

Housing Navigation Center Service Delivery

INITIAL CONTACT: initiated via phone or walk in with HNC staff due to homelessness or a housing crisis.

Anticipated referral sources:

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| 1. Self-referral | 2. Community Referral | 3. WMT Clientele |
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All initial contacts will be documented on HMIS in a customized ART report for data collection. All eligible callers interested in receiving services will be scheduled for an orientation/workshop at the end of the call. Orientations are held two times per week. Same day appointments are to be accommodated for high need clients if HNC staff schedule permits. Please refer to the HNC Priority Needs Triage for determining eligibility and time frame for scheduling orientations. See Policy and Procedure for WMT Clientele referrals into the Housing Navigation Center.

HNC Target Population: Chronically Homeless Individuals who are at or below 20% of the Area Median Income (AMI) and who are not currently working with any other community agency in regards to their housing.

Goals of the Program:

1. Obtain/Maintain Housing
2. Increase Skills and Income
3. Increase in Self Determination

ORIENTATION: Clients will be given an overview of WMT and services that are available. The HNC brochure will be reviewed and HNC services explained in detail. The following paperwork will be completed:

- Housing Assessment Tool (through page seven only)
- Interagency Release of Information for Relevant Coordinating Agencies

The Assessment Tool will cover current housing barriers, housing history and income status. The group will then focus on various opportunities to overcome common housing barriers.

The second half of the workshop, housing resource packet will be handed out and discussed which contains information on Landlord/Tenant relations, community resources, and current housing lists.

All attendees interested in on going services through the HNC will receive an appointment to meet individually with the HNC Case Manager – these appointment will occur within 72 business hours with the most in need receiving the first available appointments. Attendees not interested in on going services will be provided with the HNC contact phone number for future use if needed along with all the housing resource materials distributed during the orientation. All attendee's names and HMIS numbers will be documented on the facilitators Weekly Service Transaction Sheet for entry into HMIS.

HOUSING STABILIZATION: Complete the following:

- HNC HMIS exit, Self Sufficiency Matrix
- Action Plan for housing retention
- Entry into HMIS HNC/Permanent Supportive Housing for 12 months of tracking

Individualized support services will be available for one full year after housing is stabilized. Frequency of contact will be determined by severity of initial housing crisis, ability to meet basic needs, access to a support system and the availability of ongoing resources to sustain housing.

SSMatrix will be utilized at the following intervals to document client progress: 30, 60, 90, 120, and 365 days. *Follow-up for TLC residents will be coordinated by TLC Case Manager as a part of Beyond Shelter Aftercare. Updates are to be provided to HNC staff as requested. HNC staff will assist with home visits as requested by TLC Case Manager.

INDIVIDUAL APPOINTMENTS: Complete the following:

- HMIS Entry Form for all members of the household, Initial Self Sufficiency Matrix
- Mutual Expectations Agreement
- Review Housing Assessment Tool and complete final pages, including initial Action Plan.

The Housing Assessment Tool and Initial Action Plan will dictate the frequency and intensity of services with those most in need receiving priority. HNC case manager will provide on going support services through phone update, in office appointments and client utilization of open office hours that are held on a weekly basis. Services will focus on the goals of the program and will continue until housing is stabilized, client discontinues service or is unable to be located for more than 30days.

Discharge from HNC/PSH: will occur after 1year of follow up, if participant is unable to be contacted for a significant period of time, or if participant requests to terminate services.

Complete the following:

- HNC/PSH HMIS exit
- Final Matrix rating
- Discharge Summary
- Quality Assurance Review to be completed on file by Housing Resource Manager

Discharge Procedure for unable to locate or client initiated discontinuation:

- Discharge Summary
- Complete HMIS exit, Self Sufficiency Matrix exit.
- Quality Assurance Review to be completed on file by Housing Resource Manager