



Leech Lake Band of Ojibwe
Housing Authority

Homeless Resource Program
Policies and Procedures

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Section I Philosophy, Mission and Objectives

a. Philosophy

The Homeless Resource Program's philosophy is that our homeless are entitled to a place to call home and to have a roof over their head. We understand that there are many reasons that people become homeless. We are here to assist the client through the struggles of homelessness. The Homeless Resource Program believes that homeless individuals are deserving of support and services that teach life skills in order to help homeless individuals gain self-reliance.

b. Mission

It is the mission of the Leech Lake Homeless Program to empower people who are homeless in and around the Leech Lake Reservation, by assisting them to find and maintain permanent housing. To educate the broader community about the causes of homelessness and help in finding solutions through community efforts.

c. Objectives

The main goal of the Homeless Resource Program is to establish partnerships between agencies within the four counties and the Leech Lake Band of Ojibwe to better serve our clients. The Homeless Resource Program serves the following counties: ***Cass, Beltrami, Itasca and Hubbard.***

The Homeless Resource Program will participate in the Homeless Management Information System to keep data on clients. This system is to keep track of services provided and needs of homelessness in Minnesota.

Section II Program Guidelines

a. General

The Homeless Resource Program provides the following services, including but not limited to:

- ❖ Information
- ❖ Referrals (Leech Lake Programs and surrounding services)
- ❖ Support
- ❖ Intervention
- ❖ Hotel stays (when available 2-3 day max and per case basis)
- ❖ Advocacy
- ❖ Financial support (when available)
- ❖ Harm Reduction
- ❖ Talking Circles (scenario based)
- ❖ Life Skills
- ❖ Basic hygiene supplies (per availability)
- ❖ Case Management
- ❖ Youth Group (will consist of current youth in program)

The Homeless Resource Program clients are provided with information and assistance in obtaining the services necessary to maintain their health and well-being. We help our clients make connections in the community in order to establish positive outcomes. Staff will guide clients as deemed necessary per their ability to assist themselves. We understand that some clients may need a more “hand holding” approach.

b. Program Eligibility

Clients must meet the definitions of homelessness in order to be eligible for program services by meeting the federal guidelines. Definitions are available on pages 8 and 9. Each client will need to provide identification and proof of income.

Youth programming is for unaccompanied youth ages **16-21**. Youth will be able to continue utilizing the program beyond

their birthday at age 22 as long as they are in compliance with the program. The youth have 18 months to be in the program as long as they enrolled into the program before they turn 22. The youth under 18 will need parental signature on Release of Information. If not able to get ROI, they will still be served. Emergency Services Program will assist clients over the age of 22. Services are contingent upon funding, clients plan and will allow for only 2-3 nights of assistance. Three nights are approved if client has a documented plan in place to solve the issue of homelessness. (Some cases may vary and it will be up to the discretion of the Case Manager and one other employee from the program to determine longer hotel stays for clients that have a current documented plan to end their episode of homelessness)

- ❖ No referral necessary-clients may self-refer
- ❖ Willing to work case plan
- ❖ Clients must sign a hold harmless agreement when using services for hotel stays. (Clients must follow hotel policies; damages to rooms will be the client's responsibility.)

c. Definitions

The Homeless Resource Program serves the following populations:

Homeless (MN Housing):

A household lacking a fixed, adequate night time residence. (Includes doubled up.)

Households Experiencing Long-Term Homelessness (MN):

Persons including individuals, unaccompanied youth, or families with children who lack a permanent place to live continuously for a year or more or at least four times in the past three years. Any period of institutionalization of

incarceration shall be excluded when determining the length of time a household has been homeless.

- **Doubled Up/Couch Hopping:**
 - Doubled up or couch hopping is considered an episode of homelessness if a household is doubled up with another household (and duration is less than one year) or couch hops as a temporary way to avoid living on the streets or an emergency shelter.
- **Transitional Housing:**
 - Time spent in transitional housing (TH) is a neutral event. Housing history prior to or after transitional housing should be evaluated to determine if it meets the state's LTH definition. For example, if a household was homeless 8 months prior to entering TH and 4 months after existing TH, the household would meet the LTH definition.

Note: Minnesota's definition does not require that the person have a disabling condition.

Difference between MN LTJ definition and HUD Chronic Definition:

For HUD Chronic an adult in the family must be disabled and meet the HUD definition of homelessness the night before program entry. These are not requirements for LTH. The household does not have to be homeless the before program entry.

Households at Significant Risk of Long-Term Homelessness (MN Housing):

Includes (a) households that are homeless or recently homeless with members who have been previously homeless for extended periods of time and are faced with a situation or set of circumstances likely to cause the household to become homeless in the near future, and (b) previously homeless persons who will be discharged from correctional, medical, mental health or treatment centers who lack sufficient resources to pay for housing and do not have a permanent place to live.

