



COC HOMELESS PREFERENCE VOUCHER ALLOCATION

BACKGROUND

The Indianapolis Housing Agency (IHA) has made thirty (30) Section 8 Homeless Preference Vouchers (HPV) available to the Continuum of Care (CoC) per month. Vouchers are filled through the Indianapolis Coordinated Entry System (CES). Based on recommendations from a voucher needs assessment conducted by CSH in 2023, and supported by previous CoC voucher strategy, the CES Leadership approved an interim allocation of the 30 vouchers per month.

WHAT ARE THE VOUCHER ALLOCATIONS?

Pathway	Current Allocation	Pilot Allocation (2024 Winter Contingency)
Permanent Supportive Housing (PSH)	10	10
Rapid Exit	6	12
Diversion	3	3
Move On	11	5

- **Horizon House Permanent Supportive Housing Program (PSH):** This program receives top priority for as many voucher referrals as needed to support their programming needs
- **Family Shelter Rapid-Exit:** Family Shelters internally approve and submit families to CES to attend the monthly IHA briefing
- **Diversion:** CoC Diversion Programs approve and submit households to CES to attend the monthly IHA briefing
- **Rapid Rehousing (RRH) or Permanent Supportive Housing (PSH) Move On:** RRH and PSH programs can utilize all remaining vouchers.

Why is there a change in the allocation of vouchers?

Beginning in late summer of 2024, the Emergency Response system, led by Indianapolis family emergency shelters, began to plan and design a pilot to create additional flow for families with children in emergency shelter. The pilot was designed as a proactive response to an overall increase in families needing emergency shelter but also on the idea that piloting system changes as the community heads into the colder months could provide more space for families if an increased flow into safe permanent housing could be realized from emergency shelter. The pilot does not bring any new resources to CoC households but shifts the allocations to further prioritize families with children in emergency shelter.

How do I request a voucher referral for someone I’m working with?

The Case Manager should first complete the Voucher Referral Packet, including Vital Documents for all household members, and the IHA Open Verification Authorization. All documents should be uploaded to HMIS and will hereby be known collectively as “Voucher Referral Documents”.





Horizon House Permanent Supportive Housing

Households referred for Horizon House PSH programming are provided directly through CES and do not require adherence to the other voucher pathway policies and procedures. The most vulnerable households as defined by the Indianapolis Written Standards and the CES Policies and Procedures are matched with available housing openings through the CoC Case Conferencing workgroup. The Pathway Lead is the CES Team ces@chipindy.org.

Diversion

Diversion teams from the CoC meet to discuss and prioritize their three referrals per month. Approved clients are added to AirTable to be tracked but require no further approval. Diversion Pathway Leads manage the process, ensuring the household has an active CES assessment, and Voucher Referral Documents are uploaded into Document Check in HMIS. The Youth Diversion Pathway Lead is Sarah Doak sdoak@youthlinkindy.org and the

Family Shelter Rapid Exit

Family shelters will add their one monthly referral directly to AirTable and require no further approval. The shelter Case Manager will make sure the referred household has an active CES assessment and all Voucher Referral Documents are uploaded into Document Check in HMIS. The Rapid Exit Pathway Lead will ensure the family shelters are supported throughout the process. The Pathway Lead is the Coordinated Entry team ces@chipindy.org.

RRH/PSH Move On

CoC Housing Program Case Managers will staff households within the CoC program using the Voucher Referral Documents to determine potential referrals to vouchers. Once approved internally, the RRH and PSH Case Managers will submit a CoC [Case Conferencing Staffing Submission](#) or a Young & Young Adult [YYA Case Conferencing Staffing Submission](#) for referral requests and will ensure all Voucher Referral Documents are uploaded into Document Check in HMIS. The Case Conferencing Workgroup(s) will review, approve, and prioritize referral requests. **Note:** If a household is staffed in Youth & Young Adult Case Conferencing or Veteran Case Conferencing, they do not need additional approval. The Pathway Lead is Lindsay Leonhard lindsay.leonhard@indyhealthnet.org.

BRIEFING LIST DEVELOPMENT

The CES Lead (CHIP) works with the voucher pathway stakeholders to identify the appropriate briefing date in addition to creating, refining and sending the monthly IHA briefing list to IHA at least a week ahead of the briefing date. The CES Lead will add an updated draft briefing list to AirTable weekly to provide the community partners with a chance to review and make changes ahead of the monthly briefing. The briefing list will be locked 2 weeks ahead of the IHA Briefing for COC review. The CES Lead will send the IHA Briefing list to IHA no later than the end of business the Tuesday before the IHA briefing. Changes or questions from community partners should be directed to ces@chipindy.org.

BRIEFINGS

The briefing is hosted by the Indianapolis Housing Agency (IHA). It is where the households are issued the voucher and Rental Tenancy Approval (RTA). IHA has identified the 2nd Thursday of each month for voucher briefings with Indianapolis CoC households. The briefing is located at the IHA office (1935 N. Meridian St.) at 9am. Plan to arrive early as doors close promptly at 9am. Reminder, this is by invite only.



PRE-BRIEFINGS

In preparation for the IHA formal briefing, the Healthnet Homeless Initiative Program offers a pre-briefing session at two different times (Tuesday at 9am and Thursday at 1pm the week prior to the IHA briefing) at Southeast Community Center, located at 901 Shelby St. The sessions cover the IHA voucher regulations, policies, reviewing the IHA Intake Packet (to ensure all pages are complete and documents are included), and the steps between briefing and lease signing. Attendance is encouraged for all clients referred to the voucher.

What is my responsibility as a Case Manager through this process?

