

RRH - 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.
3. For clients to be considered for RRH placement:
 - a. Household must be literally homeless
 - b. Sending Agency must initiate HMIS Entry Point Assessment Progress Tracker, upload and unlock CE-VISPDAT consent form, complete and unlock appropriate VI-SPDAT and upload and unlock completed Parts 4, 5 & 6 of the Entry Point Phased Assessment.
 - i. For a reminder of procedures, please see attached **Progress Tracker Instructions**, which can also be found on the Alliance Website along with other forms and instructions.
 - ii. If agency staff have not been trained or need a refresher training, please contact Jake Bradley at jbradley@housingforward.org
 - c. Adult-Only households (including TAY) must have a VI-SPDAT score above 4
 - d. Households with minor children must have a VI-SPDAT score above 5
 - e. Households must have been engaged in services within the past 30 days.
4. Sending Agencies must be able to verify that non-chronic households are literally homeless (see Phased Assessment Parts 5B & 5C) but will not be required to provide supporting documentation of literal homelessness until requested by Receiving Agency upon enrolling household into RRH project. When Third Party Verification will be required, the Sending Agency should have already had conversations with the party who can verify household's homelessness so that documentation can be provided promptly when requested.
5. Sending Agencies will need to provide verification for all households experiencing chronic homeless prior to the household being referred to a RRH program. Documentation will need to be uploaded and unlocked in HMIS as well. The Entry Point Referral Manager, Jessica Ellenwood jellenwood@housingforward.org, will verify chronic documentation prior to RRH Referrals for chronic households.

Receiving Agency

6. When an RRH 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.

Note: Please indicate when the project is nearing the end of available funding so Entry Point can discuss and plan future referral options with Receiving Agency to attempt placements that will be commensurate with available funds.

7. All Supplemental ESG funded RRH programs must fill all openings through Entry Point
8. All other ESG and CoC funded RRH programs are expected, until further notice, to:
 - a. Use good faith efforts to fill at least half of their openings from Entry Point
 - b. Ensure that all households referred to their program outside Entry Point meet the requirements described in 3a, c, d & e above.
 - Notify Entry Point Referral Manager when working with a referral outside Entry Point so that the household will not be matched to another RRH referral.

Match/Referral

Entry Point Team

9. Entry Point will match referral requests with potentially eligible households from the Prioritized List by region (defined as: experiencing homelessness in the region or requesting to locate in the region)
 - a. Households are prioritized based upon approved Entry Point Prioritization Policy.
10. Referrals will be made using the following distribution method:
 - a. If RRH project serves only households with minor children, all referrals will be for households with minor children
 - b. If RRH project serves adult-only households, referrals will be rotated, on an equal basis, between TAY, Chronic and Non-Chronic adult-only households
 - c. If project serves all household types, referrals will be rotated, on an equal basis, between households with minor children and adult-only households (adult-only households divided equally as above).

NOTE: When a Receiving Agency indicates that a project is nearing the end of available funding, Entry Point will discuss and plan future referral options with Receiving Agency to attempt placements that will be commensurate with available funds.

11. CE will notify Sending Agency of potential referral.

Sending Agency

12. Sending Agency has 2 business days to locate client, confirm eligibility and interest in the placement and notify Referral Manager (jellenwood@housingforward.org) whether to proceed.

Receiving Agency

13. Entry Point will unlock all Phased Assessment Documents in HMIS so the Receiving Agency can access them. Entry Point Phased Assessment Documents are intended to replace individual agency referral forms so additional forms should not be requested from the Sending Agency (other than 13b below). Please contact the Sending Agency if documents are incomplete. Please contact Entry Point if additional required contract or grant eligibility information needs to be added to the Phased Assessment Documents.

Note: CE team will verify accuracy or validity of eligibility documents for Chronic Households referred to RRH. For all other households, CE will only verify that documents exist. Receiving Agencies are ultimately responsible for accepting documentation. CE will intervene if necessary where questions/concerns arise between Sending and Receiving Agencies.

14. Receiving Agency will:

- a. Coordinate with the Sending Agency to contact household and communicate with Sending Agency throughout the process.
- b. Work with Sending Agency to obtain documented verification of household's literal homelessness at the point of intake into the RRH project (not at date housed).
- c. A referral can be returned to Entry Point if eligibility or literal homelessness can't be documented in 5 business days, or if the participant cannot be located or declines admission. The Receiving agency will detail Sending and Receiving Agency attempts to document eligibility or locate the participant or describe why the participant declined admission in a Request to Return Housing Referral Form submitted to the Entry Point Referral Manager for review.
 - i. If the return request is approved, the household will be considered for a future placement if they are eligible.
- d. Keep CE informed of progress, including
 - i. Updating the HMIS Entry Point Assessment Progress Tracker (see number 3 above for instructions), including closing the tracker when the household is housed
 - ii. Inform Referral Manager when the household is housed or if/why the placement did not occur.