



**Office of Adolescent Services  
Adolescent Housing Hub  
1-877-652-7624  
Guide for Housing Providers**



**Version 6-2021**

#01693

## **A Note to Our Housing Providers**

The Adolescent Housing Hub, “The Hub or AHH”, has been created in collaboration with the Department of Children and Families’ Office of Adolescent Services and PerformCare. This effort was undertaken as a way to maximize access and coordination of housing options for youth and young adults in the state of New Jersey.

This system helps to create a more standardized and efficient referral, admission and transition process and ultimately improve services for our youth while also providing valuable information regarding housing service delivery and utilization.

This user guide is intended to supplement the PerformCare training that is available for you to complete. It will define your role as a user of this system and clarify expectations moving forward.

Thank you for your ongoing work with our youth in New Jersey and please reach out to us if you need anything at all!

Sincerely,

The Office of Adolescent Services Team

**[dcf\\_adolescentservices@dcf.nj.gov](mailto:dcf_adolescentservices@dcf.nj.gov)**

**1-609-888-7100**

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## **Housing Program Descriptions**

After a youth is registered on the Adolescent Housing Hub (AHH), they are eligible for specific housing programs based on youth demographics entered into the system. There are different types of housing programs available. Luckily the AHH system does the work of identifying the most appropriate housing program type based on the demographics registered in the system for each youth.

### **Supervised Transitional Living Program (STLP)**

A licensed, supervised, time-limited housing program with supported services targeted for 18-21-year-old youth. Youth are eligible to enter the program up until age 20 ½ and can remain in the program up until their 21st birthday. 18-21-year-old homeless and/or DCF involved youth are eligible. The STLP is designed to assist youth with learning daily living and life skills, obtaining employment, furthering their education, and preparing them for independent living, reunification with family, or another permanency arrangement. The length of stay in a STLP is typically 18 to 24 months. Youth participation in program services is a mandatory requirement to maintain residency in the program.

### **Transitional Living Program (TLP)**

A non-licensed, semi-supervised, time limited housing program with supported services targeted for 18-21-year-old homeless and/or DCF involved youth. Youth are eligible to enter the program up until age 20 ½ and can remain in the program up until their 21<sup>st</sup> birthday. The program is designed to assist youth with learning daily living and life skills, obtaining employment, furthering their education, and preparing them for independent living, reunification with family, or another permanency arrangement. The length of stay in a TLP varies by program. Youth participation in program services is a mandatory requirement to maintain residency in the program.

### **Permanent Supportive Housing (PSH)**

A non-licensed, permanent housing program with *voluntary* supported services targeted to 18-21-year-old homeless and/or DCF involved youth. Youth must enter the program on or before their 21<sup>st</sup> birthday and are eligible to remain beyond age 21. The length of stay in a PSH program is not time limited. The provision of housing is not contingent on utilizing services, however there may be service requirements related to the housing subsidy utilized in the program. Youth in PSH programs have a lease or sublease. Youth/tenants pay some portion of their income toward rent, not to exceed 30 percent. Provider agencies are responsible to use appropriate and ongoing engagement strategies to all tenants, even those refusing services.

## Admission and Transition Process

### Who can access these transitional housing programs?

Youth ages 18+ that are at-risk of or homelessness that may or may not be open with CP&P or the Children's System of Care (CSOC).

*\*Please note that youth with an intellectual or developmental disability (I/DD) are not eligible for these housing programs.*

### How can a youth secure a bed through the Adolescent Housing Hub?

1. The phone number for PerformCare is **1-877-652-7624** and to reach the AHH you select prompt #4.
  - a. Any young adult (18 -21 years of age) who does not have a permanent living arrangement (e.g. homeless, temporarily living with friend/family, leaving a resource home, etc.) can call to refer themselves.
  - b. CP&P, Mobile Response Stabilization Services (MRSS), Care Management Organizations (CMOs) and Third-party callers (school personnel, Juvenile Justice Commission (JJC) personnel, Substance Use (SU) program personnel etc.) can initiate a referral for young adults, 18-21 years of age only when the young adult is present during the call or the caller has received written consent from the young adult.

When a call is made to the AHH, a referral is generated in the AHH system. Referrals will be active for 180 days or until an action is taken on the referral, for example admitting the young person into an AHH program. If a youth is still in need of housing past the 180-day time frame, they will need to call back PerformCare for a new referral to be created.

