Multiple Matching to Permanent Supportive Housing Interim Guidance Webinar

Background:
The Interim Guidance Webinar for Multiple Matching to Permanent Supportive Housing was held on August 28, 2018. This Guidance is effective September 1, 2018. Below is a list of questions received from the Interim Guidance Webinar with accompanying responses from LAHSA Staff. If you have a question not listed below, please feel free to email CES@lahsa.org.

1. **Question:** How will a 1.5:1 matching ratio work?
   **Answer:** The 1.5:1 matching ratio is used for new projects, typically when more than one unit is available due to an opening. For example: if 10 units are open, 15 participants would be matched. If there is an odd number of new units open, the matcher should round up the number of participants matched.

2. **Question:** Do CES matchers decide which participant is primary and which participant is alternate?
   **Answer:** Yes. Matchers should use CES prioritization practices and policies to determine which participant will be the primary and which will be alternate.

3. **Question:** How does a housing navigator know if their client is primary or alternate?
   **Answer:** The housing navigator may not know if their client is the primary or alternate when matched. It is important for housing navigators and case managers to ensure participants understand they have been potentially matched to a housing resource and have entered a match process. Both the primary and alternate participant move through the process simultaneously and thus knowing whether a participant is primary, or an alternate is not necessary.

4. **Question:** Will the Housing Authority of the City of Los Angeles (HACLA)/the Housing Authority of the County of Los Angeles (HACoLA) process more than one applicant for a vacant unit?
   **Answer:** Yes, both HACLA and HACoLA have agreed to process more than one applicant per vacant unit. The Housing Authorities have been involved in the creation of this Guidance and believe this will improve the housing process.

5. **Question:** What would happen to a client who does not get the unit, especially if they were eligible?
   **Answer:** It is important that proper messaging is delivered to all participants. Messaging should reflect that the participant has been potentially matched to a housing resource and that they understand that even if eligible, they may not secure the housing resource. However, the alternate not selected will remain prioritized by being in the match process. They will remain in the match process until they successfully secure a housing resource. Additionally, the goal is to ensure all participants who have been matched, but are the alternate not selected, maintain
their eligibility with the Housing Authorities. This will ensure that they are matched quicker to the next housing resource for which they are eligible.

6. **Question:** Why are 1.5:1 and 1:1 matching lower than the new standard 2:1 match ratio?

   **Answer:** This accounts for the relationship between Intensive Case Management Services (ICMS) slots and the resource. In the case of new project buildings, because applicants who are matched to a D7 resources will be connected to an ICMS slot and a housing resource at the building or another resource, setting the ratio lower than 1.5:1 ensure that the total number of participants in the match process is scaled to resource availability. In the case of D7 paired project based, ICMS resource availability is also the primary consideration. It has been scaled to resource availability.

7. **Question:** As a housing provider, if we accept the match, does that mean the participant is fully Low-Income Housing Tax Credit (LIHTC) and credit approved?

   **Answer:** Participants who have moved through the entire match process before may be Housing Authority approved. However, funding eligibility requirements may be tied to the subsidy or unit that have not been screened. Full eligibility screening remains the responsibility of the housing provider.

8. **Question:** How will multiple matching expedite the process and what is being done to minimize the impact to the participant?

   **Answer:** This Guidance will move participants into the match process quicker. Currently, if two units are vacant, two participants would move into the match process. If more resources become available, new participants will move into the match process. This Guidance changes where participants wait in the path to housing, but it shouldn’t extend the housing process overall. By processing four participants for two units, there are two alternates ready to secure housing resources if all participants are eligible. To not create negative impacts on the participant or on trust, clear messaging is important. The match process may be longer, but you are moving forward in the process.

9. **Question:** How will this move forward and expedite the housing process?

   **Answer:** This Guidance on Multiple Matching to Permanent Supportive Housing is one part of a complex housing process that includes many partners. LAHSA is working with the Housing Authorities and Enterprise Community Partners to better understand, track, and expedite the housing process. This is one crucial part of the housing process.

10. **Question:** Request for LAHSA to visit community meetings and regional coordination meetings.

    **Answer:** LAHSA will attend meetings and provide more information and training to assist in the implementation of the Guidance. The Guidance and accompanying presentation will be available at [www.lahsa.org/policy](http://www.lahsa.org/policy).

11. **Question:** What is the data to support these activities? What is the process for evaluating and tracking?
Answer: We have been working with the CES matching team and HMIS team and have been watching timelines for both units to be filled and participants to be matched and housed through the match process. We are tracking timelines for each resource and each participant, including the number of match attempts. Since this is Interim Guidance, this will provide a chance to learn. We will track data closely to understand the impacts of this Guidance. We will monitor and evaluate what the outcomes of this guidance is on the match system. Enterprise is also tracking data for the entire housing process, including the steps with the housing provider and housing authority. We hope as we track this new data, we will be able to further improve the match system.