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*Executive Office of Health and Human Services*  
**Department of Transitional Assistance**  
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**Field Operations Memo 2007-54**  
**November 1, 2007**

**To:** Transitional Assistance Office Staff

**From:**  John Augeri, Assistant Commissioner for Field Operations

**Re:** EA Alternative Placements - Hotels/Motels

**Overview**

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At this time, the Department is experiencing an increase in requests for EA shelter placements that exceeds the Department's approved temporary emergency shelter availability. Therefore, alternative placement in hotels/motels must be used to ensure that all EA-eligible homeless families are provided with shelter.

The decision to place a family in a hotel/motel or to transfer a family from a hotel/motel is dependent upon information from all of the shelters regarding the shelter vacancies. Therefore, placement in a hotel/motel or transfer from the hotel/motel generally can not begin until late morning on any given day.

**Purpose**

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The purpose of this memo is to advise TAO staff of Department procedures when a family is placed in a hotel/motel.

**AU Managers' and Homeless Coordinators' Responsibilities**

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When determining EA eligibility for a family requesting emergency shelter placement, the AU Manager or Homeless Coordinator must follow current procedures found in Chapter IV of the *EA User's Guide* by:

- completing the EA application in BEACON; and
  - faxing the *Emergency Placement Request* form (TES-EPR-1 (Rev. 8/2006)) to the Housing and Homeless Services Centralized Placement Unit (CPU) at 617-348-5355.
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**AU Managers'  
and Homeless  
Coordinators'  
Responsibilities  
(continued)**

Instructions for  
Hotel/Motel  
Placements

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If CPU determines that an appropriate Department-approved temporary emergency shelter is unavailable for the family, CPU will email the TAO that the family is being temporarily placed in a hotel/motel. The email will advise the TAO of the name and address of the hotel/motel and the unit rate. The placement notice for the family with the name and address of the hotel/motel and the expected day and time of arrival will be attached to the email.

If there are any changes to the shelter placement after the family is placed in the hotel/motel, CPU will email the AU Manager or Homeless Coordinator, and fax the placement notice to the family at the hotel/motel.

The AU Manager or Homeless Coordinator must:

- ensure the family has read and understands the *Recipient Responsibilities While in a Temporary Emergency Shelter* (TESR-1) and the *Notice to Recipients of EA Staying in Hotels/Motels* (HM-NT);
- complete the HM-NT and the *Acknowledgement of Recipient Responsibilities While in a Temporary Emergency Shelter* (TESR-3) form, with the family. The HM-NT outlines the rules and responsibilities the family must follow while in the hotel/motel and **must** be signed by each adult family member. Failure to sign the HM-NT will be treated as a rejection of a shelter placement, resulting in termination of EA benefits (106 CMR 309.040(D)). By signing the TESR-3 now, the family does not have to return to the TAO when the shelter placement occurs. The TESR-3, which **must** also be signed by each adult family member, outlines the rules and responsibilities the family will be required to follow once placed in a shelter;
- file a copy of the HM-NT, TESR-1, TESR-3 and the TES-EPR-1 in the case record;
- give the family:
  - the placement notice with directions to the hotel/motel;
  - a copy of the TESR-1, the TESR-3 and the signed HM-NT form, reminding the family that a hotel/motel rule violation may result in noncompliance; and
  - the TES-IC (*Information Contacts*) form with the name and telephone number of the AU Manager or Homeless Coordinator.

**Note:** If the TAO has a previous version of the *Motel Data Sheet* that contains relevant geographic information on specific service agencies, as well as practical information such as locations of supermarkets, laundromats, ATMs and banks, and/or medical facilities, the *Motel Data Sheet* should also be given to the family;

- advise the family they must be available around noon on each day for information relative to whether the family will be transferred to a shelter;
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**AU Managers’  
and Homeless  
Coordinators’  
Responsibilities  
(continued)**

Instructions for  
Hotel/Motel  
Placements  
(continued)

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- if the location of the hotel/motel is beyond 20 miles from the family’s home community, **do not add** the family’s name to the TAO’s 20-mile list; and
  - enter the hotel/motel information on the Residential Facility window:
    - select “Yes” to the “in residential facility” question;
    - enter the start date of the placement at the hotel/motel;
    - use the dropdown box to select the reason for the placement;
    - click on the pop-up box next to Facility Name and the Resource Search window will appear;
    - on the Resource Search window, use the General Services dropdown box to select Hotel/Motel;
    - click Find; and
    - find the name of the hotel/motel where the family was placed and click Select. The hotel/motel’s name will prepopulate as the Facility Name and the hotel/motel’s address will prepopulate the Address window as the Current Address;
  - go to the Address window. Although the address of the hotel/motel automatically appears as the Current Address, a prior Current Address will appear as the Mailing Address. Since the placement in the hotel/motel is temporary, change the Mailing Address to the TAO address.

**Note:** Whenever a family moves the Address window **must** be reviewed for accuracy;

- advise the family that the EA temporary emergency shelter benefits will be terminated if:
  - the family refuses to accept the hotel/motel placement; or
  - an adult member of the family refuses to agree to follow the rules of the hotel/motel; or
  - the family fails to arrive at the hotel/motel without good cause (see good cause reasons in 701.380 or transportation issues in 309.021(D)); and
- immediately contact the family at the hotel/motel to prepare to move when notified by CPU that the family will be transferred.

