Purpose
Appletree Family Center provides homeless intervention services, including Emergency Housing placement, for families and single women. The Center strives to provide the highest quality services where all who come through our doors are treated fairly, with dignity and with respect - all in a physically and emotionally safe environment.

Documents You Will Need to Bring With You
A Philadelphia ID or proof of city residency for the last 30 days is required for long term placement. This may be in the form of a State-issued ID such as a driver’s license, licensed mail post-dated 30 days or earlier, or a valid passport.

If you are presenting as an intact family (both parents together), you must show proof that you have been living in the same household for the last six months, or provide your marriage license, if applicable.

Your Children and Their Documents
If you are seeking services for you and your children, you must bring all of your children you want housed with you to the office when you present for services. You must provide birth certificates and social security cards for all children you would like services for. If you have your children’s immunization records, please bring them with you also.

Medications
Please bring with you all medications for all the family members you would like services for.

Case Workers
If you have a DHS or ICM worker, they must accompany you when you present for services.

What Happens at the Center
1. After signing in, please wait until your assigned number is called before approaching the intake desk. All questions should be addressed to the Security Officers.

2. When your number is called, please let us know if you are here for any reason besides placement, such as:
   - information about drug and alcohol programs,
   - homeless prevention and rapid re-housing programs, or
   - rental assistance.

3. If you feel unstable or suicidal at any time, please immediately inform someone at the intake desk so we may assist you accordingly.

4. Unless your children are participating in our Bright Spaces or Alternative School programs, your children must be with you at all times, inside or outside the building.

5. We do not know how long you will have to wait. A social worker will see you as soon as possible. Please be patient; this process may take all day.
HMIS—Confidence, Consistence, Compliance

Purpose
A Homeless Management Information System (HMIS) is a data management system used to collect information about individuals and families experiencing homelessness and those at risk of homelessness. The information, or data, is collected to provide housing and services to this population. Each Continuum of Care (CoC) is responsible for selecting an HMIS software solution that complies with HUD’s data collection, management and reporting standards. An HMIS is used to:
- Produce an unduplicated count of persons experiencing homelessness for each CoC
- Describe the extent and nature of homelessness locally, regionally, and nationally
- Identify patterns of service use
- Measure program effectiveness

System Provision, Maintenance & User Support
Our goal is to ensure that our provider agencies have access to a fully functioning HMIS. Our HMIS Lead and Project Managers work hand in hand with our HMIS vendor to:
- Design processes to achieve goals and support clients
- Design and monitor processes for maintenance of HMIS
- Develop configuration of the HMIS database to meet needs
- Provide technical assistance

Training
Our goal is to align the providers with the process so that every agency can confidently produce data that is consistent and compliant. Training is provided on:
- Standard HMIS operating procedures
- HMIS software features
- Client privacy, consent policies and procedures
- Report generation.

Data Analysis
Our goal is to assist agencies in inspecting, cleaning, transforming and modeling their data. This process supports each agency’s ability to discover information they can use to draw conclusions and make decisions regarding practices. We are dedicated to the maintenance of quality data.

Reporting
Dedicated to assisting agencies by performing quality review of HMIS records to monitor program compliance, our Data Reporting Manager:
- Manages client merges and de-duplication processes
- Ensures system is properly configured to calculate reports
- Develops, generates, and distributes APR and various project reports
- Maintains a report library
What is a Coordinated Entry System (CES)?
A process designed to coordinate program participant access, assessment and provision of referrals to homeless assistance services and housing.
- Streamlines access and referrals to homeless services and housing
- Uses standardized assessment/prioritization tools and practices
- Prioritizes homeless assistance for those with the most severe needs

Core Operational Components (HUD Requirements)
- Defined Access Point(s)
- Standardized Assessment
- Coordinated Referral (Assign)

Why Create a Coordinated Entry System?
- Improve system-wide access, screening, prioritization and referral processes for homeless housing services
- Improve service provision
- Reduce costs as networks are streamlined
- HUD requirement

Vision, Guiding Principles, Goals and Timeline
Philadelphia’s Coordinated Entry System (CES) will ensure individuals and families at-risk of or experiencing homelessness have access to a streamlined and standardized process that links households to appropriate resources to end their housing crisis.

