons beyond such party's reasonable control, such as, but not limited to, an act of nature; war or warlike operation; civil commotion; riot; labor dispute including strike, walkout, or lockout, except labor disputes involving the Agency's own employees; sabotage; or superior governmental regulation or control. If either party is rendered wholly or partly unable to perform its material obligations under this Agreement for reasons described under this subsection for a period of time exceeding thirty (30) days, then either party may terminate this Agreement upon written notice to the other.
- C. Loss of Funds: In the event that for any reason federal, state or local funds allocated to or by the City for services contracted under a Project Services Agreement are or become no longer available to the City for the purpose of conducting the program/project or compensating the Agency, the City may suspend

without recourse the Agency's obligation to render services to the City and the City's obligation to pay for further services, by providing written notice to the Agency specifying the effective period of such suspension.

- D. For City's Convenience: The City may terminate a Project Services Agreement at any time, without cause and for any reason including the City's convenience, upon written notice to the Agency.
- E. Notice: Notice of termination shall be given by the party terminating this Agreement to the other not less than five (5) business days prior to the effective date of termination.
- F. Actions upon Termination: In the event of termination not the fault of the Agency, the Agency shall be paid for the services properly performed prior to termination, together with any reimbursable expenses then due, but in no event shall such compensation exceed the maximum compensation to be paid under the Project Services Agreement. The Agency agrees that this payment shall fully and adequately compensate the Agency and all subcontractors for all profits, costs, expenses, losses, liabilities, damages, taxes, and charges of any kind whatsoever (whether foreseen or unforeseen) attributable to the termination of the Project Services Agreement.

III. SPECIAL CONDITIONS

Section 300.

The Agency will comply with the following Special Conditions:

- A. Homeless Management Information System (HMIS): HMIS is a countywide data management tool designed to facilitate data collection in order to improve human service delivery throughout King County. Participation in the Homeless Management Information System (HMIS) is a requirement per this agreement and specific information is outlined on Attachment 2. Data entered into HMIS will help our community improve services to homeless people by providing accurate information on the extent and nature of homelessness in our community and by accounting for our success in helping people move out of homelessness. Participation is also critical to help Seattle and King County successfully compete for grants for federal funding, such as the U.S. Department of Housing and Urban Development's homeless assistance funds.

IV. SIGNATURES

Section 400. Entire Agreement

This Agreement consists of seven (7) sections, including any Special Conditions referenced in Section 300, together with the following attached exhibits (including the Master Agency Services Agreement on file between the Agency and the City), all of which shall be maintained by the City and subject to review by the Agency. This Agreement, the Master Agency Services Agreement and the exhibits set forth below contain the entire Agreement of the parties:

- EXHIBIT A-1, GOALS AND OBJECTIVES
- EXHIBIT A-2, PERFORMANCE STANDARDS
- EXHIBIT A-3, REPORTING REQUIREMENTS
- EXHIBIT B, BUDGET AND PAYMENT

IN WITNESS WHEREOF, the parties have executed this Agreement by having their representatives affix their signatures below.

AGENCY

57A6C594E1D3401
Sharon Lee
DocuSigned By: Sharon Lee

By or on behalf of

Sharon Lee

Name (Typed)

Executive Director

Title

11/21/2017 | 13:20 PM PST

Date

2407 1st Avenue Suite 200

Address

Seattle, WA 98121-1311

City, State, Zip Code

(206) 443-9935 ex 111

Phone Number (Include Area Code)

SharonL@LIHI.org

E-Mail Address (Required)

THE CITY OF SEATTLE

DocuSigned by:
Catherine Lester
9BDA53799D684C3...

By or on behalf of

Catherine Lester

Name (Typed)

**Director,
Human Services Department**

Title

11/21/2017 | 11:24 AM PST

Date

EXHIBIT A-1 GOALS AND OBJECTIVES

INTRODUCTION

The mission of the Seattle Human Services Department (HSD) is to connect people with resources and solutions during times of need so we can all live, learn, work and take part in strong, healthy communities. Our vision is that all basic needs in our communities are met through innovative and collaborative approaches. Greater Seattle is a place where the richness of our diversity is valued, all of our communities thrive, and people grow up and grow old with opportunity and dignity. The Department works closely with our major community partners, including other public and nonprofit funders and service providers, to understand current and emerging human service needs, and to create and invest in a comprehensive and integrated regional human services system that improves the health, safety and education of our residents.

The Human Services Department has developed Investment Principles that reflect HSD's commitment to funding high-quality services to create positive client outcomes.

1. Commitment to provide culturally relevant and linguistically competent services.
2. Maintaining high quality standards for facilities and program operations.
3. Integrate financial empowerment into services.
4. Commitment to neighborhood health and safety standards.
5. Commitment to coordinate and integrate services with community networks and with mainstream service systems.
6. Commitment to collect and submit high-quality data and use data to review and evaluate results.

These Investment Principles are required for all agencies that receive funding from HSD to offer services for homeless individuals and families. Refer to Attachment 1.

The Homeless Strategy and Investment (HSI) division of HSD manages a continuum of services with the goal of reducing homelessness in our city. Through HSI investments, families, youth and individuals have access to a multitude of resources, programs, and/or services that include: homelessness prevention, housing services, and homeless survival interventions such as shelter, outreach, hygiene, health care, and day centers.

HSD's investment in the Myers Way Encampment is part of a larger proactive, seamless service system investment that helps meet the basic needs of our community's most vulnerable residents and that helps people become and remain independent.

PROGRAM DESCRIPTION

A. Program Model

The Mayor of the City of Seattle signed an executive order authorizing “transitional encampments” for homeless persons as a permitted interim use of City-owned and private property. The Seattle Department of Construction and Inspections and Seattle Human Services Department have adopted a joint rule for requirements for community outreach, encampment operations standards, and permit process requirements.

As the operator of the transitional encampment program, Low Income Housing Institute will provide a safe outdoor location for people who are unsheltered by creating a temporary community. This is supported with human services, community engagements, and movement to stable housing in the City of Seattle. The encampment programs are intended to operate as a temporary living environment, and is not intended to provide a medium or long term living option for residents.

Location:

- **Myers Way: 9701 Myers Way S, Seattle, WA**

Low Income Housing Institute will operate and provide case management services to this site, also known as Camp Second Chance. The services and management plans for Camp Second Chance are attached as **Appendix I**.

The program will include a formal intake process to identify resident strengths and needs, and connect them to services. Encampment residents will access service on and off site, and participate in activities designed to build independent living skills, increase income, build financial empowerment skills, and promote health and well-being. It is the expectation that the governance structure of the encampment will allow residents opportunities to be active in contributing their time and talents to work on day-to-day operations. Residents will create a personal transition plan, and set and achieve individual goals to build on their strengths and address and eliminate barriers around housing and economic stability.

The operations management plan will make provisions for site/program operations including security, enforcement, evacuation, accessibility, fire prevention and other standards appropriate for health, welfare and safety. The plan will also include a resident code of conduct, resident rights, and a resident and community grievance policy.

B. Participant Eligibility Requirements

Low Income Housing Institute is committed to providing case management, supportive services, outreach and referrals to residents of authorized city encampments. Low Income Housing Institute will focus on the needs of homeless single men and women, seniors, veterans and people with disabilities referred to Myers Way Encampment from the Navigation Team.

C. Program Regulations and Guidelines

1. The Directors of Department of Construction and Inspections and Human Services Department (HSD) adopted a joint rule establishing requirements for community outreach, encampment operations standards, and coordination with the permit process for new transitional encampments on any selected site meeting the requirements of the regulation. **(Appendix II)**
2. Low Income Housing Institute must be in compliance with authorized encampment listed in 9701 Myers Way S, Seattle, WA and must abide by regulations set forth by the landlord, Finance and Administration Services, through an Interdepartmental Property Rental Agreement with HSD.

