


HOMELESS PROGRAMS POLICIES AND PROCEDURES

This manual contains various policies and procedures that will serve as a guideline for VOALA employees in administering the most proficient services and support to participants.

CQI & Evaluation Department Questions?

Email Ana Rau anaflores@voala.org



 <p>Volunteers of America Los Angeles Homeless Programs Manual</p>	<p>Policy # 01 Intake & Exit Policy</p>
<p>Reference</p>	
<p>Related Policies (if any)</p>	

Purpose

The policy is informed by the Funder’s requirements and should be read in conjunction with current Agency standards shaping the emergent operating environment. It serves as a guide and sole mechanism for participant’s intake and assessment process for VOALA’s services and programs. Documentation from this assessment practice will provide the basis for developing the brief service plan, consistent and equitable participant needs, and case management services. It is the initial meeting with the participant during which the case manager gathers information to address the participant's immediate needs to encourage his/her engagement and retention in services. All of which shapes the overall cultural context emphasizing collaborative relationships and partnerships between individuals, families, communities and service providers. The policy italicizes persons within Interim Housing programs to have the same basic human rights as other members of society, as well as the right to have their specific needs met regardless of the nature, origin, type or degree of their homelessness constraints.

Scope:

The primary objective of the Intake/Exit Procedures are to ensure that the services are readily available to participants, and are being tracked from entry to exit. Policy will continue to serve as a mandate to screen participants in determining if they need case management services, and if so, to determine the model of case management most appropriate to meet their needs, and to assess the participant’s willingness and readiness to engage in case management services. This includes ensuring that intake and exit policies are followed; providing participants who need a higher level of care with reference to other service providers. The following policies shall be used in conjunction with the case manager competency training to ensure that case managers are both prepared to provide services with professionalism and construct proper processes that are easily fathomable by the participants; which include:

- I. Intake of new participants shall be available at least 5 days a week during normal operating hours so long as there is bed availability.
- II. If the capacity of staff allows, participants can receive intake during extended hours or during the weekend should they need those



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accommodations.

- III. Accessibility and accommodation to shelters must be allowed between 6am and 8pm for participants.
- IV. Complete screening for all perspective participants including an eligibility screen, basic information gathering, and a Danger Assessment for persons fleeing, or attempting to flee, domestic violence and/or human trafficking and sexual assault.
- V. Utilize VOALA-approved initial screening tool (s)
- VI. During intake, if the participant (s)/population served does not meet the participant (s) or participant's family composition, a warm-hand-off referral to an Access Center in the area serving that population (s) must be conducted.
- VII. Upon intake, case managers, housing navigator and/or intake staff will assess participants mental, emotional, and behavioral health to provide eligibility for services and next steps.
- VIII. Upon entry into the program, case managers, and/or intake staff shall assign a bed to the participant. This information must be tracked in HMIS and entered at the time the participant is assigned the bed/unit and enrolled in the program.
- IX. All intake hours and contact information must be submitted to VOALA for review
- X. Intake must be completed in HMIS twice daily.
- XI. Following intake and assessment, case managers, housing navigator and or intake staff shall develop a Housing Stability Plan/ISP for participants that are not yet linked to a housing provider or housing navigator.
- XII. The Housing Stability Plan will provide a road map of the services and actions taken by both staff and the participant in order to achieve permanent housing placement.
- XIII. Goals that are outlined in the Housing Stability Plan will include items like:
 - a) Accessing personal identification (for quick referral to permanent housing)
 - b) Diversion and Prevention Assistance
 - c) Accessing certification of their current income (for quick referral to permanent housing)
 - d) Mainstream Benefits
 - e) Substance Abuse Services
 - f) Mental Health and Health Services
 - g) Vocational Services
 - h) Educational Supports
 - i) Life Skills Development




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Related Policies (if any)

- j) Independent Living Programs
 - k) Rapid Re-Housing
 - l) Housing Navigation Assistance
 - m) CoC Permanent Supportive Housing
 - n) Health Services, Housing for Health or housing and Jobs Collaborative.
 - o) Department of Mental Health, Countywide Housing Assistance Programs.
 - p) Veterans Administration Housing Programs
 - q) Housing Opportunities for person with Aids (HOPWA) Housing.
- XIV. Goals within Housing Stability Plan shall follow the SMART format:
- a. Specific
 - b. Measurable
 - c. Achievable
 - d. Relevant
 - e. Time- Bound
- XV. The Housing Stability Plan may be changed should the following occur:
- a. Participant situation changes
 - b. Participant cannot carry out goals or if goals change
- XVI. The Housing Stability Plan should be signed by participant as it develops and gets updated on a weekly basis.
- XVII. Monthly Updates must be completed by case managers to assess progress towards participants' goals

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EXITING PARTICIPANTS

- XVIII. Acceptable reasons for exiting participants shall go as follows:
- a. Participant must be exited once placed into permanent housing.
 - b. Participant must be exited if relocation occurs outside of Orange County.
 - c. Reunification services are utilized or if participant self-resolves their housing crisis.
 - d. Shall the participant pose a threat to themselves, other participants or staff members, they must be exited.
 - e. Shall a participant be hospitalized or incarcerated for three to Seven consecutive days or more (Interim Housing). Note also, 3 consecutive days of unapproved absences upon on check-ins will negate exiting the program.
 - f. For families where one family member is institutionalized, or other action that changes the family composition. Program Leader needs to ensure that the household is stabilized until they are transitioned to the appropriate new program/population system.
- XIX. An exit plan must be in place for participants not entering Permanent Housing placement and should include referrals and linkages to other interim housing resources, with warm hand-off where possible.
- XX. Exits must be entered into HMIS indicating where the Participant has “exited to.” “Unknown destination” entries in HMIS are to be discouraged.
- XXI. Notice of termination shall be administered by a case manager, housing navigator, or other staff familiar with the participant’s individual case management plan.
- XXII. A participant **CANNOT** be exited for any of the following reasons:
- a. Missing check-ins for 1 night, 2 consecutive nights or if they fail to show on the 3rd night.
 - b. Active substance abuse
 - c. Active health issues
 - d. Failure to abide by personal budget
 - e. Non-compliance with Housing Stability Plan
 - f. Medication non-compliance
- XXIII. Please note that a participant should be re-enrolled who has been exited if a bed is available.



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Related Policies (if any)

Termination of Participants

A copy of this policy will be afforded and reviewed with all participants during enrollment, requiring signature to support consent and acknowledgement. This policy will be in accordance to the grievance procedures and will be reviewed simultaneously.

- XXIV. This policy will be readily available for all program participants and staff. Copies of the grievance procedures shall be clearly marked during intake and upon request.
- XXV. A summary of the program grievance resolution policies and procedures must be prominently displayed in a common area (s) in the facility.
- XXVI. For Incidents, injuries, accidents, conflicts, illnesses, trauma etc. leading to termination must be reported utilizing the Incident Reports to log, track, monitor and resolve crises.
- XXVII. All Incident Reports **MUST** be made available to VOALA upon request.
- XXVIII. VOALA must be notified immediately of incidents that resulted in emergency personnel or first responders being discharged to TH facility/facilities (i.e., police, sheriff, fire department) and any incidents resulting in hospitalization, bodily injury, and or death of participants.
- XXIX. VOALA programs shall NOT screen a participant out of Interim Housing program due to past program participation or previous stay at the program.
- XXX. VOALA programs shall NOT permanently “ban” participants from re-entering the programs, regardless of reason for the participant’s exit or termination from previous enrollments in the said program (s).
- XXXI. All participants re-entering VOALA programs after being exited or terminated shall be afforded the review of VOALA’s written standard procedures relating to Health and Safety to self, other participants and staff. A review of VOALA’s written regulations referencing funder’s requirement to conduct and maintain compliance shall be readily available at re-entry/intake requiring participant’s signature indicating evidence of consent and acknowledgement. In addition, participants shall be afforded the opportunity to review written grievance procedures requiring signature by both participant (s) and case management, navigator or intake personnel signaling comprehension and agreement on both sides. Participant shall be notifying of common area (s) where grievance procedures are displayed.



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- XXXII. Once a participant has successfully linked to permanent housing, VOALA will provide the necessary support when that linkage has been implemented, in the form of a warm hand-off, **NOT** merely a referral.

- XXXIII. Provider must work collaboratively with Case Manager in the housing program to facilitate a quick and successful transition that is not disruptive to the participant.

- XXXIV. Complete an Exit Plan. See “Exited Participants.”



Reference

Related Policies

Introduction:

The policy promotes a consistent orientation to case management service delivery and encourages a structured, collaborative and accountable approach to the case management practice of housing-first focused staff; whose role is to provide a case management service to eligible participants in accessing permanent housing via referral programs such as rapid re-housing programs, permanent supportive housing, affordable housing etc.

The implementation of the Case Management Policy supports and provides detailed guidance on different aspects of case management practices.

Purpose:

The policy is informed by the Funder’s requirements and should be read in conjunction with current Agency standards shaping the emergent operating environment. The framework provides the overarching philosophical and cultural context for case management practice reform which is grounded in an emphasis on collaborative relationships and partnerships between individuals, families, communities and service providers. VOALA case management service provision will comply with the objectives and principles of the funder’s requirement and VOALA standards. The policy emphasizes that persons within Interim Housing programs, to have the same basic human rights as other members of society, as well as the right to have their specific needs met regardless of the nature, origin, type or degree of their homelessness.

Scope:

The primary objective of the Housing-Focus case management/supportive services is to extend support to participants through an individualized case management relationship, that will ultimately translate to increased housing stability. This includes support with completing housing applications, accompanying participants to housing and /leasing appointments, and other support associated with housing placement process.

- I. Housing-focused case management will be offered in accordance with Housing First, Low Barrier, Harm reduction Trauma Informed Care Principles, to assist the participant either in self-resolving their housing crisis and to be connected to a permanent housing provider. Case management should make a rapid connection to a broad continuum of resources and permanent housing, emphasizing a short term stay in the Interim Housing program.
- II. Housing-focused case management sessions will be dedicated to assessing and re-assessing needs, education, participants on community resources opportunities, developing Housing



Policy # 02 Case Management Policy

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Related Policies

- Stability Plans, scheduling appointments, and providing the necessary follow up to ensure housing stability plans are progressing on schedule and needs are adequately being addressed.
- III. Case Management services will be voluntary and participant-centered. Case managers will facilitate engaging services to support participants.
 - IV. Case managers will meet with participants on a regular basis should the participants enroll in the case management services. Case managers will document the content and outcome of case management meetings with participants in HMIS case notes.
 - V. Case managers will maintain a ratio of approximately one staff to twenty-five participants for optimal delivery.
 - VI. Caseload will be determined by supervisory staff while assessing the level of acuity/need, the amount of contact that is needed to successfully engage the household and the length of time needed to meet the participants where they reside.
 - VII. Case managers will coordinate with Housing Navigators to maintain linkages with housing. If a participant is assigned a Housing Navigator prior to enrollment/entrance to the program, the case management will facilitate coordination with said Housing Navigator to maintain services.
 - VIII. There will be distinctive roles and responsibilities if there are two staff assisting a participant to eliminate ambiguity of coordinated services and roles, or any attempt to “split staff.”
 - IX. Case managers will be designated a space at the site or at another program/administration that is reasonably close and accessible to the participants. If case management space is located off site, transportation will be provided to participant to and from case management site.
 - X. Case managers and along with designated program leaders and/coordination of designee will track all services provided to participants in HMIS in achieving housing stability and sustainability upon exit from the program.
 - XI. Case managers will meet with participants on a weekly, bi-weekly and /monthly basis to discuss and track progress of program’s services.
 - XII. Case Manager will actively support participants to establish a range of funded and leveraged activities that addresses their goals of the Housing Stability Plan to include
 - a) Accessing personal identification (for quick referral to permanent housing).
 - b) Diversion and Prevention Assistance.
 - c) Accessing certification of their current income (for quick referral to permanent housing).
 - d) Mainstream Benefits.
 - e) Substance Abuse Services.
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 - g) Vocational Services
 - h) Educational Supports.



Policy # 02 Case Management Policy

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Related Policies

- i) Life Skills Development
- j) Independent Living Programs
- k) Legalservices
- l) Transitional Housing Programs for youths
- m) CES and Rapid Re-Housing Program.
- n) Housing Navigation Assistance.
- o) CoC Permanent Supportive Housing
- p) Health Services, Housing for Health or housing and Jobs Collaborative.
- q) Department of Mental Health, Countywide Housing Assistance Programs.
- r) Veterans Administration housing programs.
- s) Housing Opportunities for person with Aids (HOPWA) Housing.

VOALA Standards

The objective of the case management includes enabling people challenged with homelessness to achieve their maximum potential as a community member and providing specialized services that promote participants:

- I. community integration and complement mainstream services.
- II. achievement of positive outcomes in regard to individuals' independence, employment and community integration
- III. respect for their individual human worth and dignity.
- IV. live in and be part of the community.
- V. realize their individual capacities for physical, social and intellectual development.
- VI. access services which support their attainment of a reasonable quality of life.
- VII. choose their lifestyle and access the information they need to exercise informed choices in a manner appropriate to their current living circumstances and cultural background.
- VIII. participate in decisions that affect them.
- IX. when receiving services, to receive them in a manner that results in the least restrictive form.
- X. pursue any grievance in relation to service provision without fear or experience of reprisal or recrimination.
- XI. protection from neglect, abuse & exploitation.

