

Standardized System-wide Shelter & Navigator Program Restriction Guidelines

Last Revision: July 22, 2016

3 Types of System-wide Restrictions

1. **Shelter Restriction:** A system-wide shelter restriction placed on an individual/HoH at the time of exit from shelter (may be issued by the Navigator Program or Shelter).
2. **Shelter Rules Violation Shelter Restriction:** A system-wide shelter service restriction placed on an individual/HoH as a result of an egregious act (towards self, another human, or property) and Illegal activity (weapon, alcohol or other drugs) brought on premises
✓ *Shelter-Specific Ban: When a client is banned from entering a specific shelter as a result of legal charges being formally pressed. (Copies of the legal documents are to become part of the individual's shelter-based file or can be made available at the time of request.)*
3. **Sex Offender Status Shelter Eligibility Restriction:** (Check one box in the table below or one of the 2 following sex offender categories)
 Client is a Tier III Sex Offender
 Client is a Sex Offender with Community Notification Designation

CSB Guidance on System-wide Service Restrictions

- A. **All service restrictions issued are system-wide restrictions for the duration of the restriction.**
 - a. The program issuing the service restriction is the only program able to lift the service restriction through an appeal process, removing it from CSP
 - b. Once a service restriction is removed the individual can access any Shelter Program, including the shelter that issued the restriction, and when applicable the Navigator Program
 - c. In those cases where legal documents can be provided for charges pressed by a named provider a service restriction may be limited to a single shelter provider
- B. **CSB recommends only service restrictions related to the follow categories are issued by the Navigator Program and Shelter Programs:**
 - a. Positive housing exits with or without a lease in file
 - b. No progress made towards individualized housing goals
 - c. Egregious acts (towards self, another human, or property) and
 - d. Illegal activity (weapon, alcohol or other drugs) brought on premises
- C. **CSB acknowledges that providers may choose to enact additional reasons as why an individual/HoH may receive a system-wide service restriction.**
- D. **While other types of restrictions remain at the discretion of the respective program none should exceed 90 days, with the exception of situations where legal charges have been formally pressed.**
 - a. Copies of the legal documents are to become part of the individual's shelter-based file or can be made available at the time of request
- E. **The Homeless Hotline does not issue service restrictions for individuals.**
 - a. The Homeless Hotline verifies the duration and dates of the service restrictions.
 - b. The Homeless Hotline informs all individual deemed eligible for shelter the appeal process to follow to have a service restriction lifted.

***Each Shelter will have a predetermined and posted appeals process.
Any individual requesting an appeal must have his/her appeal heard within 3 calendar days.
Appeal outcomes must be entered into CSP the day the appeal is heard.***

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<p>Shelter Rule Violation Shelter Restrictions</p> <p><i>*Length of restriction can be appealed</i></p> <p><i>* All service restrictions are system-wide.</i></p> <p><i>*During winter overflow season, people with service restrictions for the categories below will only be able to access a shelter bed in the Van Buren Overflow Shelter when open.</i></p> <p><i>*Shelter Directors or Specified Shelter Position (non-transferable) must sign off on all Rule Violation Service Restrictions.</i></p>	<p>Shelter & Navigator Program Restrictions</p> <p><i>*Length of restriction can be appealed</i></p> <p><i>* All service restrictions are system-wide.</i></p> <p><i>*If there are empty system beds during winter overflow season, service restrictions for the categories below will be lifted and people in these restriction categories will be able to access a shelter bed in the Van Buren Overflow Shelter when open or in a Tier 2 Shelter.</i></p> <p><i>* CSB recommends progressive service restriction process in this classification of service restrictions of 15-days, 30-days and 45-days.</i></p>
<p>Shelter Director's Box: (Ban does not fit into one of the below. Must specify duration and rationale. Must be signed off by Shelter Director.)</p>	<p>Up to 45 day shelter restriction</p> <ul style="list-style-type: none"> • Positive Housing exit without DCA with lease in the file (Individual has a lease in his/her name.) • Continue to be eligible for Navigator Services
<p>Greater than 90 day shelter restriction (must specify duration and rationale)</p> <ul style="list-style-type: none"> • Property Damage in excess of \$10,000 • Assault involving a weapon or severe bodily injury • Firearm on shelter property 	<p>30 day shelter restriction</p> <ul style="list-style-type: none"> • Positive Housing exit without DCA and without a lease • Continue to be eligible for Navigator Services
<p>Up to 90 day shelter restriction</p> <ul style="list-style-type: none"> • Property damage in excess of \$5,000 • Assault • Theft of significant property • Weapons (non-firearm) on property 	<p>No progress towards stated housing goals with shelter stay greater than 30 days as evidenced by documentation in client file (progressive service restriction process) shelter and navigator program restriction</p> <ul style="list-style-type: none"> • 45-days (3rd occurrence) • 30-days (2nd occurrence) • 15-days (1st occurrence) • Not eligible for Navigator or Shelter Services <p><u>Exception:</u> <i>*During winter overflow season, people with service restrictions due to no progress towards stated housing goals will only be able to access a shelter bed in the Van Buren Overflow Shelter when open.</i></p>
<p>Up to 60 day shelter restriction</p> <ul style="list-style-type: none"> • Property damage below \$5000 • Possession/use/selling drugs/alcohol within shelter or on shelter property • Smoking in non-designated areas (safety risk) • Harassment/Threats 	
<p>Up to 30 day shelter restriction</p> <ul style="list-style-type: none"> • Non compliance with lawful requested searches • Disruption of Operations 	

DCA-Related Service Restrictions

1. All single adults and families who utilize DCA will be placed on a system-wide shelter restriction for 3 months from date of their exit from the homeless program from which they are receiving services, and will be unable to access shelter during this time except for Maryhaven's Engagement Center.
2. Service Restrictions are entered as designated below:
 - a. CSB DCA Program Manager: YMCA Single Adult Triage Shelter, YWCA Family Center, YMCA Family Shelter
 - b. Navigator Program at client exit from navigator program
 - c. Direct Housing Program at family exit from direct housing program
3. Appeals will be handled by CSB's Program Manager.