



Policies and Procedures Manual for Homeless Hotline

Single Adults/Families and Enhanced Family Diversion

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P&P Manual for Homeless Hotline Single Adults/Families and Enhanced Family Diversion

Homeless Hotline Overview

The Homeless Hotline (HH) Program at Hands on Central Ohio (HOCO) provides emergency shelter diversion, triage and intake services for single adults and families experiencing homelessness in Franklin County, Ohio. Any unaccompanied minor that calls Homeless Hotline for shelter is advised to contact the Huckleberry House's **24 Hour Crisis Hotline** at 614-294-5553, or Franklin County Children Services' (FCCS) **24 Hour Child Abuse Hotline** at 614-229-7000. All funding for Homeless Hotline is provided through the Community Shelter Board (CSB) located at 111 Liberty Street #150, Columbus, OH 43215.

Homeless Hotline Number: 1-888-474-3587 (1-888-4-SHELTR) *Family Resource extensions 7168 and 7162. Netcare number (614) 276-2273 24 hour hotline, Choices (614) 224-4663 24 hour hotline*
"Back Door" Number (how shelters contact HH): 614-358-6856 (rings to desk phone in HH area)

System Shelters

There are four shelters for single adults (seven locations) and two for families. Please see "Shelter Contact Information" in appendix for shelter contact information and location.

Shelters for Single Adults

- 1) **YMCA Van Buren Shelter Complex:** This shelter site houses single adults (male and female) on the lower level. The single adult clients can enter into one of the following:
 - a. First time (short term) homeless bed (up to a seven-day stay, for both men and women);
 - b. Tier II¹ program beds (women only); or
 - c. Winter overflow (when overflow is in operation, determined by CSB), for both men and women

Singles are required to be screened for eligibility, and a reservation is sent to shelter by HH Intake Specialist. Clients are required to be out of shelter everyday between the hours of 8am-5pm, looking for housing, jobs, and other resources in the community, weather permitting. This is a large complex that serves families (second floor only) and singles (lower level only) at the same site. This site is handicapped accessible. Intake Specialist calls shelters for bed counts at 8am and 9pm daily. Sex offenders are NOT accepted at this site due to children at this location.

- 2) **Volunteers of America (VOA) Men's Shelter:** This shelter site is a small shelter that houses single men for Tier II program beds (up to 30 days). Sex offenders are NOT accepted at this site due to shelter agreement. All clients are screened during check-in for drugs and a breathalyzer test is performed on-site. Clients are required to be out of shelter everyday between the hours of 8am-

¹ Tier II beds are program beds that come with shelter services.

5pm, looking for housing, jobs, and other resources in the community, weather permitting. Has beds specifically for veterans. Clients cannot report until after 9am. Client must have a reservation from HH after intake and screening is completed. HH calls in reservation to shelter site. VOA Men site is handicap accessible.

- 3) **Friends of the Homeless (FOH) Men's Shelter:** This shelter is NOT handicapped accessible. FOH site is a men's shelter site without an active kitchen; meals are only based on donations. FOH serves Tier II program beds (up to 30 days). Clients are required to be out of shelter everyday between the hours of 8am-5pm, looking for housing, jobs, and other resources in the community, weather permitting. Admits some sex offenders (please see page 7 for more details). Provides temporary shelter to single men only. Intakes done after 3pm, but on weekends, clients can report as early as 7am. Client must have a reservation from HH after intake and screening is completed. HH calls in reservation to shelter site.
- 4) **Faith Mission:** Faith Mission has three locations: Faith Mission on 6th (FM6), Faith Mission on 8th (FM8), and Nancy's Place (NP).
 - 1.) **Faith Mission 6th Street (FM6):** This temporary shelter is handicapped accessible. FM6 site is a men's shelter site with an active kitchen. FM6 serves Tier II program beds (up to 30 days). Clients are required to be out of shelter everyday between the hours of 8am-5pm, looking for housing, jobs, and other resources in the community, weather permitting. Admits some sex offenders (please see page 7 for more details). Clients must have a reservation from HH after intake and screening is completed. HH calls in reservation to shelter site.
 - 2.) **Faith Mission 8th Street (FM8):** This temporary shelter is handicapped accessible. FM8 site is a men's shelter site with an active kitchen. FM8 serves Tier II program beds (up to 30 days). Clients are required to be out of shelter everyday between the hours of 8am-5pm, looking for housing, jobs, and other resources in the community, weather permitting. Has beds specifically for veterans². No sex offenders can stay. Clients must have a reservation from HH after intake and screening is completed. HH calls in reservation to shelter site.
 - 3.) **Nancy's Place (NP):** This temporary shelter is a women's shelter and is handicap accessible. NP is a small women's shelter with an active kitchen off site. NP serves Tier II program beds (up to 30 days). Clients are required to be out of shelter everyday between the hours of 8am-5pm, looking for housing, jobs, and other resources in the community, weather permitting. Has beds specifically for veterans. (*This is handled by the VA*). Admits some sex offenders (please see page 7 for more details). Clients must have a reservation from HH after intake and screening is completed. HH calls in reservation to shelter site.

Shelters for Families

- 1) **YWCA Family Center:** This site provides temporary shelter to families up to a 21 day stay. This family site has the option for 15 overflow families. When overflow is offered, family will be moved into family sleeping rooms as soon as possible. Families are given a sleeping room for the whole family. Adults with the families must pass a sex offender check and a warrant check to be eligible for shelter. Families must have a reservation through HH in order to get into shelter.

² Veteran beds are handled through the VA.

Families must have a proof of homelessness (POH) in order to get a reservation. POH can be documentation of recent eviction or other court order to leave, notarized letter from last person family stayed with stating family has to leave if no lease, or verbal confirmation over phone with last person family stayed with confirming family has to leave and all other options are exhausted. Email and phone call made to confirm family reservation at shelter site. *Exceptions for homeless verification requirements for individuals fleeing domestic violence or human trafficking.* Clients are required to be out of shelter everyday between the hours of 8am-5pm, looking for housing, jobs, and other resources in the community, weather permitting. This site is handicapped accessible. This shelter bed count is obtained by live bed counts in Columbus Shelter Point (CSP).

- 2) Volunteers of America (VOA) Family Center:** This site provides temporary shelter families on the second floor at the Van Buren Complex up to a 21 day stay. Families are given a sleeping room for the whole family. Adults with the families must pass a sex offender check and a warrant check to be eligible for shelter. Families must have a reservation through HH in order to get shelter. Families must have a POH in order to get a reservation. POH can be documentation of recent eviction or other court order to leave, notarized letter from last person family stayed with stating family has to leave if no lease, or verbal confirmation over phone with last person family stayed with confirming family has to leave and all other options are exhausted. Email and phone call made to confirm family reservation at shelter site. *Exceptions for homeless verification requirements for individuals fleeing domestic violence or human trafficking.* Clients are required to be out of shelter everyday between the hours of 8am-5pm, looking for housing, jobs, and other resources in the community, weather permitting. This site has no overflow space for families. This site is handicapped accessible. This shelter bed count is obtained by live bed counts in Columbus Shelter Point (CSP).

Shelter Eligibility

Single Adults

- a. Must be 18 years or older, with no minor children attempting to enter shelter
- b. No active service restrictions, unless the winter overnight only overflow is open (serious service restriction offenses will need to be reported when overflow reservation is made to shelter for safety at shelter sites—see page 9)
- c. Must be physically present in Franklin County (shelter reservations are not made for individuals out of county at the time they are calling)
- d. Must be a Franklin County resident (in the county for 30 days or longer)
 - a. Non-Franklin County residents can only be offered a limited stay (bed, meals, and showers) up to seven days if available. They are not eligible for shelter programs and services.
- e. Must be willing to submit to sex offender/background check in order to ensure proper shelter placement (see page 7 for possible shelters for those with sex offenses).
- f. Must be HUD Homeless/literally homeless³ (meaning they have no safe place to sleep that night and no lease in their name)

³ HUD Homelessness is defined as any individual or family who lacks a fixed, regular and adequate nighttime resident, meaning: 1) sleeping in a place not designed for or ordinarily used as a regular sleeping

- g. Must be willing to update intake information every time shelter is requested, unless they are on the waitlist (at which point the HH specialist will update “waitlist” notes)
- h. Cannot have received Direct Client Assistance (DCA) funding in the last six months
- i. Clients will be asked for accurate monthly income, which will determine their shelter placement; those that fall under 35% AMI will follow the prescribed path for single homeless individuals. Those that fall above 35%AMI will be directed to a fixed 7-day stay at Van Buren.

