

Housing Navigation Best Practices

11/05/2021

- Navigate process
 - Identify individuals need
 - Intake form / Check list / ROI
 - Housing Problem Solving/Housing Pathways/Coordinated Entry
 - Income/Pets
 - Make initial Contact with landlord
 - Roommate match questionnaire
 - “I do, we do, you do” – best practice process/plan for achieving housing goals
 - First step- I do – We start the process by doing some of the tasks for the client
 - Second Step – We proceed with their goal as a partner with client
 - Third and final Step- Plan for client to perform tasks on own
- Have Documents ready
 - Applications/ID/benefits/proof of income/credit report/updated credit status/vital records
 - Can use Camden Cards as triage for “whole person” care
- Reassess along the way
 - Change in roommate status: Client either wants one now or current roommate is not a good match
 - Change(s) in Mental and/or Physical Health: Might limit OR open up new housing options due to mobility concerns or mental health needs
 - Change in transportation needs: Dial a ride not available in county/only city limits
 - Change in preferred housing location/town
 - Change in preferred housing type: House vs mobile home/trailer
 - Children return home w/client
 - Change in legal needs
- Landlord Support
 - Always be in mode of how the Navigation Team can **support** the landlord
 - Quicker turn over / get foot in the door
 - Lower eviction rate
 - Offer incentives
 - Put their concerns at ease / counteract concerns quickly
 - Hands on case management
 - Can help with troubles/issues/conflict resolution along the way – including finding a new housing alternative for client
 - Be mindful of how we pitch our clients, honest but optimistic
 - Have a process for when to send initial letters, and when to check in/frequency of check in , thank you letter
- Housing Challenges
 - 290 PC
 - Pets
 - Bad Credit/No Credit

- Eviction History

Suggestions for Slack/CoC Website, have specific work paths for documents within the Housing Navigation Group:

- Landlord
 - Letter of Introduction/includes stats and an explanation of what we do
 - Success stories
 - Check list
 - Thank you Letter
- Client
 - Roommate Questionnaire
 - ROI
- Housing Navigator
 - Best Practices
 - Document list
 - Pathways / Housing Problem Solving
 - Client/landlord list
- Sustainability
 - Stats
- Community Outreach
 - Flyers
- Master Contact List for Housing Navigation Team

Ideas/Templates:

https://endhomelessness.org/resources/?fwp_content_filter=toolkits-and-training-materials

Plan:

Will work on getting one email address for Housing Navigation Group upon Coc approval of housing

Social Media outreach and **SHARE success stories**

EHV application locations:

- All Peer Support Centers – Circle of Native Minds will open new location in Lakeport in near future
 - Best to refer to locations closest to current living/housing situation
 - Big Oak is currently very busy
- Elijah House by appointment
- Lake County Office of Education – Students and their families only
- Hope Center by appointment