

# Appendix B: Glossary

## Definitions

### A

#### **Access/Accessibility:**

Ensuring that a person with a disability is afforded the opportunity to acquire the same information, engage in the same interactions, and enjoy the same services as a person without a disability in an equitable and equally effective manner.

**ADA:** Americans with Disabilities Act.

**ADL:** Activities of Daily Living.

**AI/AN:** American Indian / Alaska Native

#### **Anti-Racism:**

The work of actively opposing racism by advocating for changes in political, economic, and social life. Anti-racism tends to be an individualized approach, set up in opposition to individual racist behaviors and impacts. (Race Forward, "[Race Reporting Guide](#)" (2015).

### B

#### **Base:**

A large group of supporters with similar goals & values who can be called on to take action for a shared cause.

#### **Base Building:**

Base building comes from organizing spaces—a base consists of a large group of supporters/stakeholders with similar goals and values who can be called on to take action for a shared cause. We are looking to mobilize different stakeholders, such as service providers, people with lived and living experiences, and community members to build a base with shared goals and values to improve access to services. For this, we have dedicated spaces by resource type where we will be discussing what things are working and what needs improvement. As well as offering trainings, agency updates, case studies, among others.

#### **Behavioral Health:**

A term that covers the full range of mental and emotional well-being – from day-to-day challenges of life, to the treatment of mental illnesses, substance use disorders and other addictive behaviors.

#### **Bridge Housing:**

A model of temporary housing that includes service-enriched programs such as case management, mental health care, substance abuse treatment and housing placement.

**By-Name List:**

A By Name List (BNL) is a data set that ideally includes information on everyone experiencing homelessness from a particular group or community. In addition to their names, specific data points about the circumstances of their situation and their desired resolution can be customized to the community's needs. By building a BNL we are able to quantify the number of people experiencing homelessness in the community of focus, articulate the circumstances of their homelessness at an aggregate level, and identify what is needed to re-house all of them.

**C**

**Case Management:**

Housing-focused case management focuses on immediate efforts to attain housing, using the minimum assistance needed to address each household's immediate housing crisis. Staff works with each household to identify and refer households to other resources in the community (e.g., mainstream services, benefit services, food assistance programs, childcare resources, etc.) to support ongoing housing stability. Services are voluntary, housing-focused, person-centered and are provided at the level needed by each household. Services can be increased through progressive engagement if more services are necessary to help households stabilize in housing.

**Case Management-Housing Focused:**

Case management that focuses on immediate efforts to address housing attainment, utilizing the minimum assistance needed to address each household's immediate housing crisis. Staff works with each household to identify and refer households to other resources in the community (mainstream services, benefit services, food assistance programs, childcare resources, etc.) to support on-going housing stability. Services are generally light touch, housing –focused and person-centered; but can be increased through progressive engagement if more services are necessary to help households stabilize in housing.

**Caseload:**

The workload (in terms of number of cases or clients) a social worker or case manager is responsible for at one time.

**Chronically Homeless:**

1. A homeless individual with a disability who:
  1. Lives in a place not meant for human habitation or in an emergency shelter; and

2. Has been homeless (as described above) continuously for at least 12 months or on at least 4 separate occasions in the last 3 years where the combined occasions must total at least 12 months.
  3. Occasions separated by a break of at least seven nights.
  4. Stays in an institution of fewer than 90 days do not constitute a break.
2. An individual who has been residing in an institutional care facility for fewer than 90 days and met all of the criteria in paragraph (1) of this definition, before entering that facility; or
  3. A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in (1) or (2) of this definition, including a family whose composition has fluctuated while the head of household has been homeless.

**Client-Centered:**

An approach to providing services that is tailored to the needs of each person or household and focused on a positive experience for the person or household accessing a service or program.

**Commercial Sexual Exploitation of Children (CSEC):**

Refers to a range of crimes and activities involving the sexual abuse or exploitation of a child for the financial benefit of any person or in exchange for anything of value (including monetary and non-monetary benefits) given or received by any person.

Examples of crimes and acts that constitute CSEC:

- child sex trafficking/the prostitution of children;
- child sex tourism involving commercial sexual activity;
- commercial production of child pornography;
- online transmission of live video of a child engaged in sexual activity in exchange for anything of value. ([Office of Juvenile Justice and Delinquency Prevention](#))

**Commercial Sexual Exploitation (CSE):**

a phrase similar to sex trafficking, is a term used globally to describe trafficking crimes where the primary form of forced labor is in sexual services. CSE is not typically defined in law and can be viewed as slightly broader in definition to include some activities that may not be covered in sex trafficking legislation. Commercial Sexual Exploitation of Children (CSEC) specifically applies the conditions of CSE to people under the age of 18. ([Global Fund to End Modern Slavery](#))

**Community Outreach Team / Mobile Assessors:**

Mobile housing assessors who are based at Regional Access Points and can travel around their region to complete the Housing Triage Tool with households who are unable to visit a physical Regional Access Point location.

