



SARAH “Move-On” Preference Program

PURPOSE

The purpose of a Move-On Preference is to utilize Housing Choice Vouchers (HCV) issued by the local Public Housing Authority (PHA) to transition clients who are currently housed through Permanent Supportive Housing (PSH) into permanent housing with the PHA. This process will open units in PSH programs for new households experiencing chronic homelessness to be served, thereby reducing the chronic homeless population in our community. The ideal candidates for an HCV through Move-On are persons who have demonstrated stability throughout his/her tenure as PSH participants and who may require financial assistance to remain permanently housed, but who no longer require the supportive services offered through PSH (e.g. case management, connection to community resources, etc).

DEFINITIONS

The following definitions are included in the pre-screening, referral, application and review process for the Move-On Preference Program:

- **Chronic Homelessness Workgroup** – This workgroup operates with the support of SARAH staff and designs community-wide solutions to end Chronic Homelessness. The Chronic Homelessness Workgroup discusses and creates strategies within programs, such as the Move-On Preference Program, for effective client service delivery. This Workgroup will also monitor after-care service delivery and track outcomes for program
- **Move-On Preference Review Panel** – This Panel is a sub-group of the Chronic Homelessness Workgroup and consists of PSH experts with experience in assessing program participants for eligible services. One of the individuals identified as a PSH expert must be a consumer who can advocate for the participant needs through a lens of lived experience. In addition to local PSH experts, the Chair and Co-Chair of the Chronic Homelessness Workgroup will sit on this Panel alongside the SARAH Support Staff assigned to support the Chronic Homelessness Workgroup. SAHA may participate in this Panel upon availability but is not required.
- **PSH Case Manager** – The PSH Case Manager is the case manager assigned to the program participant through the PSH project in which the program participant is currently enrolled and housed. The PSH Case Manager will also provide after-care services to the program participant once the program participant exits the PSH project.
- **Permanent Supportive Housing (PSH) Program** – PSH is a housing intervention dedicated to individuals and families experiencing chronic homelessness (the Head of Household (HoH) has a permanent disabling condition + has experienced homelessness for 12 consecutive months or has experienced 4 episodes of homelessness over 3 years totaling 12 months). PSH is designed to provide intense supportive services for the vulnerable population experiencing chronic homelessness.
- **Program participants** – The program participants are those who have met the HUD chronic homelessness definition and who are currently enrolled and housed in a PSH project. For the purposes of this Move-On Preference Program, program participants who meet the definition of chronic homelessness for PSH under DedicatedPlus are eligible for the Move-On Preference Program. Program participants enrolled in a PSH project funded by sources other than the CoC that have met eligibility for that PSH project are also eligible candidates.



- **Public Housing Authority** – The PHA issues HCVs to Move-On Preference Program eligible program participants. SARAH currently has a partnership with the San Antonio Housing Authority (SAHA) to allocate HCVs towards the Move-On Preference Program.
- **SARAH** – SARAH supports the Chronic Homelessness Workgroup by recruiting and retaining membership, holding meeting space, creating agendas, and assigning action items created and delegated by the Workgroup. SARAH has executed a Memorandum of Understanding (MOU) with SAHA to oversee the issuance of the HCVs allocated to the Move-On Preference Program to ensure that the vouchers are being utilized. SARAH reports performance outcomes to SAHA and advocates for additional vouchers to be added to the Move-On Preference Program using performance data to support the request.
- **Assessment** – The “Arizona Self-Sufficiency Matrix” is used to assess the independent living skills and functioning of a PSH Program Participant.

PROGRAM CAPACITY

As of the FY19 SAHA Administrative Plan, 40 HCVs are allocated to the Move-On Preference Program. Upon launching the initial program, SARAH will publicize the 40 vacancies available for referral to PSH program staff.

If the program is at capacity and a vacancy occurs, SAHA will notify SARAH of the vacancy. SARAH will then notify the Chronic Homelessness Workgroup of the vacancy during the next scheduled Chronic Homelessness Workgroup meeting. SARAH will send an email notification of the vacancy to the PSH program staff with information about the vacancy and a reminder of the application process.

PRESCREENING

In order to be considered for referral to an HCV through the Move-On Preference program, the PSH program participant must be pre-screened by the PSH Case Manager and meet each of the following pre-screening eligibility criteria:

- **Voluntary tenant participation** – the participant voluntarily expresses his/her interest in pursuing the HCV option for housing and exiting PSH
- **Housing stability** – the participant has been stably housed for at least 12 consecutive months in PSH
- **Referral** – the PSH service provider must assess and recommend the client for Move-On
- **PHA screening** – the participant meets PHA eligibility for a voucher (no outstanding debt to PHA
+ meets criminal background requirements)
- **Assessment** – the participant has completed the “Arizona Self-Sufficiency Matrix” and meets eligibility thresholds outlined in the referral requirements.

