

Note that Mobility Requests are not automatically approved, and approval is not a guarantee of referral or placement within a certain timeframe.

### Rationale

Coordinated Entry promotes housing stability and recognizes that circumstances arise which may require a change in a current housing placement.

### Policy

Households eligible for a Mobility Transfer are prioritized for referral to another housing program. Households are potentially eligible for Mobility Transfer regardless of how they were referred to their current placement: eligibility is not limited to those who were referred via Coordinated Entry prioritization. Current and former residents of housing programs that accept referrals from CE are eligible for mobility transfer.

**\*If a household experiences a new episode of homelessness after a Mobility Request has been approved but before a placement has been facilitated, the Mobility Request is still able to be processed. In absence of an existing service connection, a connection will be made by the System Performance team to ensure adequate navigation support through a transfer.**

**\*If a household was housed through Rapid Rehousing but has since exited the RRH program (while remaining housed) and are facing imminent risk of homelessness they are eligible for MR with the support of a provider/navigator.**

### Process

- The housing provider must securely send the completed Mobility Request form to Coordinated Entry staff, documenting the reason for Mobility Transfer in detail. Mobility Requests must indicate steps taken by housing staff to support the household and seek options that would keep the household housed within their program if possible.
- CE staff will follow up regarding approval or denial of Mobility Requests within one business day if there is a safety issue, and within three business days otherwise.
- Households who have been approved for mobility for safety reasons will be prioritized within mobility requests, followed by households in danger of losing their housing first.
- If denied for mobility through CEA, the housing situation will be determined between the housing provider and the household.

### Categories

**Imminent Safety Risk:** when a household is at risk of violence and needs to be moved to a different location. Mobility Requests under this category will be prioritized. Note that disagreements between neighbors are expected to be mediated by the property first.

**Geographic Change:** is often used in situations of joint custody, if parents need to be closer to each other in order to be in compliance with their custody agreement.

**Change in Service Need:** when a program and a household agree that a household is in need of either a decrease or increase in services related to circumstances that have changed since enrollment in original program. Examples could include a medical event or permanent disability, or a desire for more intensive on-site case management support.

**Exiting due to Age Restrictions:** when a young adult is aging out of their current program with no other housing options.

**Change in Family Size/Household Type:** when a household is anticipating a change in family size resulting in the household being over or under occupancy for their unit. This also applies if a household is moving from one population to another (i.e. from being a single adult household to a family household with minors.)

**Office of the Ombuds Pathway:** Referral from KCRHA Office of the Ombuds when significant concerns about the current housing placement are raised.

Today's Date: \_\_\_\_\_



**Request will NOT be considered unless form is ENTIRELY completed**

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Name of staff completing form:	Staff contact information:
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HOH Name:	HMIS Unique ID:	HOH Date of Birth:	Household size:
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For families: please describe household's current custody of minors:
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Current Program Enrollment:	If housed through RRH, date of move-in:
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Household able to document chronic homelessness?:	Household able to document disability?:  Need ADA unit?:
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<p><b>Reason for Mobility Request:</b> Please be as descriptive as possible, including specific details regarding why a Request is being submitted, including what interventions have been attempted before submitting a Request.</p>
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Reasons for Mobility Request (please mark which apply)



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**Imminent Safety Risk**

1. Is a program transfer required to assure safety of the resident? Yes  No
2. Were safety concerns discussed with the resident at the time of intake? Yes  No   
Please explain:
3. What region is unsafe for the resident to live in?
4. If a transfer is achieved, are there ways to avoid a similar safety concern in the future? Yes  No   
Please explain:
5. Does the resident require a confidential housing resource? Yes  No
6. Is the resident able to remain in the current program until another resource is identified? Yes  No   
If no, what other housing options have been identified until housing is available through coordinated entry?

**Geographic Change (safety not an issue)**

1. Location or region requested:
2. Reason for requested change:
3. Is this change a temporary or long-term solution? Please explain:

**Change in Service Need**

1. Have the resident and housing provider discussed the change requested? Yes  No
2. Is the resident requesting an increased or decreased level of support? Increased  Decreased
3. How is the current level of support not meeting the resident's needs?
4. Was the resident's level of service need accurately captured during the initial housing assessment? Yes  No   
a. If no, what was inaccurate or omitted?
5. What options have been considered so the resident can maintain their current residence?
6. Did a specific incident initiate this request? Yes  No   
If yes, please explain:

**Exiting due to age restrictions**

1. Will the resident age out of the program within the next two months? Yes  No   
a. If yes, what is the date they must exit your program?
2. What other housing options have the young adult and provider reviewed?

**Change in family size or household type**

1. Is the resident pregnant?  
a. What is their due date?
2. Is the resident reuniting with their child(ren)? Yes  No   
a. What is the number of adults who will need housing?  
b. What is the number of children who will need housing?