PERFORMANCE COMMITMENTS

By investing in Low Income Housing Institute's Myers Way Encampment, HSD expects to provide temporary housing to people who are homeless in order to move them into permanent housing by achieving the following performance commitments.

SIP Investment Area Number & Name:		A2A: Emergency Shelters
SIP Code	PERFORMANCE COMMITMENTS (PC)	
	PC #1: 33 unduplicated homeless individuals/families meet their emergency or immediate shelter needs.	
	Verification: Agency Records, Client Files and HMIS	
A2A15-O	PC #2: 40 Percent of homeless households exit to permanent housing.	
	Verification: Agency Records, Client Files and HMIS	
	PC #3: 122 days of operation in the 2017 contract year	

*Bolded performance commitments indicate contract payment points.

EXHIBIT A-2 PERFORMANCE STANDARDS

The Agency shall carry out this Agreement in accordance with the following performance standards:

1. The City's Program Specialist, Jen Chwalibog, or their successor, shall be the primary HSD contact with whom the Agency will communicate regarding the progress, performance, and achievement of the contract milestones and performance commitments.
2. Ralph Neis, the Agency's lead program contact, is responsible for communicating with the City's Program Specialist regarding program progress and performance.
3. The Agency shall maintain timely and accurate records which reflect service levels, participant characteristics, specific actions taken to assist participants, service outcomes, and expenditures under the terms of this Agreement.
4. The Agency shall notify the City's Program Specialist of all staff changes affecting the program funded through this contract within seven (7) days of the resignation, firing or any other change. A plan for replacing the staff person including a timeline will be submitted to the City within fourteen (14) days of the resignation, firing or any other change. This will include the names of the staff involved in and/or impacted by staff changes.
5. The Agency shall not require individuals who are eligible for services under the terms of this contract to participate in other Agency services or programs as a prerequisite to receiving services under this Agreement.
6. The Agency shall provide information and referral to other appropriate agencies if clients cannot be served by the Agency.
7. The Agency shall establish and operate according to policies and procedures that align with expectations set forth by the City of Seattle as well as any other investor and/or authority or entity (i.e. State of Washington, King County, etc.).
8. The Agency is responsible for all performance standards and agreements under the most recently executed Master Agency Service Agreement with the City of Seattle Human Services Department.
9. The Agency shall identify the services as funded by the City of Seattle Human Services Department in all communication with members of the public and recipients of services. The Agency shall also post a notice to this effect in a prominent place at each Agency location where such services are provided.
10. In addition to working with the City's Program Specialist, identified in Performance Standard #1, the Agency will also work with a Content Area Specialist. Content Area Specialists will convene quarterly or biannual Program Area Meetings to

collaboratively examine data to make real time improvements to systems and service delivery, respond to questions, identify technical assistance needs and share best practices. In some cases, the Program Specialist and the Content Area Specialist may be the same person.

11. The Agency's lead program contact, identified in Performance Standard #2, is also responsible for reviewing HMIS data as part of the invoice review process.
12. The Agency shall demonstrate that services are client-centered and strength-based and shall use individualized service planning to coordinate housing-focused supportive services. Programs will seek input from current and/or former clients in areas of program planning, program development, policy development and program evaluation, including exit and/or post exit interviews or surveys, focus groups, and/or client meetings.
13. The Agency shall integrate financial empowerment into services. Agencies will provide information and services to increase the services accessed by clients to increase financial stability and self-sufficiency. Programs will assist clients to access benefits through connections with programs such as Washington Connection Web portal.
14. The Agency shall demonstrate sound financial practices and policies, including adequate accounting and administrative procedures and controls to safeguard proper use of funds. Programs will complete line-item budgets that show reasonable expenses for proposed services.
15. The Agency shall address gaps in services and increase access to resources by communities of color through collaborative services, building capacity and relationships.
16. The Agency shall coordinate with City departments and HSD divisions to maximize access to services for clients.
17. The Agency shall demonstrate capacity to locate and leverage new community partners on an ongoing basis.
18. The Agency shall demonstrate linkage agreements and partnerships with providers for appropriate, tailored services to promote housing access and stability, such as case management; health care; substance abuse detox and recovery treatment; mental health assessment and treatment; employment training, placement, and retention; housing placement; child care and after-school programs (for programs serving families); legal assistance; credit counseling; and life skills training.
19. The Agency shall participate in system-wide strategies designed to improve information, resources and services, such as Coordinated Entry for All (CEA). If a By Name List (BNL) process is developed to work in conjunction with Coordinated Entry for the funded target populations, agency participation as defined by the BNL process is mandatory as a condition of funding.

20. The Agency may not release participant information to any third party without the written consent of the participant, except to the HSD program specialist for this Agreement or other HSD staff as may be designated by the Department.
21. The Agency shall maintain client grievance procedures, which include how participants will be informed of their rights to resolve grievances. The Agency shall maintain documentation of all grievances filed against the program including, but not limited to, name of the individual filing the grievance, date the grievance is filed, nature of the grievance, outcome of the grievance and date of resolution.
22. The Agency shall develop, implement and maintain a tool to determine "client satisfaction" with contract funded services.
23. The Agency is expected to meet the Seattle/King County Continuum of Care Minimum and Target Performance Standards below. Programs not meeting any of the Minimum Performance Standards will be required to develop a technical assistance plan with their Program Specialist. The implementation of uniform Minimum and Target Performance Standards is designed to clarify expectations and provide an opportunity for targeted technical assistance.

Minimum Performance Standards					
Project Type	Core Outcomes			Entries from Homeless-ness	Utilization Rate
	Exit Rate to PH	Length of Stay (days)	Return Rate to Homeless-ness		
Emergency Shelter	40% Singles 65% Families 35% (Youth & Young Adults)	90 (Singles & Families) 30 (Youth & Young Adults)	10% (Singles & Families) 20% (Youth & Young Adults)	90%	85% (Singles & Families) 90% (Youth & Young Adults)
Transitional Housing	80%	150 (Singles & Families) 270 (Youth & Young Adults)	10% (Singles & Families) 20% (Youth & Young Adults)	90%	85%
Rapid Rehousing	80%	180	5% (Singles & Families) 20% (Youth & Young Adults)	90%	NA
PSH	90%	NA	5% (Singles & Families) 20% (Youth & Young Adults)	90%	85%

Target Performance Standards					
Project Type	Core Outcomes			Entries from Homelessness	Utilization Rate
	Exit Rate to PH	Length of Stay	Return Rate to Homelessness		
Emergency Shelter	50% (Singles and Youth & Young Adults) 80% (Families)	30 days (Singles & Families) 20 days (Youth & Young Adults)	8% (Singles & Families) 5% (Youth & Young Adults)	90%	95%
Transitional Housing	85%	90 days (Singles & Families) 180 (Youth & Young Adults)	8% (Singles & Families) 5% (Youth & Young Adults)	95%	95%
Rapid Rehousing	85%	120 days	3% (Singles & Families) 5% (Youth & Young Adults)	95%	NA
PSH	90%	NA	3% (Singles & Families) 5% (Youth & Young Adults)	95%	95%

24. Note that the City of Seattle's *Pathways Home* plan includes a commitment to institute performance-based contracts for all homeless investments beginning in 2017, consistent with performance standards in King County and United Way of King County contracts. The Human Services Department will issue a Request for Proposal (RFP) in 2017 for 2018 contracts. While 2017 contracts include the above new performance standards consistent with other funders, payments in 2017 will not be based on these performance standards.
25. The Agency shall maintain written criminal background check policies and procedures that comply with all applicable federal, state and local laws and regulations, and shall keep records demonstrating compliance. Such policies and procedures shall include provisions for screening job applicants and volunteer candidates who may have unsupervised access to vulnerable adults (as defined in RCW 43.43.830) and children under 16 years of age and participants younger than 18 years old. The Agency's criminal background check policies, procedures and records shall be available for review upon request by City staff.

