Purpose:
This guidance addresses the need to prioritize adults and youth with high acuity scores for Housing Navigation services in order to 1) better support their transition into housing and 2) reduce the length of time it takes to fill vacant units. Strategic prioritization for street-based housing-focused case management is a crucial step toward ensuring that the most vulnerable unsheltered persons are prepared for and connected to permanent supportive housing resources. This guidance also prepares the Coordinated Entry System (CES) to make quick and appropriate referrals to the expanding pipeline of housing resources in LA County.

This Guidance applies to Los Angeles Homeless Services Authority (LAHSA) Housing Navigation contractors.

Background on Housing Navigation Program:
Housing Navigation is housing-focused case management and supportive services that are provided in service of the goal of finding and securing permanent housing for program participants who require navigation supports in order to successfully enter housing. The program seeks to bridge a critical gap in services throughout CES by working with participants who do not yet have a primary case manager.

At its inception in 2016, the program’s intended target population was individuals with the highest acuity scores who would not otherwise be served. FY 16-17 Housing Navigation program data demonstrate that instead, a significant share of participants had mid- and low-acuity scores. Further, data gathered about CES participants who have been active in the system within the last 90 days indicate that a significant portion of individuals with higher scores are not currently engaged in case management services.

Housing Navigation Program Guidance:
Adult & Youth Prioritization:
LAHSA-funded Housing Navigation programs serving adults (individuals over the age of 18) and/or youth (ages 16 - 24) are subject to the following allocation of enrollments, as new enrollments become available:

- Adults with an acuity score of 8 or above shall be prioritized for all new enrollments.
- If it is not possible to locate individuals with acuity scores of 8 or above in the Service Planning Area (SPA), Housing Navigation programs may enroll other adults or youth with lower acuity scores using the Program Exception Request Form.

1 This guidance applies only to new enrollments. Lower-scoring participants enrolled prior to the release date of this guidance should remain enrolled.
• LAHSA encourages agencies to prioritize participants with a higher acuity score for program enrollment (e.g. a participant with an acuity score of 16 should be prioritized over a participant with an acuity score of 12).

Resources for Participants not served in Housing Navigation:
Adults and youth not receiving case management from the Housing Navigation program may access case management services through rapid re-housing programs when available and connection to mainstream resources.

Exceptions:
To request an exception, please complete a Program Exception Request Form (See Attachment) and submit to housingnavigation@lahsa.org. LAHSA will respond to exception requests within three to five (3–5) business days. The following conditions may warrant an exception, while others will be considered on a case-by-case basis:
1. when participants' scores are in the process of being updated in order to reflect their actual vulnerability (See Interim Guidance on Updating and Correcting Population-Appropriate CES Triage Tool Scores), OR
2. when a participant requires limited assistance to be re-housed or connected to other resources (i.e. Housing Navigation is used to support reunification or is combined with flexible funding), OR
3. when programs cannot locate participants with a score above 8.

Guidance Period:
This guidance remains effective until amended or incorporated into CES policy via the CES policy development process. LAHSA will work with agencies to evaluate impacts to program performance on a quarterly basis and may make adjustments to contractual outcomes and program design if needed.