

Youth Service Emergency Housing end-to-end guidance



Service Centre guidance

If a young person presents to the Service Centre:

- Assess whether the Young person has an immediate emergency housing need that requires urgent assistance now (e.g. presented to the site late in the afternoon, with nowhere to stay tonight).
- If **Yes**, has an immediate EH need, requiring urgent attention now:
 - You will follow the frontline BAU EH SNG application process and approve or decline (If a young person is not enrolled with a YSP, follow frontline BAU, and support the young person to begin the application process for YP/YPP).
 - If they are an existing Youth Service client, you will email YSSU youth_escalations@msd.govt.nz with details
- If **No**, Young person can wait to see their Youth coach:
 - You will refer the Young person to their Youth coach to further support the Young person's housing need

YSSU guidance

If you receive an email to the youth_escalations@msd.govt.nz inbox from a case manager with details of a Young person's EH SNG application outcome:

- You will check the Young person's CMS file for the EH SNG hardship client event note and copy and paste relevant information into ART to advise the Young person's Youth coach
- If you receive an ART task for an EH initial or transfer of an EH SNG application, check the Young person's CMS file for the EH approval note from Manager Regional Housing (CEN TYPE: Service Delivery|Housing|Title: EH supplier approved for YSP) and process as per BAU
- If there is no EH approval note from MRH, contact the Youth Coach to follow the Youth Service EH end-to-end process

Note: There may be a delay in the MRH (or housing delegated person) leaving a note on the young person's file. In this instance, please check to see if the EH supplier is an opted-in supplier. If you can confirm they are an opted-in supplier, you can proceed with the EH SNG application and notify the Youth Coach of the outcome.

Youth Coach Guidance

If a Young person declares an emergency housing need, you will meet with the young person in a face-to-face appointment to triage and determine the Young person's eligibility for an EH SNG.

- Each Youth Service provider should nominate a housing contact person to be the primary contact with MSD's Manager Regional Housing.
- You will assess if there are alternative options, before considering an EH SNG
- If yes, you will support the Young person with any other assistance available to help retain their current accommodation or move into new accommodation e.g. Accommodation Supplement, Housing Support Product Temporary Additional Support, Transitional Housing, FACE, Public Housing assessment
- If not, you will notify your ¹YSP housing contact person, who will contact the MRH (or delegated person) to discuss suitable EH options
- Once the MRH has confirmed suitable EH supplier/s, you will arrange to secure placement with the EH supplier for the young person, create an EH SNG hardship task in ART and send it to YSSU, awaiting approval
- Once you have received confirmation of approval from YSSU, advise the Young person of their rights, obligations and responsibilities from the 8th-night. Print and provide them with a copy of the EH responsibilities letter and the Client guide for people in emergency housing
- If the young person is likely to require Emergency Housing (EH) after the 8th night, schedule a face-to-face appointment a day or two before their check-out date.
- You will continue to support the Young person with any other assistance available, e.g. Accommodation Supplement, Housing Support Product, Temporary Additional Support, Transitional Housing, FACE, PHA
- Your YSP housing contact person will jointly work to liaise with the MRH (or delegated person), who will work jointly with the Youth Service provider to connect Young persons to other housing services:
 - Ready to Rent
 - Flexifund
 - Housing Broker
 - Referral to Transitional Housing

Manager Regional Housing guidance

If a YSP housing contact person contact's you to seek support to place Young person into suitable emergency housing safely:

- You will provide details of suitable EH suppliers for the Youth coach to call and secure placement for the Young person (YSP housing contact person may continue to contact you if there are no vacancies)

¹ The Youth Service provider will appoint a housing contact person who will hold and manage the relationship with the Manager Regional Housing (or delegated person).

- You will add a client event note to the Young person's CMS record, regarding the approved EH supplier/s.

MRH CMS note template: CEN TYPE:

Service Delivery: Housing

Title: EH supplier approved for YSP

Comment: (Record the list of opted EH suppliers recommended)

- MRH or delegated housing person will continue to jointly work with the YSP housing contact person to connect the Young persons to other housing services:
 - Ready to Rent
 - Flexifund
 - Housing Broker
 - Referral to Transitional Housing