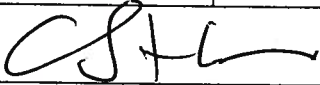


<b>Homeless Alliance for the Lower Shore Continuum of Care (CoC) Policy</b>		
Policy on HALS CoC Outreach	Effective:	Revised:
Approved by:	Name: 	Date: 11-14-14

**I. Purpose**

Develop procedures for outreach plan that encompasses the entire HALS CoC region. .

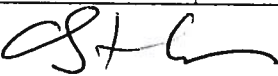
**II. Policy**

Homeless Alliance for the Lower Shore (HALS) Continuum of Care (CoC) will collaborate to outreach to homeless individuals and families to connect them to needed services and housing resources.

**III. Procedure for Local Implementation Plan**

The HALS CoC will work together as community partners to outreach to homeless individuals and families residing in Wicomico, Worcester and Somerset Counties by:

- PATH outreach – each county has a designated PATH staff person to conduct outreach to people living on the streets with a severe mental health disability & over 18.
- Wicomico County has an outreach worker who frequently visits encampments to offer assistance and inform them of available services.
- Two day facilities offer meals, services bathroom and shower facilities to homeless individuals and families in the tri county region, providing case management to assist them in finding housing, income and non-cash benefits.
- Community Resources days are scheduled to provide outreach, providing information and referral for housing and services.
- Faith based organizations provide outreach and referral for housing and services.
- Veteran outreach through Supportive Services for Veteran Families.
- SOAR case manager conducts outreach for the homeless for the tri county area.
- Homeless ID Project provided by Worcester County Core Service for the nine counties on the eastern shore.
- Distribution of Resource cards and brochures to identify resources.
- Regular and routine outreach is performed throughout the year at community events such as the Veterans Standdown, National Night Out, etc.
- Annual PIT activities to perform a one day count of homeless individuals.
- Food pantries and soup kitchens are scheduled routinely for the at risk population.
- HALS CoC Website provides resources and information. See link below:  
<http://www.somersethd.org/HALS/HALhome>

<b>Homeless Alliance for the Lower Shore Continuum of Care (CoC) Policy</b>		
<b>Procedure: Prohibiting Separation of Families</b>	<b>Effective:</b>	<b>Revised:</b>
<b>Approved by:</b>	<b>Name:</b> 	<b>Date:</b> 11-19-14

**I. Purpose**

Ensure that all families placed into shelters, transitional housing and permanent supportive housing are not separated. Develop procedures to remove barriers for entry into Permanent Supportive Housing (PSH) and Emergency Solutions Grant (ESG) funded programs.

**II. Policy**

Homeless Alliance for the Lower Shore (HALS) Continuum of Care (CoC) will collaborate to ensure that families are not separated when placed into shelters, transitional housing and permanent supportive housing.

**III. Procedure for Local Implementation Plan**

**Permanent Supportive Housing (PSH) Programs:**

- Permanent Supportive Housing (PSH) Programs will authorize placement based on the availability of funding and the number of units approved by the U.S. Department of Housing and Urban Development (HUD). The size of the unit will be based on the size of the family and the program's capacity to serve based on the units available.
- If family size changes while the participate is in the program perhaps from reunification of children or growth of family the PSH program may modify the slot to meet the needs of the family, if the budget can handle the increase of the unit size. This will be looked at on a case by case basis.

**Shelters – Emergency and Transitional**

- When a family enters an Emergency Shelter and/or Transitional Housing, families will be placed together to the best of the shelter's ability within their practices.
- The shelter/transitional housing will attempt to modify the number of beds within the shelter/transitional housing to meet the needs of the family. If this cannot be done successfully then the shelter/transitional housing will make the decision to refer the family to another program and/or housing which can meet the needs of the family.

