



OFFICE OF POLICY, PROCEDURES AND TRAINING

James K. Whelan
Executive Deputy Commissioner

DHS-PB-2017-02

Policy Subject: Domestic Violence Time-Out	Applicable To: All Staff	Effective Date: July 28, 2017
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■ INTRODUCTION

To establish a procedure for families timing out of HRA domestic violence shelters (“HRA-DV shelter”) to bypass the regular DHS family shelter application process to the extent such families are in continuing need of temporary housing assistance. Aspects of this procedure are also the subject of a memorandum of understanding between DHS and HRA.

■ POLICY

HRA’s Office of Domestic Violence will notify DHS in a timely manner about families currently residing in HRA-DV shelters which are approaching the 180-day limit in HRA DV shelter, but are still in need of continuing shelter. These families will not be required to appear at the DHS family intake center (“PATH”) for processing. Rather, their cases will follow the streamlined process as described below.

■ AGENCY REQUIREMENTS

In order to ensure appropriate referrals for streamlined processing:

1. HRA-DV shelter will forward DHS a list of clients each week not later than Friday morning of those families that will time-out of HRA-DV shelter the following week, but which require continuing shelter services from DHS. The Office of Domestic Violence (“HRA Liaison”) shall complete and provide to DHS (DHS PATH Liaison and “DHS HERO Liaison”) a list of clients with basic demographic information needed to register clients in CARES (names of all household members, dates of birth, Social Security numbers, race/ethnicity, veteran status, marital status, preferred language, relationship of all members to the Head of Household, areas of exclusion, DV time-out date, and medical conditions which must be considered).

2. The identified families to be transferred to DHS will be informed of the impending transfer to a DHS shelter not later than the Monday of the week in which the transition list is forwarded to DHS, i.e., the earliest possible date that a family will actually be transferred is one week following notification to that family.
3. Upon receipt of the basic demographic information, the DHS PATH Liaison shall enter into CARES the information, including areas of exclusion, to create the family's Temporary Housing Assistance Application ("THA") within (2) business days prior to the HRA-DV shelter stay expiration and will forward a PDF of the Identified Family's THA to the HRA Liaison.
4. HRA and the HRA DV shelter provider shall review the completed THA application with the Identified Family for accuracy and will have the identified client sign the THA. If the family has any questions about the Temporary Housing Application, the HRA Liaison will discuss directly with the DHS PATH Liaison.
5. Once the family signs the THA, the HRA Liaison will send the signed THA to the DHS PATH Liaison.
6. The DHS PATH Liaison will upload the THA into the CARES document repository with any additional supporting documentation/information provided by HRA or the family. The HRA DV Liaison will communicate with the DHS PATH Liaison and DHS HERO Liaison about any of the family's needs that would affect placement. The DHS PATH Liaison will email the DHS HERO Liaison informing them that the family needs a placement.
7. The DHS HERO Liaison will contact the HRA DV Liaison to coordinate the Identified Family's anticipated arrival date to DHS shelter, will reserve an appropriate unit for the family, and will inform the HRA Liaison and DHS Transitional Services Liaison of the shelter placement location. If HERO has any follow-up questions, the DHS HERO liaison will directly contact the HRA DV Liaison.
8. HERO will inform the assigned shelter of the clients' impending arrival. The DHS Transitional Services Liaison will inform the provider that the family will be arriving and instruct the provider to accept the family.
9. HRA-DV shelter staff will transport the Identified Family to the DHS placement at the scheduled time.

10. Once HERO confirms that the Identified Family has arrived at the DHS shelter placement, HERO will ensure that the arrival is reflected in CARES as a timed-out DV case and inform the HRA DV Liaison of the arrival.
11. The HRA DV Liaison will forward to the DHS PATH Liaison and the DHS Transitional Services Liaison the HRA-DHS Domestic Violence (DV) Discharge Form (HRA 143 (E)) for upload into CARES and to be shared with the shelter provider.
12. In the event an Identified Family does not arrive at the reserved DHS shelter placement at the scheduled time, HERO will follow-up with the HRA DV Liaison to inquire about the family's status. If the family does not arrive within 24 hours of the scheduled arrival time and a valid reason has not been set forth, HERO will release the unit and the family will be required to apply at PATH through the regular process.

■ LIAISONS

HRA DV - Lisa Rachmuth
HRA DV - Luz Conde
HRA DV - Marlene Barthelemy
DHS PATH - Constantina Cifu and Connie Robinson
DHS HERO - Elizabeth Brooks and Tracie Bekka
DHS Transitional Services - Sade Bridgemahon

Effective Immediately