# Transfers

## Transfer Policy for Hennepin CoC CES

Through Coordinated Entry, a process has been established for assessing, prioritizing, and referring people who are experiencing homelessness to homeless designated housing interventions. In order of intensity of support, the interventions covered by this document are:

* Rapid Rehousing (RRH)
* Transitional Housing (TH)
* Permanent Supportive Housing (PSH)

There are cases when the type of housing intervention and/or model may not meet the needs of the household. There are four types of transfers that may be approved within CES.

* **Standard Transfer**
* **RRH to PSH Transfer**
* **Youth PSH to Adult PSH Transfer**
* **Intra-agency Transfer**

Transfers are considered for approval by the CES team when the requirements outlined below have been met and the transfer request has been submitted to the CES inbox.

* The household has a current HMIS program entry for a homeless-dedicated housing program that reports to Hennepin County CES (not applicable for interagency transfer policy).

and

* The needs of the household have changed since program entry; or
* The understanding of the needs has changed since program entry.

In such cases there can be legitimate reasons for seeking a transfer to another housing program.

**Transfers are not appropriate for reasons related to protected class status only, including race, color, national origin, religion, sex, disability, age, genetic information, marital status, sexual orientation, gender identity, and being a member of a local human rights commission.**

**The transfer policy applies to homeless dedicated units that are filled through Coordinated Entry and to households assessed, prioritized, referred & housed through Hennepin CoC CES.**

**Please see Appendix E for Transfer Request Form.**

**Standard Transfer Eligibility**

Households eligible for a standard CES transfer include:

* PSH to PSH,
* Family households who are now single individuals,
* Single individuals who are now part of a family

Households must be enrolled in current housing provider program requesting the transfer. The transfer request document needs to include why the client/household needs to be transferred (program model, level of service, etc.).

## Standard Transfer Procedure

A transfer request form is required for all transfer requests and will be reviewed by the CES team. The transfer form should be sent to the CES inbox ([ces.hennepin@hennepin.us](mailto:ces.hennepin@hennepin.us)). Include a CES Release of Information if one is not present in HMIS. The current housing provider is responsible for identifying another provider/program of the appropriate typology that is willing to accept the household and all coordination. Upon agreement of the two providers, the transfer request form is to be sent to the CES inbox ([ces.hennepin@hennepin.us](mailto:ces.hennepin@hennepin.us)) for review and approval. Upon approval:

1. Current program will provide all eligibility paperwork to the program accepting the transfer
2. Current program will request a new referral from the appropriate system (singles/families) upon completion of transfer.

Receiving provider is responsible for confirming eligibility. If no willing provider/program can be found, no transfer is possible.

CES Leadership Committees will receive periodic updates on the number of transfers requested. The CES Leadership Committee will also be consulted if there is a transfer request that does not fall within the guidelines outlined in this document.

**RRH/TH to PSH Transfer Eligibility**

* Vacancies to RRH/TH programs are filled by client preference and/or being at the top of the priority list when an RRH/TH opening was reported.
* Transfer requests from RRH to PSH are appropriate when the following criteria have been met:
  + The housing provider has diligently met and worked with the client to search for/obtain housing, provided case management services, and done everything possible to stabilize the household in housing while in the RRH program.
  + Despite best efforts, the housing provider and household identify needs impacting housing stability that will not be met within 24 months of RRH services and/or the household will become homeless once RRH services end.
  + Household must meet one of the two benchmarks/criteria outlined below:
    - Client was housed through RRH, has reached at least 15 months of RRH services, and will need additional assistance with housing and services to remain in housing.
    - Housing provider has been working with household to find housing for at least 5 months and identified other barriers supporting the need for more intensive PSH services.
  + The household must have a disability to qualify for PSH.
  + Household must be either LTH or Chronic
  + The current housing provider has tried to find another provider/program of the appropriate typology that is willing to accept the household and all coordination. However, if another appropriate provider/program cannot be found, the CES team will add the approved household to a transfer list and wait for the next appropriate vacancy.

## RRH to PSH Transfer Procedure

**Transfers from Single RRH to Family PSH:** are not allowed under any circumstances

**Transfer requests for RRH to PSH:** A transfer request form is required for all transfer requests and will be reviewed by the CES team. The transfer form should be sent to the CES inbox ([ces.hennepin@hennepin.us](mailto:ces.hennepin@hennepin.us)).

