



MAYOR'S OFFICE OF  
HOMELESS SERVICES

**Mayor's Office of Homeless Services**  
Baltimore City Coordinated Access System  
Navigator Agency Application

Agency Contact: \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

Organization: \_\_\_\_\_ Position: \_\_\_\_\_

What sort of services do you provide to clients?

• Street Outreach • Drop-In Center Services • Emergency Shelter or Transitional Housing • Mental

Health/Counseling/PRP • Other: \_\_\_\_\_

**A Navigator Agency is an agency that employs or hosts a registered Navigator. A Navigator is a designated housing-based case manager assigned to assist and counsel people experiencing homelessness through the Coordinated Access system to obtain permanent housing.**

Every Navigator Agency will be expected to have registered staff to fulfill all of the following responsibilities. Agencies are given the discretion to divide tasks amongst staff as they see fit. However, every Navigator should be aware and capable of fulfilling the tasks below:

1. Make every effort to locate and engage your client, build trust with the client, and help the client prepare for the housing placement.
2. Help your client assemble required Coordinated Access assessment documentation
  - a. Basic client information form
  - b. Vulnerability assessment
  - c. Consent form
3. If your client is identified as ready to move to the Navigation Phase, assemble the required ID documents, proof of income, disability, and homeless status, and any additional eligibility verification.
4. Help clients matched with housing programs attend housing appointments.
5. Help clients matched with housing programs apply for income benefits, health insurance, security deposit assistance, and energy assistance (if needed and resources are available).
6. Help your client with life skills such as budgeting and scheduling appointments.
7. Help your client locate housing and mediate the tenant-landlord relationship as needed.
8. Connect your client to community supports and health services as needed.
9. When the client is connected to another agency for navigation, ensure that agency is prepared to take on this role and ensure the Coordinated Access system is updated.
10. Understand and follow the process and timeline to help clients obtain housing and services.

Navigator Agencies **must** be funded to provide health, behavioral health, or homeless services – defined broadly to include case management and counseling by non-licensed staff. The critical component of this requirement is that there must be a funder who provides oversight to the organization's confidentiality, data security, ethics, conflict of interest, grievance and termination policies.

**NOTE:** If your agency has an interest in becoming a Navigator Agency but does not meet the requirements above, please contact the Mayor’s Office of Human Services, Homeless Services Program to speak with someone about your options for participating in the Coordinated Access system in a reasonable and ethical manner specific to your agency.

Please list each registered Navigator at your agency, their role in the agency, their phone number and email, and describe the responsibilities they will be undertaking as Navigators in your agency.

Each of the ten tasks listed on Page 1 need to be assigned to at least one Navigator. Some agencies may decide to separate basic assessment services (described in Tasks 1- 2) and in-depth case management services (described in Tasks 3-10) between Navigators.

Name	Role in Agency	Phone Number	Email Address	Navigator Tasks
<b>Example:</b> <i>Sue Jones</i>	<i>Employment Case Manager</i>	<i>410-111-1234</i>	<i>example@gmail.com</i>	<i>Assessment Phase only</i>

By signing below, I, the agency contact, confirm the following:

- Every employee listed above, including myself, plans to complete at least one navigator training session before beginning his or her role as a navigator.

✓ Every employee listed above plans to complete a navigator training session at least once every 12 months. ✓ I understand what is expected of a Navigator Agency and agree to ensure Navigators at this site uphold the tasks listed above designated to them by the agency.

Signature: \_\_\_\_\_