Families

- a. Head of Household (HoH) must be 18 years old or older and have custody of a minor child living in the household
 - a. The biological mother is considered the HoH when entering shelter. If the biological mother is not entering shelter, the biological father is considered HoH. If neither biological parent is the adult entering shelter, the person with legal custody is listed as HoH. If a blended family seeks shelter, the person who has legal custody of the majority of the minors is listed as HoH.
- b. All adults must have lived together as a family prior to becoming homeless and have some part in caring for the children
- c. Must consist of no more than three adults and the children in their custody
- d. Must be physically present in Franklin County (shelter reservations are not made for families out of county at the time they are calling)
- e. Must be a Franklin County resident (in the county for 30 days or longer)
 - a. Non-Franklin County residents can only be offered a limited stay (bed, meals, and showers) up to seven days if available. They are not eligible for shelter programs and services.
- f. Must be considered HUD Homeless⁴
- g. No adult entering shelter may have any outstanding warrants or be a registered or convicted sex offender
- h. Must provide proof of homelessness by way of verbal confirmation from an involved third party, notarized letter from an involved third party, or court papers/eviction paperwork from the last 30 days
- i. Cannot have received Direct Client Assistance (DCA) funding in the last six months or been in shelter within the 90 days (unless prior approval was received through appeal process). *This information is found in the service transactions in the client’s history in CSP.*
- j. *May not have an active service restriction.*

accommodation; 2) living in a shelter (including TH) designed to provide temporary living arrangements; 3) exiting an institution with no subsequent residence identified, where they resided for 90 days or less and were residing in emergency shelter or place not meant for human habitation immediately before entering institution

⁴ HUD Homelessness is defined as any individual or family who lacks a fixed, regular and adequate nighttime resident, meaning: 1) sleeping in a place not designed for or ordinarily used as a regular sleeping accommodation; 2) living in a shelter (including TH) designed to provide temporary living arrangements; 3) exiting an institution with no subsequent residence identified, where they resided for 90 days or less and were residing in emergency shelter or place not meant for human habitation immediately before entering institution

Homeless Hotline Intake Process

There are several proprietary databases and systems that are used in the administration of the Homeless Hotline (HH). Access to all systems is restricted. A site administrator will set up log-in information for each HH staff member.

- 1) Columbus ServicePoint (CSP)—CSP houses all client information and manages the shelter reservations. A complete user manual (entitled “CPOA Columbus ServicePoint User Manual”), produced by CSB, is located in the Resource Bin in HH. Additional forms related to CSP, including the required privacy policy, can be found on csb.org → Resources for Partners → Client Data Management → Columbus ServicePoint

Franklin County residents seeking emergency shelter in Franklin County must contact the Homeless Hotline (HH) 24/7/365 in order to enter shelter. HH intake is completed through CSP and is comprised of:

- 1) CSP data entry/search
 - a. In order to determine the family’s current housing status, the HH Intake Specialist will access Columbus ServicePoint (CSP) and conduct an over-the-phone intake with the family’s Head of Household (HoH). A step-by-step process of the initiation of this search in CSP can be found titled in the appendix as “CSP Search.”
 - a.i. For eligibility of single adults, see page 5.
 - a.ii. For eligibility for families, see page 5.
 - b. During the intake, the HH Intake Specialist will ask specific questions listed on the triage/intake form in CSP and input the appropriate information gathered from the HoH. The triage/intake form is designed to help determine the family make-up, current housing status and to explore if the client has options other than entering shelter.
 - c. If the client is a veteran, HH will continue to make reservation but also provide client with phone numbers of case managers who specifically handle program beds for veterans
 - c.i. LSS SSVF contact (Twana Roper) and VOA contact (Arica Morgan) need to be contacted prior to shelter bed being offered. Call shelters for their contact numbers. LSS SSVF 614-802-7154 VOA 614-629-9960
 - c.ii. VA—Erica Cooper, 614-257-5229 or 614-452-0152
 - c.iii. Volunteers of America—Betty, 614-849-0145 x 1615
- 2) Sex offender/background check
 - a. The sex offender/background check is completed by running the client’s name through the following databases:
 - a.i. Franklin County Sheriff’s Office
(<http://www.icrimewatch.net/index.php?AgencyID=55213>)
 - a.ii. U.S. Department of Justice’s National Sex Offender Public Website
([https://www.nsopw.gov/\(X\(1\)S\(1p2vuaemcraigvcdv0n3mjq5\)\)/en?AspxAutoDetectCookieSupport=1](https://www.nsopw.gov/(X(1)S(1p2vuaemcraigvcdv0n3mjq5))/en?AspxAutoDetectCookieSupport=1))
 - b. If sex offenders are identified and are unable to be diverted (via family, friends community resource, parole officers, etc.), they can enter one of three possible shelters: Friends of the Homeless, Faith Mission on 6th, and Nancy’s Place

Friends of the Homeless 924 E. Main Street Columbus, Ohio 43205 614-360-0251 (1, 1)	Accepts sex offenders up to Tier 2. Pre-AWA must not be more severe than Tier 2- see "Sex Offender Tier Classifications" in appendix.	No community notification, No offense with minors. No Tier 3.
Faith Mission on 6 th 151 N. 6 th Street Columbus, Ohio 43215 614-224-1429	Accepts sex offenders up to Tier 2, and Pre-AWA sex offenders. Pre-AWA, there is no need to compare offense to tiers.	No Community Notification No Tier 3.
Nancy's Place (Faith Mission) 151 N. 6 th Street Columbus, Ohio 43215	Accepts sex offenders up to Tier 2, and Pre-AWA sex offenders. Pre-AWA, there is no need to compare offense to tiers.	No Community Notification No Tier 3.

- c. During winter/severe weather overflow, if the above shelters are full or the sex offender is a Tier 3 or requires community notification, there are two additional options:
 - c.i. Client can be offered a cash card for a "host family" who will allow him/her to stay one week for the sum of \$50. That person is required to present with the client at Franklin Station (524 West Broad Street, Columbus, OH 43215) between 6pm-11 pm and sign a contract to host them for a week. Clients breaking this contract will not be allowed to host again. Both the host and the client need to present ID to get the cash card.
 - c.ii. If, and only if, all other options have been exhausted, the client can receive a cash card for \$45 for accommodations for the night by presenting at Franklin Station (524 West Broad Street, Columbus, OH 43215) between 6 pm-11 pm. He/she will need to present ID and sign a contract with the understanding that a hotel receipt from the previous cash card will be necessary to get another. Failing to present a receipt will bar the client from this program. This can be renewed each night as long as there is "severe weather overflow," and the client presents the previous night's hotel receipt. If severe weather overflow is closed, there are no gift cards.
 - c.iii. Communication with Franklin Station—HH staff will call Franklin Station (614-662-1020) with the client's name, CSP #, last four digits of Social Security Number, and phone number (if possible). Under no circumstances will the Homeless Hotline specialist share that this client is a sex offender (this is a breach of client confidentiality and may result in staff/program disciplinary action).
- d. Sex offenders are ineligible for family shelter and must seek shelter elsewhere. If a family is eligible but one of the adults is not, the family can still attempt to enter shelter without the ineligible adult. HH will explore single shelter options to see if the ineligible adult might be eligible for shelter elsewhere (see above).
- e. Warrant check (for families)
 - e.i. Warrant check is completed through the Franklin County Municipal Court (<http://www.fcmcclerk.com/case/rs/search.php>)
 - e.ii. Any adult with an outstanding warrant, regardless of age, is not eligible for family shelter entry until it has been resolved and is verified. HH staff will refer families to Franklin County Clerk of Courts.

- e.iii. If client reports the issue has been resolved but the website does not state as much, HH will call Franklin County Clerk of Courts to verify, or clients will need to provide paperwork from court.

Please see “Sex Offender Tier Classifications” in appendix for more information.

3) Shelter restriction check

- a. Any client who has an active shelter ban or restriction at any shelter is not eligible to stay any other shelter until restriction expires or appeal has been granted through the shelter that placed the restriction/ban. The shelter that placed the ban must complete the appeal. Clients receive service restrictions from shelters for various reasons, including curfew or rules violations, time limit has been reached, funds exhausted, violent behavior, weapons, drugs, smoking in building, etc.). This information is found in the client’s profile in CSP.
- b. Appealing shelter restrictions
 - b.i. For shelter restrictions for single adults, HH staff will refer clients to shelters to appeal.
 - b.ii. For Navigator restrictions, HH staff will refer clients to the Navigator Administrative On-Call hotline (614-623-1664).
 - b.iii. For families with rules violations, HH staff can file the appeals. See “Appeal Process,” “Family System Standardized Shelter Rules Violations, Bans, and Service Restrictions,” and “Appeal Request” form in appendix.
- c. If appeals are unsuccessful:
 - c.i. Families ineligible for shelter and who are in unsafe locations are warm transferred to Franklin County Children Services (FCCS) at 614-229-7000, as they are sometimes able to provide temporary assistance.
 - c.ii. Single adults will be advised to call Maryhaven Outreach, as well as provided 2-1-1 referrals and other diversion referrals (see “Resource List for Diversion” and *2-1-1 Online Navigation Guide* in appendix).
- d. Exception: During winter overflow, clients with restrictions can enter the overnight only winter overflow shelter while overflow is open. HH will report any violent or serious offense to the shelter staff to ensure safety at the shelter site. *VOA VB only for reservations during weather over flow.*

4) Homeless verification

- a. HH staff will attempt to verify homelessness by speaking to the landlord or person with whom the client last stayed. If verbal verification cannot be completed, the family is given the opportunity to present either an eviction notice or a notarized letter from a third party verifying homelessness. *Proof of Homeless (POH) is only for families.*
- b. Once homelessness is verified, HH staff will indicate homeless verification by:
 - b.i. Clicking the red triangle in CSP
 - b.ii. Setting the receiving income source value to “no”
 - b.iii. Completing the entry (HH staff should now see a green check mark)

In the case of system malfunctions, power outages, Internet is down, etc., intake can be completed through paper applications. Paper copies of this form are located within the Resource Bin in the HH area.

