

Harbor Interfaith Services



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September 9, 2019

Office of the City Clerk
City of Manhattan Beach
1400 Highland Avenue
Manhattan Beach, CA 90266

Re: Response to RFP #1216-20 South Bay Beach Cities Homeless Project

Dear City Clerk:

As lead agency for Service Planning Area (SPA) 8/ South Bay of Los Angeles County's homeless Coordinated Entry System (CES), Harbor Interfaith Services, Inc. (HIS) is pleased to submit its proposal for providing the Beach Cities with a Coordination/Liaison and Case Managers. Since its founding in 1987, HIS has singularly dedicated its mission toward helping those in poverty and experiencing homelessness. We understand homelessness locally, in the Beach Cities, and how it interacts with conditions across the South Bay.

As the SPA 8 lead since CES inception for all three systems – Adults, Families, and Transitional Aged Youth (TAY) – HIS also claims deep experience navigating the complicated structure that is CES today. Successes include housing the toughest, most vulnerable, chronically homeless populations. These outcomes have been accomplished through strong relationships and extremely productive collaborations with a myriad of organizations that provide homelessness resources and services.

Our approach to successfully meeting all contract requirements are fully described in the attached sections. Key elements include:

- 1) Our funding request totals \$324,450.00 for this 18-month contract. In addition, we bring \$45,633.75 in leveraged staff support. Our proposal price shall be valid for 180 days after grant submission. With this funding, we will provide three fulltime equivalent positions (FTE), one Beach Cities Homeless Coordinator/Liaison and two Case Managers.



Harbor Interfaith Services

- 2) Our CES team includes county-recognized leader Shari Weaver, SPA 8 CES Director for all three systems.-Along with CES Adult Regional Director Breanna Jaijairam, they will provide leveraged management oversight and mentorship to the three contract FTEs. Additional HIS staff – CES Coordinators and Case Managers - will provide further pro bono support.
- 3) Our Homeless Coordinator/Liaison will report directly to Ms. Jaijairam, who will work closely with this person to ensure HIS' high program standards are maintained. Previously responsible for conducting SPA-wide case conferencing meetings and managing 40 street outreach staff give Ms. Jaijairam the ideal background to provide direct management oversight.
- 4) Our proposed approach mirrors the highly successful work performed through our current contract with the City of Redondo Beach and staffed by case manager Lila Omura. In one year, 149 of her clients have accepted services including enrollment in treatment programs and shelters, and 21 have been connected with permanent housing. The second group contains some of the most challenging "Top 10" identified by the Redondo Police Department. We know people experiencing homelessness in the Cities of Hermosa Beach and Manhattan Beach have characteristics like those living in Redondo Beach, so we feel confident our approach will be successfully extended to these northern beach jurisdictions.
- 5) Our case managers generally will work individually, by themselves, significantly increasing their productivity over being part of a team. For the infrequent situations when safety is a concern, the case managers will double up or possibly seek law enforcement assistance. Using their own vehicles, the case managers will provide transportation to seize the moment when reluctant participants say "Yes!" to services, and will accompany them to all their appointments to ensure prompt attendance.
- 6) Adherence to all the strict Los Angeles Homeless Services Authority's (LAHSA) standards for maintaining case files, HMIS (database) updates, and case conferencing will be made.
- 7) HIS possesses widespread experience training and briefing different levels of partners and stakeholders. Previous topics include homelessness awareness, "myth busting," pragmatic engagement techniques, and connecting existing stakeholder services to the broader homelessness system. We will use our close relationship with United Way of Greater Los Angeles' "Everyone In" campaign to tailor and incorporate their materials into our work..

On behalf of the South Bay Coordinated Entry System, we at Harbor Interfaith look forward to hearing from you and working together to advance a relationship that has grown progressively more meaningful and productive over the recent years.



Harbor Interfaith Services

The undersigned has carefully checked the entire Request for Proposal (RFP) #1216-20 South Bay Beach Cities Homeless Services.

By signing this document, I attest that I am authorized to contractually bind the company listed, and will meet the Proposal requirements if awarded a contract.

Dated this 9th day of September, 2019

Tahia Hayslet

Printed Name

Signature

Harbor Interfaith Services, Inc.

Name of Company

310-831-0602, ext. 223

Telephone Number

Executive Director

Title

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FAX

II. Qualifications

Agency Background and Qualifications

Harbor Interfaith Services, Inc. (HIS) was founded in 1987 through the merger of a food pantry/advocacy center and a shelter program. As a *direct homelessness service provider since inception*, HIS has successfully operated a myriad of broad-based shelter and housing programs including: homelessness prevention; bridge/crisis housing for families and Transitional Age Youth (TAY) head of households; Rapid Re-Housing (RRH) permanent housing; Permanent Supportive Housing (PSH) programs; retention services after participants are housed including on-site 24-hour care at project-based PSH. Auxiliary services that enhance the quality of life of community members include: the original (though greatly expanded) food pantry; a “clothes closet;” computer room for job and housing searches; licensed pre-school and afterschool for up to 80 homeless children/youth; and many other amenities. **We are proud that we exceed our performance targets.** (Please see “IV Performance Metrics” for third-party validation.)

With 48 employees, HIS is considered a mid-sized homeless service provider. Enhancing this number are 250 loyal volunteers who staff our food pantry, clothing closet, tutor children, and provide light tasks like filing. Agency recognitions include being named “Nonprofit of the Year” in California’s 70th Assembly District and also by the San Pedro Chamber of Commerce.

