

Homeless Coalition of Hillsborough County Standards of Care

The Mission Statement for the Homeless Coalition of Hillsborough County Coalition is to come together in a collaborative community effort to build a continuum of care; assess and expand the organized capacity so as to break the cycle of homelessness; improve the coordination and delivery of assistance designed to prevent at-risk families and individuals from becoming homeless; and, provide a continuum of necessary support services that assist the homeless in becoming as self-sufficient as possible.

These Standards of Care establish definitions, policies and standards relating to the provision of services through the Continuum of Care directly to homeless individuals and families located in Hillsborough County, Florida. Continuum of Care (Continuum) refers to the consolidated and integrated housing and services delivery system that exists for individuals and families who are homeless.

Individual Rights of Persons Receiving Services Through The Continuum Of Care

All persons accessing services from any provider throughout the Continuum of Care shall be afforded the following rights:

- To have the right to impartial access to services regardless of race, gender, national origin, ethnicity, religion, age, sexual preference, human immunodeficiency virus status, prior service departures, disability, number of relapse episodes, or source of payment.
- To be treated with courtesy and respect, with appreciation for individual dignity, and protection of privacy.
- To have the right to treatment and services suited to their individual needs, administered skillfully, safely, humanely, with full respect for their dignity and personal integrity, and in accordance with all statutory and regulatory requirements.
- To be treated with consideration given for your primary language and cultural background.
- To have the right to be given information about their proposed care and alternative services available. Such care shall be offered in the least restrictive appropriate available environment based on their individual needs and best interests.
- To have the right to participate in the preparation and periodic review of their own individualized care plan and discharge plans.
- To have the right to know who is providing the services and who is responsible for their care.
- To have a right to a prompt and reasonable response to questions and requests.
- To have the right to know the conduct expected and any program rules and regulations.

- To have both privileges and responsibilities relating to your stay at a facility be set forth in an agreement that is signed upon admission to a temporary, transitional or permanent housing program.
- To have the right to know if services are for purposes of experimental research and to give consent or refusal to participate in such experimental research.
- To have the right to confidentiality. Sharing of information with other providers to whom is necessary to ensure effective provision of services, continuity in care, and efficient use of Continuum resources. The necessity of sharing information with other providers shall be explained and only shared upon written consent of the individual, with the following exceptions.
 - ✓ To medical personnel in a medical emergency.
 - ✓ To other employees of service provider if such persons need to know the information to provide you with a requested service.
 - ✓ Upon court order based on application showing good cause for disclosure.
 - ✓ To law enforcement when it is directly related to the commission of a crime on property or person or in the case of a threat to commit such a crime; and are limited to the circumstances of the incident, including the status of the individual committing or threatening to commit the crime, that individual's name and address, and that individual's last known whereabouts.
 - ✓ To State or local authorities in the case of suspected child abuse and neglect.
- To have the right to express a grievance regarding the operation of any of the programs within the Continuum, if the individual believes that he or she has been unfairly accused of a rule infraction, in the event of a decision by the temporary care provider to refuse or terminate services to the client, or for any violation of the individual's rights as stated here.
- To receive verbal and written information regarding these rights and the standards of care as they relate to the services being provided.

Eligibility Guidelines

Each program within the Continuum shall establish eligibility guidelines and apply them consistently and in accordance with the funding received for that program and shall not exclude individuals or families on the basis of race, color, national origin, sex, handicap, familial status, or religion.

Definition of Homelessness

Homeless refers to an individual who lacks a fixed, regular, and adequate nighttime residence or an individual who has a primary nighttime residence that is:

- A supervised publicly or privately operated shelter designed to provide temporary living accommodations, including welfare hotels, congregate shelters, and transitional housing for the mentally ill;
- An institution that provides a temporary residence for individuals intended to be institutionalized; or
- A public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings, such as cars, parks, sidewalks, abandoned buildings.
- A transitional or supportive housing program for persons who originally came from the streets or emergency shelters.
- In any of the above places but is spending a short time (up to 30 consecutive days) in a hospital or other institution.
- A private dwelling unit; however, the individual is being evicted within a week and has no subsequent residence identified and the person lacks the resources and support networks needed to obtain housing.
- An institution, such as a mental health or substance abuse treatment facility or a jail/prison, in which the person has been a resident for more than 30 consecutive days and no subsequent residence has been identified and the person lacks the resources and support networks needed to obtain housing and is being discharged within a week.
- Is fleeing a domestic violence housing situation and no subsequent residence has been identified and the person lacks the resources and support networks needed to obtain housing

