

HEARTH Policies and Procedures – Summary of Major Changes

The policies and procedures were reorganized. Much of the text is the same, just trimmed to make the document more concise. Links are embedded throughout the document, instead of having appendices.

I. OVERVIEW

Background/Vision/Mission/Philosophy

- < Updated numbers, partners, and composition of the RLFC
- < Updated Housing First language
- < Incorporated federal language into vision and mission

Added a graphic illustrating the crisis response system

Federally-funded Program Information

- < Added agency/program applicability depending on the program's funding sources
- < Added references to the HEARTH Act and federal regulation 2 CFR 200

II. ALL PROGRAMS

- < Updated the system workgroups to match the RLFC governing document
- < Added language to clarify applicability of lead-based paint requirements

III. HOMELESSNESS PREVENTION

- < Reduced paperwork requirements
- < Clarified eligibility requirements related to imminent risk of literal homelessness, prioritization, and program length
- < Added expected average duration for financial assistance
- < Defined successful and unsuccessful exits and emphasized the requirement to examine all extenuating circumstances when deciding whether program violations warrant termination

IV. OUTREACH

- < Defined successful and unsuccessful exits and emphasized the requirement to examine all extenuating circumstances when deciding whether program violations warrant termination

V. EMERGENCY SHELTER

- < Clarified purpose of emergency shelter
- < Worked with shelter providers and rapid re-housing providers to refine shelter eligibility criteria, including clarifying requirements related to absence of other safe, appropriate housing, ability to address activities of daily living, consent to shelter rules and expectations, and expectations for people who were previously involuntarily exited and are re-presenting for shelter
- < Worked with shelter providers to revise system-wide service restriction standards and added involuntary discharge standards and procedures, to limit service restriction from shelter due to imminent health or safety risks only

- < Defined successful and unsuccessful exits and emphasized the requirement to examine all extenuating circumstances when deciding whether program violations warrant involuntary exit from shelter
- < Added standards and procedures for transferring clients between shelters to ensure provision of the most appropriate services at the most appropriate location

VI. RE-HOUSING ASSISTANCE

Direct Client Assistance

- < Removed maximum amount of direct client assistance (DCA) and emphasized requirement that assistance not exceed documented need with adequate justification documentation
- < Extended application submission deadline to 14 days from 7 days once a client exits shelter
- < Added allowance for up to 6 months of DCA for DCA-only family applicants, when necessary to secure and stabilize in housing
- < Added that CSB will authorize funding for rooming houses as long as the prospective room is within the number of rooms as described per the Franklin County Auditor's report and a fully executed lease is received

Rapid Re-Housing for Families and Single Adults

- < Removed detailed Admissions Policies to simplify eligibility, entry, and prioritization
- < Added target populations and prioritization criteria due to limited rapid re-housing (RRH) capacity relative to demand
- < Added use of revised Welcome Screen as standardized assessment tool for initial screening and referral to RRH
- < Revised eligible activities to reflect core components of RRH
- < Removed maximum amount of DCA assistance
- < Updated information on referrals and case conferencing
- < Defined successful and unsuccessful exits and emphasized the requirement to examine all extenuating circumstances when deciding whether program violations warrant termination

VII. TRANSITIONAL HOUSING

- < Defined successful and unsuccessful exits and emphasized the requirement to examine all extenuating circumstances when deciding whether program violations warrant termination

VIII. PERMANENT SUPPORTIVE HOUSING

- < Directed providers to the USHS Policies and Procedures and CoC eligible costs matrix instead of spelling out entry, eligibility, and eligible activities in the body of the text
- < Defined successful and unsuccessful exits and emphasized the requirement to examine all extenuating circumstances when deciding whether program violations warrant termination

APPENDIX A – added an appendix with definitions of important terms