

CT Youth Homelessness Demonstration Program

CT Balance of State Continuum of Care

Request for Proposals for YHDP projects

Section A: RFP Overview

YHDP Background:

In 2012, the Reaching Home for Youth and Young Adult Homelessness Workgroup (RH YYA workgroup), a statewide multi-stakeholder group staffed by the Partnership for Strong Communities (PSC) and chaired by the Center for Children’s Advocacy, was established to end youth homelessness in Connecticut by the end of 2020.

In 2016, the RH YYA workgroup in partnership with the Connecticut Balance of State Continuum of Care (CT BOS) applied for the U.S. Department of Housing and Urban Development’s (HUD) Youth Homelessness Demonstration Program (YHDP). This is a new HUD initiative, providing technical assistance as well as funding for planning and homeless assistance projects, to learn how communities can successfully approach the goal of preventing and ending youth homelessness by building comprehensive systems of care for young people rather than implementing individual or unconnected projects that serve this population.

In January 2017, HUD awarded the CT BOS CoC \$6,552,903 under the YHDP initiative. A YHDP Grant Management Team was formed, led by the Connecticut Department of Housing (DOH) with administrative support from PSC, to manage the process of developing a coordinated community plan and executing other YHDP requirements. The Youth Action Hub (YAH) serves as a partner and youth advisory board.

After an extensive planning process in collaboration with the Youth Action Hub and regional Coordinated Access Networks (CANs)/Youth Engagement Team Initiatives (YETIs), we determined that allocating YHDP project funding toward youth shelter diversion, a rapid exit fund, youth navigators, rapid rehousing, and crisis housing will most effectively assist us in achieving our goals in ending youth homelessness. The YHDP projects will be part of a coordinated housing continuum that ensures youth experiencing homelessness receive the assistance needed to rapidly obtain permanent housing.

Additional details about how these housing programs will assist in preventing and ending youth homelessness in Connecticut by the end of 2020 can be found in the draft *Opening Doors for Youth 2.0: an action plan to provide all Connecticut youth and young adults with safe, stable homes and opportunities*, available at http://www.psychousing.org/files/Opening_Door_For_Youth_Plan_2.0.pdf.

This RFP is an exciting opportunity to be a part of a national demonstration program, learning what types of interventions and strategies can help us to end youth homelessness throughout the country.

YHDP Vision:

A Connecticut where all young people have safe, stable places to live and opportunities to reach their full potential. Where:

- Community partners in child welfare, juvenile and criminal justice, and educational systems, among others, work closely to ensure youth falling into homelessness is a *rare* occurrence;
- There is a coordinated response system within each region of Connecticut that provides low-barrier, individualized, and quick access to housing assistance and services needed for youth to obtain stability through self-determined goals, thereby ensuring a youth's episode of homelessness is *brief*; and
- Youth are connected to services within the community, kin and/or other natural supports, and employment as well as provided with the necessary tools, such as living and relationship skills, to maintain stability and well-being, ensuring homelessness is *non-recurring* and providing youth with an opportunity to achieve their goals and thrive.

Once Connecticut achieves this vision, we will continue to update and improve the homeless prevention and response system in collaboration with our youth partners based on feedback from youth participants and providers, data, and emerging best practices to meet the evolving needs of youth.

Eligible Applicants:

- Eligible project applicants are nonprofit organizations, states, local governments, and instrumentalities of state and local governments. For-profit entities are not eligible to apply for grants or to be sub-recipients of grant funds.
- Applications shall only be considered from project applicants in good standing with the state and federal government, which means that the applicant does not have any open monitoring or audit findings, history of slow expenditure of grant funds, outstanding obligation to the government that is in arrears or for which a payment schedule has not been agreed upon, or history of serving ineligible program participants, expending funds on ineligible costs, or failing to expend funds within statutorily established timeframes.
- Applications shall only be considered from applicants who were not in corrective action status as a result of a 2017 CT BOS project evaluation.

Eligible Projects:

The YHDP Grant Management Team is seeking applications from eligible providers for the following projects:

1. Crisis Housing for young adults.
2. Youth Navigators
3. Rapid Rehousing

See additional details for each project type in Section B. A separate RFP and application materials will be published for a fund administrator to manage the diversion and rapid exit funding under the YHDP program.

