



Recommendation on Role Clarification under Expedited Housing Initiative for Housing System Navigators & Outreach Workers

Prepared for the Expedited Housing Initiative Leadership, DFSS and CSH

The following individuals met on July 23rd and on August 10th to discuss the roles and resources of street outreach workers, housing system navigators and housing navigation to support the Expedited Housing Initiative (EHI): Bridget Doveatt (All Chicago), Kimberly Howard (DFSS), Karen Kowal (All Chicago), Christine Riley (DFSS) and Jessica Smith (CSH).

The primary goals of the conversation were to clarify roles and determine resource needs for street outreach, housing system navigation and housing liaisons under EHI.

The following is a recommendation on these two areas.

Role Clarification

Housing Navigation Purpose: The core purpose of housing navigation is to assist in the movement of a homeless household from their current situation (shelter, street, housing program) to their next housing opportunity. In general, these housing opportunities could be permanent supportive housing (PSH), rapid re-housing (RRH) or a long-term subsidy such as a Housing Choice Voucher or others

Street Outreach:

Role for PSH Referrals: Provide housing navigation services to households currently enrolled in a street outreach program who are experiencing chronic homelessness and matched to permanent supportive housing through the Coordinated Entry System. (See Housing System Navigation below for typical activities). Essentially a household's outreach worker becomes their housing navigator when the household is referred to PSH. This role is in addition to their regular role as a street outreach worker.

Role for EHI: Street outreach workers will provide a intentional introduction to the households to an EHI Housing Liaison to ensure a successful transition into housing. Tasks could include:

- Providing best time and location to meet with participant
- At times being **present** when the EHI Housing Liaison is meeting with participant
- In some cases, assisting with completing intake paperwork and gathering documentation to hand off to Housing Liaison when it is determined participant would only like to work with outreach/drop-in for that process

EHI Housing Liaison:

Role for EHI: Role is to assist homeless households to transition into housing through Accelerated Moving Events (AME) by:

- Completing intake paperwork with participant prior to AME. Upload intake paperwork to HMIS after completion
- Gather available documentation prior to AME (ID, Social Security Cards, Proof of income etc.). Upload documentation to HMIS
- Participate in all AME by showing unit choices and completing application paperwork with participant
- Complete lease paperwork including lease signing as necessary with participant
- Arrange for furniture delivery with Chicago Furniture Bank
- Transporting participant to their new unit day of move-in or arranging for transportation
- “Warm hand off” with the housing case manager

Housing System Navigator (HSN):

Role for PSH Referrals: Role is to assist homeless households to transition from their current situation usually housed through AMEs into a permanent subsidy either PSH or other voucher. Referrals to PSH will largely be through the transfer process. Activities provided by HSNs include:

- At the time of PSH housing match/transfer request or notification of long-term subsidy, connect with the household.
- Provide HSN services to households referred through the Coordinated Entry System, even in cases when the first referral is not successful as long as the household is facing chronic homelessness.
- Enroll the household in HSN at the time of contact.
- Collaborate with the Housing Provider or long-term subsidy provider to learn what documents are needed for the program and help household obtain documents, including assisting with obtaining documentation that confirms household is experiencing chronic homelessness.
- Assist the household in scheduling and traveling to appointments, unit viewings, and lease signing. Accompany the household at appointments as necessary.
- Provide encouragement and educational support for households.
- Assist with the coordination between housing programs