

General Must-Haves:

Rules vs Expectations

Rules tend to have a negative connotation and can contribute to a punitive environment. Instead, shelters should create and utilize shelter expectations to communicate desired behaviors, which uses a more positive framework.

Keep it Short and User-Friendly

Expectations should apply to a diverse population of people. They should be clear, concise, and easy to read for most people.

Maintain Housing and Safety Focus

The ultimate goal of shelter is to assist people out of homelessness and into permanent housing. Therefore, shelter expectations should center on keeping guests, staff, and visitors safe; and around the work to support people in obtaining permanent housing. Housing First shelter expectations should contribute to a low barrier environment and should not impede guests' ability to access shelter and obtain permanent housing.

Fill your shelter with those that **need it the most**, not those that got there first or can "comply" with the rules.

Ten Steps to Evaluating Your Shelter Rules:

Follow these steps to evaluate and improve your shelter rules. Work collectively with shelter leadership, direct-service staff, former and current shelter guests, and other community members and stakeholders to transform shelter rules into shared shelter expectations.

Track Review the numbers. Are incidents that resulted fewer people being turned away? Are in clients being barred people moving and examine whether into permanent housing at a higher or faster rate? those rules are a necessity. Hold Recognize frequent meetings with staff and cilents similar issues and identify new ways to manage those to assess how the new rules are working and STEPS TO EVALUA revise as needed. Meet **Post** new rules and put clients to discuss changing the rules and gather input. them into effect within 30 days. SHELTER RULE Review Ensure each rule. Do they help people get out of shelter and into that remaining rules are directly related to safety. 6 housing quickly? Drop Eliminate rules that don't rules that make it make sense, especially those created in more difficult for people to get into permanent housing reaction to a one-time incident that is unlikely to happen again.