



Assessment, Screening, and Referrals

March 31, 2021

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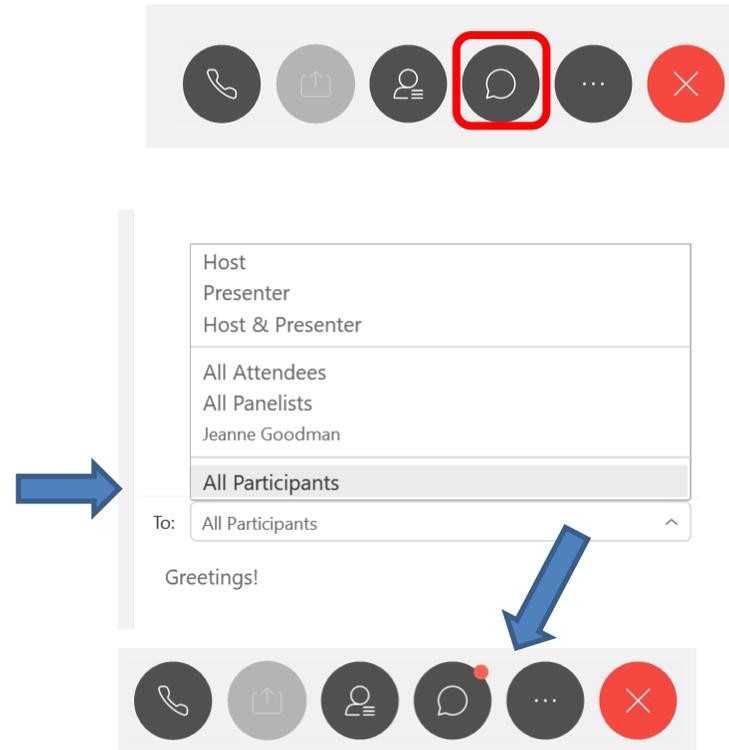
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Moving On Training Series Overview

| Session | Date and Time | Target Audience |
|--|------------------------------------|---|
| 1. Introduction to Moving On | Wednesday, March 3 2:00 PM EST | CoCs, housing providers (PSH, HOPWA, VASH), PSH tenants government housing and services agencies, PHAs, HUD Multifamily properties, affordable housing owners/operators, and private funders. |
| 2. Moving On Resources | Wednesday, March 17 2:00 PM EDT | CoCs, housing providers, government housing and services agencies, and private funders. |
| 3. Moving On for PHAs | Thursday, March 18 2:00 PM EDT | PHAs, HUD Multifamily property operators, affordable housing owners and operators, landlords, and other holders of housing resources. |
| 4. Moving On Assessment Processes | Wednesday, March 31 2:00 PM EDT | CoCs, housing providers, government housing and services agencies, and PHAs. |
| 5. Creating a Culture Supportive of Moving On | Wednesday, April 14 2:00 PM EDT | CoCs, housing providers, and government housing and services agencies. |
| 6. Moving On Services in Supportive Housing | Wednesday, April 28 2:00 PM EDT | CoCs, housing providers providers, government housing and services agencies, supportive services providers. |
| 7. Moving On Outcomes Tracking and Evaluations | Wednesday, May 12 2:00 PM EDT | Researchers, CoCs (including HMIS staff), housing providers, government housing and services agencies, and PHAs. |



Previous Moving On Webinar Recordings

- [Link: Moving On Webinar Series](#)
- To view the recordings, slides, and other resources for a previous session, click 'Get Credit' in the registration column and scroll to the bottom of the page

| Webinar | Date and Time | Registration |
|---|--------------------------------------|------------------------------|
| Introduction to Moving On | March 3, 2021 2:00 – 3:30 PM EST | Get Credit |
| Moving On Resources | March 17, 2021 2:00 – 3:30 PM EDT | |
| Moving On for PHAs | March 18, 2021 2:00 – 3:30 PM EDT | |
| Moving On Assessment Processes | March 31, 2021 2:00 – 3:30 PM EDT | Register Now |
| Creating a Culture Supportive of Moving On | April 14, 2021 2:00 – 3:30 PM EDT | Register Now |
| Moving On Services in Supportive Housing | April 28, 2021 2:00 – 3:30 PM EDT | Register Now |
| Moving On Outcomes Tracking and Evaluations | May 12, 2021 2:00 – 3:30 PM EDT | Register Now |

What's Next?

Moving On Office Hours:

- Tentatively hold the date: Wednesday, May 26, 2:00 PM EDT

Poll: What would be of interest to you and your community in the future?

