



OneHome Reasons to Request a Transfer

Transfer Requests

There are several circumstances where a household may need to transition from one permanent housing program type to another. Examples for why a transfer could occur include: household composition change, households need change, or a participant needs to move out of the service area where their provider currently works. Other reasons for a transfer could include concerns about safety in their current housing in which a change of location would remedy, a demonstrated need for project-based vs scattered site housing or vice versa, or a significant breakdown in the relationship between provider and client that cannot be remedied per internal agency or program policies and procedures. Each household's experience and needs are unique, so the following document addresses the process for requesting to transfer from one permanent housing program to another per the OneHome Interim Housing Transfer Policy.

As a first step, the Community Advocate should contact a OneHome Coordinator. In most situations the Community Advocate would be the housing provider, though any supportive services provider working directly with the household may initiate this process. The OneHome Coordinator will discuss the household's current situation with the Community Advocate and determine which venue the transfer request discussion will take place, either the Alternate Process or regional case conferencing.

The Community Advocate would be expected to either present the household's situation at a regional case conferencing meeting or submit a case statement to the Alternate Process for review. Other providers that work directly with the household are encouraged to participate in case conferencing discussions and/or submit a case statement, as they may provide additional insight into the household's needs. Community Advocates may also present at Alternate Process calls in addition to the case statement. A client presentation info sheet is available to guide discussion.

The following questions are examples of topics to be addressed in a case statement and/or during discussion at a case conferencing meeting. It is not necessary to answer all these questions in the statement.

- What are the household's priorities and goals for their housing? What do they feel they need in order to be stably housed? Is housing their goal, and if not, what is?
- What actions have the current provider support system taken to support the household towards achieving housing stability?



- What does the timeline of the household's history of housing and homelessness look like? What interventions have worked, in housing or otherwise, and what has not worked?
- If applicable, how does the household's disabling conditions, i.e. mental health, substance use, other disabling conditions, or physical health issues, that impact their daily living and ability to maintain housing independently? Observable details and specific examples of the impact are preferred over a list of diagnosis or general statements indicating they have disabling conditions.
- How will things be different with a new housing resource? Specifically, what supports would this household need in place to be stable in their next housing opportunity, or what changes would have to be made to increase engagement in their housing?
- If lease violations, mutual rescission, neighbor relations, or an eviction are relevant to the request to transfer, provide detail on the lease violations or surrounding circumstances, including action steps taken by the provider and/or client to rectify the situation without transferring the household, or proceeding with a mutual rescission or eviction
- For rapid rehousing to PSH transfer requests:
 - How long have they been in the program & how much longer until they are required to exit the program?
 - Have rental payments been made on time and how much of their rent has the household been paying per month?
 - What (if any) community-based resources is the household connected to that will help them maintain their housing, such as social support systems, medical care, food security, employment, public benefits, etc, in which they would be able to maintain the services if they were no longer involved in programming at their current agency?
 - What long term community-based housing resources have the household applied for already? i.e. housing choice vouchers, affordable/income-based housing, housing for people 55+ or disabled, etc

As there are limited housing resources available through OneHome, these entities may request additional information regarding the household's situation in order to make a decision. The purpose of these questions is to understand the complexity of the household's situation and the depth of concern that they will not be able to obtain or maintain housing without transferring programs. Through the collective knowledge of providers, solutions to the household's immediate crisis, methods to increase engagement with the household, and/or next steps for coordination and collaboration with other parties such as landlords and service providers may be discussed in meetings prior to deciding on a transfer.



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Transfer request decisions will be made via vote, majority rule. Regional case conferencing groups and the Alternate Process committee will have their own policies for quorum. If there is someone in the alternate process or regional case conferencing group that works for the housing program that is requesting a transfer, currently provides direct services to the household (i.e. case manager, clinician, outreach worker, etc), or knows the household personally, they must abstain from voting on the transfer, but they are able to participate in the conversation. Conference facilitators (generally OneHome staff) will not vote on transfer decisions, except in the instance of a tie. The appeal process is outlined in the Interim Housing Transfer Policy document. When applicable, the Alternate Process and regional case conferencing groups may identify areas where the household can be supported in their current housing program without a transfer or offer an alternative housing match to what is being requested. The information gained during these discussions will also aid in understanding what type of housing would be ideal for the household to be successful, which if they were approved for a transfer would be important in identifying a housing match through OneHome.