



# ESG & ESG-CV Deep Dive: Emergency Shelter and Street Outreach



# Introductions

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- Tom Albanese, Tom Albanese Consulting
- Ashley Kerr, Trellis Consulting



# Learning Objectives

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1. Understand governing regulation and notices for ESG and ESG-CV, including allowable uses of annual ESG for COVID-19 response purposes
2. Discuss participant eligibility requirements and considerations for Emergency Shelter (ES) and Street Outreach (SO)
3. Identify all eligible activities and costs for ES and SO under ESG and ESG-CV, including new ESG-CV activities, as well as relevant HUD recordkeeping and documentation requirements for programmatic and financial activities
4. Explore innovation opportunities with both ES and SO

- Governing regulations and notices
- Grounding our work in equity
- Annual ESG for COVID-19 response and ESG-CV distinctions
- Program participant eligibility
- Street Outreach and Best Practices
- Emergency Shelter and Best Practices
- Temporary Emergency Shelter



# Grounding Our Work In Equity

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- We have an ethical responsibility to provide services to all community members
- The safest place for people to be during the epidemic is in housing; COVID-19 has amplified the historic and current racial biases and discrimination embedded in our systems, processes, and practices
- Urgency does not have to conflict with equity. If we incorporate people with lived experience and diverse partners into the planning process; engage them in execution of our vision, and honor new and different approaches, we can save lives and house people at the same time



# Building Equity into ES and SO

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- Hire staff representative of the people being served – including hiring people with lived experience of homelessness; train and support all staff to be person-centered, housing focused and trauma-informed
- Design programs to be welcoming
  - Maximize supportive services staff that can connect guests to housing and other services
  - Create policies and procedures that ensure those least likely to access services are assisted



# Building Equity into ES and SO

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- Seek out community organizations that have trusted relationships with underserved groups and can provide expertise on reaching and engaging them, including broadening your partnerships to contract with them for essential services
- As a part of your exit process, provide anonymous ways for people to give feedback on racial and cultural treatment while engaging with your program
- Review data on outcomes and impact of shelter policies: who was banned or terminated from shelter to check for disparities in who is asked to leave, how long, or who has unknown exits



# Emergency Shelter and Street Outreach: Basic Principles

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**Emergency Shelter and Street Outreach are designed to assist people who are literally homeless meet their immediate shelter and basic needs while moving quickly into permanent housing and connecting with other needed services**

## Foundational Elements

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Crisis Oriented: Trauma-Informed Practices

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People Oriented: Person-Centered, Equitable Approaches

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Housing-Oriented: Housing-Focused Practices





# Emergency Shelter and Street Outreach: Basic Principles

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## Foundational Element Examples

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**Housing First:** immediate focus on safe, stable housing tonight or ASAP, low-barrier shelter including no treatment/sobriety/ID requirements, housing-focused case management

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**Emergency Shelter Space:** individual units, storage for personal belongings, accommodating partners/pets, maintenance/upkeep (must meet minimum ESG standards)

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**Staff Readiness and Support:** onboarding and ongoing training, defining core competencies, crisis response/resolution culture, dealing with secondary trauma

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**Essential Services and Partnerships:** onsite healthcare screening/access/services, care coordination, facilitating access to legal/workforce/childcare/etc.

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**Progressive Engagement and Assistance:** safe and fail-safe shelter spaces, progressive program and system engagement, case conferencing, honoring and supporting choices



# Emergency Shelter and Street Outreach: Basic Principles

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ESG-CV projects adhere to **Equal Access/Non-Discrimination Rules**

## Foundational Elements

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Must have written policies

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Placement in single-sex shelter based on resident's gender identity

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People presenting as a "family" are treated as such

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May not use the age or gender of a child under 18 to deny admission

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Projects serving families must serve all types of families with children

# Situational Awareness

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Ongoing affordable housing crisis and natural disasters shrink the inventory and cause backups in the shelter system

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January 2020 – October 2021: 22 months of a pandemic has caused personal and professional loss, individual and collective trauma, and complete fatigue

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There were crises before the pandemic: opioid, systemic discrimination and mistreatment of Black, Indigenous, and People of Color



# ESG-CV and Annual ESG: The Breakdown

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ESG-CV: funds must be used to prevent, prepare for, and respond (PPR) to coronavirus

- Funds must be expended by September 30, 2022
- Waivers, flexibilities, and additional activities

Annual ESG used to respond to coronavirus

- Same waivers, flexibilities, and additional activities apply if the recipient uses annual funds to prevent, prepare for, and respond to coronavirus



# ESG-CV and Annual ESG: The Breakdown

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## Flexibilities

- No match requirement
- No cap on ES or SO
- States can carry out activities directly
- Tribes and TDHEs can be subrecipients

