TEHAMA COUNTY
CONTINUUM of CARE

REQUEST FOR EXPRESSIONS OF INTEREST

VISTA WAY NAVIGATION CENTER FACILITY OPERATIONS

Release Date: **Wednesday, July 3, 2019**

Submission Deadline: **Monday, September 30, 2019 at 11:59 PM PST**

AMENDED
August 16, 2019

Register for Email Updates:

Prospective Respondents are encouraged to register to receive email notifications if and when updates to this REOI or questions and answers regarding EOI submission l are posted and to receive notification of the date, time and location of the Respondents Conference described below. *Registration is not required in order to submit an Expression of Interest.* To register for updates, visit http://www.tehamacoc.org/navigation-center-operations-reoi.html.

Respondents Conference:

A Respondents Conference will be scheduled at a date to be determined during the REOI open period at which parties interested in submitting EOIs may receive general information about the proposed project and receive answers to questions about the project itself or the REOI process. **To receive notification regarding the date, time and location of the Respondents Conference, interested parties MUST register to receive Email Updates** at http://www.tehamacoc.org/navigation-center-operations-reoi.html.....

Prospective Respondents registering for Email Updates after the Respondents Conference has taken place will receive notes from the conference, including questions asked and responses provided, via email upon registering for Email Updates.

Technical Questions:

Technical questions regarding submitting a response to this Request for Expressions of Interest (REOI) may be submitted via the REQUEST TECHNICAL ASSISTANCE form available at http://www.tehamacoc.org/vwnc-reoi-technical-questions.html.

To ensure that the process remains fair and open, all questions received from prospective respondents as well as written responses provided by TCCoC will be posted at http://www.tehamacoc.org/vwnc-reoi-technical-faq.html. Registered Prospective Respondents will receive Email Updates when new information is posted. Prospective Respondents who opt not to register for Email Updates are encouraged to check this webpage regularly for new or updated information.

Additional information regarding the proposed Vista Way Navigation Center, including records of Public Hearings and media coverage can be found at http://www.tehamacoc.org/vista-way-navigation-center-information.html

REQUEST FOR EXPRESSIONS OF INTEREST

VISTA WAY NAVIGATION CENTER FACILITY OPERATIONS

CONTENTS

REQUEST FOR EXPRESSIONS OF INTEREST

VISTA WAY NAVIGATION CENTER FACILITY OPERATIONS

A. Introduction

The Tehama County Continuum of Care (TCCoC) is requesting Expressions of Interest (EOIs) from entities ("Respondents") that are interested in being considered for selection as the Facility Operator for the Vista Way Navigation Center (VWNC), a project that will assist persons experiencing homelessness or at risk of becoming homeless in Tehama County.

This is not a formal solicitation. Acceptance of EOIs by TCCoC is not a guarantee that a contract will be awarded. EOI's will be evaluated for appropriateness and selected respondents will be invited to participate in an ongoing conversation with TCCoC and other project stakeholders regarding the operations of the facility.

There are two ways in which an entity may respond to the REOI:

As a Prospective Facility Operator

Respondents indicating that they wish to be considered for selection as the **Facility Operator** will be responsible for demonstrating capacity to provide all activities described in Section I. Scope of Work to the Target Population described in Section F on-site at the VWNC, either through conducting the activities themselves or through subcontracting with one or more additional entities.

As a Prospective Subcontracted Service Provider

Respondents indicating that they wish to be considered for selection as a **Subcontracted Service Provider** will be responsible for demonstrating capacity to provide one or more of the activities described in Section I. Scope of Work. Subcontractors who demonstrate an exceptional level of competency and experience in providing a particular activity or activities may be invited to discuss a partnership with TCCoC and the Facility Operator.

B. Background

In August 2018, Tehama County formally adopted a 10-Year Plan to End Homelessness. The Plan builds upon the work of the Tehama County Homeless Stakeholder Collaborative and TCCoC. Both of these collaborations bring together entities from across Tehama County for the purpose of ending homelessness. They include a diverse membership that draws from government, nonprofits, churches, advocacy organizations, and community members. As part of the plan's development, four Priority Areas were identified to guide efforts to address homelessness in Tehama County.

- **One Stop Concept:** a central location or locations that can offer a wide range of services that are needed by the homeless population in a welcoming environment;
- **Temporary Housing:** short-term housing that can immediately be made available to homeless individuals, with support services that help them prepare to move into permanent housing;
- **Sustainable Housing:** permanent and affordable housing that will help homeless individuals stabilize and build self-sufficiency; and
- **An Awareness Campaign:** that raises public awareness of the need to address homelessness, and proven strategies to address it.

The VWNC will primarily address the One Stop Concept and Temporary Housing priority areas, though it will include services designed to assist participants in moving towards Sustainable Housing.

The project will be implemented in a 10,000 sq. ft. building, owned by the Tehama County Health Services Agency and located at 1445 Vista Way in Red Bluff, California. Efforts are currently underway to remodel the existing facility to transform it into a facility appropriate for 24-hour operation. The facility is expected to be ready to operate in its new capacity in mid-2020.

C. Project Description

The VWNC will address immediate homelessness challenges through providing services to individuals and families experiencing homelessness or at high risk of homelessness using a low-barrier, Housing First approach. The project will offer temporary overnight emergency shelter and day services in the same facility.

Day services will include services that provide for the basic needs of the target population, such as food, showers and laundry, and Navigation Services designed to assist participants to stabilize and move on to obtain and retain permanent housing. Overnight Shelter services will be provided on a night-by-night basis and will be provided with the goal of assisting participants to stabilize and move on to obtain and retain permanent housing.

D. Eligibility

1. Eligible Applicants

Eligibility is limited to 501(c)(3) non-profit organizations or units of local government, however, the Facility Operator may subcontract with other entities, including for-profit entities, as necessary to meet the objectives of the project.

2. Minimum Qualifications

In order to be considered for selection, Respondents must meet the following minimum qualifications:

- The Expression of Interest was complete and received by the deadline.
- 501(c)(3) non-profit organizations must have an **active registration with the System for Awards Management (SAM)** and this registration must be configured to be

publicly searchable. Entities may obtain SAM registration by visiting www.sam.gov. If the Respondent already has an Employer Identification Number (EIN), SAM registration will take approximately **two weeks** to process. If the Respondent does not have an EIN, then the applicant should allow **two to five weeks** for obtaining an EIN from the Internal Revenue Service. SAM registration will also require that the Respondent obtain a DUNS number, if the Respondent does not already have a DUNS number, however, this step is included in the SAM registration process and will not take additional time. There is no fee associated with these processes. **Additionally, these processes cannot be expedited.**

- Respondents must demonstrate having the **fiscal capacity** to successfully and accurately manage multiple contracts, allocate funds and track expenses by fund.

E. Resources

Significant cash grant and in-kind resources will be made available to support VWNC operations, however, successful Respondents will show evidence of existing resources to contribute towards conducting the activities described in Section I. Respondents that plan to subcontract with other entities to conduct one or more of the activities should be prepared to support the subcontracts through a combination of the resources described below and through their own existing funding from other sources.

Resources to be provided:

1. Facility Use

The Facility Operator will conduct all Vista Way Navigation Center activities at the facility located at 1445 Vista Way. The facility operator will not be responsible for paying any rent or lease on the facility for the term of the contract, provided that all parts of the property are being used to meet the objectives described in Section G and according to existing and future policies developed and agreed upon between TCCoC and the Facility Operator. The County of Tehama is the facility owner, and the Facility Operator will be required to contract directly with the county, including agreeing to all applicable terms of use and/or lease agreements required by the county.

2. Equipment and Furnishings

Equipment to be furnished: All kitchen equipment, steel bunkbeds and mattresses, lockers and other durable facility furniture.

3. Funding

Approximately $275,000 or more per year in reimbursable grant funds to be used to carry out the required activities for each year for which the Facility Operator is approved to operate the VWNC. This annual grant will originate from funds allocated to TCCoC through the California Emergency Solutions and Housing (CESH) Program and/or other state grant programs for which TCCoC is the eligible applicant.

