

Enhanced Shelter Model Description

I. Description

An enhanced shelter operates with the dual goals of 1) sheltering and connecting people with services, and 2) providing housing navigation to find a long-term housing solution.

- Staff include multiple shelter monitors as well as a shelter supervisor and assistant supervisor.
- There will also be a full-time housing navigator/case manager and a full-time outreach worker.
- At least two shelter staff will be present at all times, with more during the day and during times of high neighborhood activity.
- Shelter residents will be provided with meals and will have access to shower and laundry services.
- Shelter stayers will have access to transportation services to ensure they are able to get to work or go to appointments. Services will also be provided on site whenever possible.
- The shelter operator will work to place shelter stayers in permanent housing within 30 days. While not all households will be successfully housed in that time period, all households will be working to address housing barriers.
- The shelter operator will be required to ensure that shelter stayers do not loiter on the exterior of the shelter site, including adjoining parcels.
- The operator will be reachable 24 hours a day to address community concerns.

Outreach: By including a full-time outreach worker, the shelter program will ensure that homeless households are able to connect with necessary services. This will include identifying households willing to participate in the shelter program. As shelter stayers move to permanent housing, the outreach specialist will then identify new households to enter the shelter.

II. Definitions

- a. **Enhanced Shelter:** Operate 24/7, year round and provide services and housing navigation to help people exit homelessness. Enhanced shelters ensure basic needs, including personal safety, sufficient and safe sleep, hygiene, adequate nutrition, and secure storage for personal belongings

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- b. **Low Barrier Shelter:** Follows a harm reduction philosophy, with a fundamental requirement that participants are respectful of staff and other residents. The aim is to have as few barriers as possible to allow people shelter from the elements and access to services. For example, the shelter would not deny someone who had a pet, an eviction on their record, or smells of alcohol. A low barrier shelter is different than a model called a Navigation Center.

- c. **Navigation Center:** Includes all those attributes of an enhanced shelter (outlined above) and also focuses on the most difficult to serve. Residents of a navigation center are allowed to come and go as they please with no curfew. In addition, a navigation center is often used to relocate an entire encampment.