YHDP funding can only be used for new projects or for expanding (increasing capacity of) existing projects that meet the requirements in this RFP. Applicants wishing to serve more than one CAN, must submit separate applications per CAN, and should answer the question within the application regarding multi-jurisdictional applicants.

Project Requirements:

Selected project applicants are required to:

- Work collaboratively with the YHDP Grant Management Team on project design and implementation once awarded, including on the application submission to HUD through e-snaps. This includes finalizing project scope and budget. Selected Youth Navigator programs must also work collaboratively with their local CAN and/or YETI on program design.
- Enter client data into the CT Homeless Management Information System (HMIS), participate in the annual homeless counts in the BOS regions, participate in the **Coordinated Access Network** and comply with all other CT BOS CoC Policies and Procedures (unless there is a YHDP-specific exception).
- Comply with program requirements per the HUD Continuum of Care Rule (unless there is a HUD-approved YHDP waiver) and the FY2016 YHDP NOFA. As well as CT BOS policies unless otherwise noted.
- Have a plan for **rapid implementation** of the program; the project narrative must document how the project will be ready to begin housing the first program participant within 3 months of the award (HUD requires all YHDP programs to be under grant agreement by September 30, 2018).
- Implement a Housing First model that incorporates Trauma Informed Care (TIC) and Positive Youth Development (PYD) Models of housing and services delivery. See Section C for additional details.
- Agree to participate in an initial training and then ongoing YHDP learning collaborative meetings with fellow YHDP projects that will meet at least every other month. Given that these are demonstration projects, the learning collaboratives will bring YHDP providers together to share best practices, monitor progress on the implementation of these best practices, and provide regular learning opportunities through training in PYD, TIC, and Social/Permanent Connection development.
- Agree to participate in YETI meetings, working in coordination with other local providers to end youth homelessness by the end of 2020.

Match Requirement:

HUD requires all YHDP applicants to contribute a 25% match on all budget items, except leasing. Match is actual cash or in-kind resources (or a combination of the two) contributed to the grant. All costs paid for with matching funds must be for activities that are eligible under the CoC Program, even if the recipient is not receiving CoC Program grant funds for that activity. In-kind match is the value of any real property, equipment, goods, or services contributed to a CoC Program grant that would have been eligible costs under the CoC Program if the recipient/sub-recipient was required to pay for such costs with CoC Program grant funds. Match may be from public or private resources. See Section B. Project Details for additional information on match for each program type.

Additional Reporting and Evaluation Requirements:

Applicants are responsible for complying with all HUD Continuum of Care and YHDP reporting requirements. Modified programs specific to CT BOS's YHDP projects are being created within HMIS. Given that this is a demonstration program, projects may be required to track additional information outside of HMIS. In addition, all YHDP projects will be evaluated by a HUD-funded consultant, Westat, as part of the national demonstration program.

Youth Collaboration:

All projects under this RFP are required to include continuous youth collaboration on program design, rules, and policies. Each program must have a Continuing Quality Improvement (CQI) process in which youth can safely contribute ideas and submit grievances with the expectation that the program will be responsive to their input. In addition, all projects are required to enable every youth program participant to complete an exit survey created by the YHDP Grant Management Team in collaboration with the Youth Action Hub.

Programs must offer opportunities to their YHDP clients to participate in regional YETI meetings and other activities related to the work on ending youth homelessness, including the Youth Count.

Eligible Localities:

Projects must be located within the CT BOS CoC regions of the State. This includes all the cities and towns in the following counties: Hartford, Litchfield, New Haven, New London, Windham, Tolland, Middlesex; and the City of Danbury.

Application Process Overview:

Similar to CT BOS's annual CoC application process, YHDP projects will be selected locally through this competitive RFP and will then need to work in consultation with the YHDP Grant Management Team to apply to HUD through e-snaps. However, HUD's YHDP project review is a non-competitive process. All project selections through this RFP will be made pending approval from HUD and may be amended based on HUD input.

*Selected projects will be awarded for a **two year term** with potential for renewal through future HUD CoC competitions as part of the CT BOS CoC.*

Timeline:

- YHDP RFP published: February 8th
- YHDP Recorded Bidders Webinar will be available on the Reaching Home Youth and Young Adult Homelessness webpage (available at <http://www.psychousing.org/youth-and-young-adults-homelessness-workgroup>) on February 12th
- YHDP Application due: March 30th by 5pm
- *Tentative* Local Award Selection: April 30th
- *Tentative* HUD submittal by: May 18th

Applications are due by 5pm on March 30th and should be emailed to Carline Charmelus, Partnership for Strong Communities, at Carline@pschousing.org and Katie Durand, CT Department of Housing at Kathleen.durand@ct.gov. Please contact Katie Durand via email with questions regarding the RFP. Frequently Asked Questions will be posted on the RH YYA Workgroup website.