- Direct technical assistance to help us create, scale, or improve a Moving On program locally
- Training on topics other than what will be covered in the current webinar series
- Opportunities for peer discussion/learning with other communities working on creating or implementing Moving On programs
- Other (please describe in the chat)

Panelists/Resource Advisors

- **Amber Buening** (she/her) – CSH
- **Ariana Saunders** (she/her) – CSH
- **Johnna Lowe** (she/her) – CSH

Overview

This webinar will address how to engage tenants who may be interested in moving on. Additionally, it will address how to set up assessment, screening, and referral processes for Moving On programs.

Learning objectives:

- Learners will be equipped with strategies for engaging tenants around opportunities to pursue moving on from PSH
- Learners will be able to identify key components of the assessment, screening, and referral process
- Learners will be prepared to have conversations with key stakeholders around how to design a local assessment, screening, and referral process

Agenda

- Moving On Basics
- Engagement, Assessment, and Referral Overview
- Engaging Tenants Around Moving On
- Moving On Assessments
- Application and Referral Processes

Poll: What's Your Role?

- CoC Leadership
- Public Housing Agencies (PHAs)
- Local government
- PSH provider
- People with lived expertise (current & former PSH tenants)
- Affordable housing developers, owners, and operators
- Community resources and services providers
- Funders
- Landlord
- Other

Moving On Basics



Definitions

| | |
|---|--|
| Continuum of Care (CoC) | A local planning body responsible for coordinating the full range of homelessness services in a geographic area, which may cover a city, county, metropolitan area, or an entire state. |
| Permanent Supportive Housing (PSH) | Housing (site-based or tenant-based) without a designated length of stay that is paired with supportive services to assist individuals or families experiencing homelessness achieve housing stability. PSH requires that at least one member of the household has a disability. |
| Public Housing Agency (PHA) | A state, county, municipality, or other governmental entity or public body authorized under State law to administer a housing or rental assistance program. |

Definitions

| | |
|----------------------|---|
| Moving On | A program that assists tenants who are ready and wish to leave PSH by connecting them with affordable housing, financial assistance, and transition supports (services to help tenants prepare for, navigate, and adjust to their transition out of PSH). |
| Racial Equity | The condition that would be achieved if racial and ethnic identity no longer statistically predicted outcomes, such as rates of homelessness, health outcomes, life expectancy, justice involvement, etc. |

Moving On Basics

Moving On programs connect tenants with affordable housing and other financial resources and provide transition supports set them up for long-term stability and success post-PSH.

The primary goals of Moving On are to:

- Support independence and choice for those who are ready and desire to move on from PSH.
- Free up space in PSH for people experiencing homelessness who would benefit from intensive, long-term services and rental support.

Guiding Principles

- **Voluntary:** Tenants can stay in PSH as long as they want to (and are eligible) and can choose if they would like to participate in Moving On
- **Collaboration:** To be successful, Moving On strategies require commitments from mainstream housing and services agencies, and close collaboration between CoCs and PSH providers and these community partners. Helping PSH tenants connect to these supports will ensure long-term housing stability.
- **Robust transition supports:** Tenants who are ready to move on are stable and independent, but typically still want and need a connection to affordable housing, financial assistance to help with the security deposit and other transition costs, and services to help them navigate the transition period as they get ready to move on and adjust to their new situation.

Engagement, Assessment, and Referral Overview



The Moving On Process

Moving On services can be thought of as occurring in five phases. We'll be talking about the second phase today: Engagement, Assessment, and Referral.

- Long-term Supports
- Tenant Engagement, Assessment, and Referral
- Preparation
- Transition Supports
- Aftercare

Poll: Moving On Experience?

- My CoC, PHA, or PSH agency is currently implementing a Moving On program
- My CoC, PHA, or PSH agency is planning or thinking about planning a Moving On program
- My CoC, PHA, or PSH agency had a Moving On program in the past but it's not active
- My CoC, PHA, or PSH agency is not discussing or is not interested in Moving On
- I don't know

Goals of Assessment and Referral Processes

- Create a fair and transparent process that reduces bias in who gets access to resources
- Make it as easy as possible for PSH program participants to access resources and move on, when they wish to do so
- Ensure all system partners involved in Moving On (PHAs, PSH providers, CoCs) work together efficiently and meet the needs of Moving On participants

Considering Racial Equity in Assessment Processes

- Ensure that Moving On is being promoted to all tenants.
- Track tenant participation by race.
- If there are racial inequities in program participation, investigate the causes with your inclusive leadership team.
- Make changes to the engagement strategies, application and referral processes, and other program components as needed.

