

Match Process Update

1/21/22

PRIORITIZATION POLICY

Housing Intervention	Prioritization	Subpopulation	Secondary Prioritization
PSH	1	Chronic Families [Families w minor children] Score: 10-15.65	1. Prioritization Score 2. Youth 3. Veteran
	2	Chronic Singles: Score 6 - 14.25	1. Prioritization Score 2. Youth 3. Veteran
	3	Non-Chronic 10 – 15.65 Score Families [Families w minor children]	1. Prioritization Score 2. Youth 3. Veteran
	4	Non-Chronic 6 – 14.25 Score Singles	1. Prioritization Score 2. Youth 3. Veteran

PRIORITIZATION POLICY

Housing Intervention	Prioritization	Subpopulation	Secondary Prioritization
RRH Level 1 [at least 50% of proposed program slots]	1	Non-Chronic/ Chronic 0 – 15.65 Score Families	1. Prioritization Score 2. Youth 3. Veterans (if ineligible for or VA resource is unavailable)
	2	Non-Chronic/ Chronic and 0 – 14.25 Score Singles	1. Prioritization Score 2. Youth 3. Veterans (if ineligible for or VA resource is unavailable)

PRIORITIZATION POLICY

Housing Intervention	Prioritization	Subpopulation	Secondary Prioritization
RRH Level 2 [No more than 50% of proposed program slots]	1	Non-Chronic/ Chronic 0-15.65 Score Families	None
	2	Non-Chronic/ Chronic and 0-14.25 Score Singles	None

MATCH PROCESS HIGHLIGHTS

1. BFZ Data Team develops and maintains prioritized by-name and match pool lists.
 1. By-name lists will be able to be separated by order of priority and by families, youth, veterans, chronic singles, and non-chronic single adults.
 2. The match pool list will consist of persons who have a disability verification and homelessness verification uploaded in HMIS AND have a Vulnerability Score greater than the lowest scoring person on the Priority Pool list.
2. This match process will be the sole mechanism for referring clients to PSH and to at least 50% of housing slots of CoC/ESG funded RRH projects.
3. When housing resources become available or are expected to imminently become available, households will be matched based on prioritization and program eligibility criteria by the Coordinated Entry Housing Placement (CEHP) team.
4. The CE Supervisor will serve as the main point of contact for housing matches and will lead the CEHP match team.
5. The CEHP team will be responsible for facilitating and monitoring the match process.

COORDINATED ENTRY HOUSING PLACEMENT (CEHP)

1. Coordinated Entry Supervisor: Responsible for oversight and facilitation of the process
2. Built for Zero Data Leads: Responsible for BNL and match list management
3. Coordinated Entry Staff: As needed for supporting the process

MATCH PROCESS

1. When resources are available or are known to be coming online housing provider staff will notify the CE supervisor. [CoC Project Vacancies.xlsx](#)
2. The Match Pool list will be presorted based on the target population (i.e., vets, chronic, youth) and then sorted based on our prioritization criteria.
3. Individual program level eligibility criteria will be reviewed and households who meet the program eligibility criteria will be identified as a tentative match and offered the next available housing slot for which they are eligible.
4. When a client is determined to be a tentative match, the CE supervisor will email the client's case manager to inform them that the client has been tentatively matched, and to which program they have been tentatively matched.

MATCH PROCESS

5. The case manager will communicate housing resource availability, housing resource pros and cons to the client, and the client will decide whether or not they accept the housing resource match.
 - a. The case manager is expected to connect with the client within **3 business days** to offer the housing resource to the client.
6. If the client declines or it is decided that the individual should not be matched to the resource (ex. they refuse to work with that particular agency, they are known to be ineligible for the program, etc.), the individual will remain in the match priority pool and an alternative housing plan will be discussed.
7. If the client accepts the housing resource offer, they will be considered matched.
 - a. The CE supervisor will notify the case manager and the housing program supervisor via email that the client has been matched and to facilitate the development of a plan for next steps based on who knows the individual, who can connect them to the PH provider they are matched to, who can complete the application, assist client in obtaining additional documentation, if needed).
 - b. The CEHP team will complete a housing referral in HMIS for the client to the housing program to which they are matched.