Please see “Single Adult Workflow Chart” in appendix for a visual representation of diversion and intake.

First Diversion Effort

After clients have completed intake through the CSP system, HH operators will engage in their first diversion effort. Diversion is a strategy that prevents homelessness for people seeking shelter by helping them identify immediate alternate housing arrangements. Assigning a client to emergency shelter is always the last resort and only after the client has exhausted all personal resources. The first diversion effort consists of:

- 1) CSP diversion script. This script is located within CSP and is completed during intake.
- 2) Mediation (calling family/friends, landlords, etc., as appropriate)
- 3) Attempt diversion through identified resources for specific populations (i.e. veterans, those under the influence, youth under 18, re-entry population, etc.). This can be completed through *2-1-1 Online* (see page 15) or the Resource List developed by HH staff (see “Resource List for Diversion” in appendix).
- 4) Complete Stable Families referral if it is determined family is a candidate. Stable Families referrals are to be emailed to HH designate with client’s CSP #.
 - a. Information on Stable Families can be found at <http://bit.ly/1QntW03>.

If clients are diverted, HH will:

- a. Complete the HH Diversion Script Assessment through *Contact Resolution*
- b. Create a STANDARD record in the Entry/Exit tab of the client's profile to log the diversion

Singles:

If the first diversion effort is unsuccessful for single adults, they will be either scheduled a shelter bed or put on the waitlist accordingly.

Families:

If the first diversion effort is unsuccessful for families, they will either be transferred to the Enhanced Family Diversion team or scheduled an overnight emergency stay (depending on the time of week/day). Skip to “Hand-Off to Enhanced Family Diversion Team” on page 14 for family reservation information.

Making a Reservation for Single Adults

If diversion is unsuccessful, single adults will either be placed into shelter or placed on a waitlist (if no shelter beds are available). Clients in need of shelter will be matched with available bed space based on eligibility and availability. In the instance that all men’s or women’s shelters are at capacity, a wait list will be established. See page 12 for an overview of waitlist placement and maintenance.

As a general rule, clients should check-in at the shelter within four hours of making a reservation through HH, but they are encouraged to present within two hours. In circumstances when this is not possible (work, appointments, etc.), HH staff will contact shelter staff and the client to establish a check-in time. Before entering a client into shelter, HH will check bed count by checking the whiteboard in the HH area (or by looking at email, for those who work from home), check the waitlist (in CSP) and proceed accordingly (below):

1) Put someone on the waitlist (no available shelter beds)

- a) Place client’s name on waitlist in order of arrival for first come, first serve basis.

- b) Collect contact number for client. If no number is available, client will be placed on the waitlist and instructed to call back every day to stay on the list and move up accordingly. Clients may call back at any time to retain their place on the list but will be encouraged to call at 8am or 9pm (during bed count) to increase their chances of obtaining an open bed. If a client does not call back every day, s/he will be removed from the waitlist on the first day s/he does not call.
- c) CSP instructions are as follows:
 - i) Complete the Homeless Hotline Diversion Script Assessment, with the exception of the Monthly Income and Non-Cash Benefits sub-assessments.
 - ii) Go to CSP and check the client into the waitlist (switching the type to STANDARD and making a note of the client's service restrictions, if any, and contact phone number).
 - iii) HH staff should not create an "entry/exit" record. This is completed by the system when the client is placed into shelter.
 - iv) *Refusal of bed, client is removed from wait list and must call again.*

2) **Make a reservation for a client not on the waitlist**

- a) Complete the entire Homeless Hotline Intake Application Assessment
- b) Create a STANDARD record in the Entry/Exit tab of the client's profile, making sure to change the contact resolution to "admitted/intake"
- c) Fill in the sub-assessments on the "entry/exit" (all HUD signs need to be green) page and save and exit
- d) Create a reservation in ShelterPoint in the appropriate shelter, remembering to place the client in the reservation list, not the bed list.
 - a) Establish check-in time for the client. Script for client: "If you are not at the shelter by your check-in time, your bed will be released. If you are going to be late, you must call the shelter before your check-in time to inform shelter staff. If you are going to be late and do not call, your bed will be released."
 - b) Provide the client with the shelter phone number and address.
 - c) Call to inform the shelter you have made a reservation for a client.
- e) Fill-out the reservation log.

If single adults are in need of transportation to shelter

When at all possible, clients are responsible for finding their own transportation to the shelters. Generally if buses are running and/or client is able to walk within a reasonable distance, HH will not offer transportation assistance. Transportation assistance is offered when lack of transportation would lead to the person refusing a bed, or sleeping outside unnecessarily. Additionally, transportation should be given to clients fleeing domestic violence, clients with mobility issues, clients who are in the late stages of pregnancy or when getting shelter is deemed unsafe. Transportation assistance is a last resort.

The purpose of providing any cab ride to shelter is to get the client to the shelter for their first night of their temporary shelter stay. Therefore, the only time a client will be eligible for *another* cab ride is if they have exited that particular shelter.

Yellow Cab is the only company used to transport clients to a shelter. Hours of transportation assistance are 10pm-2am daily, unless in cases of extreme emergency (ex. domestic violence). The cab driver will only pick-up the client at a specific address. The client will be transported directly to the shelter (no other stops), and they must be the only passenger. The client is expected to get into the cab

immediately. If the client is under the influence of any substance or in an unsafe area/situation, the cab driver will not transport the client.

HH specialists will complete the following procedures when ordering a cab for a client:

- 1) Review the Google Doc and CSP record to make sure the client is eligible for a cab ride.
 - a. Open Google Doc
 - b. Press "Ctrl + F"
 - c. Type the client's ID number in the search field that pops-up. This will highlight any entry containing the client's ID number if an entry already exists.
- 2) Upon determining the client is eligible for a cab ride, obtain pick-up address and contact phone number.
- 3) Complete Google Doc.
- 4) Place the call to YellowCab at 614-444-4444.
- 5) Give the dispatcher the Homeless Hotline Account # 551965, client name, pick-up address and shelter destination address.
- 6) If a call is received from Yellow Cab informing HH that the ride did not occur (i.e. the client was not there, refused ride, was impaired, etc.), HH will record this on the Google Doc as a "no" in the "Arrived" column and call the designated shelter to inform them. This client will not be eligible for another cab ride.

If any client does not show up for a reservation, the shelter staff must call HH to inform them right away OR HH specialist can call to confirm removal with shelter staff. Then, HH staff will cancel the reservation in CSP and update the bed count.

Making reservations for clients already in shelter

First Time Homeless Shelter Hold-Over Request Process

The purpose of the first time hold over request is for the first time homeless shelter to formally make a request for a specific participant in the first time homeless shelter to have his/her shelter stay extended until she/he becomes the next eligible person for a Tier 2 shelter bed. In completing the request form the first time homeless shelter has determined an exit from shelter would place the individual in extreme danger of a health crisis resulting in a hospitalization or in a situation of extreme imminent danger.

1. The Director of the Van Buren Shelter makes a request to the Director of Program and Planning Department, or designee, at the Community Shelter Board via e-mail with the completed request form attached.
2. The Director of Programs and Planning or Program Manager with the review of the Director of Operations will make a decision within 48 CSB business hours of receipt of request via e-mail.
3. If the hold-over request is approved the Homeless Hotline staff designee will also be notified by the Community Shelter Board. It is only with the e-mail notification from the Community Shelter Board the Homeless Hotline 1) makes a Navigator Program Referral for the individual and 2)

puts the individual on the bottom of the Tier 2 shelter waitlist once she/he calls the Homeless Hotline.

