

# PSH - Housing Assessment, Matching & Referral Process and Timelines

## Prior to Match/Referral

### **Sending Agency**

1. Entry Point Safety Screening should be done in conjunction with HMIS SubCook Initial Intake Assessment (upon entry into program) since the safety of our clients, staff and volunteers is vitally important.
2. **Chronic individual adults, all Vets, all TAY, and all Family with children households need the Entry Point Phased Assessment Part 4 with VI-SPDATs ASAP;** all other households should receive Entry Point Phased Assessment Part 4 with VI-SPDATs as soon as possible after seven days/stays/interactions.  
  
Enter VI-SPDATs data into applicable HMIS assessment and upload remaining Entry Point Part 4 documents into HMIS.
3. **Immediately begin gathering eligibility (length of time homeless, disabling condition, etc.) documents with Entry Point Phased Assessment Part 5 for chronic adults scoring 8+ on VI-SPDAT, and for all vets, TAY or families with children.** Wait for instructions from Entry Point Lead Team for all other clients.
4. Part 6 of the Entry Point Phased Assessment should be completed and uploaded into HMIS as soon as possible after completing Entry Point Phased Assessment Part 4.
5. Sending Agency workers need to maintain weekly contact and the ability to quickly contact anyone in those above categories as well as anyone who is in the housing process.

### **Receiving Agency**

6. When an PSH project has an upcoming opening to fill, request a RRH referral using the [RRH Referral Request Form](#), (click for link), which will provide information about the opening and notify Entry Point to begin the match process.
7. **Match:** When the Entry Point Lead Team notifies the Sending Agency Housing Navigator of a possible match, the Sending Agency Housing Navigator has **five business days** to respond with the client's answer about whether they accept the match offer. Please keep the Entry Point Lead Team informed about your efforts to contact the client and your progress. If the Sending Agency Housing Navigator is unable to locate the client and reach a decision, the Lead Team may move to the next eligible client for that vacancy. The original client will remain on the BNL and receive the next offer for which they are eligible.
8. **Offer:** After the client has accepted the match, the client and Sending Agency Navigator have **five business days** to complete any additional documentation that might be needed. If the Sending Agency Housing Navigator and client are unable to provide documentation in that timeframe, the Lead Team may move to the next eligible client for that vacancy. The client will remain on the BNL and receive the next offer for which they are eligible. Please note, contact Entry Point Lead Team ASAP if you are having issues with documentation because we do not want any client to remain homeless due to documentation difficulties.

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

9. **Referral:** After the Receiving Agency is notified of a referral, they have **five business days** to contact the Sending Agency and/or client to arrange a meeting. Housing programs are expected to begin

housing location (if applicable) immediately after receiving a referral, and no later than the day after they first meet a client.

10. **Extenuating placement circumstances:** Receiving agencies will be evaluated annually during the NOFA ranking process based upon the timeliness of housing clients. Periodically there will be unusual circumstances outside of the receiving agency's control that abnormally delays the process. In these circumstances, the length of time placing a client can be excluded from the agency average for NOFA rankings only as follows:

- a. Length of time from referral to placement exceeds 60 days;
- b. The receiving agency regularly participates in case conferencing and communicates all housing efforts and obstacles to the Entry Point Referral Manager;
- c. The receiving agency submits a Request to Exclude Placement from NOFA Computation to the Referral Manager to exclude placement results for a client no later than 60 days after date of referral; and
- d. It is determined by the Entry Point Referral Manager or, if necessary, an appeal of the Referral Manager's decision by submitting an Appeal of Request to Exclude Placement from NOFA Computation, that unusual circumstances outside of the receiving agency's control adversely delayed the process.

**Goal: The total time from referral to housing should take no longer than 30 calendar days.**

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