## Transfer Policy for Hennepin CoC CES

Through Coordinated Entry, a process has been established for assessing, prioritizing, and referring people who are experiencing homelessness to homeless designated housing interventions. In order of intensity of support, the interventions covered by this document are:

* Rapid Rehousing (RRH)
* Transitional Housing (TH)
* Permanent Supportive Housing (PSH)

There are cases when the type of housing intervention and/or model may not meet the needs of the household. There are five types of transfers that may be approved within CES.

* Standard Transfer
* RRH to PSH Transfer
* Youth PSH to Adult PSH Transfer
* Within the Same Agency Transfer
* Emergency Transfer

Transfers are considered for approval by the CES team when the requirements outlined below have been met and the transfer request has been submitted to the CES inbox.

**The HC CES Team created the transfer policies with feedback from the housing provider community. Please read the transfer policies below thoroughly and reach out to the HC CES Team if you have any questions.** **If you believe the household requesting a transfer does not meet the qualifications for a transfer using the guidelines outlined below, but has extenuating circumstances, please contact the HC CES Team and explain why a transfer through HC CES is still being requested.**

* The household has a current HMIS program entry for a homeless-dedicated housing program that reports to Hennepin County CES (not applicable for intra-agency transfer policy)
* The needs or understanding of the needs of the household have changed since program entry

\*If the household requesting a transfer was housed in a homeless dedicated housing unit prior to November 1, 2017 (before HC CES was established), the household can still request a transfer to another homeless dedicated housing unit only if current program entry is present in HMIS. This should be documented on the transfer request form submitted to the HC CES Team.

**General HC CES Transfer Guidelines:**

* The transfer form should be completed using the [Online Transfer Request Form](https://cestransfer.paperform.co/) – a copy of the form will be sent to the requestor, receiving agency, and CES Inbox
* Include a CES Release of Information if one is not present in HMIS
* The homeless dedicated housing provider requesting the transfer is required to search for a new housing unit for the household seeking a transfer. The submitting housing provider can:
	+ Request a list of HC CES housing providers from the HC CES Team to assist with the search for a new housing unit
	+ If the housing provider has done their due diligence and detailed all efforts/resources to find an available unit for the transfer, the CES Team can be contacted to assist with the identification of a new housing unit for the transfer
* If the HC CES Team is asked to locate the unit, the household and the housing provider will need to work together with the HC CES Team to ensure that the project/unit identified meets the needs of the household. The HC CES Team will not be able to make multiple referrals for the transfer request.
* Team will introduce the requesting housing provider to a potential new housing provider who currently has a vacancy. Requesting housing provider will need to take ownership of the process and:
	+ Connect with client to obtain their transfer approval
	+ Contact potential provider ensure client meets all eligibility criteria within 5 business days
	+ Current program will request a new referral to fill the vacancy created by the transfer from the appropriate system (singles/families) upon completion of transfer
* CES team will communicate approval or reasoning in the case of a transfer denial

Transfers are not appropriate for reasons related to protected class status only, including race, color, national origin, religion, sex, disability, age, genetic information, marital status, sexual orientation, gender identity, and being a member of a local human rights commission.

## Standard Transfer Eligibility

Households eligible for a standard CES transfer include:

* PSH to PSH, PSH to RRH
* Family households who are now single individuals

Single individuals who are now part of a family

**Standard Transfer Procedure**

* Narrative regarding efforts made with the household to help them stabilize their housing
* Narrative including the need for a different type of intervention or need to change target population (individuals or families)

## RRH/TH to PSH Transfer Eligibility

* Vacancies to RRH/TH programs are filled by client preference and/or being at the top of the priority list when an RRH/TH opening was reported
* Transfer requests from RRH to PSH are appropriate when the following criteria have been met:
	+ The housing provider has diligently met and worked with the client to search for/obtain housing, provided case management services, and done everything possible to stabilize the household in housing while in the RRH program
	+ Despite best efforts, the housing provider and household identify needs impacting housing stability that will not be met by RRH services and/or the household will become homeless once RRH services end
	+ Household must meet one of the two benchmarks/criteria outlined below:
		- Client was housed through RRH, has reached at least 12 months of RRH services, and will need additional assistance with housing and services to remain in housing
		- Housing provider has been working with household to find housing for at least 5 months and identified other barriers supporting the need for more intensive PSH services.
	+ The household must have a disability to qualify for PSH
	+ Household must be either LTH or Chronic

## RRH to PSH Transfer Procedure

All transfer requests must include:

* Narrative regarding efforts made with the household to help them stabilize their housing using RRH
* Narrative including the need for PSH services
* CES Release of Information if one is not present in HMIS

**Within the Same Agency and To Another Agency Transfer Procedure:**

1. Complete the transfer request document and indicate that you are requesting an “To Another Agency transfer” or “Within Your Agency transfer” this can be PSH to PSH, RRH to RRH, RRH to PSH
	1. For RRH to PSH one or more of the following criteria must be met:
		1. Client has documented mental or physical disability
		2. Client would benefit from PSH-specific programing (e.g., chemical dependency support, intensive case management, severe and persistent mental health)

## Youth PSH to Adult/Family PSH Transfer Eligibility

Transfer requests for youth in PSH programs to adult/family PSH programs are appropriate when the following criteria have been met:

1. The youth meet the criteria to move into an adult PSH program (has a disability, needs continued services/case management)
2. The service provider has worked with/provided services to the youth requesting the transfer for at least 2 years.
3. Youth provider has considered extending the time the youth can remain in the current youth centered program.
4. If the provider is not extending the client’s stay within current youth program, the youth provider will look at resources outside of the Coordinated Entry System (Hennepin Housing Key, public housing, Housing Support with Services Independent, Board and Lodges, disability-connected services, etc.)

## Youth PSH to Adult/Family PSH Transfer Procedure:

**All transfer requests must include**:

* Narrative regarding efforts made with the household to help them stabilize their housing and why they cannot remain in the youth designated housing.
* Narrative including the need for continued services with an adult/family program.

## Emergency Transfer Policy

CES will attempt to address the safety needs of domestic violence, dating violence, sexual assault, and stalking survivors who have been housed in Hennepin County homeless dedicated housing programs through Coordinated Entry, if the Transfer Policy fails to meet the immediate safety needs of the household. Throughout this process wherever possible, household information will be de- identified and kept confidential.

If no immediate, viable transfer is available through the current Housing Provider, the Housing Provider should follow the Emergency Transfer Procedure to initiate assistance from the Coordinated Entry System.

## Emergency Transfer Procedure

 A Housing Provider may initiate the Emergency Transfer Policy through the [Online Transfer Request Form](https://cestransfer.paperform.co/) indicating that an Emergency Transfer is needed. The Housing Provider should indicate household’s ideal and needed housing setting for the purposes of safety and security. The household will then be prioritized for the next available housing vacancy. While CES will prioritize the household for the next available vacancy that would meet the indicated need, CES cannot guarantee a housing placement or timing. The current housing provider should continue to safety plan with household and follow best practices to ensure rapid and safe resolution is met. If a match can be completed, CES Staff will collaborate with the Domestic Abuse Project’s Program Supervisor to assist in safety planning and facilitating a warm hand off between the previous housing provider and new provider.