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|  <b>LOS ANGELES<br/>HOMELESS<br/>SERVICES<br/>AUTHORITY</b> | <b>CES Permanent Supportive Housing Prioritization and Matching Guidance</b>   |
|  | <b>Applicability:</b> Los Angeles <sup>1</sup> Coordinated Entry System (CES)<br>Participating Agencies for all populations (Adults, Youth and Families) |
|  | <b>Approved Date:</b> June 28, 2023<br><b>Revision Date:</b> July 26, 2023   |

**Purpose**

To define the process and criteria used to prioritize and match (refer) people or households experiencing homelessness (PEH) to appropriate tenant-based and project-based Permanent Supportive Housing (PSH) in the LA CES.

**Background**

For many years, the Los Angeles CES used the CES Triage Tools (CES Survey for Adults, VI-FSPDAT for Families and the Next Step Tool for Youth) as the way to assess the needs of PEH when they first engaged with the system and prioritize them for limited resources. This was the industry standard at the time, and these assessment tools were widely accepted as being the best tools available for resource prioritization.

In 2019, the Ad Hoc Committee on Black People Experiencing Homelessness raised concerns about bias in the CES Triage Tools for Black People. These concerns have been validated by research conducted through the CES Triage Tool Research & Refinement (CESTRR) project.

In an effort to limit the use of the CES Triage Tools to only when necessary, and to use them more strategically as part of a phased assessment process, the CES assessment process was refined in the CES Assessment Guidance, to request information of PEH only as needed for next steps in the engagement, referral, and housing placement process. Similarly, the role of the CES Triage Tools in PSH prioritization and matching is also being refined. Score will no longer be the primary factor in PSH prioritization as it will now only be one of multiple prioritization factors. In addition, due to difficulty in identifying and contacting accurate Points of Contact (POC) in the Homeless Management Information System (HMIS), POCs will no longer be used as the primary contact for participants awaiting PSH. Instead, program enrollment in an eligible CES program (see Table A below) will be used to work with staff in programs that can more readily contact and work with individuals/households needing PSH.

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<sup>1</sup> The Los Angeles Coordinated Entry System for Adults, Youth, and Families covers the CoCs of Los Angeles, Glendale, Pasadena, and Long Beach (excluding the Adult system for Long Beach.)

**Applicability**

This guidance applies to the prioritization of PEH<sup>2</sup> for PSH resources and includes the following resource types: PSH for adults, families, and youth that are required by a funding source to receive referrals and be filled through CES. PSH vacancies will be filled through the LA CES matching process unless otherwise designated by a funding administrator. This excludes the following housing resource types: Veteran’s Affairs Supportive Housing (VASH), Moderate Rehabilitation, and Department of Health Services Flexible Housing Subsidy Pool.

The impact of this guidance is subject to ongoing monitoring to ensure equitable access to and allocation of resources and may be refined should it fail to uphold the principles defined in the Prioritization and Matching Policy for the Los Angeles Coordinated Entry System.

**Description of Prioritization Criteria**

The following criteria serve as a minimum threshold for PEH to be prioritized for Permanent Supportive Housing for which they are eligible:

*Table A: PSH Prioritization Criteria*

|               | <b>Program Enrollment</b>   | <b>CES Survey Score</b>  | <b>Document Readiness</b>   |
|---------------|---|--|---|
| <b>Adults</b> | Those enrolled in a CES participating program that provides outreach, interim housing, and/or housing navigation services<br><br><b><u>OR</u></b><br><br>Those enrolled in a Time Limited Subsidy or PSH program and requiring a program transfer to PSH program to maintain housing stability according to the <a href="#">CES Permanent Housing Transfers Policy and Guidance</a> . | 8 or above on the CES Survey for Adults or identified via case conferencing    | Adults are considered “Document Ready” when they have their valid identification and social security number verification uploaded in HMIS |
| <b>Youth</b>  | Those enrolled in a CES participating program that provides outreach, interim housing, and/or housing navigation services<br><br><b><u>OR</u></b>   | 8 or above on the Next Step Tool for Youth or identified via case conferencing | Youth are considered “Document Ready” when they have their valid identification and social security number verification uploaded in HMIS  |

<sup>2</sup> Includes persons/households who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking or human trafficking.

