

Safe Harbor Inn Referral Process for Referring Agencies

Agencies cannot refer clients to Safe Harbor Inn unless they have already executed a Memorandum of Agreement (MOA) with Anchor Arms, Inc.

At the agency's office:

1. Make sure the client meets the criteria for referral:
 - Homeless and \leq 50% of median income as defined by HUD. HUD income data can be found on the AHFC website at www.ahfc.state.ak.us/Department_Files/Income_Limits/.
 - No history of arson or attempted arson
 - Not on Alaska Sex Offender Registry
 - Agency believes client will be a responsible guest
 - Source of payment for lodging has been determined (client, agency, other)
 - Client will be receiving agency services for the entire duration of the referral
2. Go over the House Rules (and Additional House Rules for Parents with Children, if applicable) with the client. Both you and the client(s) should sign and date the House Rules forms.
3. Fill out the Referral Form completely. **If the client has mental disabilities, check the happy face column. If the client has a history of alcohol or substance abuse, check the martini glass column.** The Contact People listed on the form should be representatives of your agency – not friends or relatives of the client.
4. Give the client copies of the Referral Form and the signed House Rules form. Keep copies for your records.
5. Fax the Referral Form, signed House Rules form (and Additional House Rules for Parents with Children, if applicable), and Housing Plan Form to the Safe Harbor Inn at 868-7757.
6. Please do not tell your clients who are waiting for a room at Safe Harbor to call us to check their placement on the waiting list. We will simply refer them back to their case managers.

At Safe Harbor Inn:

1. We will log in the Referral Form with the date and time received as soon as we get it.
2. Safe Harbor Inn staff will call your contact person as soon as we know when a unit will become available. If you have more than one family on the waiting list when we call you, you may choose to switch their placements on the list because one's situation is more urgent. Your contact person will then notify the client and arrange for a check-in time at Safe Harbor.
3. Check-in time is between 9:00 am and 5:00 pm unless we specifically make other arrangements with you. We strongly encourage case managers to accompany their clients to check-in and orientation.

4. If we do not hear back from your agency by the time specified, we will call the agency that has the next client on the waiting list. (First come first served, with an exception for the 40 rooms set aside for guests with mental disabilities.)

5. At Safe Harbor Inn at check-in, we do a complete orientation, covering house rules, security, use of hotel facilities, etc. We answer any questions guests may have. Staff also explain the procedures in the event of an emergency, fire, volcano, or earthquake.

6. If the client or a third party is paying for the room, the entire \$400 for the first 30 days is due up front at check-in. Money orders only — no personal checks, cash, or credit cards. If your agency is paying for the room, Safe Harbor Inn will invoice your agency directly.

During the client's stay at Safe Harbor Inn:

- ◆ If a client is having difficulties or presents a management problem, we will call the agency's contact person(s) immediately. *It is vital that the Referral Form include the phone numbers of contact persons who can be reached 24/7.*
- ◆ Minimum period for a referral is 30 days. A referral can be renewed for additional 30-day periods as often as the client continues to work diligently on the established case management plan, to abide by the Safe Harbor Inn House Rules, and to meet the criteria above. We want Safe Harbor Inn to serve as "traction" housing to help people get back on their feet—not as permanent housing.
- ◆ We encourage all guests to pursue permanent housing opportunities diligently and provide them with apartment and landlord listings and "landlord" references when appropriate. We also collect furnishings and supplies for them and move their things to their new apartments for free.
- ◆ If the guest will be referred for additional 30-day periods, you must fax us a new Referral Form at 868-7757 every 30 days, no later than 24 hours before the existing referral is due to expire.
- ◆ Because of insurance limitations, we cannot transport clients.
- ◆ With the exception of referring agency representatives, representatives of law enforcement, or essential medical personnel, visitors and other guests are not allowed in guests' rooms. Only those persons listed on the Referral Form are allowed in the guest rooms. All visitors must sign in at the office.

If you have any questions or concerns, please feel free to call us at 868-7373.

We look forward to serving your clients' needs for safe, affordable, comfortable transitional housing.