

FAQ

EHH Emergency Shelter Standards

Standards

Do these standard apply to brick and mortar shelters, congregate shelters, night by night, and motel vouchers?

- Yes, these standards apply to all shelter types.

Client Intake Process

Does this mean shelters have to accept individuals who are registered sex offenders, who are violent criminals, or actively using alcohol and drugs?

- No. It means all reasons for denial of service must be documented in the shelter operating policies and implemented consistently. Reasons for denial are allowed for safety of staff and fellow shelter residents and must be documented in the shelter policies and procedures.

Does family separation apply to singles and can families “choose” to separate?

- Family separation is for family shelters. Families can choose to separate but cannot be forced to separate to enter shelter.

Can the shelter administer breathalyzers or drug tests?

- “Emergency Shelter programs must be low barrier.” However, reasonable actions to ensure safety of children in family shelters for example are allowed if the process is documented in your policy and procedures and implemented consistently with everyone.

Assessing, Prioritizing, and Reassessing Households

What if a client denies or refuses the assessment process?

- When a participant enters shelter, the shelter must offer an assessment to the participant. However, it is the participant’s choice, and they have a right to decline an assessment. If that occurs, documentation should be done to explain that the participant was offered an assessment but chose to decline.
- If a participant chooses to have the assessment, the shelter must then follow the Criteria in the Assessing, Prioritizing, and Reassessing Households section.

Case Management

What if a client declines case management services?

- The expectation is the shelter must provide access to case management services (can be provided by another agency); however, it is the participant’s choice. The participant has a right to decline case management services. Should that occur, it should be documented that the participant declined.

Client Termination and Discharge

Do I notify a participant of program termination with written documentation or verbally?

- Either is acceptable, however, it is preferable and best practice to provide the participant with written documentation. This ensures that the participant and shelter have a record containing the same information. We want to do our due diligence in ensuring there are no misunderstandings through our communication. If verbal notice is given, it must be documented in the case notes.