- Ensure the household enrollments are accurate in HMIS, and account for every member of the household who will be housed with the voucher
- RRH/PSH households should be staffed at least 4 months prior to their subsidy ending with coordination in place for moving from current rental funding and start of voucher subsidy
- Ensure that move in costs for the voucher (if applicable) have been identified ahead of referral to AirTable
- Ensure Voucher Referral Documents are uploaded into Document Check in HMIS under Head of Household
- Add referred clients to AirTable.
- After the CES Lead (CHIP) sends the referral to IHA (which the Case Manager is cc'd on), ensure IHA Intake Packet is complete with all supporting documents from IHA Checklist prior to briefing.
- Contact the utility companies to ensure that no arrears exist and if arrears exist connect with CoC flexible funding like Street Reach and/or Home Now Indy flex funding or other community resources
- Encouraged to attend the pre-briefing with clients to make sure client understands the responsibilities of having a voucher, has a chance to ask questions, and the IHA Intake Packet reviewed.
- Attend official IHA Briefing with client to support them and ensure they arrive on time with the completed IHA Intake Packet and supporting documents to ensure they receive voucher and RTA.
- Update voucher status tracker in HMIS to reflect important dates in voucher process.
- Be responsive to IHA staff with any questions and documents needed.
- Be prepared to coordinate a move-in date with landlord, client, and IHA when requested.
- Upload Move-In Authorization into HMIS.

How do I get help?

Various CoC and IHA supports are available to Case Managers in the voucher process, including:

- **General Support:** CoC IHA Liaison and Pathway Leads will provide support and guidance through any part of the voucher process.
- **AirTable or Voucher Status Tracker Issues:** Contact the CES Lead at CHIP who will support training needs for AirTable and the Voucher Status Tracker tool in HMIS
- **HMIS Issues:** Submit a HMIS Help Desk Ticket and elevate to HMIS Lead at CHIP if it is unresolved.
- **IHA Issues:** Case Managers are encouraged to email specific issues in detail to the pathway lead and copy CES@CHIPIndy.org. The CoC has a bi-weekly tactical meeting with IHA to problem solve client- and system-level challenges.
- **Vital Documents:** for support or questions contact the Pathway Lead for connection to the System Navigation Team
- **IHA and Voucher pre-referral Assessment:** CoC forms to be completed and uploaded into HMIS prior to AirTable referral submission (Insert link to CHIP site when uploaded)
- **Pathway Leads:** Reference this document





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NEED MORE INFORMATION?

Please reference the Appendix to this document with Defined Terms, the CoC Voucher Process Guide for case managers working with voucher pathways or email ces@chipindy.org.

Note: Revisions to voucher process will be managed by CoC Housing Voucher Liaison with the CES Lead and community partners and not finalized until CES Leadership approves.

APPENDIX: DEFINED TERMS

Adult: Any household member 18 years or older.

AirTable: a software (no cost to community partners) utilized to support community Case Conferencing meetings, provider information, meeting minutes, and voucher referral-related approvals and referrals. Access can be acquired by completing a confidentiality agreement for the weekly case conferencing meetings. Email CES@chipindy.org for access.

Client Self-Attestation: Form on which client acknowledges they understand basic voucher policies and IHA rules pertaining to their Section 8 voucher, including that case management services may cease once on a voucher.

CHIP: Coalition for Homelessness Intervention and Prevention

CoC Housing Voucher Liaison: ensures voucher implementation is grounded in collaboration supporting the parties in working together so communication, resources, and program strategies are shared and streamlined; that partners and processes are data and client experience driven for continual system improvement; and focused on expedited execution of housing voucher workflows to achieve optimal voucher utilization.

Coordinated Entry Assessment: A low-barrier housing needs assessment that collects housing eligibility data. CES is used to prioritize homeless housing resources. CHIP is the CES Lead for the Indianapolis Continuum of Care (CoC).

Declaration 214 Form: Form stating citizenship or immigration status. Each household member needs their own form





Head of Household: Name of one adult in household IHA referral and voucher is processed under

Homeless Management Information System (HMIS): A community database used by homelessness services providers to gather client data to support continuity of care and track trends regarding households experiencing homelessness. CHIP is the HMIS Lead for the Indianapolis Continuum of Care (CoC).

IHA Background Authorization/Open Verification: Form authorizing IHA to complete a 3-year background check on potential tenants over 18 years old. Note: All members of the household must consent if they are 18 years of age or older and have the completed forms uploaded into HMIS PRIOR to referral.

IHA Briefing: A mandatory meeting for clients receiving vouchers that the Indianapolis Housing Agency facilitates to review the regulations and steps of the Section 8 voucher process and issue vouchers to eligible households

IHA Briefing Checklist: Checklist that includes all documents IHA needs in order to issue a voucher

IHA Intake Packet: Initial paperwork required by IHA in order to begin voucher process with IHA

Landlord Verification: For a household currently enrolled in a CoC program who is being referred for a voucher, the household's landlord must fill out this form. The form captures information regarding the household's ability to maintain their tenancy.

Pre-Briefing: A CoC meeting to help households and service providers/Case Managers to learn about the voucher process, ask questions and prepare the application and required documents

Recertification: Yearly paperwork required by IHA in order to stay on program

Request for Tenancy Approval (RTA): This form will be given to you by IHA when you are in the moving process. This form is essentially a proposed contract between the landlord and IHA, stating information like how much the rent and deposit will be and whether utilities are included. You need to sign the Household Head and Tenant parts on pages 4, 5, and 6, then give the rest of the packet to the landlord for the unit you intend to move into.

Vital documents: Birth Certificates for kids (under 18 years of age), Social Security cards for household members, and State ID or Driver's License for household members 18 years of age or older

Voucher Pre-Referral Assessment: Includes basic eligibility questions, the Landlord Verification (if the household is currently housed in a CoC PSH/RRH program), and a Client Self-Attestation

