

Cover Sheet



Youth Homelessness Demonstration Program (YHDP)

Youth System Navigation Program Policies and Procedures

Last updated: June 2026

Program Agencies & Contacts

Navigation Program Agencies & Contact Information

The YHDP Youth System Navigation Program is operated across five agencies, with a Navigator at each of the below agencies.

Catholic Charities of West Tennessee (CCWTN)

YHDP Youth System Navigator: Shalonda Adams-Young,

shalonda.adamsyoung@ccwtn.org

Supervisor: Toni Moore, toni.moore@ccwtn.org

Communities in School Memphis (CISM)

YHDP Youth System Navigator: De'Miracle Tabb, dtabb@cismemphis.org

Supervisor: Terra Cousin, tcousin@cismemphis.org

Methodist Le Bonheur Community Outreach (MLCO)

YHDP Youth System Navigator: Stephanie Presley, Stephanie.presley@lebonheur.org

Supervisor: Christen Dickerson, Christen.Dickerson@lebonheur.org

SchoolSeed Foundation:

YHDP Youth System Navigator: Joshua Johnson, Joshua@schoolseed.org

Supervisor: Vincent McCaskill, vince@schoolseed.org, Lorraine Magnano,

lorraine@schoolseed.org

The Hospitality Hub (HUB)

YHDP Youth System Navigator: Kayden Ritchie, kayden@hospitalityhub.org

Supervisor: Michael Higgins, michael@hospitalityhub.org

CAFTH Program Contact Information

CoC Team Contacts:

Haley Greenwell, Youth & Special Populations Director
haley@cafth.org

Vaniel Simmons, Youth and Special Populations Coordinator
vaniel@cafth.org

Kiera Sowell, YAB Coordinator
kiera@cafth.org

Contact CoC Team for all questions pertaining to:

- Navigation Program Policies & Procedures
- CoC and YHDP Regulations
- CoC and YHDP Eligible Costs & Grant Activities
- Quarterly and Annual Sage Reporting
- YHDP Program Monitoring
- CoC Participation Requirements, including CoC Committees and CoC trainings
- Youth Action Board (YAB) Involvement

HMIS Team Contacts:

Emma Boehme-Grant, HMIS Director
emma@cafth.org

Ricardo Coss, HMIS Administrator
ricardo@cafth.org

HMIS Help Desk - helpdesk@cafth.org *Main point of contact

HMIS Customer Portal - hmiscustomerportal@cafth.org

Contact HMIS Team for questions about:

- HMIS Policies and Procedures
 - Client Profile creation
 - HMIS data quality
-

CES Team Contacts:

Kirsten Hipkins, Coordinated Entry System (CES) Director
kirsten@cafth.org

Pamela Saba, Coordinated Entry Administrator
pamela@cafth.org

Coordinated Entry Assistance Email - coordinatedentry@cafth.org

Contact CES Team for questions about:

- Youth CES Process
 - Matchmaking
 - VOH Documents
 - VOD Documents
 - Assessment Completion
 - Client Termination
-

Finance Team Contacts:

Charlotte Parry, Finance and Grants Director
charlotte@cafth.org

Kathryn Yourch, Finance and Grants Coordinator
kathryn@cafth.org

Contact Finance Team for questions about:

- Monthly Navigation Invoices
- Eligible Cost Documentation Standards
- CoC Dues
- Grant Contracts

Introduction: YHDP and Navigation Program Overview

Youth Homelessness Demonstration Program (YHDP) Overview

The Youth Homelessness Demonstration Program (YHDP) is a federal grant program through the Department of Housing and Urban Development (HUD). The goal of the YHDP is to support selected communities across the United States in the development and implementation of a coordinated community approach to preventing and ending youth homelessness.

YHDP funding is unique as it specifically serves youth ages 18 - 24 years old.

The Memphis and Shelby County Homeless Consortium, our local Continuum of Care (TN-501), was awarded YHDP funding in 2019 as part of YHDP Rounds 4 and 5. As part of the YHDP planning process, our community developed a Coordinated Community Plan to illustrate the need for a youth-specific homeless response within Memphis and Shelby County and to develop and implement youth specific housing programs to meet those identified needs.

Our local CoC has nine YHDP projects operated across nine different agencies:

1. **YHDP Navigation** - operated across 5 Navigators at 5 different agencies (Methodist Le Bonheur Community Outreach (MLCO), Hospitality Hub (HUB), Catholic Charities of West Tennessee (CCWTN), Communities in Schools Memphis (CISM), and SchoolSeed Foundation
2. **HUB Hall Transitional Housing Program** (for all youth populations) - operated by Hospitality HUB
3. **CCWTN Rapid Rehousing Program** (for all youth populations) - operated by CCWTN
4. **OUTMemphis Metamorphosis Joint Th-RRH** (for LGBTQ+ identifying youth) - operated by OUTMemphis
5. **Hope House Joint Th-RRH** (for youth living with HIV) - operated by Hope House
6. **Methodist Le Bonheur Host Homes** (for all youth populations) - operated by MLCO
7. **St. John's Community Services Permanent Supportive Housing** (for youth living with a disability) - operated by SJCS
8. **YHDP Coordinated Entry System**- operated by Community Alliance for the Homeless and used to facilitate the required youth coordinated entry system.
9. **YHDP HMIS**- operated by Community Alliance for the Homeless and used to ensure YHDP projects are onboarded and supported when utilizing the required Homeless Management Information System (HMIS) .

- [HUD YHDP Resources](#)
- [Memphis and Shelby County Coordinated Community Plan](#)

Youth System Navigation Program Overview

The Youth System Navigation Program provides immediate assistance to unaccompanied and/or pregnant/parenting youth ages 18 - 24 who are experiencing housing instability or homelessness. The Navigators support these youth as they move through the system, from front-door access to stable housing. Navigators are the front door access to all housing programs provided through the Continuum of Care (CoC). The navigation program offers youth an individualized safety and service plan, mobile case management, and connections to community-based resources. The purpose of the program is to help homeless and at-risk youth increase their independent living skills and, if possible, prevent them from entering the homeless services system or help them rapidly exit the homeless system into safe, permanent housing.

Every eligible youth seeking services in the Memphis/Shelby County Continuum of Care will be assigned a Youth System Navigator, responsible for individualized client advocacy and navigation services. The team of Youth System Navigators works together to identify youth, divert them if possible, and, if not, connect them to the Coordinated Entry System (CES) and other housing options and resources. The Youth System Navigation team is made up of five (5) Youth System Navigators located at different local agencies to expand community collaboration and youth access. The following agencies have a Youth System Navigator on staff:

- Catholic Charities of West Tennessee (CCWTN)
- Communities in Schools Memphis (CISM)
- The Hospitality Hub (HUB)
- SchoolSeed Foundation
- Methodist Le Bonheur Community Outreach (MLCO)

Program Goals

- Improve identification of youth who are homeless or at risk of homelessness
- Improve cross-system partnership and collaboration
- Increase the ease of navigation through the system for youth and referring partners
- Increase the number of youth placements into permanent housing
- Increase awareness of the local Coordinated Entry System (CES) and the number of partners participating
- Increase the number of youth diverted from the homeless response system.
- Expand Youth and Young Adult (YYA) confidence in the homeless response system and in their own resource knowledge
- Decrease the number of YYA turned away from services

Section I: Roles & Responsibilities

Section 1: Roles & Responsibilities

1.1 Youth System Navigator

The Youth System Navigator will connect unaccompanied and/or pregnant/parenting youth between the ages of 18 - 24 experiencing or at-risk of experiencing homelessness to resources and support by educating and guiding them through systems of care based on their needs and preferences. The Youth System Navigation program provides a timely response for youth experiencing homelessness or housing insecurity in Memphis/Shelby County and offers each youth an individualized safety and service plan, mobile case management, and connections to community-based services.

The Youth System Navigator will conduct outreach to identify youth experiencing or at risk of experiencing homelessness. Navigators will provide reconnection and diversion services when safe and appropriate to help youth avoid entering the homeless response system. The Youth System Navigator will be knowledgeable about community partners and build positive relationships with them to increase collaboration and youth access to needed services.

Duties and Responsibilities

- Use housing problem-solving to encourage and support safe, empowering, and appropriate alternatives to entering the homelessness services system if possible, and help immediately secure safe and reliable shelter when needed.
- Provide education about youth homelessness and about services available in the region, and ensure that youth experiencing homelessness have easy and fast access to our network of services and supports.
- Provide outreach to youth-serving institutions and communities in efforts to engage and identify youth experiencing homelessness who are eligible for services.
- Assist participants in creating and executing individualized short- and long-term goal plans by utilizing evidence-based practices (e.g., motivational interviewing skills; positive youth development, harm reduction, trauma-informed care, SMART Goals).
- Screen and assess participants for basic and other needs using the Self-Sufficiency Matrix (SSM), Memphis Vulnerability Assessment (MVA), and other community-wide assessments.
- Provide resources, referrals, and linkages to other social service venues and agencies, including shelter as requested and appropriate.
- Maintain knowledge of all [CoC](#) and YHDP Regulations, including knowledge of [YHDP Special Activities](#).
- Document and maintain appropriate records and receipts of all spent eligible grant fund costs as outlined in the [CAFTH YHDP Eligible Costs Documentation Standards](#).
- Participate in the HMIS data system and implement all HMIS data quality standards for all participant tracking and reporting of services as outlined in the [HMIS Data](#)

[Standards Manual](#).

- Participate in all Coordinated Entry System (CES) processes, including but not limited to participating in routine By-Name List Meetings, as outlined in the [Coordinated Entry System \(CES\) Policies and Procedures](#).
- Contribute to CoC and YHDP Program reporting as requested by CAFTH.
- Attend recommended training and conferences to ensure the development of the knowledge base, especially related to domestic violence (DV), sexual exploitation, and human trafficking, and provide safety planning and speedy linkage to specialized support services as needed.
- Participate in and contribute to relevant CoC meetings, including but not limited to:
 - Youth System Navigation team meetings.
 - By-Name List Meetings
 - CoC Youth Committee
 - CoC Continuous Quality Improvement (CQI) Committee
 - CoC Planning Committee Meeting
- Engage with the local Memphis Youth Action Board (YAB)

Navigator Training Requirements

Navigators are required to attend the CoC provided trainings outlined below at least once annually.

**Trainings offered by agencies outside of the CoC are eligible to count toward certain training requirements, provided that adequate documentation of the training is submitted to CAFTH.*

- Annual HMIS Training
- Annual Coordinated Entry System Training
- Fair Housing
- Trafficking Prevention and Awareness
- Trauma Informed Care
- De-escalation and Crisis Intervention
- Mainstream Benefits
- SOAR
- Motivational Interviewing
- Suicide Prevention
- Mental Health First Aid
- Anti-Adulthood / Positive Youth Development
- Eviction Prevention
- Housing Problem Solving / Diversion
- ACES / Building Healthy Brains

CoC Participation Requirements

Agencies receiving YHDP Youth System Navigation Program grant funds must be active, paid participants in the Memphis and Shelby County Homelessness Consortium (MSCHC) and the TN-501 Continuum of Care (CoC), as outlined below.

- Must have an active CoC Membership
- Must be registered in the CoC Platform - Coalition Manager
- YHDP Youth System Navigator participation is required at CES By-Name list meetings
- YHDP Youth System Navigator attendance is required at the following CoC Committee meetings:
 - CoC Planning Committee
 - CoC Youth Committee
 - CoC Continuous Quality Improvement (CQI) Committee
- Participation in required YHDP or other youth-related grant activities as directed by the CAFTH Youth & Special Populations team

1.2 Youth System Navigation Program Supervisor

Each YHDP Youth System Navigator should have a designated supervisor at their agency. The YHDP Youth System Navigation program supervisor is responsible for upholding the administrative duties outlined below, implementing the YHDP Youth System Navigation Program, and ensuring the Youth System Navigator feels supported in their job responsibilities.

Duties and Responsibilities

- Maintain comprehensive knowledge of the YHDP Youth System Navigation Program and ensure the Youth System Navigator adheres to the policies. Supervision should include the definition of the roles, duties, and responsibilities of the YHDP Youth System Navigator at your agency.
- Provide oversight and guidance regarding Youth System Navigator caseload management.
- Inform CAFTH of any changes to the Agency's YHDP Youth System Navigation Program Staff.
- Monitor service delivery to ensure Youth System Navigator responds promptly to all potential participant inquiries and engages youth in a timely manner.
- Maintain knowledge of, and provide guidance to, the Youth System Navigator on [CoC](#) and YHDP Regulations, including [YHDP Special Activities](#).
- Monitor Navigator's participation in all CoC and YHDP Program requirements, including:
 - Ensuring agency and YHDP Youth System Navigator participation in all CoC training and participation requirements. See [Navigator Training Requirements](#) and [CoC Participation Requirements](#).
 - Ensure compliance with evaluation and reporting requirements (see Section 5.2), including timely submission of materials for Sage Quarterly and Annual Reports to CAFTH.
- Monitor Youth System Navigator's participation in the HMIS Database System and adherence to data quality standards as outlined in the [HMIS Data Standards Manual](#) and in Section IV of this P&P, including:
 - Completion of annual HMIS training.
 - Correctly enrolling participants in HMIS.
 - Maintaining accurate and complete documentation, assessment completion, case notes, and supportive services records
- Monitor Youth System Navigator's participation in the Coordinated Entry System and adherence to the [Coordinated Entry System \(CES\) Policies and Procedures](#), including:
 - Completion of annual CES training.

- Participation in all CES program components (i.e., By-Name list meetings, client hand-offs upon matching, etc.)
- Supporting the Youth System Navigator in problem-solving complex participant needs and making appropriate referrals.
- Maintain knowledge of [YHDP Special Activities](#), [Eligible Costs](#), and [CAFTH's YHDP Eligible Costs Documentation Standards Requirements](#), and provide guidance to Youth System Navigator as needed, including:
 - Coordinating between agency finance and program teams to maintain accurate budgeting.
 - Ensuring Youth System Navigators are aware of program budget parameters.
 - Ensuring timely submission of invoices to CAFTH by the **15th** of each month*
 - Verifying invoices meet CAFTH's YHDP Eligible Costs Documentation Standards Requirements.
- Ensure that the agency completes annual CoC and MSCHC membership and HMIS licensure.
- Ensure that all YHDP Youth System Navigation Program staff are registered in Coalition Manager.

** The 15th of the month is the date by which invoices must be received unless you have a written contract with CAFTH indicating a different date has been approved.*

1.3 Memphis Youth Action Board (YAB)

The Memphis Youth Action Board (YAB) is an essential partner in the operation and success of all YHDP projects. All funded YHDP programs are required to ensure meaningful engagement of YAB members in accordance with YHDP principles of youth leadership and collaboration. This section outlines the respective responsibilities of YHDP Agencies and the YAB in maintaining effective partnership and engagement.

