



## Navigation Center Policy Document

### General Guidance

This document has been written to support Navigation Center staff as they transition to tracking clients in ONE. This manual is meant to be used as a reference tool in addition to training provided by Bitfocus and HSH staff. For more information about training, or other questions, please contact Lisa Rachowicz ([lisa.rachowicz@sfgov.org](mailto:lisa.rachowicz@sfgov.org)) or Janay Washington ([janay.washington@sfgov.org](mailto:janay.washington@sfgov.org)).

### Enrollment

Below is a summary of information needed for a client's Navigation Center enrollment. This guide focuses on fields specific to the Navigation Center programs. We will provide additional detail and definitions for the highlighted fields.

As a reminder, each client stay at a Navigation Center should have an associated enrollment.

NAVIGATION CENTER QUESTIONS			
	Staff Completing Enrollment	John Smith	
1	Agency That Made First Contact	Coordinated Entry	
2	Stay Type	Housing Referral Status Stay	
	Dorm #	2	
	Bed #/ Room #	2	
	Are you arriving from an encampment?	No	
	Arriving with any pets?	Yes	
	Pet Type	Cat	Pet Name Patty
	Do you have a partner or spouse?	Yes	
	Are you arriving with your partner or spouse?	Yes	
	Partner/Spouse name?	Scott	
	More than 2 bags?	No	
	Do you need any special accommodations at this program?	Yes	
	Please list the accommodation needed?	Wheelchair Accessible	

## 1. Agency that made first contact

The Agency that first made contact indicates a client's referral source. The approved Navigation Center referral sources are identified below:

Agency that first made contact	Definition
Change in Stay Type	Should be used when a client's Stay Type changes.  <b>Note: If a client's stay type changes they should be exited from the current enrollment and enrolled in a new stay with the appropriate stay type.</b>
Coordinated Entry	Client referred by Coordinated Entry.
Direct Transfer from Other Nav	Should be used when a client transfers from another Navigation Center.  <b>Note: If a client transfers from one Navigation Center to another, they should be exited from their current enrollment and enrolled in a new stay at the new Navigation Center.</b>
Homeward Bound	Clients referred by Homeward Bound. Homeward Bound refers clients who need a place to stay for a night (or weekend) as they prepare for their bus departure.
Hospital	Clients referred by the CCC who are discharging from the hospital.
HSOC	Clients referred by HSOC.
Isolation and Quarantine	Clients referred by the CCC who are discharging from Isolation and Quarantine units.
Other	Clients referred from HSH approved source not previously listed.
SF HOT	Clients referred by SFHOT, ERT, or EMS-6.

## 2. Stay Types

Upon entry into a Navigation Center each client is assigned a stay type. The Navigation Center stay types are defined below:

Stay Type	Definition
Homeward Bound Stay	Reserved for clients who are scheduled to exit via Homeward Bound but need a safe place to stay in preparation for their scheduled bus departure. These stays are typically between 48-72 hours.
Housing Referral Status Stay	Reserved for clients who are identified by Coordinated Entry as Housing Referral Status for HSH Permanent Supportive Housing. Clients are permitted to stay within the Navigation Center until their permanent placement into housing.
Time-Limited Stay/Problem Solving Stay	Used for all other clients (non-Housing Referral Stay/Homeward Bound Stay clients). Clients are on an initial time-limited stay of 30-days.

In order to determine if a guest is Housing Referral Status, program intake staff will need to look on the individual's profile page in the ONE System.



The screenshot displays a client profile interface. On the left, there are several dropdown menus and a field labeled 'Adult. Age: 41'. The central profile card features a silhouette placeholder for a profile picture, a 'UNIQUE IDENTIFIER' field with a redacted value, and a 'COMMUNITY QUEUE' section stating 'Client has an active entry on the Community Queue: Permanent Housing/RRH Queue' with a 'VIEW DETAILS' link. To the right, a sidebar lists 'Active Programs' (including 'ECS: SOMA Access'), 'Recent Services' (including 'Failed Housing Court', 'Problem Solving', 'Other Outreach Activities', and 'Successful Housing'), and a 'Housing Referral Status' section.