**Continuum of Care (CoC):**

A HUD designated geographic area designed to promote a coordinated community effort to end homelessness led by an organization that coordinates federal funding and ensures compliance with federal law. Our local CoC is WA-500.

The CoC lead entity and governing board was previously All Home, and is now the KCRHA. Our CoC is overseen by a CoC Board, the [Advisory Committee](#), and carries out the primary responsibilities of a CoC as identified by the U.S. Department of Housing and Urban Development (HUD):

1. Ensure collection of homeless system performance [data](#) (a “Homeless Management Information System” or HMIS)
2. Establish and operate a coordinated needs assessment and referral process (“[Coordinated Entry](#)”)
3. Perform analysis to identify gaps in regional homeless services needs.

**Continuum of Care (CoC) Board / Advisory Committee (“AC” or CoC Committee):**

The CoC Committee is the unincorporated entity responsible for developing a plan to address homelessness, designating a Homeless Management Information System (HMIS) lead, and designing a coordinated entry system as part of its Homeless Crisis Response System. It also is responsible for preparing and submitting the annual application to HUD for funding to support plan implementation.

**Coordinated Entry:**

The Coordinated Entry System (CES) is a facet of the homeless response system, encompassing Access, Assessment Prioritization, Referral, and Placement. HUD mandates that each CoC have a CES. Locally, the functions of this system are held by the KCRHA.

**Corporation for Supportive Housing (CSH):**

CSH is the national leader in supportive housing, focusing it on person-centered growth, recovery and success that contributes to the health and wellbeing of the entire community.

**Crisis Resolution:**

Assisting individuals and families without housing to have a place to live, while connecting them to systems that can help to address the issues that may have contributed to their housing crisis.

**Culturally Competent Services:**

Cultural competency within an organization and the services that it provides includes a defined set of values and principles, and demonstrated behaviors, attitudes, policies and structures that enable the organization to work effectively in cross-cultural situations. The three following components must exist:

- **Accessibility:** the agency evaluates and modifies the way in which its services are accessible (language, location, delivery style) to populations whose modes of engagement are different from the majority population.

- **Relevance:** the agency identifies specific culturally based needs of populations and modifies the services delivered to meet those needs, including acquiring and institutionalizing cultural knowledge.
- **Commitment:** the agency periodically conducts a self-assessment and reviews its cultural competency, including obtaining input from client and non-client culturally diverse populations and key stakeholders and uses this feedback in policy making, agency administration, and service delivery.

**Culturally Competent Services / Social and Economic Justice:**

In order to effectively operate and provide services with cultural competency, RAPs maintain a defined set of values and principles, and demonstrate behaviors, attitudes, policies, and structures that enable them to work in cross-cultural situations. As such, the three following components must exist:

- A. **Accessibility:** Each RAP evaluates and modifies the way in which its services are accessible (language, location, delivery style) to populations whose modes of engagement are different than the majority population.
- B. **Relevance:** Each RAP identifies specific culturally-based needs of populations and modifies the services delivered in order to meet those needs, including acquiring and institutionalizing cultural knowledge.
- C. **Commitment:** Each RAP periodically conducts a self-assessment and reviews its cultural competency, including obtaining input from client and non-client culturally diverse populations and key stakeholders and uses this feedback in policy making, contractor administration, and service delivery.

**D**

**De-Intensification:**

The process by which shelters and other congregate spaces increased social distancing and decreased the number of participants staying in one location. This process was prompted by the 2020 COVID-19 pandemic and continues as a model for ongoing crisis services.

**De-Escalation:**

Person-centered, trauma informed way to connect with a person experiencing crisis or in a heightened state of emotion. De-escalation is a practice to match your engagement response to the presented behavior to safely and calmly move through a crisis with someone. Techniques may vary; however, the underlying principles of safety, care, and humanity anchor this process.

**Displacement:**

Physical displacement is the forced movement of people, often as a result of eviction, acquisition, rehabilitation, or demolition of property, or the expiration of covenants on rent- or income-restricted housing. Physical displacement may also occur as a result of natural disasters, or refugee status. Economic displacement occurs when residents can no longer afford rising rents, mortgages or property taxes.

**Diversion:**

A housing first, person-centered, and strengths-based approach to help households identify the choices and solutions to end their homeless experience with limited interaction with the crisis response system. Uses a flexible, short-term intervention that assists homeless households with innovative solutions to overcome their housing crisis and avoid entering the shelter system whenever possible, moving families quickly from the streets to housing. For example, a service provider could use flexible financial resources for things like back rent, transportation, utilities, and deposits.



