ONE System Individual Shelter Room Placement- Outline

Getting a Family on the Individual Shelter Room Placement List

1. Family presents as unsheltered at AP.
2. AP completes *Shelter (Individual Room) Placement Criteria* with family
   a. Need to activate toggle indicating that the family "visited or engaged the AP"
   b. Enter descriptions of recent/current living situations with as much detail as possible into the Location tab to assist SF: Hot Outreach and AP Mobile Outreach teams in finding the family on the street for verifying family is unsheltered
3. Outreach teams will activate "verified unsheltered" toggle in *Shelter Placement Criteria* once family has been verified unsheltered

Viewing the Individual Shelter Room Placement List

1. The *Individual Shelter Room Placement List* is located on the **SF Family Individual Shelter Room Placement Criteria Dashboard** located in the Reporting/Data Analysis Section of the ONE System
2. Families will be prioritized with the *Calculated Length of Time in Shelter or Verified Unsheltered* column on the placement list
3. The first 2 Looks on the dashboard are integral to the shelter placement process, while the next 3 concern HFCB placement, and the rest are used for data cleanup and quality checks. The Looks include:

   Individual Shelter Room Placement

   a. Individual Shelter Room Placement List
   b. Current Family CE Shelter Program Openings
   c. Verified Unsheltered Families who Have Not Engaged an AP

   Hamilton Family Congregate Beds

   d. Verified Unsheltered Families Eligible for Placement at HFCB
   e. Daily Count of Appointments Scheduled with HFCB by Appointment Time
   f. Clients with HFCB Intake Appointment

   Data Quality Checks

   g. Clients with Multiple Shelter Placement Criterias completed (only the most recent Criteria is referenced)

Hamilton Family Congregate Bed Process

1. The family must complete a *Shelter Placement Criteria* and be verified unsheltered to make it onto the *Verified Unsheltered Families Eligible for Placement at HFCB* Look for placement at HFCB
2. Working from the *Verified Unsheltered Families Eligible for Placement at HFCB* Look, APs will need to review the HFCB attendance tool and reserve the next available beds that fit a particular family's demographic needs
3. APs will then schedule an intake appointment with HFCB. They can schedule 3 intake appointments a day (1 @ 10am, 2pm, & 5pm) using the *Daily Count of Appointments Scheduled with HFCB by Appointment Time* Look and the "Schedule Appointment With Hamilton Family Congregate Beds (HFCB)" services

4. The Hamilton Families staff will indicate using a service whether or not the family showed up for their intake appointment, which will be documented on the *Verified Unsheltered* list
5. If they did attend or if they do not show within 24 hrs of their appointment, then the APs can remove them from the *Verified Unsheltered* list using the "Remove Family from Hamilton Family Congregate Bed Placement List" toggle on the *Shelter Placement Criteria*

Referring a Family to an Individual Shelter Room

1. Review the *Current Family CE Shelter Program Openings* Look on the Placement Criteria Dashboard to determine if there are currently any individual shelter room openings
2. If there is an opening, refer the HoH (or family member who completed the *Shelter Placement Criteria)* of the highest priority family to the community queue
3. On the community queue, find the client, switch the "Active Agency" to the agency to which you would like to refer the family, and re-assign the client to the applicable program
4. Remove family from *Individual Shelter Room Placement List* by activating "Remove Family from Shelter Placement List" toggle on their *Shelter Placement Criteria*
5. If the family was already on the community queue for housing placement, they will need to be referred back to the queue with their housing assessment after the referral to shelter is made

Verifying a Family is Unsheltered

1. Outreach teams will use the *Families Who Need to Be Verified Unsheltered for Individual Room Placement* dashboard to find unverified families in the field
2. Once a family is verified unsheltered, APs will indicate that using the verified unsheltered toggle in the HoH's *Shelter (Individual Room) Placement Criteria*