

Documentation of Homelessness and Risk of Homelessness

Documentation of homelessness and risk of homelessness is **mandatory** for every program.

Outreach, CARR Team, Shelter, TH, RRH, and PSH programs serve people who are literally homeless, meaning they're staying in a shelter or a place not meant for human habitation.

The easiest and clearest documentation of homelessness is the **HMIS program history record**.

- < Enroll the client in your program and enter them into your program in HMIS.
- < On the programs tab, look for an open Shelter or Outreach program immediately prior to the client's enrollment into your program.¹ Shelters can look for a Homeless Hotline/CPOA referral to your shelter on the programs tab.
- < Make sure the client was open in Shelter or Outreach (or has a Homeless Hotline referral for Shelter) within **7 days** prior to enrollment into your program.
- < Print the HMIS program history record or save it as a PDF **immediately**. Do not wait for a DCA or USHS application.

If the client was not open in a Shelter or Outreach program within 7 days of enrollment into your program, you need additional documentation.

- < If the client is unsheltered and you are an approved outreach services provider², complete the [Verification of Street Homelessness Form](#) to document observation of literal homelessness.
- < If the client is unsheltered and you are not an approved outreach services provider, ask an Outreach partner to complete the form.
- < If the client is working with another provider, ask them for written certification of homelessness.
- < If the client was in the hospital, jail/prison, or another institution for less than 90 days, ask the institution for written certification, including entry/exit dates and confirmation that the client was literally homeless when they entered.
- < Clients can self-certify homelessness for all program types. For RRH and PSH self-certification should be rare and used **as a last resort**, with documentation of attempts to get third-party documentation.
- < Maryhaven Engagement Center Safety program must re-verify and document homelessness if there's a break in shelter stays 7 days or more.

If a PSH or RRH program enrolls¹ a client and they leave Shelter before they're housed, they're still eligible for PSH or RRH, even if they are staying with friends/family or in a hotel/motel and if the client remains active in the program. Temporary housing situations before permanent housing should be limited. If temporary housing lasts more than 30 days, the provider, through the client file, or the client, needs to document the reasoning for the continued temporary living situation.

Prevention and CARR Team serve households at imminent risk of literal homelessness. Document risk of homelessness with all three of the below elements.

- < Evidence that client must leave their current housing imminently (court-ordered or landlord-issued eviction notice, letter from host family or friend indicating the date by which the family must leave, or other documentation showing the household can no longer stay in their current residence) **AND**
- < Evidence that they have no alternative, safe, and appropriate housing (client self-certification) **AND**
- < Evidence that they have no other resources to obtain or maintain housing (client self-certification).

Please see specific guidance for YHDP programs [here](#).

If you have an unusual situation and don't know how to document homelessness, please contact Kirstin Jones (kjones@csb.org).

¹ "Enrollment" means that the relevant coordinated point of access referred the client to your program and intake was processed.

² [Approved Outreach providers](#) are Capital Crossroads Outreach, Huckleberry House Outreach/YOP Shop/CARR Team, LSS FM SSVF Outreach, Mount Carmel Outreach, Southeast PATH, VA Outreach, VOA SSVF Outreach, and YMCA RRH.