As the role of the case management continues, it should aim to dictate:

- I. focusing on achieving positive outcomes like increasing independence, employment opportunities and engagement with the community and as a part of the community.



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Related Policies

- II. meeting individual needs and goals in the least restrictive and intrusive way.
- III. promoting wider recognition of a person’s valued role and status.
- IV. promoting participation in the life of their community.
- V. ensuring that no single organization providing services exercises control over all or most aspects of a person’s life.
- VI. providing opportunities to actively realize goals which are valued by the community and appropriate to their chronological age.
- VII. ensuring a person has the opportunity to direct decisions that affect their lives.
- VIII. ensuring where required, a person has access to advocacy support to enable full participation in decision making.
- IX. recognizing the importance of families, friends and supporters, including their cultural, religious, and linguistic environments.
- X. recognizing and respecting the person’s right to privacy, dignity and confidentiality.
- XI. ensuring the legal and human rights of a person with a disability are maintained in relation to the prevention of sexual, emotional and physical abuse.



SAFETY POLICY STATEMENT

Safety communication provides immense value in preventing workplace accidents and saving lives.

Our agency is committed to improving the safety and health of all employees, improving productivity through a healthier workforce, and reducing injuries and illnesses. Our agency will provide our employees with the safest possible work environment and the knowledge necessary to safely carry out their job duties. The agency's safety efforts shall be ongoing and focus on continuous improvement.

- Working safely is a responsibility shared by all employees. Managers and supervisors are to maintain the safest possible working conditions by encouraging and enforcing agency safety policies and procedures.
- Employees are to perform their duties in the safest manner possible and adhere to all established safety rules, procedures, and work practices. Employees are encouraged to actively participate in the agency's safety efforts.
- Involvement by all levels of the organization shall contribute to an effective safety and health program for the benefit of all employees, their families, and the public.

Please refer to the attached agency's Facilities and Safety Team Organizational Chart. The following individuals have been designated and empowered to coordinate the safety and health efforts of this agency.

Facilities and Accessibility Manager: Sonia Campos – scampos@voala.org

Agency Safety Email: safety@voala.org

Facilities Assistant: Gabby Ventura – gventura@voala.org

Safety Coordinator Children's Services and Programs: Andrew Grundig – grundig@voala.org

Safety Coordinator Adult Services and Programs: Jose Garcia – jgarcia@voala.org

Safety Committee Team & Safety Ambassadors – Children's Services



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Policy # 03
Facility & Maintenance Policy and
Procedure

Reference:

<https://www.gsa.gov/policy-regulations/regulations/federal-management-regulation-fmr/i449022>

Related Policies:

<https://www.hcd.ca.gov/index.shtml>

<http://www.search-california-law.com/research/section/ca/HSC/22.2.2/index.html>

PURPOSE:

Volunteers of America Preventive Maintenance Plan for facilities has been developed to protect assets and extend the value and life of all property structures, equipment, and functions that enable us to provide uninterrupted service to our clients and staff. It is our purpose to also ensure and maintain our facilities at a level of standard that allows us to monitor and enhance services before it fails, replace or repair items before it reaches its projected life span, and anticipate problems before they become emergencies.

Procedures:

In an effort to maintain a safe and healthy environment at our facilities, and to ensure compliance with Local, State and Federal guidelines and regulations, all alterations, additions, renovations, or reconfigurations to buildings and structures must be approved by the Program Director, the Facilities and Accessibility Manager, Maintenance Director and the Chief Operating Officer (if applicable). This will include, but not be limited to:

- Acquiring a new facility
- Removal of existing walls and/or partitions.
- Construction of new walls and/or partitions.
- Reconfiguration of existing furniture, and/or new installation of furniture.
- Changes in the intended use of rooms or spaces within buildings.
- Any alteration, addition or renovation that may affect Local, State or Federal guidelines and regulations regarding Fire, Life and Safety issues.
- Any changes that might involve building and safety functions, landlord/lease agreements or local/county licenses or permits. Additionally, prior to the commencement of any building or structure alterations, additions or renovations, the following must be followed:
 - Any alterations, additions, or renovations must comply with all applicable fire codes, safety and health regulations, ADA requirements and any other applicable codes and regulations.



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- Any plans and specifications related to such alterations, additions or renovations should be coordinated through the Facilities Department to assure compliance with all applicable Safety and Health guidelines, codes and regulations.

Grounds

- Grounds and landscaping are maintained on an on-going basis. Some facilities have external vendors providing services and other services might be provided by the landlord and/or done internally by the agency's maintenance department. If you need services or clarification about the grounds at your facility, please submit a work order request and/or contact the maintenance department for clarification.
- For any request relating to maintenance requests or the grounds, please submit a work order request to the maintenance Maria Yescas Jacobo (Assistant Facilities Planner).

HVAC:

- The Maintenance Department operates and maintains the heating, ventilation, and air conditioning (HVAC) systems for all locations. In some instances, where the landlord might need to be contacted, the maintenance department should still be made aware of any issues or concerns with the equipment.
- For an explanation of how your central heating and air conditioning system operates, please refer to the maintenance department for information pertaining to your unit. Please do not allow clients or unauthorized staff attempt to adjust thermostats themselves. HVAC units at our facilities are not like home units and act primarily as sensors rather than controls. Most room temperature issues are a result of other equipment problems. All facilities should maintain a comfortable temperature level between 69 and 72 degrees.

Work Orders/Maintenance Log:

- Should a repair be needed at a facility, please submit a work order to the maintenance department via email or fax indicating the need and ensure its approved by the designated supervisor for the program (Log Attached). Any big-ticket items will be addressed with designated staff to develop a time frame and priority. All work orders



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are logged and assigned a priority level and staff person who will be responsible for completing the work. Work orders must be tracked on logs for any maintenance (minor or major) being done.

- If you require a log of repairs made at your facility, please submit a request to the maintenance assistant. We also encourage all supervisors to maintain copies of any requests and orders in a binder for on-going monitoring and communication purposes.
- Although we strive to ensure that all repairs are completed in a timely manner, some of the factors listed below might create a delay, however, all Fire, Life, and Safety items will be given top priority and addressed immediately.

Other factors to be considered:

1. Landlord/ approval or lease restrictions.
2. Funding or obtaining approval by funder/grant.
3. Acquiring permits or inspection dates/approval.

Communication:

Our commitment to on-going communication is crucial in developing timely responses and providing adequate information to all staff at all locations. We encourage all staff to get familiar with procedures pertaining to any IT, Maintenance, Facility or Safety requests to ensure and confirm requests are received. On-going monitoring should be conducted at all facilities with proper follow up by designated staff to ensure all items are addressed in a timely manner.

Health & Safety:

VOALA is committed to the goal of providing and maintaining a healthy and safe working environment, while conducting continuous improvement. This goal is only achievable by adherence to established objectives striving to exceed all obligations under applicable legislation, and by fostering an enthusiastic commitment to health, safety and the environment within VOALA personnel, contractors and visitors. In particular:



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- Management, working in cooperation with the Facilities and Maintenance Department, and Safety Committee, will strive to take all reasonable steps to reduce workplace hazards to as low as reasonably achievable.
- Supervisors and managers are held accountable for the health and safety of all employees under their supervision. This includes responsibility for applicable training and instruction, appropriate follow-up on reported health and safety concerns, and implementation of recommended corrective action. This accountability is integrated into the performance appraisal system.
- Supervisors, workers and visitors are expected to perform their duties and responsibilities in a safe and healthful manner and are accountable for the Health and Safety of themselves and others.
- VOALA is committed to providing all necessary training and instruction to ensure that appropriate work practices are followed on the job, and to promote their use off the job.
- Upon being hired, all employees will go through a safety orientation that will provide all staff with guidance on policies and procedures in place with an emphasis on overall safety, physical access control, incidents, and site safety inspections. This shall be completed via the online learning portal.
- Safety needs: first aid kits, fire extinguishers, emergency backpack, list of employees and participants

Additionally, staff will complete a series of online training through the agency learning portal on the following safety topics:

1. Safety Practices at VOALA - HR training
2. Integrated Pest Management (IPM) and Data Safety Sheets
3. Fire Extinguisher basics
4. Smoke alarm and Fire Alarm Control Panel basics
5. Incident reporting (AS)



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6. Incident reporting (CS)

Health, safety, the environment and loss control in the workplace are everyone's responsibility. Here at VOALA the expectation is that everyone will join in our efforts to provide a healthy and safe working environment on a continuous day to day basis. Only through the dedication and efforts of all individuals can the agency succeed in providing a healthy safe working environment.

If you require any assistance or have any questions, please feel free to contact the following for guidance:

Current staffing for Facility/Maintenance Dept.:

Juana Rivas/Facilities- jrivas@voala.org

Sonia Campos /Facilities and Accessibility Manager - scampos@voala.org

Gabby Ventura /Facilities Assistant - gventrua@voala.org

Jimmie Guzman / Maintenance Director jguzman@voala.org

Maria Yescas Jacobo / Maintenance Assistant - myjacob@voala.org

Michael Barron/ Maintenance (Technical)-mbarron@voala.org

Work Order# _____

**Adult Services
Maintenance Request Form**

Date: _____ Site Name: _____ Request Log # _____

Person making request: _____ Phone: _____

Please provide a brief description of service needed. Requests will be completed in order received and you will be advised if a longer time period of time is anticipated. Emergency requests have priority. Please keep yellow copy of your request for your records in the Health & Safety binder at your center.

Description of request (Please be specific): _____

To be completed by office staff

Date Received: _____ E-mail Fax Phone (Emergency only)

Priority Code: 1 Emergency 2 Health & Safety 3 General Maintenance or repair

4 Facility Asset Manager - Date Notified: _____ 5 Landscaping - Date Notified: _____

Work order assigned to: _____ Date: _____ Time: _____ for

Emergency repair HVAC Electrical Painting Grounds Plumbing Custodial

To be completed by maintenance staff

Date Received: _____ Name of person completing work: _____

Description of repair: _____

Total Days:		Date Completed:	Time at site:	Time Finished:
Total Hours:		Materials Used		

Site Supervisor Signature of Completion: _____ Date: _____



Purpose:

Volunteers of America of Los Angeles (VOALA) takes the well-being and fair treatment of all of its program participants very seriously. VOALA shall listen to and address all participant complaints in a respectful and timely manner.

To that end, VOALA provides a copy of this VOALA Grievance and Termination Procedures and associated forms to all participants at intake, with additional copies available upon request. Further, this Grievance and Termination Procedures and related forms shall always be posted in a prominent location(s) within each homeless services site for easy access by all participants.

Policy:

Anonymous Complaints

If you wish to make an anonymous complaint about a VOALA staff member or action, VOALA has established the following toll-free, complaint hotline:

(844) 854-6990

Participants can call at any time to raise an issue. The complaint will be reviewed by relevant staff at VOALA's corporate office within 72 business hours and addressed as appropriate.

Though VOALA keeps a record of all complaints received on this hotline and tracks how each complaint is addressed, because this hotline is anonymous, VOALA will not be able to respond directly to the complaining party.

Standard Grievance Procedure

Level 1:

VOALA encourages any participant with a complaint to first raise this issue to regular program staff (including shelter or floor attendants, case managers, etc). Make them aware of your complaint so that they may address the situation on the front-end.

Level 2:

If the program staff do not provide you with an explanation or resolution with which you are satisfied, ask to speak with a supervisor. The supervisor shall provide you a confidential space to discuss your complaint and may be able to come up with a solution to your issue.

Level 3:



If after attempting Level 1 and Level 2 - or after you have left an anonymous complaint on the hotline, you are still not satisfied by VOALA's resolution of the issue, you may file a formal grievance:

1. Fill out a formal "**Grievance Form**," attached here. This "Grievance Form" may also be picked up from the posted Grievance Policy location in the program site or available by request from any program staff. Please fill out the form completely, describing the issue you want addressed.
2. Submit the completed "Grievance Form" to any program staff or place the completed "Grievance Form" in the locked "Grievance Box" next to the posted Grievance Procedure at the program site.
3. The completed "Grievance Form" will be transmitted to the VOALA **Grievance Coordinator** within 12 business hours of receipt. In the event that your grievance relates to or involves the Grievance Coordinator, VOALA shall ensure review and investigation of your grievance by a non-involved senior staff member.
4. Once the Grievance Coordinator is in receipt of your formal grievance, the Grievance Coordinator will work to gather all facts and testimony from relevant parties, and **issue a written decision on the resolution of the grievance within 72 business hours (excludes weekends and holidays).**

Grievance Coordinator Information

Richard Renteria

(213) 435-4287

Mon- Fri 8am-5pm

Alternate Grievance Contact Information

Caleb Anderson

(213) 393-6942

Mon-Fri 8am – 5pm



The Grievance Coordinator shall provide a confidential area for grievances to be heard. All efforts to address and seek a resolution of a grievance shall be completed through face to face communications with the grievant to the extent possible/practicable as determined by VOALA.

5. The Grievance Coordinator shall develop and maintain written documentation of any grievance and its resolution in a central “Grievance File.” **The Grievance File**, as well as any grievant’s client file will be made available to VOALA immediately upon VOALA’s request.
6. If the resolution of a grievance by the VOALA Grievance Coordinator is unsatisfactory to you, a participant may request an appeal with someone other than the Grievance Coordinator or Program Manager that staffed the grievance. After review, participants will receive an additional and final resolution notice in writing stating the results of the appeal.
7. Participants that want to continue to pursue an appeal have the right to contact a free Dispute Resolution Program, after the completion of VOALA’s grievance appeal process. The Department of Health Services, Department of Mental Health and the Department of Public Health have established a county wide centralized phone line for participants seeking to engage in the funder grievance process. Participants can contact the appropriate funder to access the grievance appeals process. This process only evaluates and ensures that participants have received due process in the filing of a grievance with VOALA and that the above-mentioned procedures have been followed.