EXHIBIT A-3 REPORTING REQUIREMENTS

REPORTING GUIDELINES

All reports shall be submitted by the appropriate deadlines. If reports are not received in a timely manner or not completed, invoices will be held for payment until all pending reports are received and approved.

Before payment related to this Agreement can be released, the Agency must submit a fully completed Contract Payment Authorization Form with named individuals who are authorized to sign invoices for reimbursements on behalf of the Agency for this Agreement.

All reporting documents should be submitted to Jen Chwalibog, Division on Homeless Strategy and Investment; City of Seattle Human Services Department; 700 5th Avenue, Suite 5800; PO Box 34215; Seattle, WA 98124-4215.

REQUIRED MONTHLY REPORTS

1. The Contractor's Invoice Form (Attachment 3) shall be submitted by the **tenth** working day of the month for the previous calendar month, except for the last invoice of the 2017 calendar year which is due **January 5, 2018**. The Agency will submit one invoice with an original signature and one copy. The Agency also has the option of submitting one signed electronic invoice via email or fax to the City's Program Specialist.
2. The Seattle-KC Program Outcomes Report will be pulled from HMIS each month and submitted with each invoice. The report must be reviewed and signed by the Agency's lead program contact. The HMIS project name(s) used to generate reports and other evaluation data for this Agreement will be **Myers Way Encampment**.

The Seattle-KC Program Outcomes Report includes the following data sets used to assess project performance:

- Total households active during the report period
- New households enrolled during the report period
- New households enrolled during the report period that are homeless
- Occupancy/utilization rate during the report period
- Number of households exited*
- Percent of households exited to a temporary destination*
- Percent of households exited to a permanent destination*
- Percent of households exited to a permanent destination six months prior to the report period that do not return to homelessness*
- Average length of stay for program leavers and stayers*
- HMIS Consent Rate for this project
- HMIS Data Completeness for this project

*Key outcome fields will be broken out demographically by race/ethnicity. This data will be used to support the City's Race and Social Justice Initiative goals and to assess how all populations are served by City funded programs.

REQUIRED QUARTERLY REPORTS

1. A Quarterly Narrative Report (Attachment 4) shall be submitted with the following invoices: September and December.

REQUIRED ANNUAL REPORTS

1. The Year-End Expenditure Report (Attachment 5) shall be submitted by **January 31, 2018** detailing all expenses allocated to this program.

OTHER DOCUMENTATION REQUIRED

Additional data related to program performance or management will also be requested for auditing or evaluation purposes.

1. Guidelines for Contract Reimbursement Based on Information Available in HMIS:
 - a. The Agency shall submit data reports directly out of HMIS in a format and to an address provided by the City according to timeframes to be established and communicated by the Human Services Department.
 - b. Additional reports or information related to program performance or management may also be required by the City for auditing or evaluation purposes.

EXHIBIT B BUDGET AND PAYMENT

Funding for the Myers Way Encampment is made possible through revenue from the HSD General Fund. Budgeted funds may not be used for costs incurred prior to the beginning date of the term specified. Unspent funds from one grant period may not be carried forward to the subsequent grant period. Continued funding is contingent upon program performance and availability of funds. Changes to the unit rate for services may be made unilaterally by the City and without the need for further amendment of this Agreement. The Agency shall be notified in writing of any changes in the unit cost rates by the City of Seattle Human Services Department Director.

September 1, 2017 - December 31, 2017 BUDGET

Fund Source	September 1, 2017 - December 31, 2017	Total
HSD General Fund	\$75,183.62	\$75,183.62
Total 2017 Budget		\$75,183.62

UNIT COST REIMBURSEMENT SCHEDULE

The City's compensation to the Agency will be based on the unit cost reimbursement schedule outlined below. Maximum reimbursable amounts are based on the total contract budget. Some rounding or adjustment may occur and in cases where the quantity multiplied by the compensation rate is greater than the maximum reimbursable amount, compensation shall not exceed the maximum reimbursable amount indicated.

Item	Contracted Quantity/ Unit	Compensation per Unit	Maximum Reimbursable Amount
PC #3	122	\$616.26	\$75,183.62
Maximum Compensation			\$75,183.62

City of Seattle
Human Services Department
Investment Principles

Agency is expected to adhere to the HSD Investment Principles and will demonstrate the ability to meet all of them.

- 1. Commitment to provide culturally relevant and linguistically competent services.** Agency will demonstrate that programs and staff are working effectively in cross-cultural situations, supported by agency policies, management and program staff actions. Cultural competency within Agency is demonstrated through a commitment to clients, accessibility of services, and relevance to the needs of the clients.
- 2. Maintaining high quality standards for facilities and program operations.** Program services will promote the general health and safety of clients. Programs will meet facility and service standards for safety, cleanliness, and accessibility. Agency will uphold operational and management standards to provide fiscal and program accountability.
- 3. Integrate financial empowerment into services.** Agencies will provide information and services to clients to increase financial stability and self-sufficiency. Financial literacy, education, and empowerment services can be provided through services at the agency site or through referrals to partner agencies. Connections to local asset building initiatives are encouraged, such as Bank-On Seattle King County to provide access to free or low cost financial services. Programs will assist clients to access benefits. Agencies will work with their HSD Program Specialist to determine appropriate financial empowerment milestones and facilitate connections to financial empowerment services.
- 4. Commitment to neighborhood health and safety standards.** Services and housing are contributors to the health and safety of neighborhoods. Through tools such as good neighbor agreements, Agency will work with community members, businesses and law enforcement to ensure they can provide a safe, clean environment that supports clients' rights to receive services as well as provide opportunities to contribute to the community's overall health and safety. The City of Seattle has an expectation that residents will work with shelters and service agencies in their neighborhoods to maintain a healthy, safe environment for everyone.

Good neighbor plans will include a process for communicating with neighboring businesses and residents, policy/procedure to address neighborhood concerns, written policy concerning the rights and responsibilities of clients, program rules and restrictions, and opportunities for providers, clients and community members

to participate in supporting program and client success in healthy and safe neighborhoods.

Agencies providing services to domestic violence survivors need to protect the safety and confidentiality of their clients. Guidelines will be modified for facilities that by their nature require confidentiality of location to protect the safety or personal privacy of clients, such as domestic violence shelter, transitional housing and service programs.

- 5. Commitment to coordinate and integrate services with community networks and with mainstream service systems.** HSD expects Agency to build collaborative partnerships to leverage resources and increase service capacity. A collaborative relationship exists when agencies are creating solutions together that no one party to the collaboration could separately achieve. Collaborative partnerships may be forged as part of formal or informal agreements to share, integrate, and/or streamline service delivery to achieve specific program or system goals or outcomes.
- 6. Commitment to collect and submit high-quality data and use data to review and evaluate results.** The Homeless Management Information System (HMIS) will be the central, system wide platform for collecting information about households who apply for and receive services from prevention, intervention and housing programs serving at-risk and homeless households.

