

**COUNTY OF LOS ANGELES –DEPARTMENT OF MENTAL HEALTH
COUNTYWIDE HOUSING, EMPLOYMENT AND EDUCATION SERVICES**

TEMPORARY SHELTER PROGRAM GUIDELINES AND PROCEDURES

STATEMENT OF INTENT:

The Department of Mental Health (DMH) funded Temporary Shelter Program (TSP) is intended to provide short-term shelter services for adults with mental illness and their minor children who are homeless and who are committed to transitioning to permanent housing and who do not have adequate income including financial benefits such as CalWORKS and SSI to pay for temporary housing. The TSP provides safe and clean shelter, 24-hour general oversight, three meals each day, linens, clothing and toiletries.

CLIENT ELIGIBILITY CRITERIA:

In order to be eligible for the TSP, clients must meet the following eligibility requirements:

- 1) Be eighteen years of age or older.
- 2) Be homeless.
- 3) Be committed to working with their case manager to transition from the TSP to permanent housing.
- 4) Receive services from the Department of Mental Health (DMH) including DMH Legal Entity (LE) providers. The exception to this is clients who receive services from an LE provider's FSP program because these providers have Client Supportive Services funds that can be used to assist FSP clients with housing needs.
 - Individuals who are receiving outreach and engagement services from a directly operated FSP, Senate Bill (SB 82), HOME or a City, County, Community (C3) team are eligible for TSP services prior to one of these teams opening their case.
- 5) Not have adequate financial benefits to pay for temporary housing. Clients who have adequate financial benefits and who are in a TSP shelter that accepts direct payment from them may be required to reimburse the shelter directly for their stay.
- 6) Not require care and supervision, assistance with daily living activities, acute psychiatric emergency intervention, inpatient hospitalization, or other 24-hour treatment as determined by DMH staff. For clients in the TSP that require acute psychiatric emergency intervention or inpatient hospitalization, an assessment will be required by the case manager to determine appropriateness to return to the TSP.
- 7) Not be on a mental health conservatorship.
- 8) Sign a TSP Client Agreement

Exceptions to the eligibility criteria require Service Area (SA) Gatekeeper and Countywide Housing, Employment and Education Resource Development (CHEERD) approval

PROGRAM GUIDELINES AND RESPONSIBILITIES:

Referring Case Manager Responsibilities:

The following case manager responsibilities are in addition to providing regular mental health, case management, crisis intervention and other services and any documentation requirements:

- 1) Determine client's eligibility for the TSP.
- 2) Discuss exceptions to the TSP eligibility criteria with the SA Gatekeeper.
- 3) Ensure the client signs the TSP Client Agreement.
- 4) Complete a Vulnerability Index-Service Prioritization Decision Assessment Tool (VI-SPDAT) and enter a Coordinated Entry System (CES) packet into the Homeless Management Information System (HMIS).
- 5) Complete and submit a TSP Referral form and the TSP Client Agreement to the SA Gatekeeper. If the client is re-entering the TSP after 30 days of leaving or transfers from one TSP provider to another, a new TSP Referral must be completed and a new TSP Client Agreement must be signed and submitted to the SA Gatekeeper.
- 6) Provide or arrange transportation for the client to the shelter, if necessary.
- 7) Assist client to apply for benefits, if applicable, within the first 30 days of the client being approved for TSP services.
- 8) Implement a housing plan based on the VI-SPADT score or collaborate with the staff that is responsible for implementing it. Implementing a housing plan includes:
 - Meeting with client weekly.
 - Participating in CES meetings, if needed, to discuss the client's prioritization and being matched to a housing resource.
 - Collecting any documents required to house the client such as a California ID and a copy of their Social Security card.
 - Assisting the client to complete a Federal Housing or other housing subsidy application.
 - Locating and documenting the housing search efforts. If the client's score on the VI-SPDAT is a 1, assisting the client with identifying and transitioning to housing other than permanent supportive housing or rapid rehousing.
- 9) Provide monthly updates as request by the SA Gatekeeper about the client's housing plan and any other information needed to verify the client continues to meet the TSP eligibility criteria.
- 10) Inform the SA Gatekeeper of the following:
 - Any critical client issues including the client discontinuing mental health services, leaving the shelter or requiring hospitalization for physical or mental health concerns.
 - Any changes in the client's:
 - Financial situation including the receipt of benefits/income from any source.
 - Family composition.
 - VI-SPADT score.
 - Housing plan.

