

PROCESS: CHP-GUW/211 Emergency Housing (EH)
Directions for Criminal Justice Services Agents (CJSA)¹

Step 1

In order to use the CHP EH Services, an active CHP participant must be referred and assisted by their CJSA.

To make a referral, the CJSA must complete a CHP EH Plan.

- This CHP EH Plan needs to be completed with thorough and applicable detail to ensure success and safety of the participant.
- Please send Referral EH Plan to, kparent@courts.state.nh.us
 - Email subject: "EH - [participant name]"



What if the client in need is not an active CHP Participant?

1. Per CJSA Referral:
 - a. A CHP Application will need to be sent to razotea@courts.state.nh.us for qualification review and approval. A CHP Acceptance and Agreement Letter will be sent back to the CJSA if the application is approved.
 - b. A CHP Emergency Housing Plan should be sent along with the initial application to expedite the process.
2. The CHP Letter of Acceptance and Agreement will need to be signed by the participant before they enter emergency housing.

Step 2

The CJSA may then call the G UW/211 services per the instructions below titled, [Procedure for Services](#).

- The participant **MUST** have a valid form of state ID in order to be connected to EH in a hotel/motel. Please be sure to notify the CHP Coordinator if the participant does not have this.
- CHP/GUW-211 EH is intended for the duration of 1-4 nights. Please seek further direction from the CHP Coordinator in the event that a participant need surpasses this duration.

As soon as a participant is connected with housing, the CJSA will need to notify the CHP Coordinator to confirm the status and any additional details.

The CJSA will need to also notify the CHP Coordinator if there are any changes to the CHP Emergency Housing Plan or participant's status.

¹ The term Criminal Justice Service Agent (CJSA) is referring to the participant's case manager/PPO.

New Hampshire Judicial Branch (NHJB) and Granite United Way (GUW/211) EH Housing Services

Scope of Services: GUW will provide referral to housing services, defined as short term hoteling or emergency homeless shelter placement, for individuals who have been accepted into the NHJB Community Housing Program (“NHJB Participants”). Short term hoteling is considered a 1 to 4 nights stay, with reasonable extensions made if necessary and approved by the Community Housing Program. In the event an extension past 4 nights is made, GUW will take action solely as a funding source; the CJSA will be responsible to locate a hotel/motel with bed availability for the duration of any approved extension.

Utilizing CHP Emergency Housing: Directions for Criminal Justice Service Agents (CJSA)

1. In the event that emergency housing services are needed, a CJSA may make a referral for their client that is in need of emergency support.
 - a. In order to utilize the GUW/211 Emergency Service through the CHP, an individual must:
 - i. be an **active CHP participant and**
 - ii. the CHP Coordinator must have a copy of the participants **signed CHP Acceptance and Agreement Letter** sent to kp@courts.state.nh.us.
 - b. To make the referral for emergency housing support, the CJSA would also need to complete an **Emergency Housing Plan** on behalf of the participant and send it to the CHP Coordinator, Katie Parent, at kp@courts.state.nh.us.

PLEASE NOTE: If a client is **not an active CHP Participant**, but the CJSA believes they may qualify, a **CHP Application** will need to be sent to kp@courts.state.nh.us for approval along with the Emergency Housing Plan. The **CHP Letter of Acceptance and Agreement will need to be signed** by the participant **before they enter the emergency housing**.

2. Once the CHP Emergency Housing Plan is thoroughly completed by the CJSA and sent to the CHP Coordinator, the CJSA may assist the participant in calling the GUW/211 services, per the instructions below titled, *GUW/211 CHP Procedure for Services*. It is imperative that these instructions are followed in order to be connected with the appropriate support.
3. As soon as a participant is connected with housing, the CJSA will need to notify the CHP Coordinator to confirm the status and any additional details.
4. The CJSA will need to also notify the CHP Coordinator if there are any changes to the CHP Emergency Housing Plan or participant’s status.