Persons Not Considered Homeless

- Persons living in housing even though they may be paying an excessive amount for their housing, the housing is substandard and in need of repair, or the housing is crowded. (If they are being evicted or be told they must leave because of a violation of the lease they may be considered homeless.)
- Incarcerated, but upon discharge the person is eligible if no subsequent residence has been identified and the person lacks the resources and support networks needed to obtain housing.

- Living with relatives or friends unless they are told they must leave and no subsequent residence has been identified and the person lacks the resources and support networks needed to obtain housing.
- Living in a Board and Care, Adult Congregate Living Facility, or similar place, unless being evicted.
- Wards of the State, although youth in foster care may receive needed supportive services which supplements, but does not substitute for, the state's assistance

Documentation of Homelessness

Documentation of homelessness can be done by clearly indicating where the proposed population will be residing prior to acceptance in the project, and by clearly describing an outreach and engagement plan that will bring the proposed population into the project.

- **Persons Living on the Streets**-In most cases, it is not feasible to require the homeless persons contacted during outreach to document that they reside on the street. It is sufficient for the staff to certify that the persons served, indeed, reside on the street.
- **Persons Coming from Living on the Street**-The service provider should obtain information to indicate that a participant is coming from the street. This may include names of other organizations or outreach workers who have assisted them in the recent past who might provide documentation. If you are unable to verify that the person is coming from residing on the street, have the participant prepare or you prepare a written statement about the participant's previous living place and previous services received, and have the participant sign the statement and date it. If possible verify this with other providers or outreach teams. If another provider is involved obtain written verification from that organization regarding where the person has been residing. The verification should be on agency letterhead, signed and dated.
- **Persons Coming from an Emergency Shelter for Homeless Persons**-Obtain written verification from the emergency shelter staff that the participant has been residing at the emergency shelter for homeless persons. The verification should be on agency letterhead, signed and dated.
- **Persons Coming from Transitional Housing for Homeless Persons**-Obtain written verification from the transitional housing facility staff that the participant has been residing in the transitional housing. The verification should be on agency letterhead, signed and dated. This verification must include verification that the participant was living on the streets or in an emergency shelter prior to living in the transitional housing facility or was discharged from an institution or evicted prior to living in the transitional

housing facility and would have been homeless if not for the transitional housing.

- **Persons from a Short-Term Stay (up to 30 consecutive days) in an Institution**-Obtain written verification from the institution's staff that the participant has been residing in the institution for 30 days or less. The verification should be signed and dated. This verification should demonstrate verification that the participant was residing on the street or in an emergency shelter prior to the short-term stay in the institution.
- **Persons Being Evicted from a Private Dwelling**-Obtain evidence of the formal eviction proceedings indicating that the participant was being evicted within the week before receiving services. If the person's family is evicting him/her, a statement describing the reason for eviction should be signed by the family member and dated. In other cases where there is no formal eviction process, persons are considered evicted when they are forced out of the dwelling unit by circumstances beyond their control. In those instances, obtain a signed and dated statement from the participant describing the situation. There must be documentation of efforts to confirm that these circumstances are true or have written verification describing the efforts to determine their validity. The verification should be signed and dated. There also must be documentation of the income of the participant and what efforts were made to obtain housing and why, without the assistance, the participant would be living on the street or in an emergency shelter.
- **Persons Being Discharged from an Institution**-Obtain from the institution's staff that the participant was being discharged within the week before receiving assistance. There also must be documentation of the income of the participant and what efforts were made to obtain housing and why, without the assistance, the participant would be living on the street or in an emergency shelter.
- **Fleeing Domestic Violence**-Obtain verification from the participant that he/she is fleeing a domestic violence situation. If the participant is unable to prepare the verification, prepare a written statement about the participant's previous living situation and have the participant sign the statement and date it.

