SAHomelink Policy and Procedures
Priority Pool Procedures
Drafted 7/3/2020

PURPOSE: The priority pool is designed to minimize the amount of time a household needs to wait for a referral to a program while also ensuring that the highest need households are prioritized for available housing assistance. The priority pool will ensure that people in emergency shelter and living unsheltered have access to permanent housing. SARAH will generate the Priority Pool list weekly and share with shelters, outreach workers, and housing providers so they may proactively engage with people prioritized for upcoming permanent housing openings.

PROCEDURES:

Developing the Priority Pool

Size:

- Based on this FY's data, an average of 35 referrals are made monthly (Table A).
- The Priority Pool will consist of 60 people[1].

Definitions:

- Emergency Shelter (ES): Includes all ES projects in HMIS and Domestic Violence ES.
- Street Outreach (SO): Includes courtyard and unsheltered population enrolled in SO projects.

Composition:

1. The clients identified as the most vulnerable per community prioritization policy in each project type will be added to the Priority Pool at the indicated rate. The percentages are based on this FY's monthly SAHomelink referral by project (Table B).
   - RRH – 56% (28)
   - PSH – 24% (12)
   - TH – 14% (7)
   - OPH – 6% (3)

2. Of the identified people on the Priority Pool, 75% will be attached to an emergency shelter, and 25% will be involved in street outreach. Based on current waitlist percentages (Table C).

3. The Priority Pool will be configured in the following way based on FYTD trends (Table D & Chart A)[2].
   - Individuals – 62% (37)
   - Families – 38% (23)

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[1] 10 of the list will be comprised of Youth who are awaiting housing referrals to new YHDP projects.
[2] These percentages have been adjusted to include anticipated youth referral trends, which were not previously captured.

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Using and Maintaining the Priority Pool

1. Once the initial Priority Pool is developed using the process outlined above, the Priority Pool will be sent to all current outreach, shelter case managers and referring partners.
2. Referring partners will complete Notification of Availability google form (See request/referral process).
3. When possible, SARAH will always refer clients from the Priority Pool that (a) matches the project type requested and (b) is receiving services currently with the referring agency if applicable (i.e. SAMM is requesting 2 clients for a RRH opening, there is 1 RRH client in the Priority Pool receiving SAMM outreach services, then that client would be matched to SAMM RRH opening).
   - See Table E, Chart B & C for current SAHomelink waitlist census by agency[3]
4. After the referral has been made and the client has been added to the requesting agency's claims summary, the client will be removed from the Priority Pool.
   - A new client matching the recommended project and housing status of the recently referred client will be added to the Priority Pool to maintain the pool composition.
   - New Priority Pool reports will be sent each Friday to case managers/outreach workers and Housing Provider POCs.

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[3] These are by agency and not individual agency projects.

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Tables & Charts

APPENDIX:

Table A. FY 2020 SAHomelink Referrals per Month

Total	RRH	PSH	SSO - CE	TH-RRH	TH	OPH	Total
October	12	21	0	0	8	2	43
November	19	14	0	0	6	0	39
December	5	3	0	0	3	1	12
January	38	4	0	0	6	1	49
February	33	1	0	0	4	4	42
March	20	5	0	0	4	4	33
April	13	6	0	0	0	0	19
May	10	8	0	0	5	2	25
June	24	13	0	0	7	5	49
July	0	0	0	0	0	0	0
August	0	0	0	0	0	0	0
September	0	0	0	0	0	0	0
YTD Total	174	75	0	0	43	19	311
Average/ Month	19.3	8.3	N/A	N/A	5.4	2.7	**34.6**

