



Referral Policies and Procedures for CAFTH Emergency Shelter 2024

Table of Contents

I. Rules

II. Locations

III. Forms

IV. Referral process for individuals and families not fleeing domestic violence (HMIS users)

V. Referral process for individuals and families not fleeing domestic violence (non-HMIS users)

VI. Referral process for individuals and families fleeing Domestic Violence

VII. CAFTH Staff Contact

VIII. Frequently Asked Questions

I. Rules

The CAFTH Emergency Shelter Program has established partnerships with multiple hotel providers in Memphis/Shelby County. The rules below are a collection of CAFTH and their combined policies surrounding housing individuals and families in this program. All clients entering into this program must agree to all items below. Case Managers are responsible for informing their clients of these items and ensuring a solid understanding. If clients do not abide by the rules posted below, they may be asked to leave by the hotel or CAFTH staff. CAFTH may not be able to offer additional days at a different hotel if clients are asked to leave early.

- 1) Clients must provide correct information to the best of their ability.
- 2) Clients are fully responsible for any damage to the room, or any additional charges requested beyond the cost of the room for the agreed upon dates.
- 3) Clients are only approved for the agreed upon dates of stay and any dates past those agreed upon dates will be charged directly to the client.
- 4) Clients must understand that no other person is allowed in the room unless they are on the referral and have been approved ahead of time.
- 5) Clients should not use this room to do anything illegal and if they are found to have any illegal activities taking place in the room, the hotel will remove them.
- 6) Clients understand that there are no pets allowed in the hotel room.
- 7) Clients understand that they must remain in contact with their case manager throughout the duration of their stay. If case managers are unable to get in touch with clients for a reasonable amount of time, case managers will inform CAFTH staff.

Additionally, referrals are processed M-F between 8 and 4pm. If you have a referral outside of these hours, we cannot guarantee that our staff will be able to assist until we are back in the hours of operation. We do our best to meet the needs of the community as they come up, but our staff is small and has limited capacity.

II. Locations

The Y&SP Emergency Shelter Program has established partnerships with multiple hotel providers in Memphis/Shelby County. The hotels listed below are the current providers. As more hotels sign on to be partners in this program, they will be added.

Quality Inn Downtown

340 W Illinois Ave, Memphis, TN 38106

- Families have priority.
- Includes continental breakfast.
- Renovated recently.
- Short stay: approximately 6-7 days

Travelodge Downtown

1471 E Brooks Rd, Memphis, TN 38116

- Individuals have priority.
- Long stay: approximately 11 days

Private DV Location

CAFTH is actively seeking potential locations for DV clients. Please inform CAFTH staff if the client you are referring is fleeing DV, and we will do our best to safely accommodate the client until a formal DV location is secured.

III. Forms

Apart from the **Case Manager Registration Form**, the forms below are for **non-HMIS users**. If you are an HMIS user, please complete the one-time case manager registration form (linked below) and then complete the rest of the referral in HMIS. If you have any questions, please contact Curtis Watson, Curtis@cafth.org.

Forms for ALL referring case managers to complete		
Form	Direction & Purpose	Link
Case Manager Registration Form	<p>This form is required for all case managers who will be sending referrals over.</p> <p>This form is to inform our staff on who is participating in this program so we can provide updates and ensure we have accurate contact information for all case managers. Additionally, this form lists the rules that all clients are expected to follow. All case managers should inform their clients of these rules.</p>	<ul style="list-style-type: none">· Google Form

Forms for individuals and families NOT fleeing domestic violence			
Form	Directions	Purpose	Links

