

Understanding the Coordinated Entry Housing Navigator role

Where do Coordinated Entry Navigators fit in the Coordinated Entry process?

The basic Coordinated Entry process for participants remains the same



CE Navigators assist targeted participants between assessment and housing referral to increase participant likelihood of getting housed and help housing programs with documenting eligibility



What can CE Navigators do?

What a CE Housing Navigator does

- Receive navigation referrals from the CE List Manager
- Provide services on behalf of CoC
- Outreach to persons/households already on the Priority List to update status
- Update person/household information in assessments as needed
- Report and document closed (resolved) cases to be removed from the priority list
- Confer with street outreach in non-contact cases to re-establish connection
- Report and document non-contact cases to be suspended until person/household reinitiates
- Obtain consent to assist person/household with navigation
- Describe navigation services to person/household
- Identify mainstream resources the person/household may be eligible for
- Connect person/household to resources they may be eligible for (Food Support, MnSure, Public Housing, etc.)
- Assist with resource applications if other help isn't available
- Help person/household to collect eligibility documentation for potential housing opportunities – homeless status, disability
- Help person/household secure IDs or other documents
- Help person/household identify and describe sources of income
- Connect person/household to housing providers seeking referrals
- Provide a handoff and introductions for person/household and housing provider

What a CE Housing Navigator does NOT do

- Select navigation referrals from the Priority List
- Receive navigation referrals or requests directly from other providers in the community
- Provide services on behalf of agency or program
- Outreach to persons/households who haven't already been assessed
- Provide navigation services without information on person/household current status
- Share person/household information without proper release of information
- Provide full-scope case management
- Complete applications for resources when other help is available (SOAR, MnSure Navigators, etc.)
- Help person/household collect eligibility documentation for a specific housing opportunity
- Secure employment verifications, pay stubs, or benefits verifications unless time allows
- Identify and name specific housing opportunities the person/household can or should access
- Steer a person/household regarding housing opportunities

Who will CE Navigators work with during the pilot phase?

Resources are not available to create navigators for all geographic areas of subpopulations that may need navigation services at this time. With the initial resources for CE Navigators, River Valleys CoC is targeting two subsets of the CE Priority List:

- Highest priority households for housing (most barriers and vulnerability, longest histories of homelessness) who are not yet pending for housing
- Lower barrier households where rapid referral for homeless-designated housing is unlikely and mainstream resources may be most effective in quickly resolving housing crises.

What steps will Coordinated Entry Navigators take to assist individuals and families prioritized for CE Navigation services?

Navigators will stay in contact and help people collect documentation of homeless history and, if applicable, disability status. That way, referrals will better match eligibility for housing opportunities, and -- when a housing opportunity becomes available -- move-in can happen more quickly. See the flow chart on the next page for a visual representation of the steps CE Navigators will take.

What does the addition of CE Navigators mean for CE Assessment sites?

Not much. The access and assessment process is not affected by CE Navigators. Assessors should not offer or promise CE Navigator services to individuals or families seeking assistance because CE Navigator services will be prioritized for the targeted groups named above and may not be available for all households.

What does the addition of CE Navigators mean for Housing Providers (referral recipients)?

When a Housing Provider receives a participant referral for an opening in your program/property, you will be informed if a CE Navigator is assisting the person/household that has been referred to your program/property. You may contact the CE Navigator for assistance if you cannot contact the person/household, to arrange for receiving eligibility documentation that has been collected, and to plan for move-in and connection to the program's service provider. The CE Navigator may assist with, but is not responsible for, completion of application forms, final verification of eligibility for your program/property, income certifications, or providing transportation for an applicant's move-in. The program/property service provider and management should continue to be active in the move-in process as in the past.

Need more information?

Find all Coordinated Entry policies and procedures, forms, and reference materials on the CoC Coordinated Entry webpage at <https://www.threeriverscap.org/continuum-of-care/coordinated-assessment>. Contact Katherine Cross at kcross@threeriverscap.org or 507-316-0441 for questions about Coordinated Entry staff roles, expectations, and program development, specific Coordinated Entry referrals and other Coordinated Entry processes.

Coordinated Entry Process for Individuals/Families with Navigators