Table B. FY 2020 Referral Percentages by Project Type

%	RRH	PSH	SSO – CE	TH-RRH	TH	OPH	Total
October	28%	49%	0%	0%	19%	5%	43
November	49%	36%	0%	0%	15%	0%	39
December	42%	25%	0%	0%	25%	8%	12
January	78%	8%	0%	0%	12%	2%	49
February	79%	2%	0%	0%	10%	10%	42
March	61%	15%	0%	0%	12%	12%	33
April	68%	32%	0%	0%	0%	0%	19
May	40%	32%	0%	0%	20%	8%	25
June	49%	27%	0%	0%	14%	10%	49
July	0%	0	0	0	0	0	0
August	0%	0	0	0	0	0	0
September	0%	0	0	0	0	0	0
Average/ Month	**56%**	**24%**	**0%**	**0%**	**14%**	**6%**	**34.6**

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Table C: Living Arrangements by Type

Type	Total	Percentages	Type	Active	Percentages
O	330	26%	O	139	27%
S	884	71%	S	349	67%

Table D: FTYD Referrals (Individual/Family)

Month	Individuals	Families
October	24	14
November	26	13
December	5	7
January	24	25
February	22	20
March	12	21
April	13	6
May	11	13
June	19	30
July		
August		
September		
YTD Total	**156**	**149**
Average/ Month	**17.33**	**16.56**
Percentage of Monthly referrals	**51%**	**49%**

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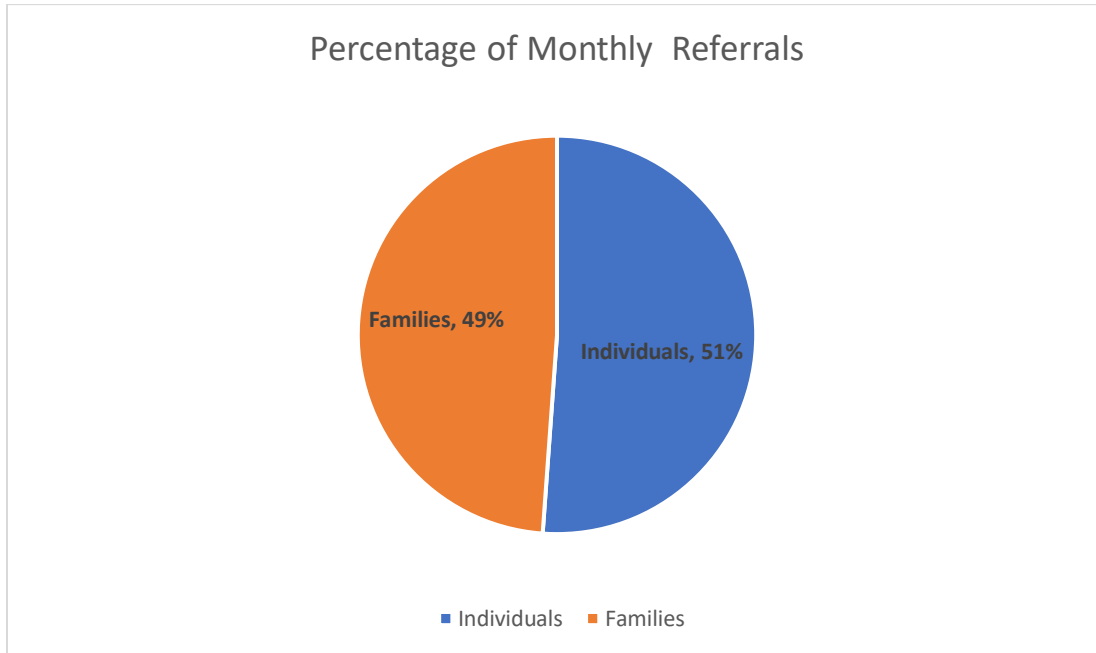**Chart A: FYTD Average Monthly Referrals (Family/Individual)[4]**

Percentage of Monthly Referrals

Families, 49% Individuals, 51%

■ Individuals ■ Families

Table E: Census by Agency

Agency	Census [5]	Active
H4H	1017	364
BBB Street Outreach	37	13
CHCS PATH Street Outreach	33	19
SAMM	20	13
Strong Foundation	9	1
Thrive	1	0
TSA	97	78

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[4] Does not include youth referrals.