YHDP Agency Responsibilities

- Seek out and consider YAB input on all proposed program changes, including but not limited to program policies, procedures, and participant-facing documents.
- Incorporate YAB recommendations into decision-making processes where feasible and provide feedback to YAB regarding how input was utilized.
- Involve YAB members in agency-led outreach activities, such as resource fairs, community events, and YHDP participant engagement activities.
- Include YAB members in the hiring process for YHDP-funded positions, which may include reviewing job descriptions, participating in interview panels, or providing feedback on candidate selection.
- Attend meetings with members of the YAB, organized by the YAB Chair and YAB Leadership Cohort.
- Designate an agency representative to serve as the primary point of contact for YAB collaboration and communication.

YAB Responsibilities

- Organize meetings with all YHDP Youth System Navigation agencies to discuss opportunities for YAB involvement, review current engagement activities, and identify areas for partnership improvement.
- Actively participate in agency outreach events and activities as requested.
- Participate in hiring practices for all YHDP Navigation agencies as requested.

- Conduct a timely review of program materials submitted by YHDP Navigation agencies and provide actionable feedback to strengthen youth-centered practices.

1.4 Relationship between CAFTH and YHDP Navigation Agency

Community Alliance for the Homeless (CAFTH) acts as the lead agency for the Memphis and Shelby County (TN-501) Continuum of Care (CoC). YHDP Youth System Navigation agencies are the sub-reipients of CAFTH for the YHDP Youth System Navigation grant. This section aims to distinguish and outline the duties and responsibilities between CAFTH and YHDP Navigation System Sub-recipient agencies.

CAFTH Responsibilities

- Update the YHDP Youth System Navigation grant Policies and Procedures as needed, and communicate any changes to subrecipient agencies.
- Ensure ongoing compliance with all CoC and YHDP federal regulations.
- Execute the program grant agreement with the U.S. Department of Housing and Urban Development (HUD).
- Review submitted invoices and reimburse eligible grant expenses to subrecipient agencies.
- Submit grant changes and amendments to YHDP special activities and budgets to HUD on behalf of subrecipient agencies, as requested.
- Coordinate the collection of required data and materials from the YHDP Navigation Agencies and submit all quarterly and annual SAGE reports to HUD.
- Execute contracts between CAFTH and subrecipient agencies.
- Provide technical assistance related to CoC and YHDP program regulations, YHDP Youth System Navigation Policies and Procedures, and CoC participation requirements.
- Conduct annual monitoring of all YHDP projects to ensure compliance with CoC and YHDP regulations and YHDP program requirements.
- Facilitate CoC committee meetings.

Sub-recipient Agency Responsibilities

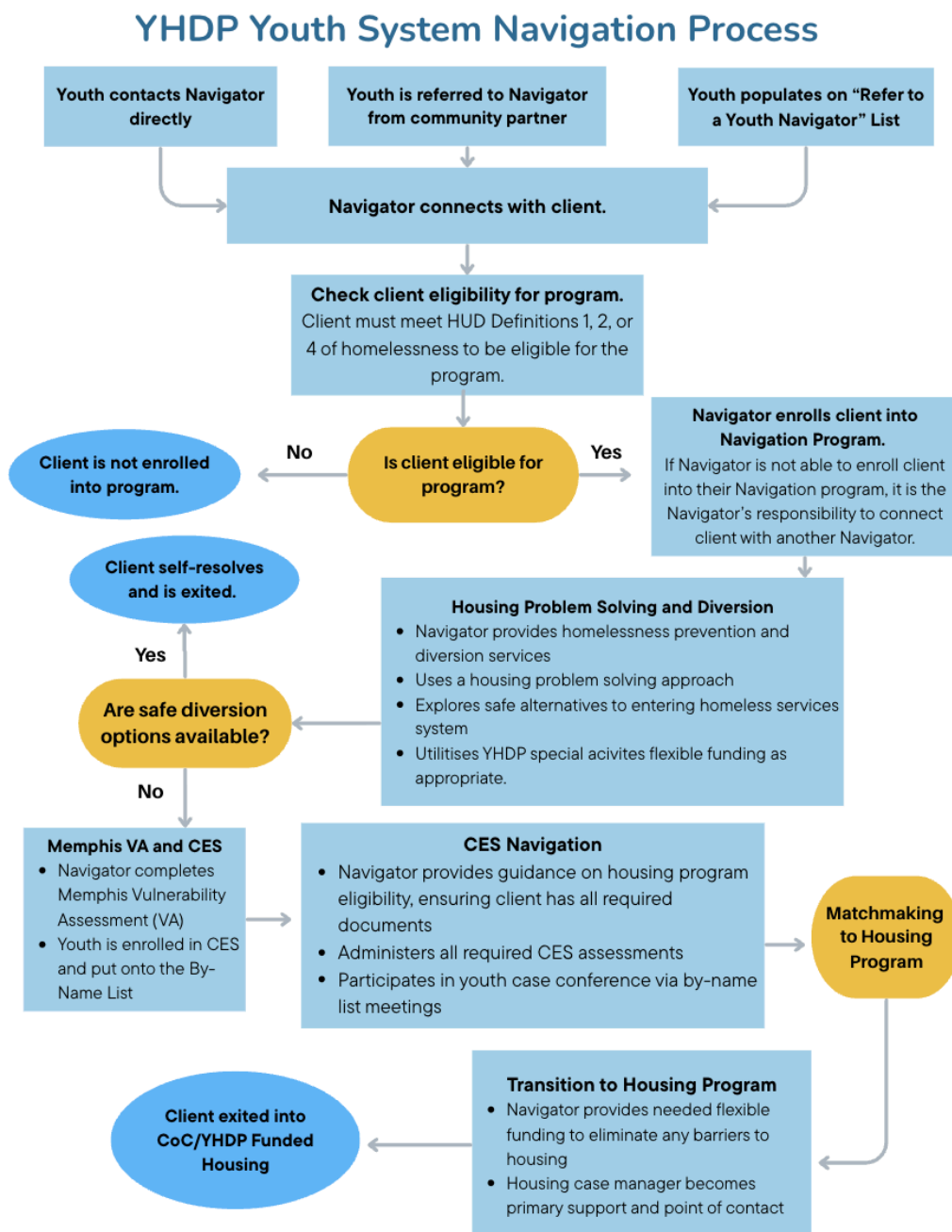
- Please read and fully understand all aspects of the YHDP Navigation program P&P. If anything is unclear, obtain clarification from CAFTH staff. Carry out all Youth System Navigator and Supervisor responsibilities as outlined in Sections 1.1 and 1.2.
- Develop and maintain an agency-specific program budget in accordance with the CAFTH/Subrecipient Agency contract.
- Communicate any needed program or policy changes to the CAFTH CoC Department.
- Communicate all required budget changes and amendments to the CAFTH Finance Department.
- Submit requests for YHDP special activities to CAFTH CoC Department, as applicable.
- Maintain familiarity with all applicable CoC and YHDP federal regulations.
- Submit all requested data and materials to CAFTH for quarterly and annual SAGE reporting.
- Ensure completion of all required CoC trainings by YHDP Navigators.
- Actively participate in the CoC in accordance with CoC Participation Requirements.
- Ensure agency contact information is up to date in the CoC communication platform, Coalition Manager.
- Submit annual CoC membership dues. Submit annual HMIS license dues.

Section II: Program Operations and Procedures

Section II - Program Operations and Procedures

2.1 Navigation Program Operational Flowchart

The Youth System Navigation Program provides immediate assistance to unaccompanied and/or pregnant/parenting youth ages 18 - 24 who are experiencing housing instability or homelessness and supports them as they navigate the system from front door access to stable housing. The flowchart below shows the typical path a youth follows while in the program. Sections 2.2-2.7 below provide additional information on each step of the flowchart.



2.2 Youth Engagement & Connection

Eligible unaccompanied youth and young adults ages 18-24 seeking services through the YHDP Youth System Navigation Program can connect with the program by:

- **Presenting at a housing or service provider within the Coordinated Entry System (CES)**
 - If a youth presents at a housing or service provider within the CES, staff at that agency can either 1) call a Youth System Navigator directly OR 2) Complete the “Refer to a Youth Navigator” Assessment in HMIS which will populate the client on a Navigation referral list.
- **Contact a Youth System Navigator via phone or email**
 - Youth can connect with a Navigator directly by calling or emailing a Navigator.
 - It is the responsibility of the Navigator to return all program phone or email inquiries within **48 hours**.
- **Receiving a referral from a community service provider outside of the CES**
 - There are several partners in our community who do not participate within the local CES or have access to the HMIS database. Navigators may receive client referrals from these partners. **It is the responsibility of the Navigator to respond to all client referrals within 48 hours.**
- **Be referred to a Navigator through the “Refer to a Youth Navigator” Assessment**
 - Each Monday, Navigators receive via email a referral list from HMIS of all clients for whom a “Refer to a Youth Navigator” assessment was completed within the past week, have not been enrolled in the Navigation program, and who need to be contacted by a Navigator. It is the responsibility of the Navigation team to communicate among themselves to ensure that all clients on the referral list are connected with a Navigator, taking into account navigator caseloads, location, and availability. **Clients on this list should be contacted by a Navigator within 48 hours.**

The Navigator is responsible for connecting with the youth in whatever way is more accessible, whether that is a phone call or an in person visit in a safe location. **Navigators should document all attempts to connect with a youth referred to them in the client’s case notes within HMIS, if an HMIS profile exists for the client.**

Youth System Navigators will work with youth in a variety of settings, such as community-based access points, drop-in centers, unsheltered locations, and emergency shelter, as well as remotely via phone, email and video conferencing.

2.3 Program Eligibility

Program Eligibility Requirements

After connecting with a youth, the Youth System Navigator is responsible for determining the youth's eligibility for the program.

To be eligible for the Youth System Navigation Program, a youth must:

- Be between 18 and 24 years of age
- Be unaccompanied and/or pregnant/parenting
- Reside in Shelby County, TN
- Not be enrolled in any other CoC/YHDP funded program
- Meet one of HUD's definitions of homelessness 1, 2, or 4 (outlined below), which should be documented and confirmed through a Verification of Homelessness (VOH) form (see below and Section IV for documentation of homeless status and completion of VOH forms).

Clients must meet all eligibility criteria at the time of each enrollment into the program. If a client is being considered for re-enrollment, they must meet the full eligibility criteria again at that time. Eligibility from a previous enrollment does not carry over to any subsequent enrollment. See Re-enrollment Policy in Section 3.4.

HUD Definitions of Homelessness

To be eligible for the Youth System Navigation Program, the participant must fall into one of the following categories of homelessness as defined by HUD, in addition to meeting all eligibility requirements above.

Category 1: Literally Homeless

An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:

- (i) an individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground;
- (ii) an individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low-income individuals); or
- (iii) an individual who exits an institution where he/she/they resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution;

Category 2: Imminent Risk of Homelessness

An individual or family who will imminently lose their primary nighttime residence, provided that

- (i) the primary nighttime residence will be lost within 14 days of the date of application for homeless assistance

- (ii) no subsequent residence has been identified; and
- (iii) the individual or family lacks the resources or support networks needed to obtain other permanent housing

Category 4: Fleeing Violence or Other Life Threatening Conditions

An individual or family who:

- (i) is fleeing, or is attempting to flee, domestic violence;
- (ii) has no other residence; and
- (iii) lacks the resource or support networks to obtain other permanent housing

Verifying Homelessness Status

HUD requires that all recipients of YHDP funding maintain record-keeping requirements to ensure compliance with HUD's homeless definition. YHDP Youth System Navigators are required to and responsible for documenting a youth's homeless status by verifying the information provided by the youth starting at the initial intake interview. Navigators should obtain the highest level of documentation possible to document a youth's prior living situation and verify their homeless status. Specific documentation standards vary by the homeless status category the youth may fall into.

Using contact information or documents provided by the youth, the navigator should obtain the information listed below under the category that corresponds with the youth's prior living situation. **All supporting documentation, along with a Verification of Homelessness (VOH) form must be uploaded into the client's HMIS profile.**

Documentation Requirements for Category 1: Literal Homelessness

Third party documentation, such as:

- HMIS or victim services provider database printed record
- Written statement by housing or services provider such as homeless liaison, street outreach worker, or shelter provider, or
 - Intake worker direct observation recorded in the file, or
 - Certification of homelessness by youth AND documentation of intake worker's attempts to verify information, or
 - (If exiting institution) Discharge paperwork or a written or oral statement from staff of the institution with beginning and end dates of the time the youth spent in the institution OR certification by youth that they exited institution AND documentation of intake worker's attempts to verify information. Also documentation of shelter or place not meant for human habitation prior to entering the institution.

NOTE: A youth asking for emergency shelter or street outreach can self-certify their homelessness. This could be a sign-in sheet for shelter with a certification on top that the people signing in are homeless. No further documentation or attempts to verify are required to access emergency shelter.

Documentation Requirements for Category 2: Imminent Risk of Homelessness

Documentation that youth will lose their housing within 14 days:

- Notice of eviction or equivalent legal document, or
- Proof of inability to continue to pay for hotel or motel, or
- Statement by the youth that they cannot continue to stay at the place they have been AND written or oral verification from owner or renter of housing obtained by intake worker OR documentation of intake worker's attempts to verify information; and

Documentation that the youth has no safe alternative housing, no financial or other resources, and no family or other support networks. Youth can self-certify this.

Documentation Requirements for Category 4: Fleeing Domestic Violence

For providers that are not victim service providers:

- Statement by youth that they are fleeing because of domestic or other violence AND
- If the safety of the youth is not jeopardized, verification of the statement through written observation by the intake worker or staff at other organizations including law enforcement, housing or service provider, social worker, homeless liaison or legal assistance provider youth has sought assistance from OR documentation of intake worker's attempts to verify information and certification of the statement by the youth or intake worker

For victim service providers:

- Statement by youth that they are fleeing domestic or other violence AND
- Certification of the statement by the youth or intake worker

All providers must obtain a youth's self-certification that the youth has no safe alternative housing, no financial or other resources, and no family or other support networks. The intake worker should obtain any available documentation or statements supporting the youth's certification.

Additional Guidance:

- If a youth expresses that they do not want someone contacted due to fear for their safety, the navigator **must not** contact that person. The navigator should document the youth's statements and feelings in the client's HMIS profile.
- If a higher level of documentation (e.g., a third-party letter) cannot be obtained, the youth may **self-certify**. The intake worker should document their attempts to obtain higher-level documentation and note why it was not possible within the case notes in the client's HMIS profile.
- If documentation becomes available at any point during the youth's participation, it should be added to the client's HMIS profile to support the intake records.
- When documenting **Category 4**, the navigator should ask only enough questions to understand the situation and rely on the youth's own statements about their feelings and concerns. If the youth reports a safety risk, no further documentation of the risk is required; the intake worker should simply record what the youth has stated.

“Refer to a Youth Navigator” Assessment

The “Refer to a Youth Navigator” Assessment is used to determine eligibility and needs of all youth ages 18 - 24 accessing services at any CES access point in our local homeless response system. It collects demographic information and information pertaining to the youth’s current living situation.

Any HMIS user may refer a youth to a Navigator using this assessment. All CES partners within the Memphis/Shelby County Homeless Consortium are expected to use this assessment to refer any individual ages 18–24 who accesses their services to a Navigator. Upon completing the assessment, providers should conduct a warm handoff by contacting a YHDP Youth System Navigator directly by phone.

