**Goal** -

The Chattanooga Homeless Service Program is committed to assisting individuals and families experiencing Homelessness in locating permanent housing.

**Vision** -

A Chattanooga where Homelessness is a brief, rare, and non-recurring phenomenon.

**Program guidelines:**

Regardless of circumstance, the Chattanooga Homeless Service Program will assist individuals and families that are homeless as defined by the U.S. Department of Housing and Urban Development and are seeking housing. Services are a 100% voluntary program and understand that there are those that are not seeking housing. The program is based off individual preference on the part of the client. Partnering with a variety of local organizations, the program offers a variety of assistance, such as: Medical, Substance abuse, or Mental Health Treatment.

**Eligibility:**

All clients will enter the program through the Coordinated Entry System and will be referred based on the Homeless Service Program guidelines established with the Chattanooga Regional Homeless Coalition. To qualify for a referral, a Coordinated Entry Assessment and VI-SDAT must be completed and uploaded in the HMIS system. No outside referrals will be accepted.

1. The household must be homeless as defined by the Department of Housing and Urban Development.
2. The household must be located in Hamilton County, Tennessee at the time of intake.

The Chattanooga Homeless Service non-chronic non-veteran program has space for 40 households with current staffing levels.

**Prioritization Guidelines:**

Eligible participants will be prioritized for housing relief based on VI-SPDAT acuity with the following criteria:

|  |  |
| --- | --- |
| **Individuals** | **Families** |
| VI-SPDAT score grouping | F-VI-SPDAT score grouping |
| Unsheltered Status | Unsheltered Status |
| Length of Time Homeless | Length of Time Homeless |

VI-SPDAT Score Grouping will be used to group similarly scoring households. Scores will be grouped together in the following order:

|  |  |
| --- | --- |
| VI-SPDAT | 4-7 |
| F-VI-SPDAT | 4-8 |

Referrals will be made based on the percentage of individual vs. family beds specified in the program policies. Currently, 50% of the beds are for families and 50% are for individuals.

**Program Services:**

**Service Coordination:**

Service Coordinators develop and monitor service plans in conjunction with each client to empower clients, increase their self-sufficiency and to reduce the likelihood of recurring homelessness. The Service Coordinator will be responsible for assisting the individual/family in determining what type of aid they need, developing a treatment plan, finding assistance and making regular home visits once permanent housing has been established. Service Coordinators will also be knowledgeable of services available, help to coordinate the services provided to clients and assist clients with completing paperwork necessary for assistance programs. After an individual/family has been housed, case management services through the Service Coordinator will be provided for up to 6 months. Clients that are eligible for case management by the Service Coordinator must be referred to The Chattanooga Homeless Service Program through the Coordinated Entry System and meet the program eligibility guidelines. This includes both Veterans and Non- Veterans.

**Housing Navigation:**

Clients enrolled in The Chattanooga Homeless Service Program are referred to Housing Navigators once they are considered ‘search ready’ meaning that their intake into the program has been completed in addition to their housing pre-screen, and affordability sheet. Housing Navigators will develop a housing action plan with the client and guide them to resources to effectively search and view appropriate units. While Navigators can attend viewings, they cannot transport clients to viewings unless there are special circumstances that prohibit the client from taking public transit. When housing has been identified, Navigators will assist in collecting the appropriate paperwork to file for financial assistance as well as any needed paperwork for CHA or landlords. Navigators will not assist in any other capacity outside of the housing search.

**Outreach:**

Outreach workers seek to find and engage homeless individuals and families by meeting them on the streets, in camps, and other remote areas of the city, building a relationship with them, and assisting them in finding permanent housing. Any organization looking for clients can give their information to the outreach team for them to look for while on their regular rotation of outreach locations.