Participants and agencies also have the resource of the Dispute Resolution Program. The dispute resolution service will schedule a mutually beneficial



appointment time between the participant and the provider with the goal of finding a common understanding and compromise resolution to the participant's grievance.

**Dispute Resolution Program
714-480-6449**

Termination Procedure

Volunteers of America of Los Angeles (VOALA) is committed to serving all eligible participants and works to promote a safe environment for all participants that are served. To keep a safe environment, the following behaviors have been identified as reason for program termination.

- Physical Threats
- Verbal threats of violence or harm
- Physical violence to staff or other participants
- Sexual misconduct and/or assault
- Direct observation of participant engaging in illegal activity onsite
- The use of or selling of illegal substances ON the premises
- Activities that put the site at risk (Arson, Destruction of property)

Appeal of Termination

Clients have the right to receive their termination in writing and appeal their termination through VOALA Termination Appeal Form and submit it to the designated program staff member identified below for review. VOALA will provide an answer to the participant within five (5) days from receipt of the appeal in writing.

Please refer to the VOALA Homeless Services Participant Grievance Procedure and associated Grievance Form for instructions on how to pursue such an appeal.

Participants appealing their termination shall receive a written decision regarding their appeal per the timeline provided in the Grievance Procedure, but in no case more than five days from the date of the appeal.



Reinstatement after Termination

Termination from a VOALA program will not result in a lifetime ban from VOALA services. Rather, a participant terminated from a VOALA program may be reinstated or provided with services in the future. The determination as to reinstatement or provision of other services, and the timing of any such reinstatement is *at the sole discretion of VOALA staff*.



Grievance Form

(Must be completed by the Program Participant)

Participant Name: _____ **Phone #** _____ **Date:** _____

Provide a brief description of your grievance (attach additional pages if needed):

PROGRAM PARTICIPANT SIGNATURE: _____

Date: _____ **Time:** _____

Within 12 business hours of receipt, this form will be forwarded to the Grievance Coordinator. You will be contacted by the Grievance Coordinator as they investigate your grievance and will be provided with a written determination on this grievance within 72 business hours after receipt by the Grievance Coordinator.

FOR VOALA USE ONLY

Received by: _____ In person: ___ Grievance Box: ___

Date: _____ Time: _____

Signed: _____

Received by Grievance Coordinator:

Date: _____ Time: _____

Grievance Coordinator Signature: _____



Volunteers of America of Los Angeles (VOALA)

Disclosure to Program Participants and Acknowledgement of Receipt of

VOALA Homeless Services Participant Grievance Procedure

VOALA services are provided to all individuals who are eligible without discrimination on the basis of HIV infection, race, creed, color, age, sex, gender, sexual orientation, religion, ancestry, national origin, physical or mental handicap (including substance abuse), immigrant status, political affiliation or belief.

By signing below, I acknowledge that VOALA has provided me with my own copy of the VOALA Homeless Services Participant Grievance Procedure, including the Grievance Form, has explained the Grievance Procedure to me, and has answered any questions I had.

I further understand that if I need another copy of this Grievance Procedure or Grievance Form at any point in the future, I can ask VOALA staff, or retrieve a copy of either document from the posted Grievance Procedure location at my program site.

Signature _____ Date _____

Participant Name _____ Phone _____



Volunteers of America Los Angeles Homeless Programs Manual

Policy # 05
Integrated Pest Management
Policy and Procedure

Reference: <https://www.cdpr.ca.gov>

Related Policies: [Pesticides and Pest Control Operations](#) (Title 3, Division 6) [Structural Pest Control Board](#) (Title 16, Division 19) [Entire California Code of Regulations](#) (Titles 1-28)



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Integrated Pest Management
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Related Policies: [Pesticides and Pest Control Operations](#) (Title 3, Division 6) [Structural Pest Control Board](#) (Title 16, Division 19) [Entire California Code of Regulations](#) (Titles 1-28)

Purpose:

To provide a pest management program at all VOALA facilities that ensure pest management functions and principles adherence to the California Integrated Pest Management (IPM) regulations to reduce pests, reduce toxic chemical exposure and ensure a safe environment for staff, participants and visitors.

Overview:

VOALA is dedicated to ensure facilities are safe and clean, management, supervisors and other individuals responsible for maintaining grounds are aware of the various types of options that is available for the control of pest problems.

VOALA has established an Integrated Pest Management (IPM) program and requires for facilities to incorporate it's use and practices. The following steps will be addressed both internally and externally to include staff, participants and vendors in maintaining an effective program.

Procedures:

RISK ASSESSMENT

Due to the location and population served in the housing units, ideally some IPM practices will not be able to be followed. Consideration for the least restrictive and environmentally friendly products approved by the EPA is the agency's number one priority; however, at times, this might not be able to be accomplished.

When needed, an assessment will be done by internal staff to ensure IPM practices is being followed to reduce pests. If the issue continues, an external vendor will be contacted to do an assessment. Following the guidance of IPM practices and if indicated by a contractor that additional measures are needed, VOALA will follow the given guidance and also post notices, inform the clients, and maintain SDS information available to staff and clients to provide additional safety practices.



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Additionally, these measures will be in place to ensure that pests are controlled and maintained to reduce exposure, re-occurring incidents, and to address any issues identified to reduce the likelihood of an outbreak, which is common in housing facilities.

Documentation and recommendation for pest control will be provided on all assessments and invoices.

PESTS:

It is the policy of VOALA to control pests as best as possible. Pests such as cockroaches, fleas, fire ants, flies, bed bugs, stinging wasps, termites, and rodents are annoying and can disrupt the environment. Pests are known to bite, sting, or transmit diseases, and may also cause allergic responses.

PEST MANAGEMENT:

It is the policy of VOALA to reduce exposure to pesticides in the environment. When pesticides are used to control pests, there is potential for human exposure. Excessive use may result in pesticide poisoning or allergic reaction in sensitive individuals and therefore limited intervals for spraying (if applicable) and proper notification to clients and staff along with airing out and evacuation periods are set for periods of time to ensure safety, good quality air and proper ventilation.

In order to reduce and control pests and harmful exposure, pests will be managed to:

- Reduce any potential human health hazard or to protect against a significant threat to public safety.
- Prevent loss or damage to resources, structures or property.
- Prevent pests from spreading in the community or increase animal populations beyond the facility.
- Enhance the quality of life for the staff and others.

The level of pest control and the method of pest management to be considered are as follows:

- Non-Chemical prevention of pest populations using methods such as sanitation and exclusion.
- Application of pesticides only “as needed” to correct verified problems.



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Integrated Pest Management
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Volunteers of America Los Angeles Homeless Programs Manual

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- Selecting the least hazardous methods and materials effective for control of targeted pests.
- Precision targeting of pesticides to areas not contacted or accessible to children, participants and staff.

The success of an IPM program is dependent upon:

- Full cooperation of administrators, staff and parents.
- Establishment of agency wide IPM coordinator and safety committee.
- Safety committees should include pest management and pesticide policy as part of their agenda.
- Each shelter shall designate a staff member to coordinate the IPM program and work with the Maintenance Supervisor and maintain pest management records on site. Depending on lease agreements, designated staff will send maintenance request to the landlord or Facilities and Safety Team.

IPM procedures will determine when to control pests, and whether to use physical, horticultural or biological means. Chemical controls should be used as a last resort. Staff that is a part of the IPM team and contracted vendors should depend on current, comprehensive information on the pest, and its environment and the best available pest control methods.

IPM programs will include the following components:

1. Monitoring and Action Thresholds- Checking for pests, damage or other evidence of infestation, which will enable selection of the most appropriate pest control procedures.
2. Food Service- Pest control consistently assures that the kitchen is gnat and pest free as much as possible with bi-monthly spraying.
3. Safety- Incorporation of various pest control techniques to minimize the impact on occupants and other non-target organisms.
4. Education/Communication- Provide the necessary outreach and training to ensure that the staff has an understanding of the basic concepts of the IPM program and the role each plays.
5. Record Keeping and Reporting- Provides essential information in



Policy # 05
Integrated Pest Management
Policy and Procedure

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determining the effectiveness of pest control procedures.

6. Non-Pesticidal Control-Incorporates all pest control procedures that prevent pest problems.
7. Pesticidal Control- Utilizes the judicious use of pesticides to control pest's problems.
8. Program Evaluation/Quality Assurance- pest control programs will be reviewed periodically to determine the effectiveness and to identify aspects requiring modifications.

It will be the policy of VOALA to utilize IPM principles to manage pest populations adequately. While the goal of this IPM program is to reduce the use of extremely toxic pesticides, use of pesticides may be necessary in certain situations.

When it is necessary to use a pesticide, then the least hazardous pesticide will be chosen. The application of such pesticides must be used according to its label and must be approved for use on the EPA website.

NOTIFICATONS

It is the policy of VOALA and IPM regulations to notify staff and clients and will:

- Allow only licensed or certified applicators to apply pesticides within any building or on the founs of any facility.
- At the beginning of each fiscal year, provide the staff with a copy of any pesticide applications made at the facility during that year.

Notifications will also include:

A description of the notifications procedures and definitions for emergency situations via Safety Data Sheets (SDS) which are located in the Administrative Office.

Notification from SDS sheets will include the following:

- I. The product's common or trade name and the name of the active ingredient of the pesticide (s) being applied.
- II. The EPA Registration number as listed on the pesticide label.



Policy # 05
Integrated Pest Management
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Volunteers of America Los Angeles Homeless Programs Manual

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- III. The pest (s) to be controlled.
- IV. The specific locations where the pesticide is to be applied.
- V. The date of the application.
- VI. The name of the site supervisor or designee who may be contacted for further information.

In addition,

- No application of the pesticide will be made in any building without the approval of the program director.
- No staff or client shall enter the area where the application has been made until it is safe to do so according to the provisions of the pesticide label or posted notification.
- These requirements shall not apply to the use of germicides, disinfectants, sanitizers, deodorizers, antimicrobial agents, insecticidal soaps, non-volatile insect, or rodents' bait in a tamper resistant container, insect repellants or the application of a pesticide classified by the United States Environmental Protection Agency as an exempt pesticide.
- Pesticide applicators must follow all State and Federal Statutes and Regulations and follow all applicable label instructions and precautions.
- A copy of the record of each pesticide application will be maintained at the facility for a period of five (5) years.

TRAINING

Staff must be trained in the principle and practices of IPM and the use of pesticides registered by the Environmental Protection Agency. VOALA will only allow pesticide applications to be performed by outside vendors who are contracted with the pest control company. Staff must also be trained on IPM principles. IPM coordinator or designee along with contractors are required to have an annual training.



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REPORTS AND MONITORING

An IPM plan will be provided to staff and management and updated on a yearly basis. Each site will also maintain an IPM manual with information, notices, pest monitoring log and copies of any work orders pertaining to pest management. This binder will be reviewed on an annual basis and as needed during safety inspections completed by the IPM Coordinator.



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Integrated Pest Management
Policy and Procedure

Volunteers of America Los Angeles Homeless Programs Manual

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COMMUNITY

Safety Assessments and spot checks will be conducted throughout the facility to ensure internal and external measures are being monitored to reduce the occurrence of pests entering each facility. Our maintenance staff also cleans outside the facility as a preventative measure.

MAINTENANCE MEASURES:

The following is done internally by the maintenance staff to address any pest management issues along with any request for repairs, maintenance and cleanliness of each facility:

- Doors will have sweeps.
- Food pantry doors are to be kept closed. Items are to be sealed and anything broken or soiled will be discarded.
- All Trash cans will have lids.
- Cleaning schedule will be implemented and monitored for stringent adherence.
- Bathroom Trash log will be implemented.
- Reduce clutter, cardboard, and cloth items piled up.
- Provide plastic containers instead of bags.

ADDITIONAL INFORMATION:

Additional information on IPM can be found on the California Department of Pesticide Regulation at <https://www.cdpr.ca.gov>.

VOALA is a registered partner on the DPR website and will monitor information resources to ensure the most up to date information is provided and followed.



**Policy # 06
Bug
Mitigation**

Volunteers of America Los Angeles Homeless Programs Manual

Related Policies: California Civil Code §1941.1, Obligations, California Civil Code §1941.2, (Ord. 8588 § 1 (part), 1964: Ord. 7583 Part 3 Ch. 8 § 628, 1959.)

Purpose:

To have a general outline of practice with regard to a participant having or being infested with pest. To ensure a proper format and application is conducted by staff to maintain the overall cleanliness and practices of health standards performed.

Bed Bug/Lice, Pest Procedure (Description):

If a participant is found to be or illustrates signs of infestation of pest during an initial intake, search prior to entry or being assigned to a bed, the staff will notify Shift Lead and a visual search will be conducted as explained below. The Participant will be referred out immediately for treatment by medical professional, by the Lead Case Manager or Supervisor for treatment and medical clearance prior to being allowed entry to the facility. A visual inspection in a private setting will be conducted with a witness present. The designated “bug light: will be used as a tool to help determine and confirm the presence of pest, at which time following procedure will be initiated;

- Removal of all personal belonging and items in possession of the participant
- Removal of all clothing worn by participant to be bagged. The participant will be given the opportunity to shower and change into clean clothing or a jumpsuit (temporary clothing) and a hygiene kit will be provided to them by staff.
- All clothing and linen will be taken and bagged immediately for proper washing by the laundry room staff.
- The bed area will be cleaned and steamed with the steamer as a precautionary measure
- The participant will be given a re-assigned cot (if after hours).
- Participant will then be directed to their appointed Case Manager or the Lead Case Manager and be referred for treatment (Participant is not allowed to return without clearance from medical professional/Doctor stating they have received treatment and have given clearance to return to the facility.



