

Documentation Requirements

Obtaining all required documentation is key to removing barriers to housing. In order for clients to be referred to open permanent housing resources, basic personal documentation (e.g. birth certificate) will be required, as well as chronic homelessness (CH) documentation depending on eligibility requirements. Basic documentation is critical for all permanent housing resources, while CH documentation is particularly critical for PSH resources that require CH status for eligibility.

Once a household has completed the documentation requirements, they will be eligible for referral to permanent housing resources. **In most cases, only clients whose chronically homeless status has been confirmed through the documentation process will be considered when making referrals to housing resources dedicated to persons experiencing chronic homelessness.**

In rare cases, the CHP process will allow for discussion of clients with high vulnerabilities that do not have required documentation, but who can gather required documents in a short amount of time. For instance, when appropriate based on imminent client risk or vulnerability, and subject to approval of the CHP committee, intake staff observations of disability may suffice if confirmed and accompanied by written 3rd party verification no later than 45 days after date of PSH intake.

Roles & Timeframe

All documentation, including obtaining basic documentation and the chronic packet, if needed, is to be completed within 45 days of a client entering the homeless response system. Clients who do not have documentation completed in 45 days will be flagged to be discussed at the next CHP meeting to address any barriers to obtaining documentation. For clients who have been placed on the chronic CHP list, the chronic committee will make a decision after 45 days about whether a client should be moved to the non-chronic list, or remain on the chronic list for discussion at the next CHP meeting.

Complete Documentation

Emergency shelter staff will complete documentation for any persons that are receiving non-residential or residential case management. If the client is primarily served by PORT, then the documentation is the responsibility of PORT staff.

Tracking Documentation Status

With the help of HMIS reports and provider updates, OCED staff will track documentation status on the CHP list. Chronic documentation will be added as a standing topic for discussion at the Chronic Individuals CHP Meeting, and as necessary for other CHP meetings.

Training

The CoC will conduct trainings on how to appropriately document persons to improve quality and rapidity of documentation across all providers. OCED, SAWC, and HAWC will create the training to be implemented annually by the CoC for all CoC staff, as well as provided to all new staff by their agency.

Basic Documentation

Basic documentation includes the following personal identification documents: social security card, government-issued identification, and birth certificate. These three pieces of basic documentation are required for all permanent housing resources. With client permission, this documentation can be uploaded into HMIS so that staff and clients alike have easy access to these documents. This can help clients with safekeeping of their documents.

The CHP list will track the status of these three documents for each of the three CHP subgroups (i.e. veterans, single adults, and families). If complete basic documentation is not available after 45 days, providers and CHP partners will discuss barriers to collecting documentation for collective problem solving.

Chronic Homelessness Documentation

In addition to basic documentation, CH documentation is required for PSH resources. CH status is met when an individual has a disability AND has been homeless continuously for at least one year or at least four separate occasions in the last three years (see [HUD Category 1 definition](#) for nuances). This means that the disability status has to be tracked in addition to the documentation of each episode of homelessness.

CH documentation is completed when a CH Documentation Checklist is completed and uploaded into HMIS. This checklist was created to meet all CH documentation requirements for PSH resources, and will document dates of homelessness as verified by providers. Upon completion of efforts to document chronicity, the checklist and all accompanying documentation will be uploaded to HMIS. The checklist should be uploaded even when a client is determined not to be chronically homeless, along with any notes about the documentation process that would be helpful for future documentation efforts.

The CHP list for each subgroup will track the disability documentation, as well as the confirmation letter documentation to meet both requirements of CH documentation.