

**PARTNERS IN CARE**

# SPECIAL REQUESTS

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A PROVIDER WORKFLOW: CREATED BY THE CES TEAM





# WHAT IS A SPECIAL REQUEST?

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- Per CES Policy & Procedure:
  - Providers may request from CES for households to be considered for advancement on any category of the By Name List (BNL) regardless of chronicity or assessment score when there is clear, documented evidence of greater need, and such advancement meets the long-term, sustainable housing needs related to the conditions of consideration.
    - Reference: (Pg. 22 of CES Policy & Procedure Handbook)
    - HUD guidance established in 24 CFR 576.400(e), 578.7(a)(8), 576.400(d), CPD 14-14-012, CPD 16-11, and CPD-17-01
  - What does this mean?



# SPECIAL PRIORITIZATION

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- Despite a HoH (Head of Household) or individual's VI score, if they have or are affected by severe condition(s) that place them at greater risk while experiencing literal homelessness, it may be appropriate to consider them for advancement.
- Non-chronically homeless client cases will need to be brought to the PIC CES Oversight Committee for a motion to approve the request.
  - Please note!  
Chronic homeless status is factored in to a client's severity.



# THE COORDINATED ENTRY SYSTEM CAN PRIORITIZE URGENT CASES THAT...

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- Are vulnerable to illness or death;
- Are undergoing life-sustaining medical treatment, the efficacy of which is significantly negated by conditions of homelessness and housing instability;
- Are vulnerable to victimization, including physical assault and abuse;
- Have functional impairments causing long-lasting physical or mental capacity to meet essential requirements for physical health, safety, or self-care; or,
- Have other specific factors determined by the community that are based on severity of needs, including terminal illness.



# ADDRESSING SPECIAL REQUESTS & CASE CONFERENCING

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- Homeless service providers must be able to address an urgent client case first through CES Case Conferencing.
- Reference the PIC website link and fill out the Client Question for Case Conferencing



- Complete this form indicating client's state of homelessness, including indicators of severity as referenced by the CES P&P's. (pg. 22)








# UNIVERSAL SPECIAL REQUEST FORM:

PROVIDERS WILL BE INSTRUCTED FOLLOWING CASE CONFERENCING TO COMPLETE THE SPECIAL REQUEST FORM.

Send form ×

Collect emails

Send via     

Email

To

"CES Admin Test" <cesadmin@coordinatedentrysystem.org>


Subject

Universal Request: Partners In Care, Coordinated Entry System

Message

I've invited you to fill out a form: Special Request Form: CES Team!

Include form in email

 Add collaborators Cancel Send

- Check your work email to access this form!

Please note: If you are unable to access the Special Request form through your work email, please contact CES directly and the team will email the form directly to your Coordinated Entry G-Suite account.

- Be mindful to also check your Spam folder if you did not receive the form directly! 😊

## Are you the designated P.O.C. for your program?

Each program shall appoint one staff member (and have an established alternate staff member) to serve as the point of contact designated to submit special requests for prioritization, per CES P&P's.



# DETERMINANTS OF HEALTH?

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The provider of record should include in the Special Request form any information pertaining to a client's social, physical & economic environment, including a person's individual characteristics & behaviors, if any or all apply to the individual or HH.



## Specify Disabling Conditions & Disability Verification

The provider of record should be able to select all qualifying disabilities that may apply to the HoH.

The licensed treating professional will need to verify at least one disability for the HoH.

Please Check all the HUD qualifying disabilities that apply to the head of household.

- Mental Health Disability
- Physical Health Disability
- Substance Abuse
- Cognitive Disability
- Developmental Disability
- Post Traumatic Stress Disorder (Trauma)
- none
- Other...





# SPECIFY CHRONIC HOMELESS STATUS

Homeless History

Description (optional)

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Length of homelessness \*

12+ months (consecutive)

4 episodes in past 3 years = 12+ months

under 12 months

under 6 months

under 3 months

It is advisable for the POR to offer insights into the client's homeless circumstance and specify indicators of severity.

The POR will need to verify client's Chronic Homeless Status by completing a time accumulation worksheet via the CHV packet.

Before CES can process a Special Request for client's who are not Chronically Homeless, the PIC CES Oversight Committee will be required to motion the request for approval if the severity factors have been verified by a licensed treating professional.

<https://www.hudexchange.info/trainings/courses/defining-chronically-homeless-final-rule-webinar/>



# SPECIAL CONSIDERATIONS/ACCOMMODATIONS?

- The provider should assist the housing program with information on what accommodations a client may need following the housing navigation process.

Housing barriers or special considerations?

- Elevator or first floor room required (cannot climb stairs)
- ADA unit needed
- Comfort/Service animal (legally authorized)
- One dog
- Multiple dogs
- Other pets as part of placement
- Transgender female
- Transgender male
- None
- Other...



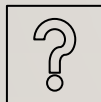
# CAPTURING LEGAL ENCUMBRANCES WILL BE AN ESSENTIAL COMPONENT THAT MAY FURTHER ASSIST THE HOUSING PROGRAM.

