

Wraparound Milwaukee Housing Services for Transition-Age Youth

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Overview of Services

- The Community Intervention Specialist (CIS) will provide the following services to transition-age youth (TAY) enrolled in services on a case-by-case basis.
 - Provide information and options to help determine eligibility and fit for voucher programs, supportive housing, and independent living programs within the Milwaukee County Housing Division (MCHD).
 - Connect client to Milwaukee Continuum of Care (CoC) Coordinated Entry programs, providers, and waitlists.
 - Advocate for client needs and preferences at relevant CoC and MCHD meetings and provide timely updates to client and Care Coordinator (CC).
 - Support client and CC understanding of referral, application, documentation, and program entry/move-in processes and requirements.
 - Connect client and CC to resources for first time renters and transition into independent living: apartment searches, tenants' rights, and acquiring household goods.
 - Provide transition and stabilization support meetings to client and CC for up to 90 days after program placement or move-in.
- There are extremely limited ancillary services that the CIS may provide at their discretion based on the availability of resources and client need in the areas of homelessness prevention, transition to independence, and housing stability. (See page 6)
- Enrollment in Housing Services does NOT provide the following services: a guaranteed housing placement, quick access to Section 8, eviction prevention, case management, life skills classes, financial literacy coaching, or crisis services.
- If your client needs a safe place to sleep tonight, they can:
 - Call 2-1-1 (toll-free 1-866-211-3380)
 - Chat online at www.impactinc.org/impact-2-1-1
 - Mon-Fri 9am-9pm, text zip code to TXT-211 (898-211)

Eligibility Requirements & Determination Process

- Eligibility for the Housing Services is determined by a combination of factors:
 - Minimum Requirements
 - Age 18-22.5 or emancipated minor at the time of referral
 - Enrollment in the Wraparound System of Care (SOC)
 - Literally homeless or at imminent risk of homelessness per HUD definition (See attached "Homeless Definition" chart)
 - Plan of Care (POC) includes housing goals to transition client into safe and stable, permanent housing
 - Priority Enrollment
 - Meets chronic homelessness definition based on duration or episodes of homelessness (See attached "Flowchart of HUD's Definition of Chronic Homelessness")
 - Literally homeless: sleeping in a place not meant for human habitation (e.g. park, garage, tent) or an emergency shelter, hotel, etc. (See attached "Homeless Definition" chart)
 - Vulnerability (determined by factors like trafficking risk, pregnant/parenting, identifying as LGBTQ, fleeing DV, and disability)
 - Readiness to thrive independently or in supported housing
 - Verifiable income (SSI/SSDI, earned income, etc.)
- Please refer to the attached "Eligibility Cheat Sheet" chart (page 10) for an abbreviated visual representation of common client situations.

Referral & Intake Process

- 1) Referrals can be submitted by a client's Care Coordinator (CC) by completing the following forms and emailing them to the CIS at april.rammer@milwaukeecountywi.gov.
 - a. Provider Referral Form
 - i. To expedite the determination and enrollment process, please address as many eligibility and prioritization criteria as possible in the initial referral.
 - b. Wraparound Milwaukee Release & Exchange of Information
 - i. Milwaukee County Housing Division
 - ii. Milwaukee Continuum of Care
 - iii. Impact Inc.
- 2) The CIS will respond to all referrals within 48 hours of receipt (excluding weekends and federal holidays) with a determination.
 - a. If client is determined to be eligible for services:
 - i. CC must add a Service Authorization Request (SAR) for 0 hours in Synthesis.
 - For clients enrolled under Wraparound: Service Group – Life Skills; Service Name – Supported Housing Specialist (5594)
 - For clients enrolled under CCS: Service Group – Non Traditional or Other Approved Services; Service Name – Supported Housing Specialist (5594)
 - ii. The CIS will send a Housing Services Screening form to the CC which must be completed with the client and emailed back to the CIS. Once the Housing Services Screening form is received, the CIS will notify the CC that an intake meeting may be scheduled.
 - iii. The CC or client must contact the CIS via email or phone within 1 week to schedule an intake meeting. Expect the intake meeting to last 1-2 hours.
 - iv. The client must complete an intake meeting within 30 days of eligibility determination to move forward with services.
 - b. If a client is determined to be ineligible for services:
 - i. The CIS will provide the reason for ineligibility.
 - ii. The CIS will try to provide relevant external referrals.
 - c. In some instances, the CIS may require additional information to make a determination of eligibility. In these cases:
 - i. The CIS will request additional information via the Housing Services Screening form which will be emailed to the CC.
 - ii. The form must be completed with the client and emailed back to the CIS.
 - iii. After review, the CIS will notify the CC of a determination as soon as possible.
- 3) Clients may be referred as often as every 90 days OR if there is a substantial change in their housing status or other eligibility criteria.