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|  | Those enrolled in a TLS or PSH program and requiring a program transfer to PSH program to maintain housing stability according to the <a href="#">CES Permanent Housing Transfers Policy and Guidance</a> .   |   |  |
| <b>Families</b>                                    | <p>Those enrolled in a CES participating program that provides outreach, interim housing, and/or housing navigation services</p> <p><b>OR</b></p> <p>Those enrolled in a TLS or PSH program and requiring a program transfer to PSH program to maintain housing stability according to the <a href="#">CES Permanent Housing Transfers Policy and Guidance</a>.</p> | 9 or above on the VI-FSPDAT for Families or identified via case conferencing  | Families are considered “Document Ready” when at least one adult in the household has their valid identification and social security number verification uploaded in HMIS and all minor children in the household have a birth certificate uploaded in HMIS. When uploading to HMIS, documents for all household members should be uploaded to the profile of the head of household. |
| <b>Those connected to Victim Service Providers</b> | <p>Those enrolled in a program at a Victim Service Provider</p> <p><b>OR</b></p> <p>Those enrolled in a TLS or PSH program and requiring a program transfer to PSH program to maintain housing stability according to the <a href="#">CES Permanent Housing Transfers Policy and Guidance</a>.</p>  | <p>8 or above on the CES Survey for Adults</p> <p>8 or above on the Next Step Tool for Youth</p> <p>9 or above on the VI-FSPDAT for Families</p> <p>Or those identified via case conferencing</p> | Minimum documents noted via the non-HMIS portal for VSPs; please refer to the Checklist for Non-HMIS Portal Submission (Appendix B)  |

Please note that while having documents to be ready for a PSH housing match was previously implemented as a *preference*, document readiness is now a *requirement* for PSH matching. Documentation readiness as a requirement will only be waived in the case that a) the resource does not require documentation status, and/or b) no other individuals/households with documentation readiness status can be found for the available resource in the county. For more information about uploading documents into HMIS, please see Appendix A.

**Description of Matching Methods**

**1:1 Matching**

A list of eligible and prioritized persons is used to match one person to one resource at a time.

**Batch Matching**

Beginning a set number of days from expected Certificate of Occupancy (as determined by the expected construction schedule), starting with two times the number of participants as there are units, (for example 100 participants for a 50 unit building), those that are identified as meeting the eligibility and prioritization criteria for the property, will be notified that they may be eligible for a unit at the identified property, and they should complete an application for the property immediately. The Universal Housing Application (UHA) will be used. Applications will be processed by the property in the order in which they are received, in accordance with unit eligibility criteria. Applicants that are approved beyond the number of units in the building will be added to the property waitlist and remain eligible for openings at the building through lease up, and/or for other resources.

**Prioritization & Matching Guidance**

Persons or households shall be prioritized and matched for the following types of PSH available within the CES in accordance with the following:

*Table B: PSH Matching Method by Type*

|                                   | <b>Prioritization</b>   | <b>Matching Method</b> |
|-----------------------------------|---|------------------------|
| <b>New Project-Based PSH</b>      | <ul style="list-style-type: none"> <li>• PEH enrolled in an eligible CES program in the area, with a CES score who are document ready, prioritized by length of time homeless and/or length of time enrolled, or case conferencing</li> <li>• Transfers from TLS or PSH programs</li> </ul> | Batch Matching         |
| <b>Turnover Project-Based PSH</b> | <ul style="list-style-type: none"> <li>• PEH enrolled in an eligible CES program in the area with a CES score who are document ready, prioritized by length of time homeless and/or length of time enrolled, or case conferencing</li> </ul>  | 1:1 Matching           |