Funding sources that may have this definition attached include:

- General Obligation Bonds (GO Bonds)

- 501c3 Non Profit housing Bonds

Households at Significant Risk of Long-Term Homelessness (DHS):

Families with minor children, or unaccompanied youth that have had two or more episodes of homelessness that have resulted in shelter stays.

HUD Homeless:

An individual who lacks a fixed, regular, and adequate nighttime residence; and an individual who has a primary nighttime residence that is:

- A supervised publicly or privately operated shelter designed to provide temporary living accommodations;
- An institution that provides a temporary residence for individual intended to be institutionalized; or
- A public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings.

Section III Personnel

a. General

Leech Lake Housing Authority Homeless Resource Program Staff will follow the LLHA Personnel Policies.

b. Staffing

The Homeless Resource Program will be staffed by:

- ❖ Program Manager
- ❖ Two Case Managers
- ❖ Youth Peer Mentor-(when funding available)
- ❖ Volunteers will be allowed to assist program-but not serve a client directly.

The hours of operation are Monday-Friday from 8:00 a.m.-4:30 p.m. Clients will be able to walk-in or set appointments up Monday-Thursdays from 10:00 a.m.-3:30 p.m. Clients that are requesting hotel stays after 3:30 p.m. will not be able to be

served until the next business day due to the procedures established with The Palace Hotel.

c. Employee Responsibilities

Qualifications/Expectations Homeless Resource Program

- ❖ Be comfortable serving the homeless population
- ❖ Non-judgmental of homeless individuals and their choices
- ❖ Ability to recognize the symptoms of chemical usage
- ❖ Staff that transport clients must have a valid driver's license
- ❖ Maintain professional relationship with clients
- ❖ Communication
- ❖ State of MN law requires safety restraints (car seats & seat belts)

d. Employee Safety Suggestions

- ❖ Meet clients in safe areas
- ❖ Carry cell phone
- ❖ Trust your instincts when situations don't feel right
- ❖ Do not give out personal information
- ❖ Dress appropriately
- ❖ Transportation of clients can be done with two employees per availability

Section IV Critical Issues with Clients

Homeless clients have learned survival skills to survive during these economically hard times. Some have had to do things that are illegal and will do whatever it may take to survive. Be aware that these individuals use their skills to seek help and becoming their friend is not an option.

- ❖ Maintain confidentiality at all times
- ❖ Professional boundaries
- ❖ Incident reporting
- ❖ Mandated Reporters-child abuse/neglect
- ❖ Suicidal Youth
- ❖ Illegal Behavior

Section V Program Operations

a. Housing-Collaborative Efforts

- a. Supportive Housing-Conifer Estates 5 units (Managed by DW Jones)(Selection of tenants will be done from the waiting list that DW Jones handles. Determination of
- b. Scattered Site-Youth
- c. Host Home
- d. Boarding home-2 rooms-Community member-Ken Johnson

b. Case Management

Intakes

The intake process is a very important component in the overall case management of a client. This is the beginning of establishing a relationship with the client. Clients will possibly share private information if they are comfortable, try and be sensitive to the clients wherever they may be in their journey. Explain the process in depth.

c. Files

Maintain strict confidentiality at all times.

Case Files

All clients seeking services will need to sit down and complete intake and assessment to determine what services will be best for the client to better their situation.

Case Files need to contain all of the paperwork and information pertaining to the client. Information should be updated and complete regularly.

Case Notes

Every contact you have with a client or about a client should be documented by using the case notes form. No personal thoughts or opinions should be written about clients. Date and sign each time you add notes. Homeless Management Information System (HMIS) is the MN program used to document the needs of clients throughout MN.

d. Fund Raising

Fund raising will be an allowable activity for the LLHA Homeless Resource Program. Employees are not to solicit donations in the name of the LLHA Homeless Resource Program without prior approval from the Executive Management Team. Cash donations are to be documented utilizing the Housing Authority's cash receipt systems. Donations in the form of checks are to be made payable to the Leech Lake Housing Authority. In no circumstances are donations to be made payable to an employee or other representative of the Leech Lake Housing Authority.

Section VI Transportation of Clients

Supportive Services

If staff is uncertain about their safety with clients, please seek an additional staff to accompany the transport.

- Non-emergency medical transports
- Transportation to shelters and hotels

- Assist while grocery shopping to teach financial literacy
- School for children's enrollment
- Appointments with rental properties
- Seeking services; County, Bi-Cap & MN Rural CEP
- Child restraints must be used and seat belts at all times