- 11) Contact the SA Gatekeeper to approve any client bed holds, including for minor children, requested by the TSP provider.
- 12) Respond to any concerns about the client's appropriateness for the TSP by meeting with the client and the TSP provider.
- 13) Immediately enter all clinical events into the online Safety Intelligence reporting system.
- 14) Complete and submit a TSP Client Outcome form to the SA Gatekeeper within 5 business days of the client exiting the TSP or transferring from one TSP provider to another.
- 15) Inform the SA Gatekeeper of any concerns about a TSP provider that are observed when visiting the shelter or reported by the client and develop a plan with the SA Gatekeeper and CHEERD to address the concern, if appropriate.

SA Gatekeeper Responsibilities:

- 1) Review the TSP Referral form and the TSP Client Agreement for completeness and to determine if the client meets the TSP eligibility guidelines. Consult with CHEERD prior to making any exceptions to approving clients who are referred to the TSP that do not meet the TSP eligibility criteria.
- 2) Sign and fax/securely email the first page of the completed TSP Referral form to the referring case manager and, if approved, to the TSP provider.
- 3) Securely email the first **and** second page of the completed TSP Referral form to TSP@dmh.lacounty.gov.
- 4) Call TSP provider(s) to locate an available bed and inform the case manager of the bed availability.
- 5) Obtain and review TSP Client Outcome forms for completeness for each client within 5 days of client leaving the TSP or transferring to another TSP provider and securely email to TSP@dmh.lacounty.gov.
- 6) Contact the case manager when the TSP provider has provided information that a client refuses to sign the Client or Family Sign-In Verification form.
- 7) Approve all bed holds, including those for minor children, up to 3 days for approved family/significant other visits and for physical and/or mental health hospitalizations. Consult with CHEERD if additional bed hold days are needed.
- 8) When use of an out of the SA TSP provider is needed:
 - Contact the out of SA Gatekeeper to discuss the use of a TSP provider in their SA.
 - If the out of SA Gatekeeper agrees to the use of a TSP provider in their SA, the SA Gatekeeper will sign and fax/securely email the TSP Referral form to the out of SA Gatekeeper. The out of SA Gatekeeper will fax/securely email the first page of the TSP Referral form to the TSP provider and the referring SA Gatekeeper.
 - The referring SA Gatekeeper will fax/securely email both pages of the TSP Referral form after it has been signed by the out of SA Gatekeeper to the case manager.
 - The referring SA Gatekeeper will securely email the first **and** second page of the TSP referral form to TSP@dmh.lacounty.gov after it has been signed by the out of SA Gatekeeper.
 - The referring SA Gatekeeper will be responsible for obtaining monthly updates from the client's case manager on the client's housing plan, any

benefits/income changes and any other information needed to verify the client continues to meet the TSP eligibility criteria and provide these to CHEERD.

- 9) The referring SA Gatekeeper will obtain the TSP Client Outcome forms from the case manager and securely email to TSP@dmh.lacounty.gov.
- 10) Inform the client's case manager of any concerns the TSP provider has about the appropriateness of the client for the TSP and the expectation that the case manager meet with the client and TSP provider to discuss them.
- 11) Immediately inform the client's case manager and CHEERD of any client clinical events reported by the TSP provider.
- 12) Update the monthly TSP Client Report and securely email to TSP@dmh.lacounty.gov by the 10th of each month.
- 13) Inform the DMH liaison to the SA CES agency of any concerns regarding the client's prioritization and being matched to a housing resource and participate in CES case conferences/meetings as needed.
- 14) Inform CHEERD of any concerns about a TSP provider that are reported by a case manager or client and develop a plan with CHEERD to address the concern.
- 15) Participate in TSP review visits, Patients' Rights client complaint investigations and Request for Statement of Qualifications (RFSQ) initial site visits as requested.
- 16) Participate in Gatekeeper meetings.
- 17) Identify a back-up Gatekeeper and inform case managers and CHEERD if someone other than the back-up Gatekeeper should be contacted in the Gatekeeper's/back-up's absence.