## Additional Activities (related to ES and SO)

- Temporary Emergency Shelter
- Training
- Hazard Pay
- Handwashing stations, portable showers, laundry, and bathrooms
- Volunteer Incentives
- Testing and vaccination activities, including vaccine incentives
- PPE
- Cell phones



# Prevent, Prepare, Respond (PPR) Tieback

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Document PPR at the ESG component level (i.e., SO, ES, RRH, HP, and HMIS), not at the program participant or household level

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Needs that existed prior to COVID-19 (e.g., shelter roof repairs, ongoing shelter operating costs, program participants homeless prior to COVID-19 who still need housing) can also have a PPR tieback

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Recipients must document the PPR tieback in each activity's description in the Integrated Disbursement and Information System (IDIS)



# Street Outreach: Eligible Program Participants

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- ESG-CV and ESG Annual
  - Category 1 – Literally Homeless **OR** Category 4 – DV Survivors

AND

- Must be living in place not meant for human habitation and be unwilling or unable to access services in emergency shelter
  - Examples of places not designed for or ordinarily used as a regular sleeping accommodation include the street, a car, a park, abandoned buildings, a bus or train station, or campground
- Documentation:
  - Written outreach worker observation, written referral, OR individual self-certification
  - Third party documentation not required





# Street Outreach: Essential Services

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***Essential Services*** necessary to **reach out to** unsheltered homeless individuals and families, **connect them with shelter, housing or critical services**, and **provide them with urgent, non-facility-based care**

■ **Component services:**

- Engagement
- Case Management (including assessing housing and other critical needs; assistance using coordinated access/entry for shelter and housing)
- Emergency Health & Mental Health Services
- Transportation
- Services to Special Populations

## Infection Control/Mitigation

- Bolster street outreach staffing, coverage, tracking and coordination
- Provide access to sanitation to help with infection control: hand washing stations, portable showers, laundry service, provide hand sanitizer, soap and supplies to support sanitation
- Provide access to free/low-cost testing
- Meal service (ex. boxed lunches) and meal delivery
- Hazard Pay for staff
- Training on infectious disease prevention and mitigation



# Street Outreach: Addressing COVID-19

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## Vaccinations

- Continue supporting mobile vaccination and testing events in coordination with public health

ESG-CV Eligible Cost	Billed under
Vaccine Ambassador(s)	Case Management (Emergency Shelter, Street Outreach, Rapid Rehousing)
Transport to vaccine events	Transportation (Emergency Shelter, Street Outreach, HP, RRH)
PPE for vaccination events	Operations (Emergency Shelter, Street Outreach, HP, RRH)
Staff training on vaccination and rollout strategies	Training (Emergency Shelter, Street Outreach, HP, RRH)
<b>New!</b> Vaccine Incentives	Emergency Shelter, Street Outreach, HP or RRH



# Additional ESG-CV Notice Flexibilities

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## 2021 ESG-CV Notice

- Cell Phones
  - Cost of cell phone and wireless plan loaned to participants
- Laundry
  - Ability to provide laundry services (including laundry trucks to outdoor locations where people live)

## Housing-Focused Services

### Focus on Housing

Clarify mission, goal of street outreach; create crisis response/rehousing culture; training on Housing First, Motivational Interviewing, housing search/placement and landlord negotiation, local housing resources and using coordinated entry/access

### Align Staff

Distinguish street outreach roles and activities including related to housing-focused case management and rehousing supports

### Balance Caseloads

Adjust and manage caseload sizes to ensure individualized and sometimes intensive rehousing assistance (example: 1:25 staff to client ratio for full-time Street Outreach specialist focused on rehousing)

## Housing-Focused Services

### Rehousing Services

Assure all linked to rehousing assistance  
– OR – provide rehousing assistance  
directly:

- 1) housing-focused assessment
- 2) individualized housing search/stabilization plan
- 3) assistance obtaining needed documents
- 4) housing search assistance
- 5) financial assistance
- 6) stabilization/linkages

### Rehousing Coordination

Maintain active list even for those  
not enrolled; facilitate immediate  
coordinated entry  
screening/assessment for Rapid  
Rehousing, Permanent Supportive  
Housing, other permanent housing  
assistance; use case conferencing

## Healthcare Partnerships

### Focus on Health

Continue to frame and amplify unsheltered and unsafe housing experiences as both individual and public health threats (apart from COVID-19); training on health emergencies/responses

### Health Care Services

Crisis counseling; health screening; transportation; direct provision emergency health and/or mental health services –to the extent other appropriate health services are inaccessible or unavailable within the area

### Health Care Coordination

Build-formalize partnerships with local public health, Federally Qualified Health Centers (FQHCs), hospital systems, mental/behavioral health providers, first responders, managed care organizations (MCOs); establish priority referral/placement protocols

