Goal: Shorten the housing match – move in time from average of 55 days to average of 40 days
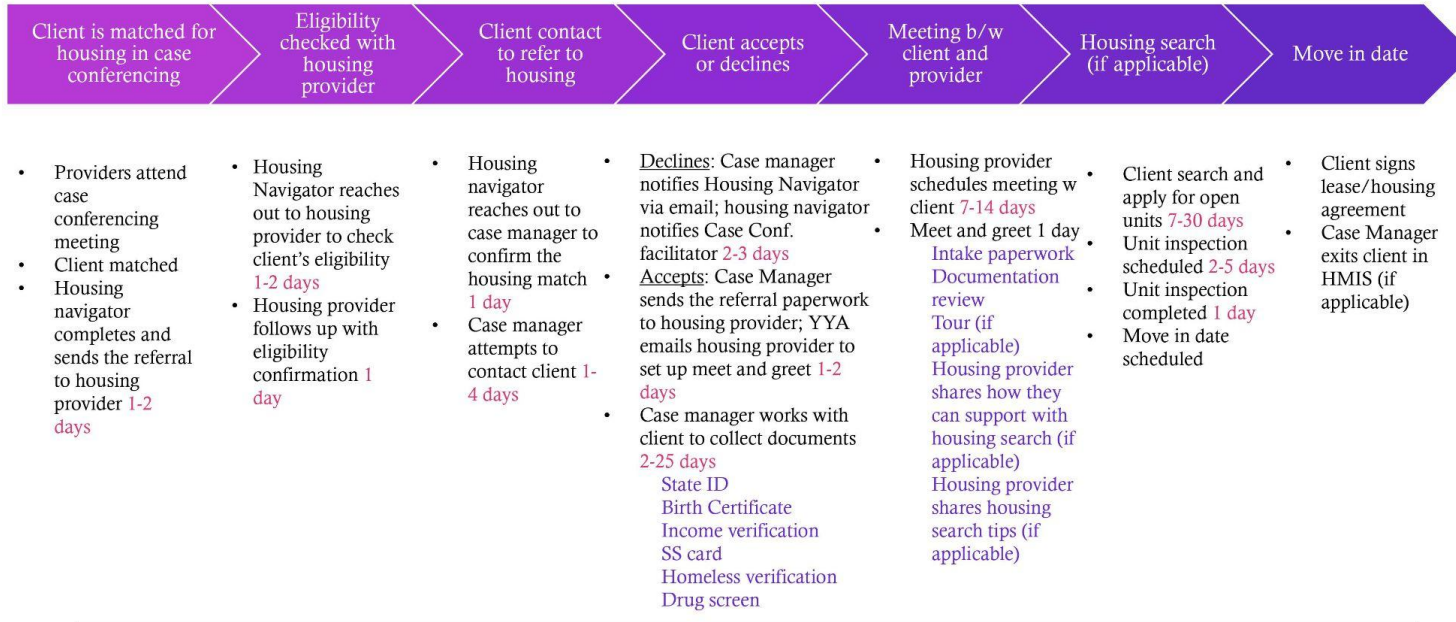
Client is matched for housing in case conferencing	Eligibility checked with housing provider	Client contact to refer to housing	Client accepts or declines	Meeting b/w client and provider	Housing search (if applicable)	Move in date

• Providers attend case conferencing meeting
• Client matched
• Housing navigator completes and sends the referral to housing provider 1-2 days
	• Housing Navigator reaches out to housing provider to check client's eligibility 1-2 days
	• Housing provider follows up with eligibility confirmation 1 day
		• Housing navigator reaches out to case manager to confirm the housing match 1 day
		• Case manager attempts to contact client 1-4 days
			• Declines: Case manager notifies Housing Navigator via email; housing navigator notifies Case Conf. facilitator 2-3 days
			• Accepts: Case Manager sends the referral paperwork to housing provider; YYA emails housing provider to set up meet and greet 1-2 days
			• Case manager works with client to collect documents 2-25 days
			   State ID
			   Birth Certificate
			   Income verification
			   SS card
			   Homeless verification
			   Drug screen
				• Housing provider schedules meeting w client 7-14 days
				• Meet and greet 1 day
				  Intake paperwork
				  Documentation review
				  Tour (if applicable)
				  Housing provider shares how they can support with housing search (if applicable)
				  Housing provider shares housing search tips (if applicable)
					• Client search and apply for open units 7-30 days
					• Unit inspection scheduled 2-5 days
					• Unit inspection completed 1 day
					• Move in date scheduled
						• Client signs lease/housing agreement
						• Case Manager exits client in HMIS (if applicable)

Clients matched with housing:
52% POC
48% White

Clients successfully exiting into housing program:
35% POC
65% White

1. what do you notice about this process? What jumps out at you?

2. What disparities do you see?

3. Are there clear bottlenecks or duplications?

4. where is one place you would want to target an improvement effort?