Client Responsibilities

- Clients will communicate with the CIS in a timely manner about changes that may impact their housing status or eligibility.
- Clients will provide updated contact information.
- Clients will be responsible for rescheduling any missed meetings with the Community Intervention Specialist.
- Clients will complete independent living tasks as needed for securing housing in a timely manner and are encouraged to work closely with their Care Coordinators and teams for support. These may include, but are not limited to:
 - completing applications
 - providing requested documentation
 - searching for and visiting apartments
 - budgeting and paying bills
 - coordinating move-ins
 - setting up rental and utility payments

Service Closure & Termination Conditions

1. Voluntary Client Termination
 - a. Clients may voluntarily terminate services at any time for any reason by notifying the CIS.
 - b. If a client is unable, due to hospitalization, incarceration, or other factors, or chooses not to respond to contact attempts by the CIS for 30 days, program involvement will automatically terminate.
2. Disenrollment from Wraparound
 - a. As a Wraparound Milwaukee service, housing services can only be provided to clients currently enrolled in the Wraparound SOC.
 - b. Aging out of Services: All services terminate upon a client's 23rd birthday. Clients without an active Housing Plan may be asked to terminate services earlier to support a transition to longer-term services.
3. Change in Eligibility
 - a. Substantial or relevant change housing/homelessness status, income, or other eligibility factors.
 - b. Housing goals that are incompatible with long-term stability.
4. Insufficient Resources
 - a. Exhaustion or lack of provider resources that match client housing goals.
 - b. Insufficient supports or resources to ensure client with follow-through on available housing options and Client Responsibilities.
5. Permanent Housing Placement
 - a. Includes placement in long-term transitional living program, supported housing placement, rental subsidy program, or private rental that is expected to be sustained for 1 or more years.
 - b. Housing services will continue to be available and provided on a provisional basis for up to 90 days post placement with the specific purpose of supporting permanency.

The CIS will work closely with the client, CC, and housing services providers regarding a foreseeable transition or termination of services. Termination of services will not impact the client's ability to be referred to services in the future, pending eligibility determination.

Explanation of Ancillary Services

Ancillary services are limited in time and scope. If a client is accepted for ancillary services, the CIS will work with the client to schedule 1-3 meetings to complete Housing Options Counseling.

- Housing Options Counseling consists of the following:
 - Gathering information about housing history, current situation, and housing goals
 - Completing housing assessments and eligibility pre-screens
 - Providing an array of possible options, and a realistic assessment of wait times and other barriers to access, based on local housing markets, community housing priorities, available resources, and clients stated goals and preferences
 - Addressing questions and explaining application or system processes
 - Supporting the development of a short-term housing plan, in SMART goal format, as well as discussing back-up options and emergency resources
 - Providing tailored resources and community connections to assist clients as they begin working toward their plan

Eligibility for Ancillary Services

Ancillary services are intended for clients who do not meet Priority Enrollment criteria. **Clients being referred for ancillary services must still meet the Minimum Requirements.** (See page 2)