Introduction:

The intent of this policy is to ensure the implementation of a comprehensive integrated incident monitoring system to prevent incidents, report incidents in a timely manner, and take corrective actions to address them.

Purpose:

An incident is an event involving an individual who receives services provided by Volunteers of America Los Angeles that has presented or may present a danger to the safety and/or wellbeing of that individual or of another person. All incidents occurring in a VOALA facility/program must be reported to appropriate personnel within the agency, Timothy Throne, Sr. Program Manager, applicable external oversight bodies, documented and investigated, and reviewed by Management staff or designee.

Procedure:

When should a Incident Report Form be completed and submitted?

VOALA is required to complete a Incident Report Form and submit when incident results in:

- bodily injury.
- any acts of violence.
- suspicions of abuse.
- signs of contagious disease.
- death of participants and/or staff.

any damage/theft done by participants and/or staff, that is supported by definite evidence. emergency personnel/first responders being discharged to any and all facility/facilities (e.g. police, sheriff, fire department, etc.) ***what do you do when any of the above incidents occur?***

After an incident occurs, please fill out the approved Incident Report Form. All required Incident Report Forms **MUST** be submitted *within 12-hours* of the incident occurrence. Please ensure the Incident Report Form is completed as thoroughly as possible with detailed information at hand. *Numbers for closest first responders should be made available and posted at site location.*

Incidents of abuse or neglect

Incidents related to the suspicion of abuse, neglect, trauma, and/or death of children must be immediately reported to the Orange County Child Protection Hotline at: **1 (800) 207-4464**.

Upon completion of report to the Child Protection Hotline, VOALA's staff must ensure it is documented in the incident report then notify Timothy Throne, Sr. Program Manager within 12-hours of the incident. Please ensure the 19- digit Referral # provided by DCFS is included in the Incident Report.



Volunteers of America Los Angeles Homeless Programs Manual

Reference- Rights & Obligations-VAWA. (24 CFR §5, Subpart L)

Incidents related to the suspicion of abuse and/or neglect of senior/elder participant must be immediately reported to the Adult Protective Services Hotline at: **1 (800) 451-5155**.

Upon completion of report to the Adult Protective Services Hotline, Contractor must ensure it is documented in the incident report then notify Timothy Throne, Sr. Program Manager within 12-hours of the incident. Please ensure to include any confirmation numbers.

What do you do when the incident involves a participant/family receiving Domestic Violence, Human Trafficking or Sexual Assault services?

When submitting an Incident Report Form involving a participant receiving Domestic Violence, Human Trafficking or Sexual Assault services, please ensure the above guidance is adhered to in addition to the following:

- Use an Alias Name and/or Unique Identifier. Do not disclose any Personally Identifiable Information (PII).
- Do not disclose the location of the property if it has been predetermined as confidential (i.e. on-site).
- Comply with the rights and obligations created under VAWA. (24 CFR §5, Subpart L)

How do I submit an Incident Report Form?

All required Incident Report Forms must be submitted via email.

Where can the Incident Report be found?

Approved Incident Report Form. Please note: VOALA must provide training and guidance to subcontractors in order to ensure program compliance. Approval of a proposed subcontractor does not relieve VOALA of any requirements under Incident Reporting Requirements.



PROGRAM INCIDENT REPORT

Date of Incident:	Name:		Location of Incident:	
Date of Report:	Person Completing Report:	Program:	Position:	Supervisor:

Description

Who was Involved: <input type="checkbox"/> Police <input type="checkbox"/> Fire <input type="checkbox"/> Ambulance <input type="checkbox"/> Child Welfare Personnel				

Staff Signature

Date:

INCIDENT REPORTING Frequently Asked Questions

When should an Incident Report Form be completed and submitted?

Contractor is required to complete an Incident Report Form and submit when incident results in:

- bodily injury.
- any acts of violence.
- suspicions of abuse.
- signs of contagious disease.
- death of participants and/or staff.
- any damage/theft done by participants and/or staff.
- emergency personnel/first responders being discharged to any and all facility/facilities (e.g. police, sheriff, fire department, etc.)

What do you do when any of the above incidents occur?

After an incident occurs, please fill out the approved Incident Report Form. All required Incident Report Forms MUST be submitted within 12-hours of the incident occurrence. Please ensure the Incident Report Form is completed as thoroughly as possible with detailed information at hand within the first 12-hours of the incident.

Incidents related to the suspicion of abuse, neglect, trauma, and/or death of children must be immediately reported to the Orange County Child Protective Services Hotline at: 1 (800) 207-4464. Upon completion of report to the Child Protection Hotline, Contractor must ensure it is documented in the incident report then notify Timothy Throne, Sr. Program Manager within 12-hours of the incident. Please ensure the 19-digit Referral# provided by DCFS is included in the Incident Report.

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How do I submit an Incident Report Form?

All required Incident Report Forms must be submitted to via email.

Where can the Incident Report be found?

Approved Incident Report Form. **Please note:** Contractors must provide training and guidance to subcontractors in order to ensure program compliance. Approval of a proposed subcontractor does not relieve contractor of any requirements under Incident Reporting Required



Policy # 08
Animal Assistance/ Service Animals
& Emotional Support

Volunteers of America Los Angeles Homeless Programs
Manual

Reference- <https://www.disabilityrightsca.org/publications/rights-to-service-and-emotional-support-animals-in-housing-and-public-places>- Disabilities Act (ADA) for title II (State and local government services) and title III (public accommodations and commercial facilities)

Related Policies: *California Food & Agriculture Code § 30851*

Purpose:

The purpose of this policy is to ensure that participants and staff have a clear understanding of the procedures around having service/ emotional support animals during participant’s stay.

Policy:

Volunteers of America Los Angeles (VOALA) will reasonably accommodate any participant with an assistance animal with the understanding that each shelter has a pre-determined capacity residing in each shelter at one time. If such a reasonable accommodation cannot be made at a given facility, a referral to an appropriate facility will be made. The service/emotional support animal will be permitted to go anywhere the participant is able to visit throughout the facility. Provided within this scope shall be the training of all staff how to appropriately interact and support participant(s) with service animals in all aspects to participate in all areas of the program activities.

Procedures:

All participants who have a service and/emotional support animal must adhere to requirements below or their assistance animal’s stay will end:

- All assistance animals require Lead/management staff approval before their stay, regardless of length of stay.
- All assistance animals must be vaccinated and treated for fleas, and written verification of current vaccinations and flea treatment must be provided to staff within one week of entry. After initial vaccination, booster shots must be given to the animal pet every three (3) years.
 - If a participant presents with an assistance animal that is currently not vaccinated and/or flea treated, VOALA will provide the participant with transportation to a nearby veterinary provider for free or low-cost vaccination and flea services which must be completed within one week of entry.



Policy # 08
Animal Assistance/ Service Animals
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Manual

Reference- <https://www.disabilityrightsca.org/publications/rights-to-service-and-emotional-support-animals-in-housing-and-public-places>- Disabilities Act (ADA) for title II (State and local government services) and title III (public accommodations and commercial facilities)

Related Policies: *California Food & Agriculture Code § 30851*

- VOALA reserves the right to require follow-up flea treatments as necessary and will assist the participant in securing such treatment.
- All animals must be spayed/neutered and receive some degree of behavioral support (if and when warranted).
- All animals must be maintained in a healthy condition and sufficiently bathed and free of mange or any infestation. VOALA shall provide facilities for cleaning/bathing of the animal with the participant required to clean the premises after bathing.
- Due to Health Code Regulation, animals are not allowed in the showers, tubs, or kitchen areas. If a participant requires accompaniment in the shower, an appropriate accommodation can be organized by management staff.
- The participant will have the animal with them and under their control at all times
 - Animals may not be left alone or be made the responsibility of another participant or staff. Staff will not provide any animal care services.
- Each animal must be kept on a leash or harness at all times. The leash must be held by the individual or made so the animal is not able to roam. Should an individual's disability prevent use of a leash or harness, the individual must maintain control of the animal through voice, signal, or other effective controls.
- VOALA is not responsible for providing food or care for the animal.
- Participants are responsible for cleaning up after their animal, including disposing of any animal waste.
- Participants will be mindful of the fact that others may be afraid of animals.
- Animals must not become a nuisance or threat to any other participants, staff, or visitors.
 - Animals that display threatening behavior will be immediately addressed by staff to determine if a viable safety plan can be created. An animal that presents an ongoing safety risk will be removed from the premises.
- **If the assistance animal is not yours:**
 - Never pet, touch, feed, or deliberately startle an assistance animal

 <p>Volunteers of America Los Angeles Homeless Programs Manual</p>	<p>Policy # 09 Transportation Policy</p>
<p>Reference-</p>	

VOLUNTEERS OF AMERICA LOS ANGELES TRANSPORTATION POLICY

Purpose: The intent of this policy is to ensure that all participants are transported safely within the community and returned safely to their programs.

Policy: All persons served by Volunteers of America Los Angeles (VOALA) will be accounted for while being transported using VOALA vehicles. To ensure all participants safety, VOALA staff will conduct an inspection prior to boarding the vehicle, during interim stops, upon arrival to destination, and when returning to the programs. In addition, VOALA expects all drivers to stay in compliance with motor vehicle and state regulations.

Procedures:

Assistant Program Director/Manager/Coordinator/designee shall ensure the following VOALA transportation safety measures are adhered to before boarding, while in vehicle and when exiting the vehicle.

- All vehicles requests must be received within 48 hours in advance via email.
- All requests must include date, time, destination and the length of usage. Request must be communicated with transportation manager/designee.
- Emergency vehicle request with less than 48- hours' notice shall be communicated via email or telephone to Operation's Coordinator/designee immediately.
- Driver must maintain a VOALA cell phone in working order for emergencies.
- All vehicles requested must be inspected for seat belt cutter.
- Visual inspection of tires; adequately filled with air, no flat tires...
- Vehicle has adequate gas for trip.
- Seat belts are working properly.
- Driver and participants only board the vehicle when preparing to leave for destination.
- Driver needs to check and ensure that each participant has a valid waiver/release liability form filed with VOALA.
- Driver must ensure all doors are locked after everyone has safely



Policy # 09
Transportation
Policy

Volunteers of America Los Angeles Homeless Programs
Manual

Reference-

- boarded and with seat belts secured. Vehicle will not depart venue until all participant (s) are safely secured with seat belts.
- If at any point during the trip, driver becomes aware of the seat belt being removed, detached or unfastened, he/she must pull over safely and ensure seat belt (s) are safely secured. Vehicle will not be re-started until seat belt is safely secured. Program Management/ Shift Lead shall be informed.
- If traffic signs allow, driver will park with the passenger exit door facing the sidewalk/away from traffic.
- Driver shall ensure wiper fluid is available.
- First Aid/ Vehicle Emergency Kit must be available.

When going on a trip Assistant Program Director/Program Manager/Coordinator/Designee shall ensure:

- Trip Form/Vehicle Trip Slip is completed.
- Ensure the following information is documented on Trip Form/Vehicle Trip Slip:
 - ✓ The Destination and Date of Trip
 - ✓ The name of the driver
 - ✓ Assign Designated Staff if not the driver (this determination will be made based on the participant (s) mental/physical/medical emergency circumstances).
 - ✓ The name of each participant attending the trip.
- Ensure that during transportation staff is familiar with participant's safe-guard if any.

When going on a trip with children on board:

- Any child must be accompanied by a parent or guardian when being transported.
- A waiver form must be secured for each child in vehicle.
- Every child transported will be secured in an age/weight/size appropriate child safety seat or child booster seat.
- All seat or child booster seat must be installed by parent; VOALA staff will not be engaged in the installation of the seat.