Demonstrating Eligibility for Permanent Housing for Persons with Disabilities-Obtain written verification from a qualified source that the person has a disability.

Demonstrating Eligibility for Safe Haven Projects-Obtain written verification from a qualified source that the person has a severe and persistent mental illness.

Prevention

The Coalition supports prevention of homelessness when possible. These are some guidelines the Coalition has adopted for prevention programs. Types of prevention include:

Short-Term Financial Assistance-To defray rent and utility debts for families under the following circumstances:

- the assistance is necessary to prevent eviction or termination of utility services;
- the inability of the household to pay the rent, mortgage or utility payment is due to a sudden loss of income;
- there is a reasonable prospect that the household will be able to resume payments within a reasonable period of time; and
- the assistance will not supplant funding for preexisting homeless prevention activities from other sources.

To meet these requirements, the individual or family must already have received an eviction notice, foreclosure notice, or notification of utility termination. There must also be documentation on the sudden loss of income, and information to substantiate the service provider's expectation that the household will be able to resume payments soon (e.g., evidence of future income such as SSI, TANF, etc.).

Tenant-Landlord Mediation or Alternative Dispute Resolution-Programs for landlord-tenant disputes over issues such as non-payment of rent, housing repair or maintenance, or the recovery of security deposits. To be successful, tenant landlord mediation services require a strong working relationship between the mediating agency and the landlords and property owners.

Legal Services-To represent low-income tenants in eviction proceedings or other housing-related disputes such as denial of entry into public housing or termination of rental subsidy.

Outreach, Intake, and Assessment

Outreach is provided through interagency collaboration to locate and engage homeless individuals and families, conduct preliminary assessments of immediate unmet needs, and make referrals to appropriate placements and/or services. This includes networking with a variety of social service and housing agencies to identify persons at risk of homelessness. Outreach programs may identify people on the streets, through self-referral, or referral for assistance by another person, agency or community group. The focus of outreach activities shall be to develop the relationship needed to bring the homeless individual or family into housing and/or services through building a relationship. Street outreach efforts shall be comprised of multiple, daily, non-threatening, informal contacts with homeless individuals and families focusing primarily

on establishing familiarity and developing trust. Outreach may require several contacts before the individual accepts services.

Each agency will provide a process to identify the service and housing needs of an individual and/or family. This assessment shall be performed through an interview process that determines the needs of the individual or family and the most appropriate placement given the housing and/or services currently available. The assessment shall address health/medical, mental health, substance abuse, financial circumstances, employment, education, legal issues, family and social relationships, and past housing placements. The assessment shall be performed in a manner that identifies the circumstances, behavior patterns, and psychosocial factors causing and maintaining individuals or families in a state of homelessness.

Placement or referral to housing and/or services shall be made available to all homeless individuals and families who express a desire to receive housing and/or services. Providers shall maintain records documenting refusal of placement or referral and the grounds for such refusal as expressed by the client. Refusal of a particular placement or referral shall not preclude a client's ability to request and receive future services.

Emergency/Temporary Housing (Shelter)

Individuals and families who are homeless will have access to temporary housing that is safe, decent, and where they are treated with dignity and respect.

All emergency/temporary housing facilities shall establish and enforce house rules governing use of alcohol, illegal use of controlled substances, fighting, violent and/or inappropriate behavior for the purpose of protecting the health and safety of persons served and staff.

The administrators of temporary/emergency housing facilities shall ensure that staff have the qualifications, proper training and supervision necessary and appropriate to the job function(s) with which such staff members are entrusted.

Each provider of emergency/temporary housing shall work closely and cooperatively with the Homeless Coalition of Hillsborough County, as well as other community-based service providers to homeless individuals and families.

The length of stay shall be determined by the emergency/temporary housing facility.

Separate sleeping quarters and personal hygiene facilities shall be maintained for (a) single male adults; (b) single female adults and (c) families.

Emergency/temporary housing facilities shall maintain safe, clean and sanitary conditions and opportunity to safekeep papers, documents and valuables. Beds, pillows and bed coverings (e.g. sheets and blankets) shall be clean and sanitary (e.g. free of infestation).