# Homeless Alliance for the Lower Shore Continuum of Care (CoC) Policy

**Procedure:** Monitoring Process for PSH Programs

**Effective:**

**Revised:**

**Approved by:**

**Name:**



**Date:**

11-14-14

## I. Purpose

Need to develop a monitoring process for all Permanent Supportive Housing Programs based on using the following HUD objectives: (1) increase progress towards ending chronic homelessness; (2) Increasing housing stability; (3) Increase project participants' income; (4) Increase the # of participants obtaining mainstream benefits.

## II. Policy

Homeless Alliance for the Lower Shore (HALS) Continuum of Care (CoC) will collaborate with each CoC funded PSH program to insure that HUD objectives are being met. If the CoC determines that a PSH program is not meeting the objectives, additional assistance will be given by members of the CoC Governance Board.

## III. Procedure for Local Implementation Plan

- All PSH Programs will prioritize placement of chronically homeless individuals and families when filling PSH vacancies.
- PSH Programs will use an updated intake form to capture updated income, disability and non-cash benefit amount for all program participants. This form will be used to update information in HMIS annually.
- HMIS system administrator will provide training and technical assistance to PSH staff to ensure accurate income, disability and non-cash benefits amounts is entered into HMIS.
- The HALS CoC Monitoring and Ranking Committee will review HMIS generated Annual Progress Reports bi-annually and expenditure data to determine if funding is being spent appropriately.
- To assist the monitoring process, the HMIS Administrator will capture APR data into a spreadsheet to ensure that HUD objectives are being met.
- Any findings by the Monitoring Committee will be sent to PSH Program staff with a date for a required response.
- After the response is received, the Monitoring Committee will determine if additional assistance is needed by any of the PSH Programs. The Governance Committee will arrange for the additional assistance.

# Homeless Alliance for the Lower Shore Continuum of Care (CoC) Policy

Rapid Re-housing Program Policies

Effective:

Revised:

Approved by:

Name:



Date:

11-14-14

## I. Purpose

Develop guidelines for agencies administering ESG and CoC funding to:

- increase the number of households with children served
- prioritize eligible households
- address case management provided
- provide follow up and after care services for previously assisted households

## II. Policy

Homeless Alliance for the Lower Shore (HALS) Continuum of Care (CoC) will collaborate to increase the number of households with children served, prioritize eligible households, address case management services and provide follow up and aftercare services for previously assisted households.

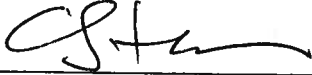
## III. Procedure for Local Implementation Plan

The HALS CoC will work collaboratively as community partners to:

- A. Increase the number of households with children served by:
  - a. Utilizing allocated RRH funding to serve at risk households with children
  - b. Developing outreach strategies to locate at risk households with children
  - c. Expanding HMIS data collection to include other state funded RRH initiatives; i.e.: Emergency Transitional Housing Services (ETHS), Homeless Prevention Program (HPP), and explore expanding into other Programs specifically for homeless services.
- B. Prioritize eligible households by:
  - a. Using standardized eligibility screening tool (threshold score to be determined by administering agency)
  - b. Administering agencies will determine the amount of assistance to be provided based on funding guidelines
- C. Provide case management services by:
  - a. Administering agencies will provide case management as outlined by the respective funding mechanism
- D. Assess follow up and after care services for previously assisted households by:
  - a. Administering agencies will provide follow up and after care services for previously assisted households as outlined by the respective funding source
- E. Monitor overall progress of rapid re-housing programs by:
  - a. Forming a work group to review and report progress

- b. HMIS administrator running reports bi-annually
- c. Sub-committees reporting outcomes to CoC

Administering agencies must develop policies and procedures to implement RRH programs.

<b>Homeless Alliance for the Lower Shore Continuum of Care (CoC) Policy</b>		
Policy to reduce returns to homelessness and length of time people remain homeless	Effective:	Revised:
Approved by:	Name: 	Date: 11-14-14

**I. Purpose**

Develop procedures to reduce the duration and frequency of homeless episodes.

