

One Voice: A Conference and Discussion on Homeless Shelters in New Hampshire and Vermont

Annotated Sources and Background Research

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Policy Research Shop: Rockefeller Center, Dartmouth College

State and Federal Literature:

New Hampshire's Ten-Year Plan to End Homelessness; A Home For Everyone.

December 21, 2006. New Hampshire Interagency Council on Homelessness (ICH).

A 40-page document discussing the current state of homelessness in New Hampshire. The authors explain that all citizens can participate in eliminating homelessness in the state. Through this plan to increase the amount of available affordable housing, enhance wraparound services, raise awareness of homelessness, and integrate and streamline the service system, the members of the Governor's Interagency Council on Homelessness see eradication as an achievable goal. The ICH has been working with Governor Lynch to implement this plan.

http://www.endhomelessness.org/section/library?section=2701&template=list-library&use_pager=1&module=article&action=browse&page=46

New Hampshire Service Provider List: Bureau of Homeless and Housing Services. February 2009.

This document provides contact information for 63 homeless shelters in New Hampshire. It also checks off certain homeless shelter services such as domestic violence, emergency shelter, transitional shelter, and specialty shelter. The next category that is documented is homeless prevention/intervention services, which includes HSGP/RGP/HHARLF and prevention. The third category is special needs programs, which is divided into the following categories: outreach intervention, permanent housing, transitional housing, shelter care, and PATH.

Emergency Shelter Services Provider Data Response. State of New Hampshire Department of Health and Human Services. March 4, 2009.

A 14-page checklist used by state officials to review emergency shelters that receive state funding. Topics evaluated include the provision of basic services, admission policy, termination of services and grievance procedures, guests' rights, health and safety, privacy and confidentiality, house rules, and partnerships.

New Hampshire Point-in-Time Count; 2008, 2007. Definition, survey, instructions.

Map which shows the total homeless count for the state of NH, divided by county. This number is divided into sheltered, unsheltered, and temporarily doubled up. The "definitions" page describes that HUD Homeless is defined as someone who

is on the streets, in a place not meant for human habitation, in an emergency shelter, in transitional housing, or in a hotel/motel being paid by a voucher from a human services agency.

<http://www.dhhs.state.nh.us/DHHS/OHHTS/LIBRARY/Data-Statistical+Report/BOSCOC.htm>

Homelessness in New Hampshire; A report by the Emergency Shelter and Homeless Coordination Commission. July 1 2007 – June 30, 2008. NH DHHS, Div. of Community Based Care Services, Bureau of Homeless and Housing Services.

This Annual Report examines homeless programs administered by the Department of Health and Human Services. The report includes specific information on the demographics of shelter residents and on funding resources. The report also discusses the Continuum of Care, homeless prevention and intervention, outreach and intervention, information on shelter services, housing for specific sub-groups of the population, the state's Homeless Management Information System. Finally, the report concludes with recent developments in shelters and the Bureau of Homeless and Housing Services, and a service provider list in NH.

<http://www.dhhs.state.nh.us/DHHS/OHHTS/LIBRARY/Program+Report-Plan/ann-rpts.htm>

Rights of Persons Using Emergency Shelters: Bureau of Homeless and Housing Services, Chapter He-M 300 Rights; Part He-M314. Statutory Authority: RSA 126-A:31.

State Administrative Rules declaring the rights of homeless persons in emergency shelters that receive state funding and the responsibilities of these facilities.

Includes regulations regarding the fundamental as well as personal rights of the guests; rules of admission, denial of admission and termination of services; house rules; and grievance procedures. These rules carry the full force of state law.

http://www.gencourt.state.nh.us/rules/state_agencies/he-m300.html

HUD Regulation Compliance Document. Bureau of Homeless, and Housing Services. McKinney ESG Providers.

A checklist and audit worksheet used to evaluate eligibility and compliance with HUD regulations, as well as whether or not funds are being used as originally planned. The document is focused primarily on finances and eligibility of activities, with brief evaluations of documentation procedures, the participation of guests in shelter policies, confidentiality, and building and habitability standards.

Title XII Public Safety and Welfare. Chapter 165, Aid to Assisted Persons.

Chapter 165 of Title XII is a NH statute defining aid to assisted persons in NH. It includes the provision for local responsibility, reasons for disqualifications, liability for support, work programs, and other basic administrative regulations. In addition, the statute defines veterans and discusses veteran's relief in NH.

Other State Research

Toronto Shelter Standards. Toronto Community & Neighbourhood Services, Shelter, Housing & Support.

This document establishes shelter standards to "provide shelter operators and residents with a clear set of expectations and guidelines for the provision of shelter services in Toronto," which all shelters funded or run by Toronto are required to follow. Guiding principles state that shelters must be non-discriminatory, sensitive to cultural and ethnic differences, and respectful of residents. Services also must be provided to meet residents' needs. In addition, this document sets detailed standards for organization, access to shelter, resident rights and responsibilities, program standards, food safety and nutrition standards, health and safety standards, and staff training.

http://www.toronto.ca/housing/pdf/shelter_standards.pdf

Emergency Homeless Shelter Standards. Funded by the Province of Manitoba. August 2009.