**Note:** Once the family is moved from the hotel/motel to a shelter the TESR-1 and TESR-3 must be faxed or given to the Housing Search Worker.

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## SSPS Invoice

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An SSPS invoice completed for the hotel/motel covers only one calendar month. Therefore, if the placement extends beyond the calendar month, another SSPS invoice must be completed. Each month of placement in a hotel/motel requires a new SSPS invoice. **The SSPS invoice should not be given to the family.**

### Completing the SSPS Invoice

- Block 19, the “first date of service” should be completed as follows:
  - the date the family is initially placed in the hotel/motel, e.g., the family is initially placed in the hotel/motel on 10/23/2007, enter 10/23/2007 in block 19; or
  - if the family has been in a hotel/motel on the last day of the previous month and continues their stay, enter the first calendar day of the new month in block 19, e.g., one invoice has an end date of 10/31/2007, the next invoice would have a start date of 11/01/2007; or
  - if the family was scheduled to enter the hotel/motel but never arrived and the room was held, the room must be paid for, e.g., the family was placed on 10/29/2007 but did not arrive, enter 10/29/2007 in block 19.
- Block 20, the “last date of service” on the SSPS invoice, is the date the placement ends. It is the date the family leaves the hotel/motel during the month, e.g., the family leaves the hotel/motel on 10/25/2007 enter 10/24/2007 (the last night’s stay) in block 20; or if the family remains in the hotel/motel through to the last calendar day of the month, then enter the last calendar day of the month, e.g., 10/31/2007 in block 20.

To complete the SSPS invoice, the AU Manager or Homeless Coordinator must:

- enter the name of the hotel/motel and address in block 2. This information is provided by CPU on the family’s placement notice;
- enter 763 in block 15 (Procedure Code);
- enter the appropriate number of units occupied in block 21 (Units); and
- enter the unit rate in block 22 (Unit Cost);
- access the *SSPS Inquiry Menu*, select “Vend Browsers,”
- select “List Alternative Housing H/Motels” by entering an “x” to see the listing of the approved hotels and motels and the vendor numbers, and enter the appropriate vendor line number on the screen;

**SSPS Invoice  
(continued)**

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- enter the “first date of service” for the current month in block 19;
  - submit the invoice for data entry onto SSPS. For data-entry, select Option 1, *Invoice Authorization* (not *Shelter Authorization*), for hotels/motels and enter the hotel/motel vendor number in block 47. By entering 763 procedure code, the PF4-Browse Vendors select will display only hotel/motel providers;
  - retain the SSPS invoice for the hotel/motel placement in a secure tickler file or in the case record;
  - enter the last date of service on the SSPS invoice to correspond with the date the family ends its stay at the hotel/motel or the last day of the month, whichever comes first, in block 20 on the SSPS invoice;
  - mail the white and pink copies of the SSPS invoice to Community Service Network (CSN), 52 Broadway, Stoneham, MA 02180-1003 once last date of service has been entered;
  - file the yellow copy of the invoice in the case record.

**Note:** An SSPS invoice for a hotel/motel may be voided or adjusted only if the void or adjustment occurs within the same calendar month that the SSPS invoice was issued. This allows the AU Manager or Homeless Coordinator to adjust the invoice when the family’s placement at the hotel/motel was cancelled for a particular day. **Do not adjust the SSPS invoice if the hotel/motel is owed for that night’s stay.**

The SSPS Shelter Summary screens will provide data on the EA family and the particular shelter program. A history of the family’s shelter placements can be viewed by accessing the *Recipient Shelter Summary* screen from the *SSPS Recipient Inquiry* window.

**Change to  
Hotel/Motel  
Placement or  
No Shows**

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- If CPU moves the family from the hotel/motel to a Department-approved temporary emergency shelter, CPU notifies the family and the TAO. The AU Manager or Homeless Coordinator must:
    - put the actual end date (the last night's stay) in the hotel/motel on the SSPS invoice;
    - complete another SSPS invoice with the name of the shelter;
    - submit both SSPS invoices for data entry; and
    - mail the white and pink copies of the invoice for the hotel/motel placement to CSN.
  
  - If the hotel/motel placement is changed to another hotel/motel during the month, at least two SSPS invoices will be needed:
    - put the actual end date (the last night's stay) on the SSPS invoice;
    - complete another SSPS invoice with the name of the new hotel/motel to cover the remainder of that calendar month;
    - submit both SSPS invoices for data entry onto SSPS and for the control number; and
    - file both SSPS invoices in the case record. On the last day of the month, the AU Manager or Homeless Coordinator responsible for the case record will mail the white and pink copies of both invoices to CSN. The yellow copies of the invoices are filed in the case record;
  
  - If the family does not arrive at the hotel/motel, CPU will notify the AU Manager or Homeless Coordinator. The AU Manager or Homeless Coordinator must:
    - enter the start and end dates on the SSPS invoice, if the hotel/motel held the room(s) vacant for the family for the night. The start date is the date the family was placed in the hotel/motel and the end date is the last date of service, which would be the same date to reflect that one night;
    - follow current procedures for terminating the case;
    - submit the invoice for data entry onto SSPS; and
    - mail the white and pink copies to CSN.

If the termination is appealed within the 10-day period, the family will be placed in an available Department-approved shelter pending the appeal decision. The available temporary emergency shelter may be the same hotel/motel the family originally refused.

**Questions**

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If you have any questions, please have your Hotline designee call the Policy Hotline at 617-348-8478.

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