Personal hygiene facilities shall be made available to each person. Such personal hygiene facilities shall be kept clean and sanitary and maintained in operable working condition at all times, subject to periodic temporary interruptions due to maintenance or repair.

Persons may be required to participate in the general housekeeping of the emergency/temporary housing facility.

A minimum of two meals a day, one of which must be a hot meal, is available.

All meals served shall be nutritionally sound and balanced in compliance with standards and/or regulations adopted and/or issued by the local public authority responsible for the regulation of facilities that serve meals at residential facilities.

Emergency/temporary housing facilities shall assist persons in obtaining at least two sets of appropriate clothing (both under and outerwear) and shoes. Appropriate clothing in the instance of underwear and socks shall mean new or previously unused items. Donated clothing must be washed/sanitized prior to distribution to persons.

To reduce risk of harm to other persons and staff, emergency/temporary housing facilities shall arrange for health screenings for communicable, air-borne diseases, such as tuberculosis, within thirty-six (36) hours of the person's entry into the facility. Persons determined to pose a direct threat to the health of others shall be referred for appropriate medical treatment.

Emergency/temporary housing facilities shall arrange for a full medical assessment and evaluation (i.e. complete physical) for each person within seventy-two (72) hours of the person's entry into the facility.

Emergency/temporary housing facilities shall comply with all local and state ordinances, regulations and laws governing residential facilities and secure necessary licensing as may be required under such local or state law.

Food preparation and/or dining facilities located at emergency/temporary housing facilities must comply with all local and state ordinances, regulations and laws governing facilities which serve meals to the public in a residential facility or otherwise. Emergency/temporary housing facilities must secure necessary licensing or certification as may be required by the local public authority responsible for the regulation of facilities that serve meals to the public.

Emergency/temporary housing facilities shall comply with all local and state ordinances, regulations and laws governing the prevention and/or control of the spread of communicable, air-borne diseases within residential facilities which may include the implementation of structural or environmental measures, notification, and health screening procedures.

The emergency/temporary housing facility shall develop partnerships with government, not-for-profit and community-based agencies or organizations or programs to coordinate and provide services to persons being served.

Emergency/temporary housing facilities shall comply with all federal and state laws and regulations governing the confidentiality of information regarding AIDS/HIV status and medical, substance abuse or mental health history, referral or treatment. Persons may expect a reasonable degree of privacy with regard to information not otherwise protected from disclosure by federal or state laws and regulations that is shared with the emergency/temporary housing facility staff members.

Emergency/temporary housing facilities shall respect the privacy of a person's personal mail and telephone calls.

Information about persons served may be subject to disclosure as provided by law including investigation by law enforcement, probation officers, and HRS protective services related to minors or the elderly, subject to any limitations on disclosure set forth in state or federal law, including those laws protecting the confidentiality of information regarding AIDS/HIV status and medical, substance abuse or mental health history, referral or treatment.

The emergency/temporary housing facility should make every effort to secure appropriate housing placement for individuals as soon as possible.

Safe Havens

Following the guidelines as provided for in HUD SHP Desk Guide, a Safe Haven is a form of supportive housing that serves hard-to-reach homeless persons with severe mental illness who are on the street and have been unable or unwilling to participate in housing or supportive services. Safe Havens serve as a refuge for people who are homeless and have a serious mental illness.

Safe Haven projects will provide basic needs (such as food, showers, clothing), as well as a safe and decent residential alternative for homeless people with severe mental illness who need time to adjust to life off the streets and to develop a willingness and trust to accept services in order to transition to permanent housing.

Safe Haven projects will provide intensive and skilled outreach to this hard-to-reach population; engagement at a pace comfortable for the participant; intake/assessment, understanding that it is this consumer's inability to get through the intake process at traditional shelters that make them candidates for Safe Havens; supportive service delivery at the participant's pace.

Safe Haven projects will establish linkages with all other components of the Continuum of Care.

In addition these specific requirements must be met:

- ◆ Allow 24-hour residence for an unspecified duration
- ◆ Provide a private or semi-private accommodations

- ◆ Limit overnight occupancy to no more than 25 persons
- ◆ May include a drop-in center as part of outreach activities

Is a low demand facility where participants have access to needed services, but are not required to utilize them.