In 2013, HIS was awarded the program that evolved into the Coordinated Entry System (CES) for Families, and then became the grantee for the separate CES for Adults (2014) and TAY (2015) contracts during their inaugural years. HIS thus became the CES lead for all populations in L.A. County Service Planning Area 8 (SPA 8)/South Bay, recognizing its deep knowledge and strong collaboration with regional providers. Reporting directly to the Los Angeles Homeless Services Authority (LAHSA), HIS has advanced a three-part strategy of:

- 1) Providing program knowledge and leadership-- coupled with professional training and practices-- to ensure that the highest caliber performance and accountability standards are met across the entire SPA. These measures apply to CES and other programs: following all LAHSA Scope of Required Services, ensuring Homeless Management Information System (HMIS) data quality is maintained, excelling at street outreach, leading SPA-wide case-conferencing meetings, etc.;
- 2) Creating “sub-regional hubs” to align resources with the needs of *specific homeless populations* in four SPA 8 geographic areas (North/Inglewood, Central/San Pedro-Harbor, East/Long Beach, West/Beach Cities);
- 3) Asserting the foundational operating principles advocated by the U.S. Department of Housing and Urban Development and extant through the Los Angeles Continuum of Care (CoC), including principles for Housing First, Harm Reduction, and Trauma-Informed Care.

Understanding Beach City Homelessness

We understand the nature of homelessness in the Beach Cities. Through the current contract with City of Redondo Beach, case worker Lila Omura provides this local expertise and sets the example and bar of excellence HIS will provide under this contract. We know people experiencing homelessness in the Cities of Hermosa Beach and Manhattan Beach have like characteristics to those living in Redondo Beach, so we feel confident our approach will be successfully extended to these northern beach jurisdictions. In one year, 149 of Ms. Omura's clients have accepted services including enrolling in treatment programs and entering shelters, 21 have been connected with permanent housing programs with 12 that have already moved in included some of the most difficult "Top 10 List(ed)" identified by the Redondo Police Department. Her success is due to her tenacity and understanding of the complex homelessness system. She also understands the unique frailties and vulnerabilities of those living homeless, many who grew up in or near this area. Ms. Omura's achievements and effectiveness are readily acknowledged. She was invited by Redondo Police Department Chief Kauffman to present at the 2019 Spring Conference of Los Angeles County Police Chief's Association about homelessness engagement, and was recognized by the Redondo Beach City Mayor Brand for her contributions.

Key Leadership and Staff

Celebrating 21 years at Harbor Interfaith Services, **Executive Director Tahia Hayslet** leads a nearly 50-person staff and oversees an annual budget that exceeds \$10 million. She has firsthand management program experience, having headed every HIS program (with the exception of child care) and was responsible for completing a \$7.5 million capital campaign—during the recession. Ms. Hayslet holds a Master's degree in Behavioral Sciences and graduated from Stanford University's Executive Program for Nonprofit Leaders.

A former L.A. Sheriff's Deputy, **SPA 8 CES Director Shari Weaver** has been on the Harbor Interfaith staff for 18 years. She previously oversaw the CES for Adults and TAY programs and, immediately beforehand, ran our regional outreach/multiservice center which assists over 10,000 annually, by far, the largest HIS program in terms of people served. Among many professional activities, Ms. Weaver is the SPA 8 Representative to the LAHSA CoC Board (an elected position), a member of LAHSA's CES Policy Working Group, and has served on numerous local homelessness task forces. She formerly chaired the South Bay Coalition to End Homeless, and her contributions have been recognized by Councilman Buscaino as LA City's "Pioneer Woman of the Year" award and as "Staff Person of the Year" by housing developer Century Villages at Cabrillo. Her role on the South Bay Beach Cities Homelessness Project will be to provide proactive management oversight. She also will serve as a mentor to the City Coordinator/Liaison and be available to help resolve any system-level barriers that may arise.

CES for Adults Regional Coordinator Breanna Jaijairam oversees the entire SPA 8 effort for this population. She previously served as SPA 8 CES Outreach Coordinator, working closely with and managing over 40 staff in our region, most employed by other agencies. Ms. Jaijairam also was responsible for running the SPA's case conferencing meetings. In addition to guiding the Beach Cities CES, Ms. Jaijairam sits on California State Assembly Member Muratsuchi's homeless task force and was asked to be a panelist on the County Homeless Initiative's 2nd Annual Summit on

Outreach and Engagement. Along with Ms. Omura, she assisted with training the Redondo Beach police department's training on homelessness engagement. The City Coordinator/Liaison will report directly to her, and she will actively review all the program outcomes.

As SPA 8 CES lead agency, HIS leverages additional staff for the Beach Cities program:

- SPA 8 CES for Adults and TAY Matcher Flora Garcia, supporting housing referrals
- SPA 8 CES for Families Matcher Marina Umana, supporting housing referrals
- SPA 8 CES Program Quality and Compliance Officer Danny Langston, providing quality assurance on HMIS and case files for every participant
- SPA 8 CES Regional Data Coordinator Ari Hamilton, pulling metrics for reports
- SPA 8 Hospital Liaison Jessica Bailey, working with Beach Cities participants who use Providence Little Company of Mary Torrance Medical Center, Torrance Memorial Medical Center, Kaiser Permanente South Bay, or Harbor/UCLA Medical Center.

References

References from the three client agencies below will attest to Harbor Interfaith's qualifications, experience, and commitment to reducing and ultimately ending homelessness in the South Bay:

- 1) **Captain Jon Naylor**
City of Redondo Beach Police Department
401 Diamond St, Redondo Beach, CA 90277
Office: 310-318-0655
Jon.Naylor@redondo.org
- 2) **Ms. Shannon Parker**
Homeless Services Officer, Long Beach Department of Health & Human Services
1301 W. 12th Street, Long Beach, CA 90813
Office: 562-570-4581
Shannon.Parker@longbeach.gov
- 3) **Mr. Ivan Sulic**
Homeless Deputy, L.A. County Supervisor Janice Hahn
12720 S. Norwalk Blvd. 7th Floor, Norwalk, CA 90650
Office: 562-807-7350
Cell: 213-705-3063
isulic@bos.lacounty.gov

III. Implementation

Scope of Work Activity #1: Meeting Participation

Key Tasks: *Contracted City Homeless Coordinator/Liaison shall attend these meetings:*

- a. Monthly Beach Cities Management, to review target outcomes to date (chairs it)*
- b. Monthly Case Conferencing meetings to discuss Beach Cities homeless participants*
- c. Bi-monthly South Bay Cities Council of Governments Homeless Services Task Force*

Stemming from its five-year CES SPA 8 leadership role, Harbor Interfaith routinely demonstrates its strength at developing management and case conferencing agendas, and the organizational skills needed to effectively conduct meetings. While the Homeless Coordinator/Liaison is being hired, HIS will accelerate communications between the three Beach Cities and advance their primary homeless service goals. Ms. Jaijairam and Ms. Weaver will meet monthly with the Beach Cities Leadership to initiate the contract.

