

Title: Mobility Policy	Date Approved: 5/25/2016
Related Documents: Mobility Request Form	

Rationale

Coordinated Entry for All (CEA) promotes housing stability for households and recognizes that circumstances arise which may require a change in a current housing placement.

Policy

Households eligible for a Mobility Transfer are prioritized for referral to another housing program if they experience an imminent safety issue, require a geographic change, have a change in service need, are aging out of their current program with no other housing options, or if their family size changes.

Procedures:

1. The housing provider must send the completed Mobility Request form to the CEA Housing Referrals Supervisor, documenting the reason for Mobility Transfer in detail. The household also needs to have a completed CEA Housing Triage Tool assessment entered into Clarity. If the household is assessed and scores 0-3, the mobility request will not be approved. **Mobility Request documentation must indicate steps taken by housing staff to support the household and seeking options that would keep the household housed within their program if possible, or if ineligible exit them to a safe place.**

Basis for Mobility Transfer:

- a. IMMEDIATE SAFETY ISSUE – An imminent safety issue that cannot be resolved through safety planning within the current placement. A household should contact 911 if they feel they are unsafe. CEA will not approve a mobility request for safety if there is a severe safety risk that could endanger those in the new program. Safety issues related to domestic violence should be referred to domestic violence resources.
 - b. GEOGRAPHIC CHANGE – Travel burden that results from a household’s resource location (employment, education, child care) such that it leads to housing instability.
 - c. CHANGE IN SERVICE NEED – As demonstrated by change in assessment score that results in a Band.
 - d. EXITING PROGRAM DUE TO AGE LIMITS WITHOUT A SAFE PLACE TO GO – Aging out of a CEA participating program OR aging out of an under 18 shelter or TLP program without a safe housing option available.
 - e. CHANGE IN FAMILY SIZE – A change in the number of household members that impacts the eligibility of current housing placement.
2. CEA staff will follow-up within one business day when there is a safety issue, and within three business days when the mobility request does not involve a safety issue. CEA staff will facilitate conversations with the household and housing provider to understand both perspectives of the mobility request, and ensure the household wants to transfer programs.
 3. CEA staff will make a determination regarding eligibility for mobility and inform the housing provider and eligible household within three business days (one business day if an imminent safety issue exists). CEA staff may also contact funders to understand implications of a transfer for program funding.

4. CEA staff will update necessary information in the database regarding the mobility request. Upon approval for mobility transfer, the eligible household will be reactivated in the community queue and will be prioritized for the next referral within their corresponding band, regardless of where their score falls within that band. The eligible household will be contacted by a referral specialist when the next appropriate housing resource is available.
 - a. Households who have been approved for mobility for safety reasons will be prioritized within mobility requests, followed by households losing their housing first.
 - b. CEA staff will work with the household and housing provider to develop a housing plan until a referral is available. The housing provider will be asked to continue to provide housing until another placement is secured, if this is a safe and viable option.
 - c. If a household turns down more than one housing resource, the mobility request will be returned to the housing provider and will no longer be approved.
 - d. If denied for mobility through CEA, the housing situation will be determined between the housing provider and the household.