Transitional Housing (TH)

Following the guidelines as provided for in HUD SHP Desk Guide, Transitional Housing is a type of supportive housing used to facilitate the movement of homeless individuals and families to permanent housing.

- Persons may remain for up to 24 months and receive supportive services that enable them to live more independently.
- The supportive services may be provided by the organization managing the housing or coordinated by them and provided by other public or private agencies. These services must be clearly described in a plan and they should be in close proximity to the site. When services are needed that are not in close proximity, persons will be assisted with access, such as by providing transportation.
- Transitional housing can be provided in one structure or several structures, at one site or in multiple structures at scattered sites.
- Persons receiving transitional housing will be assisted with movement toward permanent housing within 24 months. However, if permanent housing for the individual or family has not been located or if the individual or family requires additional time to prepare for independent living, they remain for a period longer than 24 months. When an individual or family remains for more than 24 months there will be supporting documentation in the records.

All transitional housing facilities shall establish and enforce house rules governing use of alcohol, illegal use of controlled substances, fighting, violent and/or inappropriate behavior for the purpose of protecting the health and safety and safety of persons admitted to the facility and staff.

Administrators of transitional housing facilities shall ensure that facility staff have the qualifications, licensing, proper training and supervision necessary and appropriate to the job function(s) with which such staff members are entrusted.

Each provider of transitional housing shall work closely and cooperatively with the Homeless Coalition of Hillsborough County as well as other community-based service providers to homeless individuals and families.

Housing quarters offered to individuals shall be consistent with their plan. In the case of residential facilities that are not single sex facilities, separate sleeping quarters and personal hygiene facilities shall be maintained for (a) single male adults; (b) single female adults and (c) families.

Transitional housing facilities shall maintain safe, clean and sanitary conditions and shall provide persons the opportunity to safe keep papers, documents and valuables. Beds, pillows and bed coverings (e.g. sheets and blankets) shall be clean and sanitary (e.g. free of infestation).

Personal hygiene products shall be made available to each person. Such personal hygiene facilities shall be kept clean and sanitary and maintained in operable working condition at all times, subject to periodic temporary interruptions due to maintenance or repair.

Persons admitted to transitional housing may be required to participate in the general housekeeping of the transitional housing facility.

Persons shall be provided a minimum of two meals a day, one of which must be a hot meal.

All meals served shall be nutritionally sound and balanced in compliance with standards and/or regulations adopted and/or issued by the local public authority responsible for the regulation of facilities that serve meals at residential facilities.

Transitional housing facilities shall assist persons in obtaining at least two sets of appropriate clothing (both under and outerwear) and shoes. Appropriate clothing in the instance of underwear and socks shall mean new or previously unused items. Donated clothing must be washed/sanitized prior to distribution.

To reduce risk of harm to other persons and staff, transitional housing facilities shall arrange for health screenings for communicable, air-borne diseases, such as tuberculosis, within thirty-six (36) hours of the person's entry into the facility. Persons determined to pose a direct threat to the health of others shall be referred for appropriate medical treatment.

In the absence of documentation that a person has undergone a complete physical within the previous six months, transitional housing facilities shall arrange for a full medical assessment and evaluation (i.e. complete physical) for each person within seventy-two (72) hours of the person's entry into the facility.

Transitional housing facilities shall comply with all local and state ordinances, laws or regulations governing residential facilities and/or housing conditions and secure necessary licensing as may be required under such local or state law. Transitional housing facilities shall also comply with all local and state ordinances, laws or regulations governing providers of substance abuse or mental health treatment and related services.

Food preparation and/or dining facilities located at transitional housing facilities must comply with all local and state ordinances, regulations and laws governing facilities which serve meals to the public in a residential facility or otherwise. Transitional housing

facilities must secure necessary licensing or certification as may be required by the local public authority responsible for the regulation of facilities that serve meals to the public.

Transitional housing facilities shall comply with all local and state ordinances, regulations and laws governing the prevention and/or control of the spread of communicable, air-borne diseases within residential facilities which may include the implementation of structural or environmental measures and quarantining, notification and health screening procedures.