Using the response from the Refer to a Navigator Assessment: Diversion & Housing Problem Solving Decision Tree

Housing problem-solving and diversion, with the goal of preventing homelessness, are the primary objectives of the YHDP Youth System Navigation Program. The decision tree below is intended to guide the use of the Refer to a Navigator Assessment responses in determining appropriate next steps for youth, including program enrollment eligibility and service provision.

1. **What is your name?**
2. **What do you like to be called?**
3. **What are your pronouns?**
4. **When is your birthday?**
 - a. If they are older than 24 years old, refer them to an outreach worker that works with older adults.
 - b. If they are under 18 and unaccompanied, ask them if they are comfortable with reuniting with their parents/caregivers.
 - i. If so, offer to help with that conversion.
 - ii. If not, they will need to be connected with DCS.
 - c. If they are 18-24 years old, they are within the correct age group for YHDP.
5. **What services are you seeking?**
 - a. If the youth indicates that they need assistance that does NOT include housing, refer them to whatever relevant services they need. They are not eligible for HUD services.
 - b. If the youth needs assistance that includes housing and they are 18-24, they may be a good fit for the program.
6. **Where did you sleep last night?** This helps to identify where the youth is coming from and if where they had been staying is a safe location for them to potentially return to. You do not want to put the youth or their family at risk but rather want to help problem solve with them to evaluate what temporary resources they might have (friends, family, co-workers, other personal resources etc.) available to them.
 - a. Possible responses:
 - i. **Own apartment:** You will need to discuss why the youth cannot stay there again tonight. If they report that they are behind on rent or cannot pay the upcoming month(s) rent you should ask if they have received an eviction notice and what it entailed. Youth do not always fully understand

the eviction process and may vacate a unit simply because a landlord is threatening to evict them. You can ask:

1. If the youth has a copy of the lease to review.
 2. If they have had a conversation with their landlord explaining why they are behind on the rent.
 3. If the landlord is willing to take partial payments or a payment plan for rent arrears.
 4. If the youth has/is receiving receipts for their rental payments.
 5. What the notice said; is it a 5-day, 10 day, or 30-day notice? If so, you can advise them that those are not an eviction but rather a notice for non-payment or lease violation. In this situation, you may be able to assist with flexible funds for rental arrears or may be referred to legal assistance, if needed.
- ii. **Hotel/Motel:** You should discuss how the hotel/motel is being paid for. Find out if the youth, friend/family members are paying for it, or if it is being taken care of by another organization. If the youth needs to leave due to finances, ask how much they owe, how much the hotel is, and ask the youth if they have tried to negotiate the price of the hotel/motel, etc.
1. YHDP funds cannot be used for emergency shelter. However, there may be other resources available to help individuals stay in a hotel/motel.
- iii. **Shelter:** We do not want youth to stay in a shelter if it can be avoided. Returning to shelter should be the last option (besides sleeping outside) that you explore. If you must, ask whether the youth can return to the shelter. If they can't or don't want to return to shelter, find out why. Identify whether something happened that makes them not want to go back to the shelter.
1. If they want to return but were told they were not able to, speak to the shelter employees and see if any of the issues can be addressed or resolved.
 2. If they do not want to return, find out if there is another option that would be a good fit for them, or ask if they have any friends or family that they would be able to stay with just temporarily as they work towards a more permanent housing option. *See possible responses to this question below.*
- iv. **Outside, in a car, abandoned building or other structure not meant for habitation:** We do not want youth sleeping outside or in a place not meant for habitation whenever it can be avoided. Seek emergency shelter options before leaving a youth in a situation where they are outside or in an unsafe environment.
1. You should also ask the youth if something happened that makes them no longer feel safe or comfortable in their location to see what prompted them to want to seek help. This may give you more information about what is happening in their life.
 2. Ask if the youth has any friends or family to stay with, or income to pay for housing/hotel/motel.
- v. **An institution (jail, hospital, etc):** You can ask when they are being discharged.
1. If they have not already been discharged, you may be able to work

with the institution to set up a discharge plan. Most hospitals have social workers assisting with this process.

2. If they have been discharged, ask whether they have any friends or family to stay with, or income to pay for housing/hotel/motel.
- vi. **With a friend/family/significant other/etc:** Find out why they are not willing/able to stay there anymore.
1. If the youth says they are uncomfortable staying there, make sure that they are safe. Later, you can ask if whoever they had been staying with required them to do anything that they are not comfortable with or had not previously agreed upon (performing sexual acts, looking/being sexy, housecleaning, childcare, cooking, etc.) in exchange for housing.
 2. If they say they are comfortable staying there but are no longer able to, try to determine whether they might be able to stay if you can provide assistance through flexible funds. Some question examples may be:
 - a. How long have they been staying there?
 - b. If anything significant has happened that makes it hard for the youth to continue staying there (family size, children's behavior, additional people moved into the apartment/house, overstayed their welcome, youth is not helping with household groceries/bills, etc.).
 - c. What do they think it would take for the youth to continue to stay there?
 - d. If the youth believes they may be able to stay if the youth helped with something (groceries, childcare, cleaning, utility bills, etc.).
 - e. If the youth would be able to stay with the family member or friend if they put a timeframe on the stay in order for the youth to continue looking for their own apartment/house. You can offer to contact the friend/family member to advocate on the youth's behalf but follow their lead.
 3. If the youth says they are comfortable with staying there, and they are able to stay there longer without assistance, try to determine how long they think they will be able to stay.

7. Where will you sleep tonight?

- a. If the answer is the same as above and it is not safe, continue on with the survey and find out what you can based on their answers above.
- b. If the answer is that they will have somewhere safe to stay tonight, determine how long that safe space will be available to them.
- c. If they don't know, you should help them think about people they know but have not yet asked to stay with or people that they had previously stayed with but have not asked to stay with recently (or with assistance). It is often much easier to work on a permanent housing option/housing crisis while staying in the home of somebody you know and/or trust vs. in a homeless

shelter. Ask additional probing questions to identify a youth's support network and possible alternatives to shelter such as:

- i. Is there anyone you feel comfortable reaching out to for help?
 - ii. Who do you go to for support?
 - iii. Is everyone who matters to you aware of your current living situation?
 - iv. What other options did you consider before seeking shelter?
- d. If they have somewhere they think they can sleep tonight, you should ask them what they think it would take for them to be able to sleep tonight in this new location.
- i. Is it landlord mediation?
 - ii. Roommate or friend/family member mediation?
 - iii. Does it mean the youth having a conversation with the other individual?
 - iv. Would it require you to have a conversation with the other individual?
 - v. Would it take having a tangible plan that the youth can show to their family member/friend regarding housing search case management?
 - vi. Would it include financial assistance?
 - vii. You can offer to contact the landlord or friend/family member to advocate on the youth's behalf but follow their lead.
- e. Even if there is an alternative temporary placement, it can be helpful to work on a backup plan. You can ask the youth:
- i. In case this doesn't work out as well as you hope, would you like to explore a back-up plan?

8. What trouble are you having?

- a. This question is meant to be open ended. Ask it and then stop talking unless they don't understand the question. Let them tell you what they need from you, what challenges they are facing and how you can support them.
- i. Most responses will most likely be around housing but some possible other responses:
 - 1. **Medical/psychiatric:** You can discuss the youth's medical/psychiatric needs and work to help them take care of themselves as best they can while staying housed. This is not meant to be a mental health or physical evaluation, rather a brief assessment of the root cause of the instability. For example: If the youth says, "I can't get sleep here, I'm up all night, my mind is racing, I have to leave." That might be an appropriate referral to a local mental health provider such as Alliance Healthcare Services or Case Management Inc.
 - 2. **Financial:** You can ask about what financial hardships the youth has suffered in order to better direct the youth. For example:
 - a. If the youth was recently laid off from work or fired, has the youth been looking for new work or filed for unemployment? If not, what barriers are in the way?
 - b. Has the youth applied for SNAP, TANF or other forms of assistance? If on a housing choice voucher, has the youth notified the housing authority of a change in income?

- c. Has the youth filed their taxes, are they expecting a tax return?
 - 3. Other possible questions that could help provide information on what resources the youth might need.
 - a. Does the youth have children? If so, do they need help with childcare, etc.
 - b. Does youth or somebody in their household have a disability? This might make them eligible for other services for their family.
- 9. Are you in Danger?**
 - a. If the youth answers no, continue on with the survey
 - b. If the youth answers yes, determine what kind of danger they feel they are in.
 - i. Domestic Violence - Refer to the Domestic Violence Policy (Section 3.8)
 - ii. Police- Determine if they are wanted by the police or are in need of a lawyer. You can do a warrant search to see if there is an active warrant and connect them with a lawyer.
 - iii. Physical/Mental health- Determine if they need medical attention and if you should call 911.
 - 1. If they need non-emergency medical assistance see if they have health insurance.
 - a. If so, help them find a healthcare provider in their network.
 - b. If not, connect them with Christ Community, which is housed at CCWTN.
- 10. Do you have transportation?**
- 11. Do you have an ID?**
 - a. If not, you can connect them with the Hospitality Hub where they can obtain an ID.
- 12. Space for additional information**
 - a. This is for any other information that they give to you. Write as much as you can down so you can minimize the amount of times they have to tell their story. Try to determine a timeline of their history so they don't have to repeat anything.

2.4 Program Enrollment

Program Caseload Expectations

It is expected that each YHDP Youth System Navigator will serve at least 50 clients over the course of each 12-month grant cycle of the YHDP Navigation program. However, Navigators may be asked to serve additional clients based on community need. Navigators are responsible for planning with their agency supervisor strategies for managing caseloads.

Program Enrollment Procedures

While any HMIS user can make a referral to the YHDP Youth System Navigation Program via the "Refer to a Youth Navigator" Assessment, only a Youth System Navigator can enroll a youth in the YHDP Youth System Navigation Program.

In order to enroll a client into an agency's Navigation program, the Navigator must:

1. Ensure the client meets all eligibility criteria. See Section 2.3 - Program Eligibility.
2. Verify the client's homelessness status by completing a Verification of Homelessness (VOH) Form showing that the client is eligible for the program as defined by HUD and upload that form into the client's profile within HMIS along with all other required documentation to verify homelessness status as outlined in Section 2.3 Program Eligibility - Verifying Homelessness Status
3. Have client review and sign the YHDP Youth System Navigation Program Agreement & Program Termination Policy Form and upload signed copy into client's HMIS profile.
 - The Youth System Navigation Program Agreement & Program Termination Policy Form includes requirements for program participation and key program policies including program termination, transfer, and grievance policy. Navigators will review the program agreement with individuals during the enrollment process.
 - The Youth System Navigation Program Agreement & Program Termination Policy Form must be signed by both the program participant and their Youth System Navigator.
4. Complete all data elements in the YHDP Enrollment form within HMIS. This form will automatically populate on the program enrollment page within HMIS.
5. Complete the Self-sufficiency matrix with client within HMIS

For all forms required at Program Enrollment, please see section IV.

- [Youth System Navigation Program Agreement](#)
- [Self-Sufficiency Matrix](#)
- [HMIS YHDP Enrollment Form](#) - **This is a paper copy of the YHDP Enrollment Form. Providers may offer paper copies of the for clients to complete or use as a visual reference. These paper copies are available on CAFTH's website. However, completion of the electronic form in HMIS is required; a paper copy alone is not sufficient.*

2.5 Housing Problem Solving & Diversion

The YHDP Youth System Navigation Program is a housing-focused intervention intended to prevent and resolve youth homelessness through diversion, housing problem-solving, and short-term supportive assistance. The program utilizes flexible financial assistance and targeted, time-limited supports to divert youth from literal homelessness or from entering the youth homeless response system whenever possible.

Youth System Navigators provide individualized, strength-based navigation services using a housing problem-solving approach that begins at the first point of contact and continues only while a youth is experiencing a housing crisis or housing instability. Navigators collaborate with youth to explore all viable housing options and supports, leveraging knowledge of both CoC and non-CoC resources to achieve rapid and sustainable housing outcomes.

Navigation services must end once housing stability has been achieved, as mutually determined by the youth and Navigator, and the youth no longer requires housing-specific supportive services. **The Navigation program is *not* intended to provide ongoing or long-term supportive services beyond the resolution of the housing crisis.** At the point of housing stability, Navigators are responsible for linking youth to appropriate community-based resources to address any continuing non-housing-related needs and completing the required program exit procedures (See Sections 2.7 - Procedures for Exiting).

YHDP Flex Fund Operating Standards

To support a diversion approach, YHDP programs have flexibility pertaining to the provision of supportive services for YHDP program participants.

Flexible funding may be used on eligible costs to divert or rapidly exit youth from homelessness under the “[supportive services](#)” and “[operating costs](#)” line items of the CoC Interim rule and [YHDP Special Activities Appendix A](#). Supportive services must be necessary to assist program participants in obtaining and maintaining housing. Each Youth Navigator has a flexible fund budget and the ability to make immediate funding decisions.

Payments must be made to a third party requested by the youth, such as a landlord, childcare provider, mechanic, utility company, etc. All transactions must be documented with a receipt and a request for funds signed by the Youth System Navigator and the youth. Youth System Navigators are responsible for tracking provision of supportive services under these flexible funds in HMIS under the program services tab (see [Supportive Services Documentation](#) section below) and submitting timely and accurate invoices to CAFTH for reimbursement as outlined in Section 5.3 - Program Invoicing and Documentation Standards.

Housing Inspection Requirements

Per CoC Program regulations, any grant funds used for eligible costs to support kinship or host home arrangements require a housing inspection. Kinship and host home arrangements are classified under the **Operating Costs** line item and therefore must meet housing inspection documentation requirements.

When arranging or providing funds for kinship or host homes, Youth System Navigators are responsible for conducting a housing inspection in accordance with HUD Housing Quality Standards (HQS). Completed inspections must be uploaded to the participant’s HMIS profile and linked to the corresponding service under the **Program Services** tab in HMIS.

Navigators must use the HUD HQS inspection form below to conduct the housing inspection.

- [HUD Housing Quality Standards \(HQS\) Form](#)

Self-Sufficiency Matrix Requirements

In order to assess ongoing supportive services needs of program participants for provision of appropriate flexible fund supportive services, Navigators are required to complete a Self-Sufficiency matrix with the client in HMIS. Self Sufficiency Matrices should be completed:

- Upon program enrollment
- At the 12-month mark of program participation, if the participant has been enrolled for at least one year
- Upon program exit

Results from participant self-sufficiency matrices are used to determine the unique service needs of youth participants and to guide Navigators in meeting those needs. In addition, results are used for Continuous Quality Improvement (CQI) of all YHDP programs and provides insight into how programs are effectively meeting client needs. Timely completion of self-sufficiency matrices is evaluated at YHDP Program Monitoring.

