

Homeless Crisis Response System (HCRS) Policies and Procedures

Summary of Major Changes by Section for FY2020

The HCRS policies and procedures were reorganized by major sub-population and edited for clarity for FY2020. Major content changes are detailed below.

Overview

- System overview updated to incorporate goals and principles from A Place to Call Home

Homelessness Prevention

- Added case closure guidelines.

Single Adult System

- System flow map unique to single adults added.

Shelter and Rapid Re-Housing

- Changed Welcome Screen to Housing Assistance Screen and updated Housing Assistance Screen to incorporate factors relevant to youth and presumptive targeting for permanent supportive housing. Clarification was added indicating that all shelter residents should be screened as soon as possible.
- Added eligibility condition that individual must not have been enrolled in RRH in prior 12 months.
- Removed requirement that rapid re-housing partners must request an extension for families via System Manager.
- Added case closure guidelines.

Family System

- System flow map unique to families added.

Shelter and Rapid Re-Housing

- Changed Welcome Screen to Housing Assistance Screen and updated Housing Assistance Screen to incorporate factors relevant to youth and presumptive targeting for permanent supportive housing.
- Added in language regarding families linked with Rapid Re-housing only receive a “light touch” or as needed services from shelter case managers.
- Added in language regarding shelters refer families to rapid re-housing/permanent supportive housing based on standardized Housing Assistance Screening tool. Families should be referred to rapid re-housing if they cannot self-resolve their housing crisis on their own. Clarification was added indicating that all shelter residents should be screened as soon as possible.
- Added eligibility condition that family must not have been enrolled in RRH in prior 12 months.
- Removed requirement that a “packet” of family information is provided to the rapid re-housing partner upon referral.

- Removed time frame a family is moved into permanent housing after intake.
- Removed requirement that rapid re-housing partners must request an extension for families via System Manager.
- Added case closure guidelines.

Veteran System

- New section – previously was separate attachment.
- System flow map unique to Veterans added.
- Added that veterans may be placed in an overflow (humanitarian) bed at VOA while eligibility and interest in other shelter and transitional housing options is determined.
- Added case closure guidelines.

Direct Client Assistance

- Clarified that clients served in rapid re-housing retain their homeless and chronic homelessness status (if applicable) once housed by RRH, so long as still enrolled, for purposes of retaining eligibility for permanent supportive housing.

Unified Supportive Housing System Policies and Procedures Summary of Major Changes for FY2020

- Added definitions for “Non-Chronically Homeless Applicant” and Long-Episodic Homelessness”.
- Updated all language around Non-Chronically homeless applicants.
- Updated policy and procedure concerning “Determination of Prospective Applicant Eligibility.”
- Updated “Documentation of Homelessness” policy and procedure to include clarification around clients enrolled in rapid re-housing and continued homeless and chronic homeless status for PSH eligibility purposes.
- Updated of “Appendix 2” around documentation of eligible immigration status, including acceptable documents.