Project Selection:

YHDP project selection will be accomplished in accordance with HUD's CoC conflict of interest requirements under 24 C.F.R. § 578.95. The YHDP review and evaluation team, comprised of impartial, subject matter experts, will score the proposals (see application scoring sheet) and make a recommendation to the YHDP Grant Management Team. The YHDP Grant Management Team will review the evaluation team's recommendation as well as the geographic need, and then vote on final award selection. The YHDP Team reserves the right to negotiate final terms with applicants. All project applicants will be notified of the outcome in writing.

Section B: Additional Project Details

All YHDP projects must incorporate Positive Youth Development and Trauma-Informed Care, focusing on youths' strengths and personal goals while providing services that are appropriate for youth who have experienced trauma, emphasizing youth choice and providing individualized, client-driven supports.

All projects should first be focused on understanding the program participant's immediate barriers to obtaining and keeping housing and then finds ways to eliminate or compensate for those barriers.

Note that anticipated funding amounts per program type are estimates and subject to change. The more applicants strive to be cost effective in their budget proposals the further we can leverage this YHDP funding to serve more youth.

*As noted, selected projects will be awarded for a **two year term** with potential for renewal through future HUD CoC competitions as part of the CT BOS CoC.* Applicants' budgets should reflect a two year project.

This is a demonstration program – applicants are strongly encouraged to be innovative.

1. Short-Term Crisis Housing:

The YHDP Grant Management Team estimates allocating approximately \$416,316 (\$208,158 per year) to crisis housing programs over a two year term. Applicants are required to identify a 25% match commitment in their application. If applicant's proposed program requires more than the estimated

YHDP allocation for this program type and 25% match commitment to operate, then the applicant must identify committed sources in the match section of the application sufficient to fill this gap.

Target Population:

Unaccompanied 18-24 year old individuals experiencing literal homelessness or fleeing domestic violence (HUD categories 1 and 4). Programs must accept young adults through the local CAN shelter prioritization protocol specific to young adult crisis programs (protocol is currently being drafted by a subgroup of the RH YYA Workgroup for stakeholder input).

Project details:

Short-term crisis housing programs will provide youth with a safe and welcoming place to stay while assisting them with meeting basic needs and obtaining permanent housing. Opportunities for family connections and linkages to community resources must be provided.

The RFP is open to a range of crisis housing settings: congregate shelter, shared apartments, multi-bedroom homes, among other options. The facility must include privacy in showers, bathrooms (including at least one private, gender-neutral bathroom with shower), and sleeping areas. It also must have sufficient lockable storage capacity for personal belongings. Providers should not apply to expand their existing adult crisis housing programs unless there is a separate, designated space for the young adult program.

2. Youth Navigator:

The YHDP Grant Management Team anticipates funding **9.5** youth navigators:

- 1 FTE per CAN in the Middlesex, Meriden, Wallingford (MMW); Central; Northeast; Waterbury/Litchfield; and Southeast CANS,
- 2 FTEs per CAN in Greater Hartford and Greater New Haven CANS,
- and a .5 FTE in Danbury.

The YHDP Grant Management Team anticipates funding one contract per CAN (applications must meet threshold and minimum scoring requirements). This is an important position within each CANS' system. Awarded projects must work with their local YETI and/or CAN to further define this role within their regions. DOH will provide partial match to the selected YN projects (collaboration with their local YETI/CAN will be a condition of this DOH contract).

DOH partial match amounts:

- \$20,400 per CAN for MMW, Central, Northeast, Waterbury/Litchfield, and Southeast CANS,
- \$40,800 per CAN for GH and GNH CANS,
- \$10,400 for Danbury.

Applicants must identify a committed source(s) for the remainder of their 25% match in their application. Potential applicants are encouraged to work with their local CAN or YETI in fulfilling this match.