Countywide Housing, Employment and Education Resource Development Responsibilities:

- 1) Provide general oversight of the TSP including developing RFSQs and review of RFSQ submissions in collaboration with the Contract Development and Administration Division (CDAD).
- 2) Provide general oversight of contract compliance, the TSP budget and the TSP Procedures and Guidelines.
- 3) Consult with SA Gatekeepers regarding TSP referral requests for clients who do not meet the TSP eligibility criteria and expectations if the request for TSP services is approved.
- 4) Review TSP Referral and Client Outcome forms and contact SA Gatekeepers to obtain any missing information. Enter information into TSP database.
- 5) Send the SA Gatekeeper the monthly TSP client report for updates. Review the updates and discuss any concerns about the client's continued eligibility with the SA Gatekeeper and/or case manager.
- 6) Contact TSP providers who do not submit their monthly invoice by the 10th of the following month for services provided the prior month.
- 7) Date stamp or write the date when the monthly TSP invoice is received from the provider. Review the invoice for accuracy including verifying that the date of approval and the Client and Family Sign-in Verification forms match the invoices. Submit invoices to Provider Reimbursement within 5 business days of receiving the invoice from the provider.

- 8) Coordinate and conduct TSP review site visits a minimum of once a year.
- 9) Ensure the completion of any corrective action plan resulting from a TSP site review, client satisfaction survey or client complaint.
- 10) Coordinate and conduct client satisfaction surveys at the TSP provider sites a minimum of every three months.
- 11) Notify SA Gatekeepers of any TSP client complaints received by Patients' Rights and related investigations.
- 12) Notify Patients' Rights of any TSP client Patients' Rights related complaints received by CHEERD.
- 13) Coordinate and facilitate TSP visits with the SA Gatekeeper and Patients' Rights (as appropriate) to address TSP client complaints.
- 14) Participate in visits to TSP shelter providers coordinated and facilitated by Patients' Rights to investigate non-TSP client complaints if requested.
- 15) Maintain a list of TSP providers' fire inspection clearances and Public Health certificate expiration dates and contact the TSP provider to inform them of the need to renew any expiring ones.
- 16) Provide consultation and technical support to case managers, SA Gatekeepers and TSP providers.
- 17) Prepare any TSP related correspondence to the Board of Supervisors in collaboration with Contracts Development and Administration Division (CDAD).
- 18) Contact Provider Reimbursement to resolve payment issues and inform TSP providers of status.
- 19) Monitor the use of TSP funds.
- 20) Coordinate and conduct Gatekeeper meetings as needed.
- 21) Coordinate and conduct TSP provider meetings/trainings as needed.
- 22) Maintain a TSP database and provide outcome reports and other reports as requested by the SA District Chiefs or the SA Gatekeepers.

Temporary Shelter Program Provider Responsibilities:

Administrative

- 1) Collaborate and cooperate with DMH mental health provider staff, both directly-operated and contracted, that provides case management, mental health care and other client services.
- 2) Coordinate all services, including case management, provided by the organization with the client's mental health case manager/clinician.
- 3) Immediately report all client clinical events to the SA Gatekeeper **and** CHEERD by telephone. Client clinical events are defined as follows:
 - An event that has or may generate governmental and/or immediate community-wide attention and may require a notification by DMH to the Board of Supervisors;
 - Death – Unknown Cause;
 - Death – Suspected or Known Cause Other Than Suicide;
 - Death – Suspected or Known Suicide;
 - Suspected or Known Suicide Attempt requiring Emergency Medical Treatment (EMT);
 - Client Self-Injury Requiring EMT (Not Suicide Attempt);
 - Client Injured Another Person Who Required EMT;