4. If an individual stays (is held over) in the first time homeless shelter, she has the same responsibility as any individual on the waitlist.
 - a. Must call Homeless Hotline to be put on the bottom of the waitlist and then call as instructed to keep his/her place.
 - b. If she/he fails to call as instructed, she/he is to be removed from the waitlist and CSB notified.
 - c. Any individual held-over in the first time homeless shelter will be counted in the capacity of the first time homeless shelter, fixed capacity.
 - d. No additional capacity will be added to Van Buren.
5. The Navigator Program will begin Navigator Services for these specific individuals only in the First Time Homeless Shelters once they are placed on and remain on the waitlist for a Tier 2 Shelter.
6. Once a hold-over individual's name comes to the top of the waitlist, he/she will be assigned the next Tier 2 Shelter bed within the system.

Clients with language, speech, and hearing barriers

Please see "Clients With Hearing and Speech Disabilities" and "Language Line" documents in appendix for assistance in helping clients with these additional barriers.

Wait List Placement

HH staff will contact shelters for a bed count every morning before 8am and every evening before 9:30pm (see more information on bed count on page 18). Shelters will also call at 12pm, 3pm and 6pm to report open beds that have come in between bed counts. As openings occur, HH staff will attempt to contact and place current waitlisted clients into shelter, based on shelter bed availability and eligibility. Clients who offer a contact number will be called as soon as beds are available. HH specialists will call clients to fill all open beds, leave a message (if necessary) for clients to call HH back within 10-15 minutes to claim bed. If clients do not call back, or if they call back but the bed has been given to someone else, they will retain their spot on the waitlist. If clients refuse shelter beds, they will be removed from the waitlist and will need to call back in to get back on the waitlist. CSP process outlined below:

- a) Choose "Contact Resolution admitted/scheduled" for intake
- b) Go to waitlist and click on the "-" sign to remove the client from the waitlist
- c) Fill in reservation/exit record
 - a) Add "monthly income" and "non-cash benefits" sub-assessments, if applicable. If there is neither income nor non-cash benefits, nothing will be entered.

- d) Go to ShelterPoint and create a reservation in the appropriate shelter's reservation list. Clients should not be placed on the bed list. The reservation list is located at the bottom of the page.
- e) Notify the shelters via telephone.
- f) Complete the reservation log.

First shift HH staff will remove clients from the waitlist by:

- a) Opening the waitlist through ShelterPoint, viewing all waitlist
- b) Clicking on red minus sign to the left of the client's name
- c) A window called "Unit Exit Data" will pop-up
- d) Changing Date Out* to previous day's date and reset time to 11:59:59pm
- e) Changing Reason for Leaving* to "Unknown/Disappeared"
- f) Changing Destination* to "No Exit Interview Completed"
- g) Changing Supplies Returned to "No," alerting CSB that this client did not receive a bed
- h) Clicking *Save and Exit*

Moving a client up the waitlist

- a) Open the waitlist through ShelterPoint
- b) Click on the client's name in blue
- c) A window called "Unit Stay Entry Data" will pop-up
- d) Click "Assign Unit" button at the top right of the window
- e) A window called "Assign Unit" will pop-up
- f) Select the bed number where you want to move the client
- g) Click "Select"
- h) Save and Exit from the "Unit Stay Entry Data" window

After clients have been removed and waitlist has been consolidated, HH staff will send emails to

- a) kgsmith@csb.org
- b) ckendall@csb.org
- c) mtrudeau@csb.org
- d) GHarris@handsoncentralohio.org Program Manager
- e) Lscott@handsoncentralohio.org Senior Intake Specialist Homeless Hotline

The subject of the email will say "Waitlist" and include the date (ex. Waitlist 10/10/15). The body of the email will contain the below table filled out as appropriate.

Date	Men	Men with Restrictions	Women	Women with Restrictions
	26	10	28	5
10/10/15	26	10	28	5

Hand-Off to Enhanced Family Diversion Team

Families who have passed all checks and verifications and who are determined to be in need of overnight shelter will (depending on the time of day/week) be:

- 1) Mon-Fri 8 am-7:30 pm// Transferred to the Enhanced Family Diversion (EFD) office
 - a. HH staff places family on a Family Standby list, using the same process as putting a client on a waitlist, except it is entitled "Family Standby." Only EFD staff can remove clients from standby list.
 - b. HH staff warm transfers client to EFD, explaining to client that EFD will explore with them any alternative options to emergency shelter and will link them with shelter if no alternative option is identified.
 - i. If EFD staff are available to take the call, they will schedule an enhanced same-day, in-person appointment (appointments will be scheduled in 90-minute increments, Mon-Fri 9:30 am-7:30 pm). Appointments are scheduled through Microsoft Outlook. See "Enhanced In-Person Interview with EFD Staff" below for details of appointments.
 - ii. If EFD staff are unavailable to take the call, family will leave voicemail with their name and contact information, and EFD staff will return the call as soon as possible (before the end of EFD business) to schedule an in-person interview. EFD staff will check voicemails at the end of every day to ensure that all families in need of overnight shelter have been spoken with and scheduled an emergency overnight stay if family is in danger of sleeping at an unsafe location that night. Families that are provided emergency overnight stays will need to exit shelter each morning and call HH to get an in-person appointment with EFD staff. On weekends, families will be exited each day until they can schedule an appointment at EFD on the first business day.
 1. Script: "In order to be approved for shelter entry, you must have an in-person appointment at the Family Resource Center located at HandsOn Central Ohio. The Family Resource Center does not have any appointments available today. If possible, you will need to stay where you are tonight and call us in the morning/morning of the next business day for an appointment if you are still in need of shelter. Are you sure that you have no safe place to sleep tonight?" Pause. If family indicates they are still in need of shelter—"Since you are unable to stay somewhere tonight, you and your family will be provided a safe place to stay overnight only. You may present yourselves to the Volunteers of America Van Buren shelter at 595 Van Buren Drive, Columbus, OH 43223 between the hours of 8-11 pm. You will have access to an overnight bed and will need to exit shelter the next morning regardless of your shelter needs. You will also need to adhere to all shelter rules while you are on shelter property. You will not be able to store your items at the shelter. It is recommended that you bring only what you need for the night and the next morning. There is no guarantee of transportation assistance. In the morning, you will need to contact Homeless Hotline to schedule your in-person interview at the Family Resource Center. If this is too much, you have the option of staying somewhere else tonight and calling back in the morning/morning of next business day to schedule your in-person appointment."
 2. Clients who call on weekends are informed they will be exited from shelter each day and will need to call HH each morning if still in need of shelter.

3. EFD staff make an overnight reservation at an available shelter in CSP and contact the assigned shelter via phone and email with reservation information.
- 2) Outside of EFD business hours// Scheduled an emergency overnight stay (no EFD transfer)
- a. HH staff informs family that EFD is closed and client will need to call back on morning of next business day
 - i. Script: “In order to be approved for shelter entry, you must have an in-person appointment at the Family Resource Center located at HandsOn Central Ohio. The Family Resource Center does not have any appointments available today. If possible, you will need to stay where you are tonight and call us in the morning/morning of the next business day for an appointment if you are still in need of shelter. Are you sure that you have no safe place to sleep tonight?” Pause. If family indicates they are still in need of shelter—“Since you are unable to stay somewhere tonight, you and your family will be provided a safe place to stay overnight only. You may present yourselves to the Volunteers of America Van Buren shelter at 595 Van Buren Drive, Columbus, OH 43223 between the hours of 8-11 pm. You will have access to an overnight bed and will need to exit shelter the next morning regardless of your shelter needs. You will also need to adhere to all shelter rules while you are on shelter property. You will not be able to store your items at the shelter. It is recommended that you bring only what you need for the night and the next morning. There is no guarantee of transportation assistance. In the morning, you will need to contact Homeless Hotline to schedule your in-person interview at the Family Resource Center. If this is too much, you have the option of staying somewhere else tonight and calling back in the morning/morning of next business day to schedule your in-person appointment.”
 - b. If family is still in need of emergency shelter, HH staff will schedule emergency overnight shelter stay
 - i. Clients who call on weekends will be informed they will be exited from shelter each day and will need to call HH each morning if still in need of shelter.
 - ii. HH staff make an overnight reservation in CSP and contact the assigned shelter via phone and email with reservation information.

Please see “Family Resource Center Workflow” for a visual representation of family intake.

Enhanced In-Person Interview with EFD Staff

In-person interviews are designed to allow the family to sit down with EFD staff to further explore what brought them to homelessness, identify any personal resources available, and empower families in a final attempt to find an alternative to shelter. All families are required to present for an in-person interview, unless in extreme cases to be determined at the discretion of the HH Program Manager or EFD staff. EFD hours are Mon-Fri 8 am-8 pm. During the enhanced in-person interview, EFD staff will (based on the family’s needs):

- a. Review/verify CSP information
- b. Complete basic needs checklist if not already completed. This can be found in the appendix under “Basic Needs Checklist.”
- c. Conduct assessment with enhanced family diversion tool. Family diversion tool can be found in appendix under “Family Diversion Tool.”