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## Legal barriers to housing?

- Eviction from housing in past 5 years
- Felony assault conviction in past 10 years
- Felony sex offense conviction
- Felony conviction for drug distribution in past 10 years
- Current/Active Temporary Restraining Order (TRO)
- Unknown
- No known legal barriers

Other...





# SELECT APPROPRIATE CATEGORY OF HOUSING ASSISTANCE NEEDED

What category of Housing Assistance is being requested? \*

- Permanent Supportive Housing
- Bridge (Interim) Housing in Transitional Housing facility until PSH is available
- Mental Supportive Housing: Community-based Shelter Plus Care / Housing First
- Mental Health Supportive Housing: Single Room Occupancy Unit (Semi-Independent)
- Mental Healthy Supportive Housing: Group Home (Semi-Independent)
- Rapid Rehousing: Short Term, 1 to 3 months
- Rapid Rehousing: Medium Term, 3 to 9 months



The provider should check the applicable box regarding client housing needs.

What is Bridge Housing?

How does a client access Bridge Housing?



# BRIDGE HOUSING

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- A homeless service provider may request to temporarily place an individual or HH in a transitional housing program following receipt of a Permanent Supportive Housing referral as vacancies in participating programs allow. Providers can complete an inquiry with CES via the Case Conferencing Agenda for more support on how to process this request.
  - (CoC - 578.103(a)(3) and ESG - 576.500(b))



# BRIDGE (INTERIM) HOUSING

○ Bridge (Interim) Housing in Transitional Housing facility until PSH is available

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- The goal of Bridge Housing is to provide a stable temporary housing situation with supportive services while an individual is in the process of locating, applying to, and/or obtaining permanent housing while maintaining an active PSH referral
  - Bridge Housing typically prioritizes individuals who have already been enrolled in a Permanent Supportive Housing (PSH) program but are seeking or waiting for a permanent unit, or households who are highly vulnerable and will be prioritized for permanent housing options as they come available.



# STATEMENT OF SEVERITY

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- The point of contact (P.O.C.) must be able to connect with an individual's or HoH's **licensed treating provider** to address primary vulnerabilities, indicators of severity while homeless, their terms of prognosis and any other additional urgent considerations.
- Treating professional's statement of medical necessity:
  - 1) Stable housing is necessary to support life-sustaining care & steady recovery,
  - 2) Without housing, the symptoms and conditions will persist & become life-threatening.



Agency:

Date:

To whom it may concern:

I am writing on behalf of (Client or Household Name) \_\_\_\_\_  
who has been my patient at \_\_\_\_\_  
from \_\_\_\_\_ until present.

Please check the condition(s) for housing prioritization:

- Vulnerability to illness or death
- Vulnerability to victimization including physical assault and abuse
- Functional impairments causing long-lasting physical incapacity
- Functional impairments causing long-lasting mental incapacity
- Undergoing life-sustaining medical treatment
- Being deprived of life-sustaining medical treatment due to homeless situation
- Terminal illness

## THE SEVERITY STATEMENT

The treating provider will complete each section of this document, including selecting the client's vulnerability condition(s), if applicable.





# SEVERITY STATEMENT

## Severity of Need:

Please provide a statement regarding the severity of the diagnosis pertaining to the condition(s) circled above:

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## Prognosis:

Stable housing is necessary to improve \_\_\_\_\_'s health outcomes and steady recovery; without stable housing, his/her/their condition may persist and become life-threatening. While being homeless is not ideal for anyone, it is particularly problematic for this person/household. For these reasons, I request that they be prioritized for housing resources.

Sincerely,

Name of Verifier & Title:

Signature of Verifier:

Please upload any supporting documentation of medically compromised, vulnerable, and/or acute conditions: \*



# PLEASE UPLOAD SUPPORTING DOCUMENTS TO HMIS

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For any questions or concerns, please connect with the CES Team at

[pichousing@coordinatedentrysystem.org](mailto:pichousing@coordinatedentrysystem.org)

**MAHALO!!**



# REFERENCES

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- Homebase: Advancing Solutions to Homelessness San Diego Temporary Bridge Shelter Evaluation, Focus Strategies, June 2018, 1-2; City Bridge Shelter; Program Operating Agreements and Memorandum of Understanding Renewal, San Diego Housing Commission, June 2019, p. 7-9.
- HUD Exchange: <https://www.hudexchange.info/trainings/courses/defining-chronically-homeless-final-rule-webinar/>
- CES Policy & Procedure Manual:
  - <https://www.partnersincareoahu.org/ces-policies-and-procedures>
- Defining Chronically Homeless Final Rule Webinar, Combined Q & A Transcript:
  - <https://files.hudexchange.info/course-content/defining-chronically-homeless-final-rule-webinar/Defining-Chronically-Homeless-Final-Rule-Combined-QA-Transcript-2015-01-22.pdf>
- Notice CPD-16-11: Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing
  - <https://www.hudexchange.info/resource/5108/notice-cpd-16-11-prioritizing-persons-experiencing-chronic-homelessness-and-other-vulnerable-homeless-persons-in-psh/>