



Appendix 3.2 JSHP Day One Referrals Screening of Day One Callers

JSHP has decided to begin accepting referrals directly from Day One on a limited basis. Day One callers not referred by shelters have not been screened for their appropriateness for our services so it's important that you conduct this screening. We are currently prioritizing chronically homeless single adults fleeing violence.

Date and time of call:

Advocate:

Caller's name:

1. Are you in a safe place to talk?

If yes: Do you have a few minutes? I have a few questions to see how I can best help you.

If no. Can you get to a safe place to talk?

2. Are you or anyone who would come to the hotel sick, been exposed to or might have COVID? It's okay if someone is sick, even with COVID. We just need to know so we know how to best help you.

If yes, proceed with screening.

If no, conduct COVID screening (see advocate handbook for more detail):

- *Any fever over 100.4?*
- *Any recent loss of smell or taste?*
- *New shortness of breath?*
- *Any new cold symptoms (runny nose, sore throat, cough, headache, fatigue, nausea, vomiting, etc.)?*

Advocate, make notes if yes to any of the above:

3. Before we talk more about your situation, I want you to know that this conversation and any other services we would provide you are confidential unless you give us permission to share information with someone else. The only exceptions are if we receive information that a child has been harmed

or is in danger, or if we learn that you are considering harming yourself or someone else. You can choose what you want to tell us. Do you have any questions about this?

4. What is going on today that has caused you to call for help?

(Sometimes callers will talk about housing right away but this does not mean they are not fleeing violence. Be prepared to probe for information about relationships, violence and fear.)

Make notes about what the caller tells you. Be as specific as you can, rather than “wants to get away from boyfriend” or “fighting with husband.” Record what happened.

Be prepared to draw the person out in conversation if they don't immediately disclose fleeing violence.

Some other considerations for the call:

- *Recognize the linkage between homelessness and violence. We're not a homeless shelter but we recognize that people often end up homeless due to violence.*
- *Be alert to the possibility that occasionally those who batter their partners sometimes see themselves as victims and might be calling. Pay attention to your intuition and don't be afraid to ask more questions, like “Can you tell me how this happened?”, “Are you afraid of the other person? Why or why not?”, “Have you ever used violence or would the other person say you have?” Etc.*
- *Recognize the linkages between violence, mental illness and chemical dependency. We don't want to turn someone away because they might be struggling with one or both of these things, but also don't want to put them in a position where they can't succeed or where the onsite staff's ability to provide services is exceeded. Explore what*

support they might already have access to and emphasize the no alcohol or drug use requirements.

5. If you decide to accept the caller into the program, review program requirements as follows and ask the caller if they agree to adhere to them:

- *Participants may not tell anyone where they are, including family members and may not have others in their room*
- *Participants spend most of their time in their rooms*
- *Participants are required to wear face coverings and maintain 6-foot social distancing when outside their rooms*
- *Smoking in rooms, and alcohol and drug use on the hotel grounds are absolutely forbidden*
- *Failure to adhere to these requirements could result in their being asked to leave the program.*
- *At present, we have a hard exit date of May 31. We will do our best to help people find a place to go, but even if they do not have anywhere else to go they need to plan on leaving on the morning of June 1.*

6. Outcome of call:

- Accepted at JSHP
- Sent back to Day One
- Referred to homeless shelter services
- Other