Guiding Principles
1. Housing First – households at-risk of or experiencing homelessness are housed quickly without preconditions or service participation requirements
2. Housing Focused – assistance provided to households at-risk of or experiencing homelessness is focused on moving to and maintaining permanent housing
3. Prioritization – assistance is prioritized based on vulnerability and severity of service needs to ensure households needing help the most receive it in a timely manner
4. Person-Centered – a trauma-informed approach that is dignified, safe, and incorporates participant choice is utilized

Goals
1. Effective allocation of assistance and households are linked to the most appropriate intervention strategy
2. Reduction in number of households experiencing homelessness
3. Reduced length of time a household experiences homelessness
4. Reduced returns to homelessness (recidivism

Timeline
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The Permanent Supportive Housing Clearinghouse provides housing opportunities to homeless and chronically homeless individuals who currently reside in shelter, behavioral health, transitional and recovery housing facilities. The majority of our singles clients are referred through the Department of Behavioral Health (DBH) with mental health services provided by Community Support Services a division of Community Behavioral Health. Families are referred to the Clearinghouse from emergency housing shelters and transitional housing sources. The current housing programs that the clearinghouse provides are:

**Blueprint Singles**
A 200 year voucher program in conjunction with Philadelphia Housing Authority (PHA)

**Blueprint Families**
A 300 year voucher and conventional site program in conjunction with PHA

**Bridge**
A voucher program funded by DBH for clients who are denied PHA. Bridge has recently expanded to accommodate individuals with behavioral health issues directly referred by DBH (all single dwellings).

**Pennsylvania Housing Finance Agency (PHFA)**
A voucher program in partnership with the Clearinghouse and PHFA. The allotment given by PHFA is 80 units (all single dwellings).

**Section 811/LLA Programs**
Tax Credit identified units provided by Philadelphia Division of Housing and Community Development contracts (all single dwellings).

**Continuum of Care Programs**
**Project HOME Sites**
Kate’s Place, JBJ Soul Homes, Kairos House, 1515 Fairmount Avenue, 1523 Fairmount Avenue, Connelly House and James Widener Ray Homes

**Supportive Housing Program (SHP)** 10, 95, 99,

**Methodist Services Sites**
Methodist Fairway Commons Housing, PCRC, Methodist Hope Bridge, RSVP 1 and 2

**OAS Shelter Plus Care** and St. Raymond’s House.

These programs consist of single and family dwellings.
Family Involvement—Customer Service—Dignity and Respect

“At Riverview we provide comprehensive personal care while ensuring the highest possible level of independence for all Residents. This is accomplished in a home-like environment that is safe and comfortable with caring and engaged staff.”

Riverview Home is located along the Delaware River in the Holmesburg section of Northeast Philadelphia. The facility is convenient to Philadelphia, Montgomery and Bucks counties and is easily accessible from both Roosevelt Boulevard and Interstate 95. Riverview Home is managed by the City of Philadelphia’s Office of Homeless Services.

- Personal Care
- Social Services
- Occupational Therapy
- Nutritious Meals
- Medication Management
- Recreation
- Beautician/Barber
- Representative Payee
- Financial Management
- Supplemental Health Services
- Transportation
- Behavioral Health
- Entitlement Assistance

Contact Us

For more information about Riverview Home or to schedule a tour please call:
Monday through Friday
215-685-8285
Nights or Weekends
215-685-8313
Email:
riverviewhome@phila.gov

Owned by the City of Philadelphia
Licensed by the State of Pennsylvania
Department of Human Services
The mission of the Office of Homeless Services is to provide the leadership, coordination, planning and mobilization of resources to make homelessness rare, brief, and non-recurring for the City of Philadelphia.

**Emergency Assistance & Response Unit (EARU)**

EARU provides assistance to families and individuals who are at risk of becoming homeless or facing a housing crisis.* The crises may include, but are not limited to:

- Housing that has been declared unfit for human habitation or imminently dangerous; properties collapsed due to serious structural defects as declared by License and Inspections (L & I) and cease operations (Must have L & I referral).
- Residences condemned by the City Health Department due to lead poisoning or other chemical contaminations (Must have Health Department referral).
- Homes that have been severely damaged or destroyed by fire or other disasters (Must have Red Cross referral).
- Victims of domestic violence.
- Individuals and families not suitable for shelter due to physical, medical, mental illness disabilities (Must have appropriate documentation).
- Eviction. (Must have court eviction notice).
- Foreclosure or seeking to relocate (Must have Act 91 or Writ of Possession).
- Extreme cold and heat conditions.
- Blight removal.
- Individuals and families living in encampments on city streets and in other public areas.

**Documentation**

Individuals seeking to apply for assistance should bring the following documentation to EARU:

1. Picture ID for all adult household members, birth certificates and Social Security cards for all members of household
2. Proof of income (last 3 pay stubs, updated award letters, etc.).**
4. Letter of approval from landlord identifying monthly rent and total move in cost for those seeking to relocate.
5. Current statement of balance of rent owed from landlord for delinquent rent or move in costs.