A 13-page document outlining the minimum level of service delivery and the responsibilities of emergency homeless shelters receiving provincial funding in Manitoba. This document arose as a result of shelters' requesting guidelines and expectations of service and the desire for consistency across providers. The standards touch on governance, finances, program accountability, admission and discharge, shelter networking, and health and safety concerns.

Recommended Shelter Health and Safety Best Practice Guidelines;

Public Health—Seattle & King County, July 2005. Health Care for the Homeless Network. July 2005.

This is a comprehensive document that outlines suggestions and practices for shelters to achieve a healthy and safe environment. Suggestions include; disease control, hand washing, food handling, injury prevention, burn prevention, sanitation and hygiene, client health, staff health, and staff training. Included is a three-page list of resources and references for health and safety information. There are also 6 sample policies related to health and safety for shelters to use as an example.

<http://www.nhchc.org/ShelterHealth/ToolKitG/G4SeattleGuidelines.pdf>

Standards of Care for Homeless Shelter Providers: Norfolk Homeless Consortium, January 28, 2004.

This document contains a list of standards of care, which shelters then check off if they use those practices. This list includes standards in the area of clients (intake and admissions, assessment, client files, referral system, and case management), general operations, staffing patterns, emergency shelter and transitional housing services, and permanent supportive housing services.

<http://www.norfolkhomelessconsortium.org/standards011008.pdf>

Ohio Basic Standards for Emergency Homeless Shelters: Shelter Standards Clarification Manual.

This document provides standards in the areas of administration, personnel, facility, fiscal management, food service, health, and operations. These standards emphasize non-discriminatory policies in addition to ensuring that shelter services provide for all of their residents' needs.

<http://raulpage.org/homeless/#basic>

Toronto Shelter Standards Guiding Principles; Toronto Shelter Standards.

These "guiding principles" help direct the level of care that is expected of shelter services. These principles include accessibility to shelters for everyone, despite religious beliefs, sexual orientation, cultural background, or substance abuse problems. Shelters' goals should be to move their residents toward "increasing levels of self-reliance and self-determination."

www.toronto.ca/housing/pdf/shelter_standards.pdf

The People's Callahan; Minimum Standards for New York City Shelters. The Coalition for the Homeless.

This document established minimum standards for NYC shelters, including standardization of beds, mattresses, dorms, sheets and personal care items, shower/bathrooms, laundry service, staff, recreation, and mail and telephones.

Miscellaneous Literature

The Fundamentals of Being a Great Tenant. 10 Bricks; Rental 101. Tri-County CAP. tccaphomeless@gmail.com.

A booklet compiled by Tri-County CAP and its 10 Bricks Program that is given to homeless clients as part of an instructional course on how to be a good tenant. It focuses on how to budget and manage one's income, secure the best available housing, and maintain that housing.

Homeless Shelters and Programs; Analysis of Benchmarks and Best Practices. Ward Family Foundation, Inc. July, 2002.

As stated in the executive summary, "this study analyzed the operating practices at homeless shelters and programs in a number of key areas, including sources of revenues, partnerships, caseworker assistance, intake procedures, food, counseling, health care and mental health, alcohol and drug abuse recovery, educational and life skills training, personal development, employment, computer training, spiritual guidance, housing placement, outreach services post-shelter and success measurement." The study analyzed shelters in Washington, DC as well as Cincinnati, OH for research. The report explains the Ward Family Foundation's approach to the study and lists overall trends amongst homeless shelters. Finally,

the report analyzes homeless program effectiveness, lists potential best practices for shelters, and lists performance benchmarks.

<http://www.wardfamilyfoundation.org/>

Quality Assurance Standards Monitoring Tool; Coalition for the Homeless, Educate Advocate Coordinate. 2010.

This 2010 document serves as a tool to monitor shelters in Louisville, KY. It first defines different actors and terms in homeless care, and then continues on to a list of measures of success. This checklist includes shelter operations interventions (management and administrative issues, quality of life/human dignity issues, building and security issues, regulations and compliance issues, medial issues, transportation, and shelter operations interventions), internal - case management interventions (personal causes, structural and economic, and public policy), and organizational and community interventions (personal causes, structural and economic causes, and public policy).

Private standards and Shelter Services Standards. Council on Accreditation (COA); January 3, 2008.

The Council on Accreditation provides a very comprehensive outline of requirements for shelter services. They define the general purpose of shelter services as the following: Shelter services meet the basic needs of individuals and families who are homeless or in transition, set them on the path toward stable family or independent living, and provide a point-of-entry to the continuum of community care. Sections on the website include: definition, access to service, intake and assessment, service planning and monitoring, service philosophy, the rights of shelter residents, shelter facilities, service components, safety and security, enhanced shelter services, services for homeless and runaway children and youth, exit planning, aftercare, and follow up, personnel, and table of evidence.

www.coastandards.org/standards.php

Shelter Health: Essentials of Care for People Living in Shelter.

National Health Care for the Homeless Council.

Seven page document emphasizing the importance of health promotion in homeless shelters. Outline included provides suggestions for shelters to promote this health awareness and practices for shelter guests. Also provided is a set of guidelines for Family Facility Nutrition Guidelines. And finally, there is an article explaining the importance of dental care for the homeless.

www.nhchc.org.