HOW TO MAKE A REFERRAL / REQUIRED DOCUMENTS

If the program participant meets each of the pre-screening criteria, the PSH Case Manager may then refer the program participant to the Move-On Preference Program. The referral is sent to SARAH, and then provided to the Move-On Preference Review Board for consideration. The following items must be included in the referral packet:

- **Letter of support** – this letter must be completed by the PSH Case Manager and must indicate that the interested program participant has met pre-screening eligibility requirements. Specifically, the letter must include:
 - Documentation of housing stability – the participant has been successfully housed in a PSH unit for at least 12 consecutive months with minimal issues (e.g., lease violations, etc) and has demonstrated an ability to pay his/her portion of the monthly rent in a timely manner (if applicable). Discuss any past negative rental history and the actions that have been taken to remedy those issues (e.g., broken leases, evictions, etc).
 - Documentation of rehabilitation from past criminal history (if applicable) – in addition to the participant being successfully housed with minimal issues which may affect his/her rental history, the participant has been successfully housed in a PSH unit for at least 12 consecutive months and has not incurred additional negative criminal history. Should the interested participant have prior criminal history which may negatively impact his/her application to the PHA or to a potential landlord, the PSH Case Manager must address any way the criminal history may be related to the program participant's disabling condition, and any steps the program participant has taken to rehabilitate (e.g., services the program participant has completed through being housed in a PSH program, probation, or on a voluntary basis to address behaviors linked to prior criminal history).
 - Description of income – describe the program participant's current household income, and the program participant's ability to afford costs such as security deposits, utility connections, and the anticipated rental portion. If the program participant has been connected to community resources for assistance with these costs, please describe those resources. If the program participant is currently employed, describe the name of the employer, how long the program participant has been employed, and their average earned income per month. If the program participant is connected to cash benefits, please describe those benefits and the average monthly income received.
 - Self-sufficiency – any supplemental information the PSH Case Manager has available to include regarding why the program participant is a strong candidate for the Move-On Preference Program, to include:
 - *Disability* – the participant has demonstrated independence in managing his/her disabling condition through making his/her own appointments, connecting with accessible transportation resources, and showing an overall ability to access community resources to address their disability without the help of a case manager
 - *Health* – the participant has demonstrated an ability to regularly attend scheduled appointments and follow medical instructions according to his/her diagnosis
 - *Community connections* – the participant is connected to a variety of community resources for on-going support (list those services / agencies). Include non-cash benefits here, if applicable
 - *Crisis intervention required* – the applicant has demonstrated a minimal need for crisis intervention in the last 12 months, to include mental health crisis response, visits to the Emergency Room, and law enforcement intervention
- **Voluntary Participation Acknowledgement Form** – the program participant must sign this form to acknowledge that his/her participation in the Move-On Preference Program is voluntary and without coercion.



- **Assessment** – the PSH Case Manager must complete the assessment tool, the “Arizona Self-Sufficiency Matrix”, locally adopted to assess eligibility for the Move-On Preference Program and attach it to the referral packet. Referrals are eligible within the following thresholds according to the household composition:
 - Single HoH (no minor children in the home) – 42-70
 - Family with minor children in the home – 54-90

PSH Case Managers will complete the full assessment and score each question for program participants who have minor children in the home. Program participants who are singled adults with no minor children in the home will complete the assessment **except for the following domains:**

- Child Care
 - Children’s Education
 - Parenting Skills
- **AHP Referral Packet** – The PSH Case Manager must complete and sign the “Assisted Housing Programs Referral Form” to its entirety and ensure to indicate “SARAH – Move On” on the first page.

The PSH Case Manager will submit the referral materials through the SARAH Google Form entitled “Move-On Preference Referral Packet” found here:
<https://forms.gle/qW6fnn3XFmPziyJv7>

The SARAH Staff assigned to support the Move-On Preference Program will monitor Google form submissions on a weekly basis (in conjunction with the Coordinated Entry Case Conferencing schedule) and will notify the Chronic Homelessness Workgroup Chair and Co-Chair when a new referral has been received. The Chronic Homelessness Workgroup Chair is responsible for scheduling meetings with the Move-On Preference Review Panel members when new referrals are received.

REFERRAL REVIEW

When a referral has been submitted, SARAH will forward the referral to the Chronic Workgroup Chair and will schedule a time with the Move-On Preference Review Panel to review the referral. Referrals are reviewed in the order that they are received. Should the Move-On Preference Review Panel determine that the program participant being referred is a candidate for the Move-On Preference Program, the Panel will notify SARAH to contact the PSH Case Manager and ask the PSH Case Manager to complete the Move-On Preference Program Application packet. SARAH will forward the Move-On Preference Program Application packet to SAHA within 24 hours of the packet being submitted.