The Beach Cities Management meeting will maintain a standing monthly outcome-oriented agenda, including progress on action items, the previous month's case management report, status regarding broader program metrics, information concerning upcoming outreach and community engagement events (such the Annual Homeless Stakeholder Roundtable Summit), and any challenges staff is facing. It will be regularly attended by the Beach Cities Leadership. Also invited will be CES Regional Coordinator for Individuals Breanna Jaijairam, South Bay Coalition to End Homelessness Co-chair Nancy Wilcox, and South Bay Cities Council of Governments (SBCCOG) Representative Grace Farwell. Additional city staff, including first responders, will be asked to participate depending on the agenda items set for each month. We also envision the regular attendees will help set agenda items.

Care Coordination/Case Conference meetings already occur in the Beach Cities on a twice monthly basis under the CES program. Per LAHSA direction, however, city staff and law enforcement personnel currently are not able to attend them. We therefore will conduct a separate monthly Beach Cities Case Conferencing meeting that abides by the requirements of this contract. In order to preserve client confidentiality, only HIS line staff and management will be able to attend. On a case-by-case basis, we will share client information (following HIPAA regulations) after an MOU with each city has been secured, affirming the confidentiality of such information and that it will not be used for enforcement. We will discuss specific plans for the most vulnerable clients at these meetings. Ensuing strategies may encompass coordination of care between various service teams, linkage to Homeless Full Service Partnerships, potential placement in any crisis or temporary shelters, and permanent housing referrals/placements.

The third meeting is called by the SBCCOG's Homeless Task Force and is regularly scheduled every-other month. The Coordinator/Liaison will attend these to stay connected with the homelessness efforts being conducted throughout the SPA, as well as to report on Beach Cities progress when requested. If the Coordinator is not available for a meeting, Ms. Jaijairam will attend instead.

Scope of Work Activity #2: Monthly Status Reporting

Key Task: *Contracted City Homeless Coordinator/Liaison shall provide monthly status reports on participant engagement. These will be broken out by city and type of services referred to for the preceding month and cumulative since contract start.*

We recognize that consistent performance reporting throughout the program is critical. Per the SOW, required statistics will be separately maintained for the Cities of Manhattan Beach, Hermosa Beach, and Redondo Beach, guaranteeing accountability to each City Council, staff, and resident population. Our City Homeless Coordinator/Liaison will ensure that case workers update their participants' HMIS records in a timely manner so report statistics are the most up-to-date. Customized monthly reports then will be derived from both HMIS and internal spreadsheets, cooperatively created by SPA 8's Regional Data Coordinator Ari Hamilton and the Beach Cities Homeless Coordinator/Liaison. To warrant integrity, Program Quality and Compliance Officer Danny Langston will scrutinize the completeness and quality of HMIS entries from the onset-- and call for corrections if needed-- so that "raw data" is accurately reported in HMIS.

As SPA 8 CES regional lead, HIS has worked with LAHSA to develop and refine the HMIS reporting that the L.A. Continuum of Care (CoC) uses for both case management documentation and accountability. HIS also was one of LAHSA's first HMIS participant-subscribers back in the mid-1990s, so we understand this complicated database system well.

Scope of Work Activity #3: Beach City Regional Response Support

Key Task: *Beach City Leadership and Contracted City Homeless Coordinator/Liaison shall develop Beach Cities regional response to homelessness.*

The process to develop the Beach Cities Regional Response will be for the City Homeless Coordinator/Liaison to review each city's internal department interaction protocols. Our Coordinator/Liaison may also attend relevant city coordination meetings, getting to know department heads, and asking questions that inspire further thought. The protocol will include:

- 1) Comparing each police department's "Top 10" list to see if certain names show up on more than one;
- 2) Discussing whether case management/engagement should occur where these people spend most of the time during the day-- or where they sleep at night;
- 3) Determining when calls are most appropriate to Beach Cities case workers, first responders, 211, or LA-HOP.org, and how these calls are communicated to the case worker especially when they are in different cities;
- 4) Reviewing HMIS case notes from that particular jurisdiction; and
- 5) Elevating the condition of homeless people during Beach Cities case conferencing sessions to ensure visibility—in other words, that all three cities are engaged as needed.

We recommend that after the protocol is in place for at least three months, the contract staff call a meeting of first responders, particularly law enforcement from all three cities, to evaluate its effectiveness. This will provide an opportunity to make changes as new insights are gained.

HIS has experience working simultaneously with multiple jurisdictions. The encampment at Lomita Blvd. and the Harbor/110 Freeway, for example, necessarily attracts the City of LA (Harbor City, LAPD), City of Carson (sheriff), and Unincorporated West Carson (sheriff). With heightened visibility from local homeowners, L.A. City Council District 15 is involved, too.

Scope of Work Activity #4: City Staff Training

Key Tasks: *Contracted City Homeless Coordinator/Liaison with the Beach City Leadership shall:*

- a. Tailor County and other homelessness curriculum/overviews to reflect homelessness in the Beach Cities*
- b. Refer to other training programs, such as First Responder, Mental Health Aid First, LAHSA Training Academy*

The first set of training materials will be created for first responders and personnel who have more frequent contact with those experiencing homelessness, such as public library and parks and recreation staff. We will rely on each city to identify departments or individuals who need this level of training. The curriculum will utilize models developed by other municipalities and accessed through the Homeless Initiative Office, but tailored for Beach Cities uniqueness. The depth of subject matter presentation will depend on the time each city can set aside for it.

