

## 7.6 Rehousing CES clients

### **PURPOSE**

The purpose of this policy is to outline the conditions and procedures for rehousing individuals within the Coordinated Entry System (CES). It provides clear guidelines on how to handle immediate and non-immediate rehousing situations, ensuring that clients receive appropriate support and placement in housing programs. This policy aims to facilitate a transparent and effective rehousing process that prioritizes client safety, needs, and successful outcomes in housing stability.

### **FORMS**

APPENDIX K RRH/PSH Transfer Request Form

### **POLICY**

General Rehousing Policy:

Rehousing within the Same Program: CoC housing provider participants may be rehoused within the same program multiple times as long as the program is willing to accommodate them. Additionally, a client can be rehoused in up to three separate housing programs before they must exit and restart the Coordinated Entry (CE) Process. This decision will take into consideration any other resources needed to help the client succeed and is contingent upon the program's acceptance of the match.

Immediate Rehousing Situations:

Criteria for Immediate Rehousing: Certain situations may necessitate an immediate move from one housing unit or program to another. Immediate rehousing may be required if:

- A client is fleeing domestic violence, making their current housing unit unsafe. Clients experiencing domestic violence while in CoC-funded housing are protected by VAWA regulations and cannot be terminated due to the violence.
- A client requires more intensive support or case management services, such as programs with more intensive mental/behavioral health services.

**Priority Placement:** In these situations, clients will be moved back to the top of the By-Name List and prioritized for the next available appropriate housing opening. Programs must communicate with the CES facilitator to ensure that clients in immediate rehousing situations are efficiently prioritized and relocated as quickly as possible.

#### Non-Immediate Rehousing Situations:

**Client Requests:** Clients may express a desire to move to a different housing unit or program, or they may violate their lease agreements. Lease violations do not automatically disqualify clients from being rehoused, nor do they necessitate eviction from the program.

- **Rehousing Due to Client Preference:** If a client wishes to leave their unit of their own accord and there are no significant issues with their current housing, they are not eligible for expedited rehousing. The client has the right to exit and be placed back on the By-Name List using the documentation provided during the original CE match. This information will guide future placements.
- **Rehousing Due to Lease Violations:** If a client frequently or severely violates their lease, including non-payment of rent, they may be evicted from the program. In such cases, the client may be rehoused through CE but will not be prioritized. Clients may be rehoused within the same program if the program agrees or be offered alternative housing or community resources. The client will be placed back on the By-Name List for future placement using the original CE documentation.

**Rehousing Due to Violence:** If a client is evicted due to violent behavior, they are not eligible for expedited priority rehousing. The client will be placed back on the By-Name List, using the original CE documentation, unless a new assessment is warranted due to changes in the client's vulnerability or homeless status. This information will be used in future placements.

#### Rehousing Clients from Rapid Rehousing (RRH) to Permanent Supportive Housing (PSH):

**Retention of Homeless Status:** Clients placed in RRH programs retain their homeless status until they exit the program. A client who has verified chronic homelessness and a disability, and who is not succeeding in RRH, can be moved into a PSH unit. The chronic homeless status is retained for the duration of their RRH rental assistance.

**Youth Rehousing:** Youth aged 18-24 with a disability verification can be moved into a PSH program if they are not succeeding in RRH. Under YHDP regulations, youth are not required to have chronic status for PSH placement.

## KEY TAKE AWAYS

- **Rehousing Flexibility:** Clients may be rehoused multiple times within the same program, and up to three different housing programs, before needing to restart the CE process. This is contingent on the program's willingness to accommodate the client and consideration of necessary resources for success.
- **Immediate Rehousing:** Clients in urgent situations, such as fleeing domestic violence or needing more intensive support, will be prioritized for immediate rehousing. These clients are placed at the top of the By-Name List for the next available appropriate housing unit.
- **Client Preference:** Clients who wish to move voluntarily or without major issues in their current housing will not receive expedited priority for rehousing. They may exit and be placed back on the By-Name List for future placement.
- **Lease Violations:** Clients who frequently or severely violate lease agreements may be rehoused but are not prioritized. They may be placed back on the By-Name List for future placement, with their original CE documentation guiding the process.
- **Rehousing Due to Violence:** Clients evicted due to violence are not eligible for expedited priority rehousing but can be placed back on the By-Name List for future consideration based on their original CE match.
- **Transition from RRH to PSH:** Clients in RRH programs who are not succeeding, and have verified chronic homelessness and a disability, may be transitioned to PSH. Youth aged 18-24 with a disability can also be moved to PSH under YHDP regulations without needing chronic status.