- d. Mediate with necessary partners (i.e. call additional family/friend and/or landlord, identify and refer to community resources using HandsOn Central Ohio's 2-1-1 information and referral database, review or complete Ohio Benefit Bank application, assist in completing EFSP application if available)
 - b. HandsOn's 2-1-1 information and referral can be publicly accessed at www.211centralohio.org
 - b.i. Popular search terms: "Landlord/tenant assistance, rent payment assistance, electric service payment assistance, gas service payment assistance, rent deposit assistance, Section 8 Housing vouchers, public housing, low income/dubsidixed private rental housing)
 - c. Ohio Benefit Bank website can be accessed at www.ohiobenefits.org
 - d. EFSP applications are available seasonally. Applications are located in the EFD office.
 - e. Complete Stable Families referral if it is determined family is a candidate. Stable Families referrals are to be emailed to HH manager with client's CSP #.
 - e.i. Information on Stable Families can be found at <http://bit.ly/1QntW03>.
- e. Script action plan. Action plan tool is located in appendix under "Plan of Action" document.
- f. Keep client notes.
 - a. Data will be kept in a paper file located in the EFD. Information on 2-1-1 referrals will be kept as well. A copy of what this log looks like can be found in the appendix under "Referral List."

If a family no call/no shows for the EFD appointment, the family will be removed from the standby list by EFD staff. If the family calls back the same day, it will be rescheduled for the next available appointment. If a family is late for an appointment, the family will be seen upon arrival for the remainder of their scheduled appointment. If the family has missed its appointment time, it may wait in the lobby for the next available appointment time or be rescheduled. If EFD staff conclude that a family is not eligible for another emergency overnight stay, he/she will document the restriction in the family's CSP file. All families granted an emergency overnight stay are required to follow the rules and policies of the shelter and will be instructed to present at shelter between 8pm-11pm. They will be informed they will be exited each morning and will need to call HH staff if they are still in need of shelter in order to receive another emergency overnight stay (if on the weekends) and an in-person appointment with EFD.

Family Shelter Reservations

If the family is not diverted after their in-person assessment, EFD will make the family a shelter reservation. EFD staff will:

- 1) Enter the client's information into CSP to confirm shelter stay. This is the same procedure as removing a single adult from the waitlist.
 - a. Choose "Contact Resolution admitted/scheduled" for intake
 - b. Go to waitlist and click on the "-" sign to remove the client from the waitlist
 - c. Fill in reservation/exit record
 - c.i. Add "monthly income" and "non-cash benefits" sub-assessments, if applicable. If there is neither income nor non-cash benefits, nothing will be entered.
 - d. Go to ShelterPoint and create a reservation in the appropriate shelter's reservation list. Clients should not be placed on the bed list. The reservation list is located at the bottom of the page.
 - e. Notify the shelters via email.
 - f. Complete the reservation log.

- 2) Send shelter reservation information to the appropriate shelter
 - a. CSP #
 - b. Phone #
 - c. Number of adults and children
 - d. Ages of children
 - e. Client cleared warrant check
 - f. Client cleared sex offender check
 - g. Homelessness has been verified
 - h. Arrival date and cut-off time
 - i. Confirmation of reservation information with shelter (date, time, name of shelter staff)
- 3) Provide clients with a physical voucher (containing the same information as the email to shelter staff) to present to shelter upon arrival.

As a general rule, clients should check-in at shelter within four hours of making a reservation through EFD, but they are encouraged to present within two hours. In circumstances when this is not possible (work, appointments, etc.), EFD staff will work with shelter staff and the client to establish a check-in time. HH staff are notified if clients do not show up by checking the reservation list in CSP the following morning. If a family remains on the reservation list when they were expected to be in shelter, EFD staff will call the specific shelter to verify that the family did not present.

Mandated reporting: If, at any time, EFD staff feel that there are incidents of unsafe habitation or safety and security issues involving minor children, they are mandated to report this behavior to Franklin County Children Services at 614-229-7000. More information on recognizing signs of child abuse and requirements of a mandated reporter can be found at <http://childrenservices.franklincountyohio.gov/assets/pdf/brochures/reporting-abuse.pdf>.

- EFD staff will document any mandated reporting as a client note in the CSP profile and keep a physical copy of the confirmation letter that will be received by Franklin County Children Services once a report has been filed.

Bed Count Daily Procedures

Single Adults

Each morning at 8am and each evening at 9pm, HH staff contact the single adult shelters to determine bed availability. See “Shelter Contact Information” in appendix for contact information. This information is then updated on the whiteboard in HH area and sent to all HH staff members who work from home.

Special note: When calling Van Buren, HH staff must get bed counts for the following:

- a. Tier II women’s beds
- b. First time women’s beds
- c. First time men’s beds
- d. Women’s overflow (if applicable)
- e. Men’s overflow (if applicable)

Exception

If the shelter has not put rooms on HOLD (*Held*) to equal all the reservations HH has send over, it will show available rooms when there actually are not. At that time, HH will look at the available rooms and deduct the number of reservations from the number of available rooms shown in CSP, by:

- a. Looking at how many reservations are pending
- b. Looking at the number of rooms on hold (*Held*)
- c. Asking, “Do these numbers match?”
 - a. If **Yes**, CSP is in real time and you can fill the available rooms listed in CSP.
 - b. If **No**, deduct the amount of reservations from the rooms showing available in CSP to see how many rooms are available.

Protocol for transitions from Van Buren to Tier II Program Beds at another shelter

3am

- HH will call shelters for bed count
- HH will call Van Buren with available beds

4am

- Van Buren will assign available beds to clients in First Time Homeless Program and Overflow
- Van Buren will call HH with list of transitions
- Van Buren will email list of transitions to
 - Terexa Dawson, tdawson@handsoncentralohio.org
 - Leena Scott, lscott@handsoncentralohio.org
 - Eric Grinston, egrinston@handsoncentralohio.org
 - McQuetta Williams, mcquettaw@handsoncentralohio.org
 - Rhunette Diggs, rdiggs@handsoncentralohio.org
 - Kelli Johnson, kjohnson@handsoncentralohio.org

5am

- HH staff will take transitions list and
 - Open client profile

- Update file (where client stayed last night, homeless status documented, etc.)
- Entry/Exit (copied from previous entry/exit information)
- Place client on reservation list
- Call in reservation to appropriate shelter

7am

- HH will send email with bed count and verification that transitions were completed (or not completed) to first shift HH staff.

Family Shelters

Bed count for family shelters is found in CSP—not by calling the shelters directly.

- a. Click “ShelterPoint” on the left hand side
- b. “Unit List” drop down box; select either
- c. VOAGO Van Buren Family Shelter Roster
- d. YWCA Family Center Roster
- e. Click “Submit”
- f. Click “Check in Reservation”
- g. Scroll to the top and locate “Display” with a drop down box.
- h. Change from “All Beds” to “Empty Beds”
- i. Click “Sort”
- j. BLUE “Hold” are empty rooms and are available
- k. RED “Held” are empty BUT being held for a client therefore NOT available
- l. IF and *ONLY IF* you have done the above procedure and you are still unsure if a bed is actually available, call the shelter to VERIFY that they have availability. When you call, you MUST speak to a supervisor to get this information. They are the ONLY ones authorized to give you a proper bed count.

Backdating

Backdating occurs between the hours of midnight-2am. Any profiles created or opened for any reason between midnight-2am should be opened or created in *Backdate Mode*. When opening or creating any client profile between midnight-2am:

- 1) A window titled "Backdate Mode" pops-up
- 2) HH staff will change the date to the previous day
- 3) HH staff will change the time to 11:00:00 PM
- 4) HH staff will click "Set New Back Date"
- 5) HH staff will proceed with intake and check-in as normal. There is no need to manually backdate the HPRP or Reservation (this will happen automatically now because you opened the client's profile in Backdate Mode).

HH staff will be sure to exit out of backdate mode after 2am.

Problem-Solving Difficult Situations/Supervisory Assistance

The HH and EFD team have an established 24-hour on-call supervisory protocol for staff to receive real-time consultation on high risk and/or difficult to know how to resolve situations.

- 1) Program Manager, Glenn A. Harris, 614-221-6766 ext. 7171
- 2) Senior Intake Specialist, Leena Scott, 614-221-6766 ext. 7183
- 3) Senior Director, Tom Brinsley, 614-221-6766 ext. 7130

Appeal procedure (Family Resource Center)

- HH receives call from family client wishing to appeal shelter restriction.
- Staff member connects client with staff currently trained on appeals (Glenn, Terexa, Leena).
- Use words like “if you qualify for your restriction to be lifted” NEVER promise we will grant ANY appeal.
- Appeals will be granted based on facts and reasons why the client left, and needs to return to shelter.
- There will be steps each client must take to show their participation in the granting of their appeal, such as showing up for appointments with their service coordinator, signing up for benefits, and following their housing plans.
- Staff member trained to do Appeal will speak with the client, get their reasons, and then get the case manager from the shelter on the line separately to get the shelter’s side of the story. Usually we are going to work with and more than likely go with the shelter- please be aware I’ve done two, and in both the shelter had conditions but was willing to welcome the clients back.
- Once staff has all the information, a decision can be made in collaboration with the shelter to the best of our ability to do what is in the best interest of the client. Understand that this will NOT always be shelter.