A person can be verified as Housing Referral Status if they have an entry under their profile picture that states either:

1. **Client has an active entry on the Community Queue.**  
This statement indicates that the client is Housing Referral Status, and they are waiting in the queue for a referral to a housing vacancy.
2. **Client has an active referral.**  
This statement indicates that the client is Housing Referral Status, and they have been referred to a specific housing vacancy.

### Case Management Assessment

After a guest is enrolled in the Navigation Center program, a case management assessment should be completed with the guest. Ideally this will happen directly after the guest is enrolled in the Navigation Center program as part of the intake process.

**Note: The case management assessment contains private health information. Access to this assessment is restricted in the ONE system.**

The data collected from the case management assessment is used by the case manager to formulate a care plan with the guest. All guests should have both a case management assessment and care plan completed at the beginning of their stay at the Navigation Center.

If the case management assessment is not able to be completed during intake, the case management staff should complete this assessment with the guest at their first case management meeting.

### Services

There are three types of services currently available in the ONE system for Navigation Center guests.

1. Navigation Center Approved Extension
2. HSH Approved Extension
3. Denial of Service



## Extension Services

These services are used when a guest in a Time-Limited/Problem Solving Stay is eligible and approved for an extension of their stay at the Navigation Center. Extension Services are found under the Navigation Center program services tab.

PROGRAM: LOWER POLK TAY NAVIGATION CENTER- GF+HHAP+ERAF

Enrollment History **Provide Services** Assessments Notes Files Forms ✕ Exit

Services

1	1. Navigation Center Approved Extension	Other ▾
2	2. HSH Approved Extension (Only Completed by HSH Staff)	Other ▾

1. Navigation Center Approved Extension: Extension may be granted by Navigation Center managers for any of the approved extension reasons defined below for a guest in a Time-Limited/Problem Solving Stay.
2. HSH Approved Extension (Only Completed by HSH Staff): These extensions can only be granted with direct approval from HSH. Please contact Lisa Rachowicz ([lisa.rachowicz@sfgov.org](mailto:lisa.rachowicz@sfgov.org)) and Janay Washington ([janay.washington@sfgov.org](mailto:janay.washington@sfgov.org)) to request an extension for a guest in a Time-Limited/Problem Solving Stay.

**Note: Extensions are typically granted for 30 days unless otherwise specified by HSH. During the COVID-19 emergency, HSH is granting all time-limited stay guests automatic extensions based on current public health guidance.**

The approved extension reasons include:

Extension Reason	Definition
311 Reservation	Navigation Center staff have verified through 311 that the guest is on the 90-day shelter bed waitlist, and that the guest signed up on that waitlist within the first week of their stay at the Navigation Center. The individual must claim their shelter bed and end their stay at the Navigation Center at the point their shelter bed becomes available in the system.
CAAP Priority	Navigation Center staff have verified through HSH that the guest is prioritized for CAAP housing and is engaged with the HSH Adult Coordinated Entry team on a housing opportunity.
Medical	Guest has written documentation from a medical practitioner acknowledging a current medical or mental health course of treatment, intervention, or assessment that will be resolved or completed during the 30-day extension.



	<i>Note: 30-day extensions are not based on the guest having a chronic or on-going medical or mental health condition, with the exception of pregnancy verified by a medical provider.</i>
Non-HSH Housing Offer	Guest has written documentation of a housing offer from the housing provider outside of the HSH Homelessness Response System, with a move-in date during the 30-day extension  <i>Note: If the guest has a housing offer through HSH, please present this situation to the Navigation Centers Program Manager for consideration of a transfer to a Housing Referral Status stay.</i>
Other [Please specify]	
Problem Solving Plan	Guest has written documentation from the Adult Access Point Problem-Solving staff that a Problem-Solving plan has been developed which is expected to lead to a housing opportunity.
Residential Treatment Plan	Guest has written documentation from the provider of a residential treatment placement with a placement date during the 30-day extension.
RRH	Navigation Center staff have verified through HSH and/or the ECS Adult Coordinated Entry team that the guest is enrolled and engaged with the Rapid Rehousing service providers on a housing opportunity.
Work Program	Guest has written documentation of participating in a work program, such as Downtown Streets.  <i>Note: Only one 30-day extension will be granted. The intention is not to continue granting extensions for the duration of their work program.</i>

### Denial of Service (DOS) Service

This service is used when a guest has been issued a denial of service from the program for breaking a program rule. Shelter program rules are outlined in the Congregate Shelter Manual for all adult and TAY Navigation Centers. The Shelter Grievance Policy provides guidance on how to issue warnings and denials of service and guidance on the appeals process.

