



Move-On Pilot Frequently Asked Questions-Providers

Q: How long does it take to be approved and moved on?

A: After SARA receives the referral from the case manager, SARA navigators will review the intake packet and forward to chronic homelessness workgroup for approval for submission to SAHA which may take up to two weeks.

Q: How long does it take once SAHA receives the approved intake application?

A: SARA cannot give an exact time frame, but it may take up to 3 months for an initial eligibility appointment or as little time as 2-3 weeks.

Q: Who can help resolve problems?

A: SARA staff; you may submit questions or concerns to ce@sarahomeless.org

Q: Is there a limit to a PSH Case Manager in regard to referring clients?

A: No, but it is a first come, first serve basis

Q: What would you like written in the last section of the Arizona Self Sufficiency Matrix titled participant goals?

A: For this program, the participant goals are not needed.

Q: Can I submit the referrals from my team for them online once they submit all of the necessary documents to me?

A: You can submit the referrals for your team, we ask that you input the client's case manager information if it is different than you. We ask this as the client will need assistance through the transition and follow up for 90 days post voucher transfer.

Q: Will my client be able to Port out to another area?

A: Yes, the participant and client must complete the Reasonable Accommodations Request Form to begin this process with the SAHA application.

Q: How do we know if my client is ready for move on?

A: Using the Arizona Self Sufficiency is an evidence-based tool to help in that decision.