



## **Program Transfer Policies & Process**

**Effective Date: 04.08.2019**

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A sound and successful Coordinated Entry System (CES) must allow for transfers between programs to better meet the preferences and needs of a household and to ensure individuals and families are able to successfully meet and sustain their housing goals. A key component to any transfer process is an ongoing assessment of a household to determine whether the levels of service are appropriate or need to be increased.

In some instances, a household may need to transfer to another program within the CES for a myriad of reasons including, though not limited to, changes to family composition, the defunding of an agency or program, or criminal record for state-mandated restrictions. Moreover, a successful CES will engage in ongoing assessment focused on ensuring at the program and the system level that the assistance is most appropriate for the participant's need. It is important to recognize transfers from one program to another can prove disruptive to program participants' lives and that this should only be undertaken in the most serious of circumstances, and when all other avenues of resolution have been explored and documented. \*For guidance, please review the "GKCCEH Transfer Form" available online.

Kansas City's CES program transfer policies are focused on providing a flexible strategy to structure assistance to meet a household's needs.

### **Permanent Supportive Housing (PSH) Transfers**

When a current household must transfer to another program within the same program model (PSH to PSH) the household will be prioritized via the CES. The housing provider should complete the Transfer Request Form detailing the need for the household to be transferred and submit to CES staff. Coordinated Entry staff will review the request and schedule a Program Transfer Review meeting with the person making the request and the panel of reviewers selected by the CoC to collaborate in making those determinations. The Program Transfer Review meeting will be scheduled within ten business days from when the request is submitted. The panel for these meetings will be comprised of at least one GKCCEH Board member and stakeholders with no vested interest in the outcome of the transfer. A decision will be made during the Program Transfer Review meeting or no later than five business days after the Program Transfer Review meeting if additional information and/or documentation is needed. In such cases where additional information is needed, the CES staff will inform the housing provider(s) of the decision. If the transfer is approved, the household will be placed back on the By Name List (BNL) and a new program match will be made. This cohort will be prioritized according to the CE Prioritization Policy.

### **Rapid Rehousing (RRH) to Permanent Supportive Housing Transfers**

Rapid re-housing is a model for helping individuals and families who are experiencing homelessness to obtain and maintain permanent housing, and it can be appropriate to use as a bridge to other permanent housing programs.\* Program transfers may be made from rapid re-housing to permanent supportive housing so long as the household met, at RRH program entry,

the eligibility criteria for the program they are transferring to under the specific program guidelines and the requirements for the Permanent Supporting Housing project in the Notice of Funding Availability (NOFA) for the year the project was awarded. Please note, though not all PSH programs restrict enrollment to chronically homeless individuals and families, these are not the norm. As such, RRH to PSH transfers are more likely to occur in instances where the household being transferred met the chronically homeless definition when enrolled in the RRH program. Additionally, it is understood RRH programs, in order to house households from the list more quickly, may be utilized as “bridge” housing. In the event the transfer request is initiated due to a household’s need for additional support, the transferring agency will not be penalized. To ensure the rationale for such transfers is reasonable, the VAT assessment score will be a factor in decision-making.

When a current household must transfer from an RRH to a PSH program, the household will be prioritized via the CES. The housing provider should complete the Transfer Request Form detailing the need for the household to be transferred and submit to CES staff. Coordinated Entry staff will review the request and schedule a Program Transfer Review meeting with the person making the request and the panel of reviewers selected by the CoC to collaborate in making those determinations. The Program Transfer Review meeting will be scheduled within ten business days from when the request is submitted. The panel for these meetings will be comprised of at least one GKCCEH Board member and stakeholders with no vested interest in the outcome of the transfer. A decision will be made during the Program Transfer Review meeting or no later than five business days after the Program Transfer Review meeting if additional information and/or documentation is needed. In such cases where additional information is needed, the CES staff will inform the housing provider(s) of the decision. If the transfer is approved, the household will be placed back on the By Name List (BNL) and a new program match will be made. This cohort will be prioritized according to the CE Prioritization Policy.

#### **Transfers Due to Grant De-funding or Reallocation (PSH Only)**

When a transfer request is made due to program’s loss of funding, it is understood the program participant’s stability should remain the primary goal. The expectation is that prior to requesting a transfer, programs will explore and document other opportunities and strategies where possible, to move participants onto other appropriate housing subsidies and supportive services. Should these measures prove unsuccessful, program staff should notify GKCCEH no later than six months prior to the program’s end date.

**Important: No transfer, regardless of the circumstances, is guaranteed.**

#### **No Transfers will be Considered Between Rapid Rehousing Programs**

By their nature, RRH programs are flexible to meet the needs of participants, with a host of voluntary supportive services. As level of care is to be consistent within the community among RRH providers, transfers from one RRH program to another will not be considered.

#### **No Transfers will be Considered from Permanent Supportive Housing to Rapid Rehousing Programs**

If PSH participants no longer need PSH services, they are permanently housed and may remain permanently housed without ongoing program support.