**City of Seattle
Human Services Department
Homeless Management Information System (HMIS) Requirements**

Participation in the Homeless Management Information System (HMIS) requirements:

- a) The Agency shall actively participate in HMIS to be eligible for reimbursement during the term of the Agreement.
- b) Active participation will be evidenced by the program entering a complete data set for all clients served during the term of the Agreement.
- c) The Agency shall submit a complete data set on all program clients served. This includes universal, program specific and local continuum data elements for required report completion as outlined in the HMIS Data Standards Manual. Universal and program specific data elements are defined by the Department of Housing and Urban Development (HUD) in the HMIS Data Standards. Programs approved for the Minimum Program Intake/Exit process shall submit the approved sub-set of the data elements.
- d) The Agency shall obtain client consent before submitting personally identifying information according to procedures outlined in the partner agreement and in compliance with state law. The Agency must enter all required data according to the client's consent status.
- e) The Agency shall share personally identifying information (name, birth date, social security number) at the system designated regional level with client consent. The system designated regional level includes all participating programs within the Seattle/King County Continuum of Care. Only agencies with signed agreements with the HMIS administrator will have access to the data collected.
- f) Clients may not be refused services based solely on their refusal to provide personally identifying information for the HMIS. This is not meant to prevent agencies from collecting information required for eligibility screening or other internal Agency requirements.
- g) Acknowledging the paramount need to protect the safety of survivors of domestic violence and sexual assault, the Agency should not enter personally identifying information (i.e. name, date of birth, last known permanent address or other contact information, or social security number) into HMIS. Furthermore, potentially identifying demographic information (i.e. information that could be used to identify a person in combination with other non-personally identifying information) may be excluded from entry into HMIS. The Agency should follow HMIS Consent Refused Data Entry procedures regarding these situations. Victim service providers are required to enter basic information about the organization/program (Program Descriptor Data), not including street address, into HMIS.
- h) Agency shall not enter confidential information regarding HIV/AIDS status, in accordance with RCW 70.02.220. If funding (i.e. HOPWA) requires HMIS use, those clients' data shall be entered without Identifying Information.

City of Seattle – Human Services Department
Contractor's Invoice Form – Unit Cost Reimbursement

Program Specialist: Jen Chwalibog	Division: Division on Homeless Strategy and Investment	Phone: 206.684.0317	Contract #: DA17-1298	Contract Period: 9/1/2017 - 12/31/2017	Invoice #:	Invoice Period:
Contractor's Name: Low Income Housing Institute	Contractor's Address: 2407 1st Avenue Suite 200 Seattle, WA 98121-1311	Program Name: Myers Way Encampment			Contact Person & Email: Ralph Neis rneis@ilhi.org	

Quantity	Description	Rate	Total Cost
	days of operation	\$616.26	\$
		Subtotal	\$
		Deductions	\$
		Net Amount of Request	\$

Fund Sources & Amounts	HSD General Fund	Total
HSD General Fund		
HSD General Fund = \$75,183.62		
Contract Budget	\$75,183.62	\$75,183.62
Less PREVIOUS Reimbursement		
Less Net Amount of This Request		
Equals Contract Balance		

INVOICE CERTIFICATION - I, the undersigned, do hereby certify under penalty of perjury under the laws of The State of Washington, to the best of my knowledge and belief after diligent inquiry, that the materials have been furnished, the services rendered or the labor performed as described herein, and that the claim is a just, due and unpaid obligation against The City of Seattle, and that I am authorized to authenticate and certify to said claim.

Print Name: _____ Authorized Signature: _____ Date: _____

HSD Program Specialist Certification		HSD Finance Analyst Certification	
Signature: _____	Appropriation #: _____	Examiner's Signature: _____	
Date: _____	Amount to be Paid: _____	Date: _____	

QUARTERLY NARRATIVE REPORT

Agency Name/Program Name:	Low Income Housing Institute/Myers Way Encampment		
Person Completing Form:		For Quarter Ending:	
Contract Number:	DA17-1298	Contract Period:	9/1/2017 - 12/31/2017

1. Describe any significant accomplishments or milestones impacting this program this quarter.

2. Explain any deviations in program performance, unexpected challenges or concerns encountered this quarter.

Provide a program success story.

City of Seattle – Human Services Department
700 5th Ave, Suite 5800, PO Box 34215
Seattle, Washington 98124-4215

YEAR-END EXPENDITURE REPORT

(Report Template to be sent to Agency in Excel by the Program Specialist)

Agency Name:		Date:	
Contract # and Reporting Period:		Program:	
Person Completing Form & Title:		Phone Number:	

Instructions:

1. List the total receipts/reimbursement under the contract.
2. List actual expenditures of contract funds by fund source and major cost category.
3. Answer the question below regarding projected excess revenue (described in Section 210 of the contract).
4. Provide an explanation of why there is excess revenue, if applicable.
5. Sign the report (must be signed by an authorized signer) and submit to the contract Program Specialist by the deadline indicated in Exhibit A-3.

Amount by Fund Source				
				Total Project
TOTAL REIMBURSEMENTS FROM HSD				\$0.00

Amount by Fund Source				
ITEM				Total Project
1000: PERSONNEL SERVICES				\$0.00
2000: SUPPLIES				\$0.00
3000 - 4000: OTHER SERVICES & CHARGES*				\$0.00
4999: ADMINISTRATIVE COSTS/INDIRECT COSTS				\$0.00
TOTAL EXPENDITURES	\$0.00	\$0.00	\$0.00	\$0.00

REIMBURSEMENTS LESS EXPENDITURES (Excess Revenue)

\$0.00

* Includes expenses paid to subcontracts with individuals or agencies to perform specified work regarding this program.

Do reimbursements exceed actual expenditures by more than 10% or more than \$10,000 at year end?

☐ Yes ☐ No

If yes, provide a narrative explanation for this variance from the negotiated contract budget:

AGENCY CERTIFICATION - I, the undersigned, do hereby certify under penalty of perjury under the laws of The State of Washington, to the best of my knowledge and belief after diligent inquiry, that the expenditure information provided is accurate as described herein, and that I am authorized to authenticate and certify the information.

Print Name _____ Authorized Signature _____ Date _____

Program Specialist Reviewed by:

Print Name _____ Signature _____ Date _____

Appendix I
Myers Way Services and Management Plans

Camp Second Chance

(Myers Way Site)

Management Plan 2017-18

Background The Low Income Housing Institute (LIHI) develops, owns and operates housing for low-income, homeless and formerly homeless people in Washington State; advocates for just housing policies at the local and national levels; and administers a range of supportive service programs to assist those we serve in maintaining stable housing and increasing their self-sufficiency.

LIHI also operates several self-managed tiny house villages and encampments with diverse population of homeless men, women and families living in tiny houses and tents with access to kitchens and community facilities.

Founded in 1991, LIHI has grown to be one of the most productive affordable housing developers in the Northwest. LIHI owns and/or manages over 2,000 housing units at 62 sites in six counties throughout the Puget Sound region.

Camp Second Chance (C2C) is located on City of Seattle owned property at 9701 Myers Way South, in West Seattle. C2C has been a city-sanctioned encampment starting in February 2017. LIHI was asked by the Seattle Human Services Department (HSD) to assume the contract for operations in September 1, 2017. The city's Navigation Team is referring homeless singles and couples who have been camping illegally to C2C. C2C is operated as a self-managed encampment with democratic decision-making. Self-help hours are required for security and the running of the camp. Residents follow strict adherence to clean and sober living and peaceful resolution of conflicts. Singles, couples and families with adult children are eligible to live at C2C. No children under age 18 or unaccompanied minors are allowed to reside at C2C and will be referred elsewhere.

Basic Rules/Code of Conduct—Camp Second Chance has an initial and basic set of rules which are part of an Intake Form. One copy of this form is given to all new campers to read and retain, while a second copy is kept by the camp as a record of the intake and agreements made at that time.

This intake packet, the basic rules it establishes, and many of the policies and procedures already created are available upon request from the elected camp bookkeeper thereafter and can also be reviewed at the Security Post. The intake packet, with rules, is attached to this document.

Resident Rights No resident will be discriminated against for belonging to a class of citizen protected by the City, State, or Federal Government. No resident will be required to participate in political activity. All residents have the right to speak freely and pursue established rights to appeal without fear of retaliation.

Intake Process Homeless adults, couples and families apply on site to stay at Camp Second Chance. On-duty Security Workers assist in their application if necessary. Security Workers will first see if a member of Camp Leadership is available to assist. Applicants must present current government issued identification with a picture upon intake. The intake process – including sex offender check – must be completed prior to admission to the camp.