Suggested topics may include:

- 1) What homelessness looks like in the Beach Cities (e.g., its manifestations along retail corridors and through vehicular homelessness);
- 2) Engagement strategies that use harm reduction and trauma informed language;
- 3) Setting and maintaining healthy boundaries;
- 4) Referral protocols through existing collaboration and partnerships with CES and city staff;
- 5) Less familiar topics such as light-touch legal homeless rights with information provided by the CES SPA 8 partner Legal Aid Foundation of Los Angeles; and,
- 6) Additional training available through Measure H's strategies, LAHSA's Training Academy, Mental Health First Aid, and others sources.

For the other personnel, training will be focused much less on engagement and more on general awareness. Through these shorter sessions, the staff will be armed with the facts about what homelessness looks like and learn how to dispel commonly held myths so they ultimately can help change public perceptions. United Way's "Everyone In" campaign materials will be used extensively to provide a consistent message that is being shared across the entire county. Its materials are also tailored for the general public without the homelessness jargon sometimes found in other sources.

The Homeless Coordinator/Liaison initially will help lead sessions at both first responder and general levels. Because of the desire for all staff, including new hires, to eventually gain this awareness, we feel it is important to employ a “train the trainer” model within each city so this understanding is systemically provided by city personnel.

Scope of Work Activity #5: Annual Homelessness Stakeholder Roundtable Coordination

Key Task: *Contracted City Homeless Coordinator/Liaison shall plan and convene a local stakeholder Roundtable with the assistance of Beach City Leadership, including service providers and partner agencies.*

Building a network of stakeholders is an ongoing process. The Annual Roundtables already maintain constituencies. In addition, the Coordinator/Liaison and Case Managers will have developed their own professional contacts through with the Beach Cities Management, SBCCOG, case conferencing, and other networks.

The team will convert these associations into viable mailing lists. Attendance at the most recent Annual Homeless Stakeholder Roundtable—plus the new names on these lists—will allow the Coordinator/Liaison to wisely “guestimate” how many might be coming to the 2020 event.

About six months beforehand, s/he will choose two “inviting” Roundtable dates (for example, not near holiday weekends): one for Redondo Beach, the other for Manhattan Beach and Hermosa Beach combined. The Coordinator will approach city staff regarding possible venues, opting for sites that comfortably accommodate the projected number-- and allow for multi-media presentations.

A “Save-the-Date” announcement will appear in four or so weeks; from that time forward, mailings will entice prospective stakeholders with interesting issues and ways that they can be involved in the event.

Essential topics will span:

- 1) Current state of City and Regional homeless, and issues/challenges surrounding reducing homelessness;
- 2) City and regional activities combating homelessness (such as Prevention, Shelter and Housing Programs, local resource fairs for both the general public and those experiencing homelessness (such as the Weekend to End Homelessness and CES SPA 8 Quarterly Resource Fairs), community and stakeholder awareness meetings);
- 3) Beach Cities contract status, showing progress on the work plan and performance outcomes to date;
- 4) Opportunities for coordination and streamlined services across stakeholder groups and service providers, with proposed facilitated feedback groups to then share with all the stakeholders in attendance; and
- 5) Additional agenized topics from the Beach Cities Leadership.

The Annual Roundtables will conclude with brief evaluations, paving the way for 2021’s event.

Scope of Work Activity #6: Strengthening City Stakeholders

Key Task: *Contracted City Homeless Coordinator/Liaison shall connect with city stakeholders (list provided by Beach City Leadership) to:*

- a. Inform them about services available and how to refer to them*
- b. Align stakeholder-provider services with the City's homeless efforts*

The process of constituent-building is discussed immediately above (SOW Activity #5) and synchronizes well with this task. We will first start with the stakeholder list provided by each city. Anticipating a lengthy roll, we will request that they be prioritized to ensure we meet with the organizations identified as most benefiting from these partnership-building and awareness meetings. Duplicates on the three cities' lists also will be combined; for example, the Beach Cities Health District may appear on multiple registers. We then will strive to combine similar organizations within a jurisdiction (such as specific churches or business districts), or even across two or all three cities; an example might include school district staff. We will always balance individual stakeholders' meeting times with the goal of more effectively reaching a larger audience at one session, as appropriate. Concurrence of the Stakeholder Meetings of with Beach Cities Leadership will of course be made.

Securing venues for each meeting will be the responsibility of the City Coordinator/Liaison, working in close collaboration with the Beach Cities Leadership and the individual stakeholder organizations. "Save the Date" announcements will be sent, with online RSVP's used to track interest.

In preparation for the stakeholder meetings, we will provide appropriate materials covering these questions:

- 1) What does homelessness look like in our city (to dispel commonly held myths)?
- 2) What services are available specifically in the Beach Cities and how do we connect with them?
- 3) What is my city doing to end homelessness?
- 4) What services are you (the stakeholders) providing that enhance our efforts, and how can we align them?

Finally, we can help develop, upon request, other material to heighten public awareness of homelessness: flyers, city website narratives, client stories, program information such as on LA-HOP.org, and other media with straightforward messaging accessible to anyone.

We have created educational items from similar talks given throughout the South Bay. These will be tailored to the Beach Cities. We also will use United Way's "Everyone In" campaign materials and those developed by the South Bay Coalition to End Homelessness.

Scope of Work Activity #7: Outreach and Assessment

Key Task: *Contracted Homeless Case Worker shall establish relationships with those experiencing homelessness in the Beach Cities. S/he will work closely with law enforcement to identify and locate them.*

Harbor Interfaith has met program outcomes for Redondo Beach and *all* Coordinated Entry System (CES) contracts. Much of its success owes to thoughtful staff selection—and training. The Bay Cities contract also balances the needs of the larger homeless populations with coverage throughout the entire service area. Based on the 2019 Homeless Count, for example, we propose that one case manager will be assigned to Redondo Beach south of Artesia Blvd., while the other maintains a strong and consistent presence in Hermosa Beach, Manhattan Beach, and the portion of Redondo Beach north of Artesia Blvd. Our case managers work individually to maximize coverage. However, they will be well trained so if they feel a situation is unsafe, they will unite in pairs or seek additional support from local law enforcement.