Target Population:

Unaccompanied young adult individuals and minors experiencing literal homeless, imminent homelessness or fleeing domestic violence (HUD Homeless Categories 1, 2, and 4). Parenting young adults would be eligible for these services as well if other resources in the CAN region are unavailable (up to CAN/YETI). Youth navigators may also assist RHY and other youth providers with assisting unaccompanied minors when appropriate (however, this support should not interfere with their primary responsibilities).

Project Details:

YHDP funded Youth Navigators will conduct CAN intake appointments and primarily provide light case management that serves as a continuation of the diversion/assessment discussion conducted during the young adult's CAN appointment, working with youth to identify and secure safe, viable housing opportunities outside of the homeless system. *Their primary goal is to remove barriers to housing for youth.*

We anticipate a slight variation in the youth navigator role in each CAN, but they must:

- Conduct young adult-specific CAN intake appointments (supplementing existing CAN intake staff);
- Assist young adults with following through on service linkages made during CAN intake appointment, such as connection to McKinney-Vento liaison, DCF re-entry process (if applicable)s, etc., ensuring young adults are successfully linked to all appropriate resources as quickly as possible;
- Further assess the youth's goals for additional referrals to and assistance with linkages to employment programs and other resources that can assist with obtaining and maintaining housing stability (removing barriers to housing);
- Guide youth through housing response system process, updating them on their BNL status;
- Connect with youth's potential natural supports such as immediate or extended family, when deemed appropriate by youth, to assess under what conditions they could serve as permanent/temporary housing, connecting them to mediation services and/or providing mediation when other resources are not available;
- When youth are interested, navigators connect young adults experiencing homelessness to one another, in an attempt to have them "pair up" to increase the potential for shared living arrangements with 2+ youth who have income;
- Assist youth with applying for YHDP Diversion Funds and approve local use of Rapid Exit funds as needed for young adults to achieve housing stability (this may require a MOU with the YHDP fund administrator);

- If young adult still requires an additional housing intervention to obtain permanent housing (enrollment in RRH, PSH, etc.), assisting youth with application process, obtaining necessary documentation, coordinating with the new case manager to ensure a smooth transition; and
- Participate in YETI meetings, discussing evolving needs of local youth and strategies to address them.

Youth Navigators must work collaboratively with YETIs and other local providers in empowering youth to resolve their housing crises. They also may assist DCF, RHY providers, McKinney-Vento liaisons, and other local youth providers to address a minor's housing crisis as needed, but this should not interfere with their capacity to accomplish their core responsibilities. For youth currently staying in shelter, youth navigators must coordinate with shelter case management staff, clarifying roles in assisting the youth achieve housing stability and to move them into permanent housing as quickly as possible. Selected applicants must have a preference for hiring a youth navigator who has experienced homelessness or housing instability.

Navigators should work a few weeknight and weekend hours to accommodate youth's schedules and be able to travel to meet youth where they are. Youth navigator services will be voluntary for youth and we anticipate these services lasting approximately 90 days (until youth exits system or is enrolled in permanent housing program).

3. Young Adult Rapid Rehousing:

The YHDP Grant Management Team anticipates allocating approximately \$4 million (\$2 million per year) over a two year term to rapid rehousing programs, which will be roughly split between rental assistance costs and support services/administration.

In addition, the YHDP Grant Management Team applied for a waiver from HUD that would enable DOH to use approximately \$1 million in HUD HOME tenant-based rental assistance funding as match for YHDP youth rapid rehousing. This waiver is still pending HUD approval and cannot be relied on as match. Applicants should include their own match commitments.

The YHDP Grant Management Team anticipates funding one contract per CAN (applications must meet threshold and minimum scoring requirements). Providers in the Waterbury/Litchfield CAN should anticipate serving Danbury youth as well.

Target population:

Unaccompanied young adult individuals who are literally homeless or fleeing domestic violence and scored 4 or higher on the Next Step Tool (or equivalent). Exceptions for those scoring below 4 can be made if region has capacity.

YHDP rapid rehousing programs must only accept eligible young adults referred through the CAN dynamic prioritization process, serving the most vulnerable youth through a progressive engagement approach within the CAN.

Project details:

YHDP-funded rapid rehousing for young adults will combine housing placement and stabilization services with financial assistance, as needed, to help participants rapidly obtain and sustain permanent housing. Applicants must work with the YHDP Grant Management Team and the learning collaborative on program design that rapidly houses, stabilizes and connects youth to supports within community for independence within 9 months.

