Emergency Shelter Hotel-Motel Vouchers ESG 2017-2018



Emergency Shelter Overview

■ **Emergency shelter -** facility, the primary purpose of which is to provide a temporary shelter for the homeless in general or for specific populations of the homeless and which does not require occupants to sign leases or occupancy agreements.

Hotel-Motel Vouchers Overview

- Eligible ESG cost under the Emergency Shelter component
- □ Hotel or motel voucher may be provided where no appropriate emergency shelter is available
- Must have a direct connection to a program providing permanent housing placement
- □ Generally limited to 30 days

Emergency Shelter Best Practices

- Emergency shelters will be the front door to the Coordinated Entry system in many communities
- Emergency shelter is not considered the ideal place for intensive therapeutic interventions
- Low-barriers to project entry and participation
- □ Focus on permanent housing placement through linkages to the widest possible range of permanent housing options and programs
- Move people to permanent housing solutions as quickly as possible

BoS Written Standards for Shelters

- Shelters should have expedited admission processes, to the greatest extent possible
- □ Shelters should not require, upon admission, that residents have IDs or be entered into HMIS
- □ Shelters should not require any fees

Eligibility for Services

- □ Individuals and families defined as Homeless under the following categories are eligible:
 - □ Category 1 Literally Homeless
 - □ Category 2 Imminent Risk of Homeless
 - □ Category 3 Homeless Under Other Federal Statutes (only with explicit DCA permission)
 - □ Category 4 Fleeing/Attempting to Flee DV

Homeless Verification

An individual or family who lacks a fixed, regular, and adequate nighttime residence.

- **Third party written:** A written referral or official communication from another housing or service provider. Third party written documentation must be on official agency stationery, and must be signed and dated by an appropriate agency representative.
 - □ Alternate requirement: Third party verification may be documented on DCA Third Party Verification form is not otherwise available.
- Completed DCA Staff Certification of Homelessness form documenting oral third party statement or staff observations
- □ Completed DCA Self Certification of Homelessness form

Homeless Verification CATEGORY 1

Exiting an institution where he or she resided for 90 days or less and fit the above criteria immediately prior to entering:

- □ One of the forms of evidence on the previous slide, **and** ONE of the following:
- Discharge paperwork or a written or oral referral from a social worker, case manager, or other appropriate official of the institution, stating the beginning and end dates of the time residing in the institution. All oral statements must be recorded by the intake worker on the DCA Staff Certification of Homelessness form; or
- (B) Where the evidence listed above in (A) is not obtainable, a written record of the intake worker's due diligence in attempting to obtain the evidence described in (A) and a certification by the individual seeking assistance that states he/she is exiting or just exited an institution where he/she resided for 90 days or less. This is documented on the DCA Self Certification of Homelessness form.

Homeless Verification CATEGORY 2

An individual or family who will imminently lose their primary nighttime residence provided for whom:

- A court order resulting from an eviction action that requires the individual or family to leave their residence <u>within 14 days</u> after the date of their application for homeless assistance <u>OR</u>
- The equivalent notice under applicable state law, a Notice to Quit, or a Notice to Terminate issued under state law.

AND

 DCA Staff Certification, DCA Self Certification of Homelessness, or other written documentation stating that the individual/family lacks financial resources and support, and has not identified a subsequent residence

Homeless Verification CATEGORY 2

For applicants whose primary nighttime residence is a hotel or motel room <u>not</u> paid for by charitable organizations or federal, state, or local government programs:

- Evidence that the individual or family lacks the resources necessary to reside there for more than 14 days after the date of application for homeless assistance <u>OR</u>
- An oral statement by the individual or head of household that the owner or renter of the housing in which they currently reside will not allow them to stay for more than 14 days after the date of application for homeless assistance. The intake worker must record the statement and certify that it was found credible on the DCA Staff Certification of Homelessness form.
- □ To be found credible, the oral statement must:
 - Be verified by the owner or renter of the housing in which the individual or family resides at the time of application for homeless assistance and
 - Be documented by a written certification by the owner or renter or by the intake worker's recording of the owner or renter's oral statement

Homeless Verification CATEGORY 2

If the intake worker is unable to contact the owner or renter:

- □ The intake worker must provide written documentation certifying that he/she performed due diligence in attempting to obtain verification and written certification that the applicant's statement was true and complete.
- □ Certification by the individual or head of household that no subsequent residence has been identified; and
- Certification or other written documentation that the individual or family lacks the resources and support networks needed to obtain other permanent housing.

Homeless Verification CATEGORY 4

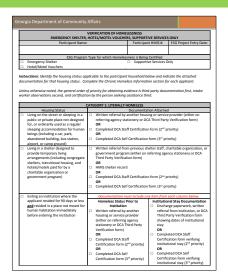
Is fleeing, or is attempting to flee some form of family violence, has no other residence; **and** Lacks the resources or support networks, e.g., family, friends, faith based or other social networks, to obtain other permanent housing:

- If services are provided by a victim services provider:
 - □ DCA Staff Certification of Homelessness <u>or</u>
 - □ DCA Self Certification of Homelessness
 - □ Third party documentation (law enforcement, referrals, etc.) should be obtained whenever possible

Homeless Verification CATEGORY 4

- If services are not provided by a victim services provider:
 - □ DCA Staff Certification of Homelessness or
 - □ DCA Self Certification of Homelessness
 - Where the safety of the individual/family is not jeopardized, the client's statement must be verified by the intake worker or a written referral.