### **Emergency Shelter:**

Emergency Shelter: Emergency Shelter is defined as temporary shelter from the elements and unsafe streets for individuals and families experiencing homelessness. Shelter programs are either fixed capacity (facility-based) or flexible capacity (for example, hotel/motel vouchers). Emergency shelters typically address the basic health, food, clothing, and personal hygiene needs of the households that they serve and provide information and referrals about supportive services and housing. Emergency Shelters are indoors and range from mats on the floor in a common space to beds in individual units. Some shelters are overnight only, while others operate 24/7.

### **Emergency Housing Voucher Program:**

The Emergency Housing Voucher (EHV) program is available through the American Rescue Plan Act (ARPA). Through EHV, HUD is providing 70,000 housing choice vouchers to local Public Housing Authorities (PHAs) in order to assist individuals and families who are homeless, at-risk of homelessness, fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking, or human trafficking, or were recently homeless or have a high risk of housing instability. ([HUD](#))

### **Employment Navigator:**

Staff specialized in navigating various employment support services.

### **Enhanced Shelter:**

Enhanced Shelters have extended or 24/7 service and provide many services such as meals, hygiene services, storage, as well as housing navigation and/or case management services. These services emphasize housing attainment through housing-focused assessment and housing stability planning, which includes working with households to identify and refer to other resources in the community to support ongoing household and housing stability. Enhanced shelters are indoors and range from individual carrels to bunk beds in a common area.

### **Engagement:**

Connections made with households throughout their housing journey. This can be in person, over the phone, email, etc with the intended goal of navigating housing and staying informed on client needs.

### **Entries from Homelessness:**

Measures the degree to which programs are serving people who are literally homeless, including a place not meant for human habitation, or in an emergency shelter. The measure is calculated in HMIS based on responses to “immediate prior living situation.”

**Equity:**

Equity is the fair treatment, access, opportunity, and advancement for all people, while at the same time striving to identify and eliminate barriers that have prevented the full participation of some groups. Improving equity involves increasing justice and fairness within the procedures and processes of institutions or systems, as well as in their distribution of resources. Tackling equity issues requires an understanding of the root causes of outcome disparities within our society.

**Equity-Based Procurement:**

Equitable public spending that ensures the distribution of public resources aid in the development of more inclusive, thriving, prosperous communities is vital to the strength of cities and communities. Local governments often fail to provide fair contracting opportunities for smaller grassroots and Black, Indigenous, and people of color (BIPOC) led organizations who compete with larger organizations that are politically connected, have greater staff capacity and infrastructure to apply for funds, and are more familiar with navigating the bureaucratic governmental processes.

Procurement isn't just the sum of a city's expenditures. Procurement is also a tool for creating an intentionally diverse fabric of providers to address and solve issues in ways that meet the diverse needs of the people served. RHA's will ensure an equity-based procurement process by using the mechanisms outlined in the Equity-based Procurement manual. Additionally, where KCRHA chooses to invest through their procurement choices, is an indicator of their priorities. KCRHA is committed to “putting its money where its mouth is”.

**Exits to Permanent Housing:**

Measures the percentage of households who exit the program into a form of permanent housing (including supportive housing, stable/long term rental housing, subsidized housing, or market rate housing). The exit destination reflects whether a household is permanently housed after leaving the RRH program. Households that self-resolve their homelessness will have no Date of Move-In in HMIS, and will still be considered an exit to permanent housing by this measure.

F

**Family:**

A household with at least one minor and one adult 18 or over, or a pregnancy in the household.

**Fair and Just Practices:**

Agency policies, practices, attitudes, services, and systems that promote fairness and opportunity for all people, particularly marginalized communities, including people of color, low-income communities, people with limited English proficiency, immigrants and

refugees, individuals with disabilities and LGBTQ individuals. This includes programs that engage all communities in a manner that fosters trust among people and supports efforts to develop solutions on individual, organizational and community levels.

**Facility Cost:**

Facility costs include the cost of heat, electricity, water, sewer, garbage, repairs, maintenance, janitorial, off-site and residential facility management, insurance, accounting and marketing.

**Foundational Community Supports (FCS) Program:**

Foundational Community Supports (FCS) provides supportive housing and supported employment services to our most vulnerable Medicaid beneficiaries. These services are designed to promote self-sufficiency and recovery by helping participants find and maintain stable housing and employment. ([Washington Healthcare Authority](#))

**Front-Line Workforce:**

Homeless and housing staff working directly with participants including case managers, front desk staff, janitorial staff, and social workers.

**Functional Zero:**

Functional Zero is achieved when there are enough services, housing and shelter beds for everyone who needs it. Functional Zero means that our system has reached a point where it is able to adequately serve the people who we are attempting to reach, by appropriately providing interventions based on their needs. Functional Zero is *not* Absolute Zero, which would mean that there is no homelessness at all.

In addressing Veterans Homelessness, the U.S. Department of Housing and Urban Development says that functional zero is reached when the number of veterans experiencing homelessness within a community is less than the average number of veterans being connected with permanent housing each month.