***Note: A Denial of Service may only be issued by a staff person who has completed the HSH Shelter Grievance Training and passed the post-test.***

DOS Service access in the ONE System is restricted.

- Only staff who work at the Navigation Center where the Denial of Service was issued can see the DOS Service.
- Some staff at your Navigation Center may not have access to enter or view a Denial of Service in the ONE System. Access is granted by your Navigation Center program leadership and HSH.

The DOS Service is found under the client level services tab.



SERVICES	
Denial of Service	Other ▼

Choose the service associated with the rule that was broken.

1. Immediate Denial Reason #1: Outright refusal to comply with mask program rules
2. Immediate Denial Reason #2: Act of violence
3. Immediate Denial Reason #3: Threat of violence
4. Immediate Denial Reason #4: Possession or display of weapon
5. Immediate Denial Reason #5: Arson
6. Immediate Denial Reason #6: Manufacture or preparation of drugs
7. Immediate Denial Reason #7: Property destruction or interference affecting safety
8. Non-Immediate Denial (list specific rule in note)

Under the service, enter the following information:

1. **Start Date** – The date the denial of service was issued.
2. **End Date** – The date the denial of service suspension period ends.
3. **Service Note** – Enter a note to explain further details about the denial of service incident and follow-up. When relevant, include information about the following:
  - Specific Non-Immediate DOS rule violated (for Non-Immediate DOS only)
  - DOS paperwork
  - Hearing request



The screenshot shows a web form titled "Denial of Service" with a dropdown menu labeled "Other" in the top right corner. The form contains the following fields:

- Immediate Denial Reason #01:** Outright refusal to comply with mask program rules
- Start Date:** 05/12/2021 (with a calendar icon)
- End Date:** 05/12/2021 (with a calendar icon)
- Service Note:** A large text area with a toolbar containing buttons for Bold (B), Italic (I), Bulleted List (1 2 3), and Numbered List (1 2 3).
- SUBMIT** button in the bottom right corner.

## Exit

Below is a summary of information needed for a client's Navigation Center exit. This guide focuses on fields specific to Navigation Center exits. We will provide additional detail and definitions for the highlighted fields.

As a reminder, each client stay at a Navigation Center should have an associated exit (unless the client is currently active in the program).

The screenshot shows a web form titled "End Program for client Spottie Dottie". The form has a navigation bar at the top with tabs: Enrollment, History, Provide Services, Assessments, Notes, Files, Forms, and a close button labeled "X Exit". The form contains the following fields:

- Project Exit Date:** 01/20/2021 (with a calendar icon)
- Exit Reason:** Select (highlighted with a yellow background)
- Destination:** Select (highlighted with a yellow background)
- Exit Comment:** (empty text area)

On the left side of the form, there are two blue boxes with numbers 1 and 2, corresponding to the Exit Reason and Destination fields respectively.

## 1. Exit Reason

Exit Reason	Use Cases/Definition
Change in stay type	Should be used when a client's stay type changes. For instance, a client's stay type may change if they are re-assessed by Coordinated Entry after entering the Navigation Center and become Housing Referral Status.  <b>Note: If a client is exiting the Navigation Center due to a change in stay type, they should be exited from their current stay, and enrolled in a new stay with the updated stay type.</b>
Death	Should be used when the client has passed away during their Navigation Center stay.
Exit by client choice	Should be used when a client has decided to leave the Navigation Center prior to the end of their stay (applies to all stay types).
Exit to Permanent Housing	Should be used when the client is leaving the Navigation Center for any permanent housing destination (applies to all stay types).
Nav Center transfer	Should be used when the client is transferring to another Navigation Center.  <b>Note: If a client is exiting the Navigation Center because of a Nav Center transfer, they should be exited from their current stay, and enrolled in a new stay with the updated Navigation Center location.</b>
Other	
Terminated from program due to ineligibility	Should be used when a client exits because they are no longer eligible for the program (i.e. client gives birth, client tests positive for COVID, client can no longer provide necessary self-care, etc).
Terminated from program due to non-compliance or rule violation	Should be used when a client is exited due to a rule violation that falls within the denial of service category.
Timed Out	Should be used when a client is exited because their time limited stay has ended.
Unknown/Client Unseen	The client is being exited from the Navigation Center because they have not been seen during the designated 48 hours.
Utilizing Homeward Bound	Should be used when a client is exiting the program because they are using Homeward Bound to return to friends/family on a permanent basis.

