<p style="text-align: center;">**Shelter Recommendation & Referral Process**</p>

The referral process for set-aside beds has two components:

- Shelter Recommendation
  - o Outreach workers review daily vacancy information provided by HSD, review the eligibility requirements for the vacant spot, and recommend (request) specific open beds for specific individuals
  - o A standardized assessment tool, developed in collaboration with outreach providers, shelters, and funders, will be used in the field to assist providers and the HOPE Team to connect individuals to the resources that best meet their needs.
- Shelter Referral
  - o HSD's HOPE Team receives recommendations for open beds from outreach providers, reviews multiple requests that come in for a single opening using the assessment information outlined below and selects individuals to fill the openings.
  - o A recommendation becomes a referral when the HOPE Team informs the outreach provider that the recommendation they submitted was selected to fill the vacancy.
  - o The HOPE Team will prioritize recommendations from City-identified high-priority sites (such as those facing imminent removal due to hazard, construction, or potential MDAR removal). When prioritizing requests from high-priority sites the HOPE Team will also weigh vulnerability factors identified in and individual's assessment.
  - o The HOPE Team will ensure the smallest turn-around time possible between request and referral.

The HOPE Team and outreach providers will strive to ensure that individuals receive accurate information about the open resources being offered to them. To achieve this goal HSD will ensure outreach providers have the most up-to-date shelter eligibility information and program requirements.

General Process Description

1. HSD HOPE Team ensures outreach providers are regularly informed of updates to programs and/or policies of shelters, including program eligibility requirements based on funding source.
2. Outreach provider completes an in the field assessment with individual to include, but not necessarily limited to:
   a. Encampment location
   b. Age
   c. Substance Use
   d. ADA accommodations
   e. Ongoing medical/behavioral health issues
   f. Race/Ethnicity
   g. Sexual Orientation
   h. Family composition (partners, pets, children, etc.)
   i. Identity (i.e., criminal/legal system involvement, engagement in survival sex work, veteran status, immigrant/refugee)
   j. Current service connections
   k. Support and resource needs and interests
   l. Availability of potential diversion supports, homelessness history, and income potential

3. Shelter availability and service-match assessed by providers
    a. Providers view set-aside availability in Chatbox[1], text "All" to 206-339-8010
    b. HOPE Team provides additional (non-set aside bed) availability to providers as available
    c. Providers offer open shelter resources to individuals (male beds to male identified individuals, female beds to female identified individuals). Note: offers of shelter must be documented with the HOPE Team at all active high-priority sites. See section titled *Documenting Offers of Shelters at High-Priority Sites,* below.
    d. Outreach providers explain entrance requirements, service-levels, and other relevant program information to individuals so individuals understand their options and can make informed decisions.
    e. When an individual expresses interest in a bed the provider submits a recommendation to the HOPE Team via text. A detailed decision tree for the recommendation/referral process is available electronically, by request.
    f. HOPE Team and the recommending provider will talk thru recommendations as needed to ensure HOPE has all relevant assessment information.
4. HOPE team reviews recommendation submitted by outreach providers and does a final review of resource eligibility requirements, including funding-specific requirements as indicated.
    a. When multiple requests come in for a single resource the HOPE Team considers an additional layer of factors including:
        i. Who has more/less vulnerabilities based on the assessment questions? Risk factors for COVID.
        ii. Disproportionate amount of homelessness experienced in BIPOC communities compared with white communities?
        iii. How long has someone been waiting to go inside.
    b. HOPE Team communicates referral to outreach provider and shelter and records referral data in Nav App.

Documenting Offers of Shelters at High-Priority Sites

Goal: All individuals at a high-priority encampment receive documented (by name) offers of shelter when an encampment is designated a high-priority site by a City Department. Documented offers of shelter will occur during the designated outreach period as well as on the day of encampment removal (if one becomes necessary).

