

# Transferring A CoC Program to Another Agency

In the event that a program will be transferred from one service provider to another, the following process is meant to ensure that all steps are taken in order for the program to seamlessly transition without interruption of services to the participants. All efforts will be made by the Office of Supportive Housing (OSH) to include an overlapping transition period between the two service providers to troubleshoot any issues that may arise during the process.

\*\*Please refer to pg 75 of the [Quality Assurance Standards \(QAS\)](#) for further information on transfers from rapid rehousing to permanent supportive housing.

## **Who is responsible? What are the roles and responsibilities?**

<p><b>Office of Supportive Housing</b></p>	<ul style="list-style-type: none"> <li>• Designate agency lead</li> <li>• Coordinate meetings with agencies involved in the transition</li> <li>• Hold agencies accountable to the roles and responsibilities below by establishing due dates for each</li> <li>• Coordinate with Bitfocus on HMIS set-up and effective start date of the new program</li> </ul>
<p><b>Agency from which the program is transferring</b></p>	<ul style="list-style-type: none"> <li>• Designate agency lead</li> <li>• Notification to participants of the change in service provider</li> <li>• Obtain a consent for all participants to provide information to new service provider</li> <li>• Provide program roster to include the following information:               <ul style="list-style-type: none"> <li>▪ Number of participants referred</li> <li>▪ Number of participants enrolled</li> <li>▪ Number of participants searching for housing</li> <li>▪ Number of participants housed</li> </ul> </li> <li>• Provide program spreadsheet with participant information including:               <ul style="list-style-type: none"> <li>▪ HMIS identification number</li> <li>▪ Landlord information</li> <li>▪ Program rent amount</li> <li>▪ Client anticipated last month of subsidy</li> <li>▪ Applicable funding stream(s)</li> </ul> </li> <li>• Provide program participant files               <ul style="list-style-type: none"> <li>▪ Ensure all required documentation is on file and is compliant with Chapter 29 of the <a href="#">CPD Monitoring Handbook</a></li> <li>▪ Document anything that is missing or deficient and address these issues</li> </ul> </li> <li>• Provide HMIS data quality report (after correcting data quality issues)</li> <li>• Close out all program participants in HMIS</li> <li>• Provide any additional documents or information identified as needed</li> </ul>
<p><b>Agency to which the program is transferring</b></p>	<ul style="list-style-type: none"> <li>• Designate agency lead</li> <li>• Review all participant files               <ul style="list-style-type: none"> <li>▪ Reconcile with program roster and confirm all files are received</li> <li>▪ Ensure all required documentation is on file and compliant, document anything that is missing or deficient</li> <li>▪ Reconcile with rent spreadsheet to ensure all information matches</li> </ul> </li> <li>• Confirm payments can begin at transition start period without any issues</li> <li>• Complete program entry for all participants in HMIS</li> </ul>