APPLICATION

Once the program participant has met each of the pre-screening criteria and been referred to the Move-On Preference Review Panel, the Move-On Preference Review Panel recommends the program participant to apply through the PHA for an HCV through the Move-On Preference Program. The SARAH Support Staff assigned to the Move-On Preference Review Panel will notify the PSH Case Manager of the recommendation for the referred program participant to apply for the Move-On Preference Program. The PSH Case Manager will then assist the program participant to complete an application for the Move-On Preference Program. This application will consist of the following document:



- **Housing Choice Voucher Application** – the program participant must complete the HCV Application (SAHA Form) In addition to the HCV application, the program participant must submit copies of required documents for eligibility for the PHA. These documents include:
 - Identification – current photo ID for all household members over the age of 18 years old
 - Birth certificates – birth certificates must be provided for all household members
 - Social Security cards – Social Security cards for all household members
 - Bank statements – most recent bank statement for any household member who is employed dated within the last 60 days
 - Proof of income – most recent pay stubs or other proof of income for all household members dated within the last 60 days
 - Child custody documentation – any court documents regarding child custody.

The PSH Case Manager will submit the application materials through the SARAH Google Form entitled “Move-On Preference Program Application” found here:

<https://forms.gle/sHBs3AaQFDZwnSa6A>

The SARAH Staff assigned to support the Move-On Preference Program will monitor Google form submissions on a weekly basis (in conjunction with the Coordinated Entry Case Conferencing schedule) and will streamline completed applications by sending them directly to Kristin Gaudons, the SAHA Assistance Director of Federal Housing Programs, for processing. The SARAH Staff will notify the Chronic Homelessness Workgroup Chair that an application has been forwarded. The SARAH Staff will coordinate with the PSH Case Manager through the application process by notifying the PSH Case Manager when the application has been sent and including the PSH Case Manager on any electronic communications with SAHA regarding the application.

SAHA will notify SARAH when an application is accepted and when an eligibility appointment is scheduled. SARAH will communicate with the PSH Case Manager via email to provide him/her with the eligibility appointment information.

SAHA will also notify SARAH if an application is denied, the reason for denial, and provide SARAH with information on how to appeal the denial. SARAH will provide all information pertinent to an application denial to the PSH Case Manager and the Chronic Homelessness Workgroup Chair.

PRIORITIZATION

Applications are reviewed and sent to SAHA in the order that they are received by SARAH until the program has reached capacity.

When the program is at capacity and SARAH receives more than one application for one open vacancy, applications will be prioritized using the following information:

- **Length of Time of enrollment in the PSH Program** – program participants with a longer length of time in the PSH Program enrollment are given priority.
- **Income stability** – program participants demonstrating a high level of income stability as described through the information provided in the Letter of Support from the PSH Case Manager are given priority.



- **Assessment Score** – program participants who are assessed at the higher end of the assessment scoring threshold are given priority.

ELIGIBILITY NAVIGATION

When an application has been accepted and the PSH program participant has been scheduled for an eligibility appointment, the PSH Case Manager will work with the SARAH Staff to navigate the eligibility process with the PSH program participant. It is expected that the PSH Case Manager will attend the SAHA eligibility appointment with the PSH program participant. It is also expected that the PSH Case Manager will communicate directly with SAHA to identify an appropriate landlord and work through the Request for Tenancy Approval (RTA) process. SARAH Staff can support this process by being available for technical assistance and collaborating with SAHA to ensure the process runs smoothly, if needed.

PROGRAM ENROLLMENT/EXIT

SARAH Staff will enroll the program participant in HMIS under the project enrollment “SAHA SARAH Move On” on the date of the eligibility appointment attended by the program participant. SARAH will also input the “Housing Move-In Date” into the HMIS enrollment. SARAH will complete program exits at the time that the program participant exits the program.

TRANSITION AND AFTER CARE

The PSH Case Manager will work closely with the PSH program participant to ensure the transition from PSH into the Move-On Preference Program is seamless, trauma informed, and client-centered. This includes that the PSH Case Manager will connect the PSH program participant with the necessary community resources to increase likelihood for success for the PSH program participant. A successful outcome for the PSH program participant would be defined by the PSH program participant as part of the client-centered plan.

The PSH Case Manager will ensure to view the lease contract executed by the PSH program participant when the RTA process is completed and the PSH program participant establishes a move-in date to his/her unit. The PSH Case Manager will then determine an exit date for the PSH program participant to officially exit the PSH program.

The PSH Case Manager will continue to engage with the PSH program participant for 90-days of “After Care” to ensure that the PSH program participant has successfully transitioned into the Move-On Preference Program and is stably housed. “After Care” will include at least 1 home visit within 15 days of the transition, and a minimum of monthly phone calls over the next 90 days. During the “After Care” period, it is the responsibility of the PSH Case Manager to connect the PSH program participant to any available resources requested by the PSH program participant.

At the end of the 90-day After Care period, the PSH Case Manager will complete a final exit interview with the PSH program participant and will provide a final report of the exit interview to the SARAH Staff. SARAH Staff will then provide the report to the Chronic Homelessness Workgroup Chair and the Move-On Preference Review Panel for their information. Outcomes will be tracked by the SARAH Staff and will be provided in aggregate form to SAHA.