- Homelessness Prevention:
 - A client is at imminent risk of homelessness, meaning they will be losing stable housing in 14 days or less, and the client has exhausted all known safe housing alternatives (e.g. couch surfing, contacting 2-1-1).
 - A client has received an eviction notice or will reasonably receive an eviction notice within the next 30 days.
- Transition to Independence:
 - A client has secured permanent housing (e.g. approved for Section 8 Voucher OR placement in long-term supported housing), and they need housing support for a set period of time prior to move-in.
 - A client has some regular income and savings, and they are searching for their own apartment for the 1st time.
 - A client in Wraparound Housing at Clarke Square or Journey House is transitioning out of their subsidized unit within the next 90 days.*
- Housing Stability:
 - A client in Wraparound Housing at Clarke Square or Journey House is facing possible lease violations, eviction, or other substantial housing concerns.*

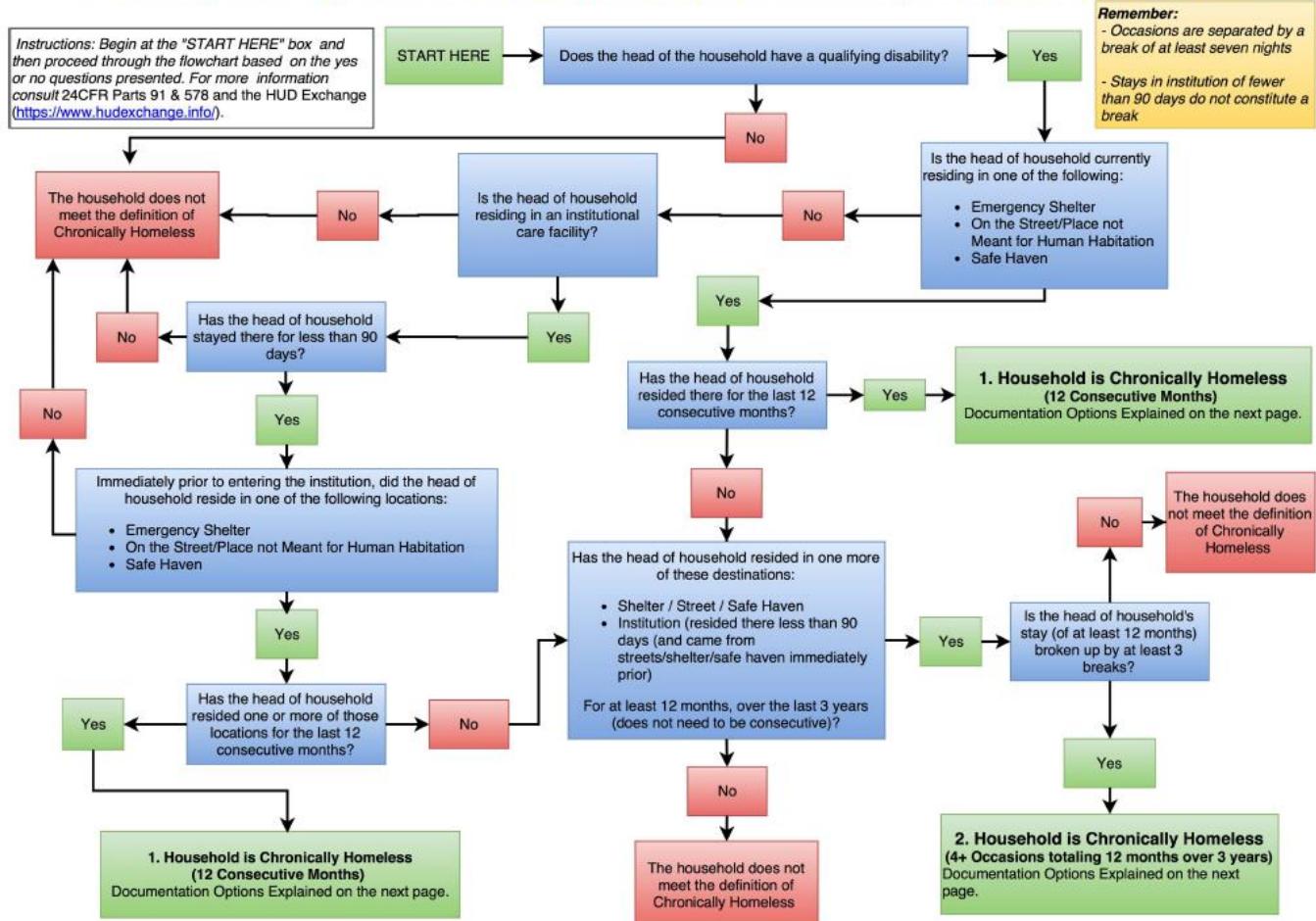
**Exceptions to the minimum requirements are made for clients currently living in Wraparound Housing at Clarke Square or Journey House in compliance with their Tenant Agreements.*