REFERRAL

1. After the housing agency is notified of a referral, they should make all possible attempts to contact the responsible caseworker and/or client to arrange a meeting **within five business days**.
2. If after 3 attempts at contact (phone, mail, email, message board, via case manager, etc.), the housing program is unable to schedule an intake with the client, the client will be unmatched.
 - a. The housing case worker should keep the CE Supervisor informed about their efforts and progress in connecting with the client and document contact attempt in HMIS via client note.
3. If the housing case worker is unable to locate the client, the CE Supervisor will move to the next eligible client for that vacancy.
 - a. The original client will remain on the match list and receive the next offer for which they are eligible.
4. Housing programs are expected to begin housing identification (if applicable) immediately after receiving a referral, and no later than the day after they first meet a client.

ENROLLMENT

1. The housing provider is responsible to make all possible attempts to enroll matched individuals within **7 business days of match**.
2. If the responsible case worker and client are unable to provide documentation needed to enroll **within 7 days** and the submission of these materials is not imminent, the CE Supervisor will move to the next eligible client for that vacancy.
 - a. The client will remain in the match priority pool and receive the next offer for which they are eligible.
 - b. Please note, the responsible case worker should contact the CE Supervisor ASAP if they are having issues enrolling the client.
 - c. Time will be set aside during each case conferencing meeting to discuss any challenges related to enrolling an individual who is eligible and interested in enrolling in the program (e.g. documentation challenges, etc.)
3. If the housing case worker is unable to contact an individual that is assigned to them or if they found them to be ineligible **within 7 business days** of the match, that information should be communicated to CEHP team so that the next eligible client for the vacancy can be offered the available housing resource.

Goal: The total time from match to enrollment should take no longer than 14 calendar days.

RESPONSIBILITIES: CE STAFF/ CEHP

1. Once the client is determined to be literally homeless without diversion options, CE staff will complete a housing needs assessment including prioritization tools (full CE) with the client.
2. Chronically homeless single adults, unaccompanied youth ages 18-24, and chronically homeless families with children will be provided with a list of documentation that is typically needed for housing placement by CE staff including (length of time homeless, disabling condition, income, credentials etc.). If the household has any documentation at the time of CE, staff will upload all available documents to HMIS.
3. The CEHP Data Team will manage the community match priority list, priority pool, matched list, and all by-name lists and document match information in HMIS.

RESPONSIBILITIES: SENDING CASE MANAGER

1. Case workers need to maintain weekly contact with their clients and have the ability to quickly contact individuals in need of match as well as anyone who is in the housing process and document all contacts in HMIS.
 - a. Clients that are unable to be contacted and do not have any HMIS activity for 30 days will be removed from the prioritization list but will be re-added if they become actively homeless again.
2. Caseworkers will upload client disability verification and homelessness verification in HMIS ASAP so that clients can be considered to be matched.
3. Case workers will communicate all housing offers to their clients, discussing the pros and cons of the resources to facilitate the client's ability to make an informed decision about the housing resource.
4. Work collaboratively with housing case manager and provide support as needed to ensure client is able to enroll in the housing program in a timely manner.

RESPONSIBILITIES: HOUSING PROGRAM SUPERVISORS/ CASE MANAGERS

1. When a PSH/RRH project has an upcoming opening to fill, the housing program will notify the CE Supervisor and provide information about the opening including when the space will become available.
2. The PSH/RRH case manager will make all attempts to follow the match timeline and enroll the client within 14 days of match.
3. Work collaboratively with sending case manager and provide support as needed to ensure client is able to enroll in the housing program in a timely manner.

QUESTIONS?

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