

Transfer Plan Policies & Procedures

Purpose: This outlines steps and processes for program participants who are currently housed within the NY 508 Continuum of Care (CoC) funded program to transfer to another NY 508 CoC funded program via a CE transfer. In need of relocation but not transfer to another program does not need to submit a transfer request.

Background: Coordinated Entry is considered one of the many interventions in a community's united effort to prevent, reduce, and combat homelessness. The process works best and provides the greatest value if it is driven by "what does the client need" rather than by provider eligibility. Through this, the Coordinated Entry System (CE) seeks to prevent and reduce the number of people exiting to homelessness. To accomplish that, CE must provide flexibility to programs and households to transfer between program types to better meet the needs and preferences of a household. A key component of any transfer process is an assessment of a household to determine whether the levels of service are appropriate, need to be increased, or be reduced. Transfers between programs occur when a participant needs to move from one program or project to another. There may be various reasons to transfer, but the priority is to keep the participant stably housed.

Proposed Changes: The Continuum of Care (CoC) program transfer policy of NY 508 aims to provide flexible assistance to households by implementing a strategy that meets their needs. The new policy outlines the conditions for transferring between programs of the same type to different types of CoC-funded programs. To ensure transparency in the process, NY 508 has established a CE Transfer Workgroup to review and approve transfer requests.

Policy: It is the policy of the NY 508 CoC that a transfer process should be implemented to ensure people in need of assistance can receive it in a timely manner. In the cases when a type of housing intervention is found to no longer meet the needs of the participant household after-program entry, the existing service agency will coordinate with the CE Lead to submit a transfer request within their current housing accommodation; via a request for transfer and review by the CE Transfer Workgroup. Each transfer will be given a priority level 1-4. Priority levels will be reviewed in a group setting via the CE Transfer Workgroup based on priority level given and immediate need. The group will review the transfer requests and decide on whether the agency has exhausted all other options and that a transfer is the most appropriate next step for the household. When applicable, the workgroup will brainstorm with the agency on alternative solutions. In the event of an immediate need, the CE Lead has the ability to grant Emergency Transfers for priority levels 1. Decisions made within levels 1 will then be communicated to the CE Transfer Workgroup. The approval process employed by the CE Transfer Workgroup for

Transfer Plan Policies & Procedures

transfer requests will vary depending on the reason identified for transfer. Transfer due to: Court Orders such as AOT, Orders of Protection, fleeing or experiencing violence, accessibility requests, court action, foreclosure action and order to vacate, Intimidated victims (IV), Intimidated witnesses (IW), natural disaster, reasonable accommodation, 24-Hour failed HQS inspection, and Violence Against Women Reauthorization Act (VAWA) victims will be prioritized above all other transfers and will have the fastest resolution possible. Prior to submitting a transfer request, housing program staff are required to utilize the OUTREACH/CE meetings to discuss a specific issue and make attempts to resolve without use of a transfer. **During these case conferences, providers are encouraged to bring up clients who may be struggling as well as identify barriers that the client may be facing. The case conference will facilitate possible solutions to help resolve whatever issues have arisen in housing. The goal of case conferencing prior to requesting a transfer is to find possible solutions for the client that can help them remain at their current housing provider.**

The chart below outlines the order of priority and the approval process for each type of request.

Transfer Priority Levels:

Priority level 1, transfer will be reviewed by CE lead immediately and decision will be made within a week and inform the transfer committee in a timely manner. Other categories will be reviewed monthly at the transfer committee meeting and decisions will be made at the meeting. CE lead will inform the requester of the decision within 4 business days after the committee meeting. Priority level does not impact the chance of a transfer being approved or denied.

Priority Level	Reasoning	Definition
1	Immediate safety concern and Emergency Change of Circumstance	<p>What it is: Immediate needs of transfer to another program due to safety concerns. Household is under new court orders; AOT, probation(site based program), increase/decrease in household composition size, eviction of site based units.</p> <p>What it is not: Household/Agency is trying to plan for the future and the family needs more time in the program than time/funding/services limitations</p>

Transfer Plan Policies & Procedures

2	RRH to PSH	<p>What it is: Household needs cannot be accommodated with current provider and additional community support without a transfer and is only utilized after other interventions are tested.</p> <p>What is it not: Household is challenging to engage in services</p>
3	Grievance/Program Violation	<p>What it is: Household has a grievance that is unable to be resolved within current program and/or violation of program rules resulting in program termination</p> <p>What is it not: Household has on-going conflicts with current agency</p>
4	Program Change	<p>What it is: when a program is no longer available due to funding shortage or funding cut. Program must proactively prepare and graduate the clients prior to the end of the funding period.</p>

