



HOMELESS SERVICES UNITED

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Homeless Services United Policy Roadmap

1) Further the Integration of Homeless Services to Strengthen the Safety Net

- a) Improve data sharing between outreach teams and shelters
- b) Provide funding for supplemental prevention and aftercare services that enhance housing stability
- c) Allow for the coordination of service plans through the entire homeless services portfolio including prevention, outreach, shelter and aftercare
- d) Emphasize aftercare services that employ outreach techniques that more quickly identify and address housing instability
- e) Strengthen aftercare clients' connections to community-based services
- f) Allow outreach teams to make direct placements into program shelters for clients who are unable to navigate intake and assessment shelters
- g) Support community integration of shelters

2) Bolster the Fiscal Health of Non-Profit Homeless Service Partners

- a) Register and renew City contracts in a timely manner
- b) Base contract funding on service needs of the client, not on an arbitrary amount established in previous fiscal years
- c) Adhere to budget modification procedures to ensure consistent and timely actions.
- d) Provide contract flexibility to allow providers to quickly respond to unforeseen emergencies
- e) Plan for ongoing sustainability by incorporating cost escalation clauses into contracts

3) Provide Comprehensive Services with Appropriate Staffing Levels

- a) Ensure that on-site mental health services are available for all shelter clients
- b) Provide comprehensive standardized training for all shelter staff, including refresher trainings to reinforce concepts and build the knowledge base
- c) Streamline and increase staff time devoted to direct services
- d) Promote client-centered engagement strategies to improve outcomes for clients
- e) Develop serious incident response systems that ensure a safe environment for staff and clients
- f) Utilize new shelter models and retool existing shelter facilities to address unmet client needs

4) Increase Connections to Robust Housing Options

- a) Create funding streams for site acquisition and pre-development, and increase funding for construction and preservation of affordable housing
- b) Increase rent levels and simplify housing subsidies to better align with market realities
- c) Utilize existing housing resources more strategically
- d) Reserve supportive housing for serving clients with the highest service needs, and pair this housing with adequate service funding