**G**

**Gender-Based Violence:**

Refers to harmful acts directed at an individual based on their gender. It is rooted in gender inequality, the abuse of power and harmful norms. GBV can include sexual, physical, mental, and economic harm inflicted in public and private. It also includes threats of violence, coercion and manipulation.

**H**

**Harm Reduction:**

A set of strategies that reduce harm associated with substance use, etc. The strategies are not related to use reduction or abstinence, unless use reduction or abstinence is an explicit goal or motivation of the person themselves. Harm reduction is about reducing harm for the person and ensuring their goals and needs are respected. The strategies



are meant to ensure safer, less harmful use with fewer negative impacts on the person and the neighboring environment.

**Health care services:**

Medical and health related services that may include health screening, health education and illness prevention, testing, and treatment.

**Heteronormativity:**

The assumption that everyone is heterosexual, and that heterosexuality is superior to all other sexualities. This includes the often implicitly held idea that heterosexuality is the norm and that other sexualities are “different” or “abnormal.”

([PFLAG National Glossary of Terms](#), June 2022 (accessed July 2022)).

**High Acuity:**

A combination of two or more of the following:

- High behavioral health needs including psychotic spectrum disorders (schizophrenia, bipolar disorder, Dissociative Identity Disorder)
- Substance Use Disorder (Using opioids, methamphetamines)
- Physical Health challenges (chronic disease, disability)

**High Barrier:**

High Barrier is described as factors that can prevent or impede services to entry such as cost, paperwork, assessments and specific eligibility criteria.

**HMIS Lead:**

The organization designated by the CoC to administer the Homeless Management Information System (HMIS). King County Regional Homelessness Authority fills this role.

**Homeless Management Information System (HMIS):**

A web-based software application designed to record and store person-level information regarding the service needs and history of households experiencing homelessness throughout a Continuum of Care jurisdiction, as mandated by HUD.

**Homeless:**

A household who lacks a fixed, regular, and adequate nighttime residence, meaning:

- A household with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including; a car, a park, abandoned building, bus or train station, airport, or camping ground; or
- A household living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable

organizations or by federal, State, or local government programs for low-income individuals); or

- An individual who is exiting an institution where he or she resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution; or

Any household who:

- Is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member, including a child, that has either taken place within the individual's or family's primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence;
- Has no other residence; and
- Lacks the resources or support networks, e.g. family, friends, and faith-based or other social networks, to obtain other permanent housing.

### **Host Homes:**

#### **Traditional Host Home Model**

Participants enrolled in the traditional Host Home model will be matched with community members that have a spare bedroom. These are community members who are not previously connected to the youth or young adult participant. This model is exclusively for young adults 18-24 y/o. This process includes an in-person interview, thorough background check, online trainings, in-person training, match meeting(s), and overview of program expectations. For both traditional and kinship models, a home walk-through will be required to ensure that housing standards are met.

#### **Kinship Host Home Model**

Participants enrolled in the kinship Host Home model have identified a family member or supportive adult who has agreed to provide a spare room for up to six months. This model is for youth and young adults 12-24 y/o. Some examples of supportive adults could include a coach, teacher, mentor, family member, etc. Potential Host Families are vetted through an in-person interview, thorough criminal background check, online trainings, in person training and overview of program expectations.

For youth 12-17 y/o participating in the model, a notarized affidavit signed by their parent or legal guardian, allowing the youth to stay with the designated kinship Host, is mandatory. This affidavit, provided by the Host Homes program, does not relinquish the parents or guardian power of authority.

### **Household:**

An individual, couple, group or family seeking to be housed together.

### **Housing Assessor:**

Staff based at Regional Access Points and other identified individuals who administer the Housing Triage Tool with individuals and families who are eligible for Coordinated Entry.

**Housing First:**

Housing First is an evidence-based approach that aims to connect people to permanent housing quickly while reducing preconditions and barriers in the housing process. A Housing First approach prioritizes an individual's most impactful need first—the safety and stability of housing—and then connects people to voluntary supportive services to address medical, mental health, substance use, employment, and education needs in an effort towards individual self-sufficiency.

Programs in a housing first system seek to eliminate typical preconditions or barriers to housing like poor financial or rental history, criminal convictions, income requirements, sobriety, and mandatory participation in services.

**Housing Location:**

Activities related to engaging with and recruiting landlords, property management companies and housing developers to increase access to permanent housing for homeless and other vulnerable individuals and families. A variety of incentives and supports are available to participating landlords and property managers who agree to reduce screening criteria for households with barriers to permanent housing.

**Housing Navigation:**

Housing Navigation is assistance during the process of securing housing from housing referral to “lease up”. Activities include assisting in documentation gathering, meeting transportation needs and addressing any challenges that may arise in the housing process at the time of referral.