DCA Housing Status Verification Form



Homeless Verification

HUD prefers this order for homeless verification:

- 1. Third Party verification
 - □ Written, including documents already available
 - □ Oral
- 2. Intake Staff Observations
- 3. Self-Certification (with staff certifying due diligence)

Written Third Party Verification

- Written verification from a third party must by an official communication on agency stationery from a housing or homeless services provider.
- The written communication must be signed and dated by an appropriate agency representative.
- If the verification is from an emergency shelter, the shelter must appear on the CoC's Housing Inventory Chart submitted as part of the most recent CoC Homeless Assistance application to HUD or otherwise be recognized by the CoC as part of the CoC inventory (e.g. newly established Emergency Shelter).
- □ If the certification is for unsheltered homelessness, the certifying agency must be recognized by the local CoC as an agency that has a program designed to serve persons living on the street or other places not meant for human habitation. (Examples may be street outreach workers, day shelters, soup kitchens, Health Care for the Homeless sites, etc.)

DCA Third Party Written Homeless Verification



□ This form is required for third party written verification when sufficient written verification is not otherwise available.

Lack of Third Party Documentation

□ Lack of third party documentation <u>MUST NOT</u>

prevent an individual or family from being
immediately admitted to emergency shelter, receiving
street outreach services, or being immediately
admitted to shelter or receiving services provided by
a victim service provider.

DCA Staff Certification of Homelessness and Domestic Violence

□ This form is required for homeless certification by oral third party statements or staff observation.



DCA Self Certification of Homelessness and Domestic Violence



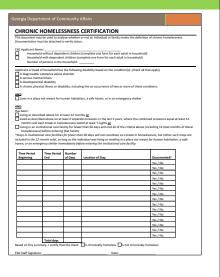
□ This form is required for client self declaration of homelessness or domestic violence.

Chronic Homelessness Documentation

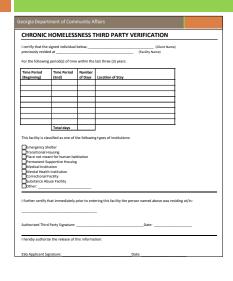
- □ Chronic homelessness must be documented, even if the agency or project does not specifically target the chronically homeless.
- □ Documenting chronic homelessness is vital to ensure that the individual or family maintains the proper homeless status for other service options.

DCA Chronic Homelessness Certification

☐ This form is required to document chronic homelessness.



DCA Chronic Homelessness Third Party Verification



- □ This form may be used to obtain third party verification to document chronic homelessness.
- □ This form is not necessary if other written documentation is available.

DCA Chronic Homelessness Self Declaration

- □ This form may be used to document chronic homelessness only when other third party verification is not available.
- This is primarily an issue when an individual or family does not have connections to service providers.

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A serious mer	ntal illness			
A developme A chronic phy		lity, including	g the co-occurrence of two or more of these conditions.	
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ES Eligible Activities

CASE MANAGEMENT

- □ Using the centralized/coordinated assessment system
- Conducting the initial evaluation required under including verifying and documenting eligibility
- Counseling
- Developing, securing, and coordinating services and obtaining Federal, State, and local benefits
- Monitoring and evaluating project participant progress
- Providing information and referrals to other providers
- Providing ongoing risk assessment and safety planning with victims of domestic violence, dating violence, sexual assault, and stalking, developing an individualized housing and service plan, including planning a path to permanent housing stability.

ES Eligible Activities

Child care
Education services
Employment assistance and job training
Legal services
Mental health services
Life skills training
Outpatient health services
Substance abuse treatment services
Transportation
Operations

Family Separation

Preventing Involuntary Family Separation in Emergency Shelters

- 576.102 (b) Prohibition against involuntary family separation. The age, of a child under age 18 must not be used as a basis for denying any family's admission to an emergency shelter that uses Emergency Solutions Grant (ESG) funding or services and provides shelter to families with children under age 18.
- □ Providing a hotel/motel stay is not an appropriate substitute

Family Separation

- HUD regulations prohibit shelters from denying access to families based on the age of a child.
 - □ Includes methods of treating families differently based on age of a child, i.e., placing a family with teenage boy in hotel/motel, not allowing the family to remain on-site
- ALL emergency shelters and transitional housing facilities will comply with this requirement.
- All ES and TH projects must comply with new discrimination regulations also

ES Performance Measures

For each project, performance will be measured based on the following standards:

- 1. An overall bed utilization rate of 80%.
- 2. The average length of stay of the households served should be ideally 30 days or less.
- 3. An increase in the percentage of discharged households that secure permanent housing at exit each year.
- An increase in the percentage of households that increase cash and non-cash income during project enrollment.

Compliance

- Shelter and Habitability Standards should be inspected and forms completed upon contract execution.
- □ Compliance team will schedule visits to conduct onsite reviews.
- Environmental reviews are conducted for your shelter during the contracting process.

Questions?

Thank You!