Volunteers of America Los Angeles Homeless Programs Manual

Policy # 09
Transportation
Policy

Reference-

When utilizing VOALA vehicle Assistant Program Director/Program Manager/Coordinator/Designee shall Ensure:

- All VOALA drivers must attend Vehicle Use Procedures with Linh Luong, VOALA's Insurance Coordinator, and have their driving history cleared by company's auto insurance carrier prior to driving any VOALA Owned and/or Registered Vehicles.
- All speed limits shall be adhered to. Avoid any reckless driving that place the participant(s) and all occupants at risk.
- Driver shall comply with all State Licensing and Traffic Laws, to include a valid driver's license (no revoked or suspended license), parking and moving regulations; all violations of the latter will be the sole responsibility of the driver. Please refer to California department of Motor Vehicle for further information (<https://www.dmv.ca.gov>).
- Tickets issued and received shall be the sole responsibility of the driver.
- All Food and Drinks are prohibited.
- Smoking in vehicles is prohibited.
- It is the responsibility of the driver to ensure cleanliness of vehicle.
- All vehicle occupants are responsible for all personal belongings/items.
- Personal usage of the vehicle is strictly prohibited.
- The use and influence of alcohol and any controlled substance, including but not limited to marijuana, prior to or while operating VOALA's vehicle strictly forbidden.
- The use of VOALA work cell phones while operating the vehicle is only permitted when using hands free device.
- Drivers are responsible for the security VOALA vehicles assigned to them. The vehicle engine must be shut off, keys removed from ignition, and vehicle doors locked whenever vehicle is left unattended.
- Distracted Driver citation while driving a company vehicle, of any kind, will be grounds for immediate termination of employment.
- Drivers are responsible for immediately reporting accidents/incidents, however minor, within 24 hours of the incident/accident to Program Manager/Supervisor, VOALA Insurance Coordinator and/or Human Resources. The driver must immediately complete the "Driver's Accident Report" form and submit if the vehicle is involved in any accident of any kind. A copy of the "Driver's Accident" form is placed in the binder



Volunteers of America Los Angeles Homeless Programs Manual

Policy # 09
Transportation
Policy

Reference-

- in vehicle.
- If Driver leaves a scene of an accident without exchanging Insurance/Driver information that's considered a Hit and Run; this will be immediate grounds for termination of employment. VOALA will further cooperate with law enforcement in prosecution of any such hit and run.
- All drivers/designee shall sign in and out of the specific vehicle in the log provided in vehicle binder.
- Upon return, driver shall complete a head count and sign Trip Form/ Vehicle Trip Slip to reflect all participants have returned.
- DO NOT transport participant if medical situation is deemed an emergency-please call 911.
- Failure to follow all policy, procedures and/or guidelines shall result in disciplinary action up to including termination of employment.



TRIP FORM

Trip Destination: _____

Date: _____

Driver: _____ Initial: _____

Designated Staff Name (if not driver): _____ Initial: _____

Head Count & Vehicle Inspection Completed

Participants Attending Trip:	Board Vehicle		Destination		Second Stop (If applicable)		Return to Program	
	Vehicle Driver	Designated Staff <small>(if there is a second person)</small>	Vehicle Driver	Designated Staff <small>(if there is a second person)</small>	Vehicle Driver	Designated Staff <small>(if there is a second person)</small>	Vehicle Driver	Designated Staff <small>(if there is a second person)</small>

I Initialed verifying completion of head counts upon boarding and exiting vehicle.

 Vehicle Driver _____
 Designated Staff (if applicable)

I have completed a thorough inspection of the vehicle and confirm all occupants/participants have boarded & exited. This was completed by boarding the vehicle, walking to the rear of the vehicle and looking behind and under every seat to ensure everyone is accounted for.

 Vehicle Driver _____
 Designated Staff (if applicable)

Assistant Program Director/Program Manager/Coordinator/ Designee Signature: _____

VOALA VEHICLE INSPECTION CHECKLIST

VEHICLE INFORMATION: Checkout

Date:		License Plate #:	
Driver Name:		VIN # (Last 4):	
Driver Contact:		Program Name & #:	
2 nd Staff (if applicable):		Departure Time:	
Is this a Ct transport?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Estimated Return Time:	

INSPECTION POINTS

VISUAL INSPECTION	YES	NO	NOTES/RECOMMENDATIONS
Registration Tags Valid			
Registration, Insurance, and Auto Liability Form in glove compartment			
Tires (nails or other obstructions)			
Mirrors (cracked or broken)			
Dashboard Sensors (if so, which? Oil change, check engine, tire pressure, batteries)			
Dents or Scratches (where?)			
Other:			

PERFORMED TESTS

Headlights (Test)			
Tail Lights (Test)			
Turn Indicator Lights (Test)			
Brake Lights (Test)			
Hazard Lights (Test)			
Horn (Test)			
Windshield Wipers (Test)			
Safety Belts (Test)			

SIGNATURES

Driver Name and Signature:	Date:	Vehicle Custodian Name & Signature:	Date:
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VEHICLE INFORMATION: Returned

Date:		License Plate #:	
Driver Name:		VIN # (Last 4):	
Driver Contact:		Program Name & #:	
2 nd Staff (if applicable):		Departure Time:	
Is this a Ct transport?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Estimated Return Time:	

INSPECTION POINTS

VISUAL INSPECTION	YES	NO	NOTES/RECOMMENDATIONS
Registration Tags Valid			
Registration, Insurance, and Auto Liability Form in glove compartment			
Tires (nails or other obstructions)			
Mirrors (cracked or broken)			
Dashboard Sensors (if so, which? Oil change, check engine, tire pressure, batteries)			
Dents or Scratches (where?)			
Other:			

PERFORMED TESTS

Headlights (Test)			
Tail Lights (Test)			
Turn Indicator Lights (Test)			
Brake Lights (Test)			
Hazard Lights (Test)			
Horn (Test)			
Windshield Wipers (Test)			
Safety Belts (Test)			

SIGNATURES

Driver Name and Signature:	Date:	Vehicle Custodian Name & Signature:	Date:
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Purpose:

This guide serves to assist with the monitoring of medication and alleviate fears when dealing with medication. The monitoring of medication may seem to be an overwhelming task that involves complex sequences of activities and misinformation regarding legal consequences. This guide will also provide an overview of the medication process and walk you through each process, step by step. In addition, to ensuring management and self-administered medication accordance with all written prescribing health care practitioner orders. To further ensure health, safety and well-being of the participant's requiring medication therapy | conformance with all applicable Federal and State Statutes and regulations.

Policy:

It is important for all monitors of Interim Housing program, to be familiar with the monitoring of medication, in order to better facilitate this act when self-medication is being administered by participants. Part of the requirement of being a VOALA program resident is that the resident must be able to perform activities of daily living on their own and perform self-medication. If there will be a certified nursing assistance on site, they will coordinate all non-emergency medical challenges to liaison with mobile clinics for services. However, if there is no certified nursing/medical assistance on site or in the likely event there is an emergency requiring more than the scope of the certified nursing assistance, 911 must be contacted.

Procedures:

Listed below are the responsibilities of all employees when monitoring medication. They are not listed in any particular order but as a collective whole. Monitors will hand out medication bins to the respective client. One important thing to note is that employees are not allowed to dispense medication. This means you are not allowed to mix or sort medication for a resident.

Monitors Responsibilities

- Monitor medication
- Document medication
- Keep the medication room clean
- Ensure the medication room is secured and locked

Monitoring medication entails all of the following:



- Ask for two patient identifiers (usually full name and birthday)
- Hand the resident his or her medication basket or bin
- Observe which medications are being taken by the resident.
- Make sure the resident does not take extra pills or larger than normal dosages (usually involves controlled medications and narcotics).
- Make sure all medications are accounted for and that the resident does not take any medication away from the medication room.
- Ensure the medication is promptly stored when the resident is done.
- Process new medication and refills as they come.
- Perform periodic counts on controlled medication.
- Communicate any activities beyond daily routines to the supervisor.

When documenting Medication, ensure the following information is being captured:

- Accurately document the name of medication, time of medication, prescribed route, correct name of medication matches the actual resident, dosage and date & signature of resident (allocated area) and staff monitoring.
- Document incoming medication to include new medication and refills.
- Create new medication sheets (located in the Medication Log binder) when a medication being used by the resident is not listed on their individual Medication Log.
- Ensure that both the Medication Log and the Controlled Medication Log sheets are both filled out when documenting narcotics and controlled medication (see section covering medication color coding).
- Make sure that medications being stored have been noted on the packing list, usually list on the outside of containers. This helps with having accountability of the medication.

Keeping the medication room clean involves the following:

- Clean the window ledge and the filing cabinets with cleaning wipes
- Clean the workspace including the computer and all work equipment
- Make sure the refrigerator is not frozen over and in working order
- Make sure the temperature of the refrigerator is within the ranges of 34 to 40 degrees Fahrenheit (essentially not frozen)
- Sweep and mop the floor in and around the medication room
- Empty out the trash can every day
- Keep the computer work area clean and clutter free before the change of shift.
- Return all equipment to their original place
- Keep the patient medication baskets and bins in alphabetical order

Ensure the medication room is secure and locked:

- The medication room must have two locked doors.



- The medication room must remain locked when staff is not available or when the room is not being actively used to monitor medication.
- All medications must be promptly returned to their storage spot.

Administration of Self-Medications

- Monitors will distribute medications bins when the Med Tech is not available, usually during the swing and overnight shifts Monday - Friday and all shifts on the weekends
- Utilize monitors who have more training or experience when supervising medication and completing forms
- Do not discard medication in the trash.
- Do not destroy any medication without filling out a Centrally Stored Medication and Destruction Record.
- The medication room must remain locked unless actively monitoring medication.
- Do not leave medication lying around, put it away after residents are don't taking medication.
- Remove medication labels on empty medication bottles before discarding the bottles to ensure patient privacy.
- Visually inspect all medication to make sure that the resident is not taking the same medication twice!
- Put extra medication in the Refill drawer to prevent confusion from residents and refill medication as they are exhausted.
- Communicate all activity and abnormal events on a notepad.
- In the event of a medical emergency, call 911
- Upon admission in to the program, all resident medication shall be surrendered to staff, including non-prescription medication and vitamins, for storage in the secured medication cabinet.
- Each medication is to be documented clearly on the medication signature logs, including name, dosage, quantity prescribed, and date of prescription.
- All medication logs **MUST** be initialed by resident under designated date of the month, the medication was taken, in the correct row that identifies the time.
- Case managers are responsible for monitoring medication adherence of their caseload. Note: Any non-prescription medication must be clearly labeled with resident's name.

Poison Control

- Staff is to make sure that the telephone number of a poison control center remains posted where it easily viewed by staff and residents.

NARCOTIC MEDICATION:

Recovery Services are state licensed drug and alcohol-free programs. Therefore, we do not permit narcotic medications of any kind.



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Policy # 10 Medication Storage & Administration

Compliance with all prescribed medications is required by Crisis and/Bridge, Transitional Access, Women Centers, and Family Emergency Services. If for any reason you do not wish to take medication that has been prescribed for you, you will be given 14 days to obtain a note from your prescribing physician that they are removing the medication from your prescriptions. Without a note indicating this approval to stop medication from your prescribing physician, continued refusal to take the medication will be viewed as non-compliance with the program policy.

Your signature on this document signifies that you understand and agree to the conditions above.

Resident Signature: _____ Date: _____

Staff Signature: _____ Date: _____

Medication Policy and Procedures

(Requires Participant's review and signature)

Upon admission in to the program, all resident medication shall be surrendered to staff, including non-prescription medication and vitamins, for storage in the secured medication cabinet.

Each medication is to be documented clearly on the medication signature logs, including name, dosage, quantity prescribed, and date of prescription. All medication logs **MUST** be initialed by resident under designated date of the month, the medication was taken, in the correct row that identifies the time. Case managers are responsible for monitoring medication adherence of their caseload. Note: Any non-prescription medication must be clearly labeled with resident's name.



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Policy # 11 Role of Monitors

Purpose:

VOALA is committed to the protection of organizational property and people working, visiting, receiving and/or providing services at or for the organization. In addition, to prevention of incident and accidents related to security risk factors and other related workplace hazards.

It is so important for monitors to remain vigilant in keeping an eye out for risks, identifying conflicts, and recognizing when a client is in need while ensuring trauma-informed practices. Having compassion for our clients will help us solve issues in a unique way that makes clients feel at ease, which engages them with our programs and leads them on the right path in their journey to permanent housing.

Policy:

VOALA is committed to the providing a safe environment for everyone. VOALA recognizes the significant hazards related to workplace violence and potential security risk factors, and the legal and moral responsibility to take every reasonable precaution in the circumstances to protect employees, participants, vendors and other supportive services groups. Our organization is committed to the implementation and maintenance of a sustainable monitor protection and prevention program that will help to prevent or minimize security risk factors through hazard recognition, assessment, control and evaluation processes. All workplace parties are required to comply with the policy and any associated procedures as appropriate.

Procedures:

VOALA aims to provide a place for clients who are in crisis situations to turn to when they need our services. Clients and colleagues rely on the vigilance of monitors to ensure that the facility is secured at all times while still maintaining the level of compassion and professionalism needed to fulfill our mission and ensure not to retraumatize our clients.

ENTRANCE MONITORING:

Only permitted entrance and exit for clients, employees, partners, vendors, and vehicles are accessible and monitored as such. Access to any door prohibited unless during emergency



evacuation processes must remain locked and will be monitored with notification posted as such. VOALA employees, with visible VOALA ID badges, are permitted to enter and exit the facility any time without signing in. Third party partners, such as Timothy Throne, SR. Program Specialist, police, vendors, or visitors must sign in on the sign-in sheet. Clients must sign in and out using the logbook when they leave and enter the facility. The front entrance will be closed to clients every evening beginning at 8:00pm, and there is no entry into the facility between 12:00pm and 2:00am.

Politely inform clients that if they leave the facility during these hours, that they will not be permitted to re-enter the facility until the end of the curfew. Monitors working at the entrance during curfews must ask each and every client entering the facility for a work pass, regardless of how familiar the monitor is with the client.

Clients who work are given work passes by their case manager. Work passes are color-coded by month of validity. Working clients should be given the benefit of the doubt when they arrive after curfew with no work pass or present an expired work pass, but state that they are working. In such cases, the monitor must:

- make a record of the client's name and bed number.
- time they returned to the facility.
- Inform the client's case manager of the situation.
- inform the client that they must see their case manager as soon as possible to get an updated work pass.