GUW/211 CHP Procedure for Services

Process:

1. In the event that a need for emergency housing of a Community Housing Participant arises, a call to 211 for emergency housing may be placed. This call is strongly encouraged to be made by/with the participant's prospective Criminal Justice Service Agent (CJSA)². If the situation requires, the participant may call themselves.
2.
 - a. **Between the hours of 8:00 AM and 7:00 PM Monday through Friday**, the caller would call 211 and then select **option number 4** when prompted. Once the caller is speaking with a 211 NH Call Specialist, they will need to identify themselves as participants in the "Community Housing Program".
 - b. **During all other hours and/or over the weekend**, the caller would call 211 and then select **option number 8** when prompted. Once the caller is speaking with a 211 NH Call Specialist, they will need to identify themselves as participants in the "Community Housing Program".
3. The caller will need to provide as much information as possible in terms of their location and access to transportation in order for the 211 Call Specialist to locate appropriate short -term hotel accommodations.
4. In the event short term hotel accommodations can not be located, the 211 call specialist will provide information on available emergency homeless shelter facilities in the area.
5. If transportation is needed, please inform the 211 Call Specialist as well.

The NHJB participant will need a government issued ID to stay at a hotel. This could be any form of ID issued by any branch of the state that has a photo and a corresponding name.

² The term Criminal Justice Service Agent (CJSA) is referring to the participant's case manager/PPO.

CHP Emergency Housing (EH) Support Plan

- Expectations and Participant Responsibilities -

Name of Participant: _____ Date: _____

EH Start Date: _____ EH End Date: _____ Total Nights Requested: _____

CJSA Name: _____ Drug Court Participant Yes No

CJSA Email: _____ County: _____

Please **Define the Reason for EH Need** and the **Plan to transition into Stable Housing**:

Define the additional supports in place while under EH support. (i.e. increased check-ins with CJSA, increased housing visits from PPO):

This is to be completed by the CJSA and WITH the participant's full awareness and understanding of the expectations.

I, _____, understand and accept the responsibilities and expectations as defined in the CHP Acceptance and Agreement Letter as well as the terms of the plan as defined above.

CHP Participant Signature: _____ Date: _____

CJSA Signature: _____ Date: _____

Attachment A:

Community Housing Program (CHP) Acceptance and Agreement Expectations

The purpose of the CHP is to provide support assistance to qualifying participants who are facing risk of homelessness or are actively homeless.

The assistance provided by the CHP to the CHP participant is determined by the immediate and individualized need of each participant assessed by their Criminal Justice Service Agent (CJSA) and with the approval of the CHP.

This assistance may end abruptly in the event that the qualifications or expectations below are not met.

By accepting assistance from this program, you are acknowledging your agreement with the Community Housing Program Participant expectations as listed below:

1. The CHP support is short-term, bridge support. **Support is provided with the expectation that the participant remains actively engaged in the CHP Housing Plan towards the goal of self-pay and self-sustainability. Support is contingent on this engagement and continued qualification.**
2. The CHP Participant will enter into a written lease or residential agreement with the housing vendor. The CHP Participant is responsible for and required to uphold the terms of the written lease agreement established between the CHP Participant (tenant) and the housing vendor. These responsibilities include but are not limited to:
 - a. Maintaining the unit in clean, sanitary and safe condition;
 - b. Getting along with your neighbors and other tenants on the property;
 - c. Not engaging in and avoiding any illegal activity;
 - d. Responsible to maintain effective communication with the landlord or housing manager
3. It is prohibited to have anyone live in the rental unit that is not on the lease.
4. It is prohibited to have any pets in the unit. Service animals may be permitted upon written CHP written approval to the participant and landlord/leaser.
5. This contract unit must be the CHP Participant's only residence.
6. If, at any time, a serious and repeated violation of the lease between CHP Participant and the housing vendor occurs, the housing vendor has a right to evict the CHP Participant from the unit.
7. As the unit is contracted to the CHP, the CHP has the right to relocate/transfer the tenant if more appropriate living accommodations and support are deemed necessary.
8. The CHP Participant must notify the NHJB and the owner before moving out of the unit.
9. **The CHP Participant will be held responsible for any and all damage costs, repairs, waste, or removal/expenses for the unit, per the tenant/landlord lease.**
10. CHP is not responsible for any damage to a CHP Participant's personal property or loss due to abandonment of personal property.
11. Non-compliance with Department of Corrections' program requirements and/or Drug Court Program requirements may result in the immediate rescission of participation in CHP and loss of housing.