APPEAL REQUEST

Client Name: _____ CSP# _____ Date: _____

Date of EXIT: _____

Reason for EXIT: _____

Request for Readmission: (Provide statements and documentation supporting request)

[illegible]

Agency Staff Member: _____ Date: _____

Agency Supervisor: _____ Date: _____

Management USE ONLY:☐ Approved

Date of Decision: _____

☐ Denied

Explanation of decision:

[illegible]

Staff Member: _____ Date: _____

Staff Member: _____ Date: _____

FAMILY RESOURCE CENTER

BASIC NEEDS CHECKLIST

CSP# _____

NAME _____ DATE _____

MAILING ADDRESS _____

CITY _____ STATE _____ ZIP CODE _____

If you need information or a referral to resources in the Columbus community, please complete the following section. **PRIORITIZE** your needs by indicating the highest priority as 1, the second highest as 2, etc.

	Job Finding Assistance	Transportation	
	Low Income Housing	Utility Bill Payment Assistance	
	Rental Assistance	Mental Health Services	
	Food Pantry	Substance Abuse Education/Prevention	
	Ohio Benefit Bank (Snap, Medicaid, H.E.A.P.,PRC)	Veteran Services	
	Child Care Assistance	Senior Supportive Services	
	Clothing	Disability Services	
	Legal Services	Other Services?	

Are you currently receiving services/help from another Social Services Agency? If so, what is the name of the agency? _____

Describe the services you are receiving: _____

Do you have a Caseworker at that agency? If so, what is their name: _____

_____ Your case number is: _____

Clients with hearing and speech disabilities

In the event that a client presents by phone with a hearing or speech disability, HH will use every resource possible to get the client's intake done, and place the client into the first available bed.

If the client is calling from a shelter, request for shelter staff to assist HH and the client to get the client's intake done. This is the best possible solution to maintain client confidentiality.

If shelter staff is unwilling or unable, request for the client to find a friend, family member or case manager to help them do the intake. Because staff may not be in the building, or may be in the building alone, HH is not able to do the intake in person.

Clients with hearing and speech disabilities should never jump in the waitlist due to the disability.

CSP Search

If the caller is over 18 and has NOT previously stayed in Columbus shelters:

- 1.) Enter First and Last Name into the *Client Search* field
- 2.) Search to verify there is not already a file for the client
- 3.) Enter the client's social security number
- 4.) Change "Social Security Number Data Quality" to appropriate option
- 5.) Search to verify there is not already a file for the client
- 6.) Let Homeless Hotline Program Manager know of any wrong social security numbers or duplicate files
- 7.) Click "Add New Client With This Information"
- 8.) Be sure to check by both name AND SOCIAL Security Number to be sure the client does not already have a file

If the caller is over 18 and has previously stayed in Columbus shelters:

- Enter First and Last Name into the *Client Search* field, hit search
- Verify the last four of the clients' social security number before opening file
- Open client's file by clicking on their name in search results
- Verify the client's birth date
- If there are no files for the client, try searching by social security number.
- Let Homeless Hotline Program Manager know of any incorrect name or social security number data so it can be corrected.

Family Diversion Tool**DIVERSION SCRIPT**

Thanks for coming in today. Anything we discuss here today is confidential but, may be shared with agencies we refer you to. Do we have your permission to share your information?

YES _____ NO _____

First, I need your name and social security number:

Name(HOH): _____ SS# _____

CSP# _____ Date: _____ S/O: _____

I UNDERSTAND THAT YOU HAVE ALREADY PROVIDED US WITH INFORMATION. THAT INFORMATION IS ON OUR DATABASE. I NEED TO ASK YOU SOME ADDITIONAL QUESTIONS.

Is this your first time requesting emergency shelter or, are you looking to re-enter emergency shelter? _____

THIS SECTION IS FOR SHELTER RE-ENTRY CLIENTS ONLY:

When was the last time you were in emergency shelter? _____

How many times have you been in emergency shelter in the last two years? _____

Why do you need to return to emergency shelter? _____

What do you think can be done to keep you out of Emergency Shelter today? _____

Where did you sleep last night? _____

Was it a safe location? _____

Page 2.

Why do/did you have to leave? _____

Can you stay there again tonight? _____

What do you need to help you stay there? _____

Would it help if I contacted the person you stayed with last night? _____

Do you have their name and phone number? _____ Name: _____

Phone: _____

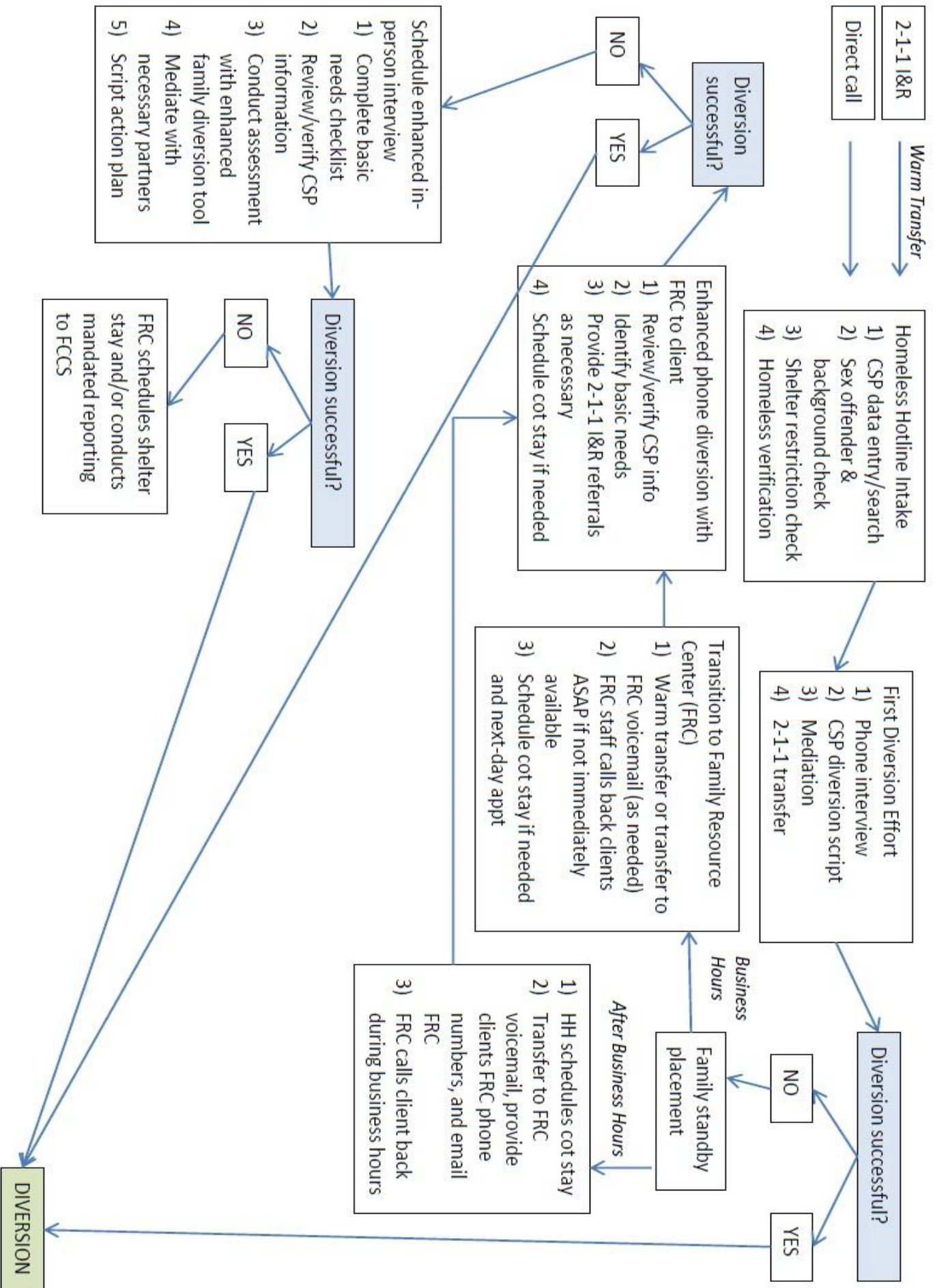
What are your needs today? (refer to basic needs checklist responses)

Looking at your needs checklist responses, I can see that you need information or referral to community resource agencies or programs. Again, what are your most important needs ? (refer to basic needs checklist responses)

Would getting the information about or referral to these community resources keep you from needing to enter/re-enter emergency shelter? _____ Please explain why or why not. _____

Now that we have identified resources in the community, here is your action plan. (see Action Plan doc).It is important that you use this plan to guide your next steps. Let us talk about how you get this done and set a timetable for it's completion. The most important parts of your plan need to be completed in the shortest time possible.