**Housing Navigator:**

The assistance during the process of securing housing from housing referral to “lease up”. Activities include assisting in documentation gathering, meeting transportation needs and addressing any challenges that may arise in the housing process at the time of referral.

**Housing Stability Plan – Housing Focused:**

An individualized housing and service plan that is housing-focused and client driven. Housing stability plans are individualized based on housing needs as identified by each household and are used to facilitate housing-focused case management with the goal of obtaining or maintaining housing stability. Services should be voluntary and build on the strengths and resources of each household, respecting their autonomy.

**Housing Triage Tool:**

The Coordinated Entry Assessment. It consists of two questions and is not scored. It is distinct from prioritization.

**Coordinated Entry Eligibility:**

Coordinated Entry serves all young adults, families, veterans, and single adults who are literally homeless according to the Category 1 HUD definition of homelessness, or fleeing/attempting to flee domestic violence according to the Category 4 HUD definition,

and young adults (ages 18-24) who are imminently at risk of homelessness within the next 14 days. See Homeless definition below.

**Household Type:**

Within Coordinated Entry there exists three distinct Household Types. Households fall within a certain Household Type based on the applicable housing program eligibility criteria needed to house them:

- Family: a household that contains a minor and/or a member who is currently pregnant
- Single Adult: individual adults over the age of 18
- Young Adult: individual adults between the ages of 18-24

Services can differ based on the unique needs of a Household Type leading to distinct expertise and programming. Local provider communities exist with alignment that is specific to a Household Type's body work.

**HUD:**

The U.S. Department of Housing and Urban Development.

I

**Imminent Risk of Homelessness:**

Households are at imminent risk of homelessness if they will lose their primary nighttime residence (including systems of care or institutions) within 14 days of the date of application for assistance, AND no subsequent residence has been identified, AND the household lacks the resources or support networks needed to obtain other permanent housing.

**Interlocal Agreement:**

A written contract between local government agencies such as a city, a county, a special jurisdiction like Sound Transit, or a school board. [Read the RHA's Interlocal Agreement](#) between the City of Seattle and King County.

**Internalized Racial Oppression:**

- **Internalized Racial Inferiority:** The acceptance of and acting out of an inferior definition of self given by the oppressor is rooted in the historical designation of one's race. Over many generations, this process of disempowerment and disenfranchisement expresses itself in self-defeating behavior.
- **Internalized Racial Superiority:** The acceptance of and acting out of a superior definition is rooted in the historical designation of one's race. Over many generations, this process of empowerment and access expresses itself as unearned privileges, access to institutional power, and invisible advantages based upon race. (People's Institute for Survival and Beyond, [Our Principles – PISAB](#))

**Internalized Racism:**

is the situation that occurs in a racist system when a racial group oppressed by racism supports the supremacy and dominance of the dominating group by maintaining or participating in the set of attitudes, behaviors, social structures, and ideologies that undergird the dominating group’s power. (Donna Bivens, [Internalized Racism: A Definition](#) (Women’s Theological Center, 1995).

**Intersectionality:**

The concept of intersectionality describes the ways in which systems of inequality based on gender, race, ethnicity, sexual orientation, gender identity, disability, class and other forms of discrimination “intersect” to create unique dynamics and effects. All forms of inequality are mutually reinforcing and must therefore be analyzed and addressed simultaneously to prevent one form of inequality from reinforcing another. Intersectionality brings our understanding of systemic injustice and social inequality to the next level by attempting to untangle the lines that create the complex web of inequalities. It is also a practical tool that can be used to tackle intersectional discrimination through policies and laws. ([Center for Intersectional Justice](#))

**Intimate Partner Violence:**

Intimate partner violence (IPV) is defined as any behavior within an intimate relationship (married, unmarried, and live-in) that causes physical, psychological, or sexual harm to those in that relationship. This definition encompasses physical, sexual, and psychological aggression/abuse or controlling behavior of any kind.

L

**Landlord Incentive:**

Strategy to fiscally compensate private market landlords to eliminate certain housing barriers and hold units vacant for a limited period of time to facilitate rapid housing placement for unhoused neighbors.

**Landscape Analysis:**

A detailed review of the homelessness service system in King County to develop a Regional Services Database. Informed by homelessness service providers, behavioral health providers, staff at local jurisdictions, system partners, faith-based communities, community-based organizations, and those with lived experience.

**Lengths of Stay:**

Measured as the number of days from program enrollment to program exit. For RRH programs, this is defined as the time from initial intake to the end of all RRH services (financial subsidy and case management).

**Levy:**

A means to tax constituents to help fund various public services such as housing, homelessness services, and education that are not otherwise funded by state or federal monies. Typically through an increase in property taxes.

**LGBTQIA2S+:**

An acronym for Lesbian, Gay, Bi-Sexual, Trans, Queer and/or Questioning, Intersex, Asexual, Two-Spirit.

