Who are H4H Connectors?

Santa Cruz is changing the way people experiencing homelessness get access to housing and services. Only a small number of people can be helped with the limited resources the Housing for Health (H4H) system has available, but anyone experiencing homelessness can get assistance with developing a plan for housing and meeting other needs. The people who do this work are referred to as *H4H Connectors.* H4H Connectors may work as part of an outreach team, drop-in center, multi-service, or other program, so long as they are able to meet with participants and assist them with self-identified needs and connections to resources.

What do H4H Connectors do?

- Identify individuals experiencing homelessness, build rapport, identify assets and needs, and make connections
- Conduct initial triage and safety screenings and direct participants to crisis assistance if needed
- Enroll participants in HMIS programs and collect important participant data
- Engage participants in completing a Housing Needs Assessment and problem-solving process
- Support participants to identify housing outside of the H4H system
- Create a Housing Action Plan with participants; identify priorities to work on as pathways to housing
- Make referrals that support participant achievement of the priorities in their Housing Action Plan
- Follow-up on the Housing Action Plan and revise as needed
- Support participants prioritized for housing with the steps needed to connect with the opportunity

What are the benefits of being an H4H Connector?

- Ability to provide financial assistance and support to participants who identify housing opportunities (i.e., problem solving or diversion)
- Helping higher need clients that are eligible considered for targeted housing and services programs, particularly Rapid Rehousing, Permanent Supportive Housing, and other permanent housing options
- Help shape the ongoing implementation of the H4H System in Santa Cruz County
- Engage with others doing similar work to build skills, get peer support, and share ideas and resources

What are the expectations of being an H4H Connector?

Connectors use the Housing Needs Assessment as a framework for collaborative action planning and engagement. Connectors meet people where they are, bringing a strengths-based approach, and flexibility to respond to unique individual assets, resources, and needs. Specific expectations of Connectors include:

- Participation in professional development trainings and peer learning collaboratives
- Working with a reasonable number of participants at any one time to ensure quality services
- Committing to provide services to a minimum number of participants annually
- Collect data in HMIS that is accurate, complete, and high quality
- Complete work from an office setting or field-based location

How to become an H4H Connector?

Agencies that serve people experiencing homelessness in any setting may want to consider having some staff become H4H Connectors. Connectors must be licensed HMIS users and participate in required H4H trainings. Contact H4H to find out more.

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