*\*Please note that if DCF (CP&P or CSOC) is involved with the youth age 18+, it is **highly recommended** that DCF make the call to PerformCare with the young person.*

*If the youth is already registered in CYBER through CSOC, a call to PerformCare is still required to register the youth on The Hub. The Hub is a specific section of CYBER that manages AHH referrals.*

*If you are a DCF contracted housing provider and calling PerformCare, please identify yourself as a housing provider.*

**As a housing provider, what happens if a homeless youth physically comes to my program and a call has not been made to PerformCare?**

1. That's good news, we are glad they found you! When this circumstance occurs, you are required to instruct and/or assist the young person in calling PerformCare to register themselves on the Hub regardless of whether you chose to interview, admit, or not accept the youth into your program. We want to ensure that a youth who is homeless will secure housing and therefore they need to be entered into the system as soon as possible.
2. It is important to ask the youth whether they are already admitted into another housing program and whether they are involved with DCF (CP&P/CSOC). If a youth enters your program, reports they are homeless, and DCF is involved, it is important to immediately contact the CP&P caseworker and/or CSOC Care Manager to ensure teaming in this process.

*\*\*\*If a homeless minor contacts your program please ask if they are DCF involved and then contact the 1-877-NJ-ABUSE (1-877-652-2873) Hotline.*

**As a housing provider, how do I find a youth to admit into my housing program?**

Youth will be listed in your provider queue that are automatically matched (auto assigned) with your program. You will also have the option to search and review all youth who are on the AHH waiting for housing (located on the AHH Link tab).

First review the youth that have been auto assigned in your provider queue to determine eligibility. If you review the youth's information and find that the youth is appropriate for your program, reach out to the youth, the youth's DCF worker (if applicable) and/or the referent listed. Please change the youth's status to reflect the current situation (awaiting information, scheduled, admit or not accept)

In addition, there will be referrals for youth on the AHH Link tab that have a status of "No Contact Info". These youth may have received the contact information for your program when they called the Hub but at the time, they did not have contact information to provide for themselves. If a youth with a status of "No Contact Info" reaches out to you and now has a phone number or email address that can be used to contact them you will have the ability to update those fields within the youth's checklist.

## **What do I do once I have reviewed the youth in my provider queue?**

When you determine that a youth is eligible for your program, you can reach out to the youth, DCF (CP&P/CSOC) worker, and/or referent to schedule an interview. If you are in the process of scheduling an interview and/or waiting on paperwork to schedule an interview, change the status of the youth to *“Awaiting Information”*. When you schedule an interview change the status to *“Scheduled”*. If you scheduled and completed an interview and are waiting on paperwork before making a decision to admit a youth into your program, you can change the status back to *“Awaiting Information”*. If you have a date for admission scheduled for the future, please change the status to *“Scheduled”*.

Once you have placed a youth in either *“Awaiting Information”* or *“Scheduled”* statuses please notify your OAS program lead via email every 14 days, indicating any updates or the progress regarding the information or the date of interview or admission. A youth’s referral cannot remain in either *“Awaiting Information”* or *“Scheduled”* statuses for longer than 6 weeks.

## **How do I admit a youth into my housing program?**

Once you have interviewed a youth and decide to admit the youth into your program, change the status to *“Admit”* once the youth completes admission paperwork and physically enters the program. You will have a grace period of **two business days** from when the youth physically enters (moves into) your program to record the admission in the Hub. If an admission is not entered within the grace period (over 2 business days), providers will need to contact their OAS program lead with the correct admission date and reason for the request. OAS will then edit the admission accordingly.

Prior to the youth physically entering the program we require that you contact DCF (CP&P/CSOC) staff, if involved, and team with them by informing them that the youth has been accepted into the program to ensure appropriate and timely arrangements are made.

### **\*\*IMPORTANT\*\***

We emphasize that you do not change the status to *“Admit”* until the youth physically enters the program. This is important because there are various circumstances that might arise between the decision to admit a youth and a youth physically entering a program. Once a youth’s status is changed to *“Admit”* in the system, a new referral to PerformCare will need to be made if that youth is still in need of housing.

### **What if we interview a youth for our program and our program is not appropriate for their needs?**

The interview with a youth is critical to really understanding their needs. If your housing program does not accept the youth into your program, it is important that you change their status in the system to “*Not Accept*” and indicate the reason for not accepting the youth within **two business days** and at that same time also contact DCF (CP&P/CSOC) staff, if involved, to ensure teaming and awareness of the youth’s ongoing housing need.

