



## City of Seattle

Jenny A. Durkan, Mayor

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Human Services Department

Jason Johnson, Interim Director

August 26, 2019

Low Income Housing Institute  
Sharon Lee  
2407 1<sup>st</sup> Ave.  
Seattle, WA 98121

RE: Performance Improvement Plan  
Northlake Village - HSD Contract DA19-1783

The City of Seattle Human Services Department (HSD) requires a **written plan of improvements for Northlake Village DA19-1783** currently contracted with and operated by the Low Income Housing Institute (LIHI).

HSD requires all contracted agency partners to adhere to operating and monitoring requirements and demonstrate the ability to meet them. **Currently, LIHI is out of compliance with annual monitoring requests and out of compliance with the service plan of Northlake Village including the referral process, intake and access to case management/housing services.**

**Exhibit A-1, Section C. #3 of their contract states that “The City of Seattle will have access to all program documentation upon request...”** The city of Seattle has requested intake and bar documentation for this contract which was unable to be provided by LIHI due to a former subcontracted entity holding this information and not granting LIHI access. The city of Seattle recognizes LIHI as the operator and contracted entity for Northlake Village. LIHI severed subcontracted operations and is solely responsible for both the services and operations per the city of Seattle contract. LIHI is required to provide all requested documentation to comply to city of Seattle monitoring and contract DA19-1783.

**Exhibit A-1, Section A. Services #2 states that “LIHI will provide case management services to each resident at this site...The agency responsible for case management services will ensure that the Case Manager(s) reach out to all encampment residents and offer case management services. Case Manager(s) will continue to work with residents throughout their stay to ensure ongoing access to services. All operators are required to provide a safe and accessible space for Case Manager(s) on-site and encourage residents to participate with case management services.”** During the city of Seattle Human Services annual monitoring program review the city of Seattle was informed that a previous subcontracted organization is refusing to provide documentation concerning new intakes and barred residents when requested for this villages. LIHI staff stated that new residents of the village have refused to meet with case management staff under the direction of an unauthorized operator resulting in HMIS compliance issues, missing data in HMIS and client files and the inability for case managers to discuss creating housing stability plans to assist in exiting to permanent housing.

**The following actions are required immediately at Northlake Village to resume compliance with city of Seattle contract DA19-1783:**

- All requested documentation including bars and intakes need to be provided to city staff
- All vacancies need to be reported to the city of Seattle Navigation Team and all referrals will be referred via the city of Seattle Navigation Team
- LIHI staff and case management staff will have full access to the village and all village residents
- Full-time case management is required on site at Northlake Village
- All village intakes will meet with LIHI staff and complete: code of conduct, HMIS intake, a signed housing service plan

The objective of this program is to provide a safe and healthy transitional location for adults and families to get the support they may need in finding permanent housing. LIHI has been a strong agency partner with the city of Seattle and HSD has every expectation that LIHI will make visible and lasting improvements to Northlake Village to meet this objective. The city requires a **written plan from LIHI stating strategies and plans for improvements in the above areas by September 6, 2019**. LIHI will then have **30 days to complete improvements with a completion date of October 7, 2019**.

HSD contract staff will conduct site visits to Northlake Village during the 30-day improvement period as well as meet with LIHI staff directly. The site visits will be random visits and may occur multiple times through October 7<sup>th</sup> and beyond. City of Seattle staff will participate in monthly Community Advisory Council meetings.

Please contact me directly for any questions or clarification at [adrienne.easter@seattle.gov](mailto:adrienne.easter@seattle.gov) or (206)684-0260. **A written improvement plan needs to be submitted by September 6, 2019.**

Sincerely,

Adrienne Easter  
Manager of Homeless Investments  
City of Seattle Human Services Department

Cc: Shawn Neal, City of Seattle, Senior Grants and Contracts Specialist  
Lisa Gustaveson, City of Seattle, Planning and Development Specialist II  
Maurine Worgum, City of Seattle, Contracts Supervisor OOC  
Amy Crawford, City of Seattle, Contracts Supervisor