Service will begin when the two new staff members shadow case worker Ms. Omura, gaining direct outreach expertise and understanding homelessness in the Beach Cities. They also may learn by partaking of SPA-wide street outreach. Such involvement will contribute to their future effectiveness.

Another educational component, schedules permitting, will be the week-long classroom modules presented by Homeless Health Care's Centralized Training Academy and provided free through Measure H funds. These offer instruction on evidence-based practices and care coordination. In addition, Harbor Interfaith will notify the new Bay Cities case managers of its own education programs and those sponsored by LAHSA. The final training component is learning about VI-SPADT assessment, tracking, and HMIS. HIS's CES Program Quality and Compliance lead Danny Langston will show new staff how to ensure the completeness and quality of case files per LAHSA standards, starting with their first participant.

In terms of their day-to-day work, we propose that case managers contact their respective law enforcement departments, first thing, to hear about nighttime activity; gain insight into community concerns; and help set the day's priorities. This is the successful protocol being used in the Redondo Beach contract with Ms. Omura. Together, we also will assist their "Top 10 List" persons, responding to real-time needs.

Case workers will move both "proactively" and "reactively." We know that consistent engagement is the key to building trusting relationships with those living on the streets or in their vehicles. Case workers will proactively develop a routine to check on those on their case load. They will also be available to respond to LA-HOP.org reports or requests from first responders, responding reactively to these needs.

We administer the CES Assessment only with client consent. Scores determine the referrals (especially permanent housing) for which homeless people are eligible. It has been our policy to wait until trusting relationships develop before administering assessments. Scores are more accurate-- and realistically reflect their vulnerabilities-- that way!

We also practice “diversion,” or “problem solving” as it is referred to in Los Angeles. The hallmark of diversion remains a non-judgmental, client-centered conversation. Active listening and validating participants’ experience help to restore their dignity, build the confidence to act, and identify the resources they have successfully used to resolve previous living challenges. Ensuing strategies might include: family and friends support systems and often overlooked community resources, including faith community programs and mainstream benefits provided by the LA County Department of Public Social Services; employment assistance (for example, via the Workforce Development Board); local food pantries; free health and wellness programs offered through the local medical centers; and, legal aid services for any issue including tenant services, credit repair, criminal record expungement, immigration.

Scope of Work Activity #8: Document Ready, DPSS Benefits Enrollment

Key Task: *Contracted Homeless Case Manager shall assist the participant get the documentation required to be referred into stable housing, and shall help enroll them in eligible Department of Public Social Services (DPSS) programs.*

Harbor Interfaith possesses five years’ experience with “hybrid” case workers who perform both outreach and housing navigation functions so it is already a part of the agency’s culture to combine these two jobs. Our case managers are fully equipped to enable homeless individuals to attain the documents required for housing, including California Identification, Social Security Cards, and verification of income and of homelessness.

While encouraging self-sufficiency, we recognize that participants have a difficult time making and keeping appointments. We therefore work pro-actively to provide transportation using the case worker’s own vehicle to accompany them to scheduled engagements.

From its San Pedro office, Harbor Interfaith also enrolls homeless and low-income people in 14 mainstream benefits. The agency also enjoys “front of the line” access to the local San Pedro DMV and all the nearby DPSS offices because of relationships built over the years. Staff will continue to guide their clients in obtaining “no fee” waivers for California Identification. Free birth certificates are similarly obtained. Everything finds its way into the HMIS, including copies of these critical documents.

Scope of Work Activity #9: Successful Referrals

Key Task: *Contracted Homeless Case Manager shall make successful referrals to applicable programs (i.e., the referral is accepted by the receiving program).*

Referrals begin and end with needs identified by the participant. Following Housing First principles including the client’s right to self-determination, we start reviewing the CES Assessment recommendations for services, as case managers work with participants on developing their Housing Stability Plans. These individualized roadmaps will be used to determine the type of services and housing identified by clients. Case workers use motivational interviewing techniques to help them identify realistic steps that follow harm reduction best practices.

The case manager contacts the referring organization's program lead, notifying him/her of the participant's information. Communication occurs either through a phone call or email, depending on personal preference. The participant is given this contact information and encouraged to self-advocate, if able. Transportation arrangements to the referring agency are provided as needed. Sometimes these referrals are made during twice-monthly CES Case Conferencing meetings to further ensure timely connections.

Follow-up is accomplished in many ways. First, our Beach Cities case managers will contact the agency providing the service or housing resource. A follow-up email or form is sent to more permanently document this interaction. We also check in with the participant. Lastly, all interactions are documented in HMIS. On occasions when the agency cannot help participants, we will refer them to a different organization or program. This can occur when a program does not quite meet the specific needs of the participant. In the recent past, we ran into the situation with job collaboratives that do not have opportunities matching participants' interests.

Finally, we work across SPAs with the CES Regional Coordinators in all three systems to find the best resources for our participants.

We again wish to emphasize Housing First principles, one of which champions the right to self-determination. Clients will never be forced to follow up with any referral or accept any services (including housing) they do not want or for which they are unready. When there is a hesitancy to accept services, we will revisit their Housing Stabilization Plan and make appropriate changes. This process might involve breaking down one step into smaller sub-goals so the participant can visibly succeed and gain the confidence necessary to move forward with the other components in their plan. We will never stop working with them, simultaneously deepening our relationship so they ultimately accept services in the future.

Frequently, referrals to housing programs are transacted internally because HIS retains LAHSA contracts for Prevention and Rapid Re-Housing, a permanent housing solution; warm in-person handoffs subsequently are made to the appropriate HIS staff overseeing these programs. Because we are the South Bay lead for all three CES Systems, we also have the in-house expertise and breadth to maximize the options available should recipients qualify for multiple programs. An example is a pregnant woman eligible for immediate services in both the CES for Adult or CES for Families systems. Another is a homeless 21-year youth who can qualify for either CES for Youth or Adult services.