Racial Equity in Assessment Processes Cont.

- Create an inclusive leadership team for your Moving On Initiative, including people with lived expertise and Black people, Indigenous people, and other people of color.
- Co-create the Moving On application packet with people with lived experience and frontline staff from all stakeholders involved in the Moving On process.
- Ensure that the application is accessible in multiple languages to meet the needs of PSH program participants in your community

Engaging Tenants around Moving On



Discussion Question

- For PSH Providers: When (if ever) do you engage program participants around the concept of moving on from PSH?

Long-term Engagement around Moving On

- Engagement should start when tenants enter your program.
- Build a culture that embraces Moving On as an option for tenants.
- Recruit people who have Moved On from supportive housing to provide peer support for current tenants. If you are not able to offer peers full-time employment, ensure that they are still compensated fairly for their time and expertise.

Engaging Participants Around a Moving On Initiative

- Be transparent
- Remember guiding principles - voluntary, choice, economic mobility/self-sufficiency, & long-term success.
- Help set realistic expectations and ensure that program participants (and their case managers) fully understand the opportunity and implications

Key Messages for Engaging Participants

- Moving On is always voluntary.
- Moving On is designed to increase opportunity for growth and choice, not to put pressure on them to leave.
- Moving On does not mean program participants will be left without any services.
- If a tenant eventually wants to pursue Moving On but is not ready now, you can still help them work towards their goal

Helping Tenants Make An Informed Choice

- Transitioning in place vs. moving to a new home
- What will be different and what will stay the same if they transition in place
- Understanding the difference between their current housing and prospective housing options, including payment, expectations, etc.
- Understanding the housing market, if they are planning to move to a new home
- Think about their budget and what might change
- Potential benefits of moving on

Working Through Fears

- Tenants who appear ready to move on may still fear leaving PSH.
- Approach these conversations with a Trauma-Informed lens.
- Use Motivational Interviewing to help tenants work through their fears.
- Fear is ok; emphasize choice.

Effectively Using Assessments



Assessment / Screening: Multi-Step Approach

1. **Engage program participants around Moving On**, ideally throughout their time in PSH.
2. **Assess current housing stability of program participants** using a standardized, transparent process, and work with them to get an understanding of whether Moving On is a good option for them at this time.
3. **Screen for resource eligibility** to help determine what local affordable housing and other resources program participants qualify for to support their transition.

Discussion Question

- How can assessments be helpful?
- How can assessments be harmful when not done right?

Moving On Assessments

What Assessments Are For:

- Provide objective standards to guide discussions about what it takes to maintain housing stability without PSH services and how tenants are currently doing in these areas
- Help the organization understand where their tenants are at and where they need to provide more services in their organization

What Assessment Are NOT For:

- Restricting tenant choice or pressuring tenants who do not want to move on
- Ending Moving On services for some tenants
- Labelling certain tenants as incapable of ever moving on from PSH

Assessing Program Participant Independence

| Housing Stability | Finances | Supports and Services |
|--|--|--|
| <ul style="list-style-type: none">• Ability to pay rent• Lack of lease violations• Long history of tenancy | <ul style="list-style-type: none">• Does income cover rent, bills and other expenses?• Does the tenant have sufficient income to cover expenses after Moving On• Assess credit | <ul style="list-style-type: none">• Tenants require minimal or no services OR <ul style="list-style-type: none">• tenant successfully connects with community-based providers. |

If the Assessment Suggests that a Tenant has room to improve:

- **Provide targeted case management** in the areas the assessment suggested the tenant needs help in.
- **Frame this as an opportunity** to help the tenant in the areas that the assessment indicates they need help
- **Don't frame this as a "failure"**
- **Center tenant choice and a focus on supportive services** to help the tenants who still wish to move on to become ready for that step.

Assessments: Racial Equity Considerations

- Train your staff on bias and structural racism
- Track your data by race to see who is showing interest in Moving On, and who is moving on from your program
- Using a transparent, standardized assessment process helps to remove any possibility for staff bias to influence which tenants are selected for Moving On
- Review and make changes as appropriate to your engagement, assessment, and referral processes if you are seeing racial disparities in who is recommended for Moving On.