- Suspected or Alleged homicide By Client;
 - Medication Error Requiring EMT;
 - Suspected or Alleged Inappropriate Interpersonal Relationship with Client by Staff;
 - Threat of Legal Action;
 - Client Assault by Another Client Requiring EMT;
 - Adverse Drug Reaction requiring EMT;
 - Alleged Assault by Staff Member to Client; or
 - Inaccurate or Absent Laboratory Data Resulting in a Client Requiring EMT.
- 4) Contact the SA Gatekeeper within 24 hours if client has left the shelter, required hospitalization for physical or mental health concerns or can no longer remain in the shelter due to these reasons.
 - 5) Inform the SA Gatekeeper of any concerns about the client's appropriateness for the TSP.
 - 6) Maintain Client and Family Sign-In (if applicable) Verification forms to verify the clients' and their minor children's (if applicable) stay at the shelter.
 - If a client refuses to sign-in:
 - Inform the SA Gatekeeper
 - On the Verification form, write the client's name, "refuses to sign" and the initials of the staff completing this information.
 - 7) Contact the SA Gatekeeper to request a bed hold including those for minor children.
 - If a client bed hold is approved write "bed hold approved by and the SA Gatekeeper's name" in the client signature box adjacent to the date.
 - On the Family Sign-In Verification form write the above information for client bed holds and indicate the number of children for whom a bed hold was approved.
 - 8) Prepare and submit invoices and include the Client and Family Sign-In Verification forms for payment to CHEERD via secure email at TSP@dmh.lacounty.gov by the 10th of the following month. Contact CHEERD if payment is not received within 30 business days of submitting monthly invoice.

Facility

- 1) Have a current fire clearance and a Public Health inspection certificate that are posted in a visible location.
- 2) Have an indoor/outdoor safe and clean living environment with regard to property and furniture maintenance and repair, graffiti abatement, refuse removal, fire safety and landscaping. The environment shall be free of pests, rodents and insects.
- 3) Have air conditioning/ventilation and heating in the indoor living environment. The temperature shall be no lower than 68 degrees and no higher than 85 degrees. In the event of extreme heat, the maximum temperature shall be at least 30 degrees below the outside temperature.
- 4) Have lighting that ensures safety and is sufficient for activities of daily living including reading.

- 5) Have toilet and bathing facilities, including faucets that are in good working condition. The toilet and bathing areas shall be free of mold and mildew.
- 6) Have hot and cold running water. The hot water temperature shall not be less than 105 degrees and not more than 120 degrees.
- 7) Provide individual storage space for medication and personal belongings.
- 8) Provide access to a telephone. Calls will be at client's expense.
- 9) Post emergency medical procedures.
- 10) Post and maintain a disaster and mass casualty plan of action.

Services

- 1) Provide staff on-site 24 hours a day for general client oversight at the site where TSP services are provided.
- 2) Permit clients to remain in the facility at all times including during the daytime.
- 3) Provide bedding and towels that are laundered by the organization a minimum of once per week.
- 4) Have staff that prepare and serve at least three balanced and complete meals each day. Two of the three meals must be hot.
- 5) Accommodations must be made for individuals who have a physician's prescription for a special diet.
- 6) The time that meals are served must be posted in a location accessible to clients.
- 7) A daily menu must be posted in a location accessible to clients.
- 8) Meals must be consistent with the United States Department of Agriculture dietary guidelines.
- 9) Food served cannot be from expired stock.
- 10) Perishables must be refrigerated with the temperature not to exceed 42 degrees Fahrenheit.
- 11) Food shall be stored separately from non-food items.
- 12) A minimum of one week of staple nonperishable foods and a minimum of two days of fresh perishable foods shall be maintained at the site TSP services are provided.
- 13) Clients shall be allowed to wear their own clothes.
- 14) If clients do not have clothing, provide new or previously worn clothing in good repair, including shirts, pants, socks, shoes, undergarments and outerwear.
- 15) Provide access to laundry facilities to launder clothing.
- 16) Provide toiletries including non-medicated soap, toilet paper, toothbrush, toothpaste, shampoo, comb/brush, feminine hygiene supplies and disposable razor blades.
- 17) Provide house cleaning for all common areas including the kitchen and bathroom and maintenance of outdoor areas. Clients will only be responsible for cleaning their own room/space.

