

## Program Requirements – Shelter

Shelter programs funded through this RFA includes temporary, indoor housing which households must leave at the end of their program participation. Households served must be homeless, based on the current WA Department of Commerce SDG Guidelines definition. Shelters must be housing focused, low barrier, utilize the housing first approach, meet essential needs of households served including and not limited to health (direct service or external partnership), safety and hygiene. Entry to shelter programs, offering bed space, shall be available through coordinated entry and partnership with the Housing Solutions Center; youth and domestic violence shelters are exempt from this requirement.

Minimum performance measures used for Shelter programs funded through this RFA:

System Goals	Anticipated Annual Outcomes
Increase exits to permanent housing	At least 50% <i>or</i> Annual increase of 5%

Program Goals	Anticipated Annual Outputs
Maximum caseload per full time staff	25

Program Goals	Anticipated Annual Outcomes
Individuals maintain or increase income	At least 50% <i>or</i> Annual increase of 5%
Individuals to complete SOAR application	1

Shelter programs funded under this RFA must:

**1. Promote Dignity and Respect**

- a. Consistently implement practices to meet people where they are and provide person-centered care that focuses on personal strengths.
- b. Establish formal policies and value statements that convey clear expectations that persons will be treated with dignity and respect in every interaction. Monitor adherence to expectations. Provide people served with a grievance process.
- c. Have expectations of program participants clearly communicated and easily accessible for review.
- d. Serve individuals in a trauma informed manner, providing choice, transparency, a clear explanation of role, flexibility, and accommodation, whenever possible.
- e. Ensure that services provided are client-directed, respectful of individuals’ right to self-determination, and voluntary.

- f. Practice cultural competency and provide appropriate accommodations for program participants across demographic differences.
- g. Provide appropriate protections for shelter seekers across demographic differences, meeting all HUD shelter requirements.
- h. Involve shelter guests in governance and operations.
- i. Provide safe, clean, and accommodating conditions.

**2. Adopt a Housing First Approach and Create Low-Barrier Access to Emergency Shelter**

- a. Have minimal expectations or requirements of people seeking assistance. Programs must not terminate or deny services to households based on refusal to participate in supportive services. Supportive services are helping or educational resources that include support groups, mental health services, alcohol and substance abuse services, life skills or independent living skills services, vocational services, and social activities.
- b. Requirements of shelter guests are behavior based, clearly communicated, and fairly applied.
- c. Households shall not be screened out of the program for the following criteria: having too little or no income; having poor credit or financial history; having poor or lack of rental history; having involvement with the criminal justice system; having active or history of alcohol and/or substance use; having a history of victimization; the type or extent of disability-related services or supports that are needed; lacking ID or proof of U.S. Residency Status; or other behaviors that are perceived as indicating a lack of “housing readiness,” including resistance to receiving services.
- d. Actively participate in the local Continuum of Care and HCRS, to include: Coordinated Assessment Workgroup, CBNL, VBNL, YBNL, HMIS Data Users Workgroup, annual Shelter Peer Review, and any others as appropriate.
- e. Routinely use HMIS data to detect trends, identify frequent users, and monitor success in achieving goals and performance measures delineated in section 5 of this contract.
- f. Contractor shall be staffed by employees who are suitably trained to provide person-centered, culturally competent customer service and to use: HMIS, Motivational interviewing techniques, Diversion, Progressive engagement, Trauma informed approach

**3. Shelter program must be housing-focused, meaning program purpose must center on quickly moving clients into housing the household can sustain.**

- a. The housing barriers of shelter guests are identified within 48 hours and the focus of staff is to work with households to alleviate housing barriers and link with housing options.
- b. Use data routinely to detect trends, identify frequent users, and monitor housing success and other performance measures.
- c. Formally collaborate with Coordinated Entry, Rapid Rehousing and Permanent Supportive Housing Programs to help persons living on the street and shelter be rehoused.

- d. Provide or assist the household with connections to other community resources and people supports that help them improve their safety and well-being and achieve their long-term goals.
  
- e. Be staffed by a core of employees who are suitably trained to effectively utilize HMIS and provide Diversion, as well as trauma informed, housing-focused services to a population with high barriers to housing stability. Staff should also provide great customer service and ensure the program offers services in a culturally aware and appropriate manner to each program participant.