Assessment Examples

- **The Connecticut Supportive Housing Acuity Index** is a multi-area matrix that many Moving On initiatives have used as the basis of an assessment tool. Communities that have used this Acuity Index (or a modified version of it), in combination with local resource-eligibility screening questions:
 - New York City
 - Buffalo
 - [Chicago, Illinois](#)
 - [Detroit, Michigan](#)
 - New Jersey
 - [Kentucky Balance of State](#)
 - San Diego, California

More Assessment Examples

- The **Miami-Dade CoC Moving Up Application and Assessment** is an example of a tool created by the CoC in conjunction with a group of PSH providers. The application/assessment tool includes eligibility thresholds in a range of areas that program participants must meet to apply for the program.
- The **Returning Home Ohio** program created the [Tenant Status Evaluation](#), which is completed at regular intervals while a program participant is in supportive housing to help identify when it might be appropriate for the program participant to consider Moving On.

Conducting Assessments with a Trauma-Informed Approach

- **Tenant empowerment:** Frame the assessment as an opportunity to help the tenant in the Moving On process.
- **Choice:** Stress the tenant's choice in participation, as well as the opportunity to make informed decisions.
- **Collaboration:** Treat the assessment as a collaborative process and be sensitive to the power dynamics at play.
- **Safety:** Make sure the tenant feels safe and give them the space to express themselves if they're not feeling safe.
- **Trustworthiness:** Be honest with them about what the assessment is and how it will be used.

Source: [Key Ingredients for Successful Trauma-Informed Care Implementation](#)



Application/Referral Processes



Application

- Develop a clear, transparent application process and packet
- Application process should be collaborative - incorporate the tenant, housing property manager and/or service provider
- Application should include:
 - Information on tenant's ability and interest to move
 - Assessment
 - Screening to determine fit for available resources
 - Supplemental applications (e.g. PHA), if applicable
 - Referral forms
 - Program Agreement and Consent forms
 - Other information as required by program policies and processes

Screening for Resource Eligibility

Assessments could ask if either of the federal exclusionary criteria for HCVs and public housing applies:

- Any member of the household is subject to a lifetime registration requirement on a state sex offender registration program.
- Any member of the household has ever been convicted of manufacturing methamphetamines on the premises of federally assisted housing.*

*See [24 CFR Section 982.553](#) for HCVs and [24 CFR Section 960.204](#) for public housing



Screening for Resource Eligibility

Other potential factors that programs might consider screening for include:

- If any member of the household owes a debt to a public housing agency (the household is ineligible for assistance unless this is paid off).
- If household income is above 50 percent of area median income (in most cases this will make them ineligible for a Housing Choice Voucher or public housing).

Moving On Referrals

- Moving On initiatives may be structured so that participants directly complete applications for resources (such as an HCV) along with the Moving On application, and a coordinating entity or the PSH provider submits the application to the resource holder on participant's behalf.
- In other cases, participants may fill out a Moving On initiative application packet, and then receive a referral from a coordinating entity (such as the CoC) to the specific PHA or other resource holder to apply to.
- In either case, the resource holder receiving the referrals should be able to identify which applications they receive are for Moving On participants and should ensure that staff are clear on the protocols for processing these applications and are able to track them separately from applications from the general public.

Housing Application Assistance

An important task for PSH providers helping tenants move on is providing **housing application assistance**, which may include:

- Helping program participants collect documentation and complete and submit application forms
- Providing housing navigation for program participants moving to a new unit, which may include conducting housing searches, helping program participants apply for housing, and preparing program participants for viewings and landlord interviews
- Working with the landlord to negotiate the lease, complete paperwork, and ensure lease-up is smooth

Q & A

**Please remember to submit your
question to ALL PARTICIPANTS**



Resources

- **HUD Moving On Landing Page:** <https://www.hudexchange.info/programs/coc/moving-on/>
- **HUD Moving On Services Guide:** <https://files.hudexchange.info/resources/documents/Moving-On-Services-Guide.pdf>
- **CSH's Moving On Toolkit:** <https://www.csh.org/resources/csh-moving-on-toolkit/>

Next Session in the Moving On Training Series:

| Title | Date and Time | Intended Audience | Description |
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| Creating a Culture Supportive of Moving On | Wed., April 14 2:00 PM EDT | CoCs, PSH providers, HOPWA providers, HUD VA Supportive Housing Program (VASH) providers, government housing and services agencies | In many systems, PSH is presented as a final stop for tenants who need a combination of housing assistance and intensive services. Many tenants in PSH are unaware that they can move on from PSH and PSH providers may not always present it as an option. This webinar will cover how to create a culture of Moving On within your homelessness system and in PSH programs. |

Moving On Office Hours: Wednesday, May 26, 2:00 PM EDT