**Lived Experience:**

An individual who has not only experienced some form of housing instability, but mainly someone who has experienced variations of additional barriers to obtaining housing and/or difficulty navigating systems due to their design.

**Lived Experience Coalition:**

A democratic group of people with lived experience of homelessness who organized into a coalition in 2018 to advocate for, inform, and drive system change.

**Low Acuity:**

Are functional individuals absent of severe mental or physical symptoms and do not require intense or immediate attention.

**Low Barrier:**

Low barrier is described as a service or provider that minimizes barriers such as paperwork, waiting lists, eligibility requirements and assessments that can stand in the way of clients getting their needs met.

**M**

**Master Service Agreement:**

A formal agreement between suppliers and buyers. It outlines essential terms of service like deliverables, warranties, indemnification, payment terms, termination clauses, intellectual property rights, confidential information, and even dispute resolutions.

**Mental Illness:**

Mental Illnesses are medical conditions that often result in a diminished capacity for coping with the ordinary demands of life. Serious mental illness include major depression, schizophrenia, bipolar disorder, obsessive compulsive disorder, post traumatic disorder, and borderline personality disorder.

**Medicaid:**

Public insurance program that provides healthcare coverage to low and mid-income individuals and families.

**Mobile assessment:**

Housing Triage Tool completed by a Housing Assessor with households who are unable to visit a physical Regional Access Point location.

**N**

**Notice Of Funding Opportunity (NOFO):**

The annual HUD competition for Continuum of Care funding that includes both a renewal process and bonus funding for all CoC funded programs in WA-500.

**Non-Congregate:**

A type of housing and/or shelter in which each individual or family has living space that offers a level of privacy such as a hotel or motel and residents do not have to share common space. Also called “Emergency Housing.”

O

**Ombuds Office:**

The Office of the Ombuds responds to questions about RHA services, individuals’ rights within the system, and connects people to resources to resolve their needs. The Ombuds Office also handles and investigates complaints, collects data, issues reports, and gathers feedback to improve the homeless system’s operations and outcomes. Community members, employees, services providers, and other agency contractors who use, interact with, or implement services and activities funded or overseen by the RHA may contact the Ombuds Office. Through working with the community to address concerns, the Ombuds Office’s aim is to promote accountability and public confidence in RHA’s ability to serve people experiencing homelessness effectively, efficiently, and equitably.

**Outreach:**

Outreach meets people experiencing homelessness where they are, in order to build trust and create a bridge to services. Outreach workers engage face-to-face with people living unsheltered in places like cars, RVs, parks, encampments, and abandoned buildings, making frequent attempts to establish a relationship in a flexible, empathetic, respectful, non-judgmental and trauma-informed way. Outreach workers often have lived expertise, and may also be specially trained in de-escalation techniques. Outreach workers help ensure that basic needs are met and connect people to shelters, housing, and supportive services. However, outreach workers are not case managers.

P

**Patriarchy (Institutional/Structural/Systemic Sexism):**

A historically based, institutionally perpetuated system of exploitation and oppression in which white cisgender men hold ultimate authority and privilege central to social organization, occupying roles of political leadership, moral authority, and control of property. It implies and entails subordination of all other gender identities. Can result in gendered outcomes even without specific gendered animus articulated between individuals. ([Glossary | Racial Equity Tools](#))

**Permanency:**

Permanency includes any safe and stable non-time limited housing whether individual unit, shared housing, reunification with family, or other successful housing placement.

**Permanent Supportive Housing (PSH):**

Permanent Supportive Housing combines low-barrier affordable permanent housing and supportive services for individuals and families who have experienced long-term homelessness and often have a disabling condition. Permanent housing usually includes long-term leases or rental assistance. Supportive services can include things like case management, food, child care, education services, employment assistance and job training, legal services, health services, behavioral health services, substance use disorder services, and transportation.

**Peer Navigation:**

A role model who provides reliable and relevant information to help clients overcome barriers that may prevent engagement, retention, or re-engagement in treatment

**Permanent Housing:**

A housing solution without a time limit.

**Positive Youth Development:**

PYD provides youth with networks of supportive adults and opportunities for connectedness. Aiming to develop and enhance positive characteristics of individuals and their surrounding context.

**Prevention:**

Interventions, policies, and practices such as emergency financial assistance that reduces the likelihood that a household will experience homelessness or to ensure it does not happen again.

**Procurement:**

Refers to the process of purchasing goods and services intended to support KCRHA's substantive work to dramatically reduce unsheltered homelessness, and the manner in which KCRHA's allocates pass-through funding (sub-awards) to sub-recipient agencies for the provision of homelessness services.

**Program Cost:**

Program costs are costs specifically attributed to case managers, outreach workers, and/or housing locators (and their supervisors); and other related personnel and costs specifically related to the Exhibit as described in the King County CHG Guidelines.

