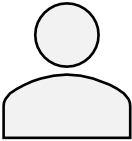

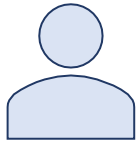


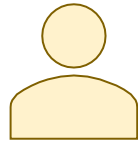
# CLIENT HOUSING REFERRAL ROAD MAP USER GUIDE

Steps	Description	Documents
<p>1. Work with Healthcare for the Homeless and gather needed documents</p> <div style="display: flex; justify-content: space-around; align-items: center; margin-top: 20px;"> <div style="text-align: center;">  <p><b>Client</b></p> </div> <div style="text-align: center;">  <p><b>Healthcare for the Homeless</b></p> </div> </div>	<ul style="list-style-type: none"> <li>• In this step, <b>Healthcare for the Homeless</b> and the <b>Client</b> will work together to gather needed information for the housing referral.</li> <li>• Once the information is gathered, <b>Healthcare for the Homeless</b> will work to submit the <b>Client's</b> housing referral.</li> <li>• If possible, in this step, <b>Healthcare for the Homeless</b> will set up an intake meeting using <b>Microsoft Bookings</b> or <b>Calendly</b> with a <b>Housing Referral Specialist</b> or <b>Housing Specialist</b>, based on <b>Client's</b> needs and schedule)</li> <li>• A few things to note:             <ul style="list-style-type: none"> <li>○ <b>Coordinated Entry (CE):</b> Client must be <i>in shelter, unsheltered, or fleeing/attempting to flee domestic violence (DV)</i> to be eligible for CE</li> <li>○ <b>Rainbow Health Transitional Housing Program (THP):</b> Clients on the <i>sex offender list</i> and/or with an <i>arson charge</i>, are NOT eligible for THP</li> <li>○ <b>All Programs:</b> <ul style="list-style-type: none"> <li>▪ would be helpful to know if client has recent legal/criminal history</li> <li>▪ would be good to know last 3 years of housing history</li> </ul> </li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Identification card (government issue)</li> <li>• Maxis Report of Benefits</li> <li>• Proof of income (e.g., 6 pay stubs, SSI/SSDI award letter)</li> <li>• Social Security Card</li> <li>• Birth Certificate</li> <li>• Long-term homeless (LTH) Form</li> <li>• Professional Statement of Need (PSN)</li> <li>• Proof of living with HIV</li> <li>• Medical Insurance Card</li> <li>• Residency (e.g., paystub, medical insurance, ID, bill/mail)</li> </ul>

## 2. Housing referral submission



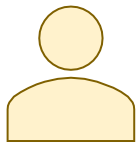
Healthcare for the Homeless



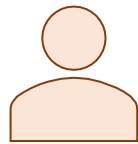
Housing Referral Specialist

- In this step, **Healthcare for the Homeless** will submit the **Client's** housing referral to the **Housing Referral Specialist**, who will work to match the **Client** to an appropriate **Housing Specialist**.
- The housing referral will be submitted to either *Coordinated Entry* or the *AIDSLine* depending on the **Client's** situation and the type of housing they are currently staying in.
  - For **Clients** that are *unhoused* or *living in shelter* – *Coordinated Entry* will be used
  - For **Clients** that are *couch-hopping* and fit the housing list bypass criteria – *AIDSLine* will be used
- It is important to indicate the **Client's** HIV status in *Coordinated Entry* or provide Proof of living with HIV when submitting to *AIDSLine* to streamline housing application process.

## 3. Match with a Housing Specialist



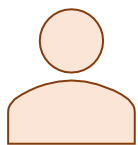
Housing Referral Specialist



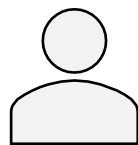
Housing Specialist

- In this step, the **Housing Referral Specialist** will officially match the **Client** to a **Housing Specialist**.
  - If *Coordinated Entry* is used as the **Housing Referral Specialist**, the **Client** will be matched to a **Housing Specialist** at *Clare Housing* or another provider (based on the **Client's** preferences when able). *Clare Housing* will notify *Coordinated Entry* of openings and then the **Client** will be matched.
  - If *AIDSLine* is used as the **Housing Referral Specialist**, the **Client** will be referred to a **Housing Specialist** at *Rainbow Health*

#### 4. Meet with Housing Specialist to gather needed documents and identify housing option



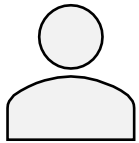
Housing Specialist



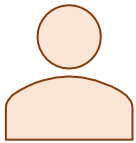
Client

- In this step, the **Client** will have their initial meeting with the **Housing Specialist**. During this meeting, the **Client** and **Housing Specialist** will gather needed documents and identify a housing option.
  - In this step, most of the work is done by the **Client**, with assistance from the **Housing Specialist** as needed.
  - Please note that identifying a housing option may require a housing search which is to be done by the **Client** with assistance from the **Housing Specialist** as needed.
    - For *Clare Housing*, Project Cornerstone housing options will require a housing search
    - For *Rainbow Health*, all housing options require a housing search.
  - For *Rainbow Health*, 60 days to identify a housing option with a possible 30-day extension (for a total of 90day)
  - A few things to note:
    - **All Programs:**
      - would be helpful to know if client has recent legal/criminal history
      - would be good to know last 3 years of housing history
- *Identification Card (government issue)*
  - *Maxis Report of Benefits*
  - *Proof of Income (e.g., 6 pay stubs, SSI/SSDI award letter)*
  - *Social Security Card*
  - *Birth Certificate*
  - *Long-term homeless (LTH) Form or High Priority Homeless (HPH) Form*
  - *Professional Statement of Need (PSN)*
  - *Proof of living with HIV*
  - *Medical Insurance Card*
  - *Housing Status*
  - *Referral Source*
  - *Release of Information (ROI)*

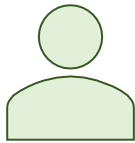
## 5. Apply for Housing (gathering documents completed)



Client



Housing  
Specialist

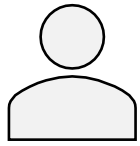


Property  
Management  
Approver

- In this step, the **Client** works with the **Housing Specialist** to complete the applications and submit documentation for housing options
- Once the application is submitted, the **Property Management Approver** will review and either approve, request additional documentation/information, or not approve
- There are many different types of housing and finding the one that fits the **Client's** needs may take several attempts. It is not unusual to apply, be unsuccessful and need to apply again. That's normal in this process
- For *Rainbow Health*, Clients will have a maximum of two tries to get through the housing referral process under the bypass route. Clients who are unsuccessful may apply again by joining the waitlist when its open. On average, the waitlist opens every two years. Case managers and AIDSLine will be notified when the waitlist is open.

Additional documentation may be needed

6a. Outcome: **Unsuccessful**



Client

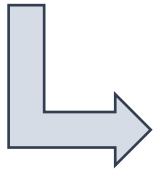


Try again

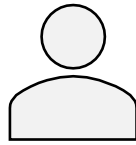
Repeat as needed

- If the **Client's** application is **unsuccessful**, they can continue to work with a **Housing Specialist** to identify other housing options and apply

6b. Outcome: **Successful**



Successful



Client

- If the **Client's** application is **successful**, they will work with their **Housing Specialist** to move into their new housing