Through our present Redondo Beach case management contract, HIS possesses solid experience with local people confronting homelessness. We remain sensitive to their needs when making referrals. For example, we know that many homeless neighbors are not typically the "hardened street-wise" individuals more visible in Skid Row or areas with high crime rates. They refuse to stay at dense, seemingly anarchical rehabilitation facilities where they feel threatened by other clients or even the staff. Our response is a ride to the Tarzana Treatment Center. Located in the San Fernando Valley, its clientele is not threatening or intimidating to our beach-dwellers. Staff also makes them feel more welcome, offering a sense of safety and comfort. HIS case workers remain in close contact with both our program participants and the Valley-based clinicians. On-going case management towards permanent housing is maintained.

We also have been very successful in making referrals to quality mental health programs. Strong relationships with Exodus Recovery staff at both its Redondo Beach and Harbor/UCLA locations help to make this possible. We also provide reassurance and dignity to our recipients, especially those who are at first reluctant to accept these types of services.

We recognize the only way to end homelessness is to work collaboratively with as many organizations as possible. Over the years, we have nurtured collegial and respectful working relationships with homeless service providers, law enforcement, the health community, and a wealth of other stakeholders:

- 1) Housing/Supportive Services: Mental Health America Los Angeles, SHARE!, PATH, Sanctuary of Hope, LA County Department of Health Services, LA County Department of Mental Health, West LA Veterans Affairs (VA), Long Beach VA, Century Village at Cabrillo, ACOF, Homes for Life;
- 2) Persons with HIV/AIDs or HOPWA Housing/Services: Alliance for Housing and Healing, Bienstar, AIDS Healthcare Foundation;
- 3) Crisis/Bridge/Transitional Housing: U.S. Veterans Initiative/Inglewood, Beacon Light Mission, Doors of Hope, Long Beach Rescue Mission, Lydia House, Project Achieve, HIS, Midnight Mission's HomeLight, Community's Child, Family Promise of the South Bay, United Friends of the Children, Richstone Family Center, Sanctuary of Hope, 1736 FCC;
- 4) Veteran Services/Housing including targeted outreach: West LA VA, Long Beach VA, U.S. Veterans Initiative/Inglewood (SSVF, GPD interim housing), Veterans Initiative/Long Beach (SSVF), MHALA (SSVF);
- 5) Domestic/Intimate Partner Violence providers with emergency shelter, transitional housing, RRH, and PSH to DV survivors, including those fleeing a dangerous situation: 1736 Family Crisis Center (1736 FCC), Rainbow Services, Center for the Pacific Asian Family, Interval House;
- 6) Unaccompanied Youth Services and Shelter for minors under 17: 1736 FCC;
- 7) Enrollment in Mainstream Benefits such as Medi-Cal, Cal Fresh, CalWORKS, SSI, and others) is provided by: Help Me Help You, Lutheran Social Services of Southern California, HIS, and St. Margaret's Center;
- 8) Reentry Focus assists participants with employment, clearing their criminal records (as applicable), and locating housing: Exodus Recovery, HealthRight 360, Whole Person Care;
- 9) Medical/Mental Health Partners: Exodus Recovery, DiDi Hirsch, South Bay Medical Health, Harbor/UCLA, Kaiser Permanente South Bay, Torrance Memorial Medical Center, Providence Little Company of Mary, Claris, Southbay Family Healthcare, San Pedro DMH, Long Beach DMH, Coastal API, South Bay FSP, Long Beach API Family Mental Health Center, Heritage Clinic, Telecare Corporation, NAMI South Bay, The Children's Clinic, MLK Recuperative Care, Hospital Association of Southern California, AIDS Healthcare Foundation, OTTP;

- 10) Substance Abuse/Recovery Services: Tarzana Treatment Centers, US Veterans Initiative Inglewood and Long Beach, SHARE!, Beacon House, SHAWL House, House of Hope, Fred Brown, Safe Refuge, Options for Recovery, Behavioral Health Services;
- 11) Education Partners: Los Angeles Unified School District, Torrance Unified School District, Harbor College, Long Beach City College, El Camino College, Southwest College, California State University at Dominguez Hills, California State University Long Beach, School on Wheels;
- 12) Other Organizations: United Way of Greater Los Angeles, Legal Aid Foundation of Los Angeles, South Bay Cities Council of Governments; County Supervisorial Districts 2 & 4; Los Angeles Council District 15; several local municipalities and their law enforcement departments; and
- 13) Additional Multi-Agency Organizations, each of which attracts its own network of faith, business, and citizen-focused organizations that the SPA 8 CES can access as appropriate: Long Beach Multi-Service Center, South Bay Coalition to End Homeless, Long Beach Area Coalition for the Homeless, Los Angeles Coalition to End Youth Homelessness.

IV: Performance Metrics

The two attached reports were generated by LAHSA and represent the outcomes for our FY 2017-2018 contracts for Outreach and Rapid Rehousing. These were selected because they document an independent third-party reporting of our program outcomes.



