



OneHome Interim Housing Transfer Policy

INTERIM: The following policy document will serve as an *interim* housing transfer policy that fills vacancies through OneHome. A final transfer policy will be adopted later this year.

TRANSFER POLICY SUMMARY: There are several circumstances where a household may need to transition from one permanent housing program type to another. Examples for why a transfer could occur include: household composition change, households need change, or a participant needs to move out of the service area where their provider currently works.

Until OneHome has communitywide case conferencing, all transfer requests between RRH and PSH or PSH and RRH go through either the OneHome Alternative Process committee or regional case conferencing. This will allow transfers to be reviewed by a panel of experienced front line and clinical staff to improve transparency in decision making. Until the final transfer policy is adopted later this year, housing providers will be able to transfer households between their own housing programs as long as the households remain in the same program type, so PSH to PSH or RRH to RRH. Housing Providers will need to make sure all their internal policies are aligned with HUD's policies and data standards. One of the important features of this policy is that transfer households will be prioritized for vacancies over people who are literally homeless.

KEY POINTS:

- All transfers from PSH to RRH or RRH to PSH will go through the OneHome process. All transfers between SSFV and VASH will go through the Veteran Case Conferencing group.
- Housing providers can transfer household between their own programs if it is the same housing type, i.e. PSH to PSH or RRH to RRH until a final OneHome transfer policy is adopted.
- Transfers will only be considered when the provider can prove that all other options have been exhausted.
- Transfers go through either regional case conferencing or the Alternative Process committee.
- Transfers will be prioritized over literally homeless households for PH vacancies.
- Providers will not exit households engaged in this process prior to decision being reached because an exit to homelessness will impact the household's eligibility and chronic homelessness status.
- Providers will be proactive about these transfers since there are not many PSH vacancies and the process can take several months. Ideally, housing providers should start this process at a minimum of three months in advance of date transfer needs to be completed.

PROCESS:

Housing providers will review the [Reasons to Request a Transfer](#) document which identifies common circumstances why housing providers have made transfer requests and ways to address those circumstances outside of a housing transfer. After reviewing the document, housing providers will write up a case review using the [Transfer Case Review Statement](#) and provide any supplemental documents needed. It is critical to give the regional case conferencing or alternative process at least three months to review transfers, but up to six months is preferred especially when a transfer request from RRH to PSH is requested since PSH vacancies are rare. The provider requesting the transfer may be asked follow-up questions or to present their case at either regional case conferencing or the alternative process. When a transfer is approved the household is prioritized for the next available housing vacancy over all other households. If there is someone in the alternative process or regional case conferencing group that works for the housing provider agency that is requesting a transfer they must abstain from voting on the transfer, but they are able to participate in the conversation.

APPEALS: An appeal can be submitted to the OneHome Regional Governing Council if the housing provider would like to appeal the decision made by either the regional case conferencing or alternative process groups. Appeals need to include a written statement as to why you are making an appeal, a summary of the transfer process, and any written materials submitted to either the alternative process or regional case conferencing.

SUMMARY: This policy is an interim policy that only applies to transfers between program types, like RRH to PSH or PSH to RRH. Housing providers will be able to continue to transfer between their own housing programs as long as it is the same program type PSH to PSH and RRH to RRH. Transfers should be requested at a minimum of three months in advance and ideally up to six months in advance especially for a transfer to PSH as those vacancies are uncommon.