Camp Leadership—Camp Second Chance holds weekly meetings to discuss the operations of the camp. The leaders are elected by residents and the leaders review incidents, incident reports and actions by security workers.

They are empowered and obligated to make thorough and prompt decisions on how to hold individuals meaningfully accountable when encampment rules have been broken. This is done through a Majority Vote of the Leaders. Once an Accountability Decision has been made, agreed to in writing, and served, it can be amended only by following the Grievance Policy.

LIHI Staff—Until the City approves additional funding sufficient to cover the additional cost for full-time staff, LIHI staff consists of one half-time Site Coordinator. The Staff is responsible for bringing relevant information to the camp, notifying the camp when outside parties have an interest in supporting the camp, and reminding the camp of the adopted procedures and rules. Staff also retains the history of the organization, since there is a turnover in the homeless residents of C2C.

Camp Security—At least one camp resident is on security shift at any one time, with shifts operating 24 hours a day. The primary duties of security workers are described in the below four points:

1) If anyone on the premises is violating rules that the Security Worker can reasonably conclude brings immediate danger to camp residents, they must be required to leave by the Security Worker. This is called a bar.

Such immediate bars are initially for 12 hours, and are swiftly reevaluated by Camp Leadership to determine the full duration of the bar. Individuals who are barred from camp must leave the camp as directed – and stay at least six blocks away except under those conditions described in the intake packet.

Violations of a serious nature may include calling the police and taking immediate action.

Barred individuals who have failed intake due to the legal sex offender status or who have committed or threaten to commit acts of violence will require a call to the police to apprise them of the situation.

Camp Leadership and/or Security Workers will escort sex offenders and those at risk of violent behavior out of the camp if it can be safely done. Camp security will report to 911 barred campers who are loitering or trespassing in the neighborhood, and will patrol the neighborhood when there is a reason to believe this is occurring.

2) There may be instances where camp residents do not follow the rules but there is no immediate threat or danger. Camp Leadership should consider progressive discipline that may include extra duties or assignments to make up for an infraction. If ultimately a bar is in order for a non-serious incident, the bar should not start in the evenings or weekends—as it will be difficult for the individual(s) to secure shelter.

3) Other duties of security workers includes monitoring who comes in and out of the camp, not allowing visitors during quiet hours, answering questions, performing regular perimeter checks outside the camp, and writing incident reports when needed. A log book will be kept for guests and people making food, clothing or donations of supplies with the names, contact info and items donated recorded. All monetary donations are to be made to LIHI and identified for C2C. The LIHI website is www.LIHI.org LIHI will record all donations made for C2C.

4) Security also has immediate access to the camp cell phone and is authorized to call 911 for police or fire assistance. No one is prevented from calling 911 when needed. Security is responsible for ensuring that the camp phone is used only for camp business.

At the Security Worker's discretion individuals may make limited local calls for work, services or emergencies. These must be recorded in the security log book. Incoming calls for participants will usually require Security Workers to take names and numbers to pass on later to the participant.

Security shifts at encampments commonly cover not only the above bare minimum obligations, but additional assistance with camp clean up, bag and tags, neighborhood litter busting, emptying trash cans, & etc. Wake Up Calls for participants are a courtesy that Security Workers try to extend, but Participants are expected to have their own means to wake themselves up.

Security Workers must stay on their post until their replacement has arrived or a member of the Leadership Team has been informed. Security Workers are expected to wake their replacements up, when necessary, prior to the end of shift.

Every adult living at Camp Second Chance is required to do a certain number of security shifts a week as determined necessary by the leadership. Flexibility including reduced hours will be made for individuals working or attending school. People who have medical emergencies/ appointments, job interviews, jury duty or court dates will not be barred for missing shift hours. They are to give advance notice of schedule conflicts when possible and to find a substitute. People with disabilities are to be provided reasonable accommodation. Camp Leadership will not impose financial penalties for people who need shift changes or substitution.

Security Design There is only one entrance/exit point at Camp Second Chance. The Security Post at the entrance to the camp will provide visibility inside and outside the camp.

Public Health We will schedule and participate in quarterly walkthroughs by Public Health Department workers if needed. Our management team has extensive knowledge and experience in ensuring health and safety of our residents which will be applied to the site. All kitchen items and foods will be stored in containers. LIHI Staff will conduct weekly site inspection to sure that everything is clean and well-organized. Campers will be responsible for keeping the kitchen tents, the dumpster area, and portable toilets clean and sanitary at all times.

In addition:

- Bait stations will be maintained on a regular schedule through a contract with vendor.
- Portable toilets, gray water tanks and hand washing stations will be serviced weekly.
- Drinking water will be provided to the site by a vendor. LIHI management staff will also conduct weekly inspections of the sites to ensure that best practices and expectations are met.

Fire Department—County and city fire department employees have been, and will continue to be, welcome to enter the encampment to observe fire safety issues and offer advice and suggestions on how to prevent fire hazards. Camp Second Chance has fire extinguishers placed throughout the encampment and has designated smoking areas. The tiny houses have smoke detectors.

Coordination and Communication: LIHI determines policies, rules and operating principles, and takes responsibility with C2C for running the site.

LIHI and the Camp Leadership will hold a meeting at least once every two weeks to discuss problems, agree and act on solutions, and to share information. For issues that require immediate actions, LIHI and the Camp Leadership will discuss and meet on site (if needed) to take necessary actions within 24 hours.

All participants are expected to report all issues and problems on site to the Camp Leadership (or to Security Staff if Leadership is not available). The Camp Leadership will report all issues and concerns to the LIHI Staff who will make sure that all issues are resolved in a timely manner.

LIHI and Camp Leadership will discuss and resolve all issues and concerns together but in special cases, the ultimate arbiter is with our LIHI Upper Management Team.

Decision Making Accountability – Camp Second Chance is self-managed by the men and women staying there. The elected leadership must enforce the rules and obligations agreed upon by LIHI and Camp Second Chance residents.

LIHI has designated specific staff members to take action when self-management has ceased and serious neighborhood obligations are not being addressed. Several policies are in place to reduce disruptions as much as possible, without violating agreements with the neighborhood.

1) When designated staff becomes aware that either a pattern of rule violations or an egregious rule or policy violation is taking place at the site, they shall require accountability actions that will solve the problem and prevent its reoccurrence.

The first step for the designated staff person shall be notification of the residents and its leadership. This will occur prior to any of the designated staff accountability actions:

- a) The staff person designated by LIHI must first warn the leadership in writing of the rule or policy violation, so that the camp has an opportunity to correct the problem.
- b) the designated staff person will meet with leadership to come up with a serious corrective action plan.
- c) The designated staff person must consult with LIHI Upper Management regarding the case.

If it is the conclusion of the designated Staff Person that the camp response to notification of a pattern of rule violations or egregious actions is insufficient to hold meaningful accountability and correct the problem, further action may be taken by the designated staff.

These steps can include:

- a) Permanent or temporary closure of the camp at Myers Way.
- b) Permanent or temporary bars of the individuals or leaders who have not been held accountable for their actions or inactions.
- c) Permanent or temporary turnover of management to another entity.

2) The LIHI has oversight, review and repeal authority over any decisions which bar individuals, closes the camp or transfers of management. All actions based upon this section will be reviewed by LIHI within 10 days of the accountability action by the designated staff person.

3) The LIHI designated staff member shall inform the LIHI Upper Management and the Program Manager of the commencement of action taken by designated staff for reasons enumerated within this section of the Management Plan. The recommendations of LIHI Upper Management and Program Manager will be taken into serious consideration.

4) Camp Second Chance residents has no standing to either fire or vote no confidence in LIHI Staff. LIHI Staff are hired and fired only by the LIHI Upper Management team.