BAG & PERSON SCREENING:

Monitors search all participant's personal belongings being brought into the facility each time a client enters the main gate. This is a critical step in ensuring the safety and security of everyone at the facility. It is important to treat every client with equal dignity and professionalism every time they are screened. When screening clients and their property, we are looking for items that are not permitted into the facility, including (but not limited to): weapons (firearms, knives, tasers, pepper spray, etc.), drugs (including marijuana), and alcohol.



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Policy # 11 Role of Monitors

Additionally, ask the client about medication that is not written in their name or is expired and inform the client that such medication must be handed over to their case manager. Some simple guidelines to keep in mind when screening a client are:

WHAT TO DO	WHAT NOT TO DO
<ul style="list-style-type: none"> ▪ Friendly greet the client ▪ Pat down client's torso and legs ▪ Use metal detector wand ▪ Thoroughly check bags (including compartments) and other belongings ▪ Treat all clients fairly and equally ▪ Be honest and transparent with people. ▪ Stay objective and fair. ▪ Respect others by treating them how they want to be treated. 	<ul style="list-style-type: none"> ▪ Not acknowledging the client - Lightly pat only a few spots on the client ▪ Forget to use the metal detector wand ▪ Get nosy/intrusive with client's belongings, i.e., reading documents or asking about personal items ▪ Play favorites with clients or be lenient with certain clients that are well-known

If a client makes it clear that s/he does not want to be pat down for whatever reason, politely ask the client to empty pockets onto the table at the gate. Proceed to use the metal detector wand and search through the client's belongings.

PATROLLING:

The facility is patrolled by monitors in zones which are rotated in 15-minute intervals. A zone map must be put in place to identify these areas. It is extremely important to remain vigilant while patrolling the facility. Look for any potential security threats and take warning signs seriously. It is critical that facility staff avoid entanglement with clients: when there is too much comfort and familiarity with clients, vigilance decreases drastically and the risk of a critical



incident increases. Complacency causes warning signs of potential incidents to get overlooked. Constantly being on the lookout will ensure the safety and security of all staff and clients.

Asset Protection is another critical aspect of the monitor’s job responsibility. This includes eliminating theft and other losses. Some examples of the facility’s assets include but is not limited to: Hand soap, cleaning supplies, coffee, stationery, equipment, files, or donations. These items are to be used by employees for work purposes only and are never to be removed from the facility. Clients are only allowed access to client-designated assets, such as certain types of donations, towels, utensils, or toiletries. Items that are donated from third-parties, such as Starbucks or Costco, are donated to the facility to be used if and when needed. These donations must be processed through administration to be determined whether they are going to be kept for facility use. Any other items that are donated and will not be used by the facility will then be made available to employees, upon request by the employee and approval by administration. If you suspect that a client or employee is stealing from the facility, it is your responsibility to report it to your direct supervisor. In such a case, your name will not be used in any resulting investigation or questioning. Additionally, you can rest assured in knowing that VOALA policy strictly prohibits any form of retaliation. Remember that at VOALA, it is EVERYONE’s responsibility to monitor theft!

INCIDENT RESPONSE/REPORTING:

As monitors, your response to critical incidents can sometimes be a matter of life and death for our clients. Be sure to respond to incidents in a timely manner and maintain trauma-informed care, professionalism and calmness when handling incidents. If you are ever faced with an incident that you are not sure on how to handle, call a monitor lead/ lead designee over the radio for backup/assistance as soon as possible.

Incidents do happen at the facility from time to time, whether they are violent or medical. Any time a client verbally or physically threatens a fellow client or a facility employee, a monitor must fill out an incident report (refer to incident reporting policy). Additionally, when a client asks an employee to call 9-1-1 for a medical concern, we must dial emergency personnel immediately and ensure that the client is either treated by paramedics or taken to a hospital for treatment **by paramedics**, even if the client changes his mind after the call is made. Furthermore, once a client is taken for treatment, he must obtain clearance from a hospital



Volunteers of America Los Angeles Homeless Programs Manual

Policy # 11 Role of Monitors

indicating that he is medically fit to return to the facility. An incident report should be given to supervisory staff any time

9-1-1 is called. If there is ever any uncertainty in how to respond to a critical incident, make sure to consult a monitor lead/supervisory staff for guidance.

PERSONAL PROTECTIVE EQUIPMENT (PPE) & SANITATION:

All monitors will wear PPE whenever necessary. PPE includes VOALA shirt, safety vest to provide visibility, jeans/pants to protect legs, and closed-toe shoes. When necessary, a back brace must be worn when lifting, and safety glasses must be worn if dealing with chemicals or projectiles. It is a best practice to regularly wash your hands, especially after using the restroom or interacting with other people in the facility or their belongings for extended periods of time. There are Purell dispensers located throughout the facility for your convenience. It is also a good practice to make sure that you come to work well-groomed and wearing clean clothes. Taking these steps helps prevent the spread of communicable diseases and keeps the facility sanitary and healthy for everyone.

PROPER LIFTING:

All monitors must perform proper lifting methods when utilize to lift an item of any size. Never lift items with your back and never twist your back when carrying items. Size up an item before picking it up, and if you think you will need help lifting it, ask a colleague to assist you. Always check objects for nails, splinters, or sharp edges before picking them up. Always use gloves and a back brace when necessary.

SPILLS:

When a spill is seen by a monitor or reported by a client, an employee must stay at the spill site until a wet floor sign and/or a mop can be obtained by another employee. Never leave a spill unattended.

UNSAFE WORKING CONDITIONS AND DEFECTIVE EQUIPMENT:



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Policy # 11 Role of Monitors

If you ever encounter unsafe working conditions while carrying out duties related to your work, stop whatever you are doing and report the case to your direct supervisor before proceeding. Similarly, if you are ever using a piece of equipment that you feel is not working properly or could be defective, stop using the equipment and notify your supervisor immediately. Being proactive in preventing accidents protects you and your colleagues from getting injured.

FIRE EXITS:

Refer to the facility map to identify where all of the fire exits are located throughout the facility. Be sure that in the event of an emergency, you would be able to safely escort anyone in the facility to safety. Also ensure that none of the fire exits are blocked or obstructed at any time. (refer to fire evacuation plan).

CLIENT SUPPORT

The last key aspect of the monitor position. Throughout each day, clients will approach you to ask a variety of questions and ask for certain necessities such as an iron or towels. Monitors are expected to be more proactive when patrolling the facility in approaching clients to ask how they are doing and if they have any questions or need anything. It is critical that monitors always maintain a high level of professionalism and courtesy when interacting with clients. When addressing client requests, it is important to consider the client’s needs and expectations.

- Do not open any clients’ mail. Do not read mail for a client even if requested. Tell them to go to case manager for assistance. Tell case manager about the request when possible. Opening a client’s mail may result in a verbal warning and/or lead up to end of employment.

Volunteers of America of Los Angeles
Central Cities Navigation Center – Good Neighbor Plan

VOALA has extensive experience working with diverse communities to develop and implement good neighbor policies that result in programs that benefit our participants and the community as a whole. We recognize the efforts each city and the county have already put forth in identifying the proposed shelter locations, and will bring our expertise in managing effective shelter programs to ensure the CCNC provides a net benefit to the community.

VOALA has sited residential programs (emergency, transitional, permanent) in diverse communities across Orange and L.A. Counties. Our approach to Good Neighbor policies includes proactive outreach, hosting of community forums, and establishment of participant and community advisory boards to gather input and address concerns as they arise. VOALA is actively involved in the Coordinated Entry System in Orange County, participates with chambers of commerce and BIDs, and closely communicates with city/county representatives where we work. We will bring these same community engagement efforts to Garden Grove, where staff will actively ensure we maintain a positive and collaborative relationship with the community.

During the CCNC program startup period, the VOALA Program Manager will visit any neighboring businesses, residents, faith groups, etc. to introduce themselves, describe the program, assuage any concerns they may have, and provide them with a business card with a phone number that will be answered 24/7 by program staff. The Program Manager will conduct similar outreach to the areas immediately surrounding transportation pick-up/drop-off locations for the program.

The CCNC's Security Monitors will conduct daily walks around the outside of the shelter facility, inspecting for/cleaning up trash and ensuring that the community immediately surrounding the shelter is only positively impacted by the presence of the program. The Program Manager/Program Coordinators will conduct similar visits to each transportation pick-up/drop-off site at least once per week to ensure those sites are also not negatively impacted by the program. Any community concerns will be addressed immediately (within 24 hours, most often in a much shorter timeframe), either by deploying program staff to the location of concern to engage with an individual who is homeless, or by speaking with the concerned community member to identify their concern and discuss a plan of action to mitigate that concern.

The above strategies to remaining involved and engaged in the community and proactively building relationships with those in the areas immediately surrounding shelter facilities have proven highly successful for VOALA in the past (even in communities that may not have initially welcomed a shelter program), and we are confident they will be effective for the CCNC.



SHELTER RULES & RESPONSIBILITIES

PROGRAM PARTICIPANT RIGHTS

1. You have the right not to be discriminated against on the basis of Race, Ethnicity, Age, Color, Creed Religion, Sex, National Origin, Sexual Orientation, Handicap, Physical, Mental or Development disability.
2. You have the right to be treated with consideration and respect for personal dignity, autonomy and privacy by staff, volunteers and other participants.
3. You have the right to receive services in the least restrictive, feasible environment.
4. You have the right to consent to or refuse service upon full explanation of the expected consequences of such consent or refusal.
5. You have the right to request an extension of your 90-day stay, provided you have complied with Emergency Shelter's rules & regulations and are actively working on your housing plan within our Case Management Program. All 30- day extensions are at the discretion of Case Management Staff. Any non-compliance of the 30-day extension contract may result in immediate exit.
6. You have the right to confidentiality of communications and personal identifying information within the regulations within the limitations and requirements for disclosure of participant information under the State and Federal laws and regulations, unless release of information is specifically authorized by the participant.
7. You have the right to receive a cot/bed, a blanket and three balanced and adequate meals (breakfast, lunch & a hot dinner) daily.
8. You have the right to access safe drinking water, cups, hygiene supplies (soap, toothpaste, etc.) at all times.
9. You have the right to access clean and functioning toilets, showers and sinks.
10. You have the right to a clean, safe and well-maintained shelter environment including adequate ventilation and heat.
11. You have the right to be informed of one's own condition, of proposed or current services, and of the alternatives.
12. You have the right to have access to one's own participant record in accordance with program procedures
13. You have the right to referrals to social service providers.
14. You have the right to a copy of the shelter rules, grievance procedures, and the "Minimum Year-Round Shelter Standards".
15. You have to be informed of the reason(s) for discontinuing services, and to be involved in the planning for the consequences of that event.
16. You have the right to transportation (to and from designated pick up points)
17. You have the right to be informed of the reason(s) for denial of a service and the right to receive an explanation of the reasons for denial of service.
18. You have the right to file a grievance in accordance with program procedures.

19. You have the right to participate in any appropriate and available services, regardless of refusal of one or more services, unless there is a valid and specific necessity that precludes and/or requires the participant's participation in other services. This necessity will be explained to the participant
20. You have the right to receive services free of charge
21. You have the right to exit the program anytime you want.
22. You have the right to a confidential intake.

PROGRAM PARTICIPANT RESPONSIBILITIES

1. You have the responsibility to know and follow all Shelter Rules & Policies.
2. You have the responsibility to ask questions of the staff if you are unsure of any rule or policy.
3. You have the responsibility to treat staff, volunteers and other participants with respect.
4. You have the responsibility to avoid gossip and any situation that would lead to discord in the shelter.
5. You have the responsibility to report any action by another person that would threaten the safety of the shelter or another person.

SHELTER GENERAL RULES

Any infraction of the following rules may result in immediate dismissal from the program:

1. I will treat staff, volunteers and other participants respectfully. I will not swear or use slurs against others.
2. I will maintain personal hygiene and/or appropriate dress.
3. I will provide true and clear information to staff in order to obtain services.
4. Each participant is responsible to place his or her garbage in the trash can and not leave it on the floor near the cot/bed.
5. The shelter is not responsible for lost or stolen items. Do not leave valuables around where they can be seen.
6. No napping in common places.
7. No pets or animals of any kind are allowed in the shelter. However, Service Animals will be accommodated to the best of the shelters ability.
8. I will not have food or beverages in any unauthorized areas.
9. I will cooperate with all staff at all times.
10. I will not gamble, drink alcohol, or use any narcotics while on shelter premises.

SAFETY & SECURITY RULES

The following behaviors are not permitted on the premises of the shelter and may be cause for immediate dismissal from the program:

1. Possession of Alcohol, Drugs, Drug Paraphernalia, and/or weapons of any kind.
2. Abusive language, profanity or disrespectful attitudes and behavior towards staff or other participants.
3. Violence is no tolerated at the emergency shelter.
4. Physical/Verbal harassment or confrontation of another participant, vendor, staff or volunteers will not be accepted.
5. Sexual harassment of another participant, resident, vendor, staff or volunteer will not be accepted or tolerated.
6. Stealing from the shelter, vendor, staff, or volunteers is not permitted
7. Shelter property is not to be damaged or destroyed
8. Criminal activity on or off emergency shelter property that threatens the safety of our participants and/or off facility is not tolerated.
9. Shelter operations are not to be disrupted.
10. All Security searches will be complied with.
11. All shelter rules, responsibilities and policies will be complied with.