- [Self Sufficiency Matrix](#)

Supportive Service Documentation

All supportive services provided to participants as part of the YHDP Youth System Navigation must:

1. Be properly documented within HMIS under the Program Supportive Services Tab (see Section 4.3 - HMIS Data Quality Components)
2. Be properly documented in monthly invoices submitted to CAFTH (see Section 5.3 - Program Invoicing and Documentation Standards)

List of all Eligible Costs approved under the Youth System Navigation Grant

The below list is all of the eligible flexible funding costs falling under the 'supportive services' and 'operating costs' budget categories approved on the YHDP Youth System Navigation Program grant. Navigators may spend funds on and provide the following services to Youth System Navigation Program participants upon obtaining all required documentation for provision of that cost.

In order to provide the below services, Navigators are responsible for obtaining all required backup documentation before spending grant funds on the below cost. For a list of required backup documentation and directions, please see Section 5.3 - Program Invoicing and Documentation Standards.

➤ **Supportive Services Invoicing and Documentation Instructions**

Assessment of Service Needs

- The annual assessment of participant program needs. Navigator salaries can be charged to this line item.

Assistance with Moving Costs

- Reasonable moving costs are eligible and include truck rental and hiring a moving company and disposing participant furniture. As a YHDP Special Activity, moving costs can be provided more than one-time for a program participant.
- Pay for damage to units due to action of program participant while youth continues to reside in the unit. (Cannot exceed the cost of two months rent.)
- Housing start up expenses including furniture, pots and pans, linens, toiletries, and other household goods, not to exceed \$300 per program participant
- Security deposits, cost of providing security deposits for a participant moving into their own house or apartment. Not to exceed the value of 2 months of rent.
- Cost of internet in program participants units if the cost of the service is reasonable.

Childcare

- The costs of establishing and operating child care, and providing child-care vouchers, for children from families experiencing homelessness, including providing meals and snacks, and comprehensive and coordinated developmental activities, are eligible.
 - The children must be under the age of 13, unless they are disabled children. Disabled children must be under the age of 18.
 - The child-care center must be licensed by the jurisdiction in which it operates in order for its costs to be eligible.
 - Costs of meals, snacks and developmental activities are eligible

Employment Assistance

- The costs of establishing and operating employment assistance and job training programs are eligible, including classroom, online, and/or computer instruction, on-the-job instruction, services that assist individuals in securing employment, acquiring learning skills, and/or increasing earning potential. The cost of providing reasonable stipends to program participants in employment assistance and job training programs is also an eligible cost.
 - (i) Learning skills include those skills that can be used to secure and retain a job, including the acquisition of vocational licenses and/or certificates.
 - (ii) Services that assist individuals in securing employment consist of:
 - (A) Employment screening, assessment, or testing;
 - (B) Structured job skills and job-seeking skills;
 - (C) Special training and tutoring, including literacy training and pre-vocational training;
 - (D) Books and instructional material;

- (E) Counseling or job coaching; and
- (F) Referral to community resources.

Food

- The cost of providing meals or groceries to program participants

This can be done by:

- Navigator directly purchasing meal or groceries for program participant
- Purchase of gift cards to cover grocery or meal delivery (specific documentation required for this. See Section 5.3 - Invoicing and Documentation Standards)

Housing Search and Counseling Services

- Costs of assisting eligible program participants to locate, obtain, and retain suitable housing are eligible.
 - Component services or activities are tenant counseling; assisting individuals and families to understand leases; securing utilities; and making moving arrangements
 - Mediation with property owners and landlords on behalf of eligible program participants
 - Credit counseling, accessing a free personal credit report, and resolving personal credit issues
 - The payment of rental application fees
 - Payment of rental arrears consisting of a one-time payment for up to 6 months of rent in arrears, including any late fees on those arrears
 - Purchase of cell phone and service provided that cellular phone is necessary to obtain or maintain housing and the costs are reasonable

Legal Services

Eligible costs are the fees charged by licensed attorneys and by person(s) under the supervision of licensed attorneys, for advice and representation in matters that interfere with the homeless individual or family's ability to obtain and retain housing.

- Eligible subject matters are child support; guardianship; paternity; emancipation; legal separation; orders of protection and other civil remedies for victims of domestic violence, dating violence, sexual assault, and stalking; appeal of veterans and public benefit claim denials; landlord tenant disputes; and the resolution of outstanding criminal warrants.
- Component services or activities may include receiving and preparing cases for trial, provision of legal advice, representation at hearings, and counseling.
- Fees based on the actual service performed (i.e., fee for service) are also eligible, but only if the cost would be less than the cost of hourly fees. Filing fees and other necessary court costs are also eligible. If the subrecipient is a legal services provider and performs the services itself, the eligible costs are the subrecipient's employees' salaries and other costs necessary to perform the services.
- Legal services for immigration and citizenship matters and issues related to mortgages and homeownership are ineligible. Retainer fee arrangements and contingency fee arrangements are ineligible.

- Payment of legal fees including court fees, bail bonds, and required courses and equipment.

Mental Health Services

Eligible costs are the direct outpatient treatment of mental health conditions that are provided by licensed professionals. Component services are crisis interventions; counseling; individual, family, or group therapy sessions; the prescription of psychotropic medications or explanations about the use and management of medications; and combinations of therapeutic approaches to address multiple problems.

Operating Costs

YHDP recipients may provide payments of up to \$500 per month for families that provide housing under a host home and kinship care model in order to offset the increased costs associated with having youth housed in the unit.

- If arranging Kinship or Host Home placements, a housing inspection of the host home/unit must be completed. See [Housing Inspection Requirements](#).

Transportation

- The costs of program participant's travel on public transportation or in a vehicle provided by the recipient or subrecipient or in a taxi, uber, or lyft to and from medical care, employment, child care, or other services eligible under this section;
- Mileage allowance for service workers to visit program participants and to carry out housing quality inspections;
- The cost of purchasing or leasing a vehicle in which staff transports program participants and/or staff serving program participants; The cost of gas, insurance, taxes, and maintenance for the vehicle;
- The costs of recipient or subrecipient staff to accompany or assist program participants to utilize public transportation;
- One-time payment on behalf of a program participant needing car repairs or maintenance required to operate a personal vehicle. Payments for car repairs or maintenance on behalf of the program participant may not exceed 10 percent of the Blue Book value of the vehicle (Blue Book refers to the guidebook that compiles and quotes prices for new and used automobiles and other vehicles of all makes, models, and types);
- Payment of gas and mileage costs for participant personal vehicle for trips to eligible services including trips to medical care, employment, childcare
- Program participant's past driving fines and fees that are blocking a young person from being able to obtain or renew a driver's license and impacting their ability to obtain or maintain housing.
- Payment for program participants' cost for insurance and registration for personal vehicles if the personal vehicle is necessary to reach medical care, employment, childcare, or other services eligible under this section.

Life Skills

The costs of teaching critical life management skills that may never have been learned or have been lost during the course of physical or mental illness, domestic violence, substance abuse, and homelessness are eligible. These services must be necessary to assist the program participant to function independently in the community. Component life skills training are the budgeting of resources and money management, household management, conflict management, shopping for food and other needed items, nutrition, the use of public transportation, and parent training.

- Costs to provide household cleaning supplies (no limit on this, as long as cost is reasonable and can be documented i.e. by receipt)

2.6 Community Partnerships and Outreach

A core component of the YHDP Youth System Navigation Program is targeted outreach to youth-serving institutions and community partners to:

- Identify and engage youth and young adults experiencing housing instability or homelessness
- Increase equitable access to the coordinated entry system
- Strengthen cross-system collaboration
- Increase visibility of the YHDP Youth System Navigation Program throughout Memphis and Shelby County

Outreach efforts are intended to ensure that vulnerable youth, particularly those disconnected from traditional service systems, are aware of and able to access housing and supportive services.

As the YHDP grant recipient, Community Alliance for the Homeless (CAFTH) is responsible for establishing and maintaining formal system-level partnerships with community agencies and youth-serving institutions.

Key partners may include, but are not limited to:

- Tennessee Department of Children's Services
- Shelby County Juvenile Court
- Schools and McKinney-Vento liaisons
- Behavioral health and workforce providers
- Community-based youth organizations

CAFTH may:

- Execute Memoranda of Understanding (MOUs) or partnership agreements
- Coordinate system-level collaboration meetings
- Provide outreach materials and messaging guidance
- Direct strategic outreach priorities based on system needs and data

Navigator Expectation and Responsibilities:

Navigators play a critical role in community engagement and are expected to actively support outreach and partnership efforts.

Navigators are responsible for:

- Sharing information about the YHDP Youth System Navigation Program during community interactions
- Participating in outreach events, meetings, and presentations as directed by CAFTH or their own agency supervisor
- Representing the program in a professional and trauma-informed manner
- Building and maintaining collaborative relationships with community partners
- Responding promptly to partner inquiries and information requests regarding referrals, eligibility, and services
- Providing feedback to CAFTH regarding emerging community needs or gaps in services

2.7 Coordinated Entry System

If all housing problem solving/diversion options have been explored and it is determined that the participant still needs housing resources, the next step would be to enter the participant into the local Coordinated Entry System (CES) to be assessed and matched with a YHDP or CoC funded housing program.

In the Memphis/Shelby County geographic area, CES manages matches to YHDP and CoC funded housing programs. The system uses a community created vulnerability assessment, the Memphis Vulnerability Assessment (MVA), to identify and prioritize households experiencing homelessness. Once prioritized, households are matched with housing programs or other community resources based on their specific needs and vulnerabilities. All individuals seeking services from a YHDP/CoC Housing Program **MUST BE** matched through the CES.

CES Training Requirements for Navigators

All CES participants must complete a comprehensive CES training, including a recorded webinar series and a quiz with 100% accuracy. For YHDP, this includes, but is not limited to all YHDP Youth System Navigators and their supervisors.

In addition, Annual CES Training is mandatory for all YHDP-funded programs to stay current with system updates and maintain compliance with CES protocols. Failure to complete required training may result in the temporary suspension of CES access within HMIS until the training is fulfilled.

For more information regarding CES training requirements, please contact:

coordinatedentry@cafth.org.

CES Process: Enrollment & Assessments

Enrollment into the Coordinated Entry System (CES) should occur only after all housing problem-solving and diversion options have been exhausted, and it is determined that the participant continues to need housing resources.

Step 1. CES Program Enrollment in HMIS

To enroll a participant into CES, the Navigator must:

- Enroll the participant in the CES program within HMIS.

Step 2. Memphis Vulnerability Assessment (MVA)

After completing CES program enrollment in HMIS, the Navigator must complete the Memphis Vulnerability Assessment (MVA), in order for the client to be considered and prioritized for a housing program. **CES enrollment alone will not allow for a participant to be matched to a housing program.** The MVA is required to place the participant on the **By-Name List (BNL)**, a list of individuals to be prioritized and matched to housing programs

Step 3. Toggle the Client onto the By-Name List (BNL)

Completion of a Memphis Vulnerability Assessment (MVA) alone does not result in prioritization for housing resources.

To be eligible for prioritization, the Navigator must ensure that:

- The MVA is fully completed in HMIS; then
- The participant is toggled onto the By-Name List (BNL) queue in HMIS.

Participants will not appear on the BNL and will not be considered for prioritization unless both steps are completed in the above order.

CES By Name List (BNL) Meeting Requirement

BNL meetings are hosted twice monthly by the CAFTH CES team. These meetings are a space for providers to review the BNL, case conference, advocate for, and prioritize clients for housing placements. **Navigators are required to attend these meetings.**

Navigators' Role in Housing Program Matchmaking

Once a Navigator enrolls a client into CES, completes the MVA, and places the client on the BNL, Navigators are:

- Responsible for gathering supportive documentation needed to officially qualify a participant for a CoC or YHDP-funded housing program.
 - To qualify for CES housing, all HUD-required verification documents must be collected and uploaded into the Homeless Management Information System

(HMIS).

- Continuous **Housing Problem Solving** planning with all youth until the participant is permanently housed.

For more information about the Youth CES process, please see the Coordinated Entry System Manual on Coalition Manager.

- [Memphis and Shelby County Coordinated Entry \(CES\) Policy and Procedure Manual](#)

2.8 Housing Resolution & Program Exit Procedures

Program Exit Criteria

A participant must be exited from the Youth System Navigation Program if they:

1. **Secure Stable Housing**
 - Self-resolve into a positive housing destination, **or**
 - Are matched and enrolled in a CoC- or YHDP-funded housing program through CES.
 - Participants enrolled in a CoC- or YHDP-funded housing program must be exited from the Youth System Navigation Program **within 30 days of housing program enrollment** and **after completion of a case conferencing meeting** between the participant, Navigator, and housing provider.
2. **Reach Maximum Program Duration**
 - Exceed the maximum allowable program participation period of **24 months**. Program participation may not exceed 24 months.
3. **Become Inactive**
 - Meet the definition of program inactivity (see Section 3.5 - Inactivity Policy).
4. **Are Terminated from the Program**
 - Are exited due to violations of the program agreement or program rules (see Section 3.3 - Program Termination).
5. **Experience a Change in Eligibility or Availability**
 - Are institutionalized, hospitalized, in-patient clinic, or incarcerated for **90 days or more**.
 - Move outside of Shelby County
 - Die
6. **Voluntarily Exit**
 - Choose to exit the program on their own.

Navigator Responsibilities at Program Exit

When exiting a participant from the YHDP Youth System Navigation Program, Navigators are responsible for:

- Completing the exit **Self-Sufficiency Matrix** within HMIS
- Exiting the participant from the program in **HMIS**, and

- Completing the below HMIS data components in the **program exit form** in HMIS:
 - Exit destination (HUD-defined)
 - Project completion status
 - Health data
 - Income information
 - Education status

Navigators are responsible for ensuring that all program exits, to the extent possible, result in a positive housing destination, either through self-resolution or through connection to a formal housing intervention within the local CES and Continuum of Care (CoC).

Timeline of YHDP Navigation Assistance

There is no prescribed minimum or maximum length of navigation assistance; however, program participation **may not exceed 24 months per each enrollment**. Navigation services are tailored to the unique needs of each participant. Some participants may require intensive, ongoing support to exit homelessness, while others may resolve their housing crisis with limited assistance.

Guidelines for Determining Program Exit - Housing Stability

The YHDP Youth System Navigation Program is designed to provide **housing-focused supportive services** to youth who are experiencing housing insecurity or homelessness. Once a participant has **obtained housing and can maintain it independently**, Navigators are responsible for exiting the client from the program. The Navigation program is **NOT** intended to continue providing non-housing related services once a client is stably housed.

Criteria for Housing Stability

- Housing is considered stable when both the Navigator and participant agree that the participant no longer requires housing-specific supportive services or the participant will be receiving assistance through a formal housing program.
- Participants must actively be in a housing-insecure or literally homeless situation to continue receiving program services.
- Once the participant can maintain their housing independently, whether that be through self-resolution or enrollment in a formal housing program, Navigators should not continue providing supportive services through the program, but connect the participant with community resources and/or complete a hand-off to the formal housing program (if client has been matched, see procedure for exiting a participant below) and exit the participant from the program.

Navigator Responsibilities Upon Youth Achieving Housing Stability

Once stability is achieved, the Navigator must:

1. **Assess Remaining Needs**
 - Determine whether the participant requires support beyond housing. If other needs exist, connect them with appropriate community resources.