Transitional housing programs that provide treatment for chemical dependence/abuse and/or mental illness shall comply with state licensing rules and regulations.

The transitional housing facility shall develop partnerships with government, not-for-profit and community-based agencies or organizations or programs to coordinate and provide services to persons admitted.

Case managers shall be responsible for producing a comprehensive or revised assessment, as the case may be, of the individual's current social, health (including mental health and substance use/abuse) and education/employment conditions and needs. The case manager shall play a major role in assisting the resident in the development, or revision, and implementation of a plan that will enable the person to successfully achieve his or her personal goals and objectives by addressing unmet needs.

It is recommended that providers of transitional housing develop a multi-disciplinary approach towards providing care to the person to ensure a holistic response to the person's needs.

Persons admitted to transitional housing shall be assisted in initiating an individualized plan within seventy-two (72) hours of the completion of their comprehensive assessment of their current social, health and education/employment conditions and needs. The individualized plan shall be based on the comprehensive assessment of individual's conditions and needs, as well as case management recommendations, and the individual's personal goals and objectives. Goals and/or services sought by the individual should be consistent with those articulated during initial engagement and assessment.

The participant's progress in meeting goals set forth in the plan should be monitored on a weekly basis through weekly meetings with the individual's case manager.

The individual's plan must be adjusted to reflect progress or identified areas where additional attention is needed either by the individual's own efforts or through the provision of additional services and/or resources.

Transitional housing facilities shall comply with all federal and state laws and regulations governing the confidentiality of information regarding AIDS/HIV status and medical, substance abuse or mental health history, referral or treatment. Persons may expect a reasonable degree of privacy with regard to information not otherwise protected from disclosure by federal or state laws and regulations that is shared with the transitional housing facility staff members.

Information about the individual may be subject to disclosure as provided by law including investigation by law enforcement, probation officers, and HRS protective services related to minors or the elderly, subject to any limitations on disclosure set forth in state or federal law, including those laws protecting the confidentiality of information regarding AIDS/HIV status and medical, substance abuse or mental health history, referral or treatment.

The transitional housing facility should make every effort to assist the person in securing an appropriate housing placement as soon as reasonable and appropriate. The planning process should strive to ensure that minimal disruption occurs during the transition from one provider to another. The planning process is intended to ensure that services provided to the individual at or through referral by the transitional housing facility are maintained and that the provision of additional services are arranged for prior to transfer, consistent with the individual's plan.

Permanent Supportive Housing for Persons with Disabilities (PHPWD)

Following the guidelines as provided for in HUD SHP Desk Guide, Permanent Housing for Persons with Disabilities is long-term, community-based housing with supportive services for homeless persons with disabilities. This type of supportive housing enables special needs populations to live as independently as possible in a permanent setting.

- Supportive services may be provided by the organization managing the housing or coordinated by the applicant and provided by other public or private service agencies.
- Permanent housing can be provided in one structure or several structures at one site or in multiple structures at scattered sites. Structures may include most housing types. For example, they can be apartments, single-family houses, duplexes, group homes, or single-room occupancy rooms.
- Housing structures for the Permanent Housing will not exceed 16 persons in a single structure. If there are more than 16 people, then an explanation is required as to how local market conditions necessitate this size, and how neighborhood integration can be achieved for the residents.
- Persons assisted by these programs must meet the following criteria:
 - ✓ Considered disabled under Section 223 of the Social Security Act;
 - ✓ Determined to have a physical, mental, or emotional impairment of long-continued duration, impeding the ability to live independently, and of a nature that could be improved by more suitable housing;
 - ✓ Have a developmental disability;
 - ✓ Have AIDS or conditions arising from its etiological effects.

For those homeless individuals or families seeking housing in the affordable housing market, assistance may include, but is not limited to:

- assisting the individual in locating suitable housing
- assistance with housing applications and lease negotiation
- application fees
- first and last month's rent
- short-term rental subsidies
- furniture stipends
- utility deposits
- back payments
- emergency payments
- start-up household supplies and furnishings
- start-up food and grocery supplies, and clothing
- follow-up case management services for at least ninety (90) days following the date of housing placement.

