



To: Family Shelter Providers
Effective Date: 7/12/21
Re: Shelter Abandonment

Purpose: To ensure that rooms that are vacated by a family are turned over quickly and available for families.

If a family would like to take a leave from their site for more than 72-hours, they should discuss the matter in advance with site staff. Site staff shall review the request with their site's Program manager or Program Director and provide written approvals on a case-by-case basis.

If a family has been absent from their site for more than 72 consecutive hours without receiving prior written approval, site staff shall exit the family. The family must be exited from the ONE system at time they are exited from the program; a note must be placed in the ONE system that they were exited due to shelter abandonment over 72 hours. The 72-hour rule exit cannot be grieved.

If a family returns after being offsite without prior approval for a period that results in loss of their placement, the family may request readmission to the site. If clients have a valid reason for their 72-hour absence, readmission is subject to approval by the shelter staff, and availability of placement. If the placement has already been filled by another family, then the family who was exited can reach out to the Access Point.

Family Shelter & Transitional Housing staff should collect any written documentation that supports the family's absence due to:

- Verified hospitalization.
- Illness or injury.
- Death of an immediate family member.
- Arrest.
- Incarceration.
- Other circumstances beyond the person's control.

A few situations to clarify:

In general, avoid exiting a family on a weekend. For anyone who reaches their 72 hours over the weekend, exit them first thing on Monday morning.

If one member of the household is continuously absent but other members of the household remain in the program, than the 72-hour rule does not apply.

Clients exited for the 72-hour rule can reach out to the Family Access Point for alternative placement following their exit; however, they will not be prioritized ahead of other families in need of shelter placement.