F. Target Population(s)

1. Literally Homeless

VWNC will serve persons experiencing homelessness as defined by the federal Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act, which include:

- an individual or family who lacks a fixed, regular, and adequate nighttime residence;
- an individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground;
- an individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including hotels and motels paid for by Federal, State, or local government programs for low-income individuals or by charitable organizations, congregate shelters, and transitional housing);
- an individual who resided in a shelter or place not meant for human habitation and who is exiting an institution where he or she temporarily resided;
- an individual or family who—
    - will imminently lose their housing, including housing they own, rent, or live in without paying rent, are sharing with others, and rooms in hotels or motels not paid for by Federal, State, or local government programs for low-income individuals or by charitable organizations, as evidenced by—
        - a court order resulting from an eviction action that notifies the individual or family that they must leave within 14 days;
        - the individual or family having a primary nighttime residence that is a room in a hotel or motel and where they lack the resources necessary to reside there for more than 14 days; or
        - credible evidence indicating that the owner or renter of the housing will not allow the individual or family to stay for more than 14 days, and any oral statement from an individual or family seeking homeless assistance that is found to be credible shall be considered credible evidence for purposes of this clause;
    - has no subsequent residence identified; and
    - lacks the resources or support networks needed to obtain other permanent housing; and
- unaccompanied youth and homeless families with children and youth defined as homeless under other Federal statutes who-
    - have experienced a long term period without living independently in permanent housing,
    - have experienced persistent instability as measured by frequent moves over such period, and
    - can be expected to continue in such status for an extended period of time because of chronic disabilities, chronic physical health or mental health conditions, substance addiction, histories of domestic violence or childhood

abuse, the presence of a child or youth with a disability, or multiple barriers to employment.

- any individual or family who is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions in the individual's or family's current housing situation, including where the health and safety of children are jeopardized, and who have no other residence and lack the resources or support networks to obtain other permanent housing.
- OR any individual or family who meets the definition of "homeless" set forth at any date during the operating period by the State of California.

2. At Risk of Homelessness

VWNC will serve Tehama County residents who are at imminent risk of housing loss that can reasonably be expected to lead to an episode of homelessness (i.e. becoming unsheltered or entering an emergency shelter). This may include:

- Tehama County residents who need assistance to maintain their housing, such as help with back rent or utility payments, tenant counseling and advocacy and/or landlord negotiation services.
- Tehama County residents who have recently been forced to leave a housing situation to which they could likely return immediately if provided rental assistance, legal representation and/or landlord negotiation services.

G. Policies & Oversight

1. Governing Agencies

Operation of the VWNC will be carried out by a subcontractor ("Facility Operator") and will be subject to oversight by the TCCoC, the County of Tehama and Empower Tehama (referenced collectively herein as "Governing Agencies").

2. Advisory Board

An Advisory Board, the membership of which will include representatives from the Governing Agencies and other stakeholders, will be appointed to provide operational oversight. The Facility Operator will report to this Advisory Board, which will hold at least quarterly meetings, at which they will address such areas as:

- Community Concerns
- Budget Review/Recommendations
- Incident Review and Root Cause Analysis
- Service and Program Review
- Data and Outcomes Review

3. Policies

The VWNC will be operated in adherence to the VWNC Good Neighbor Policy and the VWNC Security Policy included in the Section N: Appendices. Additional policies and procedures, samples

of which can also be found in Section N, will be developed collaboratively by the Facility Operator, the Advisory Board, the Governing Agencies and subcontracted Service Providers, as appropriate.

H. Best Practices & Service Approach

The Facility Operator will deliver trauma-informed assistance to maximize self-sufficiency for people experiencing homelessness in Tehama County, to reduce the timeline from first encounter to housing placement, and ensure that households are not subject to redundant or unnecessary access barriers.

VWNC will operate using both a **Low Barrier** and **Housing First** approaches. Respondents must be committed to operating the facility and its programs in adherence with these concepts, both in letter and in spirit, to be eligible for consideration.

1. Low Barrier Approach

A **low barrier shelter** is a form of congregate housing where a minimal number of expectations are placed on people who wish to stay there. The aim is to have as few barriers and rules as possible to allow more people to access services. This often means that people staying in low-barrier shelter are not expected to abstain from using alcohol, forced to adhere to time limits, or other rules. Providing low barrier shelter means not screening people out of services, but rather using assessment and case management to design personalized service plans for each participant. Dismissals (asking a client to leave) are to be a last resort only, and used only in cases in which a participant poses imminent danger to other participants or staff. In cases in which a participant is dismissed, the dismissal is not to be permanent.

2. Housing First

Housing First is an approach guided by the belief that *housing is the solution to homelessness*. This strategy prioritizes successfully connecting individuals and families experiencing homelessness to permanent *housing* without preconditions and barriers to entry, such as sobriety, treatment or service participation requirements. Participants in services at the VWNC are to be moved into independent and permanent housing as quickly as is safe and appropriate, then provided with additional supports and services as needed. Additionally, Housing First is based on the theory that client choice is valuable in housing selection and supportive services participation.

3. Staff Training and Cross-Training

The Facility Operator will be expected to coordinate training for all staff providing direct services to participants including, but not limited to, the following subject areas:

- Community Resources
- First Aid and CPR
- Opioid Overdose Response and Prevention
- Mental Health First Aid
- Applied Suicide Intervention Skills Training (ASIST)
- Non-Violent Crisis Intervention
- Trauma Informed Service Delivery

- Cultural Competency
- Motivational Interviewing
- Domestic Violence, Sexual Assault and Human Trafficking Response
- Mandated Reporting
- Sexual Harassment Prevention
- Other trainings as determined by Governing Agencies

TCCoC and its member organizations will be called upon to provide trainings listed above that fall within their focus areas at no cost or at minimal cost to the Facility Operator. Costs associated with any required trainings that cannot be provided through a community partner will be the sole responsibility of the Facility Operator.

I. Scope of Work

The **Facility Operator** will be responsible for ensuring that all of the activities listed below are available to the Target Population at the VWNC. Services may be provided by the Facility Operator or by another party with which the Facility Operator subcontracts.

1. Day-to-Day Facility Operations

The VWNC is to be open and available to all persons and families experiencing homelessness in Tehama County 24 hours per day, 365 days per year. The Facility Operator will be responsible for all day-to-day facility operations, including:

a. Building maintenance and security.

b. Community relations.

c. Providing, or subcontracting with other entities to provide, all services and activities listed in this section.

d. Maintaining and scheduling use of areas in which outside service providers can provide one-on-one and/or group services

e. Maintaining and managing Memorandums of Understanding (MOUs) and subcontracts with outside providers, if needed.

f. Fiscal management of the overall project.

2. Emergency Shelter (Day and Overnight)

VWNC will provide overnight shelter and day shelter services to individuals and families experiencing homelessness in Tehama County. Shelters offer persons experiencing homelessness a safe environment in which to spend time, away from inclement weather and in which they can access Navigation Services (Section G.3).

a. Once renovated, the VWNC will accommodate approximately 25 sets of steel-framed bunkbeds (50 total beds). Overflow accommodations of another 30 persons may be provided in the common area using portable cots when needed.

b. Participants are to be eligible for shelter services regardless of their participation in any other service offered at VWNC.

c. Shelter beds should be made available to participants on a night-by-night basis (beds should not go unused because they are "reserved" for a particular participant), however, the Facility Operator may opt to allow "soft" reservations through which a participant may maintain his or her same bunk from one night to the next.

d. Shelter is to be offered 24/7, however, sleeping areas should be closed during daytime hours. (Exceptions can be made at the Facility Operator's discretion.)

e. The Facility Operator is responsible for ensuring that shelter is provided in a safe and sanitary manner.

f. The VWNC facility will include several on-site features designed to assist participants in meeting their basic needs, the operation of which are considered part of Emergency Shelter. These features include:

    - Charging Stations for cell phones and other devices
    - Showers and hygiene supplies
    - Laundry and clean clothing exchange
    - Mail Center (an address at which participants can receive mail)
    - Document storage (safe storage of birth certificates and other important documents)

3. Navigation Services (Housing-Focused Case Management)

The primary objective of Navigation Services is to assist participants in exiting homelessness. This may look very different from one participant to another, and the program must be structured to allow for individualized service plans and to allow each participant to progress according to their own preferences and speed. Navigation Services are to be offered to all participants, regardless of their participation in overnight shelter or any other VWNC service.

