

Attachment A

New Start Center Agreement Details

MANAGEMENT PLAN – There are several required components that must be included in the agency developed and County approved Management Plan

- **Operations** – the NSC must be staffed 24/7 and have at least one certified first aid/CPR trained staff on duty. Must address phone and internet use by clients and the agency's obligations around lost or abandoned personal property.
- **Occupancy Requirements** – following the initial term, maintain a vacancy rate of 5% or less and individually house individuals who are 18 years of age or older.
- **Occupancy Screening** – Participate in HMIS, Coordinated Entry and require background checks and sex offender screening.
- **Housing Program and Services** – goal of clients obtaining housing in 90 days
- **Third-Party Service Providers** – must identify any anticipated third-party service providers and include procedures for County review and approval. Also must address Agency coordination of scheduled appointments with third-party service providers (like alcoholics anonymous and narcotics anonymous).
- **Janitorial Services** – provides details on how the Agency will keep the facility in good repair and operable, provide for how specific types of cleaning/repairs will be conducted (like biohazard, contamination, etc).
- **Laundry Services** – Agency will provide clean linens and towels no less than once per week and also provide for opportunities for clients to do their own personal laundry.
- **Health and Safety** – include information on how the Agency will comply with safety plans including dealing with sharps, first aid kits, sanitization, communicable diseases, stocked restrooms, cleaning supplies, bathroom hygiene supplies, deep cleaning, protect facility from smoking, biohazard cleanup, etc.
- **Food Services** – minimum of one hot and one cold meal per day; also must address how the agency will handle client-stored food in their unit and any vending machines (coordinated with the County).
- **Safety and Security** – written component that provides for security services, patrols, routine and non-routine unit inspections, security cameras, third-party agreements, how illegal, unsafe and disruptive behavior will be addressed, methods for de-escalation in a behavioral health crisis and development of emergency, evacuation and fire-safety plans.

- **Code of Conduct** – SEE SPECIFIC DETAILS BELOW
- **Pet Policy** – Include type of pets allowed and protocols for removing pets during inspection, cleaning and maintenance.
- **Parking and Vehicle Policy** – address protocols for staff and client parking and prohibitions on car camping
- **Biohazards** – notification requirements around biohazard events

CODE OF CONDUCT – Minimum Requirements that must be included, reviewed with clients at project intake and signed by clients prior to move-in:

- Behavioral Expectations
- Safety protocols
- Visitor policy
- Grounds for Termination and removal (delineate between behaviors that result in immediate termination and those that initiate progressive discipline)
 - Immediate Termination:
 - Violence
 - Sexual Abuse
 - Use or manufacture of illicit substances on site
 - Distribution of control substance on site
 - Causing a life-threatening safety hazard
 - Progressive Discipline (or termination situation dependent)
 - Harassment or threatening behavior
 - Sexual harassment
 - Possession or use of a weapon
 - Causing a non-life threatening safety hazard
 - Smoking in room or non-designated area
 - Being intoxicated or impaired in common areas
 - Provision of tobacco or alcohol to minors
 - Causing property damage

REFERRAL AND ELIGIBILITY –

- 18 years of age or older
- Literally homeless
- Residing in a shelter or individuals in consistent contact with a County-approved referral partner and actively engaging in activities to achieve housing stability.

Referral required – no drop ins. 75% from the area where the NSC is located.

- At or below 50% of the area median income for Snohomish County
- No recent conviction for manufacture or distribution/delivery of a controlled substance
- Not a level 1 noncompliant, level 2 or level 3 registered sex offender
- Not have conviction of a crime of violence ([RCW 9.41.010\(7\)](#))
- Be able to manage activities of daily living

SAFETY AND SECURITY – reviewed with clients during intake

- 24/7 staffing
- On-site security (can be subcontracted) with 24/7 during first year of operation
- Regularly patrol property
- Conduct room inspections
- Conduct wellness checks
- Maintain written procedures for staff response
- Maintain written emergency plans including evacuation
- Train staff in de-escalation, trauma informed care and response to safety/security concerns
- Perimeter fencing with a single point of entry