**All transfer requests must include**:

* Narrative regarding efforts made with the household to help them stabilize their housing using RRH.
* Narrative including the need for PSH services.
* CES Release of Information if one is not present in HMIS.

**Upon approval:**

1. Current program will provide all eligibility paperwork to the program accepting the transfer
2. Current program will request a new referral from the appropriate system (singles/families) upon completion of transfer.
3. Receiving provider is responsible for confirming eligibility.

**Intra-agency Transfer Eligibility**

This procedure applies to when an agency requests a referral from CES, receives the CES referral, completes an initial meeting with the client, and identifies that the client would be better served by another **program within the same agency that currently has an opening**.

**This is done within initial contact with the client (before a program entry is even completed in HMIS).**

**Please note this only applies to same intervention level (RRH to RRH or PSH to PSH). Housing providers may not request an intra-agency transfer from RRH/TH to PSH.**

*For example: Program Hope is a PSH provider with multiple programs and buildings within HC. They requested and received a CES referral for their Minneapolis PSH building. Upon meeting with the CES referred client, they find out that the client would actually prefer to live in Bloomington because it is closer to their support system. Program Hope has a PSH building in Bloomington and they have an opening as well. At this time, Program Hope could follow the process below to request/inform CES of the interagency transfer.*

**Intra-agency Transfer Procedure:**

1. Complete the transfer request document and indicate that you are requesting an “intra-agency transfer” from one program to another program within the same agency.
2. Submit the completed transfer form to the CES inbox - [CES.Hennepin@hennepin.us](mailto:CES.Hennepin@hennepin.us).
3. The CES team will confirm the intra-agency transfer request and send an email confirming that the change has been made in HMIS.
4. You may then submit another referral request for the CES vacancy that was not filled due to the intra-agency transfer (submit the referral request form to the CES inbox as you usually would).

**Youth PSH to Adult/Family PSH Transfer Eligibility**

Transfer requests for youth in PSH programs to adult/family PSH programs are appropriate when the following criteria have been met:

1. The youth meets the criteria to move into an adult PSH program (has a disability, needs continued services/case management)

* Ensures scarce PSH openings are reserved for those that need PSH as opposed to needing affordable housing.

1. The service provider has worked with/provided services to the youth requesting the transfer for at least 2 years.

* Ensures enough time has passed for the youth to stabilize in their current setting and explore opportunities for independence outside of homeless-designated housing programs.

1. Youth provider has considered extending the time the youth can remain in the current youth centered program.
   * Ensures consistency of services for the youth
   * Encourages client-centered services
   * Allows for more vacancies to be filled by "adult aged" households on priority list (prioritizing chronic HHs)
2. If the provider is not extending the client’s stay within current youth program, the youth provider will look at resources outside of the Coordinated Entry System (Hennepin Housing Key, public housing, Housing Support with Services Independent, Board and Lodges, disability-connected services, etc.)
   * Reserves CES vacancies for households that are currently experiencing homelessness and have no other housing options.
   * Makes use of mainstream housing opportunities in our community.

If the youth meets the criteria for an adult/family PSH opening; the service provider has worked with the youth for a minimum of two years and considered an extension; and the service provider has looked for housing opportunities outside of CES, the youth and youth provider will complete a transfer request to verify that the benchmarks listed above have been met and request approval from CES.

The current housing provider is asked to try to find another provider/program of the appropriate type that is willing to accept the household. However, if another appropriate provider/program cannot be found, the CES team will add the approved household to a transfer list and wait for the next appropriate vacancy.

The current youth provider will continue to provide services and housing to the youth until the transfer to the adult/family provider is complete.

**Youth PSH to Adult/Family PSH Transfer Procedure:**

A transfer request form is required for all transfer requests and will be reviewed by the CES team. The transfer form should be sent to the CES inbox ([ces.hennepin@hennepin.us](mailto:ces.hennepin@hennepin.us)).

**All transfer requests must include**:

* Narrative regarding efforts made with the household to help them stabilize their housing and why they cannot remain in the youth designated housing.
* Narrative including the need for continued services with an adult/family program.
* CES Release of Information if one is not present in HMIS.

**Upon approval:**

* Current program will provide all eligibility paperwork to the program accepting the transfer
* Current program will request a new referral from the appropriate system (singles/families) upon completion of transfer.
* Receiving provider is responsible for confirming eligibility.