When possible, all permanent housing providers shall establish and enforce program rules governing abuse of alcohol, illegal use of controlled substances, and violent and/or inappropriate behavior.

Administrators of permanent housing shall ensure that the provider's staff has the qualifications, licensing, proper training and supervision necessary and appropriate to the job function(s) with which staff members are entrusted.

Each Permanent housing Provider shall work closely and cooperatively with the Homeless Coalition of Hillsborough County as well as other community-based service providers to homeless individuals and families.

Housing placement options offered to the individual shall be consistent with the individual's plan and housing preferences, subject to current availability and eligibility criteria established by the Permanent housing Provider. Housing options shall offer the least restrictive environment to the individual as may be appropriate to address his or her needs.

Permanent housing shall be safe, clean and sanitary, and shall provide individuals the opportunity to safe- keep papers, documents and valuables.

Permanent housing shall comply with all applicable local and state ordinances, laws or regulations governing housing conditions and/or residential facilities, including Housing Quality Standards established by the federal Department of Housing and Urban Development, and shall secure necessary licensing as may be required under such local or state law.

Permanent housing Providers shall also comply with all local and state ordinances, laws or regulations governing provision of substance abuse or mental health treatment and care, if applicable to the Permanent housing Provider's housing and/or services program.

Permanent housing providers assisting persons in locating and securing affordable market housing shall insure that such housing meets the comparable market rent guidelines and housing quality standards established by local, state and/or federal ordinance, law and regulation, as may be applicable.

Individuals shall be offered client-directed case management services to ensure that they maintain residential, financial and personal stability after permanent housing placement.

Case management shall commence with a comprehensive or revised assessment, as the case may be, of the individual's current social, health (including mental health and substance use/abuse) and education/employment conditions and needs.

Areas of case management intervention should include but are not limited to: service planning; assistance in obtaining food and clothing and transportation; referrals for mental health services, substance abuse treatment, and medical services; assistance in maintaining and/or obtaining benefits; and provision and/or referrals to self-sufficiency related programs and services such as adult education, vocational training, job counseling, training and permanent placement services, child care and legal services and transportation.

In the event that a individual is at risk of losing permanent housing and is in need of an permanent housing placement more appropriate for their needs, additional supportive services, or primary care services within the Continuum to prevent a return to homelessness, case management shall make every effort to ensure that such housing and/or services are made available to the individual.

Permanent housing providers shall assist individuals in obtaining appropriate clothing (including appropriate dress for work) if needed. Appropriate clothing in the instance of underwear and socks shall mean new or previously unused items. Donated clothing must be washed/sanitized prior to distribution.

Permanent housing providers shall comply with all federal and state laws and regulations governing the confidentiality of information regarding AIDS/HIV status and medical, substance abuse or mental health history, referral or treatment. Persons may expect a reasonable degree of privacy with regard to information not otherwise protected from disclosure by federal or state laws and regulations that is shared with the permanent housing provider staff members.

Permanent housing provider-operated residential facilities shall respect the privacy of an individual's personal mail and telephone calls.

Information about individuals being served may be subject to disclosure as provided by law including investigation by law enforcement, probation officers, and HRS protective services related to minors or the elderly, subject to any limitations on disclosure set forth

in state or federal law, including those laws protecting the confidentiality of information regarding AIDS/HIV status and medical, substance abuse or mental health history, referral or treatment.

Following the guidelines as provided for in HUD SHP Desk Guide, Supportive Services address the service needs of homeless persons.

Linkages and Referral Supportive Services

Supportive Services refers to services provided directly to homeless individuals and/or families with the intent to assist these homeless individuals and/or families in attaining residential, financial and personal stability and self-sufficiency. Such services include, but are not limited to, health care, case management, out-patient mental health or substance abuse treatment, education or vocational training, job counseling, training and/or placement, benefit programs, child care, legal services, and transportation.

To the extent possible, the housing components should be coordinated and integrated with other mainstream health, social services, and employment programs for which homeless populations may be eligible, including Medicaid, State Children's Health Insurance Program, Temporary Assistance for Needy Families, Food Stamps, and services funded through the Mental Health and Substance Abuse Block Grant, the Workforce Investment Act, and the welfare-to-work grant program