Referrals and Inter-camp Resources—Inter-organizational and individual encampment residents share available city and state resources among themselves and between encampments. The camp has at their option maintaining a library of community information, a bulletin board, and electing a Resource Coordinator.

Staff and residents gather and distribute packets of resource information.

Organizations and individuals providing additional resources are always welcome and encouraged to present those resources to the encampment.

Services, Case Management and Data Collection—The Low Income Housing Institute (LIHI) maintains a streamline access to housing resources that are available to those who qualify. LIHI will provide a Case Manager. They will provide on-site information and referral services, employment counseling, and will assist the residents in applying for housing and services.

HMIS Protocols: The LIHI Case Manager will do HMIS surveying and data entry—in an informed-consent fashion—with all camp participants. Within seven days of intake into Camp Second Chance, new camp participants will check in with the LIHI Case Manager and complete the HMIS Informed Consent and Demographics forms. All data entry will be done by LIHI. Camp Leadership will share the names of exited campers on a weekly basis.

The King County Medical Van will visit C2C. All residents are urged to visit the van and participate in health education programs. Residents may not vote on nor deny entry or services from service providers funded by King County or City of Seattle.

Amenities—Faith-based and community groups will be invited to prepare and serve meals on a weekly schedule. Other amenities will include the Food Preparation Area (commonly called the kitchen tent), donations tent, porta potties, handwashing station, and community area.

Until the electricity is upgraded, electrical kitchen appliances will be limited to a coffee pot and microwave at most. They will be used only in the kitchen tent. A supply of cutlery, plates, bowls, food and cups will be available. These will consist of disposable products unless a Health Department cleaning system of reusable items is approved. Simple food staples such as peanut butter, salt and bread will be available.

If an electrical generator is required it will be properly enclosed in a small separate structure that will be muffled. Hours of generator operation will be limited to those allowed by Seattle Noise Ordinances or the Camps 'non-quiet' hours – whichever time period is briefer.

Propane grills are in the open community space and meet Fire Department standards.

Tiny Houses

Tiny houses purchased, built or donated to LIHI for Myers Way are the property of LIHI. Camp residents are to keep the tiny houses habitable, clean and safe. No smoking, candles, cooking or fires are allowed in the tiny houses. No hoarding is allowed.

Community Relations & Grievances--LIHI provides clear contact information for neighbors. Communication with LIHI starts with contacting a staff person at 206-443-9935 at 2407 1st Ave Suite 200 Seattle, WA 98121.

Complaints that are received by LIHI Staff must document all pertinent information reported. The matter will be quickly referred to Camp Leadership and/or the on-duty Security Worker. The complainant will be informed, upon request, of actions and resolutions to the reported matter.

If a resolution cannot be reached in a timely manner, either by Camp Leadership or at the Weekly Camp Meeting, LIHI Upper Management will be informed and required to resolve the issue.

Camp Second Chance will inform the Community Relations Committee of all Complaints and Compliments received. Serious consideration will be given to the reported issues for changes or improvement.

The Camp Second Chance Community Advisory Committee (CAC) will be selected per the procedures agreed upon with the City of Seattle. The Committee will consist of no more than seven neighborhood stakeholders. LIHI will support the ability to meet, – initially monthly - review the camps activities, and take any appropriate actions required.

Internal Grievance Process—The External Complaint process is described above. Camp Second Chance has an established internal grievance process.

The grievance process is outlined on the back of every incident report form; this ensures that every member of our community is aware of the grievance process. LIHI Staff will also provide information to campers on the grievance process. LIHI and the Camp Leadership will discuss all issues, and complaints, and grievances in a timely manner. The ultimate arbiter of grievances is with the LIHI Upper Management Team.

Low Income Housing Institute Service Management Plan- Camp Second Chance

Overview: The Low Income Housing Institute (LIHI) develops, owns and operates housing for low-income, homeless and formerly homeless people in Washington State; advocates for just housing policies at the local and national levels; and administers a range of supportive service programs to assist those we serve in maintaining stable housing and increasing their self-sufficiency.

Founded in 1991, LIHI has grown to be one of the most productive affordable housing developers in the Northwest. LIHI owns and/or manages over 2,000 housing units at 62 properties in six counties throughout the Puget Sound region.

LIHI provides a variety of supportive services to help residents maintain their housing and develop self-sufficiency. Our efforts include providing residents with case management, life skills training, technology access and training, financial literacy training and savings programs, and access to employment, healthcare, and educational programs.

Starting on September 1, 2013, LIHI, in partnership with Tabernacle Missionary Baptist Church, hosted Nickelsville for one year on a LIHI-owned site at 2020 S. Jackson St. in Seattle's Central District. We have since supported Nickelsville and SHARE at 22nd and Union, 1010 S. Dearborn, Interbay, Ballard, and Othello, Georgetown and Licton Springs locations. LIHI's case management staff was successful in providing supportive services and moving homeless families with children, couples, and single men and women into LIHI housing, shelters and other housing options.

Camp Second Chance (CSC) is located on City of Seattle owned property at 9701 Myers Way South, in West Seattle. CSC has been a city-sanctioned encampment starting in March 2017. LIHI was asked by the Seattle Human Services Department (HSD) to assume the contract for operations in September 1, 2017. The city's Navigation Team is referring homeless singles and couples who have been camping illegally to CSC. CSC is operated as a self-managed encampment with democratic decision-making. Self-help hours are required for security and the running of the camp. Residents follow strict adherence to clean and sober living and peaceful resolution of conflicts.

Service Coordination: LIHI is committed to providing case management, supportive services, outreach and referrals to residents of Camp Second Chance. We will focus on the needs of homeless single men and women, couples, seniors, veterans, people with pets and people living with disabilities. No families with children under age 18 or unaccompanied minors will be referred or served.

The LIHI Case Manager will provide information and referral services and will assist clients with housing applications, benefit applications, and navigating systems such as Social Security Administration (SSA and SSI) and the Department of Social and Health Services (DSHS).

All residents of the encampment will have access to on/off site services and resources that will provide assistance in creating housing stability. This includes, but is not limited to, transition plans, a streamlined referral system into shelters, referrals to transitional and permanent housing, referrals to housing first programs, veteran outreach, legal assistance, medical/dental/mental health care, chemical dependency treatment, benefit assistance, and transportation assistance.

Case manager will provide referrals to crisis centers, hygiene and day centers, educational services and employment services/training, citizen/immigration services, and interpreter services. This includes accessing local homeless and housing providers such as Public Health, DESC, Compass, CHS and others to ensure that services are available to respond to the needs of the residents. A case manager will be in attendance during

resident community meetings to listen to any feedback, questions, or concerns from the participants in the encampment.

Referrals: LIHI will network with local shelters and housing providers specifically providing referrals for:

Shelter/Housing:

Singles and couples will be referred to:

- Coordinated entry for chronically homeless individuals, people with mental illness and chemical dependency, pregnant women, veterans, and frail seniors and individuals. The completion of VI-SPDAT scores for those chronically homeless with high vulnerability, so the individuals to get into the supportive housing that meets the needs of the individuals/couples.
 - DESC
 - Plymouth Housing Group
 - Catholic Housing Services
 - Compass Housing Alliance
 - Community Psychiatric Clinic
 - Union Gospel Mission
 - LIHI transitional and permanent housing
 - Rapid re-housing programs
 - Other emergency shelters and housing programs

Staff will complete criminal and credit background checks and assist with housing applications, navigating the barriers of securing housing, acquiring food stamps, medical care, applying for housing, and getting on wait lists, including Section 8.

Services:

For homeless single men and women, LIHI case managers will provide Crisis Center referrals, active housing search, and help with cash benefits, food stamps, and medical applications. Other services may include:

- Referral to free legal services
- Employment/training, job search and educational referrals
- Help cover transportation costs for job searches, education and accessing services

Refugee/Immigration Services:

A number of homeless individuals and couples will be immigrants or refugees. Case managers will contact and arrange for services with Muslim Housing Services, Refugee Women's Alliance (REWA), Ethiopian Community Services, Asian Counseling and referral Services, Somali Community Center and others.