**II. Policy**

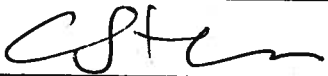
Homeless Alliance for the Lower Shore (HALS) Continuum of Care (CoC) will collaborate to reduce the duration and frequency of homeless episodes for individuals and families residing in Wicomico, Worcester and Somerset Counties.

**III. Procedure for Local Implementation Plan**

The HALS CoC will work together as community partners to reduce the duration and frequency of homeless episodes for individuals and families residing in Wicomico, Worcester and Somerset Counties by:

- Data analysis
  - Monitor and track durations and returns to homelessness (based on HMIS policy and procedures for data collection and input)
  - HMIS reports to be reviewed quarterly by the HMIS subcommittee prior to sharing with the CoC body
  - Maintain separate reports for HUD funded and non HUD funded programs
  - Establish tangible goals based on HMIS reports for each agency
    - Strategic Planning will provide oversight to a workgroup to establish such goals for the CoC
    - Membership of the workgroup will be open to all HUD grant recipients
  - Data will be reviewed at minimum annually to determine whether housing assistance slots will be added based on available rental assistance funds
- Referral for services of previous program recipients
  - Recipient will be assessed at point of access and referred to the appropriate services which may include the previous provider
  - During the assessment process contact will be made with the last known service provider including but not limited to: rapid re-housing (RRH), permanent supportive housing (PSH), emergency/transitional housing and prevention services.
  - Referrals will be made to the appropriate service provider based on the assessment.

## Homeless Alliance for the Lower Shore Continuum of Care (CoC) Policy

Reducing Barriers to Entry into PSH (Permanent Supportive Housing) and ESG (emergency Solutions Grant) funded Programs	Effective:	Revised:
Approved by:	Name: 	Date: 11-14-14

**I. Purpose**

Develop procedures to reduce barriers for entry into Permanent Supportive Housing (PSH) and Emergency Solutions Grant (ESG) funded programs.

**II. Policy**

Homeless Alliance for the Lower Shore (HALS) Continuum of Care (CoC) will collaborate to reduce, resolve and/or remove barriers prohibiting entry to PSH and ESG Programs. Programs affected by this policy are: prevention, rapid re-housing, emergency, transitional and permanent supportive housing.

**III. Procedure for Local Implementation Plan**

The HALS CoC will work collaboratively as community partners to resolve, reduce and /or remove barriers\* as applicable by:

- A. Establishing Coordinated Assessment process to reduce barriers to program entry
- B. Adapting and implement the Housing First model
- C. Connecting program participants to resources (i.e. income, utilities, rent, identification, case management, etc.) to sustain permanent housing as required by each program
- D. Utilizing available housing resource lists to assist program participants to identify housing options
- E. Use of HMIS data to analyze results.
- F. Continuing to:
  - Share resources
  - Provide agency updates at monthly HALS CoC meetings and/or via other communication methods (mail, e-mail, telephonic, etc.)
  - Conduct case conferences as appropriate
  - Promote community, education and public awareness
  - Participate on local homeless boards
  - Seek funding opportunities
  - Provide letters of support
  - Advocate

\*Identified barriers include but are not limited to: lack of transportation, lack of safe and affordable housing, landlord willingness and availability to rent properties, limited staff to provide necessary services, coordination of services, limited options for housing resources, limited number of beds, lack of sufficient income, inability of customer/client maintain housing, length of time for eligibility determinations for Social Security benefits, inability to obtain and retain proper documents (identification, birth certificates, driver license, etc.), customer non-compliance with program, length of time clean from substances, unfavorable criminal background checks and utility arrearages.



# Homeless Alliance for the Lower Shore Continuum of Care (CoC) Policy

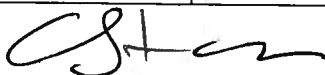
**Procedure:** Monitoring Process for ESG Recipients

**Effective:**

**Revised:**

**Approved by:**

**Name:**



**Date:**

11-14-14

## I. Purpose

Develop a CoC monitoring process for ESG recipients to assure:

- ESG project HMIS data will be accepted into the Annual Homeless Assessment Report,
- ESG project meets a need based on annual gaps analysis,
- ESG grant recipients are active participants in the Homeless Alliance for the Lower Shore (HALS) Continuum of Care (CoC) Committee
- ESG grant funds awarded will be expended, and
- ESG funded shelters assist clients exit to permanent destinations.