Attachments

The following information from HUD.gov is for reference only. The CIS, Coordinated Entry Team, and individual housing program administrators will make a final determination of chronicity and Category of Homelessness as it relates to a client's eligibility for various services.



Flowchart of HUD's Definition of Chronic Homelessness





Homeless Definition

CRITERIA FOR DEFINING HOMELESS	Category 1	Literally Homeless	<p>(1) Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:</p> <ul style="list-style-type: none">(i) Has a primary nighttime residence that is a public or private place not meant for human habitation;(ii) Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); or(iii) Is exiting an institution where (s)he has resided for 90 days or less <u>and</u> who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution
	Category 2	Imminent Risk of Homelessness	<p>(2) Individual or family who will imminently lose their primary nighttime residence, provided that:</p> <ul style="list-style-type: none">(i) Residence will be lost within 14 days of the date of application for homeless assistance;(ii) No subsequent residence has been identified; and(iii) The individual or family lacks the resources or support networks needed to obtain other permanent housing
	Category 3	Homeless under other Federal statutes	<p>(3) Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who:</p> <ul style="list-style-type: none">(i) Are defined as homeless under the other listed federal statutes;(ii) Have not had a lease, ownership interest, or occupancy agreement in permanent housing during the 60 days prior to the homeless assistance application;(iii) Have experienced persistent instability as measured by two moves or more during in the preceding 60 days; and(iv) Can be expected to continue in such status for an extended period of time due to special needs or barriers
	Category 4	Fleeing/Attempting to Flee DV	<p>(4) Any individual or family who:</p> <ul style="list-style-type: none">(i) Is fleeing, or is attempting to flee, domestic violence;(ii) Has no other residence; and(iii) Lacks the resources or support networks to obtain other permanent housing

Eligibility Cheat Sheet

This chart is intended to give you a quick idea of whether your client is likely to be eligible for housing services based on common situations. Please contact the CIS directly with any questions.

<i>Is my client eligible for Wraparound Housing Services?</i>					
	Currently sleeping on the streets or in an emergency shelter*	Will be on the streets or in emergency shelter within 14 days	Couch surfing, doubling up, or staying with friends	Facing eviction due to lease violations other than non-payment of rent	Client's family would like client to move out as soon as possible
Recent history of sleeping on streets or in shelter for 12+ months	Yes	Yes	Probably	Maybe	Maybe
Fleeing domestic violence	Yes	Probably	Probably	Maybe	Maybe
High risk for exploitation or trafficking	Yes	Probably	Maybe	Maybe	Probably Not
Slept on the streets or in shelter multiple times in the past 3 years	Yes	Yes	Maybe	Probably Not	Probably Not
Has a disability that substantially impedes their ability to live independently	Yes	Probably	Maybe	Probably Not	Probably Not
Veteran	Yes	Probably	Maybe	Probably Not	Probably Not
Aged out of foster care	Yes	Probably	Maybe	Probably Not	Probably Not
Pregnant or parenting	Yes	Probably	Maybe	Probably Not	No
Extremely low or no income	Yes	Probably	Probably Not	No	No
Under age 18 or over age 22	Maybe	Maybe	Probably Not	No	No
Not currently enrolled in Wraparound	No	No	No	No	No

*This category also includes clients who are sleeping in cars, hotels/motels, campgrounds, Safe Havens, and places not meant for human habitation because they lack a primary nighttime residence.