Move-in and flexible rental financial assistance, with the amount based on need (following CT BOS RRH rental contribution structure and potentially HOME requirements), will be provided through a central CT BOS rental assistance administrator. The administrator will manage the funding (potential YHDP/HOME mix). Selected applicants will work collaboratively with the fund administrator and will be responsible for determining program eligibility (confirmed by fund administrator), income re-evaluation, rental calculation, determining rent reasonableness, and conducting Housing Quality Standards inspections.

Selected applicants will also provide housing search, stabilization and case management services consistent with the key principles mention in Section C of this RFP, and with an emphasis on connecting youth to services within the community for ongoing stability. Program staff will assist youth with searching for an apartment based on where they wish to live and negotiating with landlords to obtain scattered-site, private-market units with lease agreement between the youth and landlord. Program staff will build relationships with landlords to provide options to youth with high barriers and to mitigate issues before they escalate. We encourage programs to explore shared apartments, subject to youth choice, with case managers providing services to help prevent or mediate roommate conflicts.

Section C: Key Principles

Dynamic Prioritization:

Under this approach, participants are dynamically prioritized, working from most vulnerable, and referred to the best-fit resource currently available within the Coordinated Access Network.

Central to the concept of Dynamic Prioritization is the operationalization of a Progressive Engagement approach to maximize the impact of available resources and to ensure that no clients are left waiting for a resource that is unavailable, when another resource is available and may meet their needs. At all points in the system, staff will encourage client self-resolution. Interventions will be offered only when an individual is not able to self-resolve. All young adults who are considered for a higher-level housing intervention will be offered rapid re-housing first (with rare exceptions). If a client who is placed into rapid rehousing shows signs of destabilization, the rapid rehousing provider must bring that client's case back to the CAN for further case conferencing before entering longer-term supportive housing.

The Dynamic Prioritization Taskforce, CANs, and the Reaching Home Youth and Young Adult Homelessness Workgroup are currently working to further define the dynamic prioritization structure for the adult and young adult systems.

Positive Youth Development:

Positive Youth Development is grounded in empowering youth to believe in themselves and their capacity to have a meaningful impact in their communities and relationships. The approach focuses on educating and engaging young people in taking initiative, problem-solving, and demonstrating compassion within productive activities rather than highlighting any maladaptive coping mechanisms, negative behaviors, or pathologies. Programs that incorporate PYD, work to develop youths' confidence, character, connections, competence and caring, leading to youth contributions. In the spectrum of programs and services, the emphasis should be placed on helping youth develop and grow rather than "correct" or "cure".

Social Integration/Permanent Connections (included within PYD):

Social integration is the process by which youth experiencing a housing crisis or homelessness are incorporated into social structures such as their community, jobs, and relationships. Developing prosocial supports for youth experiencing homelessness can provide protective factors to help reduce problem behaviors, improve mental health, increase links to employment, housing and services, and build healthy coping mechanisms. For youth entering the homeless response system, youth-specific coordinated entry staff and other providers strive to identify early, and build upon, existing prosocial support networks. Each youth exiting our housing programs should have permanent connections: stable, positive relationships with family, friends, and/or others who will be there for the youth when needed.

Trauma-Informed Care:

In addition, every aspect (policies, practices, service delivery, etc.) of the programs should reflect a deep understanding of trauma, including the signs and symptoms, and how a youth's exposure to traumatic stress can influence their cognitive, biological, and emotional functioning as well as impact their relationships and identity development. Service delivery should be shaped to recognize and appreciate each youth's resiliency and strengths, while understanding that change for youth experiencing homelessness might be difficult and not always follow an upward trajectory given the challenges they have faced.

HUD's Core Principles of Housing First for Youth:

- **Immediate access to permanent housing with no preconditions:** Youth should be provided with access to safe and secure permanent housing that meets their needs as quickly as possible.
- **Youth choice and self-determination:** Housing First is a person-centered approach that promotes choice regarding housing and service options, while maintaining high expectations for youth.
- **Individualized and youth-driven supports:** All youth are different. Once housed, the level of service offered will depend on the unique needs and choices of the youth.
- **Persistent engagement:** Staff should utilize an assertive style of case management, and continuously attempt to engage youth, even if youth are resistant to services.

CT BOS Housing First Principles:

Housing First is a programmatic and systems approach that centers on providing homeless people with housing quickly and *then* providing services as needed using a low barrier approach that emphasizes community integration, stable tenancy, recovery and individual choice.