- We will use Universal Languages for interpreter services.
- We will provide assistance with immigration forms, passport, green cards, and citizenship documents.

Veteran Services:

- Veterans will be referred to the King County Veterans Program and other agencies such as CPC, CCS, DESC, VA, etc.
- Staff will provide assistance with getting VA documentation and discharge paperwork, medical assessments, and eligibility for vet housing programs such as VASH and VA Grant & Per Diem programs.

Women Services:

- Providing referrals for domestic violence services and advocacy, such as DAWN, Broadview Shelter, Mary's Place, New Beginnings, YWCA, Union Gospel Mission, Life Wire, and Refugee Women's Alliance.
- Healthcare/ preventative services.

Wellness and Healthcare:

- Working collectively with Seattle-King County Public Health to provide preventative health care services
- Assist individuals with applying for healthcare, food stamps, and cash assistance
- Refer to local food banks
- Seattle Indian Health Board
- Pike Market Clinic and Senior Center
- Pioneer Square Clinic
- Major hospitals
- Mental Health referrals
- Chemical dependency referrals/detox
- LGBTQ agencies
- Life Long Aids Alliance

Job Training and Education:

- Assist individuals with employment, training and educational options including:
- Goodwill Industries
- DVR
- Programs at Millionaire Club, DESC Connections, Casa Latina, Fare Start
- Labor Ready
- Seattle Vocational Institute
- Seattle Central College

Staffing: LIHI will provide one paid FTE Case Manager who will be supervised by LIHI's Supportive Services Manager.

Goals for Tent City Clients

Encampment Goals:

The goal is to move high-need, chronically homeless individuals, out of CSC as quickly as possible. Vulnerable individuals with high VI-SPDAT scores, pregnant women, and sick people will be prioritized in receiving housing and supportive services. Case manager will immediately refer them to housing, rapid re-housing and shelter resources. If emergency shelters are full, this may include paying for a hotel stay until shelter space opens up or paying for transportation costs to reunite them with local or out-of-state relatives. We must minimize the number of frail individuals having to live in tents and exposed to inclement weather.

The goal for chronically homeless individuals, vets and seniors is to complete VI-SPDAT scores and move them into appropriate Housing First, VASH units, or permanent supportive housing projects. VAT scores should be completed within the first 30 days.

The goal for all residents who agree to receive case management services will be to actively look for employment and stable housing within 90 days.

The housing goal for the first year is to move 20 residents from the tent cities into shelters and 20 into transitional or permanent housing and to re-unite 10 with relatives.

The employment goal is for 15 residents to secure part- or full-time employment. For those residents that qualify for public assistance and/or food stamps, we will aim to enroll 70% of residents receiving case management.

Data Collection/ HMIS Participation: LIHI will participate in the required data collection called Homeless Management Information System (HMIS) per HSD required protocol.

Information to be collected:

- The number of adults occupying the CSC
- The number of encampment occupants accepting or declining offers for housing or social services
- Where the occupant(s) previously lived and where they are expected to go after leaving the encampment
- Race/ethnicity

Cultural Competency: LIHI has a diverse and culturally competent staff with experience in alternative housing and providing services to people of color and immigrants/refugees. Over 50% of the residents and clients served by LIHI are people of color. LIHI staff will attend diversity training, or equivalent, yearly and assess our performance in providing culturally competent services.

Encampment Assessment: LIHI will work collaboratively with HSD, including meeting quarterly to evaluate outcomes and discuss the overall effectiveness of the program. We will help strategize and enhance program operations and develop aggressive plans for moving tent city residents into stable housing.

- Documents created by LIHI.
- Assessment for Diversion will be created and included on the intake form.
- LIHI will meet with Camp Second Chance Leadership and residents to obtain feedback on LIHI's performance and effectiveness.

10/12/2017

**DPD and HSD Joint Director's Rule
Appendix II**

SEATTLE DCI	Director's Rule 9-2016
HSD	Director's Rule 2-2016

Applicant: City of Seattle Department of Construction & Inspections Human Services Department	Page: 1 of 6	Supersedes: 20-2015 01-2015									
Subject: Requirements for Transitional Encampments	Publication: 5/26/2016	Effective: 8/8/2016									
	Code and Section Reference: SMC 23.42.054, 23.42.056, and Sections 8 and 9 of Ordinance 124747										
	Type of Rule: Procedural Rule										
Index: Land Use Code/Technical Standards and Procedural Requirements	Ordinance Authority: SMC 3.06.040 and 23.88.010.A										
	<table border="0"> <tr> <td>Approved</td> <td>Date</td> </tr> <tr> <td>(signature on file)</td> <td>8/3/2016</td> </tr> <tr> <td colspan="2">Nathan Torgelson, Director, SDCI</td> </tr> <tr> <td>(signature on file)</td> <td>8/4/2016</td> </tr> <tr> <td colspan="2">Catherine Lester, Director, HSD</td> </tr> </table>		Approved	Date	(signature on file)	8/3/2016	Nathan Torgelson, Director, SDCI		(signature on file)	8/4/2016	Catherine Lester, Director, HSD
Approved	Date										
(signature on file)	8/3/2016										
Nathan Torgelson, Director, SDCI											
(signature on file)	8/4/2016										
Catherine Lester, Director, HSD											

City of Seattle Department of Construction and Inspections
700 Fifth Avenue, Suite 2000, PO Box 34019, Seattle, WA 98124-4019

Nathan Torgelson, Director

Seattle City Ordinance No. 124747 authorized "transitional encampments" for homeless persons as a permitted "interim" use on City-owned property, private property, and

SDCI's Director's Rule 9-2016
HSD's Director's Rule 2-2016
Page 2 of 7

educational Major Institutions according to the standards in Seattle Municipal Code (SMC) Section 23.42.056.

Section 23.42.056.A requires the Directors of the Department of Construction and Inspections (SDCI) and the Human Services Department (HSD) to adopt a joint rule establishing requirements for community outreach, encampment operations standards, and coordination with the permit process for new transitional encampments on any selected site meeting the requirements of the regulation.

I. Human Services Department

A. Community Outreach Standards

1. The encampment operator will comply with community outreach standards, in the code and this rule, before filing a transitional encampment interim use permit application with SDCI for either a new transitional encampment or relocation of an existing transitional encampment.
2. In consultation with the Department of Neighborhoods (DON), the operator will convene at least one public meeting in the neighborhood where the transitional encampment interim use is proposed to be established, **at least 14 days prior to applying for a permit.**
3. Written notice will be provided to all businesses, property owners, and residents within 300 feet of the proposed site. Notices will include:
 - The name of the authorized encampment operator and contact information (name, phone number and email);
 - The purpose of the community meeting;
 - The location, date, and time of the community meeting;
 - A basic description of the purpose of the encampment, the maximum number of residents, and the facilities and services provided; and
 - The responsibilities of encampment occupants in the neighborhood.
4. The community meetings will allow time for questions and feedback and include information about:
 - People who will reside in the encampment;
 - Management and maintenance of the encampment along with safety and security measures;
 - Grievance policies;
 - Encampment operator history and experience;
 - Descriptions of partner agencies and organizations; and
 - A list of phone numbers to call with complaints, suggestions, and concerns.
5. Once the encampment is established, the operator will be responsible for maintaining open communication with neighbors, ensuring compliance with

neighborhood agreements, if any, and developing a grievance procedure for both community members and encampment residents.