2. **Connect to Community Resources**
 - Link the participant to programs and services that address non-housing needs.
3. **Exit the Participant from the Program**

Following exit from the Navigation program, the Navigator will make **at least one follow-up contact attempt within 30–45 days** with the participant, as appropriate.

Procedures for Exiting a Participant from the YHDP Navigation Program

Self-Resolution Exit

A participant is considered to have self-resolved when the participant and Navigator identify and confirm a safe, appropriate, and expected-to-be-stable housing destination that does not involve enrollment in a formal CoC- or YHDP-funded housing program.

“Self-resolution” describes the pathway to housing, not the HMIS destination. All exits must be recorded in HMIS using the appropriate HUD-defined housing destination.

Examples of Positive Housing Destinations for Self-Resolution:

Permanent Housing Destinations

- Independent housing (subsidized or unsubsidized)
- Staying with family or friends with no identified time limit

Temporary Housing Destinations

(Considered positive for outreach and navigation projects when they are expected to lead to greater housing stability)

- Staying with family or friends for a specific duration
- Exit to an institutional setting when the expected length of stay is 90 days or more and the placement is a necessary step toward achieving stable housing

Prior to exit, the Navigator must:

- Document housing problem-solving efforts
- Assess and document that the housing arrangement is safe and appropriate
- Confirm that the destination is expected to provide stability

When a participant self-resolves:

- The Navigator will exit the participant from the program in HMIS using the correct HUD-defined destination.
- All required HMIS exit data elements must be completed via the Program Exit Form in HMIS
- The participant will be informed that they may re-engage Navigation services if they experience a future housing crisis.

Exit to a Formal Housing Program

If a participant is matched with and enrolled in a formal housing program (TH, RRH, Joint TH/RRH, or PSH) through the local CES, the participant may remain enrolled in the YHDP Navigation Program **for up to 30 days** after housing program enrollment to support a successful transition.

During this transition period, the Navigator will:

- Assist with short-term or one-time transition needs necessary for housing stability (e.g., security deposits or utility assistance), when appropriate.
- Ensure that ongoing supportive service needs are provided by the housing program, not the YHDP Navigation Program, whenever available.
- Facilitate a warm handoff meeting involving:
 - The Navigator
 - The participant
 - The housing program case manager
 - Any support person the participant wishes to include.

During the warm handoff, the Navigator will:

- Support the transfer of care to the housing program case manager
- Review identified supportive service needs that will need to be provided by housing program

Following exit from the Navigation program, the Navigator will make **at least one follow-up contact attempt within 30–45 days** with the participant and/or housing program case manager, as appropriate.

Section III: Program Policies

Section III - Program Policies

3.1 Program Agreement & Termination Policy

At the time of enrollment, all participants must review and sign the Youth System Navigation Program Agreement and Program Termination Policy Form

The Program Agreement & Termination Policy Form outlines participant responsibilities and key program policies, including:

- Program participation requirements
- Termination policy
- Inactivity policy
- Transfer Policy
- Grievance policy

During the enrollment process, the Youth System Navigator is responsible for reviewing the full Agreement with the participant to ensure understanding prior to obtaining signatures.

The Agreement must be signed and dated by both the participant and the Youth System Navigator at the time of enrollment. The fully executed Agreement must be uploaded into the participant's HMIS profile on the date of program enrollment.

A new Youth System Navigation Program Agreement is required for each enrollment. Agreements from prior enrollment periods may not be reused for re-enrollment.

- [Youth System Navigation Program Agreement & Program Termination Policy Form](#)

3.2 Declining & Transferring Youth System Navigation

Program Referrals

While the YHDP Youth System Navigation Program is designed to be front-door access to the Memphis and Shelby County Youth Homeless Response System and other community resources, there are instances where Navigators may need to decline a referral to the Youth System Navigation Program or transfer the referral to another Navigator.

Declining Youth System Navigation Program Referrals

- A Youth System Navigator may decline a participant referral directly from a participant, from a community provider, or from the YHDP Navigation Program Referral list **IF** they are unable to take on additional clients due to a high caseload number. It is the

Navigator's responsibility to send that participant referral to another Navigator and ensure the client is connected to that Navigator.

- A Youth System Navigator may decline a participant referral directly from a participant, from a community provider, or from the YHDP Navigation Program Referral list ***IF*** the client is not eligible for program services by not meeting the below eligible criteria:
 - Between 18 - 24 years of age
 - Must be unaccompanied and/or pregnant/parenting
 - Reside in Shelby County, TN
 - Not be enrolled in any other CoC/YHDP funded program
 - Meet one of HUD's definitions of homelessness 1, 2 or 4, as confirmed on a Verification of Homeless (VOH) form

Any Navigator that declines a referral for reasons other than stated above, should turn in a letter of explanation to CoC YHDP Program staff at YHDP@cafth.org.

Transferring Youth System Navigation Program Referrals

The program recognizes that not all youth may be able to establish a trusting relationship with their assigned Youth System Navigator for a multitude of reasons such as previous experiences of trauma, personality differences, communication styles, and more. In an effort to center trauma-informed practices and youth choice, each participant will be given the option to switch navigators if necessary.

If a program participant does not feel comfortable working with their Youth System Navigator, a Navigator is able to transfer that participant to another Navigator.

To transfer a participant to another Navigator, the Navigator must:

1. Submit a written explanation of the need for transfer to CAFTH by emailing YHDP@cafth.org
2. Present the situation during a CAFTH-hosted Navigation Team Meeting
3. Identify a Navigator who agrees to accept the participant and coordinate the participant's enrollment into the receiving Navigator's program.
4. Introduce the participant to the receiving Navigator.
5. Complete a warm handoff to the receiving navigator, including reviewing the participant's current services and ongoing needs with the receiving Navigator.
6. Exit the participant from their Navigation Program in HMIS in accordance with all procedures outlined in Section 2.8 - Program Exit Procedures
7. Ensure the participant is successfully enrolled in the receiving Navigator's program.

3.3 Program Termination

Required Termination Process Components

All Navigation Agencies must have a Termination of Program Assistance Process in place that meets the following HUD criteria as outlined in the CoC Program Interim Rule:

“In terminating assistance to a program participant, the recipient or subrecipient must provide a formal process that recognizes the rights of individuals receiving assistance under the due process of law. This process, at a minimum, must consist of:

1. Providing the program participant with a written copy of the program rules and the termination process before the participant begins to receive assistance;
2. Written notice to the program participant containing a clear statement of the reasons for termination;
3. A review of the decision, in which the program participant is given the opportunity to present written or oral objections before a person other than the person (or a subordinate of that person) who made or approved the termination decision; and
4. Prompt written notice of the final decision to the program participant.”

In order to meet all required HUD guidelines, all Navigators:

1. Should review with and provide participants a copy of the YHDP Youth System Navigation Program Agreement & Program Termination Policy Form at time of program enrollment
 2. Must only terminate a client **IF** there is grounds for termination, as outlined below
 3. If termination is deemed necessary, **MUST** follow the program termination process, as outlined below
- [CoC Program Interim Rule: Termination of assistance to program participants](#)
 - [YHDP Youth System Navigation Program Agreement & Program Termination Policy Form](#)

Grounds for Participant Termination

Program participants are expected to maintain consistent, respectful engagement with their Navigators while enrolled in the program. Participants will be provided with a written copy of the program rules and the termination process upon entry into the program by being provided with the YHDP Youth System Navigation Program Agreement & Program Termination Policy Form. Participants who repeatedly and/or seriously violate program rules may be terminated from the program.

The following behavior will not be tolerated and if committed will be subject to immediate termination from the Youth System Navigation Program:

- Harassment of any kind including physical, verbal, or sexual.
- Criminal acts or threats toward a Youth Navigator.

- Engaging in a physical altercation with a staff member.

Navigators should also terminate a participant from the program if the participant:

- Becomes inactive and Navigator has not been able to establish contact within 30 days (see Section 3.5 - Inactivity Policy)
- Is in a hospital, in-patient clinic, or incarcerated for 90 days or more;
- Moves out of Shelby County

Process for Termination of a Client

It is the responsibility of the Youth System Navigator to communicate with their supervisor at their agency regarding any instances that may warrant a warning or termination from the program. If an instance occurs:

- The Youth System Navigator will complete a [Youth System Navigation Program Incident Form](#) and submit it to their Supervisor and the CoC team at CAFTH at YHDP@cafth.org. The incident should be discussed within the weekly YHDP Youth System Navigation team meetings.
- The Navigator must discuss the incident with their agency supervisor, at which point the Navigator and Supervisor will decide on whether the client should be terminated from the program

It is the responsibility of the Youth System Navigator to communicate with their supervisor at their agency regarding any instances that may warrant a warning or termination from the program. When termination is deemed necessary by the Navigator and agency supervisor, the Navigator must:

1. Complete a Termination of Program Participant Form (linked below)
 - Form must be submitted to CAFTH at YHDP@cafth.org
 - Form must be uploaded to the participant's profile within HMIS
2. Provide the participant with a copy of the program termination policy found in the Youth System Navigation Program Agreement & Program Termination Policy Form. If contact with the client has been lost, Navigator must make all attempts to provide participant with a copy.
3. Provide written notice to the participant clearly stating the reason for termination.
 - Notice must be signed by both the Navigator and participant - all attempts must be made to have form signed by participant
 - Notice must be uploaded to the participant's profile in HMIS
4. Make all attempts to provide the participant an opportunity to review the termination notice with the YHDP Youth System Navigator and the YHDP Navigator Supervisor.
5. Make all attempts to provide the participant with details on how to file a grievance and provide the participant with the Program Grievance Form (linked below), if they feel they have been wrongly terminated from a program. Participants have 7 business days from time of termination notice to file a grievance.
 - The Navigator and their agency supervisor are responsible for reviewing all participant grievances and making a final determination of client termination

- The Navigator and agency supervisor must provide notice of the final decision to the participant within 5 business days
- 6. If termination proceeds, the Navigator must:
 - a. If able, complete an Exit Self-Sufficiency Matrix with client in HMIS
 - b. Exit the participant from the program in **HMIS**, and
 - c. Complete the below HMIS data components in the **program exit form** in HMIS:
 - i. Exit destination (HUD-defined) - if collected
 - ii. Project completion status - for termination of a client, Navigator would select “client was expelled or otherwise involuntarily discharged from the program” and provide reason for termination
 - iii. Health data - if collected
 - iv. Income information - if collected
 - v. Education status - if collected

All steps of the termination process outlined above must be documented within the client’s HMIS profile case notes.

Per HUD regulations, a client who was previously terminated from the Youth System Navigation Program is eligible for re-enrollment into the program so long as they meet program eligibility requirements at time of re-enrollment.

- [YHDP Navigation Termination of Program Participant Form](#)
- [YHDP Youth System Navigation Program Agreement & Termination Policy Form](#)
- [YHDP Youth System Navigation Program Grievance Form](#)

3.4 Re-Enrollment Policy

Clients who were previously enrolled in the YHDP System Navigation Program may be re-enrolled if they meet all program eligibility criteria at the time of re-enrollment. **Eligibility from a prior enrollment does not carry over to a subsequent enrollment. Each enrollment must independently meet all eligibility requirements.**

Eligibility criteria for re-enrollments

To be eligible for the YHDP System Navigation Program — including re-enrollment — a youth must:

- Be between the ages of 18 and 24 at the time of enrollment or re-enrollment
- Must be unaccompanied and/or pregnant/parenting
- Reside in Shelby County, Tennessee;
- Not be enrolled in any other CoC- or YHDP-funded housing program;
- Meet one of HUD’s definitions of homelessness (Category 1, 2, or 4), as verified by a completed Verification of Homelessness (VOH) form.

All eligibility criteria must be verified and documented at the time of enrollment or re-enrollment.

Procedure for re-enrolling a client

To re-enroll a client in the YHDP System Navigation Program, the YHDP Navigator must complete all standard enrollment procedures, as outlined in Section 2.4 - Program Enrollment.

Re-enrollment requires completion of all required intake forms, eligibility documentation, and enrollment paperwork, in the same manner as a new enrollment.

Documentation, forms, and eligibility verifications completed during a previous enrollment period may not be reused for re-enrollment. All required documentation must be newly completed, verified, and dated at the time of re-enrollment.

Re-Enrollment of clients previously served by another Navigation Agency

A Navigator may re-enroll a client who was previously served by a different YHDP Navigation agency, provided the client meets all eligibility criteria at the time of re-enrollment.

Prior to re-enrolling a client who was served by another agency, the Navigator must:

- Confirm with the client which Navigator they prefer to work with;
- If the client prefers to reconnect with their previous Navigator, facilitate a warm handoff to that Navigator;
- Review and understand the services previously provided to the client by discussing with previous Navigator, conducting a review of client case notes and self-sufficiency matrices, in order to ensure continuity of care, no duplicity of services provided, and appropriate service planning.

Services available upon re-enrollment

Clients who are re-enrolled in the YHDP Youth System Navigation Program are eligible to receive all services available under the program, regardless of services received during any previous enrollment period or previous length of time in the program so long as there is not an overlap of services between two Navigators.

3.5 Inactivity Policy

Program participants are expected and responsible for:

- Maintaining regular communication with their assigned Youth System Navigator throughout their enrollment in the program.
- Notifying their Youth System Navigator of any changes to their contact information, including phone number, email address, or mailing address.

Failure to maintain regular communication and provide updated contact information may result in program termination due to inactivity.

Navigators are expected and responsible for:

- Making consistent and documented attempts to contact and engage participants.
- Document all contact attempts, successful or unsuccessful, by recording them in HMIS in a timely manner

If a participant cannot be contacted for a period of 30 consecutive days, that is grounds for participant termination from the program and the Navigator must exit the participant from the program in accordance with Section 3.3 – Program Termination.

3.6 Serving Minors Policy

Youth System Navigators are required to notify the Tennessee Department of Children’s Services (DCS) when a 17 year old is identified as homeless. Navigators should call the DCS Child Abuse hotline at 877-237-0004 to report abuse or neglect. After notifying DCS, Navigators are not expected to follow up regarding their report.

Youth System Navigators are permitted to enroll eligible youth who are 17 years old in the program without parental consent. Due to Tennessee state law, Navigators will be limited in the support that they can provide 17 year old participants since they will be unable to enter a housing program without parental consent or sign a lease independently. Navigators should offer case management and supportive services to help them identify permanent housing options whether that be reunification with family members or friends or entrance into a housing program upon their 18th birthday.

Serving Emancipated Minors

If a Navigator is serving a client under the age of 18 who is legally emancipated, the Navigator may provide services to the client in accordance with applicable Tennessee state law. Emancipated minors are considered legally able to make certain decisions independently of a parent or guardian, including but not limited to entering into binding agreements and contracts.

Navigators may therefore support emancipated minors in accessing and securing services for which they are legally eligible. This may include, but is not limited to, assistance with housing applications, lease agreements, and other services that require legal consent.

