

	Coordinated Entry System Policy: Permanent Housing Transfers
	Applicability: Coordinated Entry System (CES) Participating Agencies
	Approved Date: July 28, 2021

Purpose

This policy establishes standards and principles for the transfer of a participating household¹ (“Participant” or “Household”) from one permanent² housing program to another permanent housing program via referral or Coordinated Entry System (“CES”) matching³ in order to support housing retention and prioritize limited resources to meet the varied needs of participants.

Definition of a Transfer

A program transfer is a transfer from a permanent housing program to another permanent or housing program via referral or CES matching. The transfer may be initiated by participants or case managers to better meet a household’s ongoing needs⁴ and reduce the household’s risk of returning to homelessness and/or other adverse outcomes. Referrals or matches made by CES to facilitate a transfer are subject to resource availability and eligibility requirements as determined by the housing resource provider.

Transfers fall into two categories:

- 1) Vertical transfer occurs when a household is moved from a housing program type to another housing program type.
 - This may include, but is not limited to:
 - Permanent Supportive Housing (PSH) or time-limited subsidy to a housing voucher (e.g. Housing Choice Voucher Program)
 - Time-limited subsidy (e.g. rapid re-housing) to PSH
 - Tenant-based PSH to project-based PSH

- 2) Horizontal transfer occurs when a household is moved within the same housing program type.
 - This may include, but is not limited to:
 - Time-limited subsidy to time-limited subsidy
 - Project-based PSH to project-based PSH

¹ For the purpose of this document, “participating household” refers to all household types (i.e. individuals, couples, families with children).

² For the purposes of this policy, permanent housing refers to permanent supportive housing, time-limited subsidies, and housing vouchers. This policy does not include transitional housing programs.

³ CES matching is necessary unless not required for a housing program type.

⁴ Note: Program transfers occur when a household requires an alternate housing program to better suit its needs. This is different than “program exit,” which occurs when it has been determined that a household no longer requires the assistance of a housing program to remain stably housed.

Applicability

This policy is applicable to transfers 1) within and across CES Participating Agencies⁵, and 2) within a population system or across population systems (e.g. Youth to Adult; Adult to Family; Family to Single Adult; Adult to Youth; Youth to Family).

Transfer Reasons

This policy creates a specific and definable set of reasons for which CES may approve a transfer from one permanent housing program to another permanent housing program. These reasons are outlined and defined in the table below.

	Reason for Transfer	Definition
Emergency Transfer	Violence Against Women Act (VAWA)	A household is experiencing domestic violence, dating violence, sexual assault, stalking, and/or human trafficking as outlined in the respective policies for each Continuum of Care (“CoC”) within the Los Angeles CES. ⁶
	Accessibility	An ADA-accessible unit is required or a household needs an accommodation that cannot be reasonably fulfilled in their current housing. (E.g. a participant develops a disability and can no longer use their non-ADA-accessible unit.)
	Individual or Environmental Safety (non VAWA)	A household demonstrates verifiable instances of violence and/or imminent threats of violence. This may include but is not limited to: gang violence, threats or harassment in one’s living environment, etc.
	Imminent risk of losing a housing resource	A household is at imminent risk of losing their housing unit. (E.g. through eviction, program closure, or program time limits.)
General Transfer	Different Program Need	A household is not receiving the appropriate level of service or financial assistance necessary to maintain housing stability. (E.g. a household needs a different level of service support and/or their program does not offer the right level of financial assistance to achieve housing stability.)
	Change in Household Composition	A household has experienced a change so that they require a smaller or larger unit or a different system program, based on eligibility. (E.g. giving birth or newly obtaining custody of children; youth now eligible for adult system resources.)
	Participant Choice	A household desires another program of the same type and level of service to support their housing goals. (E.g. a household wants to be closer to family networks.)