Low barrier approach to entry:

- Housing First offers individuals and families experiencing homelessness immediate access to permanent supportive housing without unnecessary prerequisites. For example:
 - a. Admission/tenant screening and selection practices do not require abstinence from substances, completion of or compliance with treatment, or participation in services.
 - b. Applicants are not rejected on the basis of poor or lack of credit or income, poor or lack of rental history, minor criminal convictions, or other factors that might indicate a lack of “housing readiness.”
 - c. Blanket exclusionary criteria based on more serious criminal convictions are not applied, though programs may consider such convictions on a case by case basis as necessary to ensure the safety of other residents and staff.
 - d. Generally, only those admission criteria that are required by funders are applied, though programs may also consider additional criteria on a case by case basis as necessary to ensure the safety of tenants and staff. Application of such additional criteria should be rare, and may include, for example, denial of an applicant who is a high risk registered sex offender by a project serving children, or denial of an applicant who has a history of domestic violence involving a current participant.

Community integration and recovery:

- Housing is integrated into the community and tenants have ample opportunity and are supported to form connections outside of the project.
- Housing is located in neighborhoods that are accessible to community resources and services such as schools, libraries, houses of worship, grocery stores, laundromats, doctors, dentists, parks, and other recreation facilities.
- Efforts are made to make the housing look and feel similar to other types of housing in the community and to avoid distinguishing the housing as a program that serves people with special needs.
- Services are designed to help tenants build supportive relationships, engage in personally meaningful activities, and regain or develop new roles in their families and communities.
- Services are recovery-based and designed to help tenants gain control of their own lives, define their personal values, preferences, and visions for the future, establish meaningful individual short and long-term goals, and build hope that the things they want out of life are attainable. Services are focused on helping tenants achieve the things that are important to them and goals are not driven by staff priorities or selected from a pre-determined menu of options.

Separation of housing and services:

- Projects are designed in such a manner that the roles of property management (e.g., housing application, rent collection, repairs, and eviction) and supportive services staff are clearly defined and distinct.
 - a. Property management and support service functions are provided either by separate legal entities or by staff members whose roles do not overlap.
 - b. There are defined processes for communication and coordination across the two functions to support stable tenancy.
 - c. Those processes are designed to protect client confidentiality and share confidential information on a need to know basis only.

Lease compliance and housing retention:

- Tenants are expected to comply with a standard lease agreement and are provided with services and supports to help maintain housing and prevent eviction. Visitors are expected to comply with requirements in the lease agreement.
- Leases do not include stipulations beyond those that are customary, legal, and enforceable under Connecticut law.
- No program rules beyond those that are customary, legal, and enforceable through a lease are applied (e.g., visitor policies should be equivalent to those in other types of permanent, lease-based housing in the community). Housing providers may ask for identification from visitors.
- Services are designed to identify and reduce risks to stable tenancy and to overall health and well-being.
- Retention in housing is contingent only on lease compliance and is not contingent on abstinence from substances or compliance with services, treatment or other clinical requirements. For example:
 - a. Tenants are not terminated involuntarily from housing for refusal to participate in services or for violating program rules that are not stipulated in the lease.
 - b. Transitional housing programs offer participants due process to resolve issues that may result in involuntary discharge (unless immediate risk to health and safety)
 - c. PH providers only terminate occupancy of housing in cases of noncompliance with the lease or failure of a tenant to carry out obligations under Connecticut's Landlord and Tenant Act (Chapter 830 of the Connecticut General Statutes.
 - d. In order to terminate housing, PH providers are required to use the legal court eviction process.

Tenant Choice:

- Efforts are made to maximize tenant choice, including type, frequency, timing, location and intensity of services and whenever possible choice of neighborhoods, apartments, furniture, and décor.

- Staff accepts tenant choices as a matter of fact without judgment and provides services that are non-coercive to help people achieve their personal goals.
- Staff accepts that risk is part of the human experience and helps tenants to understand risks and reduce harm caused to themselves and others by risky behavior.
- Staff understands the clinical and legal limits to choice and intervenes as necessary when someone presents a danger to self or others.
- Staff helps tenants to understand the legal obligations of tenancy and to reduce risk of eviction.
- Projects provide meaningful opportunities for tenant input and involvement when designing programs, planning activities and determining policies.