

7.2 Client Choice in Matches

PURPOSE

The purpose of this policy is to ensure that all participants in the Coordinated Entry System (CES) retain their right to make informed choices regarding housing placements, without facing negative consequences. This policy supports CES's commitment to person-centered care, encouraging client engagement and participation while respecting individual preferences in the housing process.

FORMS

There are no forms related or required for this Policy

POLICY

All CES participants have the right to refuse any housing placement offered to them. A refusal of a housing match by a client will not negatively affect their position on the CES prioritization list. When a match is refused, the rejected unit will be offered to the next eligible individual on the Coordinated Queue (CQ). The client who declined the placement will remain eligible for future housing options as they become available.

CES encourages active client participation, ensuring clients have the freedom to make informed decisions regarding the services they receive, the level of support they accept, and, when applicable, the location of their housing unit.

KEY TAKE AWAYS

- **Right to Refuse:** Clients have the right to refuse any housing placement without losing their place on the CES prioritization list.
- **Eligibility for Future Placements:** Refusing a housing offer does not disqualify a client from being matched with future housing opportunities.
- **Client Choice:** Clients are empowered to make decisions about the services they receive, the level of support they want, and, if applicable, the location of their housing.
- **Person-Centered Approach:** This policy reflects CES's commitment to client autonomy and ensuring that housing and services align with individual preferences.