a. Navigation Services will include assistance with connecting to any on-site or off-site service that will promote stabilization and thus increase the participant's readiness to be housed and likelihood of being successful in permanent housing. These include connections to income development assistance such as job training or public benefits, Navigation Services are to be offered to all participants, regardless of their desire or lack of desire to receive assistance in obtaining permanent housing.

b. Navigation Services are to be offered to any individual within the Target Population (Section F.1) regardless of participation in other VWNC services. Housing Navigators (staff that provide Navigation Services) will meet with every VWNC participant as part of the participant's Intake Meeting. Intake meetings will include collection of HMIS data elements and initial screening and assessment to determine Navigation Service needs.

c. Navigation Services provided to those who are literally homeless should focus primarily on Screening Barriers (factors that prevent the participant from being able to obtain permanent housing).

d. Navigation Services are to be provided to VWNC participants who become housed, regardless of whether they are receiving financial assistance through VWNC Rapid Rehousing or through any other subsidy. Navigation Services provided to those who are newly housed should focus on Retention Barriers – factors that, if not addressed, may limit the participants' ability to retain their housing.

e. Navigation Services provided to those at imminent risk of becoming homeless should focus first on immediate interventions that will assist the participant in retaining their existing housing, then on Retention Barriers to increase the likelihood that they will be successful in retaining their housing in the long-term.

f. Participants who decline Navigation Services are to be clearly informed that they choose to initiate Navigation Services participation at any time, and encouraged to do so.

g. Rather than simply providing referrals to additional services, Housing Navigators actively connect and advocate for participants with community partners. They make in-person introductions where possible, assist participants in setting up appointments with community partners, coordinate transportation for participants with outside appointments and provide ongoing case management and follow-up with participants.

h. The following features are to be made available on-site for participants to utilize as part of their participation in Navigation Services:

    - Computer access for job and housing searches
    - Job training opportunities
    - Life Skills Classes

i. It is expected that the Facility Operator will coordinate with community partners to provide a robust array of services, including, but not limited to:

    - Mental Health assessments
    - Domestic Violence assessments
    - Substance Abuse assessments
    - Screening for Adverse Childhood Experiences
    - Faith Based Assistance services
    - Family reunification
    - Home Health nursing care
    - Communicable Disease Screening and Prevention Education
    - Job Training
    - Life Skills classes
    - Veterans Benefit Assistance
    - Veterinary services for pets

- 12 step and peer support groups
- Medical Care
- Dental care
- Behavioral health care
- Substance use recovery services, including Medication Assisted Treatment
- Mainstream services (i.e., CalFresh, Medi-Cal, CalWORKs)
- Child Support Services
- Domestic Violence Assistance Services

The Facility Operator's goal should be to arrange to have as many services as possible provided on-site at the VWNC. In cases in which this is not possible, the Facility Operator will be responsible for providing real connections between participants and off-site service providers, assisting participants in setting appointments and providing participants with transportation to off-site service locations.

4. Rapid Rehousing/Rental Assistance (RR/RA)

VWNC will offer participants short- to medium-term rent subsidies in conjunction with Navigation Services to individuals and families experiencing homelessness.

a. Housing Navigators will assist participants in locating and selecting housing with the lowest possible rents that can be expected to be covered by the household once assistance is no longer being provided.

b. RR/RA services are to be provided using a Progressive Engagement approach. Progressive Engagement is a strategy through which participants are provided with the level of assistance and support appropriate to meet their individual needs rather than through enrollment in a one-size-fits-all program that may provide too little or too much support. Each participant's needs are assessed regularly through Navigation Services, and service plans are flexible enough to adjust to changing needs.

c. If using CESH funds as provided by TCCoC to provide RR/RA services, financial assistance must not exceed 48 months for each assisted household, and rent payments must not exceed two times the current HUD fair market rent for the local area, as determined pursuant to 24 CFR part 888.

5. Homelessness Prevention Services

Individuals and families at imminent risk of becoming homeless are to be offered stabilization and housing retention services at VWNC, including, but not limited to:

a. Legal assistance or facilitated connections to legal assistance for participants who have received eviction lawsuits with the goal of resolving the underlying reasons for evictions and resolving lawsuits before final judgements are issued.

b. Providing short-term, direct financial assistance with expenses that, if left unpaid, could lead to the participant becoming homeless, such as rent or utility arears.

c. Providing or facilitating connections to services that teach life skills, budgeting, or job skills to assist a participant in regaining stabilization and retaining their current housing.

d. Income development assistance (i.e., providing assistance and advocacy for participants who may qualify for, but are not currently receiving, public benefits, including disability and Social Security benefits)

6. Youth- and Family-Specific Services

All services available to single adults are also to be made available to Unaccompanied Youth under the age of as well as to families with children, and are to include the following minimum accommodations:

a. The facility's proposed floorplan includes two larger congregate sleeping rooms and two smaller sleeping rooms. The smaller sleeping rooms are to be reserved for use by unaccompanied youth or families with children.

- Families with children are to be accommodated as a unit and are not to be required to sleep in separate quarters from one another.
- Unaccompanied Youth are not to be housed in the larger, congregate sleeping rooms with unrelated adults.
- The Facility Operator or Subcontractor providing overnight shelter services may utilize motel room rental or other reasonable temporary housing solutions to ensure that unaccompanied youth and families with children are housed appropriately when absolutely necessary. Participants placed in motels or other temporary housing must be provided with the same accommodations as participants in on-site shelter, including meals, laundry, transportation and Navigation Services.

7. Pet Care and Kennels

The VWNC will allow participants to kennel pets in the areas indicated on the facility's proposed floorplan and will provide or coordinate provision of pet licensing and health services, and will offer participants educational services regarding pet care and training. The Facility Operator will be expected to conduct the necessary research and to work with the governing agencies to develop a comprehensive Pet Policy for the VWNC.

8. Pick-up and Drop-off Transportation Services

VWNC will provide transportation to and from the facility via the VWNC Shuttle. The Shuttle will run on a regular schedule daily, with pick-ups and drop-offs at pre-arranged, central public locations. The shuttle schedule will to be made known to community partners and 211/Coordinated Entry and marketed to target population via info cards and posters to be made available at places identified as frequented by target population. Additional transportation requirements can be found in the Good Neighbor Policy and Arrival/Departure Policy located in Section N.

9. Street Outreach

VWNC will conduct Street Outreach services to connect unsheltered individuals with services. Street Outreach services are to be provided off-site at locations at which unsheltered individuals are likely to frequent. While the ultimate objective of Street Outreach is to connect unsheltered individuals with services provided on-site at VWNC, and then to permanent housing, the model is designed to serve several purposes. First and foremost, such services should address unsheltered individuals' basic needs, such as food, clothing, and hygiene. Once an individual has been engaged through providing for these needs, staff should seek to build rapport and trust with each individual in order to begin connecting to services vital to their health and safety in whatever way they are willing to engage with services at a given point.

Neighbors and Community Members who observe individuals and families sleeping or living in places not intended to be lived in are to be invited and encouraged to notify VWNC so that Street Outreach services can be delivered to such individuals.

10. Coordinated Entry System (CES) Participation

The Tehama County Coordinated Entry System (CES) is a community-wide system through which people experiencing or at risk of experiencing homelessness can access the crisis response system in a streamlined way. Individuals and families in need of housing enter the CES through undergoing a standardized assessment that measures their needs and strengths and adding them to the community-wide Housing Needs List. Participating providers then use the list to identify potential participants for their housing and housing-related services. VWNC will be required to accept referrals from the CES into its emergency intervention services, assess and enter participants into the CES and fill openings in its Rapid Rehousing/Rental Assistance program through the Housing Needs List. The Tehama CES is currently developing an enhanced CES process which will utilize 2-1-1 NorCal as its primary point of entry. The Facility Operator will be expected to participate in the development of the enhanced system and incorporate the CES into its service delivery system to the greatest extent possible.

