The Salvation Army’s Residential Services for people experiencing homelessness

# Types

‘Residential Service’ refers to any program or building where The Salvation Army provides overnight accommodation along with specific supports to clients. Examples of residential services include emergency shelters, transitional housing, addiction treatment programs, halfway houses, long-term care facilities, etc. For the purposes of this typology however, the focus is on The Salvation Army’s residential servicesfor people experiencing homelessness. Together, The Salvation Army’s residential services for the homeless provide a range of client choices and solid links to stable housing.

### Extreme Weather Response Services

Extreme Weather Response Services provide short-term accommodation for people experiencing homelessness during inclement weather (often only overnight). EWR services meet basic, essential human needs (e.g. food, bed, hygiene, safety), at minimum or no cost to the client. They have low barriers to admission and behavior-based criteria for restriction. EWR services exist as part of a crisis response system that seeks to reduce the harms associated with homelessness.

### Emergency Shelter Program

Emergency Shelter Programs provide temporary accommodation and specific supports to people experiencing homelessness and housing exclusion. Emergency Shelter Programs serve basic, essential human needs (e.g. food, bed, hygiene, safety) but also assist clients to find housing, connect to external agencies, and to access community-based resources for ongoing support. Length of stay in an Emergency Shelter is short-term but relative to individual needs, contract obligations, and/or the availability of stable housing options. Emergency Shelters are part of a crisis response system that aims to rapidly (re)connect people to stable housing.

### Interim Housing Program

Interim Housing refers to housing that is not permanent, nor strictly time-limited. Since the success of rapid (re)connection to stable housing depends on the availability of that housing, interim housing offers necessary, second-stage accommodation for those waiting to access the specific housing options they have chosen (including programs with supports). Interim Housing is part of a crisis-response system that offers stability and continuity of service in between emergency shelter and stable housing.

### Transitional Housing Program

Transitional Housing Programs help clients move toward housing stability and community engagement. Transitional Housing offers more privacy, structure, and support than do emergency or interim shelters (e.g. individual units). There is often a program fee associated with Transitional Housing (e.g. 30% of participant’s income). Length of stay is pre-determined (it usually lasts more than 30 days but less than 2 or 3 years, with stay not exceeding local residential tenancy legislation). Length of stay also depends on progress made relative to client-identified goals. Admission to Transitional Housing is not first come/first served but considers specific admission criteria relative to expected program outcomes. In The Salvation Army, Transitional Housing is often a sober living, recovery-based environment. Transitional Housing is part of a crisis-response system that aims to (re)connect people to stable housing after a period of stabilization. Transitional Housing is an important option in the range of client choices.

### Supportive Housing Program

Supportive Housing refers to residential programs which support people living with specific challenges which may impede their ability to live stably and/or independently (e.g. substance use disorder, mental health challenge, developmental disability, acquired brain injury, lengthy experience of homelessness, etc.). Supportive Housing is a form of stable housing (see below) and ensures that evictions are used only as a last resort. While specific supports are available in these housing facilities, acceptance of support is neither required nor conditional. Supportive Housing is client-focused and multifaceted, focused on problem-solving, engagement in the community, independence and stability.

### Stable Housing

Stable Housing is affordable, well-maintained, and has enough bedrooms to accommodate the number of people in the household; the person had choice in location and roommates, and they have **security of tenure** (e.g. occupancy agreement or lease). Stable housing provides a living space where the person feels safe, secure, and comfortable, and may or may not include supports. Stable housing is the main objective of all crisis response interventions for people experiencing homelessness.