HMIS Intake Form	<p><u>One intake form per person.</u> This is required for all people who will be included on the referral. Age is not a factor, all people who will be staying in the room, must have their own form.</p>	<p>This form is the intake required for the client to be added to the dedicated HMIS, which is the HUD mandated database that our community uses to track all services for individuals and families experiencing homelessness.</p>	<ul style="list-style-type: none"> · Web Form · PDF
HMIS Release of Information (ROI)	<p><u>One form per adult but can include minors.</u></p> <p>This is required for all people who will be included on the referral, but you can add minors onto a single form with one of their parents. All adults should have their own form.</p>	<p>This form is the release of information required for the client to be added to the dedicated HMIS. This release of information can be retracted at any time. If your client has questions about the ROI, please reach out to the HMIS team at helpdesk@cafth.org.</p>	<ul style="list-style-type: none"> · Web Form · PDF
Youth & Special Populations Emergency Shelter Referral Form	<p><u>One form per family.</u></p> <p>Everyone included on the referral should be added with the head of household listed as the primary person. Please note: On the web form, the hotel selection is a drop-down menu so please ensure that a location preference is selected</p>	<p>This is a new form that provides information needed for the referral. This includes which hotel the client prefers, the dates of stay, the contact information of the case manager, etc. This form helps CAFTH staff make an accurate referral for all participating clients.</p>	<ul style="list-style-type: none"> · Web Form · PDF

Forms for individuals and families fleeing domestic violence			
Form	Directions	Purpose	Links

Comparable Database (CDB) Intake Form	<u>One intake form per person.</u> This is required for all people who will be included on the referral. Age is not a factor, all people who will be staying in the room, must have their own form.	This form is the intake required for the client to be added to the comparable database, which is exclusively used for survivors of domestic violence.	<ul style="list-style-type: none"> · Web Form · PDF
CDB Release of Information (ROI)	<u>One form per adult but can include minors.</u> This is required for all people who will be included on the referral, but you can add minors onto a single form with one of their parents. All adults should have their own form.	This form is the release of information required for the client to be added to the comparable database. This release of information can be retracted at any time. If your client has questions about the ROI, please reach out to the CDB team at cdbhelpdesk@cafth.org .	<ul style="list-style-type: none"> · Web Form · PDF
Youth & Special Populations Emergency Shelter Referral Form	<u>One form per family.</u> Everyone included on the referral should be added with the head of household listed as the primary person. Please note: On the web form, the hotel selection is a drop-down menu so please ensure that a location preference is selected.	This is a new form that provides information needed for the referral. This includes which hotel the client prefers, the dates of stay, the contact information of the case manager, etc. This form helps CAFTH staff make an accurate referral for all participating clients.	<ul style="list-style-type: none"> · Web Form · PDF

IV. Referral process for individuals and families not fleeing domestic violence (HMIS users)

1. If you have not already registered, please register as a referring case manager using the [Case Manager Registration form](#).
2. If the person or family is not already in HMIS, add them to HMIS.
3. Once they are added, or if they are already in the HMIS, follow the following steps:

- a. Ensure you are under your agency's name
- b. Go to the client's profile and click the referral button.
- c. Under the referrals tab, click **By Agency**

- d. Select **Community Alliance for the Homeless** *(Be sure that you are not in the Community Alliance for the Homeless YHDP agency profile. That one is incorrect)*

- e. Under the **Community Alliance for the Homeless** agency, select the **Youth & Special Populations Emergency Shelter Program**.

- f. Select all relevant family members, then click **MAKE REFERRAL**.

- g. Be sure to include important information in the notes section of the referral form before submitting. This should include at a minimum:
 - i. Names of all the people who will be staying in the room. This is especially important if there are other people staying with them who are not connected to their HMIS profile.
 - ii. The requested amount of days
 - iii. The start date if it is different from the referral date.
 - iv. Which hotel the client is requesting.
 - v. Anything else relevant that we need to know or let the hotel know.

4. CAFTH staff will then enroll the referred person or family into the program and send a referral email to the hotel, copying you.

If you have any questions about this process, please reach out to Curtis Watson (Curtis@cafth.org).

V. Referral process for individuals and families not fleeing domestic violence (non-HMIS users)

1. If you have not already registered, please register as a referring case manager using the [Case Manager Registration form](#).
2. You or your client must complete the following forms:
 - a. **Shelter referral form** for each family.
 - b. **HMIS intake form** for each person that will be staying in the room.
 - c. **HMIS release of Information form** for each adult. (Minor children can be listed with a parent)
3. Email Curtis (Curtis@cafth.org) to confirm receipt of all paperwork and referral.
4. CAFTH staff will then enroll the referred person or family into HMIS and send a referral email to the hotel, copying you.