Once you select a “*Not Accept*” reason from the drop-down options the referral will come off of your queue and the referral will remain on the AHH system for other housing providers to review.

### **What happens if our program needs to transition (aka discharge) a youth?**

When a youth needs to transition from your program, you are required and it is important to change their status via the *Census* tab using the *Transition* button, within **two business days** of them leaving your program. The system will require that you provide certain information including; date of transition, proposed living arrangement at the time of transition, employment status at the time of transition, highest level of education achieved at the time of transition, and educational enrollment status at the time of transition.

Prior to the transition the DCF (CP&P/CSOC) staff, if involved, will need to be contacted to ensure teaming and coordination of any ongoing needs that the youth might have.

### **Can a youth be referred to the Adolescent Housing Hub if they are currently admitted into a housing program on The Hub?**

Yes, there are circumstances where a youth is transitioning to another program on The Hub while currently admitted to another housing program on The Hub. In order to facilitate another referral to a new housing program, a young person themselves (if age 18-21), a third party (housing provider where youth currently resides, CMO, CP&P, etc.) with written consent from the youth must call PerformCare. Once another housing program has determined a youth will be admitted, the 2 programs will need to coordinate as the youth will need to be transitioned out of the original housing program prior to the new program being able to admit the youth in the system.



## **What happens if a youth is Absent Without Leave (AWOL) from our program?**

DCF is developing a standardized process and definition for all DCF contracted housing programs when a youth is AWOL.

For the purpose of this document, we are requiring that a housing program enter an AHH AWOL progress note notation type based on the definition of AWOL that is used within that particular housing program/agency.

After a 5-day AWOL period, a housing program must transition a youth and update the status via the *Census* tab using the *Transition* button. DCF (CP&P/CSOC) staff (if involved) will need to be contacted to ensure teaming and coordination of any ongoing needs of that youth.

## **What happens if our program changes the status of the youth to “*Admit*”, “*Not Accept*”, and/or “*Transition*” in error?**

For errors related to “*Admit*” status please complete the Customer Service Request form which can be located at [www.performcarenj.org/ServiceDesk](http://www.performcarenj.org/ServiceDesk)

For errors related to “*Transition*” status please contact the PerformCare Service Desk to report this error so it can be corrected: **1-877-652-7624**

For errors related to “*Not Accept*” status, the referral will still be viewable on the AHH Link. You will need to search for the youth on the AHH Link and reassign the referral back into your queue.

## **What happens if a referral to “The Hub” needs to be cancelled?**

Please have the youth call PerformCare immediately 1-877-652-7624 to cancel the referral if they are no longer in need of or are not interested in obtaining housing through The Hub.

## **FAQs**

**Does our housing program use the Adolescent Housing Hub as the youth's record?**

No. The Adolescent Housing Hub is an online reservation and service utilization tracking system only. You are still required to maintain an agency record on each young person that is admitted into your housing program.

**Our housing program is required to report into Homeless Management Information System (HMIS). Do we still need to report into HMIS if we are required to use the Adolescent Housing Hub?**

Yes. The Adolescent Housing Hub does not replace the HMIS system.

**Do NYTD reporting requirements change with the use of the Adolescent Housing Hub?**

No. Please continue reporting NYTD services monthly via the NJS extension.

## **Other Important Information**

If you identify a problem with the system, please contact the PerformCare Service Desk at **1-877-652-7624** or [www.performcarenj.org/ServiceDesk](http://www.performcarenj.org/ServiceDesk)

PerformCare provides OAS with reports such as service utilization, transition information, not accept reasons, referral sources, lengths of time waiting for housing, and lengths of time a referral remains in each status (assign, awaiting information, and schedule).

These reports help OAS to compile data in order to determine service gaps, needs, and any barriers to the system and identify other supports and resources that need to be provided to our housing programs.

We want to emphasize the importance of teaming with DCF (CP&P/CSOC) staff and other youth advocates involved with a youth in need of housing or transitioning out of a housing program. This teaming process will ensure the appropriate coordination of services and resources for a youth.

**Please see information regarding the AHH on PerformCare's website:**  
[www.performcarenj.org/youth/resources/adolescent-housing-hub.aspx](http://www.performcarenj.org/youth/resources/adolescent-housing-hub.aspx)