PSH 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 HMIS 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 Chronically homeless (Disability *and* 12 months of homelessness in past 3 years): _____
     i. Does the head of household have a disability: _____
     ii. Do they have at least 12 months of homelessness in the past 3 years either consecutively or with at least 4 episodes:_____
        - 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
        - If not consecutive, how many episodes in the past 3 years:_____
           a. An episode of homelessness is broken up by staying in a housed setting, transitional housing, or self-pay hotel for over 7 nights or in jail or hospital over 90 days.
     iii. If not Chronically homeless, end Navigation due to not being eligible. Update Navigation tracking in HMIS.
        - Under "Other Assessments" > Navigation Tracking > Update all applicable fields
  b. 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
  c. 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?
  d. Do they want to participate in a Supportive Housing 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.

e. Navigator provides any additional information about the program, such as

i.   Length of assistance available

ii.   Location of property, if ROPAL

iii. Program Pamphlet

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. If a valid HMIS ROI is already in HMIS, a new one is not needed.
- **Proof of Income 18+:** obtain any applicable forms of income for anyone 18+ with income*
    o Most recent paystubs,
    o Cash benefits
    o Current year SSI/SSDI letters
    o Zero Income Affidavit
    o Child Support
    o Self-Declaration (last resort).
    o *Income for 18-24 year olds who are Full Time students are not counted. Proof of full time student status is needed.
- **Proof of Chronic Homelessness for Head of Household** - Proof of Homelessness can be in the form of either:
    o Shelter enrollment in HMIS showing household is currently staying in shelter;
    o HMIS Services from Outreach or Drop in Center programs (ex: laundry, showers, etc.)
    o Service Provider Homeless Certification Form (for non HMIS users)
    o Institutional Care Facilities (for overnight stays)
    o Community Member Homeless Certification Form
    o Self-Certification form (may be used for up to 3 months of homelessness)
- **Proof of Disability for Head of Household**
    o Current SSI/SSDI award letter reflecting income is for disability; or
    o Disability Verification form signed by practitioner
- **Proof of Guardianship (for Families 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

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 PSH
- ● 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.
- ● Navigator schedules first meeting with participant and new Case Manager
- ● Navigator ends Navigation services after first meeting with new Case Manager, updating Navigation Tracking in HMIS.