If you have any questions about the forms or need the links you can go to page 3 of this document.

VI. Referral process for individuals and families fleeing Domestic Violence

1. If you have not already registered, please register as a referring case manager using the [Case Manager Registration form](#).
2. You or your client must complete the following forms:
 - a. **Shelter referral form** for each family.
 - b. **CDB intake form** for each person that will be staying in the room.
 - c. **CDB release of Information form** for each adult. (Minor children can be listed with a parent)
3. Email Curtis Watson (curtis@cafth.org) to confirm receipt of all paperwork and referral.
4. CAFTH staff will then enroll the referred person or family into the comparable database and send a referral email to the hotel, copying you.

If you have any questions about the forms or need the links you can go to page 3 of this document.

VII. CAFTH Staff Contact

Curtis Watson

Any demographic

EmergencyShelter@cafth.org

Curtis@cafth.org

Emmett Altsman

HMIS (Non-DV)

helpdesk@cafth.org

Ryan Dement

CDB (DV only)

CDBhelpdesk@cafth.org

VIII. Frequently Asked Questions

- 1) What are the qualifications for using this emergency shelter program?
 - A. Anyone who has not used the funds during the current funding period, and is in need of shelter, is eligible. If you have a question about eligibility, reach out to Stephanie.

- 2) Can my client have an extension?
 - A. Extensions will vary based on the size of the family, the time of year, the funds available and the hotel that is being used for the shelter stay. We do our best to accommodate everyone's needs with as much time as we can, but our grant funds do not allow for an unlimited stay. Please speak with Stephanie if you have questions about extensions past the original, agreed upon date of exit.

- 3) Can my client bring a pet?
 - A. Some of our hotels allow pets, while others do not. If your client has a pet, speak with Stephanie ahead of time to ensure the correct hotel is selected.

- 4) I am not the case manager and will not be a point of contact for this family. Can I still send them to you?
 - A. No, please do not send individual clients to our agency for hotel referrals. We are unable to process referrals that do not have a case manager associated with them. If you need to refer an individual or family to a case manager, we encourage you to reach out to one of our partners in the housing community such as Catholic Charities of West TN, the Hospitality HUB or MIFA.

- 5) Do you provide food?
 - A. The Quality Inn does provide a continental breakfast with their stay but that is the only instance where food is provided. All guests are responsible for their own food, and we encourage case managers to seek out food pantries and other options already established in our community.

- 6) Do you provide transportation to the hotel?

A. We do not provide transportation to any of our hotel partners.

7) My client broke the rules and the hotel asked them to leave. What should I do?

A. The hotel staff are entitled to ensuring their business are safe and their rules are respected. If your client broke the rules and has been asked to leave, we will do our best to accommodate them at another location, but it is not always possible. If you feel that your client has been unjustly accused of breaking the rules, please let us know. We do our best to facilitate those conversations with the hotels and try to find possible solutions for everyone.

8) Where are the hotels located?

A. For the most up to date list of hotels and their addresses, please refer to page 2.

9) I asked the hotel to extend my client, why haven't they?

A. The staff at our partner hotels have been instructed to only accept extensions and referrals from our staff. This is to ensure that we can keep accurate records of all expenses we are responsible for. If you have questions about an extension or referral, please reach out to one of our staff members. Their contact information can be found on page 9.

10) How long does the referral process take?

A. We process referrals Monday- Friday from 9:00am-4:00pm. If we receive all the paperwork needed for the referral during those times, we will have a same day turnaround. If we receive the required paperwork after 4:00pm we cannot guarantee it will be processed for that night. If we are unable to get to it same day, it will be processed the next day, (Monday for referrals sent after 4:00pm on Fridays.)

11) I sent a referral and haven't heard back. What should I do?

A. Please reach out to the appropriate staff member, based on the category of clients you are trying to serve. You can find the contact information for our staff on page 9.