GRIEVANCE PROCEDURE

STEP 1

- First go to the person that you have the grievance with and try to resolve the problem. *Often times a good talk can set things right.*
- If your grievance is something simple but not with anyone in particular, first ask for the Shelter Attendant. Make them aware of your grievance so that they may address the situation. *Often there is a simple solution if we have open communication.*

IF THE PROBLEM IS NOT RESOLVED AFTER TALKING, GO TO STEP 2

STEP 2

- Ask to speak to the Shelter Attendant or person in charge.
- Explain your concern.
- Inform the staff member that you would like a mediator to be present during the conversation with the other party with which you attempted to resolve your conflict.
- You will be provided with a confidential area to discuss your grievance with the Housing Coordinator.

IF THE PROBLEM IS NOT RESOLVED AFTER TALKING TO THE SUPERVISOR, GO TO

STEP 3

- File a formal grievance/complaint in writing.

HERE'S HOW TO FILE A FORMAL GRIEVANCE/COMPLAINT

- Pick up a confidential grievance form from the Shelter Attendant, Monitor, or Housing Coordinator or at any designated boxes through-out the shelter.
- Fill out the form completely.
- Place completed form in a confidential envelope and place it in locked designated box in the shelter or you may give it to the Shelter Attendant or Housing Coordinator.
- After a three person review committee reaches a decision they will provide you a written response within 72 hours after receiving your completed grievance form.
- A member of the review committee will meet with you to make sure that you comfortable with the outcome and will personally explain to you how and why they came to a specific decision.

STEP 4

- If you are not satisfied with the decision of the review committee, you will be referred to an outside grievance resolution service. Contact Dispute Resolution Program, (714) 480-6449. you're still not satisfied, you may appeal to Timothy Throne, Sr. Program Manager: Phone: (714) 741-5144



Policies & Procedures for Disease Prevention (OC)

VOALA will follow protocols for prevention and treatment of certain diseases and conditions such as seizures, diabetic episodes, mental health episodes, lice, bed bugs, influenza, and other communicable and contagious diseases. Universal precautions will be maintained at all times in handling of fluids, client clothing, laundry, and in all cleaning of premises.

When an accident or injury to an employee or client occurs or when there has been damage to Shelter property, staff will follow a set protocol which includes:

1. Immediately contacting Supervisor about the situation
2. Dealing with any injuries
3. Securing the accident scene by obtaining names, addresses, and phone numbers of witnesses if possible, taking photos if possible, and noting any unusual circumstances
4. Recording all necessary information to complete a formal report
5. Not accepting any responsibility on behalf of the shelter Operator
6. Reporting all accidents or injuries within 24 hours to insurance carrier

If a client shows symptoms of a contagious disease or other public health concern that might threaten another person, the client will be sent to the Medical Wing or emergency room for diagnosis and treatment. If a client leaves due to disease, the bedding and client's clothes will be washed, bed cleaned, and bedding replaced on bed. Clothes and belongings will be stored in designated areas and held for the maximum amount of time permitted. The shelter will operate to conform to best health practices and concerns.

Universal precautions will be used for all handling of client possessions. Staff will follow hand washing techniques recommended by OC Health Department.

All staff will be tested for TB as required by OSHA standards and written in the Shelter Operator's Policy and Procedures handbook. If a client shows symptoms of tuberculosis, the client will be sent for medical diagnosis and asked to receive a TB test. All clients will be offered TB testing through Medical Services on site as a community health benefit



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Volunteers of America Los Angeles: Cultural Competence, Linguistic Competence, and Bi-Lingual Services

Cultural Competence:

VOALA is highly committed to cultural competence in all of our programming. VOALA maintains non-discrimination policies and practices that are designed to reflect a commitment to treating all staff and clients with respect and dignity. We greatly value cultural competency at all levels, and are committed to non-discrimination in all aspects of our operations, including hiring and client selection/treatment. We do not discriminate in hiring or the provision of client care on the basis of age, race, color, religion, sex, sexual orientation or gender identity and expression, marital status, geographic, national, or ethnic origin, HIV status, disability, or Veteran status. We have a standing policy that applies to all of our programming that all persons accessing services will be identified by the gender identification they choose. Clients will be provided beds based on their selected gender identity, and all restrooms and showers will be designed to provide ample privacy for all clients, regardless of sexual orientation, expression, or identity.

All VOALA staff are required to complete 30 educational units annually, which includes cultural sensitivity training. Among the key training points related to cultural competence are:

- 1) avoid generalizations based on race, gender, age, economics, sexual orientation or gender identity;
- 2) engender trust and be trustworthy;
- 3) listen to the client;
- 4) observe the client's responses;
- 5) never minimize or dismiss what the client expresses as a concern;
- 6) know the demographics and life experiences of clients; and
- 7) do not assume that because a staff person is the same race or has the same ethnic background that this instills cultural competence.

How principles of cultural competence are integrated into all areas of service delivery and the evaluation of project implementation:

Principles of respect for clients - including respect for their cultural and linguistic preferences - are at the core of everything VOALA does, and are integrated into all areas of service delivery. Staff are trained upon hire and during monthly staff meetings in strategies to treat clients with respect, as well as on specific issues related to cultural competence, such as policies related to LGBTQ issues, respecting religious preferences, interacting with people with disabilities, respecting cultural/ethnic preferences, etc.

Bi-Lingual Services

We will provide bilingual (English/Spanish) staff in the emergency shelter programs, and strive to hire a diverse staff. Additional linguistic services are available through language lines and translators as needed. Staff will be thoroughly trained to interact with individuals of diverse backgrounds, and in all cases will treat clients with dignity and respect. All staff are trained upon hire and through monthly staff training in approaches to treating clients with respect, including providing services in a manner that respects the client's cultural heritage and practices. We define culture broadly, not only as ethnicity/linguistic preferences, but as relates to all cultural factors that

influence the way a client prefers to be treated.

How bilingual services are provided:

Bilingual (English/Spanish) individuals are included in VOALA's direct service staff, and all documents are available in English and Spanish. Bilingual services in other languages are provided through a language line, or through in-person translators that are brought in as needed to meet the linguistic needs and preferences of our clients. Plan to ensure staff is bilingual and able to operate with a high level of cultural competency: VOALA includes preferences for bilingual staff when hiring for direct service staff serving populations where it is anticipated that clients will need support in a language other than English. Our Program Manager will monitor staffing to ensure that we have bilingual staff (for instance, if a bilingual staff member leaves, ensuring that their replacement is also bilingual). To ensure that staff is able to operate with a high level of cultural competency, VOALA provides all direct service staff with initial and ongoing training on a wide range of cultural issues.

For clients who speak Spanish, we will use bilingual staff. Translators for over 100 other languages will be provided by telephone through the "Language Line." For persons with limited literacy, information will be conveyed verbally

Linguistic Competency

Issues regarding cultural and linguistic competency are addressed:

Staff are trained to treat all clients with respect in all interactions; this includes providing services that respect a client's cultural and linguistic preferences. Any instances in which cultural and linguistic preferences are not respected, and/or instances where staff does not show cultural competency, will be immediately addressed with the staff by his/her supervisor. This will include provision of additional training on cultural competency techniques, as well as verbal/written disciplinary action.



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VOALA: Non-Discrimination

VOALA will not discriminate in the provision of participant care based on:

- Age
- Race
- Color
- Religion
- Sex
- Sexual orientation
- Gender identity and expression
- Marital status
- geographic, national or ethnic origin
- HIV status
- Disability
- Veteran status

VOALA follows standards of the Americans with Disabilities Act. As such, Staff will be cognizant of physical disabilities of participants and will assist as needed to remove any barriers from the structure of the building. Staff will receive training to work appropriately with persons with disabilities, ensuring all persons are treated with dignity, value, and worth.

Service Access:

Persons accessing services will be identified by the gender identification for which they choose. Staff will provide services to persons of gender identity, expression and sexual orientation with due regard to privacy and participant rights. Bathrooms and showers will be constructed with equal privacy for all participants, regardless of sexual orientation, expression, or identity. Programs and services will be available with the dignity of all participants as the highest priority.

Site Environment and Sexual Harassment Protocols:

VOALA is committed to ensuring that all participants, volunteers and employees are able to coexist at any site in a trauma-informed care environment, free from sexual harassment and inappropriate sexual behavior.

In place is a zero-tolerance policy for sexual harassment and inappropriate behavior of a sexual nature. No sexual harassment will be tolerated by anyone on the facility grounds - including by staff, volunteers, or participants. Participants, staff, and volunteers will be notified if any of their remarks, advances, gestures, or attire constitutes sexual harassment toward any person in the facility. Anyone who believes he or she has been the subject of any such behavior will be urged to report it to the staff or supervisor immediately.

A report will be completed and taken to the appropriate staff or supervisor for resolution. Reported incidents will be investigated on a confidential basis. Provisions will be instituted to guard the safety and emotional health of persons who have been victims of a reported incident. After proper review, a person found to have engaged in sexual harassment or inappropriate behavior of a sexual nature will be subject to disciplinary action including possible immediate exit from the program or termination from employment.

Training:

Staff and volunteers will be trained in sex abuse definitions, sex offender policies, child abuse, and vulnerable adult abuse. All employees must review this training yearly and be certified to have passed its standards. VOALA sites will follow federal law requirements in reporting sex offenders. All participants will be screened for sex offenses through the National Megan's Law database. Screening will be conducted at the time of bed reservation or employment/volunteer application.

QUALITY ASSURANCE PLAN

Activities to be monitored to ensure compliance with all requirements;

All activities will be tracked on the Clarity HMIS database. The activities that will be tracked will include: bed assignments, case management services and notes, referrals, and placement type at exit. The Database Coordinator- HMIS will be able to pull reports from the database to track missing data, performance outcomes as well as to monitor every day program activities. The reports will be shared with management

Monitoring methods to be used;

Monitoring will occur at two levels. The Database Coordinator- HMIS will monitor files and encourage staff to review files the last Friday of every month to identify what information is missing or inaccurate in files for the month's enrollments, provided services and successful program completions. Staff will also check to see if all data in files match what is in database and vice versa. Staff will have a rubric of required documentation to use as a reference on file and database standards. The Database Coordinator- HMIS will use the monthly reviews to ensure all services are being provided accordingly and in line with contract requirements. This will be in addition to the monthly reports the Database Coordinator- HMIS will be pulling from Clarity.

The VOALA Quality Assurance (QA) Department will audit the program at least twice a year. All findings are reviewed with management at the end of the visit. If a considerable number of findings are discovered that warrants a return visit, then the program is given one month to correct the identified areas needing improvement. At the return visit, the previous files with findings will be pulled along with additional random files to ensure new practices are in place to avoid further findings. If additional findings occur, the program manager must submit a corrective action plan and review it with the Senior Program Manager and the COO. The corrective action plan must be implemented immediately. After two weeks, the QA team will revisit and audit files to confirm initiation and implementation of corrective action plan. During the next regular scheduled audit, the QA team will continue to look for areas to be improved as part of the normal file review.

Frequency of monitoring;

Program staff will monitor the files monthly. In addition, the QA department will review the files at least twice a year.

Samples of forms to be used in monitoring;

Examples of questions on the electronic rubric include:

Personnel performing monitoring

Director of Evaluation and Monitoring, oversees the QA department. The Database Coordinator- HMIS ensures QA tasks and responsibilities are completed QA team. HMIS Coordinators participate in ongoing trainings and community partner forums to help inform their training and support that they provide to program coordinators and their staff.

Documentation methods of all monitoring results, including any corrective action taken.

The QA team creates an electronic rubric that they use to review each file. 10% of the files are randomly pulled and reviewed. Information is recorded in the electronic rubric. In addition, notes are left on the file as a reference for immediate corrections. A spreadsheet is pulled from the electric rubric and all findings are placed into a report that highlights where the program is performing well, areas needing corrections as well as possible recommendations to consider for future efficiency and accuracy. If a considerable number of findings are discovered that warrants a return visit, then the month is given one month to correct the identified areas needing improvement. At the return visit, the previous files with findings will be pulled along with additional random files to ensure new practices are in place to avoid further findings. If additional findings occur, the program coordinator must submit a corrective action plan and review it with the Senior Program Manager and the COO.

File Handling and Storage Policy

File Handling

The HIPAA privacy rule establishes national standards to protect individuals' medical records and other personal health information. It is important that you do the following to remain HIPAA compliant as well as VOALA compliant with confidentiality requirements.

1. Do not leave files unattended (for example, left on desk and walk away).
2. All files must be kept in a locked cabinet not located in high traffic area where clients walk through. Key to files must be kept in a discrete location. The key cannot be left sitting in the filing cabinet when cabinet is unlocked.
3. No files are to be removed from facility without proper justification and program manager approval.
4. Only once program manager approval is provided, can files be transported and with reasonable justification.