**Progressive Engagement:**

Progressive Engagement is a service delivery approach and homeless system orientation support households to resolve their housing crisis by tailoring services to their unique needs, and reserving more intensive services for those that need additional assistance that include the following::

- Initial assessment and services address the immediate housing crisis with the minimal services needed.



- Frequent re-assessment that determines the need for additional services.
- Supportive services are voluntary and build on the strengths and resources of each household, respecting their autonomy.
- The ability to access assistance if a household faces homelessness again.

**Public Housing Authority (PHA):**

A government agency that provides decent and safe rental housing for eligible low-income individuals and families, the elderly, and people with disabilities. In King County, there are three PHAs: the [Seattle Housing Authority](#), the [King County Housing Authority](#), and the [Renton Housing Authority](#).

Q

R

**Racial Equity:**

Racial equity is both an outcome and a process. As an outcome, we achieve racial equity when race no longer determines one's socioeconomic outcomes; when everyone has what they need to thrive, no matter where they live. As a process, we apply racial equity when those most impacted by structural racial inequity are meaningfully involved in the creation and implementation of the institutional policies and practices that impact their lives. (Race Forward, [What is Racial Equity? | Race Forward](#))

**Rapid Rehousing (RRH):**

A low-barrier, time-limited intervention connecting households experiencing homelessness to permanent housing through a tailored package of assistance including short-term rental assistance and supportive services, without any pre-conditions or requirements (such as employment, income, absence of criminal record, or sobriety). RRH includes three core components: 1) Housing Identification, 2) Move-in and Rental Assistance, and 3) Housing-Focused Case Management Services and Supports. Housing-focused case management is provided, with an emphasis on immediate efforts to obtain housing, utilizing the minimum assistance needed to resolve each household's immediate housing crisis.

**Regional Access Point (RAP):**

Regional Access Points administer Housing Triage Tools and provide certain referrals to community resources. They are located in five sites across King County. Housing assessors and navigators are based at these sites.

**Resources:**

Resources for the homeless crisis response system include the people, funding, logistics, and technology that support the administration and provision of services.

**Restorative Justice:**

An approach to justice that seeks to repair harm by providing an opportunity for those harmed and those who take responsibility for the harm to communicate about and address their needs in the aftermath of a crime

**Request for Proposals (RFP):**

An RFP is a funding process that is typically open to any organization that meets KCRHA's [Minimum Eligibility Requirements](#). An RFP is designed to assess an applicant's ability to achieve a particular outcome through a clearly defined program area(s), co-created by people with lived experience and other relevant stakeholders.

**Request for Statement of Qualification (RSFQ):**

An RFSQ is the process KCRHA uses to gather information about an organization's qualifications and expertise; assess an organization's capacity building needs and pre-certifies an organization to contract with RHA through initiation of a Master Services Agreement where the organization meets [Minimum Eligibility Requirements](#). If through the RFSQ process it is determined that an organization is not eligible for pre-certification, the organization will be connected to RHA's Capacity Building Team for technical assistance and training to increase the organization's capacity to meet minimum eligibility requirements.

**Request for Information (RFI):**

An RFI is a process like an RFSQ, that generally precedes an RFP for the purposes of collecting information about organizations to help RHA get a better understanding of services offered. This process may help RHA get an idea of the possibilities offered by each organization, compare different organizations doing similar things (i.e., shelter or hygiene programs, etc.), and gather more information about the landscape of providers in a structured, data-driven way.

**Request for Quotation (RFQ):**

The objective of an RFQ is to ask different organizations or vendors about their prices or quotes for providing a specific product or service. This type of process will likely be used when RHA is interested in procuring something primarily on the price. RFQ guidelines and applications are typically concise, with an emphasis on being able to easily compare applicant's budgets.

**Return to Homelessness:**

Measures the percentage of households who have exited the program to a permanent housing situation but and become homeless again, and are subsequently served by another homeless intervention (i.e., emergency shelter, transitional housing, or rapid re-housing) in HMIS within six months.

**Risk Mitigation Funds:**

Reimbursement funds designed to incentivize and protect landlords who are willing to reduce screening criteria to rent to someone with limited income, poor rental history, or criminal history.

S

**Safe Parking:**

Safe Parking is a program for individuals and families that provides a safe place to park for the night with some security, sanitation and garbage service.

**Service Match:**

Service matching is loosely defined as the process to match a housing intervention to an unhoused neighbor's particular circumstances so that person's he unhoused neighbor's needs are met with judicious use of public resources.

**Shelter:**

Homeless shelters are a type of homeless service agency which provide temporary residence for homeless individuals and families. Shelters can be congregate or non-congregate. Shelters exist to provide residents with safety and protection from exposure to the weather while simultaneously reducing the environmental impact on the community.

**Shelter - Low Barrier:**

A low barrier shelter is an emergency shelter that does not require any of the following for a client to stay at the shelter: criminal background checks; credit checks; income verification; program participation; sobriety or identification.