## 2. Destinations

Exit Destination is a standard HUD field. Explanations for the different Destination options can be accessed [here](#). Additionally, the table below outlines the most common exit reason to destination mapping scenarios:

Exit Reason	Exit Destination
Exit to Permanent Housing	Permanent housing (other than RRH) for formerly homeless persons
Exit to Permanent Housing	Rental by client, no ongoing housing subsidy





Exit to Permanent Housing	Owned by client, no ongoing housing subsidy
Exit to Permanent Housing	Rental by client, with VASH housing subsidy
Exit to Permanent Housing	Rental by client, with other ongoing housing subsidy
Exit to Permanent Housing	Owned by client, with ongoing housing subsidy
Exit to Permanent Housing	Moved from one HOPWA funded project to HOPWA PH
Exit to Permanent Housing	Rental by client, with GPD TIP housing subsidy
Exit to Permanent Housing	Rental by client, with RRH or equivalent subsidy
Exit to Permanent Housing	Rental by client, with HCV voucher (tenant or project based)
Exit to Permanent Housing	Rental by client in a public housing unit
Death	Deceased
Timed Out; Exit by client choice; Terminated from program due to non-compliance or rule violation; Terminated from program due to ineligibility	Foster care home or foster care group home
Timed Out; Exit by client choice; Terminated from program due to non-compliance or rule violation; Terminated from program due to ineligibility	Residential project or halfway house with no homeless criteria
Timed Out; Exit by client choice; Terminated from program due to non-compliance or rule violation; Terminated from program due to ineligibility	Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter
Timed Out; Exit by client choice; Terminated from program due to non-compliance or rule violation; Terminated from program due to ineligibility	Transitional housing for homeless persons (including homeless youth)
Timed Out; Exit by client choice; Terminated from program due to non-compliance or rule violation; Terminated from program due to ineligibility	Host Home (non-crisis)
Timed Out; Exit by client choice; Terminated from program due to non-compliance or rule violation; Terminated from program due to ineligibility	Staying or living with family, temporary tenure (e.g. room, apartment or house)
Timed Out; Exit by client choice; Terminated from program due to non-compliance or rule violation; Terminated from program due to ineligibility	Staying or living with friends, temporary tenure (e.g. room apartment or house)
Timed Out; Exit by client choice; Terminated from program due to non-compliance or rule violation; Terminated from program due to ineligibility	Hotel or motel paid for without emergency shelter voucher
Timed Out; Exit by client choice; Terminated from program due to non-compliance or rule violation; Terminated from program due to ineligibility	Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)
Timed Out; Exit by client choice; Terminated from program due to non-compliance or rule violation; Terminated from program due to ineligibility	Safe Haven

Timed Out; Exit by client choice; Terminated from program due to non-compliance or rule violation; Terminated from program due to ineligibility	Moved from one HOPWA funded project to HOPWA TH
Timed Out; Exit by client choice; Terminated from program due to non-compliance or rule violation; Terminated from program due to ineligibility	Substance abuse treatment facility or detox center
Timed Out; Exit by client choice; Terminated from program due to non-compliance or rule violation; Terminated from program due to ineligibility	Other
Change in Bed Type	Other
Nav Center Transfer	Other
Terminated from program due to ineligibility	Jail, prison or juvenile detention facility
Terminated from program due to ineligibility	Psychiatric hospital or other psychiatric facility
Terminated from program due to ineligibility	Long-term care facility or nursing home
Terminated from program due to ineligibility	Hospital or other residential non-psychiatric medical facility
Unknown/Client Unseen	No exit interview completed
Unknown/Client Unseen	Data not collected
Utilizing Homeward Bound	Staying or living with family, permanent tenure
Utilizing Homeward Bound	Staying or living with friends, permanent tenure
Exit by client choice	Client doesn't know
Exit by client choice	Client refused

**Note: The Nav Center exit reason should apply to the primary exit reason. For instance, if a client is exiting because they have a bus ticket home from the Homeward Bound program, the exit they should select is "Utilizing Homeward Bound."**

