



## **RRH Navigation Guide & Checklist**

### **Coordinated Entry System (CES)**

#### **Navigation Assignment**

CES uses the registry to prioritize persons with the longest history of homelessness and the most severe service needs for Navigation into a supportive housing program.

- CES assigns a participant to a Navigator
  - CES updates Navigation Tracking in HMSI to reflect the name of the Navigator assigned to follow up with the participant
  - CES sends an email with HMIS ID and Navigator name

#### **Initial Assessment**

- Navigator reviews HMIS profile to get familiarized with case, needs, history, etc.
  - a. Review enrollments and data
  - b. Review VI-SPDAT results
  - c. Review Case notes
- Navigator makes contact with participant
- Navigator assesses interest and eligibility for supportive housing
  - a. Are they currently homeless: \_\_\_\_\_
    - i. If no, end Navigation due to not being eligible. Update Navigation tracking in HMIS.
      - Under “Other Assessments” > Navigation Tracking > Update all applicable fields
    - ii. If yes, how many months of homelessness in the past 3 years: \_\_\_\_\_
      - any time on streets
      - any time in shelters, or
      - time spent in jail, hospital or treatment if they entered from the streets/shelter and stayed less than 90 days
    - iii. How many episodes in the past 3 years: \_\_\_\_\_
      - An episode of homelessness is broken up by staying in a housed setting, transitional housing, or self-pay hotel for over 7 nights or staying in jail/hospital over 90 days.
  - b. Does the head of household have a disability: \_\_\_\_\_
  - c. *Chronic Status*: If Head of household has been homeless 12 or more months in the past 3 years either consecutively or with at least 4 episodes *and* has a disability, they are Chronically homeless\*.
  - d. Is the household income at or under 50% AMI?
    - i. If over income, end Navigation due to not being eligible. Update Navigation Tracking in HMIS.
      - Under “Other Assessments” > Navigation Tracking > Update all applicable fields
  - e. Are they eligible for the supportive housing program available? Considerations:
    - i. Do they have at least 50% custody of children, if minors are required?
    - ii. What county did they become homeless in, if specific county is required?
  - f. Do they want to participate in a Rapid Rehousing Program?
    - i. Accept Case Management while they are in the program,
    - ii. Accept Home visits,

- iii. Work on goals to improve their housing stability, and
- iv. Contribute to rent once income is sufficient.
  - If they are not interested in participating with the program, end Navigation and update Navigation Tracking in HMIS.
- g. Navigator provides any additional information about the program, such as
  - i. Length of assistance available
  - ii. Location of property, if ROPAL
  - iii. Program Pamphlet

**\*If Chronically Homeless:** *If head of household or individual reports being homeless 12 or more months in past 3 years and has a disability, they are Chronically Homeless and may be eligible for Permanent Supportive Housing (PSH). Navigators are asked to obtain proof of Chronic homelessness so that we may assist with PSH if resources are available.*

### **Ongoing Documentation in HMIS**

The Navigator should update casenotes in HMIS throughout their time working with the participant, as well as enter service transactions as services are provided.

### **Documentation Needed**

Navigator obtains all required documentation and uploads in HMIS profile under Head of Household

- **Valid ID for 18+:** Any government issued ID that's not expired (Driver's License, ID, Passport, Military ID)
- **Social Security for 18+:** Social security card or receipt of social security application.
- **HMIS ROI 18+:** This document gives permission for information to be entered into HMIS and shared with partner agencies.
- **Proof of Income 18+:** obtain any applicable forms of income for anyone 18+ with income\*
  - Most recent paystubs,
  - Cash benefits
  - Current year SSI/SSDI letters
  - Zero Income Affidavit
  - Child Support
  - Self-Declaration (last resort).
  - \*Income for 18-24 year olds who are Full Time students are not counted. Proof of full time student status is needed.
- **Proof of Homelessness for Head of Household** - Proof of Homelessness can be in the form of either:
  - Shelter enrollment in HMIS showing household is currently staying in shelter;
  - Category 1 Homeless Verification form completed by navigator; or
  - Letter from agency or social worker verifying participant is in a place not meant for human habitation, emergency shelter; fleeing DV; or in a hotel paid by an agency
  - *If head of household was deemed to be Chronically Homeless, obtain proof of 12 months of homelessness. One "touch" per month is sufficient to count the entire month as homeless:*
    - Using any of the above methods
    - Service transactions from homeless service providers in HMIS (ex: laundry, showers, etc.)
    - Service Provider Homeless Certification Form
    - Institutional Care Facilities (for overnight stays)
    - Community Member Homeless Certification Form
    - Self-Certification form (may be used for up to 3 months of homelessness)
- **Proof of Disability (If Head of Household is Chronically homeless)**