Transfer Process and Approval

CES matcher approval is needed to process transfer matches for the defined reasons above. However, CES matcher approval is not required for programs that are accessed via program referral. Head of

⁵ CES Participating Agencies are organizations that enter participants into CES through the Homeless Management Information System (HMIS) and/or housing resources into CES through the Resource Management System (RMS).

⁶ For example, LA CoC’s “Housing Protections under VAWA in the Los Angeles Continuum of Care” policy can be [found here](#).


household consent is also required to complete a program transfer. The documentation requirements and approval process for transfer requests will vary depending on the reason identified and housing program. Documentation requirements and approval process procedures will be outlined in separate transfer procedure documents. For example, VAWA transfer procedures can be found in the Emergency Transfer Plan.⁷

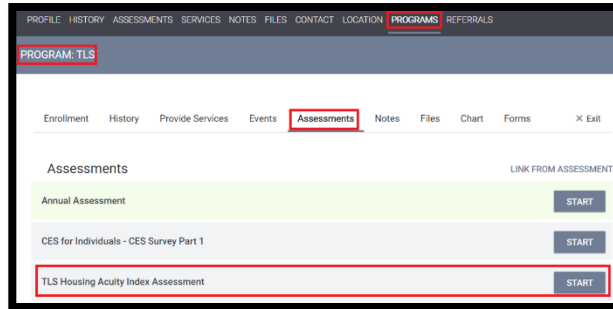
⁷ Each CoC in the Los Angeles CES has their own Emergency Transfer Plan. The LA CoC Emergency Transfer Plan can be [found here](#).

TLS Housing Acuity Index Assessment HMIS Guidance

Introduction: The purpose of the Housing Acuity Index is to assess the ongoing level of support needed for a household while in a housed setting. The tool outcome will be considered when determining eligibility and need for transferring to resources like Shallow Subsidy and Permanent Supportive Housing. The tool should be completed after a household has been housed for 90 days and then every 90 days after that.

Documenting TLS Housing Acuity Index Assessment:

1. Log into the participants HMIS profile
2. Click on the **Programs** tab
3. Locate the **TLS Program**
4. Click 
5. Click on the **Assessments** tab
6. Locate the **TLS Housing Acuity Index Assessment**
7. Click **Start**
7. Enter the required information, use the drop-down menus to identify what is being asked.



Assessment Date: The date the assessment was completed.

Housing: Choose the appropriate response from the dropdown for each of the below:

- Rent Payment
- Utility Bill Payment
- Rent Arrears
- Utility Arrears
- Safe Living Environment
- Lease (Include all leases if tenant moved)

Income & Benefits: Choose the appropriate response from the dropdown for each of the below:

- Stable/Consistent Source of Cash Income:
- Benefits
- Employment
- Debt

Health: Choose the appropriate response from the dropdown for each of the below:

- Mental Health Care Use
- Primary/Specialty Health Care Use
- Medical Adherence
- Harm Reduction

Supportive Services & Resources: Choose the appropriate response from the dropdown for each of the below:

- Connection to Community Supports
- Crisis Intervention
- Life Skills
- Legal
- Mobility and Transportation

Parenting & Child Services: Choose the appropriate response from the dropdown for each of the below:

- Childcare
- Children's Education
- Parenting
- Child Welfare Involvement
- Children with Special Needs

Additional Questions

- Do you believe this person needs Permanent Supportive Housing? Select "yes" or "no"

Permanent Supportive Housing (PSH) is typically for people who experience multiple barriers to maintaining housing and are unable to achieve housing stability without supportive services. PSH provides the most intensive level of housing support available in the coordinated entry system and is prioritized for those with intensive supportive services needs. This intensive service is paired with a permanent housing subsidy.

Each PSH resource has unique eligibility and is prioritized and matched according to the CES prioritization and matching policy and applicable CES PSH prioritization and matching guidance. Completing the assessment does not guarantee connection to PSH.

Comments: Add any comments or notes if needed within the text box.

Toggle the **Private** button on if the participant opted to keep their personal information private.

Private



8. Click 