11. Homeless Management Information System (HMIS) Participation

The Homeless Management Information System (HMIS) is a local information technology system used to collect client-level data and data on the provision of housing and other services to homeless individuals and families and persons at risk of homelessness on a community-wide basis. The Tehama HMIS uses Clarity Human Services, a software product developed by Bitfocus, Inc. to collect HMIS data. All clients, programs and services provided at VWNC are to be tracked using this community-wide system. For additional information about Tehama HMIS, download TCCoC's HMIS Policies and Procedures Manual at:

http://www.tehamacoc.org/uploads/5/5/7/6/55768633/tccoc_hmis_p_p_11-1-18.pdf

12. Reporting

The Facility Operator will be responsible for ensuring that all HMIS data, as well as any data requested by all funders and governing agencies, is collected accurately by all VWNC staff and subcontractors, to the extent permitted by laws that govern each service type. The Facility Operator will be expected to provide regular reports to governing agencies and others as directed by governing agencies.

13. Coordinated Community Response

The facility operator will build and maintain effective working partnerships with community partners to ensure that wraparound services are provided seamlessly. Providers offering services relevant to stabilization for participants are to be invited to provide such services on-site at the VWNC and provided the accommodations necessary to do so wherever possible. Accommodations are to include, but are not to be limited to: use of private meeting offices to meet confidentially with participants, use of group rooms to provide services to multiple participants at the same time where appropriate, access to a secure wireless internet connection while on-site and access to printers, fax machines and other office equipment wherever possible.

J. Submission Information

1. Required Forms

Fillable versions of the required VWNC EOI Forms and instructions for submitting them once completed can be accessed at http://www.tehamacoc.org/navigation-center-operations-reoi.html. Each Respondent should complete and submit **either** a Facility Operator EOI Form **OR** one or more Subcontracted Service Provider EOI Forms:

a. To be considered as a potential Facility Operator, complete and submit a **Facility Operator EOI Form**. This form includes general information questions, narrative response questions, and a Budget Overview page. This form is extensive, and will take a substantial amount of time to complete. It is suggested that Respondents download the form early in the process to ensure that they have sufficient time to address each of the questions posed.

b. To be considered as a potential Subcontracted Service Provider, complete and submit one **Subcontracted Service Provider EOI Form** for **each** program component for which you would like to be considered.

2. Submission Dates and Times

EOIs must be submitted electronically by 11:59 PM PST on Monday, September 30, 2019.

3. Technical Considerations

a. VWNC EOI Forms must be completed using the most up-to-date version of Adobe Acrobat Reader, available for free download at https://get.adobe.com/reader/.

b. Prospective Respondents with disabilities in need of reasonable accommodations in order to access and/or submit the VWNC EOI Form may send a Reasonable Accommodation Requests to info@tehamacoc.org, by calling Gail Locke, CoC Chairperson, at 530-527-5290 or by mailing a written request to Gail Locke, 14250 Wyndhaven Dr., Red Bluff, CA 96080. TCCoC suggests that Reasonable Accommodation Requests be submitted at least 14 days prior to the submission deadline.

c. Deadline extensions may be granted to Respondents who experience unforeseeable difficulties during the submission process, including those caused by severe weather conditions, natural disasters or other acts of God. In the event of unforeseeable difficulties during the submission process, Respondents must notify TCCoC by email at info@tehamacoc.org within 12 hours of the resolution of the difficulty and be prepared to submit evidence of the occurrence and duration of the unforeseeable difficulty. Decisions regarding granting deadline extensions due to unforeseeable difficulties will be made by the TCCoC Executive Council and will be final.

K. Review and Selection Process

1. Evaluation

EOI submitted by the deadline will be reviewed by the TCCoC Rating and Ranking Committee in accordance with the Evaluation Matrix found on pages 16-17 of this document.

2. Notifications

Respondents will be notified regarding the results of EOI evaluations on or before November 30, 2019.

L. Terms and Conditions

1. Errors and Omissions in Request for Expressions of Interest (REOI)

Respondents are responsible for reviewing all portions of this REOI. Respondents are to promptly notify TCCoC, in writing, if the Respondent discovers any ambiguity, discrepancy, omission, or other error in the REOI. Any such notification should be directed to TCCoC promptly after discovery, but in no event later than 72 hours prior to the Submission Deadline.

2. Inquiries Regarding REOI

Respondents shall submit all questions concerning this REOI, scope of services or requirements in writing by email only before the REOI Questions Deadline and directed to: info@tehamacoc.org. All Respondent questions concerning the REOI process shall be submitted no later than 72 hours prior to the Submission Deadline. Respondents who fail to do so will waive all further rights to protest, based on these specifications and conditions. To ensure a fair and open process, all questions submitted will be posted without attribution to the party that has submitted the question, along with TCCoC's written response, at http://www.tehamacoc.org/vwnc-reoi-technical-faq.html. TCCoC will make a good faith effort to redact any information contained in the question that could reasonably be expected to be used to identify the party that has submitted the question, provided the redaction is not material to communicating the meaning or scope of the question. TCCoC makes not guarantees that the party submitting the question will not or cannot be identified by another party.

3. Objections to REOI Terms

Should a Respondent object on any ground to any provision or legal requirement set forth in this REOI, the Respondent must, not less than 72 hours prior to the Submission Deadline, provide written notice to TCCoC setting forth with specificity the grounds for the objection. The failure of a Respondent to object in the manner set forth in this paragraph shall constitute a complete and irrevocable waiver of any such objection.

4. Change Notices

TCCoC may modify the REOI, prior to the Submission Deadline, by issuing Addenda to the REOI, which will be posted at http://www.tehamacoc.org/navigation-center-operations-reoi.html. The Respondent shall be responsible for ensuring that its EOI reflects any and all Addenda issued by TCCoC prior to the Submission Deadline regardless of when the EOI is submitted. Therefore, the City recommends that the Respondent consult the website frequently, including shortly before the Submission Deadline, to determine if the Respondent has downloaded all REOI Addenda. It is the responsibility of the Respondent to check updates, which will be posted http://www.tehamacoc.org/navigation-center-operations-reoi.html.

5. Revision of EOI

A Respondent may revise an EOI on the Respondent's own initiative at any time before the Submission Deadline. The Respondent must submit the revised EOI in the same manner as the original. A revised EOI must be received on or before, but no later than the Submission Deadline.

In no case will a statement of intent to submit a revised EOI, or commencement of a revision process, extend the Submission Deadline for any Respondent. At any time during the EOI evaluation process, TCCoC may require a Respondent to provide oral or written clarification of its proposal. TCCoC reserves the right to move forward with a potential Facility Operator or decline to move forward with a potential Facility Operator without further clarifications of proposals received.

6. Errors and Omissions in Expressions of Interest

Failure by TCCoC to object to an error, omission, or deviation in the EOI will in no way modify the REOI or excuse a Respondent from full compliance with the specifications of the REOI if selected as the Facility Operator

7. Financial Responsibility

TCCoC accepts no financial responsibility for any costs incurred by an entity in responding to this REOI. Submissions of the REOI will become the property of TCCoC and its Administrative Entity, Empower Tehama, and may be used by the TCCoC and/or Empower Tehama in any way deemed appropriate.

M. Reference

1. Definitions and Acronyms

Facility Operator: *The organization that will oversee day-to-day operation of the VWNC, including providing or coordinating with a subcontractor to provide all services described in Section I.*

Subcontracted Service Providers: *Organizations with which the Facility Operator subcontracts to provide one or more of the services described in Section I.*

Housing First: *Housing First is an approach guided by the belief that housing is the solution to homelessness. This strategy prioritizes successfully connecting individuals and families experiencing homelessness to permanent housing without preconditions and barriers to entry, such as sobriety, treatment or service participation requirements. Participants in services at the VWNC are to be moved into independent and permanent housing as quickly as is safe and appropriate, then provided with additional supports and services as needed. Additionally, Housing First is based on the theory that client choice is valuable in housing selection and supportive services participation.*

Low Barrier: *A low barrier shelter is a form of congregate housing where a minimal number of expectations are placed on people who wish to stay there. The aim is to have as few barriers and rules as possible to allow more people to access services. This often means that people staying in low-barrier shelter are not expected to abstain from using alcohol, forced to adhere to time limits, or other rules.*

Rapid Rehousing (RRH): *A housing program model that assists individuals and families who are homeless to move quickly into permanent housing, usually to housing in the private market. It does so by offering housing search assistance, time- limited and targeted services, and short- to medium-term rental assistance for between 6 and 24 months.*

Homeless Management Information System (HMIS): *A local information technology system used to collect client-level data and data on the provision of housing and other services to homeless individuals and families and persons at risk of homelessness on a community-wide basis.*

Coordinated Entry System (CES): *A community-wide database system into which service providers enter participants through conducting a standard assessment with an individual or family experiencing homelessness for the purpose of quickly connecting them with housing and mainstream services necessary to addressing their needs.*

2. Evaluation Matrix

All applications meeting the eligibility requirements in Section D will be rated based on the following criteria.

