

GENERAL TRANSFER PROCEDURES FOR PROGRAMS GOVERNED BY THE HOMELESS SERVICES REFORM ACT 2005

DIRECT TRANSFER REQUEST PROCEDURES

Purpose

This form should only be used when a housing program is seeking to transfer a client or family to another housing program within the Continuum of Care.

Providers seeking to transfer families from one Temporary Family Program to another Temporary Family Program within the Continuum of Care should use the **REQUEST FOR A TEMPORARY FAMILY SHELTER TRANSFER form**.

A provider may transfer a client to another provider to ensure the client receives the most appropriate services available within the Continuum of Care (HSRA Sec.20(a)).

A transfer may occur if:

- a client consents or does not consent to a transfer
- the Provider identifies and secures a placement that more appropriately meets the client's needs
- a client fails or refuses to comply with the Provider's program rules and client responsibilities

All efforts to transfer a client must be documented by the Provider in the client's records.

Procedure:

Step I

All PROVIDERS requesting the transfer of a client or family must complete the **DIRECT TRANSFER REQUEST FORM**. The form must be completed in its entirety and signed by the Program Director.

Step II

Once the form has been completed, a copy must be retained in the client case file and a copy must be sent to the housing program to which the transfer is being requested.

Step III

The Provider from which the transfer request is made will inform the requesting Provider of the status of the transfer request no later than 5 business days after receiving the request form.

Step IV

After 5 business days, the housing program from which the transfer is being requested will fill out Section 1 if the Transfer was approved. Availability of the appropriate unit configuration and move in date section must be completed when sending the form back to the requesting Provider.

If a transfer could not be secured, Section 2 must be completed and sent back to the requesting Provider. A reason for the rejection of the transfer must be given when sending the form back to the requesting Provider.

DO NOT MODIFY THIS NOTICE

Official document developed in accordance with the Homeless Services Reform Act of 2005 (4/1/06)