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* All funds are issued on a case by case basis.
** Documented income must cover all living expenses. Additional documentation may be required.
Inspections

All properties for relocations must be inspected.

The following information must be provided to request an inspection for a particular property:

1. Exact address of the unit (including zip code) with identifiers (2nd floor rear, basement).
2. Full name of the landlord and contact person if different, and appropriate telephone numbers.
3. Landlord’s full address.
4. Name of person who will have the keys to the property (this is the person with whom the inspection will be scheduled and with whom the inspector will meet).
5. Current rental license.

Housing Inspection Checklist

Properties should be in good condition and meet the following requirements to pass inspection (lists are not exhaustive):

Houses and Two Family Dwellings:

- One working smoke detector on each floor including the basement. One working carbon monoxide detector in the hallway.
- Walls, floors, and ceilings in good repair and clean.
- No leaks in drain pipes or water line.
- Windows that function properly with no broken glass.
- Handrails for staircases with three or more steps.
- Toilets, sinks, and tubs/showers that function properly.
- Electric outlets and switches that have cover plates and are in good condition.
- All utilities (water, gas, electric) turned on and operating properly.
- Hot water tank in good condition with appropriate overflow pipe/extension valve.
- Stove and refrigerator present in unit and functioning properly.
- Property is clean inside and out.

Additional Requirements for Buildings with Three or More Units:

- Automatic fire detection system in basement, hallways and common areas.
- Electric smoke detectors in units.
- Fire extinguisher (tagged) in hallways or in each unit.
- Lighted emergency exit signs and fire towers as required.
What is a Continuum of Care (CoC)?

A Continuum of Care is designed to address homelessness through a coordinated community-based process of identifying needs and building a system of housing and services to address those needs. At a minimum, the system includes:

- Outreach, engagement, and assessment;
- Shelter, housing, and supportive services;
- Homeless prevention strategies

The CoC Interim Rule establishes the CoC as the planning body responsible for meeting the goals of the CoC program. The purpose of the CoC program is to:

- Promote a community-wide commitment to the goal of ending homelessness;
- Provide funding for efforts to quickly re-house individuals (including unaccompanied youth) and families experiencing homelessness while minimizing trauma and dislocation to those persons;
- Promote access to and effective use of mainstream programs by individuals and families experiencing homelessness; and
- Optimize self-sufficiency among individuals and families experiencing homelessness.

What Are the Responsibilities of a CoC?

As established in the Interim Rule, the CoC* must:

1. Operate the Continuum of Care:
   a. Evaluate system-wide CoC performance in reducing homelessness in Philadelphia
   b. Establish and operate a Coordinated Entry System
   c. Establish and consistently follow written standards for administering homeless assistance
2. Designate a Homeless Management Information System (HMIS) for the CoC
3. Plan for the CoC
   a. Plan and conduct at least biennial Point-In-Time counts of persons experiencing homelessness within the geographic area
4. Prepare the application for CoC program funds

Who Are Members of the Philadelphia CoC?

All homeless assistance shelter and housing providers in Philadelphia and stakeholders serving on the CoC Board, Advisory Committee, and Standing Subcommittees are automatically members of the CoC. Voting members are limited to the members of the Philadelphia CoC Board. Membership in the CoC is open to all stakeholders interested in the purposes of the CoC, including nonprofit homeless assistance providers, victim service providers, faith-based organizations, governments, businesses, advocates, public housing agencies, school districts, social service providers, mental health agencies, hospitals, universities, affordable housing developers, law enforcement and individuals currently or formerly experiencing homelessness.
How is the Philadelphia CoC Governed and Staffed?

OSH is the entity responsible for ensuring the CoC fulfills all of the duties as defined in the CoC Program interim rule. Additionally, OSH is responsible for the following:

1. Staff the CoC and related board, committees, workgroups, and ad hoc committees, including but not limited to:
   a. Preparing agendas and minutes, meetings materials, and communications
   b. Maintaining records and distribution lists
2. Serve as the Collaborative Applicant for CoC program funds
3. Serve as the CoC HMIS Lead The CoC has a CoC Board, CoC Advisory Committee, standing Subcommittees, and ad hoc subcommittees and workgroups to accomplish the responsibilities of the CoC, as defined in the CoC Program interim rule.

CoC Board Responsibilities:

The Philadelphia Continuum of Care (CoC) Board is the primary decision making (governing) body of the CoC and is responsible for approval of all CoC policies, procedures, and funding decisions. Decisions are made with input from the CoC Advisory Committee, Standing Subcommittees, and the Office of Supportive Housing.