File Storage

- All files must be kept on site for one year after completion of the program year. If your program is overdue for an audit, hold on to files for an extra year. Make sure to review funder contract to see if any special requirements need to be applied.
- If you wish to scan files into cloud for future case management needs, please discuss with Ralph on how to proceed. Also, there will be a costs for scanning, so you will need approval from supervisor and accounting before scanning. Hard files still need to be kept and not destroyed. (This does not relate to what may be scanned into a database: For example, scanning copy of certificate into Service Point).
- For files that no longer need to be on site, may be stored for the remaining 2-3 years prior to being shredded (must keep all files for five years following end of that program year unless funder requires a longer storage time). In order to store files, please complete the following steps:
 - Create a log that includes what client files are in each box.
 - Put a copy of a list of included clients on top of files inside the box.
 - Mark the outside of the box in blue or black thick marker with the following information:
 - Box Number of Total Boxes
 - For example: *Box 3 of 7 Boxes*
 - Name of Program/ Service Type
 - For example *Hollywood Veterans Center/ Veteran Services* or *Rapid Rehousing SPA 3/ Homeless Services*
 - Program Year
 - For example *2018-2019*
 - Alphabet range of clients in box:
 - For example: *Hi-Ka*
 - *Date to be shredded (either based on funder requirements (priority) or 5 years after program year)*
 - Do not put paper with info on outside of box, because the paper eventually falls off.
- Once boxes are prepared, contact **Denise Olachea-Lamas at dolach@voala.org** to coordinate transfer of boxes to storage. In the email, let her know the name of your program/ service type and number of boxes as well as current location of boxes.
- A program staff will be asked to coordinate designated file drop-off date/time with Denise prior to meeting at the storage site to ensure that future retrieval of the files will be easy to access.
- In addition, do not go directly to location without prior approval. Same process as dropping off files, if files need to be retrieved for audit purposes or other reason submit request to Denise via email to coordinate date/time not to disrupt daily operations of facility.

Storage Tracking at Program

Once files are stored keep a binder on site with information regarding each box as well as storage location. In addition, note when the documents should be removed from storage and shredded.

- 1) Put client log for each box in a binder. Be sure to include storage location as well as date to be shredded.

Onboarding: New Hire Orientation Checklist

Please Initial:

- | | |
|--|-------|
| 1. New Hire Personal Data Sheet | _____ |
| 2. Invitation to Self-Identify | _____ |
| 3. Voluntary Self-Identification of Disability | _____ |
| 4. Job Summary | _____ |
| 5. Notice to Employee | _____ |
| 6. W-4 Form- Employee Withholdings | _____ |
| 7. Employee’s Withholding Allowance Certificate | _____ |
| 8. Notice to Employee Regarding the W-4 | _____ |
| 9. I-9 Employment Verification Form | _____ |
| 10. Earned Income Credit | _____ |
| 11. Smoking and Drug Free Workplace | _____ |
| 12. Safely Surrendered Baby Law | _____ |
| 13. Sexual Harassment Pamphlet | _____ |
| 14. Harassment in the Workplace Policy | _____ |
| 15. Complaint and Grievance Policy | _____ |
| 16. Employee Confidentiality Responsibility Agreement | _____ |
| 17. Employee Acknowledgement and Confidentiality Agreement | _____ |
| 18. Acknowledgement of HIPPA Compliance for Employees | _____ |
| 19. Statement Acknowledging Requirement to Report Child Abuse | _____ |
| 20. Statement Acknowledging Requirement to Report Suspected Abuse of Dependent Adults and Elders | _____ |
| 21. Unlawful Solicitation and Conflict of Interest Policy | _____ |
| 22. Fraternalization Policy | _____ |
| 23. Dress Code Policy | _____ |
| 24. Paid Sick Time Policy (rev. 07/01/17) | _____ |
| 25. Extended Absences & STDI Benefits | _____ |
| 26. Staff Attendance Policy (rev. 10/15) | _____ |
| 27. Employee Housing Policy | _____ |
| 28. Social Networking Policy | _____ |
| 29. Dispute Resolution Agreement | _____ |
| 30. Business Expense Reimbursement Policy | _____ |
| 31. NovaTime Edit Request Form | _____ |
| 32. Direct Deposit Agreement Form | _____ |
| 33. Holiday Schedule | _____ |
| 34. Employee Handbook Acknowledgment Form | _____ |
| 35. Pre-selection of Treating Physician Form | _____ |
| 36. Pre-designation of Personal Physician Form | _____ |
| 37. Notice of Personal Chiropractor or Acupuncturist | _____ |
| 38. Workers Compensation Benefits Information | _____ |
| 39. Benefit Life Insurance Form | _____ |
| 40. Marketplace Coverage Options Information A and B | _____ |
| 41. Employee Assistance Program Information | _____ |
| 42. Cigna Healthy Rewards Program Information | _____ |
| 43. 403b and 401a- One America Information | _____ |
| 44. Participant Enrollment Form for 401a and 403b Plans | _____ |
| 45. 403b and 401a Investment Options Election Form | _____ |
| 46. Fraud Warning Notice | _____ |
| 47. Participant Beneficiary Designation Form | _____ |
| 48. Badge Form | _____ |

Username and Password Acknowledgement: I understand that VOALA prohibits the sharing and misuse of login information. I agree not to share my usernames and passwords, not to let others use a computer I am currently logged in to, and ensuring that when I leave my desk, my computer is locked to keep information confidential and protected. I also agree to only using the usernames and passwords assigned to me, and never to use log in information of another employee.

Employee Signature: _____ Date: _____

New Hire Paperwork Acknowledgement: I have received and been informed about each of the topics I have initialed, have had all of my questions answered to my satisfaction at this time and agree to abide by the VOALA policies. I understand that any additional questions about the topics covered during this orientation should be directed to my Supervisor or Human Resources.

Employee Signature: _____ Date: _____

Central Cities Navigation Center

Welcome Orientation Packet

Welcome to the Shelter– Central Cities Navigation Center

We aim to offer safe, shelter and connection to supportive services, to help you in your journey from homeless to housed. Our staff here at CCNC will work with you on your goals and aspirations, with the aim of achieving housing stability. Our onsite services include your own bed space, 3 meals each day, laundry facilities, transportation, and tailored support. We partner with agencies to provide access to healthcare, benefits, education, spiritual and wellness workshops, with a weekly activity program – please ask your case manager for updates and more information – you can decide what’s right for you during your stay here at CCNC.

The safety of everyone here is one of our top priorities. Please respect yourself, our staff and fellow guests during your stay. Our community around us is very important too and we have agreements with our neighbors to help us all maintain a clean and tidy environment.

We welcome your feedback during your stay. Your case manager is available for any questions or suggestions. Please have a safe and productive time here at Yale!

The following is a collection of program policy and expectations that assist VOA in providing the best possible service available.

Length of Stay

CCNC length of stay is determined individually and based on the need of the participant. The average length of stay is decided on each individual. This is a first come first serve program, thus no beds are reserved for anyone. Participants may issue a case management request but are only considered to those who are participating in their housing stability plan and have provided a written request to case management stating the reasoning for their request.

Case Management

Case Management is a primary service that we are offering to all participants. Upon entry your case manager will meet with you and complete an intake packet that outlines various consents, service agreements, and begin your Housing Stability Plan. The housing stability plan is going to be your roadmap to success here at CCNC. Your Case Manager and yourself will work together to identify, address, and overcome your barriers to housing and how the program can provide assistance to overcoming those barriers.

Goals that are outlined in the Housing Stability Plan will include items like:

- o Obtaining California ID
- o Providing Proof of Income
- o Obtaining Mainstream benefits (like Cal Fresh, Cash Aid, SSI/SSDI, etc.)
- o Substance Abuse/Mental Health Services
- o Health Services (Low income/Medi-Cal accepted)
- o Employment/Vocational/Educational Services
- o Legal Services (Low Income/Public Defender/legal aid)
- o Life skills Development
- o Rapid Re-Housing Referral
- o Transitional Housing Resources
- o Housing Navigation Assistance

- o Housing For Health
- o Veterans Services
- o HOPWA Housing and Supportive Services

Case Managers want to support you in accomplishing these items that will lead you to finding your new home. The *best* way Case Management can support you is through regular meetings and communication. You will be meeting with your Case Manager once a week to discuss the goals on your Housing Stability Plan and as the situation may change, so will your plan.

At times it is hard to ask for help, we understand where you are at because some of us have been in the same place. If there is something you need assistance with to help you meet your goals, **ASK!** Your Case Manager will find resources to help you.

Housing Navigation

CCNC offers housing navigation within the agency and will also seek outside agencies to assist with your goals to find housing. The participant, Case Manager, and Housing Navigator work together to find additional housing resources that would fit your individual needs

Attendance

Participants must maintain daily attendance to CCNC, and sign-in by the curfew time when off-site.

Confidentiality

CCNC takes privacy and confidentiality of Participants seriously. Therefore, to protect the privacy of participants we use a secure data management system, known as the Homeless Management Information System (HMIS). As a contracted agency, we are legally bound to protect your personal information. VOALA are required to obtain your written consent to be able to share such information, when needed, to provide you with the necessary support and consult with other community partners. Additionally, our staff is not permitted to confirm or deny a participant's program participations/ use of services via telephone or in person without your written consent.

Security

CCNC wants to provide a safe and supportive environment to all participants. Operations staff will be present at all times to ensure your safety and secure the location. If at any time you feel unsafe, please let a staff member know your concerns. To maintain a safe environment, participants are expected to sign out when leaving and sign in when returning to the site

Screening

To maintain a safe property and environment for everyone at CCNC screening of participant property and use of a metal detection wand will be used at entry to the facility. During the screening process, staff will ask participants to turn out pockets or remove shoes. This is done to ensure that contraband is not being brought onsite. At times property and person screenings will be issued at random to secure the property.

Rounds/Perimeter Checks

Operations staff will perform routine rounds and perimeter checks to ensure the safety of the property and participants. Living areas are subject to search and contraband will be confiscated.

Evacuation Plans

The property has an evacuation plan posted in case of an emergency. Please review these plans and familiarize yourself with the emergency exits.

Hygiene

Participants are expected to maintain a healthy hygiene regimen. Personal Hygiene times are posted in the program schedule. At this time hygiene supplies and clean towels will be provided by staff. Shower times are reserved for this hygiene period and bathrooms are to remain open when not in use. Exceptions to use of showers can be made by Case Management when employed or otherwise needed. Showers are not to exceed 10 minutes in length. **Showers times TBC.**

Smoking

Smoking on property may only be done in designated areas that will be outlined at intake. These designated areas are 20 feet away from doors and windows, ensuring we provide a safe space for all participants. Smoking in these areas is only allowed during programming hours (6pm to 10pm) and will not be allowed after lights out. Remain respectful and dispose of cigarette butts in the provided receptacles. Smoking indoors is never permitted.

Personal Property

All participants are allowed to bring in only one large suitcase/duffel bag and one additional bag. Ask your Case Manager if you need information about free/low-cost storage services while staying with us.

- o Personal property of significant value should not be kept at **CCNC**.
- o Please note that **VOALA/CCNC** does not accept responsibility for any personal property, or for any theft, damage, or loss of a participant's personal property while in the program/facility.
- o Possessions held on behalf of the participant will be returned within 24-hours of the participant's request.

Contraband

To maintain a safe environment, the following items are considered contraband and will be confiscated:

<ul style="list-style-type: none">- Open food or drink containers- Canned Goods- Illicit Drugs- Drug Paraphernalia and Broken items to be considered paraphernalia- Alcoholic Beverages- Rubbing alcohols- Food Storage- Nail clippers- Metal Nail Files- Personal Blankets and Pillows- Peroxide	<ul style="list-style-type: none">- Razors/Shavers- Nail Polish Remover- Curling/Flat Irons- Glass Bottles- Aerosol Sprays- Electrical Cords over standard length- Scissors of any kind- Weapons: Knives, pepper spray, MASE, firearms, bats, or anything deemed unsafe by VOA staff
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Medications

Medication storage (including refrigeration) is available to those who require it.

Dress Code

To maintain a safe and respectful environment the following dress code should be upheld by all participants:

- o Wear shoes or appropriate foot attire at all times
- o No offensive, hateful, inappropriate language on clothing
- o Remain fully clothed at all times including undergarments
- o Refrain from wearing revealing attire including:
 - low cut, midriff, or torn shirts
 - Shorts/skirts hemline must not fall above thighs and should cover participant in all mobility

If you need access to clothing, please let your Case Manager know.

Reasonable Accommodation

CCNC provides **reasonable accommodations** for persons with disabilities. A **reasonable accommodation** is a change in rules, policies, practices, or services so that a person with a disability will have an equal opportunity to use and enjoy a dwelling or common space here at the facility. Any participant in request of reasonable accommodations needs only to notify their case manager of the accommodation needed in writing and present any supportive documentation to be placed in the participants file as reference. A supportive case note will also be entered into the HMIS system.

Refusing Services

All participants have the right to refuse program services. If you would like to refuse services, please see your Case Manager so that an accommodation or referral can be made to assist you.

Linen

To maintain a clean environment linen in the form of a sheet, blanket and pillow will be provided daily during morning hygiene

Phones

Cell Phones are permitted onsite. During programming hours, it is important to respect the supportive environment and turn the phone off/keep on silent.

Service/Therapy Animals

Participants accompanied by a service and/or therapy animal will be allowed on the premises. Please review the **Animal Assistance / Service Animals & Emotional Support Policy**.

WELCOME ORIENTATION

CCNC believes in clarity and transparency of its operations. The purpose of this packet is to notify you of the program expectations during your stay, answer any questions you may have, and help you acclimate to the program. CCNC also offers a wide range of on-site and referral services that can be overwhelming when explained upon Intake. If you have further questions or concerns, the Case Manager conducting this intake is available to answer your questions and/or listen to your concerns.

By signing below, I hereby acknowledge that I have been informed and read all of the aforementioned policies, rules, and procedures in reference to Central Cities Navigation Center. I also acknowledge that I have been given a copy of the Welcome Packet. I attest that a Case Manager/ Staff have reviewed each section and that I fully understand program guidelines, rules, and expectations set forth by Volunteers of America.

Participant Name

Signature

Date

Witness Name

Signature

Date

**Please ensure to keep a copy of this signed copy for your records*