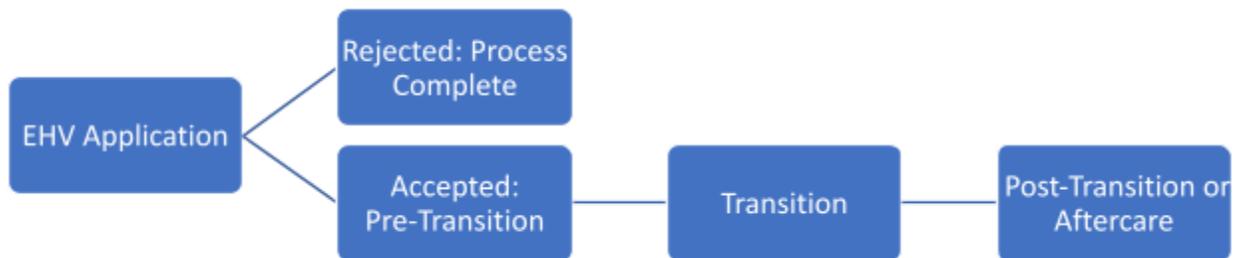


# Standards of Practice for Transition Services in the Emergency Housing Voucher Program

## Purpose of Transition Services

Periods of transition can challenge individuals' housing stability and connections to the community. By offering program participants access to supportive services in the periods immediately before, during, and following the transition into the Emergency Housing Voucher (EHV) program, referring agencies, EHV Navigators, and other community stakeholders can support housing stability for all program participants.



## Support Network Descriptions

- **Referring Agency** – the emergency shelter or permanent supportive housing provider that submitted a referral to the EHV program on behalf of the program participant, primarily responsible for connecting the client to Community Supports, completing the application, and supporting the client throughout the transition
- **Emergency Housing Voucher (EHV) Navigators** – two navigators funded through the EHV program, primarily responsible for housing navigation and landlord relationship services
- **Community Supports** – supports that a client will remain or be connected to, regardless of their housing status (e.g., primary care provider, veteran's services, outpatient behavioral health services, recovery groups, faith groups, family, friends)
- **HACCC Case Worker** – primarily responsible for overseeing compliance with the voucher and the contact for emergencies after the aftercare period ends

## EHV Application

The H3 Coordinated Entry Team will contact HMIS-participating permanent supportive housing and emergency shelter providers and STAND, to identify clients that have been prioritized for referral to EHV.<sup>1</sup> The **Referring Agency** will be responsible for:

- Explaining the EHV Program to eligible clients and the risks and benefits associated with client participation using communication materials provided by H3 and HACCC.

<sup>1</sup> Please note, clients will be prioritized by their consecutive length of time enrolled in emergency shelter or permanent supportive housing. For more detail, please see the EHV Coordinated Entry Policies and Procedures.



- Working with the eligible and interested client to complete the EHV Screening Tool, PSH or ES Certification Form, and Candidate Interest Form in HMIS.
- Attending the Housing Placement Committee to determine if the client will be recommended for EHV referral through Coordinated Entry.
- (If client is approved for referral) Completing any other necessary documentation to complete the referral process to HACCC, including:
  - Photo identification (all adult household members)
  - Birth certification (all household members)
  - Social security card (all household members)
  - Verification of income within 30 days (all earners in the household)
  - All pages of bank statements within the last 3 months (all household members with a bank account)

### Pre-Transition

In the time between the EHV referral being accepted and HACCC processing the referral, the Referring Agency should prepare the client for the transition. **Referring Agencies** should work with program participants to create or further refine an Individualized Transition Plan, including a focus on potential obstacles in the transition process.

As applicable to a specific client's needs and goals, the **Referring Agency** should work with clients to:

- Connect to new or existing **Community Supports** that are not dependent on the client's housing status (e.g., behavioral health, physical health, veterans' affairs, IHSS, support groups, recovery groups, family, friends, faith community).
- Practice and master activities of daily living

During this time, the **EHV Navigators** will work with the applicant to provide light support on the document readiness process to ensure voucher application is approved quickly. Examples of light support on document readiness include creating copies of existing documents or obtaining the most recent pay stub (if pay stubs have previously been collected).

### During Transition

Once HACCC has approved the applicant for EHV, the **EHV Navigators** will:

- Provide housing navigation or location assistance to EHV program participants,
- Cultivate relationships with landlords and provide housing search support for EHV clients,
- Support lease negotiation, signing, and move in logistics, and
- Provide expedited access to flexible housing funds to support move-in (i.e., funds may be used for security deposits, application fees, credit checks, etc.).

During the transition period, the **Referring Agency** should check-in with clients and continue to work on the goals outlined in the Individualized Transition Plan. As needed, ensure that



**Community Supports** are aware of the client's transition and have the information they need to continue services (e.g., updated address).

### **Post-Transition**

Once the client has moved into housing with the EHV, **EHV Navigators** will provide 30 days of light-touch post-move in support to program participants. This support will primarily focus on relationships with the landlord, resolving issues with the financial components of the EHV, and accessing flexible housing funds as needed and appropriate.

**Referring Agencies** should regularly check-in with program participants over the phone or on-site, as needed. For clients that were previously in permanent supportive housing, referring agencies should regularly check-in with clients for at least 30 days after move-in. For clients that were previously in emergency shelter, referring agencies should regularly check-in with clients for at least 90 days after move-in. Check-ins should focus on the client's stability in the housing, including how the client is settling in and connecting to their new home and/or keeping connected to **Community Supports**.

Throughout the aftercare period, the **HACCC Case Manager, Referring Agency, and EHV Navigators** will communicate regularly to provide updates regarding any problems or conflicts that arise with the program participant.

At the end of the 30- or 90-day period, **Referring Agencies** and **EHV Navigators** will communicate to program participants that they will no longer be regularly checking in and explain the process for requesting emergency support with the EHV.

### **Crisis Support 30- or 90-Days Post Move-In**

If the program participant or landlord needs crisis support 30 or 90 days after move-in, they should contact the **HACCC Case Manager** to request assistance. The HACCC Case Manager will communicate this request to the H3 Coordinated Entry Team to determine the best course of action.