

## Emergency Shelter (ES) Written Standards

### **Definition: Emergency Shelter (24 CFR 576.2)**

Any facility, the primary purpose of which is to provide a temporary shelter for the homeless in general or for specific populations of the homeless and which do not require the occupants to sign leases or occupancy agreements.

The Emergency Shelter system currently consists of nineteen (19) shelters. In addition to the emergency housing programs, the Monroe County Department of Human Services. The role of the emergency shelters in the CoC homeless system is to provide immediate safe shelter, with few or no barriers to admission.

Emergency Shelter can be accessed through MCDHS, hot-lines (DV and youth), self-referral (calling or going to a shelter), referrals from other community organizations, sent to shelter by hospitals or law enforcement.

### **Primary Access for Sub-Populations:**

- Victims of Domestic Violence 24-hour Hotline: 585-222-SAFE (7133)  
24-hour TTY: 585-232-1741
- Unaccompanied Youth (ages 12 – 17) and young adults (ages 18 – 24): 585-271-7670

### **Eligibility Criteria:**

- Must be literally homeless
- Fleeing Domestic Violence
- Unaccompanied Youth (ages 12 -17), specific to youth shelter
- Runaway Youth (not HUD Homeless)

**Operational Standards** – Standards represent minimum local standards for all Emergency Shelters. Shelters may have funders who have additional requirements and/or may need to meet standards of the state or local government. In those cases, the more stringent standard applies.

- A daily census of current participants must be kept in a central location;
- Food and basic personal care items will be provided;
- Emergency shelters will relax their standards and/or increase their occupancy (must still meet fire codes) during Code Blue conditions;
- Emergency shelters who serve children may have additional entry requirements to ensure the safety of children in the program;
- Emergency Shelters will have written discharge policies and procedures that provide a consistent approach and are enforced in a consistent manner. Must provide due process and grievance procedures.



- Whenever possible participants will not be asked to leave shelter evenings or weekends for reasons other than health or safety. On the rare occasions this does occur, shelter staff will follow After-Hour Discharge Procedures.
- Households with children and single individuals cannot be served in the same location/site unless there are separate entrances, separate space for meals, community space, etc.
- Shelters, at a minimum, will provide the following services (Services can be provided by shelter staff or by another community-based organization):
  - Completion of entry into HMIS within 72-hours of shelter entry
  - Completion of Housing Assessment Tool – HAT within 96-hours of shelter entry
  - Making referrals to the Coordinated Entry Prioritization List
  - Maintain contact with those placed on Prioritization List
  - Once assigned to a housing provider the referring case manager will work with the housing case manager to ensure timely enrollment and rapid movement to permanent housing
  - Assistance with accessing permanent or other appropriate housing
  - Assistance with accessing mainstream resources
  - Completion of HMIS exit will be within 72 hours of participant exit from shelter

#### **Standard Outcomes/Performance Measures**

- Average length of stay is less than 30 days
- 50% of participants exit to permanent housing
- Less than 20% of participants exit to an unknown location
- 50% of participants exit with/linked to cash income
- 60% of participants exit with/linked to non-cash resources
- Minimum 90% average occupancy rate will be maintained

ES Written Standards Committee Attendance 10/30/2025:

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