

## 7.5 CoC CES Housing Transfer

### **PURPOSE**

The purpose of this policy is to ensure a structured and efficient process for managing internal transfers within Continuum of Care (CoC) housing programs. It aims to facilitate seamless transitions for participants who require a transfer to a different unit or program, ensuring their housing needs are met promptly while maintaining clear communication and coordination between housing providers and the Coordinated Entry System (CES) facilitator.

### **FORMS**

Appendix D CoC Housing Program Internal CES Transfer Form

### **POLICY**

When a CoC housing program participant requests/requires an internal transfer the Internal Transfer Application must be completed on their behalf by the current housing provider. The Housing Provider will case conference with the CES facilitator.

When a participant in a CoC housing program requests or requires an internal transfer, the following steps must be followed:

**Completion of Internal Transfer Application:** The current housing provider must complete the Internal Transfer Application on behalf of the participant.

**Case Conferencing:** The housing provider will engage in a case conference with the CES facilitator to discuss the participant's transfer needs.

**Alternative CoC Housing Program Transfer:** If a transfer to a different CoC housing program is necessary, the housing provider will fill out the CoC Housing Program Internal Transfer Form.

**Review and Documentation:** The CES facilitator will review the completed form and upload it into the HMIS system.

**Assignment to Available Unit:** The CES facilitator will match the participant to the next appropriate available unit that meets the participant's requests and needs.

Ongoing Case Conferencing: If the internal transfer cannot be resolved immediately, the case will be discussed in weekly case conferencing sessions during the Outreach Committee meeting to address any housing crisis related to the transfer request.

### KEY TAKE AWAYS

- **Structured Process:** The policy outlines a clear process for handling internal transfer requests, ensuring that all necessary steps are followed.
- **Collaboration and Communication:** It emphasizes the importance of collaboration and communication between housing providers and the CES facilitator to address participants' needs effectively.
- **Timely Resolution:** The policy aims for timely resolution of transfer requests, with weekly case conferencing as a mechanism to address any delays or issues.
- **Documentation:** Proper documentation and review of transfer requests are critical, ensuring that all actions are recorded and tracked within the HMIS system.