Factor	**Criteria**	**Maximum Points**
History and Experience	• Length and quality of experience serving the target population(s) described in Section F. • Length and quality of experience in implementing the same or similar as described in Section I.	40
Service Provision Approach	Understanding of and commitment to providing services in keeping with the following approaches: • Trauma-informed • Low Barrier	50

	• Housing First • Cultural Competency	
Service Components	Respondent's experience with and plan for implementing the Service Components described in Section I, 1-9.	100
Coordinated Community Response	Respondent's experience with and plan for implementing the Service Components described in Section I, 11-13.	30
Financial Capabilities	Respondent demonstrates having the fiscal capacity to successfully and accurately manage a project of this size, including the ability to manage multiple contracts, allocate funds and track expenses by fund.	30
	TOTAL POSSIBLE POINTS:	**250**

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N. Appendices:

The following pages contain documents that provide additional information about the VWNC facility and expectations for the operation of the VWNC.

Appendix 1: Proposed Floorplan

Appendix 2: Good Neighbor Policy (DRAFT)

Appendix 3: Security Policy (DRAFT)

Appendix 4: Arrival/Departure Policy (DRAFT)

Appendix 5: Property Policy (DRAFT)

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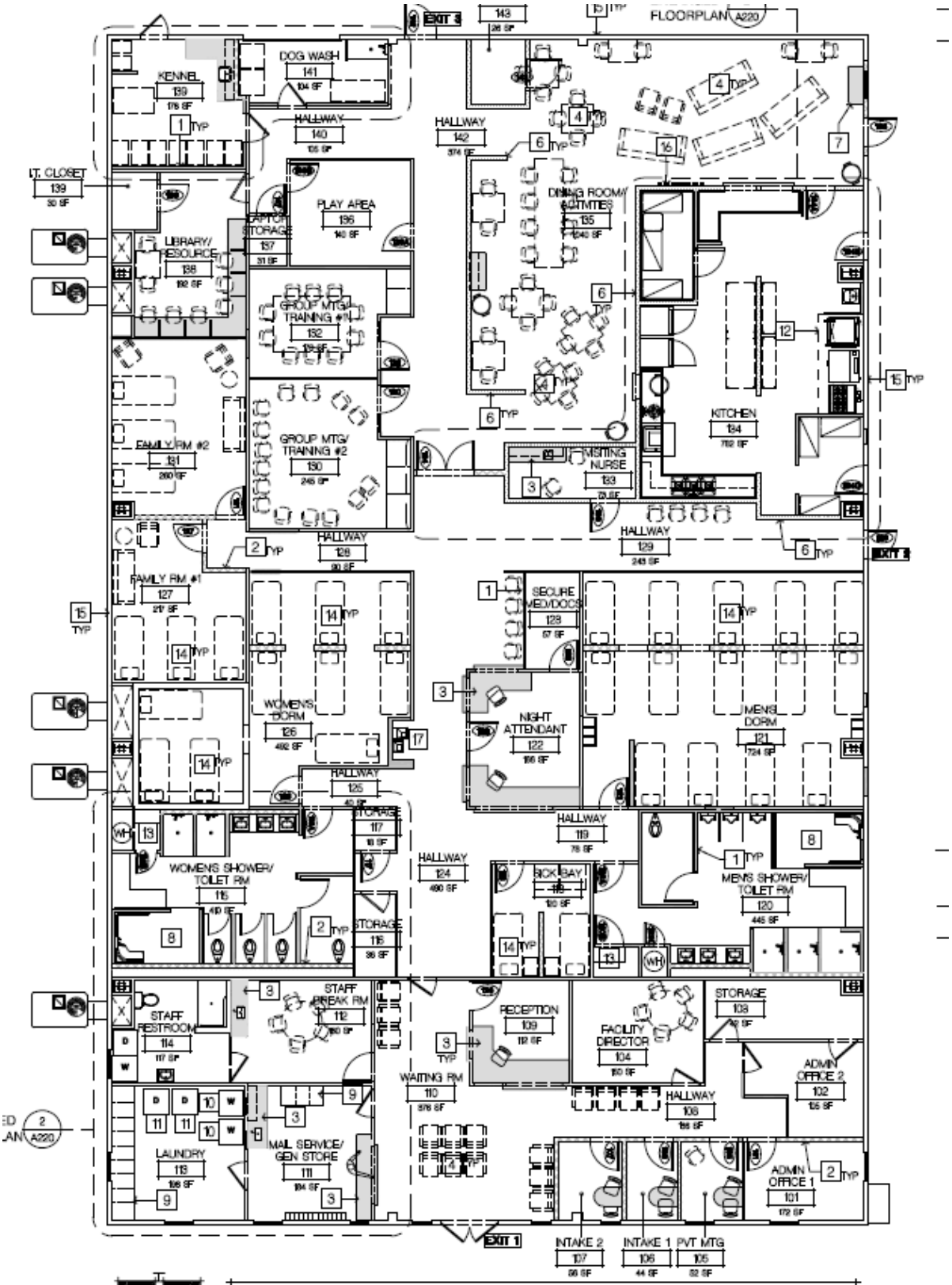

NEW WORK FLOOR PLAN

SCALE: 1/8" = 1'-0"

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VISTA WAY NAVIGATION CENTER

Good Neighbor Policy

Purpose: To provide the community with an overview of the internal security measures to be implemented at the VWNC; to provide guidelines that the Facility Operator to follow when developing detailed internal policies for VWNC operation.

It is the intention of the all parties involved in the development of the Vista Way Navigation Center to ensure that the facility has no more impact on the neighborhood than that which could reasonably be expected with the addition of any other similarly-sized business.

This policy is intended to be used in conjunction with the Vista Way Navigation Center Security Policy. These policies are subject to change based on the needs of the community and/or the population to be served at the Vista Way Navigation Center.

1. To ensure that any concerns that arise are promptly addressed, a **24-Hour Vista Way Navigation Center Feedback Line** will be maintained, to which **neighbors may submit feedback or concerns** via telephone or email, according to user preference. Concerns will be addressed by Vista Way Navigation Center Lead Staff, Operator or the Vista Way Executive Committee, as appropriate, within 72 hours.
2. The Vista Way Navigation Center will offer **Street Outreach** services to connect individuals who are eligible to be served at the Vista Way Navigation Center services with those services. Neighbors and Community Members who observe individuals and families sleeping or living in places not intended to be lived in are encouraged to notify staff via the **24-Hour Vista Way Navigation Center Feedback Line** so that Street Outreach services can be delivered to them.
3. To ensure the safety of program participants, neighbors and community members, Vista Way Navigation Center staff will participate proactively in efforts to prevent crime in its neighborhood, including **reporting observed criminal activities** to the Red Bluff Police Department at (530) 527-3131.
4. To discourage increased foot traffic in the neighborhood:
    a) **Walk-up arrivals to the Vista Way Navigation Center will generally be prohibited.** Participants may arrive via the **Vista Way Navigation Center Shuttle**, **TRAX** or **ParaTRAX** Buses, transportation provided by **Law Enforcement** or another **Community Partner**. Participants may arrive using their own vehicles, provided they agree to adhere to the Arrival/Departure Policy. Exception may be made for each participant on his or her initial visit. Information will be provided during intake at that initial visit regarding acceptable arrival methods for future visits.

b) **Walk-away departures will be discouraged**. To incentivize use of alternatives to departing on foot, **transportation will be offered on a regular schedule** via the Vista Way Navigation Center Shuttle to pre-determined drop-off spots, and bus vouchers will be provided, based on availability, to participants whose destinations are not near the Shuttle's pre-determined drop-off spots.

c) **Transportation** will be arranged or provided from the Vista Way Navigation Center to and from **appointments or other services** as appropriate.

d) **Pedestrian Safety instruction** will be provided to staff and participants to ensure safe and lawful pedestrian behavior while crossing the street to the bus stop and while arriving or departing via the Vista Way Navigation Center Shuttle.