Navigators are responsible for verifying the client’s emancipated status and should ensure that all services provided align with current state laws and program requirements. When there is uncertainty regarding a client’s legal capacity or eligibility, Navigators should consult with their supervisor or appropriate legal resources prior to proceeding.

3.7 Program Grievance Policies

All youth and young adults participating in the YHDP Youth System Navigation Program have the right to file a grievance regarding the program.

YHDP Youth System Navigators are responsible for:

1. Ensuring participants are informed of their right to file a grievance; and
2. Explaining the grievance process to participants at the time of program entry, including how and where to submit a complaint.

If a participant wishes to file a grievance with the YHDP Youth System Navigation Program, they must:

- Complete the YHDP Youth System Navigation Program Grievance Form; and
- Submit the completed form to CAFTH at YHDP@cafth.org.

Upon receipt of the grievance, CAFTH will make every effort to resolve the matter within ten (10) business days. The complainant or their representative will be notified of the outcome using the preferred method of communication indicated on the Grievance Form.

If the matter is not resolved, the grievance may be escalated in writing to the Chief Executive Officer (CEO) of CAFTH. The CEO will make every effort to resolve the matter within ten (10) business days of receipt. The complainant or their representative will be notified using the preferred method of communication indicated on the Grievance Form.

If a resolution is still not reached, the grievance may be submitted in writing to the Governing Council of the Memphis/Shelby County Homeless Consortium. The Governing Council will determine the appropriate course of action and provide a response within forty-five (45) days of receipt. The complainant or their representative will be notified using their preferred method of communication. All decisions made by the Governing Council are final.

➤ [YHDP Youth System Navigation Grievance Form](#)

3.8 Domestic Violence & Privacy Policy

Participants who disclose that they are fleeing or attempting to flee domestic violence, dating violence, sexual assault, stalking, or intimate partner violence may continue to be served by YHDP Youth System Navigators. Experiencing domestic violence does not automatically disqualify a participant from Navigation services. Navigators shall continue to provide supportive services, safety planning, and housing navigation based on participant choice and need.

Navigators shall ensure that all participants experiencing domestic violence are informed of available domestic violence-specific housing and supportive service options and are supported in making informed choices about the services they wish to pursue.

Because victim service providers utilize a VAWA-compliant Comparable Database (CDB) rather than the designated HMIS, Navigators shall explain the differences between HMIS and the Comparable Database, including confidentiality protections, data entry practices, and the types of housing resources accessed through each system.

Most participants fleeing domestic violence will be served through a victim service provider and

have their information entered into the Comparable Database. However, some participants may already be enrolled in HMIS prior to the domestic violence incident, may choose to remain engaged with a Navigator while in HMIS, or may be served in both systems when appropriate and permissible.

When a participant expresses interest in domestic violence-specific housing resources, the Navigator shall coordinate with the CAFTH Coordinated Entry team to ensure the participant is connected to appropriate domestic violence resources. When applicable, the Navigator will support coordination to ensure the participant is entered into the Comparable Database through an authorized user for consideration for domestic violence-specific housing opportunities. For entering clients into the Comparable Database, please reach out to the CAFTH HMIS team.

Questions regarding HMIS, the Comparable Database, domestic violence referrals, or coordinated entry processes should be directed to the CAFTH HMIS and Coordinated Entry Teams.

Section IV: Data Standards

Section IV: Required Program Forms & HMIS Data Standards

4.1 Required Program Forms

The forms listed in the table below are used to administer the YHDP Navigation Program. These include both program-specific forms and those required by CoC/YHDP Regulations. The table outlines the purpose of each form, how it is used, and when it should be completed.

Forms Required before Program Enrollment

Form/Documentation	Description	Required?	Where to find/access form	Directions for completing Form
Release of Information (ROI)	The ROI is a mandatory document allowing clients to authorize the sharing of their personal, confidential data among agencies within the Homeless Management Information System (HMIS). This form is required in order to set up an HMIS profile for a client.	<p>Yes. Every client should have a completed and up to date ROI within their client profile in HMIS.</p> <p>Update Frequency: An ROI should be updated <i>at least every 2 years.</i></p>	<p>Electronic Copies: Electronic Copies are found under the Privacy component of the HMIS client profile.</p> <p>Paper Copies: Providers may provide paper copies of the form for clients to sign. Paper copies are found on CAFTH's website.</p>	<p>When a provider begins serving a client, they must ensure the client has a completed and up to date ROI within their client profile in HMIS. If they have a completed and up to date ROI, the Navigator does not have to do anything.</p> <p>If the client does not have a completed or up to date ROI, Navigators must complete one of the options below:</p> <ol style="list-style-type: none"> 1. Provide a paper copy to the client to sign. The signed paper copy must be uploaded into the client's HMIS profile under the ROI section.

				<ol style="list-style-type: none"> 2. Have client give an e-signature for the ROI form built into the HMIS database platform. 3. If a provider cannot provide an ROI to a client, a provider can certify the client provided verbal consent and work to obtain a written ROI to upload into HMIS as soon as possible.
<p>Refer to a Youth Navigator Assessment</p>	<p>The Refer to a Youth Navigator (formerly 'YHDP') Assessment is used to assess a youth's needs and eligibility for the YHDP Youth System Navigation Program.</p>	<p>Yes. A Refer to a Youth Navigator Assessment should be completed for every youth ages 18 - 24 who are attempting to access services through the YHDP Youth System Navigation Program.</p>	<p>Electronic Copy: The Refer to a Youth Navigator Assessment is built into the HMIS database and can be found under the assessments tab.</p> <p>Paper Copies: Providers may offer paper copies of the Assessment for clients to complete or use as a visual reference. These paper copies are available on CAFTH's website. However, completion of the electronic form in HMIS is required; a</p>	<p>A Navigator must complete a Refer to a Youth Navigator Assessment for a client if one has not already been completed for this enrollment period. It is possible that a previous service provider has already conducted the assessment.</p> <p>New Assessment: The assessment must be completed in HMIS. A paper copy may be used to initially collect assessment answers; however, data elements are not considered captured until the Assessment has been fully completed within the HMIS database. The completion and upload of a paper form alone, without entering the required data into HMIS, is not sufficient.</p>

			paper copy alone is not sufficient.	Existing Assessment: If an Assessment has already been completed, the Navigator should review the existing assessment to inform service planning. The Navigator does not have to complete a second Assessment.
Verification of Homelessness (VOH)	The Verification of Homelessness forms are required to document participant's eligibility for CoC/YHDP funded programs by falling into categories 1,2 or 4 of homelessness. There are three types of VOHs: Third Party Sheltered, Third Party Unsheltered, and Self-Certification.	Yes. One of the three VOH forms must be completed and uploaded into the client's HMIS profile at time of program enrollment.	VOH forms can be found on the resource manager dashboard within Coalition Manager (CM). These forms are not available in HMIS and must be completed and uploaded into a client's profile in HMIS.	A VOH must be completed for each client. Navigators should use the appropriate VOH form depending on the type of verification provided. VOH forms must be uploaded into the client's HMIS profile. All backup documentation required for documenting a client's homelessness status must accompany the VOH and be uploaded into the client's HMIS profile. For details on required backup documentation see Section 2.3 - Program Eligibility.

Forms Required at Program Enrollment

Form/ Documentation	Description	Required?	Where to find/access form	Directions for completing Form
YHDP Navigation Program Agreement &	This form covers all YHDP Youth System	Yes. This form must be reviewed with	Paper Copies Only: This form is only available in	Navigators must provide the client with either a

<p>Program Termination Policy Form</p>	<p>Navigation Program rules and policies, including the Program Termination, Inactivity, and Transfer and Grievance Policy.</p>	<p>and completed by program participants at time of program enrollment.</p>	<p>paper form. It is not available within HMIS. Copies can be found in the appendix of the YHDP Youth System Navigation Program Policies and Procedures and on Coalition Manager.</p>	<p>print or digital copy of the form at the time of program enrollment. The Navigator must review the form with the client and obtain signatures from both the client and the Navigator. The completed form must then be uploaded to the client's profile in HMIS.</p>
<p>YHDP Enrollment Form</p>	<p>This form captures all client-level data elements required for enrollment of a client into the YHDP Youth System Navigation Program, including current housing status, health status, income/employment status, and educational status.</p>	<p>Yes. This form must be completed as part of the program enrollment process.</p>	<p>Electronic Copy: The YHDP Enrollment Form populates at time of client program enrollment on the program enrollment screen within HMIS. Enrollment cannot be completed without completing the electronic copy in HMIS.</p> <p>Paper Copies: Providers may offer paper copies of the form for clients to complete or use as a visual reference. These paper copies are available on CAFTH's website. However, completion of the electronic form in HMIS is required; a paper copy alone is not sufficient.</p>	<p>When entering a client into the YHDP Youth System Navigation Program, the Navigator is responsible for completing the enrollment form questions that populate when selecting the enrollment option in HMIS.</p> <p>A paper copy may be used to initially collect enrollment information from clients; however, data elements are not considered captured until the YHDP Enrollment Form has been fully completed within the HMIS database. The completion and upload of a paper form alone, without entering the required data into HMIS, is not sufficient.</p>
<p>Self-Sufficiency Matrix (SSM) (Program Entry)</p>	<p>The Self-Sufficiency Matrix is an evidence-based assessment tool</p>	<p>Yes. This assessment is required at program entry, exit, and</p>	<p>This form can be found under the assessments tab under the program enrollment tab</p>	<p>At program enrollment, the Navigator must complete the YHDP Self Sufficiency Matrix-Entry</p>

	used by Navigators to measure a client's stability and progress across multiple domains, such as housing, income, health, employment/education and can help identify the unique needs of the youth while enrolled in the YHDP program.	annually if the client has been in the program for at least 12 months.	within HMIS. There is a YHDP Self-Sufficiency Matrix - Entry and YHDP Self-Sufficiency Matrix - Exit form.	<p>Assessment in HMIS.</p> <p>If a client has been in the program for 12 months, the Navigator must complete a follow-up SSM in HMIS.</p> <p>At program exit, the Navigator must complete the YHDP Self-Sufficiency Matrix - Exit in HMIS.</p>
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Forms Required During Program Operation

Form/Documentation	Description	Required?	Where to find/access form	Directions for completing Form
YHDP Status Form	The YHDP Status Form is available when there are any status changes such as changes to disability conditions, health status, and/or income, that need to be documented with an active client enrolled in the YHDP Youth System Navigation Program.	No. This form is only required when there is a major status change related to client disability conditions, health status and/or income while they are actively enrolled in the program.	<p>Electronic Copy: The YHDP Status Form is available as an electronic copy under the client profile "status" screen within HMIS.</p> <p>Paper Copies: Providers may offer paper copies of the Assessment for clients to complete or use as a visual reference. These paper copies are available on</p>	<p>Navigators are responsible for completing this form when a client has a major status change related to client disability conditions, health status and/or income while they are actively enrolled in the program. Once a client is enrolled, Navigators can complete a status update form in the "status" screen.</p> <p>A paper copy may be used to initially collect status change information from clients; however, data elements are not considered captured until the Status</p>

			CAFTH's website. However, completion of the electronic form in HMIS is required; a paper copy alone is not sufficient.	Change Form has been fully completed within the HMIS database. The completion and upload of a paper form alone, without entering the required data into HMIS, is not sufficient.
Memphis Vulnerability Assessment (MVA)	The MVA is the CES vulnerability assessment completed as a step of placing youth on the By Name List (BNL), to be prioritized and matched to YHDP and COC housing programs.	No. The MVA should ONLY be completed when placing youth(s) on the By Name List (BNL) to be prioritized and matched to a YHDP or COC housing program if all diversion efforts have been unsuccessful and youth is eligible for and in need of a formal housing program.	Electric Copy: The MVA is an electronic assessment in HMIS, found after enrolling them into CES in HMIS.	<p>Navigators are responsible for completing this form when a client needs to be placed on the BNL to seek matches to YHDP or CoC -funded housing programs.</p> <ol style="list-style-type: none"> 1. Navigators must enroll the client in CES within HMIS 2. Complete the MVA 3. Toggle the client onto the BNL within HMIS
Self-Sufficiency Matrix (SSM) (12-month assessment)	The Self-Sufficiency Matrix is an evidence-based assessment tool used by Navigators to measure a client's stability and progress across multiple domains, such as housing, income, health, employment/education and can help identify the unique needs of	Yes. This assessment is required at program entry, exit, and annually if the client has been in the program for at least 12 months.	This form can be found under the assessments tab under the program enrollment tab within HMIS. There is a YHDP Self-Sufficiency Matrix - Entry and YHDP Self-Sufficiency Matrix - Exit form.	<p>At program enrollment, the Navigator must complete the YHDP Self Sufficiency Matrix-Entry Assessment in HMIS.</p> <p>If a client has been in the program for 12 months, the Navigator must complete a follow-up SSM in HMIS.</p> <p>At program exit, the Navigator must complete the YHDP Self-Sufficiency Matrix - Exit in HMIS.</p>

	the youth while enrolled in the YHDP program.			
HUD Housing Quality Standards (HQS) Form	<p>HUD's Housing Quality Standards Form is used to inspect units to ensure that CoC/YHDP program funds are utilized for units that align with HUD Housing Quality Standards.</p> <p>CoC Housing Standards Regulations - § 578.75(b)</p>	No. An HQS form is only required for cases where YHDP Navigation Funds are being used to facilitate a Host Home or Kinship agreement for a client, for which a Navigator is responsible for conducting a unit inspection and completing the HQS Form.	HUD's HQS Form is available on HUD's Website here and also on Coalition Manager.	Before arranging a Host Home/Kinship arrangement for a client enrolled into the YHDP Youth System Navigation Program, the Navigator is responsible for physically inspecting each unit to ensure that the unit meets HUD's Housing Quality Standards by completing the HQS Form. After inspection, the Navigator must upload the HQS Form into the client's HMIS profile.
Verification of Disability (VOD)	<p>A Verification of Disability (VOD) form is used to verify an individual's disability status.</p> <p>A qualifying disability for CoC/YHDP Program admission is defined as having one or more of the following:</p> <ul style="list-style-type: none"> • Physical, mental, or emotional impairment • Developmental disability • HIV/AIDS. 	No. A VOD is ONLY required if the youth is pursuing Permanent Supportive Housing (PSH) through the CES Process.	The Verification of Disability (VOD) form can be located on the CAFTH website.	A VOD, along with any other documentation requirements for verifying the individual's disability status as outlined by HUD must be obtained and uploaded into the client's HMIS profile before receiving a PSH housing match, or within 90 days of being housed in a PSH program.
Youth System Navigation Program Incident Form				

