

6.4 Matchmaking

PURPOSE

The purpose of this policy is to ensure that all individuals and families eligible for Coordinated Entry System (CES) housing are properly matched with available housing units in a timely manner. This policy outlines the responsibilities of outreach and agency staff in collecting and validating HUD-required documentation, as well as the procedures for matchmaking clients to housing program openings through CES prioritization practices.

FORMS

There are no forms related or required for this Policy

POLICY

To be eligible for any CES housing opening, all HUD required CES Eligibility documents must be collected and uploaded into HMIS. Outreach or agency staff who are working directly and indirectly with a client are responsible for collecting all required verification and ensuring that the documentation is valid. Or it must be confirmed the documentation will be acquired within 30 days of the match. Upon the reported open unit, utilizing prioritization practices, the CES team will matchmake an individual or family to unit openings.

Matchmaking will happen within 3 business days of the reported opening.

CES facilitators match housing openings to clients outside of CES meetings. Clients are discussed thoroughly at routine CES By-Name list meetings to understand and clarify the low barrier eligibility requirements for COC funded housing programs.

CES facilitators utilize Housing First principles when discussing clients in By-Name list meetings and in matchmaking as all those who meet the bare minimum eligibility requirements for RRH or PSH can be matchmade to any of the RRH and PSH programs, as they all offer the same components per HUD.

HUD funded COC Housing Programs utilize the CES processes to house those who are most vulnerable without disqualifying them for factors that would go against Housing First principles. CES participants are the most vulnerable, including those who are traditionally more difficult to house. That population is the targeted population per HUD.

Matchmaking is conducted through the application of CES prioritization practices, which are heavily dependent on active participation in CES meetings. Upon receiving a CES match, it is a collaborative effort to schedule a warm hand-off between the housing provider and the individual or family. This process helps to ensure that clients are connected and helps to build trust and communication during the match process.

Matches are made with a physical match in the housing program in HMIS and an email including the housing provider and the outreach worker/service provider who is actively working with the client(s) who are matched to foster a warm hand off.

KEY TAKE AWAYS

- **Eligibility Requirements:** To qualify for CES housing, all HUD-required verification documents must be collected and uploaded into the Homeless Management Information System (HMIS). Outreach and agency staff are responsible for ensuring that all necessary documentation is valid and complete, or that it will be obtained within 30 days of the client being matched to a housing unit.
- **Timely Matchmaking:** The Coordinated Entry System (CES) team will match eligible clients to available CoC housing program openings within three business days of the reported vacancy. This process utilizes CES prioritization practices to ensure that the most vulnerable individuals and families are matched with available units as quickly as possible.
- **Collaborative Process:** After a CES match is made, a collaborative effort is required to schedule a warm hand-off between the housing provider and the matched individual or family. This approach fosters trust and communication, ensuring that clients are connected to their housing providers and supported throughout the transition into housing.
- **Responsibility of Outreach and Agency Staff:** Staff working directly or indirectly with clients must take an active role in collecting and validating the required documentation to facilitate smooth and efficient housing placements. This responsibility is critical to the success of the CES process and the timely housing of eligible clients.