5. To ensure that the Vista Way Navigation Center **does not disproportionately affect vehicle traffic flow**, factors such as school start and end times and traditionally high-traffic times of day will be considered when developing daily shuttle arrivals and departures. **Drop-offs and pick-ups** will occur in such a manner that the shuttle will not obstruct regular traffic flow on Vista Way.

6. To ensure that the exterior of the Vista Way Navigation Center meets the **cleanliness and aesthetic standards set by neighboring properties**:

   a) Trash pick-up in the areas surrounding the facility will be conducted at least twice per day by Vista Way Navigation Center staff and/or program participants under the direct supervision of Vista Way Navigation Center staff, and will include all public-facing areas of facility property, sidewalks, easements, and all areas on facility property viewable from the street or from neighboring properties.

   b) Vista Way Navigation Center staff will work closely with Greenwaste of Tehama to coordinate **garbage collection arrangements** appropriate to the volume of garbage generated at the Vista Way Navigation Center.

   c) **An outdoor area** will be designated for tobacco and vape device use, located on facility property but accessible only by way of entering through an approved entrance. This area will include safe and appropriate receptacles for disposing of cigarette butts. Smoking and use of vape devices will not be permitted in any other area on the property, including parking lots and the area between the main entrance and the street.

7. **Site Security** and **Crime Prevention**, both inside the facility and in the surrounding areas, are top priorities:

   a) **Adequate security lighting** for parking lots, common areas and access areas will be maintained.

b) Exterior doors will have **audible alarms** and **video cameras** allowing staff to monitor and control entry and track exits.

c) Exterior doors and the appropriate interior doors will have **electronic locks** that can be activated only by **authorized staff** with programmable Radio-Frequency Identification (RFID) Access Badges. Visitors and participants will need to use door intercoms to request and be granted entrance in by staff.

d) The Vista Way Navigation Center will adhere to a **controlled check-in process** through a single entrance for all staff, visitors and participants.

e) **No alcohol, drugs or weapons will be permitted** in the Vista Way Navigation Center, including marijuana. Participants will be offered the option of safely disposing of any unlawful item or substance in their possession. Any items relinquished in this way will be secured by staff and turned over to law enforcement according to a written procedure approved by the Red Bluff Police Department and provided to all staff.

f) **Violence will not be permitted** in the Vista Way Navigation Center. Staff will receive training regarding de-escalation of volatile situations, and de-escalation will be attempted wherever safe and appropriate. If a participant commits a crime of violence against another person while at the facility, law enforcement will be notified.

g) Any **incidents involving criminal activity** will be reported by staff immediately to Tehama County Health Services Agency, the Vista Way Navigation Center Executive Committee and to the governing board and executive management of the organization operating the facility.

h) **Dismissals (asking a participant to leave) will be avoided whenever possible. Progressive discipline measures** will be taken to address issues where individuals exhibit aggressive behavior while in the Vista Way Navigation Center. Services designed to address problematic behaviors, such as referrals to substance abuse services, will be provided as part of Case Management services.

i) In cases in which a dismissal is unavoidable, a dismissed participant will be **offered transportation** which will be coordinated and paid for by the Vista Way Navigation Center Operator.

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VISTA WAY NAVIGATION CENTER

Security Policy

Purpose: To provide the community with an overview of the internal security measures to be implemented at the VWNC; to provide a guidelines that the Facility Operator to follow when developing detailed internal policies for VWNC operation.

It is the intention of the all parties involved in the development of the Vista Way Navigation Center to ensure that the facility has no more impact on the its neighborhood than that which could reasonably be expected with the addition of any other similarly-sized business.

This policy is intended to be used in conjunction with the Vista Way Navigation Center Good Neighbor Policy. These policies are subject to change based on the needs of the community and/or the population to be served at the Vista Way Navigation Center.

BUILDING SECURITY

1. Adequate **security lighting** for parking lots, common areas and access areas will be maintained.
2. **Exterior doors** to the Vista Way Navigation Center facility will have audible **alarms and video cameras** allowing Vista Way Navigation Center personnel to monitor and control entry to the Vista Way Navigation Center.
3. The Vista Way Navigation Center will adhere to a **controlled check-in** process through a single entrance for all staff, visitors and participants. Records will be kept regarding all arrivals, departures and interior door access, including those of Navigation Center staff, visiting service providers, program participants, and all other visitors.
4. All exterior doors and the appropriate interior doors will be **electrified** and outfitted with **electronic locks** that can be activated either by presenting valid credentials via an **Access ID Badge** at a **Radio-frequency identification (RFID) Reader/Intercom** placed beside each door or through pressing a Call Button on the RFID Reader/Intercom and waiting for authorized staff to grant access remotely.
    - **Facility Staff** will be issued RFID Access Badges, imprinted with their names and photographs that also utilize RFID technology (also known as "Proximity Cards"). Each card has a unique serial number embedded on a microchip contained inside the card. This system will allow the facility manager to grant customized access to each staff member based on his or her clearance, allow for immediate de-activation of lost or stolen cards, and includes an audit module in which access history for each outfitted door is stored and can be reviewed if needed.

- **Visiting Service Providers:** A series of Access Badges will be maintained for use by visiting services providers while on-site. The series will include badges programmed with varying access configurations and will be issued based on the service providers the area in which the provider will be working in while on-site.
- **Other Visitors:** A series of non-RFID Visitor's Badges will be maintained for other visitors to wear as evidence that the visitor has been granted access by the front desk. Visitors must be accompanied by authorized staff when passing through RFID-equipped exterior or interior doors, or must use the intercom beside each door to request that remote access be granted from the Front Desk.
- **Program Participants** will be issued **barcoded Photo ID Cards** that can be read by handheld or fixed Barcode Readers. Participant ID Cards will be issued at intake, and will be used by participants to check in and check out of the facility and prior to receipt of certain services. Participant ID cards are intended for service tracking and arrival/departure tracking, and cannot activate any door locks.

CONDITIONS OF STAY

Upon enrollment in services, staff will review the **Rules of Conduct** with each participant, and each participant will be required to sign a **Participation Agreement** stating that he or she has received a copy of the Rules of Conduct, that he or she understand the rules and consequences of not adhering to them. The Rules of Conduct will be made available in Large Print, in Spanish, and in other languages upon request, and will be posted in common areas of the facility. The Rules of Conduct will include, but will not be limited to, detailed information on the following areas:

1. **The *Vista Way Navigation Center Property Procedures,* summarized below, will be followed at all times.**
    - Large lockers will be made available in the pre-entry area of the facility in which participants may store additional property for the duration of their stay, Participants will not have unlimited access to their larger locker during their stay. Property stored in large lockers is subject to random searches, but will not be subject to full, daily inspections. Garbage receptacles will be available in the pre-entry area of the facility in which participants can downsize their belongings if needed
    - Prescription medications bearing the participant's name on the label, as well as all over-the-counter medications that the participant plans to

take during their stay must be checked with staff prior to entering and will be made available as needed under staff supervision.

- The volume of property that a participant may bring past the secure check in area and into the facility itself will be limited to that which will fit in a provided, transparent plastic Take-in bag. Any items brought into the facility in a Take-in bag must be loose in the bag (not stored in smaller bags or containers) and will be visually inspected at the door. The volume of property that will fit in the Take-in bag will fit in a small locker in the dining room area of the facility. Each participant will be assigned a small locker and locker key once inside the facility.
- Participants' access to the property in their large locker during their stay is not guaranteed, and will be at the sole discretion of staff. If participants would like to transfer any property from their large locker to their small locker, they will be required to remove all items from their small locker, place them back in the Take-in bag and turn in their small locker key prior to be taken by staff to access their large locker. They will then be required to follow the Property Procedure, complete with inspection of items in their Take-in bag, when they are ready to re-enter the main section of the facility.

