

Columbus and Franklin County
Homeless Crisis Response System (HCRS)
Policies and Procedures
FY2020 Version 1.2 (effective 1/1/2020)

Summary of Key Changes

Homelessness Prevention

- Added that targeted homelessness prevention is prioritized for families who will be literally homeless within 14 days or less.

Street Outreach

- Business rules and recordkeeping requirements for street outreach program enrollments, monthly contacts, and exits were clarified. A full description of these requirements is located [here](#).

Emergency Shelter (Singles and Families)

- Added that the Housing Assistance Screening Tool (HAST) should be completed within 5 business days of shelter entry for every household or as soon as possible. If not completed within 5 business days of shelter entry, staff should document efforts and reasons why not completed within 5 business days, along with continued efforts to complete the HAST in the client file.
- Added previously communicated requirement that shelter staff upload the HAST for each household to the head of household's CSP record. Alternatively, shelters can maintain a hard copy of the HAST in the shelter client file and securely send a copy of the HAST to the RRH program where the household was referred, if applicable, so the RRH program can also maintain this documentation for record-keeping and compliance purposes.

Rapid Re-Housing (Singles and Families)

- Added that transition-age youth and victims of domestic violence are also assessed for additional vulnerabilities and prioritized in targeted pools for specialized RRH programs.

Emergency Shelter (Families)

- Added eligibility conditions related to families who previously stayed in emergency shelter and exited within the prior 90 days. Such families must meet with the shelter program director or other designated staff within 2 business days of shelter entry in order to review shelter eligibility requirements, conditions for re-entry, shelter/re-housing expectations, and the supports a family needs and desires to successfully achieve their IHSP. Families who exited unsuccessfully in the prior 90 days, including those who disappear and those who were exited involuntarily, should generally demonstrate some level of effort to obtain housing, income and/or services prior to returning to shelter. Families who were involuntarily exited in the prior 90 days must

also agree to behavior or other changes and conditions necessary to meet all emergency shelter eligibility criteria, including actively working on an IHSP in order to obtain permanent housing as quickly as possible according to individual needs, means and abilities.

- Added example scenario where a family may be found no longer eligible for shelter if they refuse to take reasonable, mutually agreed-upon actions to address their re-housing needs as reflected in their IHSP and only after the family has been provided multiple, documented opportunities to take action or adjust their IHSP and does not follow-through.
- Added that shelters must document all involuntary exits in the incidents section in CSP with the reason for the involuntary exit and summary notes in the event the family later returns. If a family returns within 90 days of shelter exit, Gladden Community House Family Diversion staff will use case notes and other CSP data to determine if a family is subject to conditions and notify the appropriate shelter and/or rapid re-housing program of family re-admission, need for re-engagement, and conditional stay.
- Added that emergency shelters must work with families to clarify and document conditions as part of shelter intake and updated IHSP and will share these conditions with any rapid re-housing provider assisting the family.
- Clarified that families who exit involuntarily or voluntarily to an unsheltered or otherwise dangerous place for children, must be informed of the shelter mandatory requirement to notify Franklin County Children's Services (FCCS). Families must be offered assistance in contacting FCCS themselves, in order to access FCCS temporary assistance and stabilization supports. Families who refuse to contact FCCS must be immediately reported to FCCS for further investigation and such reports must be documented in the client case file and CSP incident section

Direct Client Assistance

- Clarified that for Rapid Re-Housing programs, income at RRH program enrollment may be used for DCA income eligibility purposes.
- Added previously communicated requirement that for clients who receive DCA, agency staff are required to follow up with landlords (either via email or phone) within 7 days of the client's shelter exit to ensure the client has taken possession of their new unit.