

## I.2 CAFTH CES Team

### **PURPOSE**

The purpose of this policy is to define the roles and responsibilities of key personnel within the Coordinated Entry System (CES) at the Community Alliance for the Homeless (CAFTH). This policy ensures the effective operation, continuous improvement, and alignment of CES processes with both local and national Continuum of Care (CoC) standards that supports the overarching goal of addressing housing insecurities and ending homelessness in Memphis/Shelby County.

### **FORMS**

There are no forms related or required for this Policy

### **POLICY**

#### **CES Director**

The CES Director oversees all operations of the CES, including its continuous evolution and quality improvement. The director provides community support through technical assistance and works to identify gaps and barriers experienced by those in the CES, addressing them to ensure the specific needs of the Memphis/Shelby County community regarding housing insecurities are met. They support the community of service providers and housing providers through technical assistance and ensure CES policies and procedures align with local and national CoC intentions. The director stays current on best practices and changes made locally and nationally as CAFTH strives to end homelessness in Memphis/Shelby County.

#### **CES Administrator**

The CES Administrator is responsible for operating and facilitating Family and Youth Coordinated Entry System processes. The administrator continually works on expanding the CES by engaging with various service providers to include a wide range of services and resources for those who interact with the CES. The CES Administrator acts as a point of contact and oversees YHDP Navigators and the navigation program processes.

### **CES Coordinator**

The CES Coordinator oversees the operation and facilitation of the Individual CES. This role involves continuous data analysis through the HMIS system to ensure CES meets HMIS standards. The coordinator is responsible for monitoring and executing all CES annual and supportive training(s). Additionally, the administrator serves as the point of contact for all service providers and housing providers in relation to the CES.

### **CES Special Populations Coordinator**

The CES Special Population Coordinator is responsible for the implementation and facilitation of the Special Populations CES. They operate exclusively in the Comparable Database (CDB) to ensure a safe and protected avenue for all protected populations to be housed fairly within the CES. Additionally, they are responsible for establishing and maintaining collaborative relationships with victim service providers.

### **Senior Housing Navigator**

The Senior Housing Navigator continuously identifies property owners and property management companies that provide affordable housing in Memphis and Shelby County. This role involves seeking affordable housing opportunities and establishing new partnerships with builders interested in developing affordable homes and communities. The Senior Housing Navigator supports partnered housing providers with all aspects of affordable housing, including helping them find resources for their clients to sustain their housing. The objective is to advocate for the specific affordable housing needs presented by partner agencies.

Additionally, this role serves as the liaison between the Memphis Housing Authority and partner agencies, assisting with the promotion and distribution of housing choice vouchers and helping partner agencies refer their clients to these vouchers.

### **Housing Navigator**

As a Housing Navigator at CAFTH, this role is primarily responsible for landlord engagement. The Housing Navigator dedicates their days to finding affordable housing options for the homeless and those at risk of homelessness in Shelby County, TN.

Additionally, they manage and update the affordable housing resource document, giving consideration to the unique vulnerabilities of those engaging the homeless service system.

The Housing Navigator supports both the CoC and CES teams by facilitating housing case manager meetings and attending relevant CAFTH committee meetings. Working within the CES team, they meticulously search for properties that meet HUD's Fair Market Rate, a challenging task given the high rental rates in the area.

### KEY TAKE AWAYS

- **Leadership and Oversight:** The CES Director is responsible for overseeing all CES operations, providing technical assistance, and ensuring alignment with CoC intentions. The Director plays a crucial role in identifying and addressing gaps and barriers in the CES, ensuring that the system evolves to meet the community's needs.
- **Specialized Administration:** The CES Administrator focuses on the Family and Youth Coordinated Entry, expanding CES participation by engaging with a variety of service providers. This role serves as the primary point of contact for all CES-related inquiries from service and housing providers.
- **Focused Coordination:** The CES Coordinator manages the Individual CES, ensuring compliance with HMIS standards and overseeing all CES-related training programs. This role is vital for maintaining data integrity and operational effectiveness within the CES.
- **Special Populations Support:** The CES Special Populations Coordinator ensures the safe and equitable housing of protected populations through the use of a Comparable Database (CDB), addressing the unique needs of these groups within the CES.
- **Housing Advocacy and Partnerships:** The Senior Housing Navigator identifies and develops affordable housing opportunities, supports housing providers, and facilitates partnerships with property owners and developers. This role is instrumental in expanding access to affordable housing in the Memphis/Shelby County area.
- **Landlord Engagement and Resource Management:** The Housing Navigator is dedicated to engaging landlords and securing affordable housing options for homeless individuals or those at risk of homelessness. This role also involves managing housing resources and supporting housing providers in accessing additional services like employment and transportation for their clients.

These roles collectively ensure that the CES operates efficiently, supports the housing needs of vulnerable populations, and aligns with the broader goals of ending homelessness in the Memphis/Shelby County region.