

Emergency Shelter Written Standards

Definition: Emergency Shelter (24 CFR 576.2)

Any facility, the primary purpose of which is to provide a temporary shelter for the homeless in general or for specific populations of the homeless and which do not require the occupants to sign leases or occupancy agreements.

The Emergency Shelter system currently consists of nineteen (19) shelters; sixteen (16) are year-round and three (3) are seasonal. In addition to the emergency housing programs, the Monroe County Department of Human Services (DHS) can provide vouchers for hotel placements. The role of the emergency shelters in the CoC homeless system is provide immediate safe shelter, with few or no barriers to admission. Emergency Shelter will not be prioritized based on the level of need to allow for an immediate crisis response.

Emergency Shelter can be accessed through DHS or population-specific hotlines (i.e. domestic violence and youth). If a person is not eligible for shelter placement through DHS, they can attempt to identify a hospitality shelter placement through self-referral (calling or going to a shelter) or by referrals from other community organizations that may be assisting the person with other services.

Primary Access for Sub-Populations:

- Survivors of Domestic Violence 24-hour Hotline:
 - 585-222-SAFE (7233)
 - 24-hour TTY: 585-232-1741
- Unaccompanied Youth (ages 12 – 18) and young adults (ages 18 – 24):
 - 585-271-7670

Eligibility Criteria:

- Must be literally homeless
- Fleeing Domestic Violence
- Unaccompanied Youth (ages 16 -17)
- Runaway Youth (not HUD Homeless)

Operational Standards: Represent the minimum local standards for all Emergency Shelters. Funders, New York State, or local government may have additional requirements of some shelters. In those cases, the more stringent standard applies.

- A daily census of current participants must be kept in a central location;
- Food and basic personal care items will be provided;
- Emergency shelters will relax their standards and/or increase their occupancy (must still meet fire codes) per the OTDA *Homelessness During Inclement Winter Weather Emergency Rule* (NYCCR Title 18 Part 304);
- Emergency shelters that serve children may have additional entry requirements to ensure the safety of children in the program;
- Emergency Shelters will have written discharge policies and procedures that provide a consistent approach that is enforced in a consistent manner. Shelters must provide a due process and grievance procedure.

- Whenever possible participants will not be asked to leave shelter during evening hours or weekends for reasons other than health or safety. On the rare occasions this does occur, shelter staff will follow After-Hour Discharge Procedures
- Shelters will provide, at a minimum, the following services, which can be provided by shelter staff or by another community-based organization:
 - Completion of standardized triage screening tool, VI-SPDAT
 - Assistance with accessing permanent or other appropriate housing
 - Assistance with accessing mainstream resources

Outcomes/Performance Measures

The following outcomes may vary, to some degree, based on the population(s) served in the shelter. For example, youth shelters may have different lengths of stay, and fewer participants may be linked with cash income.

- Average length of stay is less than 30 days
- 60% of participants exit with a successful housing outcome
- 50% of participants exit to permanent housing
- Less than 20% of participants exit to an unknown location
- 50% of participants exit with/linked to cash income
- 60% of participants exit with/linked to non-cash resources
- 90% average occupancy rate – CoC to check if this rate is still current