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|  | <ul style="list-style-type: none"> <li>• Transfers from TLS or PSH programs</li> </ul>  |              |
| <b>New and Turnover Tenant Based Subsidies (Continuum of Care and Housing Choice Vouchers)</b> | <ul style="list-style-type: none"> <li>• PEH enrolled in an eligible CES program with a CES score who are document ready, prioritized by length of time homeless and/or length of time enrolled, or case conferencing</li> <li>• Transfers from TLS or PSH programs</li> </ul>  | 1:1 Matching |
| <b>Housing Stability Vouchers</b>  | <ul style="list-style-type: none"> <li>• Unsheltered PEH with severe service needs, who are being served through encampment resolution efforts and who are enrolled in an eligible CES program with a CES score who are document ready, prioritized by length of time homeless/length of time enrolled, or case conferencing</li> <li>• Unsheltered individuals/households fleeing domestic violence, sexual assault, stalking and dating violence</li> </ul> | 1:1 Matching |
| <b>Special Use Notice of Funding Opportunity (SUNOFO) Sponsor-Based and Tenant-Based PSH</b>   | <ul style="list-style-type: none"> <li>• Unsheltered PEH with severe service need, who are being served through encampment resolution efforts and who are enrolled in an eligible CES program with a CES score who are document ready, prioritized by length of time homeless/length of time enrolled, or case conferencing</li> <li>• Unsheltered individuals/households fleeing domestic violence, sexual assault, stalking and dating violence</li> </ul>  | 1:1 Matching |

## **Appendix A: Uploading Documents to HMIS**

For more information about how to upload documents into HMIS, please review this [user guide](#) as well as this [short video](#), both of which explain the process. Documents should be uploaded individually under the following categories and saved with the predefined names for each document type.

### Identification

- Category: Personal Identification
- Predefined Name: Driver's License/State ID Card/Photo ID/School Identification Card
  - Adults/Youth: Government Issued Identification Card
  - Minors (17 years and younger): Birth Certificate

### Social Security Card

- Category: Personal Identification
- Predefined Name: Social Security Number Verification

### Birth Certificate

- Category: Personal Identification
- Predefined Name: Birth Certificate or Hospital Record of Birth

*Please note, barring safety concerns, documents should not be marked as private, as they will need to be verified.*

## Appendix B: Checklist for Non-HMIS Portal Submission

- Participant ID
  - Must be numerical
  - Cannot be 0000 or 1234
  - Must track the number this refers to
- Three (3) Service Planning Areas (SPAs) where the participant is safest to live
  - [Service Planning Area Map](#)
- Acuity Score
  - Triage Tool must be completed in advance
- Date Triage Tool Completed
- Three Points of Contact
- Total *gross* income of *entire* household
  - Gross income is the total earnings a person receives before paying for taxes and other deductions
- Cheat sheet for what counts for income (in the power point)
- Does the participant meet HUD’s definition of “chronically homeless”?
  - HUD’s Definition of Chronic Homelessness
- Is the participant or any member of the household diagnosed with any of the following: Mental Illness, Substance Abuse, HIV/AIDS, Physical Disability or Chronic Health Condition, Developmental Disability or Brain Injury?
- Is the participant or any member of the household diagnosed with any of the following: Chronic lung disease or moderate to severe asthma, serious heart conditions, Immunocompromised (cancer treatment, smoking, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids and other immune weakening medications), severe obesity (body mass index [BMI] of 40 or higher), diabetes, chronic kidney disease, or liver disease?
- Are there any other health conditions that may significantly impact any household member’s vulnerability to contracting COVID-19?
- Can the participant complete Activities of Daily Living (ADL)? Including bathing, dressing, transferring, toileting, eating, etc.?
- Does the participant have a service animal(s)?
- If the participant is connected to DMH, was a DMH housing specialist assigned? If so, what is their contact information (email and phone)?
- Is the participant a Veteran? If so, what is their discharge status?
- Is the participant 55+ years of age?
- Is the participant 65+ years of age?
- Documentation-readiness<sup>3</sup>: does the participant/family have the following in-hand?
  - Birth Certificate (for minors in the family)
  - Certification of Disability
  - DD214 (Veterans Only)
  - Current Driver’s License / CA ID/ Other Government ID (of all adults)
  - Homeless / Chronic Verification
  - Social Security Card (everyone in the household)
  - Verification of Income (everyone in the household)

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<sup>3</sup> You may indicate in the Note section (immediately under this question) if any documents are in-progress.

- Based on your observation, does the participant or anyone in this household appear to have:
  - A mobility disability (uses a wheelchair, walker, or has difficulty walking)
  - A hearing disability (deaf or hard of hearing)
  - A visual disability (blind or low vision)
  - None of the above
- Additional Notes:
  - You may include any pertinent details to the participant's story that are not captured in the questions above or through the acuity score
  - Exclude any/all personal identifying information so that the submission can remain secure and confidential