## II. Policy

Homeless Alliance for the Lower Shore (HALS) Continuum of Care (CoC) will collaborate with each ESG shelter, prevention and/or rapid rehousing program funded through a HUD grant from the Maryland Department of Housing and Community Development. If the CoC determines that an ESG program is not meeting the objectives, additional assistance will be given by members of the CoC Governance Board.

## III. Procedure for Local Implementation Plan

At least annually, the Monitoring Committee will review Homeless Assessment Reports to determine if ESG funded shelters achieved 65% bed utilization throughout the year;

On a bi-annual basis, the Monitoring Committee will review the HMIS Data Quality Report Card to determine if ESG funded shelters, prevention and/or rapid rehousing programs recorded client entry into HMIS timely and assure that data quality meets 90% accuracy.

At least annually, the Monitoring Committee will review attendance and CoC meeting minutes to assess whether ESG recipients have participated in Homeless Alliance for the Lower Shore CoC Committee meetings.

At least annually, the Monitoring Committee will request grant expenditure information from county ESG leads to assess whether ESG funds awarded to each ESG recipient are at least 90% expended (for the time period of the grant).

At least annually, the Monitoring Committee will review ESG applications to assess whether ESG recipients address an identified need in the annual gaps analysis.

At least annually, the Monitoring Committee will review HMIS reports that document exit destinations to determine whether ESG shelter recipients assist at least 25% of clients leaving the program exit to permanent destinations.

# Homeless Alliance for the Lower Shore Continuum of Care (CoC) Policy

**Procedure:** Ensuring that children's educational needs are met

**Effective:**

**Revised:**

**Approved by:**

**Name:**



**Date:**

11-14-14

## I. Purpose

Develop policies and procedures that Board of Education and Head Start staff will use to ensure that homeless children's educational needs will be met through collaboration with homeless service providers.

## II. Policy

Homeless Alliance for the Lower Shore (HALS) Continuum of Care (CoC) will collaborate with Board of Education and Head Start Staff to ensure that the educational needs of homeless children are met.

## III. Procedure for Local Implementation Plan

Each local BOE and Head Start liaisons will collaborate with the HALS CoC, providing annual reports of the number of homeless children being assisted. They will ensure that the procedures below are followed and will inform the CoC of monitoring/audit findings annually.

- Regionally managed Head Start Centers ensure all children can enroll in early childhood education programs and provides written material to parents to inform them of their rights.
- Each local BOE Homeless liaison have policies and procedures to assist shelters and to ensure that children are enrolled in school immediately and connected to appropriate services within the community. The liaison will also ensure that students have supplies and materials that will assist them in being successful.
- Each local BOE has policies/procedures that cover guidelines for identification of homeless children/youth, registration/enrollment procedures, determination of best interests, withdrawal procedures, the role of the homeless liaison and procedures for resolving enrollment disputes.
- Each BOE has a homeless liaison to collaborate with emergency & transitional shelters, Department of Social Services, faith based organizations and other community agencies to identify homeless children/youth to ensure families are informed of their eligibility for McKinney-Vento services as well as having access to the full array of academic, career and social programs.
- BOE liaisons inform parents of their right to keep the student in their school of origin or for the student to attend the school where they are temporarily living. If

the parent chooses to keep the student in the school of origin, transportation is provided as needed or the parent may be reimbursed for mileage. Decisions are made considering the best interest of the children.

- When disagreements arise, BOE liaisons inform parents of their rights and explain the dispute resolution process.
- Once the parent has decided on the school, homeless liaisons work diligently and closely with each other and also with the Delaware and Virginia to minimize further disruptions in the student/family situation.
- The goal is success and nothing less for all students.