Contract Performance Report (CPR)

Project Information

Organization: Harbor Interfaith Services
Contract Number: 2017CESSAY04
Contract Year: 2018
Program Name: CES Street Outreach Individuals; CES Street Outreach Mental Health America; CES Street Outreach PATH; CES Street Outreach SHARE; CES Street Outreach St Margaret Center
Start Date: 7/1/2018
End Date: 6/30/2019
Include: Summary; Details

Contract Term: 7/1/2018 - 6/30/2019
Contract Component: Street Outreach
Generated: 7/8/2019 12:41:34 AM

Performance Summary	Numerator	Denominator	Outcome	Target	Result *
Initiated Contact and Enrolled	N/A	N/A	133	129	Met
Engaged	N/A	N/A	129	78	Met
Provided Services/Referrals	160	216	74%	45%	Met
Referred or Exited to Crisis/Bridge Housing	25	216	12%	10%	Met
Referred to PH, RRH or HSPP	51	216	24%	10%	Met
Exited to PH	33	216	15%	5%	Met

* Result Key

- If Outcome \geq Target then "Met"
- If Outcome < Target then "Not Met"



Contract Performance Report (CPR)

Project Information

Organization: Harbor Interfaith Services
Contract Number: 2017CESSAY04
Program Name: CES RRH Individuals
Contract Year: 2018
Start Date: 7/1/2018
End Date: 6/30/2019
Include: Summary; Details

Contract Term: 07/01/2018 - 06/30/2019
Contract Component: Rapid Re-housing
Generated: 7/8/2019 12:12:07 AM

Performance Summary	Numerator	Denominator	Outcome	Target	Result *
Contracted to Serve	N/A	N/A	113	63	Met
Exited to Permanent Housing	42	64	66%	60%	Met
Moved In Within 120 Days of Enrollment	50	56	89%	70%	Met
Increased Income from All Sources	18	42	43%	15%	Met
Remained Housed After S x Months	48	49	98%	85%	Met

* Result Key

If Outcome \geq Target then "Met"

If Outcome $<$ Target then "Not Met"

V. Staffing & Requirements

The following staff shall be supporting this project:

- 1) **Position: Beach Cities Coordinator/Liaison**
HIS Employment Status: Will be hired upon contract award
Responsibilities: Performing SOW Activities 1-6; providing direct supervision for the Beach Cities Homeless Case Managers.
- 2) **Position: Beach Cities Homeless Case Manager**
HIS Employment Status: Will be hired upon contract award
Responsibilities: Performing SOW Activities 7-9.
- 3) **Position (leveraged): SPA 8 CES Director for All Populations**
HIS Employee: Shari Weaver
Responsibilities: She also will serve as a mentor to the City Coordinator/Liaison and be available to help resolve any system-level barriers that may arise.
- 4) **Position (leveraged): SPA 8 CES Adult Regional Coordinator**
HIS Employee: Breanna Jaijairam
Responsibilities: She will directly supervise the City Coordinator/Liaison, including actively review all the program outcomes including training and briefing materials.
- 5) **Position (leveraged): Case Manager**
HIS Employee: Lila Omura
Responsibilities: She will assist with new-hire training, with the Beach Cities case managers shadowing her to learning about this sub-region, and provide warm instructions with key agency staff (e.g., law enforcement, MET personal, DMV, DPSS, referring agencies, etc.). She will also be available to team with Beach Cities Case Manager as needed (e.g., for safety).
- 6) **Position (leveraged): SPA 8 CES Adults and TAY Matcher**
HIS Employee: Flora Garcia
Responsibilities: She will provide support when Beach Cities participants are eligible for permanent housing through either the CES Adult or CES Youth systems.
- 7) **Position (leveraged): SPA 8 CES Families Matcher**
HIS Employee: Marina Umana
Responsibilities: She will provide support when Beach Cities participants are eligible for permanent housing through the CES Families system.
- 8) **Position (leveraged): SPA 8 CES Program Quality and Compliance Officer**
HIS Employee: Danny Langston
Responsibilities: He will provide initial training on the creation and maintenance of case files and HMIS updates; later providing quality assurance by painstakingly reviewing the case file and HMIS entries for every client.

9) **Position (leveraged):** SPA 8 CES Regional Data Coordinator

HIS Employee: Ari Hamilton

Responsibilities: He will help create monthly reports by pulling the data from HMIS and specialized spreadsheets (which he will also help develop); will provide other statistical information required (e.g., for the Annual Stakeholder Roundtables, etc.)

10) **Position (leveraged):** SPA 8 CES Hospital Liaison

HIS Employee: Jessica Bailey

Responsibilities: She will work with the Beach Cities Case Managers' participants who use Providence Little Company of Mary Torrance Medical Center, Torrance Memorial Medical Center, Kaiser Permanente South Bay, or Harbor/UCLA Medical Center; will provide supplemental light case management and assistance to complete referrals for recuperative care, other interim housing, and specialized PSH for frequent users of the medical center's emergency rooms.

11) **Position (Staff Admin):** Accounting Manager

HIS Employee: Brigid Ramirez

Responsibilities: She will maintain and oversee the fiscal spending on this contract, including tracking costs/receipts and preparing invoices for City of Manhattan Beach.

VI. Fee Proposal

Please see the Excel spreadsheet for a breakout of our proposed budget. Each item extends for the full 18 months of the contract.

SOUTH BAY BEACH CITIES HOMELESSNESS PROJECT
REQUEST FOR PROPOSAL #1216-20
Fee Template

Agency Name: Harbor Interfaith Services, Inc.

BUDGET INSTRUCTIONS: Please utilize the budget template below to outline all project expenses related to your request for support. Please add additional rows as needed within the appropriate section. If you are applying collaboratively with another city please note in the Budget Narrative section any line-items that are specific to one of the partners vs. the overall project.

All project costs should be outlined in the budget below, not just those you are requesting support for. In the Additional Project Leverage section of the budget, please note any resources (in-kind, vouchers, etc) that you plan to leverage on this specific project.

The Staff Administration Fee cannot exceed 8% of the total staff budget.

Leverage is defined as any assets (e.g., resources including staff time) not provided directly through this contract that will be used for full funding of this project.