Thanks again for coming in. If you need additional help, please call us at 888.4shelter.



Homeless Hotline Grievance Policy and Procedures

Policy Statement: Client grievance reports allow clients to express their concerns to HandsOn Central Ohio regarding the Homeless Hotline program. HandsOn Central Ohio utilizes the grievance policy to assist in addressing issues and concerns to improve and provide high quality, effective and efficient services to Homeless Hotline clients.

Person Responsible: Homeless Hotline Program Manager, Glenn A. Harris 614-221-6766 x171

Responsibilities and Procedures:

- Client may complete a grievance form via the phone or in-person with the Homeless Hotline Program Manager or Senior Director of Community Insights. Homeless Hotline intake specialists are not to complete a grievance form with a client.
- All completed grievance forms are reviewed weekly by the Program Manager and Senior Director of Community Insights for discussion and resolution.
- A copy of the grievance report is given to identified staff. He/she has 7 business days to review, discuss with management, and take appropriate action.
- Program Manager will complete a follow-up phone call and letter to the client to explain actions taken and resolution of concerns.
- Copies of the grievance report and follow-up letter are saved on the W drive, which are only accessible to Agency Administrators.
- Upon receiving the resolution call/letter, the client has 14 business days to file an appeal with the President/CEO of HandsOn Central Ohio. This appeal must be submitted via a letter or email from the client. The CEO/President then has 14 business days to respond to the client.
- A summary of all Homeless Hotline grievance reports is provided to the Board of HandsOn Central Ohio on a quarterly basis. This summary is also provided at the quarterly Client Focus Groups conducted by HandsOn Central Ohio.

Key Contact Information for Homeless Hotline Staff

Primary Contact: Program Manager: Glenn A. Harris 614-221-6766x7171

Secondary Contact: Senior Intake Specialist: Leena Scott, 614-948-9157

For emergencies, **BOTH Primary & Secondary** contacts will be contacted. Examples:

- If you have questions or concerns about your schedule
- If you need to make changes to the monthly schedule
- If you're going to be late for your shift
- If you have concerns about co-workers or other shelter staff
- If you have general questions/concerns about the program
- Timesheets and time off request
- Client grievances and/or complaints (primary contact only)
- CSP password reset
- If you have questions or concerns about data entry in CSP
- If you need a client's personal information data corrected in CSP
- If you have general questions about your policies or procedures
- If you are not receiving bed counts on time from shelters, or transfers
- If duplicate files exist in CSP, email both contacts CSP number to be corrected

Building Emergencies:

Senior Director of Community Insights: Tom Brinsley, 614-560-4497

Senior Director of Operations: Tamela Collins, 614-599-2091

- If there is an emergency that involves the building itself; such as heating, air conditioning, or plumbing, doors, etc.
- If there is a security/safety issue.
- If there is a fire or disaster.
- If there is a power outage.

IT Manager: Carl Konopka cell- 614-586-6270, If there is any emergency involving the computers, internet, and phone systems during your shift.

I & R (211) Issues: can be addressed with 2-1-1 Call Center Manager: Safira Robinson, 614-557-9922.

Language Line – Optimal Phone Interpreters (OPI) Instructions

When you have a Limited English Speaker (LES) on the line, contact OPI for an interpreter.

1. Start the conference call by pushing “CONF” on your phone. The LES is on hold.
2. Press “OUTGOING”. You may now dial out.
3. Place a call to Optimal Phone Interpreters (OPI); dial **877-RING-OPI, 877-746-4674**
 - a. The Operator will ask for what language you need; if you are not sure, explain the best you can
 - b. The Operator will ask for the Organization Name: **HandsOn Central Ohio**
 - c. The Operator will ask for the **Caller’s First and Last name**
 - d. You will be matched with an Interpreter, who will introduce themselves
 - e. **Brief the interpreter-** summarize what you wish to accomplish and give any special instructions.
 - f. Add the Limited English Speaker (LES) to the line by pressing the flashing “CONF” button **twice** to join everyone to the conference call.
4. When *placing* a call to a Limited English speaker, begin at step 3.
 - i. When calling, you will provide the Operator with the LES’s name and phone number. The Interpreter will conference all of the calls together

Frequently Asked Questions

→ *What information do I need to prepare before calling OPI?*

You need to have the following: **the language you need, the organization name, and the caller’s first and last name. If you are dialing out to an LES, you will need the phone number.**

→ *How long can statements be?*

Keep your statements brief and to the point. Avoid prolonged statements, or asking several questions at once.

→ *What is the role of the interpreter?*

The interpreter is your helper as it relates to stating what you said to the LES and vice versa; the interpreter is to avoid giving the perception of being an advocate for either party at all times.

→ *What if I am not sure about the language but I know the country the LES is from?*

OPI operators have access to a country/language database that facilitates getting you the correct interpreter.

→ *Who should I call if I’m concerned about an interpretation session?*

Record the information of the call, including the Interpreter’s identification information, and deliver it to your supervisor.

DATE: _____ Staff member: _____

Client Name: _____

*Plan of Action

Identified Problem: _____

Agency /Program Referred To: _____

Date to Complete: _____

Identified
Problem: _____

Agency/Program Referred To: _____

Date to Complete: _____

copy to be given to client family

Family Resource Center

Needs Referral List

Name _____ CSP # _____ Date _____

Family Resource Staff provided 2-1-1 information or referrals to community partner organizations or programs for the following services. Ohio Benefit Bank services are conducted by Family Resource Staff.

<u>Service Need</u>	<u>Agency Referral</u>	<u>Program Referral</u>

Notes: _____

FRC Staff Member _____

Resource List for Diversion

- Veterans
 - Supportive Services for Veteran Families (Veterans and Families First)
 - Faith Mission 614-802-7154
 - VOA 614-629-9960
 - Shelter
 - Erica Cooper, VA Social Worker 614-257-5229 or 614-452-0133
 - VOA veteran bed- Betty- 614-849-0145 (leave a message she usually does get back to you)
- Youth
 - Under 18 – Huckleberry House 614-294-5553
 - Star House- 14-24 drop-in center 614-299-2101
- Ex-offenders
 - Exit Program- refer to PO, 614-253-8969
- Those who have not been evicted yet
 - Community Mediation-614-228-7191
 - Columbus Urban League 614-257-6300
- Looking for housing
 - Columbus Urban League 614-257-6300
- Disabled and elderly
 - Adult Protective Services 614-525-4348
- Mental Health
 - Netcare 614-276-2273
 - Southeast Mental Health 614-225-7990
- Drug/Alcohol
 - Maryhaven Engagement Center Transport
 - Call Netcare Access 614-276-2273, have them inform the person answering that they are intoxicated.

Sex Offender Tier Classification:

On January 1, 2008 Ohio's Sex Offender Registration laws changed. Ohio became one of the first States in the nation to adopt the provisions of the Adam Walsh Act. The Adam Walsh Act was passed and signed into federal law in 2006. It required States to implement the provisions and guidelines of the Adam Walsh Act or risk losing federal block grant money. The intent of the Adam Walsh Act is to provide a universal method of determining sex offender classifications and the requirements of those classifications in all States nationwide.

The Adam Walsh Act replaces previous sex offender classification designations such as Sexual Predator, or Sexually Oriented Offender, with Tier classification designations. The Tier classification designations for sex offenders are determined by the criminal offense or offenses the offender was convicted of. The Adam Walsh Act was retroactive and included the re-classification of all sex offenders previously convicted as well as determining the classification of all sex offenders convicted in the future.

The County Sheriff is responsible under Ohio law for the registration of sex offenders. Sex offenders must register with the County Sheriff on scheduled periodic basis, which is determined by their sex offender Tier classification. In addition, sex offenders must register with the County Sheriff any change of residential address, place of employment, or enrollment in a school or institution of higher education.

The Tier classification system requirements are as follows:

- **Tier 1** - Sex offenders must register with the County Sheriff at least once annually for a period of 15 years. In addition, must register any change of residential address, place of employment, or enrollment in a school or institution of higher education.
- **Tier 2** - Sex offenders must register with the County Sheriff every 180 days for a period of 25 years. In addition, must register any change of residential address, place of employment, or enrollment in a school or institution of higher education.
- **Tier 3** - Sex offenders must register with the County Sheriff every 90 days for life. In addition, must register any change of residential address, place of employment, or enrollment in a school or institution of higher education.

