



# Housing-Focused Emergency Shelter Service Protocol



April 2024

## Day 1

Pre-enrollment: Shelter provider staff attempt to help people identify immediate alternative housing arrangements other than shelter or places not meant for human habitation. As needed, shelter providers utilize the Diversion Guidance for Shelters - Day 1 and Beyond document provided by DHS.

Shelter enrollment: If shelter guests are not diverted from enrolling into shelter, shelter staff outline expectations during the intake process about the housing-focused nature of the shelter service.

## Days 2 – 7

Shelter staff are available to meet with shelter guests for housing plan development. There is no requirement for shelter guests to develop a formal housing plan during their first week at the shelter, as shelter guests may self-resolve during this period and/or may need to focus on acclimation to the shelter and other needs.

Every Monday, DHS staff will share with shelter providers the Housing Pathways Report, which includes information about shelter guests' eligibility for enrollment in CoC homeless housing projects.

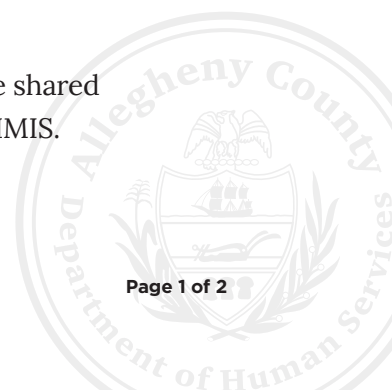
## Days 8-14

Shelter staff will record the shelter guest's housing pathway information into HMIS.

Housing pathways include:

- CoC homeless housing project
- Community-based subsidized housing
- Population-specific long-term housing program
- Friends or family
- Market-rate housing (with or without roommate)
- Behavioral Health Treatment or other Health program

Shelter staff and shelter guest complete the Housing Pathway Agreement to ensure shared understanding of steps moving forward. This document should be uploaded into HMIS.



## Days 15-29

Shelter staff meet with all shelter guests formally at least once every seven (7) days to review progress on and update housing plans. Shelter staff should attempt to touch base frequently with shelter guests on their housing plan, even daily if possible.

Shelter guests meet with DHS support staff and/or DHS-contracted support teams to complete housing plan action steps (i.e. housing search, securing vital documents, etc.).

## Days 30+

Shelter guests continue to meet formally with shelter staff at least once every seven (7) days. If shelter guests do not participate in formal meetings with shelter staff at least once every seven days, or if shelter guests are not actively completing action items related to their housing plan, then shelter providers will initiate a 30-day Shelter Contract to Stay. The Shelter Contract to Stay provides notice to the shelter guest that they must demonstrate progress on their housing plan in the subsequent 30-day period to remain enrolled in the shelter. If at the end of the 30-day period the shelter guest has not demonstrated progress on their housing plan, the shelter guest will receive a notice of termination from the shelter, including information regarding the process to appeal the termination. The termination is not an immediate termination and will be reviewed by the DHS program monitor.

*Using Allegheny County's Housing-Focused Emergency Shelter Service Protocol, the goal is for all shelter guests to successfully exit to safe and stable housing within 2 months of shelter enrollment.*

