

7.3 Client Population Change Following Match making

PURPOSE

The purpose of this policy is to provide clear guidelines for CoC Coordinated Entry System (CES) housing providers when they receive a match that may not align with their targeted population. The policy ensures that all matches are carefully evaluated for appropriateness, maintaining the integrity of the matching process while addressing the specific needs of both the housing provider and the client. It also aims to facilitate prompt and effective communication between housing providers and the CES facilitator, preventing unnecessary delays or denials in housing placements.

FORMS

There are no forms related or required for this Policy

POLICY

When a CoC CES Housing provider receives a match and the housing providers targeted population does not match or is no longer a match to the population primarily served by the housing provider, these are the steps to be followed:

1. Immediately contact the CES facilitator to discuss the population change or population appropriateness
2. The CES Facilitator will then seek clarification through direct contact and HMIS history to clarify and ensure the match is appropriate to the population of the housing program and client(s) being matched

No housing program can deny a match when the population does not match their targeted housing program without the direct contact and communication with the CES Facilitator to ensure the timeliness and appropriateness of the client(s) needs.

KEY TAKE AWAYS

- **Prompt Communication:** Housing providers must immediately communicate with the CES facilitator if a match does not align with their targeted population.

- **Thorough Review:** The CES facilitator will conduct a detailed review to ensure the match is appropriate, considering both the client's needs and the housing program's criteria.
- **No Unilateral Denials:** Housing providers cannot deny a match without consulting the CES facilitator, ensuring that decisions are made collaboratively and based on accurate information.
- **Documentation:** All steps, decisions, and communications must be documented in HMIS, promoting transparency and accountability.
- **Timely Resolution:** The policy emphasizes the importance of timely resolution to ensure that clients are housed as quickly and appropriately as possible.