Forms required at Program Exit

Form/ Documentation	Description	Required?	Where to find/access form	Directions for completing Form
YHDP Program Exit Form	<p>This form captures all client-level data elements required for program exit of a client from the YHDP Youth System Navigation Program, including project completion status, housing destination, health status, income/employment status, educational status and safe and appropriate Exit data.</p>	<p>Yes. This form must be completed as part of the program exit process.</p>	<p>Electronic Copy: The YHDP Exit Form populates at time of client exit from the program enrollment screen within HMIS. Program exit cannot be completed without completing the electronic copy in HMIS.</p> <p>Paper Copies: Providers may offer paper copies of the Assessment for clients to complete or use as a visual reference. These paper copies are available on CAFTH's website. However, completion of the electronic form in HMIS is required; a paper copy alone is not sufficient.</p>	<p>When exiting a client from the YHDP Youth System Navigation Program, the Navigator is responsible for completing the exit form questions that populate when selecting the program exit option in HMIS.</p> <p>A paper copy may be used to initially collect program exit information from clients; however, data elements are not considered captured until the Program Exit Form has been fully completed within the HMIS database. The completion and upload of a paper form alone, without entering the required data into HMIS, is not</p>

				sufficient.
Self-Sufficiency Matrix (SSM) (Program Exit)	The Self-Sufficiency Matrix is an evidence-based assessment tool used by Navigators to measure a client's stability and progress across multiple domains, such as housing, income, health, employment/education and can help identify the unique needs of the youth while enrolled in the YHDP program.	Yes. This assessment is required at program entry, exit, and annually if the client has been in the program for at least 12 months.	This form can be found under the assessments tab under the program enrollment tab within HMIS. There is a YHDP Self-Sufficiency Matrix - Entry and YHDP Self-Sufficiency Matrix - Exit form.	At program enrollment, the Navigator must complete the YHDP Self Sufficiency Matrix-Entry Assessment in HMIS. If a client has been in the program for 12 months, the Navigator must complete a follow-up SSM in HMIS. At program exit, the Navigator must complete the YHDP Self-Sufficiency Matrix - Exit in HMIS. If Navigator loses touch with a client, the Navigator should make all attempts to collect as much information as possible to complete the exit form.
YHDP Youth System Navigation Program Termination Form	This form must be completed when a client is being terminated from the program due to an incident or any condition that meets the grounds for program termination	No. This form is only required when a client meets the grounds for termination and is being formally terminated from the program, in	Paper Copies Only: This form is only available in paper form. It is not available within HMIS. Copies can be found in the appendix of the	This form must: 1. Be fully completed by the Navigator and submitted to CAFTH at YHDP@cafth.org whenever a

	as outlined in Section 3.3 Program Termination	accordance with the Termination Policy outlined in Section 3.3.	YHDP Youth System Navigation Program Policies and Procedures.	program termination occurs, and; 2. Be uploaded to the client's profile in HMIS.
--	--	---	---	---

4.2 Forms and Documentation Checklist

Below is a checklist of all required Forms and Documentations for operation of the YHDP Youth System Navigation Program. This checklist is meant to serve as a reference to ensure all requirements are met.

Forms/Documentation Required BEFORE Program Entry

- Release of Information (ROI) (Required)
- Creation of Client HMIS Profile (if not already created) (Required)
 - Name
 - SSN
 - Date of Birth
 - Race & Ethnicity
 - Veteran Status
 - Client Contact Information
- Refer to a Youth Navigator Assessment (Required)
- Verification of Homelessness (VOH) Form (Required)
 - Collection of all additional documentation to verify homelessness status (Required)
- Collection of and upload into client HMIS Profile:
 - Copy of client State Issued ID/Birth Certificate (if available)
 - Social Security Card (if available)

Forms/Documentation Required AT Program Entry

- YHDP Navigation Program Agreement & Program Termination Policy Form (Required)
- YHDP Enrollment Form (Required)
- Self-Sufficiency Matrix (Program Entry) Assessment (Required)
- Collection of and upload into client HMIS Profile:
 - Income Documentation
 - Lease/Occupancy Agreement (if applicable)

Forms/Documentation Required during Program Operation

- YHDP Status Form (if applicable)

- Memphis Vulnerability Status (if applicable)
- Self-Sufficiency Matrix (12-month assessment) Assessment (if applicable)
- HUD HQS or Housing Habitability Standards (if applicable)
- Verification of Disability (VOD) (if applicable)
- YHDP Youth System Navigation Grievance Form (if applicable)

Forms/Documentation Required at Program Exit

- YHDP Program Exit Form (Required)
- Self-Sufficiency Matrix (Program Exit) Assessment (Required)
- YHDP Youth System Navigation Program Termination Form (if applicable. Only if client is being terminated from the program)
- Collection of and upload into client HMIS Profile:
 - Income Documentation

4.3 HMIS Data Quality Components

The Homeless Management Information System (HMIS) is the secure, local database used by service providers within the Memphis and Shelby County Continuum of Care to collect, store, and analyze data on individuals and families experiencing or at risk of experiencing homelessness.

HMIS Requirements

Agency Requirements

All YHDP Youth System Navigation agencies must:

- Maintain a current HMIS Memorandum of Agreement (MOA) on file with CAFTH;
- Sign and abide by the terms of the HMIS End User Agreement;
 - This includes a strict no-sharing policy for licenses to protect clients' data security. Violation of this term may lead to suspension or termination of a license.
- Notify CAFTH's HMIS Team of user changes, including:
 - Staff departure/user removal (via [Staff Removal Form](#))
 - New Staff Member (via [New User Request Form](#))
- Comply with the Memphis and Shelby County CoC [HMIS Policies and Procedures](#);
- Comply with all applicable HUD HMIS Data Standards and reporting requirements.

Agencies may not operate the YHDP Youth System Navigation Program without an executed HMIS MOU.

For HMIS questions, please contact the HMIS Help Desk at helpdesk@cafth.org.

Navigator Requirements

All YHDP Youth System Navigators must:

- Complete initial and annual required HMIS training and participate in ongoing HMIS trainings/meetings as required by CAFTH;
- Maintain an active HMIS license;
- Actively use HMIS in accordance with CoC and program standards;
- Ensure all client data is entered into HMIS in a timely and accurate manner;
- Maintain compliance with HMIS privacy and security standards.

All client information related to program enrollment and services must be recorded in HMIS, even if the agency keeps its own additional internal records.

Client-Level HMIS Requirements

Any client receiving YHDP Youth System Navigation services must:

- Have an HMIS client profile created; and
- Be formally enrolled in the appropriate Youth System Navigation Program within HMIS.
 - The Youth System Navigation Program appears in HMIS as five separate programs, corresponding to the five Navigation agencies. Navigators can only enroll clients into their own agency's Navigation program and can only access and view client-level data only for clients enrolled in their agency's Navigation Program.

Data Entry Timelines

All required enrollment data must be entered into HMIS within 3 business days of program enrollment. All service transactions and case notes must be entered within 3 business days of service delivery. Program exits must be entered into HMIS within 3 business days of the participant's exit date.

Agencies must ensure data is entered in real time or as close to real time as practicable to maintain data accuracy and program compliance.

Maintaining Client Case Notes in HMIS

All Youth System Navigators are responsible for maintaining timely, accurate, and complete case notes within HMIS. Case notes must reflect client engagement, services provided, and significant case activity.

Case notes may be entered in one of two locations within HMIS, depending on the nature and timing of the interaction.

1. Notes Entered Under the Client Profile

Case notes must be entered in the **Client Profile "Notes" section** when documenting interactions or services that occur outside of an active Youth System Navigation Program enrollment.

This includes, but is not limited to:

- Services provided prior to formal enrollment in the Navigation Program;
 - Assessments completed before enrollment;
 - Outreach or engagement efforts prior to program entry;
 - General client interactions not tied to an active Navigation enrollment.
-

2. Notes Entered Under the Program Enrollment

Case notes must be entered in the **Youth System Navigation Program Enrollment “Notes” section** when documenting services and engagement that occur during an active program enrollment.

This includes, but is not limited to:

- Case management activities;
 - Supportive services provided through the program;
 - Housing search and housing resolution activities;
 - Goal planning and service coordination;
 - Ongoing client engagement as part of Navigation services.
-

All case notes must:

- Be entered within 3 business days of the interaction;
- Accurately reflect the date of service or contact;
- Be factual, objective, and professionally written;
- Comply with HMIS confidentiality and data security standards.

Logging Navigation Services in HMIS

All services provided to a participant while enrolled in the YHDP Youth System Navigation Program must be documented under the **“Services” tab** on the participant’s program enrollment page in HMIS.

Service Documentation Requirements

All services entered must:

- Be recorded within 3 business days of service provision;
- Accurately reflect the date the service was delivered;
- Include all relevant information about the service, such as the type of service provided, duration, cost (if applicable), and any other program-required details.

Required Documentation in HMIS / Program Participant Records

Basic Data Element Collection

The below data elements must be collected for any client for which a YHDP Youth System Navigator is creating an HMIS client profile. If a client served by the Navigator already has a client profile created, it is the Navigator's responsibility to ensure the client has the below data elements collected and up to date.

1. Name (first and last)
2. Social Security Number – Enter as accurately as possible
3. Date of Birth – Enter as accurately as possible
4. Race and Ethnicity
5. Veteran Status
6. Client Contact Information - to be completed in the “**Contact**” **Tab** under on the HMIS Profile

General Document/Record Requirements

In addition to all required Program Forms as outlined in the Table above, Navigators are responsible for obtaining, to the best of their ability, the following participant documents and records and uploading them to the “**Documents**” **Tab** under the HMIS profile

1. **Client State Issued ID/Birth Certificate** - appropriate documentation could include copy of State ID, Driver's License, Passport, Birth Certificate, or other official government-issued photo ID. If not available, Navigators should assist client in obtaining a state issued ID/Birth Certificate
2. **Social Security Card/Number** - CoC/YHDP funded projects are only required to collect the last four digits of participant's SSN, though they can collect all nine digits, if available.
3. **Lease/Occupancy Agreement** - If Navigators are using supportive service funds to support a youth with obtaining or maintaining a unit (i.e. use of security deposit, utility deposit, utility payments, utility arrears, rental arrears) the Navigator is responsible for obtaining the client's lease/occupancy agreement for the unit and uploading this into the client's HMIS profile.
4. **Income Documentation: Proof of Income / Non-Cash Benefits** - The income status of participants should be screened and documented upon program entrance and exit. All sources of income should be documented including earned income, cash benefits (SSI, TANF, or other cash benefits), and non-cash benefits (SNAP, HeadStart, etc.). If a participant has income, the navigator should document income amount, type, and upload source documents verifying income. Source documents include pay stubs from their employer, unemployment compensation statement, public benefits statements, etc. If a participant does not have income the navigator should document it in HMIS by uploading a document stating the client has no income, providing appropriate documentation to support this claim. Navigators should note any changes in a participant's income status using the Status Update Form in HMIS, uploading any source documents.

Section V: YHDP Program Requirements

Section V: YHDP Program Requirements

5.1 YHDP Navigation Grant Periods & Cycles

The YHDP Navigation Program operates on a 12-month grant period, with an operating start date of October 1 and an operating end date of September 30th. An application for renewal of the program must be submitted each year per HUD's CoC/YHDP Program NOFOs.

5.2 YHDP Annual and Quarterly Reporting Requirements

YHDP Youth System Navigators, along with their Supervisors and agency Finance Teams, are required to contribute to HUD-required YHDP project reporting.

YHDP Navigation Agencies serve as subrecipients of CAFTH. As subrecipients, agencies are **not responsible for directly submitting reports to HUD**. However, they are required to submit all necessary information to CAFTH to support the compilation of required reports.

Types of Required Reporting

YHDP projects are required to complete two types of reports:

- **Quarterly Performance Reports (QPRs)**
- **Annual Performance Reports (APRs)**

CAFTH completes and submits reports through HUD's web-based reporting system, Sage. HUD has published Sage Reporting Guidance applicable to all CoC and YHDP-funded projects. The **YHDP Sage Reporting Guidebook (Revised December 2025)** provides additional guidance specific to YHDP reporting requirements.

- [YHDP Sage Reporting Guidebook Revised December 2025](#)

Reporting Requirements

Subrecipient agencies are required to provide all requested documentation and narrative responses necessary for CAFTH to complete QPRs and APRs on their behalf.

Reporting Timeline for Subrecipients:

- On the **1st day of the month in which a QPR or APR is due**, CAFTH staff will distribute a reporting request to all YHDP Navigation subrecipients.
- Subrecipient agencies must submit all required information to CAFTH **no later than the 15th of that month**.
 - Q1 Report (Covers Q1): October 1 - December 31. Report due: January 15
 - Q2 Report (Covers Q1 & Q2): October 1 - March 31. Reports Due: April 15
 - Q3 Report (Covers Q1, Q2 & Q3): October 1 - June 30. Report Due: July 15

- APR Report (Covers all Quarters): October 1 - September 30. Report Due: December 15
 - Note: APR includes Q4 (July 1 - September 30)

Required Reporting Components

Subrecipient agencies must submit the following:

- Agency program financial information (APRs only)
- Participant program eligibility determination documentation (APRS only)
- Completed Google Form containing narrative responses from the YHDP System Navigator and Supervisor

5.3 Program Invoicing and Financial Documentation Standards

Community Alliance for the Homeless (CAFTH) holds the Youth Homelessness Demonstration Program (YHDP) Youth System Navigation grant contract with the U.S. Department of Housing and Urban Development (HUD).

Agencies operating the YHDP Youth System Navigation Program are subrecipients of CAFTH. Subrecipients execute a grant agreement with CAFTH, not directly with HUD.

Subrecipients are reimbursed on a monthly basis for eligible expenses incurred in the implementation of approved YHDP Youth System Navigation grant activities from CAFTH's finance team.

Invoicing Timeline:

To ensure timely reimbursement and compliance with HUD draw requirements, subrecipients must adhere to the following invoicing timeline:

- Invoicing packets must be submitted to CAFTH no later than the **15th of the month following the month in which the expenses were incurred** (unless otherwise approved by CAFTH).
 - Example: Expenses incurred in March must be invoiced by April 15.
- CAFTH staff will review all submitted invoices for:
 - Allowability
 - Accuracy
 - Completeness of documentation
 - Compliance with HUD and YHDP documentation standards
- If revisions are required, CAFTH will notify the subrecipient.
 - Corrections must be submitted promptly to avoid reimbursement delays.
- Upon approval of a complete and accurate invoice packet:
 - CAFTH will draw down funds from HUD.
 - Payment will be issued to the subrecipient after receipt of funds from HUD.

Failure to submit invoices timely or to provide complete documentation may result in delayed reimbursement.

Documentation Standards for Invoicing Packets

All costs charged to the YHDP Youth System Navigation grant must be:

- Allowable under CoC and YHDP regulations
- Reasonable and necessary
- Properly documented
- Incurred within the approved grant period

Documentation must meet HUD standards and align with CAFTH documentation standards.

All documentation submitted must:

- Be legible and clearly labeled
- Match the amount requested on the cover sheet
- Align with the approved grant budget
- Demonstrate a clear connection to YHDP-eligible activities
- Meet HUD standards and align with CAFTH documentation standards (linked below)

Incomplete, illegible, or insufficient documentation may result in rejected reimbursement of costs.

