

## EXHIBIT A

### Specifications/Scope of Work

Proposals should demonstrate a comprehensive solution that includes residential services which are recommended, but not limited to:

- 1.) Referrals for and provision of medical care and delivery.
- 2.) Mental health services/counseling.
- 3.) Connection to recovery communities, such as Alcoholics Anonymous.
- 4.) Vocational training, job placement, and career services.
- 5.) Ensuring access to food and clothing.
- 6.) Community activities such as art classes, fitness, games, and/or gardening.

#### Core Components

The below core components are vital to the whole success of the program.

Core Components	Description
<b>Core Component #1: Property Management</b>	<p>Proposed projects will designate a Property Manager who will:</p> <ul style="list-style-type: none"> <li>○ Be responsible for the day-to-day management of the property, including maintenance tenant screening, leasing, rent collection, fiscal management, and City of Dallas compliance reporting.</li> <li>○ Develop policy to integrate and coordinate supportive services activities with property management activities.</li> <li>○ Develop innovative policies/practices to ensure that at-risk and formerly homeless tenants can remain living in the housing successfully.</li> <li>○ Develop policies and procedures for continuity and HUD compliance.</li> <li>○ Develop an operating guide for operations-management staff, to include establishing clear roles and responsibilities.</li> <li>○ Develop Property Management that supports solution-driven housing.</li> <li>○ Reliably capture accurate and meaningful data regarding the effectiveness, efficiency, and outcomes of their activities, and use this data to facilitate, and improve, the performance of those activities on an ongoing basis.</li> </ul>
<b>Core Component #2: Program Operations</b>	<p>Proposed projects will:</p> <ul style="list-style-type: none"> <li>○ Establish and operate a centralized or coordinated assessment system that will provide a comprehensive assessment of the needs of individuals and families for housing services.</li> <li>○ Careful selection, training, support and supervision of property management staff ensures staff knowledge of tenants' special needs and issues and encourages staff to develop solutions that are effective for each tenant.</li> <li>○ Provide a comprehensive solution for residential services as listed in the <b>above Proposal requirements</b> section.</li> <li>○ Reliably capture accurate and meaningful data regarding the effectiveness, efficiency, and outcomes of their activities, and use this data to facilitate, and improve, the performance of those activities on an ongoing basis.</li> </ul>

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<b>Core Component #3: Supportive Services</b>	<p>Proposed project will provide supportive services aligned with the PSH program standards outlined by both HUD and Housing Forward.</p> <p>The PSH service standards can be in the attachments “FINAL PSH Program Model” and “PSH Standards of Care.”</p>
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Required Program Actions	Responsibilities of Supportive Service Staff	Responsibilities of Property Management Staff
<b>Tenant Selection &amp; Interviewing</b>	Focus on service description during service interview. Both Service Staff and Property Management conduct the tenant interview, focusing on characteristics of a good neighbor. Common concerns during screening processes: Who makes the final decision? How much information should be gathered during the service interview?	Focus on ability to pay rent during management interview.
<b>Orientation of Incoming Tenants</b>	Help tenants with concrete needs around the move in, such as unpacking, getting familiar with the building routine and location of laundry, neighborhood resources, staff locations and responsibilities	Orient tenants about building maintenance issues, fire drills, and tenant meetings
<b>Rent Payment and Arrears Dealing with Nuisance and Disruptive Behaviors</b>	Provide tenants with assistance in paying their rent (e.g., budgeting, addressing cost of substance abuse, vocational services, etc.) Encourage payment plans	Responsible for collecting rent and addressing issues of rent arrears through payment plans, etc.
<b>Procedures during Crises (e.g. psychiatric, medical, physical, fire)</b>	Clear policies and procedures should be in place for dealing with disruptions. These should clearly spell out the chain of command in case of emergency, what information to provide to EMS, when to summon staff on call, etc.	Normal supervisory duties
<b>Tenant Grievance Procedures</b>	Staff and tenants should be aware of systems for evaluating the program and the services provided. Management and Service staff generally works together, with Service staff alerting tenants to procedures through individual case management meetings or tenant meetings.	Normal supervisory duties
<b>Tenant Councils</b>	Facilitate initial tenant meetings with the goal being to eventually have tenant run meetings.	Attend meeting when issues concern the building or maintenance. Hold quarterly management/tenant meetings.
<b>Community Building</b>	Many issues mentioned above involve aspects of community building. The tenants as well as management and service staffs are members of the building community and influence the culture of the community. Staff should be aware of trends in the	Normal supervisory duties

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	community and plan strategies for positively influencing the culture.	
<b>Safety and Security</b>	Responsible for notifying property management regarding security breaches and safety hazards	Responsible for ensuring building safety and security; for ongoing inspections and addressing safety/security issues that have been identified.

Participation in the local Homeless Management Information System (HMIS) is mandatory for all projects receiving funding under this RFP or contract renewals hereunder. The local HMIS system is managed by Housing Forward (formerly (MDHA) Metro Dallas Homeless Alliance) and is an electronic data collection system that facilitates the collection of information on persons experiencing homelessness or at risk of becoming homeless. HMIS will be used to collect data, coordinate services for clients across programs, and report on outcomes. If notified of an award under this RFP, successful proposers will be required to:

- Obtain and maintain a license and training to use HMIS
- Use HMIS to coordinate services for clients across programs
- Report client-level comprehensive data in HMIS (on a real time basis) for all projects pursuant to this RFP subject to confidentiality requirements

Unsheltered neighbors will be identified via the Coordinated Access System (CAS) as those who are eligible for the property, according to the guidance of the local Continuum of Care (CoC) lead agency. Eligibility determination should include consideration of background checks as needed to meet housing needs for low-barrier housing success.

Housing units must follow the HUD Housing Quality Standard (HQS) **24 CFR 982.401 - Housing quality standards (HQS)**. The units must meet all building codes set by the city. Any issues regarding compliance or housing violations will be directed to the case manager for resolution.

Special care should be given to ensure clients are not segregated by race, and that all clients will be treated in accordance with the City of Dallas nondiscrimination policy.