

Metro Social Services – Policy

Policy Name	Drive to End Chronic Homelessness Policy
Effective Date	10/1/17
Date(s) of Revision	
Date(s) of Review	
Approved By:	

POLICY

The Metropolitan Homelessness Commission in partnership with MTA is implementing the Drive to End Chronic Homelessness Public Investment Plan in accordance with the proposal submitted and approved by Metro government.

Drive to End Chronic Homelessness is a one-year pilot program aimed to incentivize people experiencing chronic homelessness to work with housing navigators and standardize processes to ensure that housing navigators work within the coordinated entry system to assist people with housing as quickly as possible.

PROCEDURES

The Metropolitan Homelessness Commission director or a designated staff person will be responsible to oversee the implementation of Drive to End Chronic Homelessness.

1. The Metro outreach team with assistance from staff will provide training to all housing navigators on *Drive to End Chronic Homelessness* at select monthly housing navigator meetings and at bi-weekly care coordination meetings attended by each partner agency.
2. Housing navigators will submit an online application form on behalf of a client who meets the definition of chronic homelessness (which is defined as 12 consecutive months literally homeless with a disabling condition), or who is at risk of experiencing chronic homelessness (has a disabling condition and has been experiencing homelessness for at least five months.) Housing navigators will be requested to verify the chronic and disabling condition status on the online application. This can be self-reported.
3. Homelessness Commission staff will look through each application form and ensure the client has the following minimum information entered and/or uploaded into HMIS: a CES HMIS release, a signed code of conduct outlining minimum

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expectations of the bus pass recipient including information of how to report the loss of the bus pass, and a headshot photo.

4. Once approved, Homelessness Commission staff will print the bus pass and distribute it to the housing navigator through his/her organization at the next care coordination meeting and/or housing navigator meeting. If prior arrangements are made, housing navigators may pick up the bus pass from Homelessness Commission staff.
5. Homelessness Commission staff will keep a log with name, date of birth, and date of the issuance of the bus pass. Any violation of the agreement will be noted in the log.
6. If a bus pass recipient loses a bus pass, it will be deactivated and a new bus pass will be made available the first time without any questions asked. The housing navigator will need to fill out a new application each time a new bus pass is requested.
7. Requests for re-activation after a second loss of the bus pass will require approval from the Metropolitan Homelessness Commission director. The approval will depend on the available resources to re-activate the bus pass.
8. If a bus pass is deactivated due to a violation of the terms, the housing navigator may advocate on behalf of the client at the next care coordination meeting and seek input on how to address the issue that led to the deactivation of the bus pass. The Metropolitan Homelessness Commission Director must approve an appeal to MTA to lift the conditions of the violation. MTA has the final decision over revoking a violation status.
9. Once a violation is revoked, the housing navigator will need to fill out a new application in order for the bus pass to be reissued. The Homelessness Commission staff will provide a written warning with the reissuance of the bus pass.
10. The written warning will take the following form:

_____ (enter name), a participant of the *Drive to End Chronic Homelessness* has been warned of his/her violation of the code of conduct he/she has signed. Hereby, we issue a last-chance. One more violation and your annual bus pass will be revoked indefinitely.
11. Every 90 days, housing navigators will notify the Homelessness Commission staff confirming that they are still actively working with each bus pass recipient. In addition, housing navigators will be required to enter case notes in HMIS detailing the specific services they have provided to their bus pass recipients. If the Metro Homelessness Commission does not receive the confirmation, or if

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case notes are not entered in HMIS, staff will notify the housing navigator of the reason for deactivation. The housing navigator will have 1 business day to respond to the deactivation notification and update case notes in HMIS to reflect continued work toward housing. Examples of HMIS case notes are attached.

12. The Homelessness Commission staff will regularly review HMIS case notes to monitor the activity level of client engagement to ensure housing navigators and clients are working toward housing. Minimum requirement towards housing is a documented activity at least once every two weeks. If there is not documentation of an activity at least once every two weeks, the bus pass may be deactivated. The MTA bus pass will be re-issued if available, as soon as the housing navigator proves re-engagement with the client by updating information in HMIS and fills out a new bus pass application.
13. People who have moved into housing will still be eligible to continue using their bus pass until their next annual review, as long as they are engaging with a case manager and/or social worker on a regular basis. This will allow the Metro Homelessness Commission to evaluate specific gaps in our community's service provider system and identify persistent weaknesses in our processes as we work toward building our community's Housing Crisis Resolution System.
14. If the *Drive to End Chronic Homelessness* is funded for an additional year, the Metro Homelessness Commission will review on an annual basis the situation of each bus pass recipient including progress made toward housing.