2. **Alcohol, drugs and weapons are not permitted in the Vista Way Navigation Center.**
    - Alcohol and drugs are defined as:
        - Beverages containing alcohol in any concentration, powdered alcohol and non-beverage products containing alcohol
        - Any controlled substance which is unlawful to possess
        - Prescription medications for which the participant does not have a valid prescription
        - Marijuana and marijuana-derived cannabinoid products, including concentrates, extracts and edible products containing any marijuana-derived substance
        - Products that contain commonly abused inhalants
        - Any substance reasonably believed by staff to be alcohol or drugs or to be intended to mimic the appearance of alcohol or drugs
    - Weapons are defined as objects that may be used to harm or threaten to harm another, and include, but are not limited to, the following:
        - Firearms, including replica firearms that could reasonably be used to threaten or intimidate another person
        - Sharp, pointed or bladed objects, including, but not limited to, knives, box cutters, metal scissors with pointed tips, multi-tools, screwdrivers, drills or axes

        - Club-like items, including, but not limited to, billy clubs, night sticks, baseball bats, crowbars or hammers
        - Explosives, including, but not limited to, dynamite, blasting caps, fireworks, flares, gunpowder or hand grenades
        - Disabling chemicals, including those intended for this purpose, such as mace, bear spray, tear gas or pepper spray, and those that may be used for this purpose, such as liquid bleach, chlorine, compressed gas cylinders and wet-cell batteries.
        - Any other item or substance staff considers to be potentially harmful to staff or other participants.
    - Participants will be offered the option of safely disposing of any unlawful item or substance in their possession. Any items relinquished in this way will be secured by staff and turned over to law enforcement.
    - Items that are legal to possess but not permitted inside the facility, such as personal pepper spray canisters, pocket knives or tools, may be stored in large lockers *provided they can be stored safely*. Such items are to be described on a Property Declaration form and submitted to and approved by staff prior to a participant leaving the large locker area.
3. **Violence will not be tolerated at the Vista Way Navigation Center.**
    - If a participant commits a crime of violence against another person while at the facility, law enforcement will be notified.
    - Staff will receive training regarding de-escalation of volatile situations, and de-escalation will be attempted wherever safe and appropriate.
    - A cool-down room will be made available to participants who need a quiet space to self-regulate. Depending on availability, the assistance of mental health professionals may be offered to participants while in the cool-down room.
    - If a participant is found to pose an *immediate physical danger* to their own self or other participants, staff will follow a detailed flowchart of interventions to determine the appropriate steps to take to resolve the situation, which will include notifying law enforcement.
4. **Use of tobacco products and vape devices will be permitted only in the outdoor area designated for this purpose.** Failure to adhere to this policy may result in a participant being required to turn over any tobacco products or vape devices in their possession to staff when not in use in the designated area.
5. **Progressive discipline measures** will be taken to address issues where individuals exhibit aggressive behavior while in the Vista Way Navigation Center, and services designed to address problematic behaviors, such as referrals to substance abuse services, will be provided as part of Case Management services.
6. **VWNC reserves the right to refuse service to anyone.**

7. **All incidents will be reported by staff immediately** to Tehama County Health Services Agency, the Vista Way Navigation Center Executive Committee and to the governing board and executive management of the organization operating the facility. Incident reports will be submitted electronically via an email listserv to ensure that all appropriate parties are notified. Incidents that require reporting include, but are not limited to:
    - All calls to 911 or any emergency services number
    - All program dismissals or refusals of service
    - Any circumstances in which a staff member or participant is injured
    - Other situations as determined by TCHSA, the VWNC Executive Committee or the governing board of the facility operator.

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VISTA WAY NAVIGATION CENTER

Arrival/Departure Policy

Purpose: To provide the community with an example of the type of detailed policies that will be developed to support the Good Neighbor Policy and Security Policy and to provide a starting point for the Facility Operator as they develop the overall policies and procedures for the VWNC.

This policy is intended to support the Vista Way Navigation Center Good Neighbor Policy, Security Policy and Arrival/Departure Policy. These policies are subject to change based on the needs of the community and/or the population to be served at the Vista Way Navigation Center.

1. **Walk-up arrivals to the Vista Way Navigation Center will generally be prohibited.** Participants may arrive via the **Vista Way Navigation Center Shuttle**, **TRAX** or **ParaTRAX** Buses, transportation provided by **Law Enforcement** or another **Community Partner**. Participants may arrive using their own vehicles, provided they agree to adhere to the Parking Policy (Item 7 below).
2. **Walk-away departures will be discouraged**. To incentivize use of alternatives to departing on foot, **transportation will be offered on a regular schedule** via the Vista Way Navigation Center Shuttle to pre-determined drop-off spots, and bus vouchers will be provided, based on availability, to participants whose destinations are not near the Shuttle's pre-determined drop-off spots.
3. Exceptions to the Walk-up policy will be made for each participant on his or her initial visit. Information will be provided during intake at that initial visit regarding acceptable arrival methods for future visits. **Progressive consequences may be imposed for arriving or departing on foot once the rules have been provided.**
4. "Last call" for the final shuttle trip from facility to outside locations will occur after dinner and will be clearly announced. Participants declining to depart on the final regularly scheduled Shuttle away from the Vista Way Navigation Center **will be expected to spend the night.** If a problem should arise that motivates a participant who had planned to stay the night to decide instead to leave, staff will make every possible effort to assist the participant in resolving the issue. If the participant cannot be dissuaded from leaving and chooses to depart on foot, a courtesy call will be made to local law enforcement to inform them that a participant has departed on foot.
5. The **Vista Way Navigation Center Shuttle** will operate as follows:
    a. The Shuttle will run on a regular schedule daily, with pick-ups and drop-offs at pre-arranged, central public locations. Vista Way Navigation Center Shuttle

services and schedule will to be made known to community partners and 211/Coordinated Entry and marketed to target population via info cards and posters to be made available at places identified as frequented by target population.

b. Special trips may be made to additional pick-up spots if requested by a community partner, provided that the partner is willing to provide a safe place for the participant to wait for the shuttle to arrive.

c. Participants wishing to be transported from the facility to a designated pick-up/drop-off spot must wait inside the facility for the shuttle to arrive.

6. **Community Partners transporting** participants to or from VWNC will be asked to adhere to the following guidelines:

   a. Law enforcement agencies and community partners with referral agreements on file may transport participants to the VWNC at any time without per-instance authorization, although calling ahead to verify bed availability for clients who wish to enroll in overnight shelter is advised.

   b. Community partners without referral agreements on file are welcome to transport participants to the VWNC but are asked to notify VWNC staff by telephone prior to transporting a participant each time.

   c. When transporting a participant to the VWNC, the transporting community partner is asked to accompany the participant at least as far as the exterior door and verbally identify themselves and the participant via intercom to the front desk.

   d. If the transporting community partner plans to contact VWNC later about the participant they've transported or wishes to be included as part of the participants Circle of Care, the community partner must be specifically named on a Release of Information. In such cases, it is suggested that the transporting partner accompany the participant inside and assist them in requesting that the ROI be put in place.

7. A limited number of parking spots will be made available in a gated area of the facility property for participant vehicle parking. The following guidelines apply to participant vehicle parking:

   a. Participants must register their vehicle with VWNC. Registration consists of completing a Vehicle Information Form, which includes providing the make, model and license plate number of the vehicle and an affidavit that must be signed stating that they legally possess the vehicle, then reading and signing a Participant Vehicle Agreement. Participants who choose not to register their

vehicle will be asked to remove their vehicle from the property and go to a pre-designated shuttle pick-up spot to be transported to the facility via the shuttle.

b. Participants arriving in their own vehicles for the first time are permitted to park in the general parking area temporarily while registering their vehicle.
c. Participants' access to their vehicles is limited arrival and departure only. Limited exceptions may be made by lead facility staff in emergencies (i.e., medications left in vehicle, etc.), but must be documented by staff and staff must accompany client to the Participant Parking Area and back.
d. If the participant parking spots are full, participants arriving in their own vehicles, regardless of registration status, will be asked to remove their vehicle from the property and go to a pre-designated van pick-up spot to be transported to the facility via the shuttle.
e. Participants who wish to receive only day services are encouraged to arrive at the facility via the shuttle, TRAX or ParaTRAX, however participant vehicles will be permitted in the general parking area while participants are engaged in services.
f. Sleeping or loitering in vehicles will not be permitted on VWNC property under any circumstances. Anyone observed sleeping or loitering in vehicles on VWNC property will be informed of VWNC's parking policies and invited to engage in services inside the facility. Anyone choosing not to come inside and engage in services will be asked to remove their vehicle from the property.
g. Anyone observed sleeping or loitering in vehicles parked in public or street parking spaces will informed of VWNC's parking policies and invited to engage in services inside the facility. Anyone who has declined an invitation to come inside and engage in services and whose vehicle has been parked in a public or street parking space beyond the time limits that apply to that parking space will be promptly reported to law enforcement.
h. Anyone observed engaging in unlawful behavior in vehicles parked in public or street parking spaces will be promptly reported to law enforcement.
i. Anyone observed parking in areas belonging to a neighboring business and are not reasonably believed to be employees or patrons of that business will be promptly reported to law enforcement.

