

COCO LEAD Plus Housing Process Flow with CCIH

HRPM = HR360 Project Manager; HRHC = HR360 Housing Coordinator; DN = HR360 Diversion Navigator; PN = HR360 Peer Navigator; PRS = CCIH Probation Re-Entry Supervisor; APM = CCIH Assistant Property Manager; DHP = CCIH Director of Housing Programs;

1. Coco LEAD Plus Referral and Case Conference

- APD sends referrals to HR360, which are then presented at biweekly case conference for discussion and follow up
- PRS researches referrals in HMIS and forwards information to HR360 and Behavioral Health
- If client is located and agrees to services, HR360 enrolls client into CoCo LEAD Plus program
- At the conference, a decision is made to refer a client to CCIH Housing Navigation Services
- PRS ensures the client is enrolled in the CCLP program in HMIS



2. Slating

- PRS confirms receipt of referral in SAFE
- HRHC, PRS and APM coordinate Intake Meetings with clients (together or individually)
 - HRHC provides Vital Docs and HR360 ROI to PRS
 - PRS meets client within 7 days to complete housing navigation intake paperwork, complete VI-SPDAT
 - APM meets client within 7 days to complete intake and move-in paperwork, and quarterly rent schedule
- PRS/APM meet to discuss, decide and make a recommendation if client should be referred to Master Leased Housing or Navigation Services. PRS emails decision to DHP



3a. Master Leasing: Pre-Housing

- PRS provides vital docs to APM and DHP
- APM completes background check
- DHP approves, denies or further discusses decision; then communicates final decision to HRPM via email
- PRS and HRHC schedule and facilitate a roommate meeting (DN and/or APM may also attend)
- Client is deemed move-in ready when the following steps are complete: vital docs, service participation agreement, successful roommate meeting
- APM & HRHC ensure unit/bedroom is prepped - recommended 14-day timeline (from first contact after master lease referral to move-in)
- APM completes Unit Checklist prior to Move In



3b. Master Lease Move In

- APM & HRHC collaborate to support client move in and logistics: furnishings secured/transportation arranged, grocery needs met, keys given, unit walk through completed, roommate meetings scheduled, etc.
- PRS may attend move in



or



4a. Housing Navigation Services

- PRS assists client with
 - Housing search
 - Accessing Housing Security Funds and other financial resources
 - Housing education
 - Budget support
 - Assistance with landlord engagement



4b. Housing Brokered

- PRS supports client with move in logistics: furnishings secured, transportation arranged, grocery needs met, keys given, unit walk through completed, roommate meetings scheduled, etc.
- PRS Collaborates with HR360 as needed to support housing stability



5. Program

- For Master Lease Unit Clients:
 - APM participates in monthly house meetings and manages rent collection and maintenance
 - PRS engages clients twice per month to assist with locating permanent affordable housing
- For All Clients:
 - HRHC, DN and PN provides case management and peer support in home, and transportation to appointments
 - CC Behavioral Health provides individual support; Community Works West provides Restorative Justice services in home and community; BACR provides Individual and Group CBT
- CCIH outcomes tracked: 10 clients housed in master lease units successfully transfer to permanent housing; Additional 20 clients brokered into permanent housing