- o Current SSI/SSDI award letter reflecting income is for disability; or
  - o Disability Verification form signed by practitioner
- **Proof of Guardianship (for Family RRH only)** - *For all forms of documentation listed below, both the adult's and the child's name must be listed on the document. The adult's name must match a valid form of ID. If the adult's name on a document does not match their current name, proof of name change is required:*
  - o Birth Certificate (preferred if available)
  - o SNAP Letter (Food Stamps or TANF) reflecting all eligible household members
  - o Shot Record
  - o Proof of health insurance
  - o SSI/SSDI Award Letter
  - o School Record
  - o Subsidized childcare, Headstart, VPK documentation
  - o Medical or hospital records dated within 1 year of referral
  - o DCF or Court Documents demonstrating current custodial or guardian relationship
- **Proof of Pregnancy (Family RRH only):** Required if there are no other children in the home. This can be:
  - o Signed letter from doctor on letter head with due date
  - o Medicaid/WIC Acceptance Letter for unborn
- **Proof of Dependency:** If a family has an active dependency case where children are in the custody of DCF, one of the following is needed:
  - o A letter from the DCF case manager on letterhead stating the family is adequately working their case plan and reunification will occur within 90 days.
  - o Court Case Plan outlining all tasks completed except housing.
- **Guardianship Acknowledgement Form (for Family RRH only):** This form is required if the family has one or more children currently not in their custody. It explains that they must have at least 50% custody in order to be served by the program.
- **Marriage Certification (Orange County RRH only)** - Required if one of the adults in the household has no blood relationship or legal guardianship of any of the children.
- **Proof of Name Change:** In the event a name change has occurred proof of name change is required. This can be any of the following
  - o Marriage Certificate
  - o Divorce Decree
  - o Court Order Approving Name Change
  - o Adult Birth Certificate and ID to compare first, middle name and date of birth
- **Proof of Orange County Residency (Orange County RRH only):** Proof participant resided in Orange County for 12 months prior to referral to CES. ***It can be one of the following and must have participant name, date and address:***
  - o Valid ID
  - o Old Utility Bill
  - o Pay Stub
  - o W2 Tax Form
  - o Previous Lease Agreement
  - o Eviction Notice
  - o Bank Statement
  - o Mail
  - o School Record

- **Navigation Case Summary:** This form is completed and uploaded in HMIS. It allows the Navigator to gather helpful information that can be relayed to the Housing Case Managers during the Warm handoff Conversation. It also serves as an acknowledgment that a participant understands information shared about the program.

### **Refer to CES Match team for review**

Once the participant is document ready, Navigator submits a referral in HMIS to CES.

- Navigator sends referral in HMIS to CES for Rapid Rehousing
- CES Match Specialist reviews HMIS profile ensuring all required information is documented and meets program requirements.
- If denied, CES Match will email Navigator explaining reason for declined
- If Approved, participant will be referred to available program.

### **Referral to Program**

- CES makes referral in HMIS to program, and sends a referral email with contact information for the new program.
- Navigator contacts participant to inform them:
  - that they have been referred to a program,
  - the name of the Case Manager and program who will be contacting them
  - what to expect in the next stage of the process (meet with new CM to enroll into RRH program, and new CM will become their main point of contact)
- Navigator contacts the new Case Manager to discuss the case, providing details on strengths, barriers, considerations for first meeting, using the Navigation Case Summary as a guide.
- Program Case Manager schedules first meeting with participant to enroll them into program.
- Navigator ends Navigation services, updating Navigation Tracking in HMIS.