**How does a client access housing assistance?**

**Complete a coordinated entry system (CES) assessment**

* CES assessments are completed in HMIS with a CES assessor
* Assessment needs documentation of homelessness and disability (if applicable)
* First priority for the HomeNow Indy and ESG-CV funding is individuals at highest risk for COVID-19. We will be focusing on these households first.

**What can I do now while an individual is awaiting housing?**

**Gather important documents for housing**

Prior to a client being referred to a housing program, you can help an individual obtain documents they will need once a housing unit is identified .

1. Encourage and assist individuals in obtaining identification, or the supporting documents needed to get ID like birth certificate and social security card.
2. Connect to Amanda Alvis if an individual needs a Social Security award letter.

**How can I assist someone after they are referred?**

**Provide warm hand-off and assist with earned income documentation**

1. Connect with the new case manager or agency to increase the likelihood that the individual is successfully housed because their support network is engaged.
2. If an individual has employment, they need to get recent paystubs to help confirm eligibility for services and with the identification of housing.
3. Agencies may need other forms completed, so help ease fears or concerns if an individual has them.

**How will they locate a place to live?**

**Look for housing and utilize Padmission**

1. All HomeNow Indy projects will have housing navigation support in addition to case management to support clients in locating a unit in Padmission.
2. Padmission is the database of units supported by the HomeNow Indy housing acquisition team, that will be locating large numbers of units for individuals to choose from and providing all of the landlord facing support.

**How does move-in work?**

**Move to their new home**

1. An individual will sign a lease for a unit after it passes a housing quality inspection organized by the housing program.
2. Limited financial assistance is available to help clients move into their new home, and an individual assesses their needs and communicates them to their case manager.
3. Individuals in the housing programs will receive rental assistance and case management for as long as it is necessary to stabilize them in their housing.

**Who will receive access to this program?**

Individuals targeted for this initiative may be residing in shelters (including the non-congregate shelters) or on the street, and they will be assessed for eligibility through the Coordinated Entry System (CES). The top priority for this opportunity are individuals at highest risk for COVID-19.

**What agencies are involved and what are their roles?**

**City of Indianapolis** granted the ESG-CV2 funding to Merchants Affordable Housing. **Merchants** will lead the effort and administer rental assistance to landlords that lease to individuals and families experiencing homelessness. They also have a team that will create relationships with area landlords and match units to those seeking housing. **Partner agencies** will contract with Merchants to perform the housing navigation and case management services. These partner agencies will provide individuals with support tailored to help households maintain their housing and move toward self-sufficiency. **CHIP** is providing support to the HomeNow Indy effort through the CES process, communications, and coordination between partners. **Glick Fund** is providing financial support to the HomeNow Indy effort.

**What is the difference between the HomeNow Indy program and HomeNow Indy work group?**

HomeNow Indy is a program for individuals and families experiencing homelessness in Indianapolis and it provides rental assistance and services to help them find and retain housing. As a part of effectively responding to our current homelessness crisis, the HomeNow Indy Work Group will be comprised of partners that are supporting clients from referral to lease-up. The group will convene regularly to case conference client needs, identify barriers and create solutions to support housing sustainability. The work group provide feedback to the system to improve our response and make changes to enhance the collective efforts to address homelessness in the short and long-term.

**What is the housing acquisition team?**

HomeNow Indy is utilizing a housing acquisition & landlord support team to recruit and maintain a pool of units available to lease for individuals in the program. The acquisition & support team is working strategically with local and regional property managers offering education, incentives and performing inspections to ensure individuals have a choice of quality units that meet their needs. Units will be searchable via the Padmission online tool to help individuals review their options and make their choice. This team will also provide landlord support after units are leased.

**What can other partners do to assist this effort?**

Agencies that serve individuals experiencing homelessness can help the HomeNow Indy effort in a number of ways. 1) Talk to individuals at high-risk for COVID-19 to see if they have completed a coordinated entry assessment, and connect them with a CES assessor to help get the assessment completed if they need one. 2) Provide support in obtaining documentation of homelessness or chronic homelessness. 3) Assist individuals experiencing homelessness in obtaining identification, so individuals are able to sign a lease when the time comes. 4) Connect with partner agencies when someone you serve is referred to help them locate, support and prevent duplication of efforts to serve the individual experiencing homelessness.

**What can the community do to support this effort?**

HomeNow Indy will be working to house 425 households, and this effort will require support of the entire community. We are looking for property managers and landlords that are interested in leasing units. We are also interested in partnerships with churches, businesses and community groups to fundraise for barrier busting funds through Street Reach Indy and make welcome home baskets for individuals housed in the initiative.