

CT Homeless to Housing Services (H2H) Specialist workflow

H2H Service Specialist – part of the larger CAN outreach team (PATH, DMHAS O&E, SNOFO outreach) – include this position in the CAN outreach canvassing plan

H2H service specialist engage consumers while canvassing. Enter encounters with consumers in H2H in HMIS to track (being developed)

- H2H Service Specialist will enroll the consumer in the H2H program in HMIS and ensure they are on the By Name List
- develop Housing Services and Sustainability Plans
- Build homelessness timeline and obtain third party verification as needed for previous episodes that are not in HMIS
- Work with clinician as needed for to complete disabling condition verification forms
- Determine if consumer is likely Chronically Homeless or Dedicated Plus eligible and communicate this to the CAN

H2H service specialist will discuss income potential during engagement (SSA, work history/skills) and connect to a SOAR or employment specialist if applicable. Continue to work with the consumer and the SOAR or employment specialist.

- If there is income – explore housing find or rapid rehousing for the consumer
- Explore shared housing as an option to make housing affordable for the consumer – roommates, living with friends or relatives

H2H Service specialist will discuss diversion resources/options during engagement and link to the CAN by completing the CAN enrollment

- If there is a diversion option – explore that option and update diversion in HMIS

H2H service specialist will work with local CAN to locate a shelter bed if the consumer wants to go to shelter. H2H service specialist will work with the shelter staff to continue to provide case management services to the consumer in shelter. Services include providing linkages to medical care, behavioral healthcare, support in gathering essential documents for housing, employment, and benefits, and linking to additional supports (insurance, SNAP, childcare, education)

H2H service specialist attend local CAN housing matching meetings to advocate for housing opportunities for consumers

- explore affordable housing waitlists (Cthcvp.org) and assist client in applying when lists open for long term housing opportunities

H2H service specialist work with consumer to locate housing and mediate with landlord on lease negotiation and inspection

Once housed, the H2H service specialist will complete the Acuity and Assessment Index and update Housing Services and Sustainability Plans

H2H service specialists conduct home visits with consumer to ensure they maintain stable housing. Mediate with landlord as needed. Once consumer no longer wants services or they are ready to transition to existing housing case management they can be discharged from H2H in ddap and HMIS

- Warm handoff to housing services once the consumer is ready – work with the housing case manager and consumer to transition