HOMELESS SERVICES NETWORK of Central Florida

Homeless Services Network
CES Youth Navigation Scope of Work

I. PURPOSE:

A successful Coordinated Entry System can help communities reduce systematic pitfalls by providing navigation assistance to families experiencing homelessness. This assistance comes in the form of dedicated navigators— well-trained individuals familiar with local housing processes and requirements–– to provide step-by-step support to those experiencing homelessness who have been identified, assessed and added to the full registry (by-name list), through the Coordinated Entry System process.

II. BACKGROUND:

Navigation refers to any activities related to helping persons experiencing homelessness locate and move into permanent housing, whether supportive housing or housing without a subsidy. However, for the purpose of this scope of work, activities are focused on Navigation of youth*, which is assigned at Registry Management meetings with the goal of navigating someone into supportive housing.

> ***Youth are defined as a Young Adult who is between the ages of 18-24 with no minor children.

III. SCOPE OF SERVICE:

Once a person has completed a "Big 3"assessment using the Transitional Aged Youth or TAY VISPDAT for the participant, the Coordinated Entry process moves on to determining their priority for Supportive Housing. In order to verify eligibility for Supportive Housing, CES assigns a participant to a Housing Navigator who follows up with participant to verify information provided during the assessment.

Note: Navigation is assigned based on a Housing Stability Case Manager caseload capacity to receive new participants. Priority of navigation assignment is determined by length of homelessness and vulnerability, which is determined by the VISPDAT.

As an agency participating in our community's CES Navigation process, agrees to the following:

1. Ensuring all Navigators are trained in HMIS, CES Overview and Navigation, Diversion, Trauma Informed Care, Safety Planning, LGBTQ+ Inclusivity, and Race Equity
   .
2. Having representation at registry meetings to be available to discuss persons ready to be matched to programs or to take new persons on for Navigation.
3. Completing navigation activities within 60 days of assignment – Participants cannot remain on a navigator caseload for more than 60 days from date of assignment. This allows for the ability to insure expediency in the process and to control inflow and outflow.
4. Initiating contact with participants within two (2) business days of assignment to verify information provided during assessment in order to determine if participants are still experiencing homelessness, are in need of services, and meet program criteria.

a. If deemed ineligible, connect to natural support and/or general community resources.
b. If deemed eligible, proceed with the Navigation workflow and procedures.

5. Documenting updates in Navigation tracking sub-assessment in HMIS and adding case notes within two (2) business days from date of interaction.

6. Helping participants obtain all documents needed for supportive housing programs or other housing supports (ID, Birth Certificate, Social Security Card, proof of homelessness, etc.) and upload into HMIS.
    a. For Veterans, documents are not needed at the time of referral.

7. Sending referrals in HMIS to appropriate program: Once a navigator has helped a youth collect all of the necessary documentation and information they need to prove their eligibility for various programs, he or she can make a formal program referral in HMIS based on the information gathered during assessment.
    a. Rapid Rehousing for Youth (811 RRH);
        i. Select the referral ranking: Youth Family or Youth Individual
    b. Permanent Supportive Housing for Chronically Homeless (812 PSH);
    c. Housing and Services for Vets (986 CES Intake SSVF).

8. Coordinating Warm Hand-off with the participant and the new Housing Stability Case Manager; if and when a participant is assigned to a program.
    a. For RRH participants, the Case Summary uploaded in HMIS will serve as the warm hand-off.
        i. For persons residing in shelters, the Warm Hand-Off should occur within 72 hours of the referral.
        ii. For persons living outdoors, regular and ongoing efforts to locate participant will be made for up to 90 days. All attempts to locate must be documented in HMIS case notes.
        iii. For referrals to Single Site programs, join participant for application appointment, which may include helping them obtain additional documents (ex: bank statements) needed to make application.

IV. PARTICIPANT CENTERED NAVIGATION ASSIGNMENT TASKS:

1. **Caseload Requirements**: For each FTE navigation position, the sub recipient shall maintain a caseload of youth individuals receiving services, with caseloads and caseload levels directly assigned and set, respectively by Grantee and CES prior to the receipt of any assignments.
    a. Minimum Caseload Capacity: 15
    b. Maximum Caseload Capacity: 25

Note: Caseload levels are required at the forefront for accurate projections, monitoring and continuance of service.

2. Working in the field: The expectation of navigators is that they work in the field at least 90% of the time unless they are a designated shelter navigator.

   Note: Shelter Navigators complete navigation tasks for shelter participants in the shelter only.

3. Navigators following a participant centered approach should seek to meet clients in locations participants feel most comfortable and are able to get too easily.

   Note: As it pertains to verifying homelessness, navigators should meet at the location the participant is sleeping to observe the living situation in efforts to prove homelessness.