[5] Census includes clients who have been active within the past 200 days and whose service was recorded by the indicated agency.

SARAH
South Alamo Regional Alliance for the Homeless

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Chart B: Census – Agency Percentages of SAHomelink Waitlist Clients

Active

- Strong Foundation, 1, 0%
- TSA, 78, 16%
- Thrive, 0, 0%
- SAMM, 13, 3%
- CHCS PATH Street Outreach, 19, 4%
- BBB Street Outreach, 13, 3%
- H4H, 364, 74%

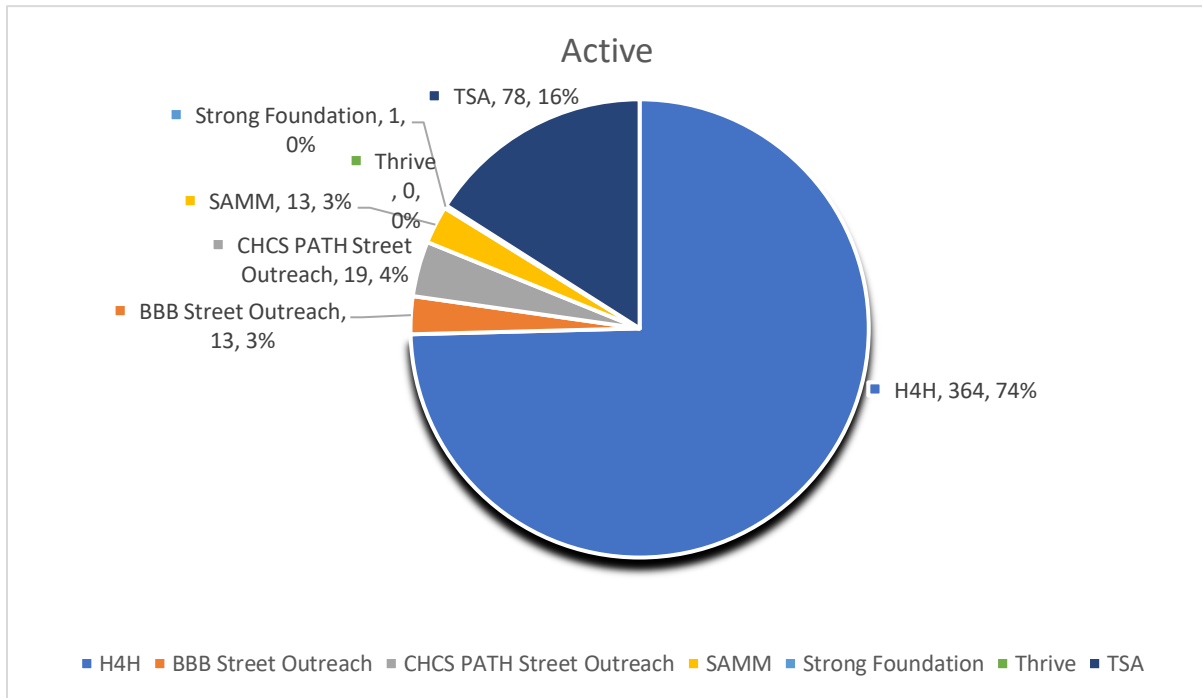Legend: ■ H4H ■ BBB Street Outreach ■ CHCS PATH Street Outreach ■ SAMM ■ Strong Foundation ■ Thrive ■ TSA

Chart C: Census by Agency (active vs census)

Active Census vs Total Census by Agency

Agency	Census	Active
TSA	97	78
Thrive	1	0
Strong Foundation	9	1
SAMM	20	13
CHCS PATH Street Outreach	33	19
BBB Street Outreach	37	13
H4H	1017	364

Legend: □ Census ■ Active

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