## Housing + Healthcare = Crisis Resolution

### Coordinate Responses to Support Positive Housing & Health Outcomes

- Develop and use standard screening tools
- Coordinate camp mitigation efforts with focus on housing placement and health connections
- Ensure person-centered, trauma-informed approaches
- Active use of case conferencing, information sharing and coordination



- ESG-CV and ESG Annual
  - Category 1 – Literally Homeless
  - Category 2 – Imminently Homeless
  - Category 3 – Homeless by Other Federal Definitions
  - Category 4 – DV Survivors
  
- Diversion
  
- Documentation:
  - Written outreach worker observation, written referral, OR individual self-certification
  - Third party documentation not required



# Emergency Shelter: Eligible Activities

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Essential Services for individuals and families in emergency shelter

Renovation/Conversion

Shelter Operations

Assistance required under URA



# Emergency Shelter: Essential Services

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Case  
Management

Childcare

Education  
Services

Employment  
Assistance

Outpatient  
Health Services

Mental Health  
Services

Legal Services

Substance  
Abuse  
Treatment  
Services

Life Skills  
Training

Transportation

PPE

Testing & Vax  
Activities



# Temporary Emergency Shelter

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- TES eligible costs include:
  - Leasing or acquisition of real property or temporary structures
  - Renovation of real property
  - Shelter operations
  - Essential services

## ■ TES requirements:

- The structure or portion of a structure is used for a limited time because of a crisis (natural disaster or public health emergency) to provide shelter to individuals and families displaced from their normal place or residence, shelter, or unsheltered locations
- A local public health official determines that TES is necessary for the community's coronavirus response
- The structure or portion of a structure is in use for the period of time needed for coronavirus response or until 9/30/2022

## ■ TES must be able to meet a person's basic needs, including:

- Protection from inclement weather that provides cover on all sides and overhead
- Access to sanitary facilities for hygiene and toileting
- Space to sleep and rest, which includes sleeping accommodations (e.g., mat, cot, bed, etc.) for structures that provide overnight shelter



# Temporary Emergency Shelter: Advantages

- Decompress overcrowded households and house individuals living unsheltered
- No environmental review requirement
- Post ESG-CV grant period, shelter can convert to a permanent emergency shelter and disposition requirements for real property are not triggered
- Immediate increase in bed space for communities



# Emergency Shelter: Renovation & Conversion

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- Renovation/Conversion: labor, materials, tools, other costs
- Building must be owned by a nonprofit or government entity
- Minimum use period (depends on renovation value):
  - 3 years: if renovation/conversion is <75% of the building's value before rehabilitation
  - 10 years: if renovation is >75% of the building's value before rehabilitation
  - 10 years: if cost of conversion is >75% of the building's value after conversion

# Emergency Shelter: *Best Practice*

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- ESG can fund a wide range of response activities and infection control measures
  - Fund onsite vaccination/testing or renovation of existing shelter
  - Expand winter beds, Isolation & Quarantine, respite, single-use bathrooms/showers
  - Infection control measures (i.e., touchless faucets, toilets, water fountains)
  - Increased bed spacing, accessibility features (i.e., contactless entries)
  - Enhanced sanitation; cleaning services



# Emergency Shelter: *Best Practice*

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Timely  
expenditure of  
funds

Is expanding  
shelter *equal to or  
better than*  
expanding NCS?

Scaling up/Scaling  
down

New community  
partnerships

Budget



# Emergency Shelter: Shelter Operations

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Minor or  
routine  
repairs

Rent

Security

Fuel

Equipment

Insurance

Utilities

Food

Furnishings

Supplies

Hotel/Motel  
Costs (NCS)

**What could your shelter system look like if it prioritized NCS rather than congregate settings?**

- Emphasizing a crisis response > rehousing culture
- Benefits of individual, safe, and dignified space
- Staffing considerations and community partnerships to ensure success
- Scaling up/scaling down: how can NCS be flexible?
- Budget considerations



# Street Outreach to Housing Resources

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- Special Population Rehousing Strategy—People Experiencing Unsheltered Homelessness
- Housing Surges—Special Considerations for Targeting People Experiencing Unsheltered Homelessness
- Lessons Learned from Street Outreach Workers



# COVID-19 Response Resources

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- [Protecting Health and Well-being of People in Encampments During an Infectious Disease Outbreak](#)
- [Creative Staffing Solutions \(See Appendix 1\)](#)
- [COVID Informational Flyers](#)
- [Vaccine Messaging Toolkit](#)
- [Eligible ESG Program Costs for Infectious Disease Preparedness](#)
- [Strategies for Proactive Universal Testing](#)
- [CDC—Interim Considerations for Health Departments for SARS-CoV-2 Testing in Homeless Shelters and Encampments](#)



Thank you for listening