Process

1. An encampment is designated a high-priority site by a City department. High-priority sites are those that must be resolved by outreach strategies or will proceed to an MDAR removal. See section below titled *Criteria for Site High-Priority Designation.*
2. The HOPE Team will coordinate the outreach strategy and informs outreach providers of site's status, timeline, and documentation needs.
3. The HOPE Team will communicate high-priority status to individuals at the site as well as the timing of the resolution using general informational flyers from the property-holding department. The HOPE Team will be explicit with individuals on site if an MDAR is scheduled at the end of the outreach window.
4. The HOPE Team will support providers throughout the duration of the site's activation.
5. Outreach providers will ensure all individuals at the site receive shelter assessments at the start of activation, if one has not been done recently.
6. During a high-priority site activation, open shelter beds will be prioritized for the activated encampment, however, this does not preclude a bed going to a highly vulnerable individual from another location. A detailed decision tree for the recommendation/referral process is available electronically, by request.
7. All individuals at an active high-priority site will be screened for COVID-prioritization factors. The COVID-prioritization criteria being used align with CEAs and will be used for HSD's ESG-funded hotel shelters. If no individuals at the high-priority site fit the COVID prioritization criteria the ESG hotel shelter beds will be offered to individuals at other sites and individuals at the high-priority site will be offered other beds.
8. Designated outreach providers will prioritize conducting outreach at the high-priority site during the length of the activation and will inform HOPE Team about their weekly planned schedule at the site.
9. Outreach providers will review Chatbox daily and be in close contact with the HOPE Team regarding open set-aside beds in the system. Providers will offer open beds to individuals at the site throughout the duration of site activation. Aside from the ESG hotel shelter beds which use the COVID prioritization all other beds will be offered using the basic criteria of gender. Providers offer open beds, document that offers were made, explain shelter amenities to individuals and let individuals decide to accept or decline the open bed/s.
10. In addition to tracking set-aside vacancies, the HOPE Team will track vacancies at key shelters with non-set aside beds, as needed, and share information with providers
11. At the end of each on-site day the outreach provider will **call** (or relay verbally if on site together) a HOPE Team System Navigator and verbally relay the names, alias, or physical description of all individuals that were offered an open shelter bed on that day. System Navigators will document offers of shelter relayed by providers. *An offer of shelter is defined as: An outreach provider alerts a male that a male bed is available or a female that a female bed is available asks the individual if they'd like information about the bed.*

If an MDAR Removal is Necessary at a High-Priority Site:

1. Seattle Parks and Recreation (Parks) is responsible for all encampment removal activities including posting notice, conducting the removal, and storing any storable belongings.
2. The HOPE Team will communicate the timing of the advance-noticing of the site and the timing of the removal with outreach providers as well as the individuals at the site.
3. The HOPE Team will continue supporting outreach providers in helping individuals at the site to accept shelter or to relocate to another location of the individuals' choosing. HOPE Team support includes (but is not limited to) managing the shelter recommendation and referral process, communicating timelines to individuals at the site, being the liaison between outreach and City departments, and helping reduce barriers to storage or shelter access as needed.
4. Designated outreach providers must staff an outreach tent on-site on the day of the removal starting at least 30 minutes prior to the posted MDAR start time. Prior to start time they may do tent-to-tent engagement as needed.
5. Beginning at least 30 minutes prior to the posted MDAR start time HOPE Team members will roam and check in with people on shelter and outreach needs and then direct them to the tent for outreach services.

Criteria for Site High-Priority Designation

The following criteria are used by City departments for designating encampments as 'high-priority' locations for engagement:

- Hazards for people or critical City infrastructure
- Hindering a construction or City maintenance project
- Creating 100% ADA blockages of sidewalks
- Significantly impacting use of Parks by all community members.

When City departments have prioritized a location, the HOPE Team coordinates outreach efforts at the location with the goal of resolving the site through outreach strategies alone. If a site cannot be resolved through outreach along, the site may move to an encampment removal process under the MDARs.

In addition to 'high-priority' sites, the HOPE Team coordinates requests for outreach from community and City departments, among others. These include sites where an individual may need extra support connecting to services or where an encampment needs support to be good neighbors within the community.
The HOPE Team triages requests for outreach in the following order:
- Requests for support for vulnerable individuals
- Requests for outreach to high-priority sites
- Requests for neighborhood concerns regarding behaviors impacting encampments relationship with its neighbors.