

**DRAFT**  
**EMERGENCY SHELTER PROGRAM**

**Overview**

The Emergency Shelter Program (“Program”) is designed to assist individuals who may be fleeing stalking, dating violence, domestic violence, sexual assault or human trafficking that is occurring within the City of Alameda. Due to the Shelter in Place order and the Judicial Council’s order to release offenders from County jails in an effort to relieve overcrowding during the COVID-19 pandemic, non-violent offenders are being released early or being returned home without being held when removed from home as a result of a domestic violence call. Sometimes this results in individuals who were arrested on a domestic violence call being returned home the same night that the call was made. The intent of this Program is to provide safe, emergency shelter for survivors who might otherwise be forced to remain sheltered with an abusive person.

**Eligibility**

Individuals who are fleeing stalking, dating violence, domestic violence, sexual assault or human trafficking that is occurring within the City of Alameda.

**Form of Assistance**

The Program will provide assistance in the form of:

- Hotel Vouchers
- Grocery Gift Cards
- Transportation Vouchers (i.e., Clipper Card or Gas Gift Card)

**Program Referrals**

Individuals may be referred to the Program by different sources, including but not limited to:

- Alameda Police Department
- Partner agencies
- Program Administrator’s Hotline

Individuals will be directed to a confidential location, provided with basic toiletries, gift cards for groceries and temporary housing where they may shelter away from their abuser.

**Reporting and Evaluation Requirements**

The Program Administrator, the Family Violence Law Center (FVLC) will compile and prepare all records and reports required by the City of Alameda. The reports shall contain demographic and other information as required per the Community Development Block Grant regulations. The reports shall be submitted to the City no less frequently than quarterly. Collaborative members will use standardized reporting forms designed by FVLC and/or the City. Case files and documentation to support reports will

be available through the business offices of each partner agency and managed in accordance with applicable confidentiality laws.

Partner agencies will maintain accurate records of client usage of the Domestic Violence Hotel Fund (the fund) and report on goods and services delivered to clients through the monthly invoice process. Invoices submitted to the City will be accompanied by logs detailing agencies' usage of the fund and shall omit individual client information, per applicable confidentiality laws. Appropriate supporting documentation for each client who received assistance through the fund will be kept at FVLC's administrative office. Partner agencies' case files will include all written documents required for use of the fund and staff documentation on the circumstances under which use of the fund was needed.

## **Fund Protocol**

### **Agency Responsibility**

All client requests shall go through a designated manager at the agency where they are receiving services. Example: if a client calls FVLC and says s/he is receiving services from a partner agency and needs a hotel voucher, s/he will be referred back to the agency providing services to assess her/his eligibility for the fund.

Generally, the agency that is currently assisting the client should provide the funding for the client and then bill FVLC at the end of the month for reimbursement via the fund monthly invoice. Partner agencies also can request that FVLC write the check directly to the vendor, if needed, and if appropriate documentation from the vendor is received. To request a check from FVLC, email the Fund Application and corresponding documents to Juliet Crosby, Finance Director at [jcrosby@fvlc.org](mailto:jcrosby@fvlc.org).

### **Documentation & Checks**

The partner staff member will send a Client Assistance Fund Application and a copy of the bill, if requesting reimbursement, or documentation from the vendor regarding future charges. FVLC will mail the check out to the appropriate party (partner agency or vendor). Alternatively, the partner agency may make arrangements for the client or advocate to pick it up.

FVLC will mail the check out to the appropriate party (partner agency or vendor). Alternatively, the partner agency may make arrangements for the client or advocate to pick it up.

**NOTE:** Checks cannot be made out to clients nor can clients be reimbursed for any out-of-pocket expenses. Only expenses incurred by partner agencies can be reimbursed.

### **Fund Billing**

By the fifth of each month, every partner agency should submit their monthly invoices along with documentation and monthly voucher logs to FVLC.

Using the Fund Monthly invoice, fill out all boxes and record all clients assisted for that particular month, using a client number to protect confidentiality (the invoices will always be for the month prior, for example, in September you will complete the invoice for all clients helped in August). Pull all the documentation for each client and attach to invoice.

Make a copy of the billing sheet and all invoices to keep as a file copy. Email a copy to Juliet Crosby, Finance Director at [jcrosby@fvlc.org](mailto:jcrosby@fvlc.org), and mail the originals to:

Family Violence Law Center  
470 27<sup>th</sup> Street  
Oakland, CA 94612.

FVLC will compile all originals and mail them to City.

Reimbursement to those agencies that paid out-of-pocket should be within 2 weeks. FVLC will keep all partners informed of the balance remaining in the fund on a regular basis.

## **Voucher & Gift Card Policies and Procedures**

### **I. Voucher Logs**

Each agency will be provided a log with each type of voucher. When the log is complete, email it to Juliet Crosby, Finance Director, at [jcrosby@fvlc.org](mailto:jcrosby@fvlc.org). When more vouchers are needed, please contact Undrea Barnes, Crisis Services Manager, at [undrea@fvlc.org](mailto:undrea@fvlc.org).

### **II. Grocery gift cards**

Each grocery card has a \$20 value. It will be up to each provider to decide how many cards a client should receive.

### **III. Transportation vouchers**

Each clipper card has a \$20 value and each gas card has a \$25 value. It will be up to each provider to decide how many cards a client should receive.

### **IV. Security Measures**

Each agency that participates in this Program is expected to implement security measures to ensure appropriate use of the cards. Such measures include but are not limited to: making sure the cards are stored in a locked, secure area that is not readily accessible to clients; designating a few staff who understand how to administer the cards, versus making the cards accessible to everyone; having a supervisor/second party

confirm the total number of cards at the beginning and end of the month, and signing off on these log entries.

Any agency that does not adhere to the Program policies and procedures is subject to exclusion from further participation in the Program, as decided by the City of Alameda and FVLC.