		Requested Amount		Optional Leveraged Amount		Subtotal		Optional Explanation
STAFF								
Beach Cities Coordinator		\$	# of FTE	\$	# of FTE	\$	# of FTE	
Salary		\$ 90,000.00	1	\$ 15,000.00	0.2	\$ 105,000.00	1.2	Requested amount to fully cover the salary for this position.
Tax/Benefits		\$ 22,500.00	n/a	\$ 4,350.00	n/a	\$ 26,850.00	n/a	Leveraged staff includes: Shari Weaver, Breanna Jaijairam
Subtotal		\$ 112,500.00	1	\$ 19,350.00	0.2	\$ 131,850.00	1.2	
Beach Cities Case Workers		\$	# of FTE	\$	# of FTE	\$	# of FTE	
Salary		\$ 135,000.00	2	\$ 13,125.00	0.25	\$ 148,125.00	2.25	Requested amount to fully cover the 2 FTEs. Leveraged staff includes: Lila Omara, additional HIS Staff detailed in RFP Section V:Staffing
Tax/Benefits		\$ 33,750.00	n/a	\$ 3,806.25	n/a	\$ 37,556.25	n/a	
Subtotal		\$ 168,750.00	2	\$ 16,931.25	0.25	\$ 185,681.25	2.25	
Staff Administrative Fee (8% Cap)		\$	Admin %	\$	Admin %	\$		
		\$ 22,500.00	8	\$ 2,902.50	10	\$ 25,402.50		
Staff Cost Subtotal:		\$ 303,750.00	8	\$ 39,183.75	0.45	\$ 342,933.75		

NON-STAFF SUPPLY COSTS (Briefly detail each item)		Requested Amount	Optional Leverage	Subtotal	Explanation
Mileage Reimbursement		\$ 6,300.00	\$ 1,550.00	\$ 7,850.00	Mileage x 3 FTE's (\$175/mo.)
Office Supplies		\$ 2,500.00	\$ 1,300.00	\$ 3,800.00	paper, ink, desk, chair, file cabinet, and other office supplies
Reproduction		\$ 400.00	\$ 100.00	\$ 500.00	Printing, copier rental
Technology		\$ 7,000.00	\$ 1,000.00	\$ 8,000.00	Laptops / Cell Phones & Service Plan
Other Costs		\$ 4,500.00	\$ 2,500.00	\$ 7,000.00	Insurance, client incentives, motel, utilities, postage
Subtotal		\$ 20,700.00	\$ 6,450.00	\$ 27,150.00	
GRAND TOTAL		Requested Amount	Optional Leverage	Total Program Cost	
		\$ 324,450.00	\$ 45,633.75	\$ 370,083.75	

VII. Litigation

We have never had any past, current or pending litigation resulting from a profession service rendered since our agency's 1987 founding.

VIII. Insurance

Our insurance coverage is attached. Upon contract award HIS shall add the City of Manhattan Beach and its elected and appointed officials, officers, employees, agents and volunteers as additionally insured.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

8/1/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER
Arthur J. Gallagher & Co.
Insurance Brokers of CA, Inc. LIC #0726293
505 N Brand Blvd, Suite 600
Glendale CA 91203

CONTACT
NAME: Jenny Kim
PHONE (A/C, No, Ext): 818.539.8611
E-MAIL: Jenny_Kim@ajg.com
FAX (A/C, No): 818.539.8711

INSURED
Harbor Interfaith Services, Inc. & South Bay
Auxiliary of Harbor Interfaith Services
670 W. 9th St.
San Pedro CA 90731

HARBINT-01

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A: Great American Insurance Company of NY	22136
INSURER B: Great American Alliance Insurance Company	26832
INSURER C: Great American Insurance Company	16691
INSURER D: Travelers Casualty and Surety Co of America	31194
INSURER E: NOVA Casualty Company	42552
INSURER F:	

COVERAGES

CERTIFICATE NUMBER: 1510937449

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADOL SURR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	COMMERCIAL GENERAL LIABILITY CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER		PAC 0479112 06	4/1/2019	4/1/2020	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 20,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COMP/OP AGG \$ 3,000,000 \$
C	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY		CAP 0479113 06	4/1/2019	4/1/2020	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ Comp / Coll Ded: \$ 500/\$500
B	UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR EXCESS LIAB <input checked="" type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ 10,000		UMB 0-47-91-14-06	4/1/2019	4/1/2020	EACH OCCURRENCE \$ 1,000,000 AGGREGATE \$ 1,000,000 \$
E	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input type="checkbox"/> N/A	CF1-WK-10000328-00	4/1/2019	4/1/2020	<input checked="" type="checkbox"/> PER STATUTE OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
D	Directors & Officers		107053976	3/1/2019	4/1/2020	Per Claim Aggregate Retention \$1,000,000 \$1,000,000 \$10,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Policy: Professional Liability
Policy #: PAC 0479112 06
Policy Term: 4/1/2019 to 4/1/2020
Carrier: Great American Insurance Company of NY
Each Claim \$1,000,000 / Aggregate: \$3,000,000

Policy: Sexual Abuse or Molestation
Policy #: PAC 0479112 06
See Attached...

CERTIFICATE HOLDER**CANCELLATION**

Evidence of Coverage

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

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AGENCY CUSTOMER ID: HARBINT-01

LOC #:



ADDITIONAL REMARKS SCHEDULE

Page 1 of 1

AGENCY Arthur J. Gallagher & Co.		NAMED INSURED Harbor Interfaith Services, Inc. & South Bay Auxiliary of Harbor Interfaith Services 670 W. 9th St. San Pedro CA 90731	
POLICY NUMBER			
CARRIER	NAIC CODE	EFFECTIVE DATE:	

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,

FORM NUMBER: 25 **FORM TITLE:** CERTIFICATE OF LIABILITY INSURANCE

Policy Term: 4/1/2019 to 4/1/2020
Carrier: Great American Insurance Company of NY
Each Claim: \$1,000,000 / Aggregate: \$3,000,000

Policy: Crime
Policy #: PAC 0479112 06
Policy Term: 4/1/2019 to 4/1/2020
Carrier: Great American Insurance Company of NY
Employee theft: Limit: \$300,000 / Deductible: \$500
Forgery or Alteration: Limit: \$300,000 / Deductible: \$500
Computer Fraud and Funds Transfer Fraud (other): Limit: \$300,000, Deductible: \$500

Evidence of Coverage.

IX. Acceptance of Conditions

Harbor Interfaith Services accepts all the conditions listed in the Request for Proposal document.