

**Emergency Shelter Management Plan Standards**  
**Orange County, CA**  
**Proposal to the Commission to End Homelessness 12-5-14**  
**(Recommendation from IG#2 11-21-14)**

These are minimum standards for an emergency shelter management plan adopted by the Orange County Commission to End Homelessness on \_\_\_\_\_, 2014. The purposes of the standards are: 1) to clarify the rights and responsibilities of clients and service providers, 2) to promote use of best practices as reflected in the recommended standards; and 3) to enhance the dignity, safety, health and comfort of clients strengthening their ability to move toward stability and self-maintenance.

1. **Shelter Administration** – The following documents and policies shall be in place and on-site.
  - a. 501(c)3 documentation
  - b. Mission Statement
  - c. A Facility Description including:
    - i. Description of the population to be served
    - ii. Description of the services to be provided
    - iii. Number of employees
    - iv. Hours of operation
    - v. Number of clients to be served
  - d. Goal statement for the population (low threshold serving homeless from all of OC not a danger to self or others)
  - e. Description of current collaborations and efforts to collaborate with other providers
  - f. Policy statement that agency complies with local laws
  - g. Program description(s) including length of stay
  - h. Non-discrimination policy
    - i. Policy of non-discrimination in the provision of client care based on the following: age, race, color, religion, sex, sexual orientation or gender identity and expression, marital status, geographical, national or ethnic origin, HIV status, disability or veteran status (with consideration given to agency mission)
    - ii. Include a policy of gender-specific programming matching the mission statement of the organization for the placement of clients within the shelter based on self-reported gender identification.
  - i. Sexual harassment policy pertaining to both staff and clients
  - j. Policy compliant with Americans with Disabilities Act
  - k. Policy regarding compliance with registration and reporting of registered sex offenders
  - l. Tuberculosis policy, including for the testing of staff and residents – not a required requirement for residents but staff should be tested annually.
  - m. List of agency board members, including board participation by at least one former homeless person
  - n. Conflict of interest policy for board and staff
  - o. Current ethics policy for personnel
  - p. Policy pertaining to authorized/unauthorized search of clients' property by staff
  - q. Staff emergency evacuation training
  - r. Volunteer policy, including selection, training and definition of tasks
  - s. Hiring policy in compliance with EEO guidelines

- t. Hiring policy for new staff members, including any screening processes used by agency
- u. Good neighbor policy that includes communication with businesses and neighbors and may include an advisory committee.
- v. Annual outside audit is performed
- w. Quarterly financial reports are reviewed by Board of Directors
- x. Policy regarding management of client funds.
- y. Policy for charging stations for phones and ankle bracelets
- z. Policy on personal client storage

## **2. Grievance Procedures**

- a. Agency/client grievance procedure, which includes
  - i. Details regarding how and when each client is given a copy of the grievance procedure with a verbal explanation
  - ii. Describes the handling of grievances while in program, and if client feels she/he has been wrongly terminated
  - iii. Policy of client readmission after discharge and later return to shelter
  - iv. Grievance procedure is clearly posted
  - v. Policy for how grievance from the local community will be addressed.
  - vi. Fixed policy on reasons people are banned and for how many days, years or permanently banned
  - vii. A residence council, or peer committee within the shelter to help decide
  - viii. Whistle blower policy are guidelines/are flexible

## **3. Personnel**

- a. Retains on-site staff persons (paid or volunteer) to provide a safe and humane environment during all hours the facility is open to clients
- b. Practices equal opportunity employment and does not discriminate on the basis of gender, religion, race, color, national origin, disability, veteran's status, ethnicity, or sexual orientation.
- c. Staff has been trained in emergency evacuation, first aid procedures, reporting of abuse and neglect, crisis intervention, and CPR procedures, and receives on-going in-service training in counseling skills and handling tensions in a non-violent manner.
- d. Volunteers have job descriptions and identifiable lines of authority
- e. Staff and volunteers receive training on relevant community resources and social service programs.
- f. Staff and volunteers are identifiable
- g. Background checks are conducted on staff who will be working with children.
- h. Staff models appropriate behavior. Clients and staff are treated with dignity and respect by staff.

## **4. Client confidentiality**

- a. Policy restricting computer access records to authorized staff
- b. Procedures to protect confidentiality of client records including HMIS
- c. Provides procedures for protection of clients' personal belongings including stored items

## **5. Health**

- a. Policy regarding the possession and use of controlled substances
- b. Policy regarding clients' use of prescription medications. Procedure for accessing medications and proper security at all times.
- c. Policy regarding clients' use of over-the-counter medications
- d. Policy regarding clients' access to medical care

- e. Facility has available, at all times, first aid equipment, supplies and established procedures for medical emergencies
- f. Facility has provisions for storing, refrigerating, and retrieving clients medications
- g. Facility has established written protocols to guide staff actions and program services regarding injury and disease prevention within the facility setting.
- h. Policy about the possession of weapons on site

**6. Safety**

- a. Housekeeping policy pertaining to inside the facility as well as outside property
- b. Agency maintenance and operational plan for inside the facility as well as outside property
- c. Fire and Earthquake Safety:
  - i. Evacuation plan for ambulatory and non-ambulatory residents
  - ii. Fire detection system in compliance with fire code
  - iii. Adequate fire exits
  - iv. Adequate emergency lighting
  - v. Documentation of at least quarterly fire drills
  - vi. Last annual fire inspection posted
- d. Security plan to deter theft and resident harm
- e. On site security to ensure the safety of resident and neighbors including but not limited to cameras in common areas and outside
- f. Procedures on when/how to contact police

**7. Food Safety**

- a. Policy providing adequate provisions for meeting the nutritional needs of infants, children and/or pregnant women.
- b. Policy providing adequate provisions for meeting the nutritional needs of clients with specific medical conditions (HIV, Diabetes, etc.)
- c. Documentation that facility will meet the Health Department standards
- d. Provisions for the sanitary storage and preparation of any food provided

**8. Case management**

- a. Documented intake procedures including policy on pictures at intake
- b. Documented criteria for admission
- c. Agency has policy requiring that house rules, regulations and disciplinary procedures pertaining to activities inside the facility as well as on the outside facility-owned property are read to and signed by all clients upon entry
- d. Policy for referral if client cannot be served
- e. Client termination policy
- f. Current job descriptions for all paid and unpaid positions
- g. Procedures to ensure that data on all persons served and all activities assisted are entered into the County's HMIS system in accordance with HUD's standards on participation, data collection, and reporting.

**9. Transportation**

- a. Policy for on-site clients that addresses bus access, parking lot use, vehicle tracking, vehicle abandonment, staying in car, and bicycle usage/storage.
- b. Policy for off-site client flow on and off property.