

CoC FAQs

(<https://www.hudexchange.info/coc/faqs/>)

CoC FAQs

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How can encounters with the individual or head of household by the outreach worker or intake worker be documented so that it is considered third-party documentation?

To document where the individual or head of household is currently coming from, the outreach worker or intake worker, if applicable, must have physically observed where the individual or head of household is currently residing. The written observation must include the intake or outreach worker's own encounter of the individual or head of household in that location.

- To document where the individual or head of household has been residing for prior months, the outreach worker or intake worker, if applicable, may document their encounter(s) with the individual or head of household which may have been in the location where the individual or head of household had been residing or in another setting such as a soup kitchen or a drop-in-center. Where the outreach worker or intake worker did not physically observe the location in which the individual or head of household was residing, the written observation must state why they believe, to the best of their knowledge and based on their professional judgment, that the individual or head of household was residing in a place not meant for human habitation, in an emergency shelter, or in a safe haven at during one or more month. The written documentation will have to specify each month in which they encountered the individual or head of household as well as the nature of the conversations in those months that indicated that the individual or head of household was residing in a place not meant for human habitation, in an emergency shelter, or in a safe haven.
- The outreach worker or intake worker observation may only count for the specific month(s) in which they encountered the individual or head of household. The outreach worker or intake worker cannot provide third-party documentation for months in which they did not encounter the individual or head of household, either in the place in which they were residing or in another location as described above. This means, for example, if an outreach worker observed the individual or head of household residing in an encampment in the month of June, the outreach worker can only provide third-party documentation of that individual's residence of a place not meant for human habitation for the month of June even if the individual or head of household states that they have been residing there for the past three months. Another example would be if the organization where the intake worker is employed also operates a drop-in center where the individual or head of household has come in for services in the months of March, August, and September and reported to the intake worker that they were residing in a place not meant for human habitation, the intake worker could document those conversations for those specific months only.

Note: Where an intake worker's only encounter with the individual or head of household is at the current point in which they are seeking assistance, the intake worker's observation will not qualify as third-party documentation. Instead this would qualify as the second order or priority for written intake procedures and would not count towards the requirement that at least 9 months of the individual or head of household's period of homelessness be documented based on third-party documentation.

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Program Requirements

Definition of Chronic Homelessness

Related FAQs

What are acceptable forms of third-party documentation for documenting an individual or head of household's history of residing in a place not meant for human habitation, emergency shelter, or safe haven? (<http://www.hudexchange.info/faqs/2756/what-are-acceptable-forms-of-third-party-documentation-for-documenting-an>)