



City of Appleton's
Motel Voucher Program
Policies & Procedures

Purpose

The City of Appleton's motel voucher program is designed to ensure that individuals and families experiencing homelessness have a safe, temporary place to stay, until a more permanent housing solution is identified. The City of Appleton issues motel vouchers only as a last resort on a case-by-case basis, when all shelters have been filled to capacity or there is a verified extenuating circumstance that prevents an individual or family from staying in a shelter. This policy is retroactively effective beginning June 1, 2020.

Emergency Assistance Policy

The City of Appleton created a motel voucher program, in collaboration with the Appleton Police Department, for households experiencing homelessness who have no alternative housing options. The motel voucher program will assist in subsidizing temporary hotel/motel accommodations for households experiencing the following situations:

- The household is unable to divert from shelter though natural supports; AND
- The household is not able to stay in emergency shelter due to no vacancy; OR
- The household is not able to stay in emergency shelter due to temporary bans and restrictions; AND
- The household is not able to access other shelters in the community.

Eligible participants of the motel voucher program must meet Category 1 of the HUD Homeless Definition, which includes an individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:

- (i) An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground;
- (ii) An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low-income individuals); or
- (iii) An individual who is exiting an institution where he or she resided for 90 days or less, and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution (24 CFR 578.3).

Collaborating Partner Roles

Appleton Police Department

Both the City of Appleton's Community and Economic Development Department and the Appleton Police Department have the discretion to approve requests for hotel subsidy. When there is a question regarding eligibility, the Coordinated Entry Specialist, or a designated representative from the Community and Economic Development Department, will be contacted for final approval.

When the Appleton Police Department encounters households experiencing homelessness, the officers will

- 1) Attempt to complete the Coordinated Entry Pre-Screen form. If the household declines the Coordinated Entry process, the officer will indicate this refusal on the form;
- 2) Explore alternative housing options with the household before offering a motel voucher (as a last resort);
- 3) Transport interested households to participating motels (per formalized Memorandums of Understanding);

- 4) Send the Coordinated Entry Pre-Screen form and signed Release of Information to the City's Coordinated Entry Specialist, or a designated representative from the City's Community and Economic Development Department;
- 5) Maintain a record of each referral;
- 6) Update the Coordinated Entry Specialist, or a designated representative from the City's Community and Economic Development Department, of any relevant changes to the household or the contact information.

Other Agencies

As additional agencies join the referring process for the motel voucher program, they agree to:

- 1) Complete a pre-screen form for all persons experiencing homelessness. If a person declines the Coordinated Entry process, write "Refused" on the Pre-Screen Form.
- 2) Explore housing options with individuals and families or offer motel voucher [as last resort].
- 3) Contact the City's Coordinated Entry Specialist, or a designated representative from the City's Community and Economic Development Department to arrange motel reservations for interested individuals and families.
- 4) Send the signed Pre-Screen Form and signed Release of Information to the City's Coordinated Entry Specialist, or a designated representative from the City's Community and Economic Development Department.
- 5) Maintain a record of each referral.
- 6) Update the City's Coordinated Entry Specialist, or a designated representative from the City's Community and Economic Development Department, of any relevant changes to the household or the contact information.

Local Hotels/Motels

Local hotels and motels that agree to voluntarily participate in the motel voucher program will be providing an alternative housing opportunity, ensuring that households experiencing homelessness have access to safe shelter.

Specifically, the participating establishments agree to:

- 1) Provide hotel rooms to City-approved- including Appleton Police Department-transported- households identified as experiencing homelessness, who have no alternative shelter options.
 - a. The room will be reserved under the household's name for the entirety of their involvement in the motel voucher program;
 - b. The households that are issued a room will be required to sign a contract with the hotel/motel for the duration of their stay. This contract will set forth the responsibility for any liabilities incurred.
- 2) Utilize direct billing to seek payment from the City of Appleton;
- 3) Offer transfers to partnering extended stay hotels upon the need for longer-term stays beyond 30 days.

Coordinated Entry

After receiving the Pre-Screen form from the Appleton Police Department, or other referring agencies, the City's Coordinated Entry Specialist (or a designated representative of the City's Community and Economic Development Department) will:

- 1) Schedule an in-person or phone appointment with the household within five (5) days;
- 2) Complete a VI-SPDAT, VI-F-SPDAT, or TAY-VI-SPDAT assessment, as appropriate for the household's composition;
- 3) Refer households to the appropriate Coordinated Entry Prioritization List;
- 4) Act as the main point of contact for purposes of connecting to housing and other services;
- 5) Actively help the households secure permanent housing;

6) Conduct follow-up contact with the household at least every 30 days.

Street Outreach

Coordinated and persistent outreach, in-reach, and engagement efforts allow communities to bring services directly to people experiencing homelessness who otherwise might not seek out services, and to connect them to necessary supports. Outreach services link individuals with needed services, maintaining flexibility, in order to respond to the unique needs of homeless individuals. Outreach services consist of activities to engage persons for the purpose of providing immediate support and intervention.

Outreach workers provide, either directly or through referral, an array of services that meet basic needs and help integrate/re-integrate households into the community. Services may include:

- Hygiene products;
- Food;
- Blankets;
- Health information;
- Sheltering;
- Seasonal supplies

Upon engaging an individual who is literally homeless, living in a place not meant for human habitation, street outreach will:

- 1) Complete a pre-screen form as soon as possible for all persons experiencing homelessness. If a person declines the Coordinated Entry process, write "Refused" on the Pre-Screen Form.
- 2) Explore housing options with individuals and families or offer motel voucher [as last resort].
- 3) Contact the City's Coordinated Entry Specialist, or a designated representative from the City's Community and Economic Development Department, to arrange motel reservations for interested individuals and families.
- 4) Send the signed Pre-Screen Form and signed Release of Information to the City's Coordinated Entry Specialist, or a designated representative from the City's Community and Economic Development Department.

If the persons experiencing homelessness are already participating in the motel voucher program, street outreach will be referred by the City's Coordinated Entry Specialist, or a designated representative from the City's Community and Economic Development Department, to make all efforts to facilitate connections to resources in the community, and assistance as needed throughout the housing process. This may include:

- Housing First case management
- Housing referrals
- Benefits enrollment
- Navigation of courts
- ID/Birth Certificate assistance
- Health referrals
- Treatment referrals
- Employment referrals
- Transportation
- Family reunification
- Crisis intervention
- Advocacy