

Attachment C

**Roles and Responsibilities of  
Teams Serving Individuals with  
Coordinated Entry Permanent Supportive Housing Vouchers**

Revised 1/5/22

**Any team serving individuals receiving housing vouchers shall:**

- Attend a WIZARD training and use the system for coordination with other providers involved in the client's care.
- Provide housing location services tailored to the needs and preferences of the client.
- Housing location services include, but are not limited to, determining the characteristics of a unit appropriate for a client (including geographic location, community ties, safety, unit accessibility, etc.); locating potential units near public transportation and other amenities; networking with landlords, renter's associations, property management businesses to stay abreast of available units; selling the program to potential landlords and property managers, and developing and maintaining relationships with landlords renting to clients. Develop and maintain relationships with property owners/managers by saying hello when you are on their site by being a good ambassador for homelessness programs. Accompany client to open houses, apartment viewings and housing application appointments to assist with locating and securing housing, often during regular working hours.
- Screen available units to rule out units with major housing quality red flags (e.g. bare wires, no bathroom, visible infestations) which would be unlikely to pass Housing Quality Inspections (HQS) performed by the Marin Housing Authority prior to move-in or approval of a rental subsidy agreement.
- Assist client in securing necessary personal documentation and completing required paperwork, including "Reasonable Accommodation" if appropriate, to qualify for a Marin Housing Authority, or other, rental subsidy. Provide direct support and assistance and work in partnership with clients to help them move into housing.
  - May include arranging for or directly helping the client move their items to the unit because they do not have any other way to transport their items. This also means ensuring the client is set up with basic items, such as linens, pots/pans, towels, etc. Homeward Bound works with our volunteer coordinator to gather a basket of basic items to assist a client start off with basic items.
- Provide housing stabilization services. Services should flex in intensity to match the client's need. For example, services are generally intensive when clients are first placed in housing, and may taper as the client gains stability.
  - Housing stabilization services include, but are not limited to, ensuring the client is able to maintain a space clean enough to pass inspection; is able to manage their finances or

is connected to a representative payee, is able to navigate transportation if necessary to reach appointments related to health, benefits, etc; intervening with landlords in the event that behavioral or neighborhood issues arise.

- Work collaboratively with client to mitigate tenancy issues early with the goal of helping formally homeless clients retain their housing.
  - Can occur in regularly scheduled client meetings. Can involve helping solve roommate disputes, community disputes (comes up often when living in a community where neighbors tend to report concerns), help the resident set boundaries around guests and their behaviors within the unit and around the complex, timely rental payments, maintaining cleanliness in and around the unit, proactively avoiding lease violations, etc.
- At move-in, make attempts to meet with client weekly, 60-90 days after move-in to housing to discuss client successes and any challenges in housing, and, if necessary, to develop strategies to address housing challenges to ensure client retains housing. At least one of these meetings per month will be a home visit in the client's home, if client permits.
  - The purpose of Home Visits is to partner with client to identify needs for support and assistance to maintain their new home and remain a tenant in good standing with their Property Manager.
- After housing stabilization (likely after 60-90 days of tenancy), the Case Manager will continue to meet with the client frequently as determined by their needs for clinical and housing support. There will continue to be home visits at least one time per month.
- Annual assessment of the client including the following domains: client strengths and resources, Cultural Identity, Behavioral Health, Medical, Social, Family Support, Education and Employment History.
- Work in partnership with the client to create a Treatment Plan that articulates the Clients goals for treatment and details the specific interventions planned to assist the client to achieve these goals.
- Develop and provide (or connect to) high quality interventions and services in support of wellness and recovery. Services include strength-based case management, skills development, medication support, therapy, crisis intervention, and peer and family support.
- Does "Whatever it Takes" to provide the type and intensity of service that the client needs to have the best opportunity for success in housing.
  - This can mean checking on the client that you know is particularly vulnerable more frequently, being willing to transport them to other services when needed, proactively working with them to address issues that arise from their MH and/or substance use and how it may be impacting their living situation, enlisting service providers that may be need to stabilization and/or crisis services.
- With client consent, maintain contact at least once per month or more often if needed with the client's Housing Property Manager to provide a regular opportunity to be informed of any housing challenges for the client. Sometimes this takes the form of dropping by to say hello each time you are at the site for any client. Getting the appropriate release of information from

the client to talk to the property manager allows sharing information both directions, without it you can still get information from the property manager.

- Provide client with skills training to understand their tenancy rights and fulfill their tenancy responsibilities as articulated in their Landlord/Tenant Lease.
- Document all housing and clinical services in the client file within 72 hours.

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