



OneHome Best Practices for Post-Match

SUMMARY: There has been some confusion from Housing Providers on what is expected after a household is matched to their housing resource through OneHome. This document is an overview of the post-match process and there will be a detailed workflow available on how this process is captured in HMIS in June 2019.

POST-MATCH PROCESS: After a housing provider has notified OneHome of a vacancy in their housing program, the OneHome team matches a household(s) to that vacancy **within three business days**. In response to feedback from the community, OneHome is updating the housing vacancy notification and match process in order to improve OneHome's ability to respond quickly to housing vacancy requests. **Starting July 15th, 2019, Housing Providers must notify OneHome of housing vacancies by close of business on Monday, in order to receive matches by close of business on Thursday** Vacancies submitted after the close of business on Monday will receive matches the following week.

Upon receipt of a match, the housing provider will make at least **three outreach attempts over a two-week (10 business days) period and track these attempts in HMIS**. A housing provider can hold onto matches after 10 business days if they feel further outreach is needed. To do this, a housing provider must do one of the following:

1. Deny the match and request another referral
2. Keep the match and continue to work with the household
3. Continue working with household **and** input a new vacancy for additional match **if the program can serve both households**

It is important that housing providers use all the tools available to them to locate the identified matched household. **Outreach attempts include:** phone calls or emails directly to the household; reaching out to alternative contact information; contacting the OneHome HMIS Case Manager working with the participant; searching HMIS to identify additional providers the participant is working with; and street outreach at locations where a participant regularly frequents. **Every outreach attempt should be tracked in HMIS.**

If a household is contacted and expresses interest in the housing resource, the housing provider needs to schedule an intake and begin working with the household to collect any required documentation needed for program enrollment. **Please follow HUD's guidelines on when to enroll a household into your housing programs and remember that program enrollment is different than move-in date.** There is a very brief review of these policies below, but it is up to each HUD funded program to be up to date on HUD's expectations and regulations.



GENERAL TIMELINE:

- Housing Provider to notify OneHome of vacancy (by close of business Monday)
- Day 1: Match is made by OneHome Coordinator.
- Day 2-3: Housing Provider to change match status from pending to pending-in process in HMIS and make first outreach attempt.
- Day 2-15: *If contact is made*, schedule and ideally hold an intake or initial meeting.
- Day 2-15: *If unable to contact*, track all outreach attempts in HMIS, deny match in HMIS.
- Day 16-60: Housing Provider to enroll household in the program, finalize documentation, locate unit, and move in.

HMIS ENROLLMENT:

It is the responsibility of all permanent housing providers (PSH and RRH) that receive HUD funding to ensure their program policies align with current HUD expectations and regulations. Here is a brief overview of HUDs current expectations based on information is taken from [HUD's 2017 Data Standards Manual](#):

Households can and *should* be enrolled in the housing program before move-in. The enrollment date is the date the application or intake is completed, this allows housing providers to track assistance provided to the household prior to the client moving into a unit. Enrolling a household in your housing program in HMIS indicates the following factors have been met:

- 1) Information provided by the client or from the referral indicates they meet the criteria for admission.
- 2) The client has indicated they want to be housed in this project.
- 3) The client is able to access services and housing through the project. The expectation is the project has a housing opening (on-site, site-based, or scattered-site subsidy) or expects to have one in a reasonably short amount of time.

The move-in date is different from the program enrollment or project start date. The move-in date is when a household physically moves into a unit. For RRH specifically, a housing move-in date must be entered regardless of whether or not the RRH project is providing the rental assistance for the unit. For example, if a RRH project provides supportive services, but is not providing the rental assistance for the unit, a housing move-in date must still be entered to differentiate RRH clients in housing from those still experiencing homelessness. ESG RRH programs also follow the move-in vs enrollment guidelines and ESG providers should also make sure to read the [ESG Program HMIS Manual](#). If you want to read more about specific program type requirements there is a lot of great program-specific information on the [HUD Exchange](#).



KEY POINTS:

- Starting July 15th, 2019 housing vacancies submitted no later than close of business on Mondays will have matches made by close of business on Thursday.
- After the match is made, Housing Providers will update the households match status from pending to pending in-process within 1-2 business days of receiving the match.
- Housing Providers should attempt to outreach each matched household at least three times over a two-week period (10 business days) and track these attempts in HMIS.
- Strong outreach is critical to finding folks who are experiencing homelessness. Outreach attempts include, but are not limited, to phone calls or emails directly to the household or other contacts provided; contact the case manager that is working with the participant; searching HMIS to identify additional providers the participant is working with; and doing street outreach at locations where participant regularly frequents.
- Whenever possible, agency staff working with a literally homeless household should attend any appointments, help with documents, and assist in transportation to view apartments, etc. to help the household quickly connect to the housing resource.

SUMMARY: This document is a guide to help Housing Providers better understand the post-match process. This is meant to be a best practices guideline and will inform any formal policies as well as system performance measures that may come out in the next year. As always if you have any questions about this document or OneHome please reach out to the [OneHome team](#) anytime.