Clients Rights and Privacy

- 1) Permit clients to leave the facility at any time. A curfew of no earlier than 10:00 p.m. daily may be imposed.
- 2) Assist clients in safeguarding personal belongings when they move from the site. Keep personal belongings in a secured area a minimum of seven (7) days when a client leaves the facility without arrangements having been made for his/her belongings.

- 3) Provide unopened mail to clients.
- 4) Provide a minimum of four (4) visiting hours per day. Post visiting hours in an area that is accessible to clients. Permit all visitors unless there is documentation regarding the need to restrict specific individuals from visiting. DMH shall be informed immediately in writing of all decisions to restrict visitors.
- 5) Have policies and procedures to address complaints and grievances.
- 6) Comply with all DMH Patients' Rights policies.
- 7) Post DMH Patients' Rights information and the organization's internal grievance procedure. Make DMH client grievance forms available in an area that is accessible to clients.
- 8) Ensure that client participation in the organization's services is voluntary. This includes participation in individual or group counseling, case management, substance abuse treatment, self-help groups (in the facility or community) and social events. Exceptions require the DMH's approval.
- 9) Ensure that clients are only discharged for reasons allowable under Fair Housing laws. Reasons for possible termination/discharge from the TSP program shall be clearly posted and may include the following: possession of weapons, alcohol/illegal substance (drug) and drug paraphernalia possession, sexual misconduct, behaviors that are a danger to others or verbally/physically threatening behaviors. Decisions to discharge a client for all other reasons shall be discussed beforehand with the client's mental health provider.
- 10) Ensure that clients are not required to submit to testing/screening for substance and/or alcohol use.
- 11) Provide DMH with copies of any admission agreements, rules, terminations policies or other documents including any requiring the client's signature. All documents requiring a client signature shall be consistent with the TSP program specifications and Agreement.

Staffing

- 1) Ensure that all staff hired to provide TSP will have a minimum of six (6) months experience working with individuals with mental illness.
- 2) Have verification that the staff preparing and serving food meet all public health requirements to handle food.
- 3) Have verification that all staff providing TSP meets employment eligibility status.
- 4) Ensure all staff on duty providing TSP has completed a CPR and first aid class.
- 5) Have verification that all staff providing TSP are aware of required reporting of known or suspected child, dependent adult and elder abuse and agree to comply with these reporting requirements.
- 6) Have verification that the arrest and conviction records for all current and prospective staff employed by the organization have been obtained and ensure that no persons that have been convicted of any crime involving any harm to children, dependent adults, or elders are employed.
- 7) Have verification that all staff is aware of confidentiality requirements and the provisions of HIPAA.

Patients' Rights Responsibilities:

- 1) Inform CHEERD of TSP client complaints.
- 2) Collaborate with CHEERD regarding responding to and investigating TSP client complaints.
- 3) Provide CHEERD with a copy of investigation reports.
- 4) Participate in annual TSP review visits as requested.
- 5) Participate in the review of any RFSQ applications and initial site visits as requested.
- 6) Consult with CHEERD regarding concerns about any TSP provider.

Provider Reimbursement Responsibilities:

- 1) Process TSP invoices for reimbursement and mail payment to TSP provider within 5 business days of receipt from CHEERD.
- 2) Notify CHEERD manager of any delay in processing payments.
- 3) Collaborate with CHEERD to resolve any TSP payment issues.