Required Invoice Packet Components

Each monthly invoice submission must include:

1. **Invoice Cover Sheet**
 - Summary of all costs for which reimbursement is requested
 - Total amount requested
 - Cost category breakdown (e.g., Supportive Services, HMIS, Administrative)
2. **Backup Documentation for Each Cost**

Backup documentation must be provided for each eligible cost for which reimbursement is requested, and adhere to the documentation standards outlined in the YHDP Documentation Instructions below per budget category:

 - [YHDP Supportive Services Documentation Instructions_April 2025](#)
 - [YHDP HMIS Costs Documentation Instructions](#)
 - [YHDP Administrative Costs Documentation Standards](#)
3. **Receipts and Financial Records**
 - Itemized, legible receipts or invoices
 - Proof of payment (e.g., canceled check, payroll register, bank statement)
 - Clear indication of how the expense relates to YHDP activities
 - Allocation methodology (if cost is split across funding sources)

➤ [YHDP Invoicing and Documentation Instructions](#) - Google Drive containing all Line Item Documentation Instructions and Eligible Cost Resources

5.4 YHDP Program Monitoring

Monitoring is intended to review performance and ensure compliance with the CoC/YHDP Programs and related federal requirements. Monitoring occurs at multiple levels:

- **Subrecipients self-monitor** their programs and internal compliance systems
- The **Continuum of Care (CoC)** monitors recipients and subrecipients
- **HUD monitors recipients**

As part of the CoC/YHDP Process, all Navigation Program Agencies will be monitored by CAFTH, as the CoC Lead Agency, on an annual basis.

Components of Monitoring

Monitoring of CoC/YHDP funded agencies by CAFTH may include, but is not limited to, the following components:

- **Financial:**
 - Compliance with the executed subrecipient agreement
 - Adherence to approved budget categories
 - Proper documentation of eligible costs
 - Compliance with match requirements
 - Project financial records to ensure compliance with the grant agreement
 - Match requirements
 - Accurate and timely invoicing
- **Housing Compliance:**
 - Review of housing quality inspections
 - Occupancy documentation
- **Participant File Documentation:**
 - Completion and accuracy of eligibility documentation
 - Appropriate documentation of services provided
 - Documentation aligns with YHDP program requirements
- **HMIS:**
 - Timely data entry and documentation
 - Accuracy and completeness
 - Compliance with data standards
 - Alignment between case files and HMIS records
- **Project performance:**
 - Progress towards project goals
 - Spending rates and grant utilization
 - Performance outcomes
 - Service delivery quality
 - Alignment with CoC system priorities

Appendix

Appendix

All documents linked in the Appendix can also be found on Coalition Manager under Resource Manager > YHDP Resources.

Appendix 1: YHDP Youth System Navigation Program Agreement & Program Termination Policy Form

This form must be discussed, signed by Navigator and program participant, and uploaded into participant's HMIS profile at time of program enrollment.

Appendix 2: Termination of Program Participant Form

This form must be completed by a Navigator if a client is being terminated from the YHDP Youth System Navigation Program

Appendix 3: YHDP Youth System Navigation Program Grievance Form

This form only needs to be completed if a client wishes to file a formal grievance concerning the YHDP Youth System Navigation Program

Appendix 4: YHDP Youth System Navigation Program Incident Form

This form must be completed if there is an incident in which a program participant violates program rules and the Navigator would like to proceed with termination of the client from the program.

Appendix 1: Program Agreement & Termination Policy

YHDP YOUTH SYSTEM NAVIGATION PROGRAM AGREEMENT & PROGRAM TERMINATION POLICY FORM

The YHDP Youth System Navigation Program provides immediate assistance to youth aged 18-24 experiencing housing instability/homelessness in Shelby County, TN, and supports them in achieving housing stability. The program supports youth in accessing safe, stable housing and building independent living skills.

Services may include:

- Individualized safety and service planning
- Mobile case management
- Connections to community-based resources
- Support in identifying and securing permanent housing

The goal of the program is to prevent entry into the homeless services system when possible, and when prevention is not possible, to support youth in rapidly exiting homelessness into safe, permanent housing.

Program Eligibility

To be eligible for participation, individuals must:

- Be between the ages of 18 and 24
- Be unaccompanied and/or pregnant or parenting
- Be currently residing or staying in Shelby County, TN
- Not already enrolled in a CoC or YHDP Housing Program
- Be at risk of homelessness or actively experiencing homelessness per HUD Definitions of Homelessness
- Must not already be served by the YHDP Navigation Program

Eligibility must be verified at each enrollment into the program. Eligibility from a previous enrollment does not carry over to a new enrollment period.

Program Participation

If enrolled, you will be assigned a Youth System Navigator who will provide individualized support and service planning. The program is designed to provide support until you have exited homelessness or housing instability.

Participation in the Youth System Navigation Program is voluntary. You may choose to exit the program at any time.

To enroll, you must review the policies below and sign this Program Agreement.

A. Program Termination Policy

Participants are expected to engage in respectful and consistent communication with their Youth System Navigator.

A participant may be terminated from the program for repeated or serious violations of program rules.

The following behaviors will result in immediate termination:

- Harassment of any kind (physical, verbal, or sexual) toward staff
- Threats or criminal acts directed at a Youth System Navigator or program staff
- Physical altercations with staff

Automatic termination will also occur if a participant:

- Is hospitalized, in an inpatient facility, or incarcerated for 90 days or more
- Moves out of Shelby County
- Becomes inactive (see Inactivity Policy below)
- Voluntarily exits the program

If termination occurs:

- The participant will receive written notice stating the reason for termination
- The participant may file a grievance if they believe the termination was made in error
- A final decision will be issued within five (5) business days

B. Inactivity Policy

Participants are expected to maintain regular communication with their Youth System Navigator.

A participant will be considered inactive if their Navigator is unable to make contact for more than 45 consecutive days.

Navigators will make multiple documented attempts to contact the participant before terminating them from the program. If contact is not established within 30 days, the participant will be terminated due to inactivity.

Participants terminated for inactivity may be considered for re-enrollment, but must meet all eligibility requirements at the time of re-enrollment.

Participants are responsible for informing their Navigator of any changes to phone number, email, or address.

C. Transfer Policy

The program recognizes that not all youth may be able to establish a trusting relationship with their assigned Youth System Navigator for a multitude of reasons, such as previous experiences of trauma, personality differences, communication styles, and more. In an effort to center trauma-informed practices and youth choice, each participant will be given the option to switch navigators, if necessary.

If a program participant does not feel comfortable working with their Youth System Navigator, they may submit a request to be assigned to a different Youth System Navigator. Each participant shall be granted **one** Navigator switch.

In order to be switched to a different Navigator's caseload, a participating youth must make a request to either their Navigator or their Navigator's Supervisor. If the participant does not feel comfortable making a request to their Navigator or their Navigator's Supervisor, they request a transfer by emailing YHDP@cafth.org.

D. Grievance Policy

All program participants have a right to file a grievance about the YHDP Youth System Navigation Program.

If a participant wishes to file a grievance with the YHDP Youth System Navigation Program, they must:

- Complete the [YHDP Youth System Navigation Program Grievance Form](#)
- Submit the completed form to CAFTH at YHDP@cafth.org.

Upon receipt of the grievance, CAFTH will make every effort to resolve the matter within ten (10) business days.

If the matter is not resolved, the grievance may be escalated in writing to the President & Chief Executive Officer (CEO) of CAFTH, Dr. Sydne Taylor, at sydne@cafth.org. The CEO will make every effort to resolve the matter within ten (10) business days of receipt.

If a resolution is still not reached, the grievance may be submitted in writing to the Governing Council of the Memphis/Shelby County Homeless Consortium. The Governing Council will determine the appropriate course of action and provide a response within forty-five (45) days of receipt. All decisions made by the Governing Council are final.

PROGRAM AGREEMENT

As a participant of the Youth System Navigation program, I acknowledge and agree to the following:

___ I have reviewed and understand the program eligibility requirements and policies.

___ I understand that I must meet eligibility requirements at enrollment and throughout participation in the program.

___ I am not currently receiving financial assistance through another federal, state, or local housing subsidy program that would make me ineligible for this program.

___ I agree to actively participate in the development and implementation of my service plan.

___ I agree to meet with my Youth System Navigator at least once per month (every 30 days) unless otherwise agreed upon.

___ I agree to keep my contact information with my Navigator up to date.

___ I understand that participation is voluntary and that I may exit the program at any time.

___ I understand that failure to comply with program policies may result in termination from the program.

___ I acknowledge that I have reviewed the Termination Policy, Inactivity Policy, Transfer Policy, and Grievance Policy.

___ I understand that threatening or violent behavior toward program staff will result in immediate termination.

___ I understand that admission into the program is based on verified eligibility, availability of funding, and program capacity.

Participant Name: _____

Participant Signature: _____ Date: _____

Youth System Navigator Name: _____

Navigator Signature: _____ Date: _____

Appendix 2: Termination of Participant Form

YHDP YOUTH SYSTEM NAVIGATION TERMINATION OF PROGRAM PARTICIPANT FORM

In the event that a participant is being terminated from the YHDP Youth System Navigation Program, this form must be completed by the YHDP Navigator to document the reason for termination. This form outlines the specific grounds for termination and the steps taken to prevent termination prior to this decision.

All program terminations must follow the **Program Termination Policy** outlined in the [YHDP Youth System Navigation Program Policies and Procedures](#).

Instructions for completing this form:

- Complete all required sections below.
- Obtain signatures from both the Youth System Navigator and the Youth System Navigator Supervisor.
- Submit the completed form to the CoC Department at CAFTH via email at **YHDP@cafth.org** for review and signature.
- Ensure the client has been formally exited from the program in HMIS and that all required HMIS exit data components have been completed in accordance with the Program Termination Policy.
- Upload the completed and fully signed form to the client's profile within HMIS

Participant Initials and HMIS ID/Unique Identifier: _____

1. The following behaviors/situations are grounds for participant termination from the YHDP Youth System Navigation Program. Please select the grounds for termination from the program:

- Harassment of any kind including physical, verbal, or sexual.
- Criminal acts or threats toward a Youth Navigator.
- Engaging in a physical altercation with a staff member.
- Client has become inactive and Navigator has not been able to establish contact within 45 days.
- Client was hospitalized or incarcerated for 90 days or more
- Client moved out of Shelby County
- Other: _____

2. Please provide as much detail as possible regarding the selected termination reason for this participant:

3. What efforts and/or intervention were made to prevent the above participant from

being terminated? Please provide as much detail as possible.

4. Upon termination of the client, were all efforts made to provide the client with the following?
- A copy of the Program Termination Policy which is found in the Youth System Navigation Program Agreement & Program Termination Policy Form?
 Yes
 No
 - Written notice signed by the YHDP Navigator that clearly states the reason for termination?
 Yes
 No
 - An opportunity to review the termination notice with the YHDP Navigator and YHDP Navigator Supervisor?
 Yes
 No
 - The YHDP Youth System Navigation Program Grievance Form and details on how to file a grievance?
 Yes
 No
5. Upon termination of the client, has the client been formally exited from the program within HMIS and all exit data components within HMIS been completed?
 Yes
 No
6. Would this participant be eligible for another program within your agency?
 Yes
 No

Youth System Navigator (Name & Agency): _____

Youth System Navigator Signature: _____

Youth System Navigator Supervisor (Name & Agency): _____

Youth System Navigator Supervisor Signature: _____

CAFTH Representative (Name & Position): _____

CAFTH Representative (Signature): _____

Appendix 3: Program Grievance Form

YHDP YOUTH SYSTEM NAVIGATION PROGRAM GRIEVANCE FORM

In the event that a YHDP Youth System Navigation participant would like to file a grievance with the program, the participant must complete Part I of this form.

Instructions for completing this form:

- Complete all required sections in Part I below.
- Submit the completed form to the CoC Department at CAFTH via email at YHDP@cafth.org for review and signature.

Grievance Process:

As a current program participant, you have a right to file a grievance about the YHDP Youth System Navigation Program. The CoC Lead Agency, Community Alliance for the Homeless (CAFTH), will use this form to address your concerns. Please note that this form is confidential and that completing this form will not negatively impact your status in the program.

Upon receipt of this form, CAFTH will make every effort to resolve the matter within ten (10) business days. You will be notified of the outcome using the preferred method of communication you indicate on this form.

If the matter is not resolved, you may escalate this matter in writing to the President & Chief Executive Officer (CEO) of CAFTH, Dr. Sydne Taylor, at sydne@cafth.org. The CEO will make every effort to resolve the matter within ten (10) business day of receipt.

If a resolution is still not reached, you may submit the grievance in writing to the Governing Council of the Memphis/Shelby County Homeless Consortium. The Governing Council will determine the appropriate course of action and provide a response within forty-five (45) days of receipt. All decisions made by the Governing Council are final.

YHDP Youth System Navigation Program Grievance Form - PART I

Name: _____

Date of Birth: _____

HMIS ID#: _____

Phone #: _____

Email: _____

Preferred Method of Contact (please circle): Call or Email

Alternative Contact Information:

May we leave confidential information with your alternate contact? Yes No

What is your grievance regarding?

- Services provided or not provided via the YHDP Youth System Navigation Program
- A specific policy or procedures of the YHDP Youth System Navigation Program
- Performance of your assigned YHDP Youth System Navigator
- Other (please specify) _____

Describe your complaint, grievance, or issue. Include the name of those involved, agencies (if applicable), and dates. Please be specific. You may use a second sheet if necessary.

What has been done to fix this (by yourself and others)?

Participant Signature: _____ Date: _____

Please email this completed form to Community Alliance for the Homeless at YHDP@cafh.org with the subject "YHDP Youth System Navigation Program Grievance." You can expect a confirmation that the form was received within 5 business days. You should receive a response to the complaint within 10 business days of confirmation that the form was received.

YHDP Youth System Navigation Program Grievance Form - PART II

Part II of this form should be completed by CoC Lead Agency staff only. Participants submitting a grievance should leave this section blank.

Notes/comments from CoC Lead Staff:

Recommended Solution and Timeframe:

CoC Lead Staff: _____ **Position:** _____

Date Grievance Received: _____

Date Grievance Resolved: _____

Has the grievant been notified of the outcome? Yes No N/A

If no or N/A, please explain why:

Appendix 4: Program Termination Form

YHDP YOUTH SYSTEM NAVIGATION PROGRAM INCIDENT FORM

The following behavior will not be tolerated in the YHDP Youth System Navigation Program:

- Harassment of any kind, including physical, verbal, or sexual
- Criminal acts toward a Youth System Navigator or other agency staff
- Engaging in a physical altercation with a staff member

Instructions for completing this form:

This form is to be completed by a Youth System Navigator in the event that a program participant on their caseload violates program rules for the YHDP Youth System Navigation Program.

1. Navigator should complete this form
2. Navigator should submit form to their agency supervisor and to CAFTH at YHDP@cafth.org.
3. Discuss the incident with their agency supervisor and will CAFTH staff

Client Initials and HMIS ID/Unique Identifier: _____

Date of Incident: _____

Please provide as much detail as possible regarding the incident that violated program rules:

Youth System Navigator (Name & Agency): _____

Youth System Navigator Signature: _____

Youth System Navigator Supervisor (Name & Agency): _____

Youth System Navigator Supervisor Signature: _____