B. Community Advisory Committee

Within one month of occupation, the encampment operator, in consultation with DON, will establish and convene a Community Advisory Committee to provide advisory input on proposed encampment operations including identifying methods for handling community complaints or concerns relating to the facility or facility clients. The committee will include one individual identified by each stakeholder group in the geographic area where the proposed encampments would be located. The committee will consist of no more than seven members. Encampment operator representatives will attend committee meetings to answer questions and provide regular reports to the committee concerning encampment operations. Copies of the reports shall be submitted to HSD. City staff and general public may attend the meetings.

C. Operations Standards and Plan

1. Operations Funding and Site Management:

- a. **Operating Budget:** The operator will develop an annual operating budget for the program. The budgets should include all revenue sources committed and anticipated for the program and any plans for fundraising. The operating budget will be included as part of the lease agreement.
- b. **Fund Development Plan:** HSD expects that City resources contributed to the encampment will leverage other public and private funds. The operator will be required to secure non-City financial and in-kind resources to support the encampment and its operations. HSD will require the operator to submit a Funding and Resource Development Plan which outlines milestones and a schedule for leveraging other funding at time of application.
- c. **Management Plan:** The operator will assume responsibility for management, maintenance, operations, and security at the site, including enforcement of procedures and protocols for the safety and welfare of the residents, staff and any volunteers at the transitional encampment. The management plan will describe the governance model the program will be operated under, which should include working with residents to implement site/program operations. The management plan should also outline goals and plans for connections with community resources, and plans for on-going community engagement.

The management plan will make provisions for site/program operations including security, enforcement, evacuation, accessibility, fire prevention and other standards appropriate for health, welfare and safety. The plan

- will also include a resident code of conduct, resident rights, and a resident and community grievance policy.
- d. Services Plan: Program services to be provided during business hours defined by the operator will include: (a) provision of information and referral services; (b) provision of or referral to showers, laundry and secure accommodations for residents to store personal belongings during their stay; (c) provision of or referral to food service; and (d) provision of or referral to crisis intervention services.
2. Resident Support: Encampment residents will have access to on-site and off-site services and resources that will provide assistance in helping to create a personal stability and transition plan to identify participant strengths and barriers, and develop the skills necessary to obtain and maintain stable housing.
 3. Service Coordination: The operator will work with social service agencies to provide outreach and engagement services to residents. Social service agencies and support from peers in the encampment will work in concert to provide support and encouragement to assist residents to develop a personal stability and transition plan, identify strengths and barriers, and provide referrals to critical services, including shelter, transitional/permanent housing, hygiene and day centers, benefit assistance, medical/dental/mental health services, chemical dependency treatment, literacy/training materials and employment. This includes building partnerships with local homeless and housing providers to further ensure that services are available on-site to respond to the comprehensive needs of clients and support participants in realizing success and overcoming obstacles to personal empowerment and housing stability.
 4. Site maintenance: The encampment site will be maintained in accord with Public Health – Seattle & King County environmental health standards.
 5. Public health and safety goals: The operator will be responsible for ensuring efficient oversight during all hours of operation to include maintenance of hygiene and kitchen facilities, ensuring proper health and safety practices are followed regarding food handling, and storage of personal items and that cleaning and disinfectant products are stocked and properly used.
 6. Populations to be served: The encampment must serve homeless persons who do not have primary indoor shelter and lack the resources and support necessary to sustain stable housing and adhere to the following requirements:
 - The encampment will allow families with children and adults who are 18 years of age and older as residents;
 - Unaccompanied minors will **not** be allowed to reside at the encampment;

- The program will find suitable indoor shelter or alternate placement for encampment residents who are considered highly vulnerable, including women who are pregnant, families with young children, and persons with severe disabilities and/or chronic health conditions; and
 - Screening for sex offender status will be completed at the time of intake.
7. Cultural Competency: The operation, management, and provision of services must be culturally and linguistically appropriate, and include the capacity to effectively serve and engage people of diverse backgrounds.
 8. Governance: The City will require the transitional encampment operator to develop and implement a formalized governance structure, which should include working with residents to implement site/program operations in which residents are active in contributing their time and talents to work on the day-to-day management of the encampment site and the community in which they live. The governance/management model should create a shared power and decision making structure where residents participate in the adoption and enforcement of policy, assist with security and property maintenance (including the surrounding area), and share experience and expertise with their peers. These experiences are intended to promote balanced and shared power, and skill development in conflict resolution, communication and leadership.

All residents are expected to be good neighbors. Residents will receive an orientation during enrollment that defines expectations of conduct. Residency is contingent upon agreement to the expectations. The operator and the governance structure will be responsible for providing support to residents to ensure that they are successful in meeting the expectations of conduct. Residents who are unable or unwilling to maintain their commitment may not be allowed to remain at the site. In the event that residency is terminated, the operator will help the individual to connect to appropriate services.

II. Department of Construction and Inspections

A transitional encampment interim use is a use permitted outright under the Seattle Land Use Code (Title 23) if all applicable requirements and standards in the Code are met, and if the proposal is exempt from environmental (SEPA) review. The transitional encampment interim use permit process is a Type I decision by the Seattle Department of Construction and Inspections (SDCI). A Type I decision is a decision made by the Director of SDCI that is not appealable to the City's Hearing Examiner. The following process applies to a transitional encampment interim use.

- A. **Location requirements:** Transitional encampments shall meet the location requirements of Section 23.42.056.B.

SDCI's Director's Rule 9-2016
HSD's Director's Rule 2-2016
Page 6 of 7

B. Permit application, plan submittal and site review process:

1. To support an application to SDCI for an interim use permit, an encampment operator or its representative shall submit a standard SDCI cover sheet and a complete site plan meeting SDCI minimum requirements for plans as set forth in Tips 103, 103A, and 106, to the extent that the requirements are relevant to an encampment site plan.
2. All encampment plans shall provide sufficient information to show an arrangement of shelters and services, including but not limited to meal preparation areas and bathroom facilities, which meet the standards set forth in Section 23.42.054.B.
3. At the time of application, the encampment operator or its representative shall provide information sufficient to demonstrate that the Human Services Department requirements in Part I of this Director's Rule have been met.
4. If a proposed site is City-owned property, the encampment operator or its representative shall submit the following standard SDCI forms with their plan and cover sheet: Preliminary Application Form (PAF)/Counter Application, Statement of Financial Responsibility/Agent Authorization. The forms may be downloaded at the following link, <http://www.seattle.gov/dpd/permits/forms/default.htm>.
5. If a proposed site is privately owned property, a Pre-Application Site Visit Request (PASV) form may be required in addition to the forms in Part II.B.4 of this rule. The PASV form is also available at the link above.

C. Renewal of Transitional Encampment Interim Use Permit: Section 23.76.032.C.4 provides that a transitional encampment interim use permit may be renewed one time for up to one year. To apply for renewal, the encampment operator or its representative shall submit the form for a Request to Renew, Revise or Extend a Master Use Permit to the SDCI Applicant Services Center, 700 Fifth Avenue, Suite 2000, P.O. Box 34019, Seattle, WA 98124-4019. This form is available at <http://www.seattle.gov/dpd/permits/forms/default.htm>.

The renewal application is subject to the following procedural requirements:

1. An application to renew the permit for an existing site shall be submitted to SDCI and HSD at least 90 days prior to the expiration date of the existing transitional encampment interim use permit.
2. Within 14 days after the Director of SDCI determines that an application for renewal is complete, the encampment operator shall provide written notice of the application for renewal and an opportunity for public comment to the businesses, property owners, and residents who received written notice of the original transitional encampment proposal under Part I.A.3 of this rule, as well as to the Citizens Advisory Committee and any additional persons or businesses who provided the operator with an address for notice or are now within the 300' notice area.
3. The notice shall provide for a 14-day public comment period prior to any issuance of a renewal of the transitional encampment interim use permit. The comment period shall be extended by 14 days if a written request for extension is submitted within the initial 14-day comment period.
4. Evaluation of the renewal application by SDCI and HSD shall take into