All transfers must be facilitated through the CE Transfer Workgroup. Housing programs shall only initiate transfers between providers with the involvement and permission from the CE Lead and approval from the CE Transfer Workgroup. The type of transfers that may be requested and the program types eligible for transfers within the NY 508 CoC are detailed below:

Definition of a Transfer: A CoC program transfer is a transfer from a CoC or ESG funded housing program to another CoC or ESG funded housing program via a requested transfer. This does not cover any transfer that is outside of the CoC. Such as from CoC funded programs to non-CoC funded programs, such as ESSHI, Assisted living etc. Any transfer to non-CoC funded program does not require to go through the CE transfer committee. The transfer may be initiated by participants or agency to better meet a household's ongoing needs and reduce the household's risk of returning to homelessness and/or other adverse outcomes.\

Transfer Plan Policies & Procedures

A transfer describes a process where a client enrolled in one housing program is moved or transferred to another housing program. Transfers take place when there is a presentation of strong evidence indicating that a particular type of housing is unfit based on a client's needs, safety, and overall well-being.

Transfers between same program type (PSH to PSH or RRH to RRH)

Transfers should be reserved for grievance issues that are not able to be resolved within the current program and/or violation of program rules at the current service agency due to program termination. When a transfer from a housing program is deemed necessary and approved by CE Transfer Workgroup, the transfer request will be prioritized to the next available opening over other households on the Housing Priority List upon approval. Transfer requests must be submitted by the current service agency and communicated to the CE Lead in writing by completing the Request for Transfer Template. Approved transfers will be processed in a timely manner. However, based on housing availability accommodations may take longer.

Transfers from Rapid Rehousing (RRH) to Permanent Supporting Housing (PSH)

Transfers from RRH to PSH programs should be an option of last resort. Agencies should identify and exhaust all other options outside of CoC Programs prior to requesting a transfer. Service agencies must document in the Homeless Management Information System (HMIS) the attempts and methods for securing alternative resources to support housing stabilization, to include providing program extensions (if applicable), alternative housing accommodations; i.e., shared housing or referral to mainstream and/or natural family supports.

Transfers from a RRH program to a PSH program are allowable if the household has met all requirements for PSH when entering the RRH program. Households do not accrue time toward chronic homelessness while enrolled in the RRH program unless it has been documented that the client has been staying in an Emergency Shelter or place not meant for human habitation. The household must have a long term disability.

When a transfer from a RRH program to a PSH program is approved by the CE Transfer Workgroup, the transfer request will be prioritized over other households on the Housing Priority List. However, the CE Lead reserves the right to utilize referral ratios for prioritization of transfer referrals vs. participants prioritized on the Priority List to ensure participants waiting to be referred on the Priority List are not excluded from potential housing opportunities

Transfer Plan Policies & Procedures

Process for Communication: The service agency requesting a transfer to another CoC funded program in the NY 508 will complete the Transfer Request Template and submit to the CE Transfer workgroup for consideration for approval. Prior to submitting a Transfer Request Template, Housing program staff are required to utilize CE/OUTREACH meetings and make attempts to resolve without use of a transfer.

Transfer Request Protocols: To complete a transfer request, the following steps must be completed and information submitted in full prior to a determination being made.

- 1) Agency staff identifies the need for transfer to another CoC funded program
- 2) Agency staff utilizes CE/Outreach meeting to discuss the reason for potential transfer and case conference possible solutions in lieu of program transfer
- 3) If the issue is not resolved, the agency staff completes the Transfer Request Template Form, it must be reviewed and approved by the agency Director.
- 4) Agency submits completed Transfer Request Form to CE@wnyhomeless.org
- 5) CE Lead submits the Transfer Request Template to the CE Transfer Workgroup members for review
- 6) Once the Transfer Request Template is submitted to the CE Transfer Workgroup, Priority level 1, transfer will be reviewed by CE lead immediately and decision will be made within a week and inform the transfer committee in a timely manner. Other categories will be reviewed monthly at the transfer committee meeting and decisions will be made at the meeting. CE lead will inform the requester of the decision within 96 business hours to make a decision on approval or denial of the request.
 - a. The Workgroup may request a follow up meeting with the agency staff to discuss relevant details prior to making a decision.
 - b. The agency submitting the transfer request must be present at the meeting when this is discussed.
- 7) Once a decision is determined, the CE Lead will update the agency requesting transfer based on the recommendations made by the CE Transfer Workgroup.