4. **Equipment:** Having the necessary equipment to implement effective work in the field is required and recommended. Equipment is defined as:
   a. Hotspot
   b. Laptop or Tablet
   c. Portable Scanner
   d. Cell Phone

5. **Communication:** Navigators must attempt to sustain meaningful communication with the participant throughout the navigation process
   a. Face to Face- this is always the preferred method while assessing a participant homeless situation
   b. Phone- recommended for weekly contacts such as scheduling, following up on status of document, communicating updates, etc.
   c. Email- recommended for weekly contacts if a participant is not available via phone.
   d. Text Message- recommended to be used sparingly if the participant does not have any other methods of contact and if the family gives permission to receive text messages.

6. **Case Note Standards:** The following standards must be adhered to for case notes to ensure meaningful documentation is being captured for the next reader. Case Notes should be completed for any and all interactions or attempted interactions with participants.
   a. Case Notes should always include the following key components:
      i. **Purpose** - Reason for contact.
      ii. **Assessment:** What is the participant situation?
      iii. **Plan:** What will be done in light of the assessment?
   b. Copying and pasting emails or text messages is not recommended. Always put details in context.
   c. Initial all case notes in HMIS with navigators first and last name initials.

7. **Access to Shelter:** When needed implement referral process (Shelter Matching Tool) to access shelter resources for unsheltered families pregnant or with minors.

8. **Resources:** Provide all applicable resources and guidance in supporting stable housing such as:
    a. Employment (Goodwill, Career Source, etc.)
    b. Benefits (Food Stamps, Child Care, etc.)
    c. Transportation Assistance (Bus passes, Lynx Connection, etc.)
    d. Education (UAP, Valencia, etc.)
    e. Diversion Assistance (if applicable)
    f. Prevention Assistance (if applicable)

V. MONITORING AND REPORTS:

It is important to note that the best navigation is done in conjunction with case monitoring— a routine process that helps CES and navigators monitor progress, performance and expectations. If navigation is a way to connect people experiencing homelessness with trained advocates, case monitoring allows CES to translate data points into a bigger picture snapshot, enabling evaluation, problem solving and process improvement. The below indicators will identify the steps or standards to be implemented to fill any gaps in the navigation process, promote quality assurance and exceptional performance.

1. **Monitoring Key Performance Indicators**
    a) Our system will provide reports that focus on exceptional performance and gaps in meeting contract & workflow standards. The reports will help in following up with navigators to determine what improvements or corrections should be taken to improve performance. The reports will focus on particular functional areas, such as:
        i. Accurate, thorough and timely data input in HMIS
        ii. Workflow performance- Adherence to policy & procedures
        iii. Complaints and Grievances
        iv. Customer Service (Quality Assurance)

    b) Outcomes. At least 80% of the Navigators case load must be exited to a positive housing destination.

Note: CES will conduct in the field evaluations to evaluate navigator's interactions with participants. This will be scheduled to ensure clear messaging, high quality customer service is being provided and needs in the system are addressed that CES and/or sub recipient may not be previewed to.

2. **Participant Satisfaction Surveys**
    a) CES will conduct randomized surveys of participants that have received navigation services and ask them questions regarding the quality of their service. After each survey, a report summarizing the participant satisfaction, including action items will be developed from survey findings to improve service and system performance.
        i. CES will conduct participant satisfaction surveys on a quarterly basis each year. The base survey instrument will cover a variety of topics, including:
            - Customer Service
            - Understanding of services
            - Punctuality of service

    - Overall satisfaction of navigator & the navigation process

b) A comment section will also be incorporated to provide suggestions for improvement.

3. Corrective Action

a) A Corrective Action Plan outlines what is needed to solve a problem and help ensure goals and requirements are being met. The purpose of this procedure is to ensure that CES follows the requirement for addressing and correcting major issues or problems that a navigator may have in managing their services. This procedure is meant to ensure that the navigator has access to additional information, training or assistance regarding the navigation process and expectations. This corrective action plan is to be implemented and focused around the SMART goal.

   i. Specific: Compliant with regulations, addresses the full observation or root cause, accountable to named individual or role
   ii. Measurable: Action can be measured to demonstrate whether it is adequate to address root cause
   iii. Achievable: Addresses all implicated processes and levels
   iv. Realistic: Plan can be carried out given resources, knowledge and expertise
   v. Time-bound: Assigned to a person or role who can accomplish action in a given time period, addresses urgency and criticality

b) A corrective Action Plan will contain the following:

   i. Issues and Concerns
   ii. What changes are needed
   iii. What the intended result of the change is to be
   iv. When and how the correction action will be implemented
   v. Who is responsible for the implementation?
   vi. Re-evaluation timeframe for the concerns identified
   vii. Post-implementation review timeline and desired outcome