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VISTA WAY NAVIGATION CENTER

Property Procedures

Purpose: To provide the community with an example of the type of detailed policies that will be developed to support the Good Neighbor Policy and Security Policy and to provide a starting point for the Facility Operator as they develop the overall policies and procedures for the VWNC.

This policy is intended to support the Vista Way Navigation Center Good Neighbor Policy, Security Policy and Arrival/Departure Policy. These policies are subject to change based on the needs of the community and/or the population to be served at the Vista Way Navigation Center.

UPON ARRIVAL:

1. When you arrive at the Vista Way Navigation Center, you enter a room with:
    a. Check-in Desk
    b. Large Lockers
    c. Locker-room-style benches to set your belongings on to prepare for storage/take-in
2. You check-in at the first station at the check-in desk. You are given:
    a. A token for a large locker and an assigned Large Locker Number
    b. A see-through mesh bag that holds approximately the same volume of property as will fit in a 12"x12"15" space (Take-In Bag)
    c. A transparent plastic zipper bag that will hold approximately the same volume of property as will fit in a 6"x6"x8" space (Medication Bags)
3. You can choose to fill the Take-In Bag with any items you wish to take into the Vista Way Navigation Center according to the following guidelines:
    a. The items must be loose in the bag, not inside smaller bags in the Take-in bag. Smaller, flat, 6"x6" transparent plastic zipper bags are available for toiletries if you want one but, once filled, it must fit inside the Take-in bag with the rest of your take-in belongings.
    b. No alcohol, drugs or weapons are allowed in your Take-in bag. (Detailed definitions of these terms are available in the VWNC Security Policy.)
    c. No cigarette lighters or matches are allowed in your Take-in bag. A lighter will be available in the designated smoking area for lighting cigarettes.
    d. Valuables should not be placed in your Take-In bag, but rather left with your belongings that will be placed in your large locker.
    e. Check the pockets of the clothing that you have on and any clothing you've placed in your Take-in bag, as those items need to be placed in the Take-in bag or left with the remainder of your belongings.
4. If you will need to take over-the-counter medications and/or prescription medications in their original bottles with a label showing that they are prescribed to you during your stay at the

Vista Way Navigation Center, these are to be placed in a Medication Bag. The Medication Bag does not have to fit in your Take-in Bag.

5. After placing the items you want to have access to during your time at the Vista Way Navigation Center in your Take-in and Medication Bags, you will place the remainder of your belongings in your assigned Large Locker and will remove the numbered key and pin it to the handle of your Take-in bag. Garbage receptacles will be available in the Large Locker Room for any items that you wish to dispose of so that your belongings will fit in your Large Locker or for any other reason. Controlled substances, items that could be used as weapons, sharps or items with any personal identifying information (such as empty prescription bottles or documents) should not be placed in these trash cans, but rather relinquished to staff for disposal during the next step.
6. Once you are done in the Large Locker Room, you will go to the second station at the check-in desk. At this station:
    a. Staff will visually check your Take-in bag, and may ask you to remove items and place them on the desk so that other items in the bag are visible. You may be reminded of the guidelines for what items can be in your Take-in Bag and will be given another Large Locker Token so that you can place non-allowed items into your Large Locker and return to the station. If you have items that you no longer wish to possess but that were not appropriate for disposing of in the garbage can in the Large Locker Room, you can relinquish them to staff at this station and they will be disposed of according to Vista Way Navigation Center policy.
    b. You may be asked to turn your pockets inside out or have a metal detection wand passed over your person to ensure that no items remain in your pockets. If items have been left in your pockets, you will need to place them in your Take-in Bag or request another Large Locker token so that you can place them in your Large Locker.
    c. Staff will tag your Medication Bag with a numbered tag, record your name next to the corresponding number on the Medication check-in log, and secure your medications in the medication lock-up. Access to medications will be announced one time per hour during your stay at the Vista Way Navigation Center. If you would like a verbal reminder at one or more of these scheduled announcements to remind you to access and take your medication(s), you can ask to be put on the reminder list for that time. If you do not request a reminder, you will be responsible for remembering to access your medications at the appropriate, scheduled medication access time or must wait until the next hourly medication access announcement.
    d. You will be assigned a Small Locker number and will be given a numbered key to your Small Locker. You will be asked to choose whether you prefer to have your Small Locker key on a pin that you can pin to your clothing, a lanyard that you can wear around your neck, or a stretch bracelet.
    e. One you've been cleared to enter:
        i. If you are an existing client, staff will scan your Vista Way Navigation Center ID card (or, if you've chosen not to receive a Vista Way Navigation Center ID card, will check you in manually) and release the door lock so that you may enter the Vista Way Navigation Center.
        ii. If you are a new client, you will be asked to wait in one of the chairs near the check-in desk to meet with an Intake Specialist to complete an Intake. Once

you've completed your intake, the Intake Specialist will open the door for you to enter the Vista Way Navigation Center.

7. Once you are inside the Vista Way Navigation Center, you will locate your Small Locker, place your Large Locker Key on the hook inside of the Small Locker, and place any items you don't wish to tote around during your stay, in your Small Locker.
    a. You are permitted to tote any of your Take-in belongings with you as you move about the Vista Way Navigation Center, but you must keep them with you at all times. You may place small items in your pockets and may use your Take-in Bag to carry your other items with you if you choose to carry them.
    b. Vista Way Navigation Center staff are not responsible for lost or stolen items left outside of Lockers. Items left unattended outside of lockers will be removed by staff and placed in the Lost & Found.

UPON DEPARTURE:

NOTE: Checked-in medications are the ONLY items that you may leave at the Vista Way Navigation Center when you are not physically present at the Vista Way Navigation Center. All other items MUST be taken with you. Any Small Locker items left behind once you've scanned your Vista Way Navigation Center ID card to exit, or Large Locker items still in your Large Locker for more than 15 minutes after you've scanned your Vista Way Navigation Center ID card to exit will be placed in the Lost & Found.

1. When preparing to leave the Vista Way Navigation Center, you will place your Take-in items back in your Take-in Bag, pin your Large Locker Key to the handle of your Take-in Bag.
2. At the exit door, you will drop your small locker key in the provided receptacle, then scan your Vista Way Navigation Center ID card to release the exit door.
3. When leaving the Vista Way Navigation Center, you may request to have your checked medications returned to you at the second station at the check-in desk, or, if you do not need to access them during the time you will be away from the facility, you may leave them checked in. Medications left unclaimed at the Vista Way Navigation Center more than 7 days after your last check-out will be discarded by Vista Way Navigation Center Staff according to Vista Way Navigation Center Policy.
4. You will remove your belongings from your Large Locker, remove your Take-in items from your Take-in bag and placed your used Take-in Bag in the designated receptacle in the Large Locker Room. Your Large Locker Key will remain in the lock once you have opened your Large Locker.

LOST & FOUND POLICY: Items placed in the Lost & Found by Vista Way Navigation Center Staff will be tagged with the "Found" date and will be retained in the Lost & Found for 7 days, after which they will be discarded according to Vista Way Navigation Center Policy. To retrieve items from the Lost & Found, you will need to submit a request form describing your lost item(s). Staff will process all requests for Lost & Found items ONLY once per day at a previously scheduled time, according to Vista Way Navigation Center policy. Scheduled Lost & Found check time will be clearly posted. If you are not

present at the Vista Way Navigation Center when your request is processed, and your items are found, they will be made available for you to pick up at the check-in desk for 72 hours, after which they will be discarded by Vista Way Navigation Center Staff according to Vista Way Navigation Center Policy.

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