



BLAINE COUNTY HOUSING AUTHORITY

BOARD MEETING AGENDA MEMO

Meeting Date: Staff Member:

Agenda Item:

Recommended Motion:

I move to formally adopt the Supportive Service Policies.

Reasons for Recommendation:

- BCHA should formalize certain processes already in place and adopt new policies to address services provided to clients who are on the waitlist and in transitional housing.

Policy Analysis and Background (non-consent items only):

IHFA requested and staff recommend that BCHA adopt Supportive Service Policies outlining procedures for when and how BCHA provides case management and housing search services to residents and applicants. BCHA receives funding from IHFA through the HOME-ARP grant to provide supportive services, so codifying our practices is advisable.

Sustainability Impact:

Financial Impact:

None OR Adequate funds exist in account:

Attachments:

1. Draft Supportive Services Policy

BCHA Supportive Services Policies

I. Purpose and Goals

BCHA strives to provide supportive services to applicants and residents of BCHA-operated transitional housing. The goal of these services is primarily to enhance the housing search and housing stability of BCHA applicants.

The goal of these policies is to ensure consistency in the principles and the delivery of supportive services. These policies are subject to the federal Fair Housing Act and all related laws.

BCHA is committed to offering supportive services to applicants and residents in a manner consistent with the following principles:

- **Team based:** Services and supports are planned and delivered through a multi-agency, collaborative approach. BCHA does not duplicate services already offered and provided by others.
- **Culturally relevant:** Services are culturally relevant and provided with respect for the values, preferences, beliefs, culture and identify of recipients.
- **Individualized:** Services and strategies are tailored to the unique strengths and needs of each recipient.
- **Strengths based:** Services and supports are planned and delivered in a manner that builds on and enhances capabilities, knowledge and skills of recipients.

II. Waitlist and Prioritization

BCHA strives to offer case management services to all residents of BCHA-operated transitional housing. If demand for case management services exceeds BCHA staff capacity, services will be offered first to residents who do not have an existing caseworker at a community partner, and then in chronological order based on how long a resident has resided in BCHA-operated transitional housing.

Housing search services will be offered in chronological order based on when an applicant has completed a BCHA pre-application and intake form indicating homelessness or housing instability. Individuals will be served on a first come, first served basis from the waitlist based on staff capacity.

III. Service Delivery

a. Assessment

BCHA staff will conduct an initial screening with applicants by phone after receiving a referral or once an applicant has completed a BCHA common intake form indicating they are experiencing or at risk of homelessness. This screening should occur within 3-5 business days of the referral or submission. This intake screening explores the client's needs, goals and eligibility for BCHA housing. BCHA staff will explain requirements to receive housing and discuss available housing options (both through BCHA and other entities) at this time.

Residents of BCHA transitional housing can receive a secondary assessment that is more comprehensive upon move-in.

b. Service Planning and Delivery

Transitional housing residents may receive client-centered services and monthly service plans to specify goals and objectives around:

- Rent payment
- Financial security
- Employment planning
- Services to be obtained from other agencies
- Individual responsibilities for goals

c. Documentation

All Case Management clients should have completed:

- A BCHA intake form
- A signed termination policy
- Documentation of no duplication of benefits

All Housing Search clients must have completed a BCHA intake form.

BCHA staff should complete case management notes and goals throughout the relationship with the client.

RESOLUTION No. 2024-12

BEFORE THE BOARD OF COMMISSIONERS
OF THE BLAINE COUNTY HOUSING AUTHORITY
BLAINE COUNTY, IDAHO

A RESOLUTION OF THE BLAINE COUNTY HOUSING AUTHORITY BOARD OF COMMISSIONERS TO ADOPT
SUPPORTIVE SERVICE POLICIES, 2024

WHEREAS, BCHA does not currently have policies on the delivery of supportive services; and

WHEREAS, BCHA is delivering case management and housing search services to applicants and residents of transitional housing; and

WHEREAS, to comply with state HOME-ARP funding requirements and to provide clarity and consistency to BCHA staff and recipients of services; and

WHEREAS, BCHA administrative staff have determined that adopting the policies below is a necessary and beneficial action warranting the approval and authorization of the BCHA Board; and

NOW, THEREFORE, be it resolved by the Board of Commissioners of the Blaine County Housing Authority, Blaine County, Idaho, as follows:

The Blaine County Housing Authority Board of Commissioners approves and authorizes that supportive services be delivered to housing applicants and residents pursuant to the policies laid out below.

DATED this ____ day of _____, 2024

ATTEST:

BLAINE COUNTY HOUSING AUTHORITY
BOARD OF COMMISSIONERS

Executive Director

Chair