Note: Tier III sex offenders are also subject to community notification, which means upon a change of residential address, the County Sheriff will provide notice to a neighborhood within 1,250 feet of the sex offenders residential address. The County Sheriff will also provide notice to schools, registered day-care providers, and law enforcement agencies within the 1,250 foot radius.

Tier sex offender classifications are determined based upon criminal conviction of offenses and criteria outlined in the table below.

PRE-AWA OFFENSES: Can go to FM6 unless: they have “Community Notification”. Any client with “Community Notification” is ineligible.

Ohio offenses under Adam Walsh Act Tiers

Tier I

1. Importuning 2907.07
2. Unlawful Sexual Conduct with a Minor 2907.04 (B)(2), unless consensual, case then not registration offense
3. Voyeurism 2907.08 (C) and (D) against a minor
4. Sexual Imposition 2907.06
5. Gross Sexual Imposition 2907.05 (A)(1)-(3) (5)
6. Illegal Use of a Minor in Nudity-oriented Material or Performance 2907.323 (A)(3) (AWA non-Ohio)
7. Voyeurism 2907.08 (A)(B) & (E) (Ohio, non-AWA)
8. Child Enticement 2905.05 (sexual motivation) (Ohio, non-AWA)

Tier II

1. Compelling Prostitution 2907.21
2. Pandering Obscenity Involving a Minor 2907.321
3. Pandering Sexually Oriented Material Involving a Minor 2907.322
4. Illegal Use of a Minor in Nudity-oriented Material or Performance 2907.323 (A)(1) & (2)
5. Child Endangering 2919.22 (B)(5)
6. Kidnapping with Sexual Motivation 2905.01 (A)(1)(3)(5)
7. Unlawful Sexual Conduct with a Minor 2907.04 (B)(1)(3)(4)
8. Any Sexual Offense that occurs after the offender has been classified as a Tier I sex offender

Tier III

1. Rape 2907.02
2. Sexual Battery 2907.03
3. Aggravated Murder with Sexual Motivation 2903.01
4. Murder with Sexual Motivation 2903.02
5. Unlawful Death or Termination of Pregnancy As A Result of Committing or Attempting to Commit a Felony with Sexual Motivation 2903.04
6. Kidnapping of Minor to Engage in Sexual Activity 2905.01(A)(4)
7. Kidnapping of Minor, Not By Parent 2905.01(B)
8. Gross Sexual Imposition 2907.05 (A)(4) (Under 13)*
9. Felonious Assault with Sexual Motivation 2903.11**
10. Any Sexual Offense that occurs after the offender has been classified as a Tier II sex offender

* Federal offense is victim under 16

** comparable to Attempted Sexual Abuse 18 USCS 2242

Shelter Contact Information

Family

YMCA Family Center **Exec. Director – Faith Williams** **Manager – Angela Stoller-Zervas**

900 Harvey Court, Cols, Ohio 43219 614.253.3910 (Opt. 3)

- Off of E. 5th Ave Between Brentnell & Sunbury Rd.

VOA Van Buren Family **Exec. Director – Kim Eberst** **Manager – Cheryl Brewer**

595 Van Buren Dr, Cols, Ohio 614.715.2515

- Westside Attached to YMCAVB / Behind Franklin County Children Services

Single

Faith Mission 6th St. **Exec. Director – Sue Villilo** **Manager – Henry Bryant**

151 N. 6th St., Cols, Ohio 43215 614.224.6617 Ext. 2151

- Downtown at the Corner of 6th and Long

Faith Mission 8th St. **Exec. Director – Sue Villilo** **Manager – Henry Bryant**

599 E. 8th Ave., Cols, Ohio 43215 614.224.6617 Ext. 2810

- Just N of Downtown, Close to 11th & Cleveland

Nancy's Place **Exec. Director – Sue Villilo** **Manager**

151 N. 6th St., Cols, Ohio 43215 614.224.1358 Ext. 2161

- Downtown at the Corner of 6th and Long St.

Friends / Homeless **Exec. Director – Antonio Caffey** **Manager – Mathais Kendricks**

924 E. Main St, Cols, Ohio 43205 614.360.0251

- Corner of Main and Carpenter, Between police Station and Blackburn Rec.

Volunteers of America **Exec. Director – Teresa Ploesser** **Manager – Shameikia Smith**

624 Harmon Ave., Cols, Ohio 43223 614.849.0145 Ext. 1604

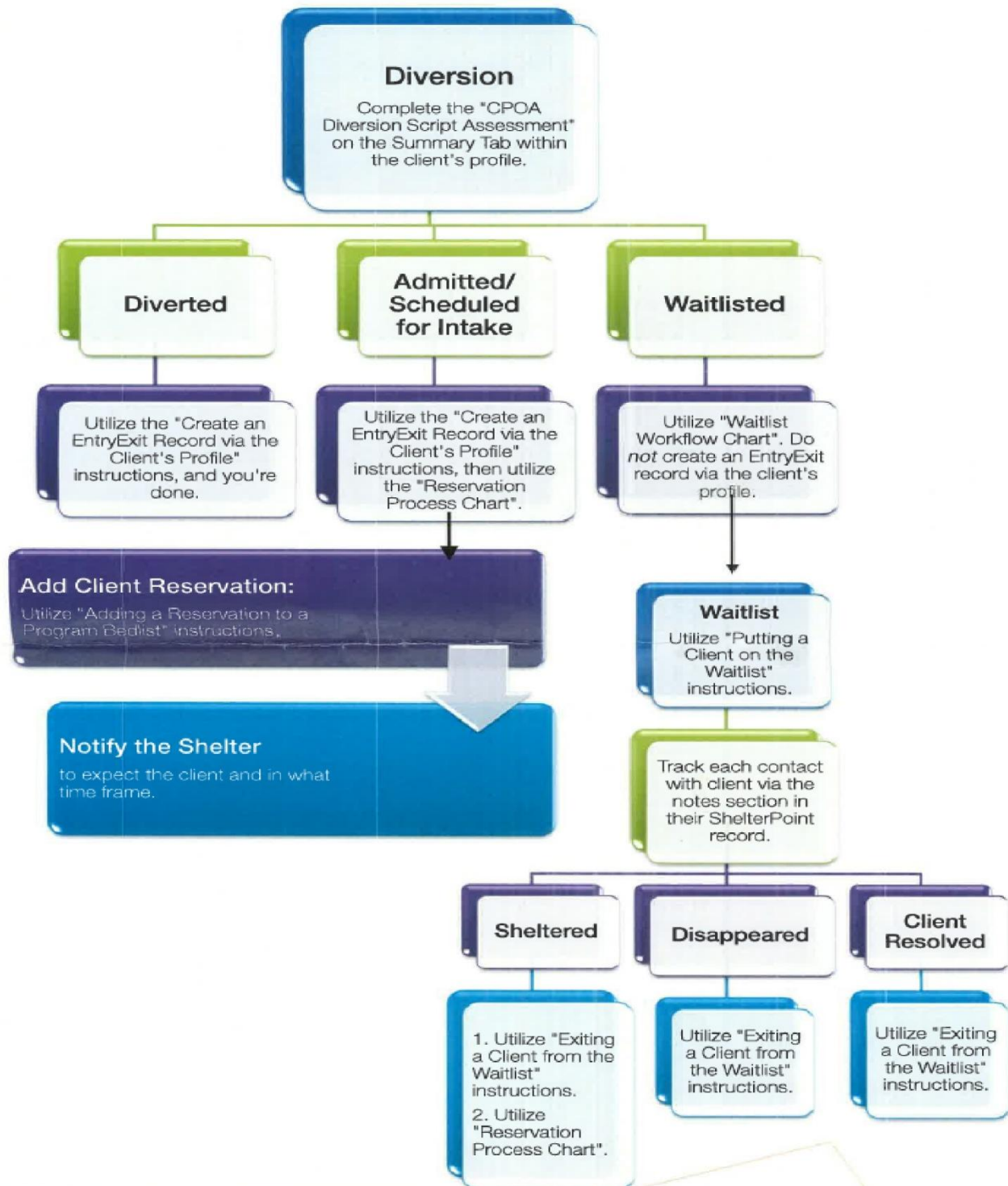
- Westside Behind Mt Carmel West / Next to Van Buren

Van Buren (Singles) **Exec. Director – Sue Darby** **Manager – Jeff Hogle**

595 Van Buren., Cols, Ohio 43215 614.715.2030

- Westside Near VOA & Old Children Services

General Workflow Chart

**Further Notes:****No-Shows**

If a client is sent to shelter but doesn't show up as scheduled, it is important to have the client removed from the Reservation List in a timely manner so that other clients who need a bed may be added to the list.

Shelter providers will notify CPOA if a client for whom a Reservation was created fails to appear as scheduled. CPOA will then remove the client's Reservation from that provider's bedlist utilizing the "Removing a Reservation from a Program Bedlist" instructions for cancelled reservations.