CoC Board Composition:

The CoC Board must represent the relevant organizations and projects serving homeless subpopulations. One board member may represent the interests of more than one homeless subpopulation, and the board must represent all subpopulations within the CoC to the extent that someone is available and willing to represent that subpopulation on the board. The CoC Board is composed of relevant government agencies, community stakeholders, nonprofit homeless service providers, and persons who are currently or formerly experiencing homelessness.

CoC Advisory Committee Responsibilities:

- Advise and provide input to OSH and the CoC Board on issues related to the planning and operation of the CoC
- Provide input on broader implementation and policy issues impacting homelessness (e.g., emerging trends, service gaps).

What Can Federal CoC Program Funds be Used For?

Eligible CoC Program components include:

1. Permanent Housing (PH) for persons with disabilities (PSH) and rapid re-housing (RRH);
2. Transitional Housing (TH);
3. Supportive Service Only (SSO); and
4. Homeless Management Information System (HMIS)
Philadelphia’s downtown is home to shoppers, commuters, skateboarders, dog-walkers, tourists, students and people without homes, people who panhandle for a living, people struggling with addiction and mental illness. We all co-exist and we are all looking for the same things: safety, security and opportunity.

Here are some tips for peaceful coexistence.

**HOMELESSNESS**

Philadelphia has a high rate of poverty and unemployment that has resulted in many people experiencing homelessness. You can do a few small things to help.

- **Call** Homeless Outreach: 215-232-1984
- **Offer** a meal or conversation. It can be a lifeline to hope.
- **Buy** *One Step Away*, the homeless newspaper.
- **Get** involved in local solutions.

**MENTAL ILLNESS & ADDICTION**

Sometimes you may see someone on the streets who is experiencing mental health and/or substance use problems. There are trained clinicians on call 24/7 who can triage the situation and send help.

- **If you see someone on the street needing help** for mental health and/or addiction related challenges, call the 24/7 Mental Health Crisis Line: 215-685-6440.
- **If the person is in immediate danger to self or others, call 9-1-1** and ask for a C.I.T. Officer.
- **Get trained** in Mental Health First Aid. Go to HealthyMindsPhilly.org or call for a C.I.T. (Crisis Intervention Team) trained police officer.

**PANHANDLING**

Panhandling is asking for or begging for money. Homeless and poverty advocates advise that you do not give panhandlers money because it doesn’t ultimately get them the help they need. Here are some things you can do instead.

- **Offer** to buy the person a meal rather than giving money.
- **If you feel threatened**, don’t argue. Move away quickly and **call 9-1-1**
El centro de Filadelfia está repleto de personas que van de compras, se desplazan para ir a sus lugares de trabajo o a sus casas, pasean a sus perros o patinan, así como de turistas y estudiantes, pero también de indigentes, mendigos y personas afectadas por adicciones y enfermedades mentales. Todos vivimos en la misma ciudad y buscamos las mismas cosas: seguridad, protección y oportunidades.

A continuación presentamos algunos consejos para la convivencia pacífica.

**INDIGENCIA**

Filadelfia tiene altos niveles de pobreza y desempleo que han llevado a muchas personas a vivir en la indigencia. Usted puede hacer algunas pequeñas cosas para ayudarlas.

- **Llamar** Homeless Outreach: 215-232-1984
- **Ofrecerles** comida o conversación. Esto puede alimentar su esperanza.
- **Comprar** One Step Away, el periódico de los indigentes.
- **Participar** en soluciones locales.

**ENFERMEDAD MENTAL Y ADICCIÓN**

En ocasiones, usted se encuentra en las calles con personas que padecen enfermedades mentales o problemas de consumo de sustancias. Disponemos de médicos capacitados, de guardia las 24 horas del día todos los días del año, que pueden evaluar cada situación y enviar ayuda.

- **Si usted ve en la calle a alguien que necesite ayuda** por problemas relacionados con enfermedades mentales y/o adicciones, llame a la línea telefónica directa para crisis de salud mental que funciona las 24 horas del día todos los días del año: 215-685-6440.
- **Si la persona representa un peligro inmediato para sí misma o para los demás, llame al 9-1-1** y pida hablar con un funcionario policial del C.I.T., el equipo de intervención en casos de crisis.
- **Capacítese** en primeros auxilios para enfermedades mentales. Visite la página web de HealthyMindsPhilly.org o llame al 215-790-4996.

**MENDICIDAD**

La mendicidad significa pedir dinero como limosna. Los defensores de las personas en situaciones de pobreza e indigencia recomiendan no dar dinero a los mendigos porque en definitiva eso impide que reciban la ayuda que necesitan. En lugar de dar dinero, le recomendamos hacer otras cosas.

- **Ofrecer** comida.
- **Si siente alguna amenaza para su seguridad**, no discuta. Aléjese rápidamente y **llame al 9-1-1**