Purpose:
This Interim Guidance seeks to house people experiencing homelessness more rapidly in Permanent Supportive Housing (PSH) by increasing the number of participants matched through the Coordinated Entry System (CES) to any one Permanent Supportive Housing (PSH) resource (project-based vacancies or tenant-based subsidies). Matching more than one individual or household to a resource is projected to decrease the length of time between a match and successful occupancy.

Background:
Currently, only one individual or household is typically matched to each PSH resource through CES. If the matched individual or household is not located, declines a match, or is ineligible for the resource due to funding source requirements, the housing provider must restart the matching process. This current practice can result in prolonged periods of vacancy for a housing resource.

Guidance:
To decrease extended vacancy periods and expedite the housing process overall, CES Matchers are required to use revised match ratios that will improve matching efficiency. CES Matchers should use the following match ratios:

### Non-D7 Paired PSH

<table>
<thead>
<tr>
<th>Unit Type</th>
<th>Match Ratio</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tenant-based PSH subsidies</td>
<td>2:1</td>
</tr>
<tr>
<td>Turnover project-based PSH (existing buildings or developer dedicated)</td>
<td>2:1</td>
</tr>
</tbody>
</table>

### PSH Paired with Intensive Case Management Services (ICMS) via County Strategy D7

<table>
<thead>
<tr>
<th>Unit Type</th>
<th>Match Ratio</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tenant-based PSH subsidies</td>
<td>2:1</td>
</tr>
<tr>
<td>New project-based PSH units</td>
<td>1.5:1</td>
</tr>
<tr>
<td>Turnover project-based PSH units</td>
<td>1:1</td>
</tr>
</tbody>
</table>

1 Through Measure H Homeless Initiative Strategy D7: Provide Services and Rental Subsidies for Permanent Supportive Housing, Permanent Supportive Housing is paired to Intensive Case Management Services that support rental subsidy and lease applications, housing location, and a range of other activities.
Procedure:

Matching Procedure for Units with Match Ratios Greater than 1:1

1. **Identifying participants for a PSH resource:** For vacant units with match ratios higher than 1:1, multiple CES participants or CES households (number determined by ratio in table above) should be identified to begin the application completion process.
   a. **Designating Primary and Alternate Applicants:** One participant should be identified as primary, the other(s) as the alternate(s), based on current CES prioritization practice.
   b. **Moving Participants Through the Housing Application Process:** The provider should begin the housing application process with all participants concurrently.
      i. Both participants’ applications will be submitted to the building for an eligibility screen (in the case of project-based housing) and to the Housing Authority or other housing resource provider.
      ii. If the primary participant is approved by the Housing Authority (thereby increasing the likelihood of a successful placement), the alternate participant may be matched to another resource at that time.
   c. **For Non-D7 paired PSH Resources Only:** When matching CES Participants (primary and alternates) to Non-D7 paired PSH resources, CES Partners are encouraged to enroll participants in Housing Navigation if the participant does not already have Housing Navigation or other field-capable case management services to support document collection (for all PSH), and to support housing search and placement services (for tenant-based resources).

2. **Applicant selection:**
   a. **When Primary Participant Secures a PSH Resource:** If the primary participant is successful, the remaining participant or participants who were matched but not placed will be designated as an “alternate not selected” in CES.
   b. **When Primary Participant Does Not Secure a PSH Resource:** If the primary participant is not selected, declines a match, or cannot be located within 2 weeks, the provider will have a second participant(s) ready for permanent housing and the primary participant will be designated as an “alternate not selected.”
   c. **Alternate Not Selected:** This designation will prioritize the individual or household for the next available PSH resource (subject to eligibility). CES Matchers will track “alternate not selected” status using the Case Conferencing Tool/Community Queue to ensure these participants remain prioritized for the next match.

Other Procedural Requirements

1. **Identification Documents:** Identification documents such as current government-issued IDs and Social Security cards expedite the housing process for anyone, and thus should be obtained and uploaded to HMIS as a best practice.

2. **“Alternate Not Selected” Limit:** A CES Participant can only be designated "alternate not selected" twice before they must be designated as the primary participant for a D7 paired PSH resource, thereby providing the opportunity for a successful placement upon the third match attempt. There is no limit to the number of times a prioritized CES participant can be matched.
3. **Communication with Participants:** During this process, CES Participants must receive an explanation that they have been matched to a *potential* housing resource, but that a match does not ensure housing placement.