

- Day Shelter: Day shelter provides indoor shelter during daytime hours, generally between the hours of 5am and 8pm. Day shelters serve households experiencing homelessness.
- Drop-in Shelter: Drop-in Shelters offer night-by-night living arrangements, generally between the hours of 5pm and 8am, that allow households to enter and exit on an irregular or daily basis.
- Continuous-stay Shelter: Continuous-stay Shelters offer living arrangements where households have a room or bed assigned to them throughout the duration of their stay.

New Shelter Capacity is any increase to the current, permanently available, shelter bed inventory for Clark County or an increase in available Day Shelter services for adults. New shelter capacity must be available year-round and meet the shelter definition within this document.

Increasing Existing Shelter Services is any increase in scope, services or staffing for a shelter program currently receiving Clark County Shelter funding through a direct contract. Proposals must indicate how shelter programs will meet established system performance goals, outcomes, and outputs; and support the Clark County Homeless Action Plan (HAP).

Targeted Prevention Assistance is the practice of providing short to medium-term supportive services and rent assistance to households at-risk or at imminent risk of homelessness. Households served by Targeted Prevention programs must have experienced homelessness in the past. Prevention connects people with the care and support needed to maintain their housing and achieve a better quality of life. All prevention programs will provide targeted prevention, an approach where households are strategically prioritized to receive homeless prevention assistance based on a standardized, evidence-based assessment that identifies households who are at highest risk of becoming homeless. The length of assistance 2-6 months on average, and assistance can extend up to 24 months. Source: HUD Performance Training

Homeless Outreach is a housing focused service provided to persons experiencing unsheltered homelessness. Staff engage clients using a trauma informed, culturally appropriate, low barrier approach. Personal connections with healthy boundaries are formed with clients to address immediate health, safety, and housing needs. Outreach providers utilize By Name List workgroups to identify persons with the highest needs and connect them to housing and other supportive services. Outreach staff spend much of their time with their current caseload of clients to work on housing goals and additional time with new contacts to deliver essential needs that increase health, safety, and access to housing. Outreach staff work closely with coordinated entry staff to support clients who are referred into supportive housing programs and maintain contact with those who are newly housed to support their transition into housing. Homeless outreach staff must be available during evenings and weekends, programs are required to adjust outreach schedules to meet system needs. Homeless outreach programs must be available to provide services throughout Clark County, focused service areas are permitted and should be adjusted to meet system needs.

Partnership with, or direct services available from behavioral health, mental health and physical health providers is required for all homeless outreach programs.

Additional Definitions

Caseload is the amount of work of a staff person, represented in number of persons or households served. Each person or household is actively engaged by staff persons in an ongoing relationship and sustained effort that has the purpose of securing the outcome intended by the program.

Example: each month, a program serves 10 households with 2 Full Time Employees (FTE); staff working 32 to 40+ hours per week are considered FTE. The 2 staff provide direct services and all 64-80+ hours per week of the employee's time are dedicated to the 10 households served, training and other job functions relevant to a specific

program is considered time dedicated to households. If the average number of clients served throughout the year, each month, remains at 10 and the staffing level remains at 2 FTE, the program has an average caseload size of 1 FTE to 5 households. A case manager caseload is their total client load compared to their total hours worked per week.

Equity is the guarantee of fair treatment, access, opportunity, and advancement while at the same time striving to identify and eliminate barriers that have prevented the full participation of some groups. The principle of equity acknowledges that there are historically underserved and underrepresented populations, and that fairness regarding these unbalanced conditions is needed to assist equality in the provision of effective opportunities to all groups.

Source: Equity in the Center

Inclusion is the act of creating environments in which any individual or group can be and feel welcome, respected, supported, and valued to fully participate to bring their full, authentic selves to work. An inclusive and welcoming climate embraces the differences and offers respect in the words/actions/thoughts of all people.

Source: Equity in the Center

Housing First Theory is a whole-system orientation, and not a "program," that offers permanent, affordable housing as quickly as possible for individuals and families experiencing homelessness, and then provides the supportive services and connections to the community-based supports people need to keep their housing and avoid returning to homelessness. The approach begins with an immediate focus on helping individuals and families get housing. Income, sobriety and/or participation in treatment or other services are not required as a condition for getting housing. All services are voluntary and are not a condition for retaining housing. Housing provides people with a foundation from which they can pursue other goals. Tenants are assisted in developing or improving skills for independent living while they live in permanent housing instead of requiring them to complete a transitional residential program first.

Source: USICH

The **Housing First Model** is an evidence based best practice designed to end homelessness and support recovery by housing individuals as quickly as possible and then wrapping services around them as needed. This housing model has proven effective in housing a wide variety of homeless population subsets including chronically homeless households and families and the general homeless population. Within this model, housing is not contingent upon participation in services or eligibility screening and services provided are designed to promote housing stability.

Source: USICH

Outputs are the direct and measurable products of a program's activities or services, often expressed in terms of units (hours, number of people or completed actions). Outputs refer to the activities you will conduct and the people you hope to reach. Note: More than one OUTPUT is necessary to produce a final OUTCOME

Examples from Housing Program

- Number of case management hours
- Number of clients served
- Number of referrals provided
- Number of households housed
- Number of people who access mental health services

Source: National Community Action Partnership

Outcomes are the results or impact of these activities or services, often expressed in terms of an increase in understanding, and improvements in desired behaviors or attitudes of participants. Note: A single OUTCOME is often the result of multiple OUTPUTS.

Outcome Examples from Housing Programs

- Number of households with an increased income

- Percent of households stably housed three months after exit.
- Reduced system re-users
- Length of time homeless.

Source: National Community Action Partnership

Systems of Care:

Public residential facilities or programs that may exit people into homelessness.

The following prior residence categories are considered systems of care:

- Foster care home or foster care group home
- Hospital or other residential medical facility
- Jail, prison, or juvenile detention facility
- Psychiatric hospital or other psychiatric facility
- Substance abuse treatment facility or detox center

Source: WA Department of Commerce CHG Guidelines

By and For Organizations are operated by and for the community they serve. Their primary mission and history is serving a specific community and they are culturally based, directed, and substantially controlled by individuals from the population they serve. At the core of their programs, the organizations embody the community's central cultural values. These communities may include ethnic and racial minorities; immigrants and refugees; individuals who identify as LGBTQ+, individuals with disabilities or who are deaf; and Native Americans.

Source: WA Department of Commerce T-RAP Guidelines