**SOAR (SSI/SSDI Outreach, Access, and Recovery):**

A program designed to increase access to Supplemental Security Income (SSI)/Social Security Disability Insurance (SSDI) for eligible adults who are experiencing or at risk of homelessness and have a serious mental illness, medical impairment, and/or co-occurring substance use disorder.

**Social Safety Net:**

Public policies and publicly-funded assistance to help improve the lives of families and individuals who are struggling to make ends meet.

**Structural Racism:**

The normalization and legitimization of an array of dynamics – historical, cultural, institutional, and interpersonal – that routinely advantage Whites while producing cumulative and chronic adverse outcomes for Black, Indigenous, and people of color. Structural racism encompasses the entire system of White domination, diffused and infused in all aspects of society including its history, culture, politics, economics, and entire social fabric. ([Glossary | Racial Equity Tools](#))

**Support Services:**

Support services is a broad category that can include things like case management, food, child care, mental health services, behavioral health services, substance use

disorder services, education services, employment assistance and job training, legal services, and transportation.

**Systems Advocates:**

KCRHA Systems Advocates use a peer navigation model do outreach to our unhoused neighbors and add-on a long-term commitment to stay with a particular person experiencing homelessness, offering support and advice as a coach, ally, and advocate through multiple organizations across the health care system, criminal justice system, and social services system, as a person moves from homeless to housed, and to help them stay housed. Learn more about [RHA's Systems Advocates Team](#).

**System:**

A system is a collection of components (for example, cells, people, organizations, etc.) organized to achieve a particular purpose.

T

**Technical Assistance:**

Also known as TA is the process of providing targeted support to an organization with development needs or problems. It is an effective method for building the capacity of an organization.

**Transgender:**

Term describing a person's gender identity that does not necessarily match their assigned sex at birth. Transgender people may or may not decide to alter their bodies hormonally and/or surgically to match their gender identity. This word is also used as an umbrella term to describe groups of people who transcend conventional expectations of gender identity or expression—such groups include, but are not limited to, people who identify as transsexual, genderqueer, gender variant, gender diverse, and androgynous. ([PFLAG National Glossary of Terms | PFLAG](#))

**Transition Age Youth:**

Youth aged 16-24 who may be transitioning out of systems of care such as foster care and transitional housing.

**Transitional Housing (TH):**

Transitional Housing (TH) provides temporary housing with supportive services to individuals and families experiencing homelessness with the goal of interim stability and support to successfully move to and maintain permanent housing. TH projects can cover housing costs and accompanying supportive services for program participants for up to 24 months.

**Transphobia:**

Animosity, hatred, or dislike of trans and gender-expansive people that often manifests itself in the form of prejudice and bias. Transphobia often stems from lack of knowledge about transgender people and the issues they face and can be alleviated with education and support. ([PFLAG National Glossary of Terms | PFLAG](#))

**Trauma Informed:**

An approach to working with people that understands, recognizes and responds to the impacts of trauma. By orienting our organizations, environments, services, and day-to-day interactions around the impacts of trauma, a safe and healing space for everyone is created.

**Trauma Informed Care:**

A framework that involves:

- Understanding the prevalence of trauma and adversity and their impacts on health and behavior;
- Recognizing the effects of trauma and adversity on health and behavior;
- Training leadership, providers, and staff on responding to patients with best practices in trauma-informed care;
- Integrating knowledge about trauma and adversity into policies, procedures, practices and treatment planning; and
- Avoiding re-traumatization by approaching patients who have experienced ACEs and/or other adversities with non-judgmental support. ([SAMHSA's Concept of Trauma and Guidance for a Trauma-Informed Approach, 2014](#))

**Treatment Services:**

Therapeutic health, mental health, or substance abuse services that are provided by a licensed person/agency to a client. Services are geared towards the individual needs of the client and may be provided in housing, a treatment facility, or in a community health/mental health care setting.

**U**

**Unaccompanied Youth:**

A youth (under 18) not in the physical custody of a parent or guardian

**Underserved and Disproportionately Impacted Communities:**

Populations that face health, financial, educational, and/or housing disparities. These disproportionate outcomes have largely been attributed to the past and current history of institutionalized racism, ableism, homophobia and other historical traumas experienced by multiple marginalized communities (Department of Health and Human Services)

**Unit Night:**

Unit night is defined as the provision of temporary housing for an eligible household for a period of up to 24 hours, including one night.

**Unhoused:**

Having no permanent housing, accommodation, or shelter.

**Unsheltered:**

People who aren't consistently sleeping in indoor places such as city-run homeless shelters.

V

W

**Wrap-Around Services:**

An individually designed set of services and supports provided to a child and his family that includes treatment services, personal support services or any other supports necessary to achieve the desired outcome. Wrap around services are developed through a team approach.

X

Y

**Youth:**

An individual who is under 18

**Young Adult:**

An individual who is 18-24 years old.

Z