



Agency Name: Catholic Community Services	Date Created: 3/13/15
Program Name: Family Housing Connection	Author: FHC, FHI and MP
Related Documents: Emergency Housing/ Shelter Referrals/ External Fills	

## **After Business Hours External Fill Policy for Congregate Shelters**

### **Rationale**

*Family Housing Connection (FHC) values opportunities for families in crisis to access emergency housing resources as soon as they become available. It is essential that all measures are taken to prevent any shelter beds from being unused. This policy will allow FHC participating congregate shelters to have the ability to fill any available shelter beds for that night externally within their own system **only after** business hours (Monday – Friday 8am- 5pm), weekends, and holidays.*

*\*This temporary policy is supported by the recommendations in the Focus Strategies report adopted by the IAC March 2015.*

### **Policy**

*When a designated congregate shelter has an available unit/bed for a family, the shelter will post the resource as soon as they are aware of the opening. If FHC is unable to send a referral for that opening by the end of the business day, and only if that space will be unused prior to the next business day, the shelter will be granted permission to fill that specific unit/bed outside of the FHC process (externally fill) within their own system.\* It is the responsibility of the program to meet all applicable funding and contractual requirements related to eligibility. The program must follow the established procedure below for each unique opening. Permission to fill that specific unit/bed does not provide a waiver for future openings.*

### **Procedures**

1. When Mary's Place- Bianca's Place has an open unit/bed (designated space) for a family, Mary's Place is to enter the resource in the CEA database as soon as they are aware of the opening.
2. FHC Referral team will attempt to find an eligible/ interested family for that unit/bed either the same day as posted, or the next business day if posted after business hours or a non-business day.
3. If FHC is unable to send a referral for the available unit by the end of the business day (5pm), the staff will document the resource number and why it was not filled within the business hours, including how many families had been attempted to be reached.

4. FHC will notify the shelter provider to let them know that they may do an external fill for that particular resource and document the date of the exception. The external fill email should specifically indicate the approval is for After Business Hour fill.
5. The shelter can then fill the resource externally, if able to, before the next business day.

**If Mary's Place Staff fills unit(s)**

1. Mary's Place staff is to delete the resource in the CEA database immediately.
6. When the Mary's Place staff cannot delete the approved shelter beds from the database , the staff notifies the FHC Referral Lead via e-mail or phone (no later than 7:00 a.m. the next day)
2. When the unit is occupied, the housing provider will ask the family to sign a Release of Information for FHC and return that along with the After-Hours External Fill tracking sheet to FHC.
3. The provider will continue to refer all families inquiring about homeless housing resources or shelter to 2-1-1 to connect with FHC and/or other potential housing resources AND will not start their own "waitlist".

**If Mary's Place Staff in unable to fill the unit(s) prior to the next business day**

1. The unit is to be left as available in the database and FHC Referral Staff will be given another day to fill unit/bed(s).
2. If the unit/bed(s) is not filled by FHC staff by that next business day, the process will be repeated until the unit/bed(s) is filled.



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