Responsibilities: The agency initiating the transfer must provide the agency receiving the transfer the required eligibility documentation to include Verification of

Transfer Plan Policies & Procedures

Disability (if applicable), Certificate of Homelessness and/or supporting homeless documentation, and/or any other critical documents for housing (i.e., government identification, income documentation, etc.). The receiving service agency is responsible for verifying that the documentation is valid and complete for record keeping purposes. By accepting the referral, the receiving organization assumes all responsibility for providing documentation of eligibility if requested by HUD. If the receiving organization agrees to work with the household, the transfer will not be considered complete until the household is approved and moved into the program, and the changes reflected in HMIS.

Transfer Request Form:

This form is intended to be used when a type of housing intervention is found to no longer meet the needs of the participant household after program entry. The designated service agency can submit a transfer request to the CE Lead upon completion of this form.

Request form should be submitted to the appropriate Coordinate Entry Lead:
Ce@wnyhomeless.org

Transfer Request Form

Please DO NOT use the Participant Name on this form.

Participant HMIS #: _____

Date: _____

Transfer Priority Level			
1 Immediate safety concern or Emergency Change of Circumstance	2 RRH to PSH	3 Grievance/ Program Violation	4 Program Change (such as capacity/funding cut)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Program Information:

1. Program Name: _____
2. Program Contact/Case Manager submitting request: _____
3. Phone Number of Contact submitting request: _____
4. Desired Transfer Destination (If applicable): _____
5. Transfer requests must be reviewed and approved by the program director.
 Director Signature: _____

Transfer Plan Policies & Procedures

Participant Information:

1. # of Months Homeless (upon program entry): _____
2. Most Current VI Score: _____
3. Please check answer that best describes participant current living situation:

Homeless	Shelter	Bridger	RRH	PSH
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. For how long has the participant been in the current living situation (while enrolled in your program)? _____ Years _____ Months

Transfer request information:

Please answer the following questions, if they do not apply, simply put N/A.

1. Please briefly summarize major reasons why this participant is in need of a program Transfer to other CoC/ESG programs:

2. Has the agency communicated with the participant about the potential transfer opportunities?
 Yes
 NO
 3. Is the client willing to engage in the transfer process and those opportunities?
 Yes
 NO
 4. Is the cause of this request due to the participant causing repeated harm to themselves or others, or hands-on violence?
 Yes , please add any details if it is not covered above: _____
 NO
 5. Is the client engaging in services?
 All
 Some
 None
- Please attach supporting documents/reports filed of concerning behavior
 Attached Documentation

Transfer Plan Policies & Procedures

6. In the event that a client is a threat to themselves or others and may be in need of hospitalization, have you contacted and advocated for the client with Crisis Services (or other emergency services such as 911) in order to push for an emergency intervention that would lead to stabilization?

Yes

NO

If yes, please describe:

7. Many times a participant can fail to thrive due to environmental circumstances (i.e. a particular building, area, or neighborhood, neighbors, etc). Please describe how you have provided alternative accommodations (for scattered site projects) and what has been the result of those accommodations.

8. Have you attempted to refer/referred the client to needed resources in the community (i.e. Care Coordination, Health Home Services, ACT, APS, NLS and other behavioral health treatment)?

Yes

NO

If yes, please describe current community based services that this participant has been referred to or is presently connected to:

If you have any additional documentation (that is not covered in this form) that would help the CE Referral Committee understand the situation, please feel free to attach them along with your request.

Transfer Plan Policies & Procedures

Coordinated Entry Transfer Workgroup:

Coordinated Entry Transfer Workgroup members are recruited to review transfer requests, approve/deny transfer requests, and promote transparency in the process. Once the transfer request is provided to the workgroup by the CE Lead, a decision of approval or denial must be made in a written response within a week of the CE Transfer Workgroup meeting.

This committee meets on the third Thursday of every month at 11:30.

Committee Members:

Name	Agency	Email
Mark Mancuso	Compass House	mmancuso@compasshouse.org
Ashley Matrassi	HAWNY	matrassi@wnyhomeless.org
Caitlin Bauer	ECDMH SPOA	Caitlin.Bauer@erie.gov
Marek Parker	BestSelf Behavioral Health	MParker@bestselfwny.org
Seham Haj	BestSelf Behavioral Health	shaj@bestselfwny.org
Thanh Nguyen	Spectrum	nguyent@shswny.org
Dionne Turnage	Matt Urban	dturnage@urbanctr.org