



COUNTY OF ORANGE OFFICE OF CARE COORDINATION

Presents:

2 – for – 1 Match Policy Webinar



Introduction





Overview

Housing Providers (housing providers, Public Housing Authorities, developers, etc.) may request a secondary match for a single unit vacancy, commonly referred to as 2-for-1 matches. In this practice, the two (2) households from the Coordinated Entry System (CES) Community Queue (CQ) are matched to one (1) housing opportunity, as made available by the Housing Provider(s). This updates the households to a “pending referral” status in the CES CQ as they work through the application process for the housing opportunity that were made available.

The Homeless Management Information System (HMIS) does not have the technical capability to keep a household active on the CES CQ, while also matched to a housing opportunity as the “secondary match”. As such, households who have a “pending referral” status may not be considered for additional housing opportunities concurrently. The 2-for-1 matches will only be used with Office of Care Coordination (OCC) approval.

Utilization of the 2-for-1 Match Policy is optional.

Scenario for Requesting a 2 – for – 1 Match



Scenario



The request for 2-for-1 match can only be submitted when the following conditions are met:

- Unit has been vacant for at minimum 15 days;
- Unit has been in the possession of the Housing Provider for at minimum 15 days; and
- Unit is move-in ready.

Additionally, when a newly opened property needs to achieve a specified occupancy rate by a specified date. The request for 2-for-1 match can only be submitted no earlier than 60 days before the specified date.

The OCC as the CES lead reserves the right to request documentation confirming either of the scenarios previously listed with any 2-for-1 Match Request submissions.

Criteria for 2 – for – 1 Match Requests



Criteria



When requesting a 2-for-1 Match, the Housing Provider is agreeing to processing the matches as detailed. The following guidance must be followed to ensure that any 2-for-1 match requests are handled appropriately and that the process is trauma-informed by promoting safety, ensuring participant choice and autonomy, building trust, and providing a strengths-based, compassionate approach for all households involved.

All guidelines points are in alignment with current CES policies and procedures:

Criteria



1. "Primary" and "Secondary" matches will proceed with the initial application process for the available unit. Housing opportunity will be reserved for Primary match and not utilize a "first come – first served" approach.
2. If a Primary Match declines, is denied (including an appeal period if applicable), or is considered unresponsive after 14 days of no contact from the original match email date, then the housing opportunity will be made available for the Secondary Match.
 - i. The Primary Match will be returned to the CQ
 - ii. Should the Primary Match become unresponsive for a period of 30 consecutive days after beginning the application process, they will be considered unresponsive and can be returned to the CQ with approval from all parties including the assigned case manager.
3. In the event that both Primary and Secondary matches become fully approved, the Secondary match is not allowed to be returned to the CQ (unless requested by the Secondary Match). Should the Secondary Match not request to be returned to the CQ the requesting Housing Provider will provide the Secondary Match a housing opportunity in their respective housing inventory with the next available unit, and with the goal of housing the Secondary Match within 45 days.
 - i. Whenever possible, the Housing Provider will prioritize offering the Secondary Match a similar and/or comparable housing opportunity to the original housing opportunity.
 - i. Mental Health Service Act (MHSA) to MHSA units, PBV to PBV, location, unit size, ADA needs, etc.)
4. Only when both matches are denied, decline, considered unresponsive, or a combination of the three, may the Housing Provider submit another 2-for-1 request form for that same unit for two new matches.
 - i. This means that a new Secondary Match cannot be requested, after the Primary Match is denied, declines, or considered unresponsive.
 - ii. A matched household, Primary or Secondary, will be considered unresponsive after 14 calendar days from the original match email date with no communication.

Criteria



5. All stakeholders (Property Manager, Public Housing Authority, developer, supportive services provider, etc.) associated with the specific housing opportunity where a 2-for-1 match request is being requested must agree with the 2-for-1 match request. The OCC will verify via email with all stakeholders that this agreement exists.
6. The Secondary household matched must sign (wet or digitally) the 2-for-1 Secondary Match Confirmation indicating authorization of removal from the CES CQ and must be returned to the OCC via email to the original match email within seven (7) calendar days after being received.
 - i. The OCC will follow up with the staff member who submitted the 2-for-1 Secondary Match Confirmation form if the form has not been signed by the secondary household by the seven (7) days.
 - ii. On the 8th day, the Secondary Match will be voided and returned to the CES CQ.
7. Secondary Matches reserve the right to be returned to the CES CQ for other housing opportunities in which the household wishes to be considered for at any time.
8. 2-for-1 Match Requests are only available for two referrals for every one housing unit.
 - i. If there are two available units that can accept referrals, Housing Providers must submit two separate match request forms and so on.



Criteria

If any of the following steps are not followed, the Office of Care Coordination reserves the right to deny any future requests submitted by the same Housing Provider, Public Housing Authority, or Developer.

Procedure





Procedure

The Secondary Match(es) will only be matched once all other Primary Match(es) have been identified based on the number of housing opportunities available for the specific match meeting taking place.

This procedure is meant to ensure that the CES Prioritization Policy is followed, and that a household is not considered as a Secondary Match prior to being matched as a Primary to other housing opportunities based on their length of homelessness, disabling conditions and other eligibility criteria.

Procedure



Example: If there are three (3) units who received approval from the OCC for 2-for-1 Matches, this means that six (6) households will be removed from the CES CQ.

The first secondary match, would be the fourth household to appear on the CES CQ, and not the second household to appear on the CES CQ.

CES Community Queue and matches to Housing Opportunities:

- Client A ← Primary Match to unit #1
- Client B ← Primary Match to unit #2
- Client C ← Primary Match to unit #3
- Client D ← Secondary Match to unit #1
- Client E ← Secondary Match to unit #2
- Client F ← Secondary Match to unit #3

This practice will ensure that the higher prioritized households will be the Primary Match(es) in the order of prioritization and maintain the integrity of the CES CQ that align with the CES Policies and Procedures as approved by the Orange County Continuum of Care.

Procedure



CES Community Queue and matches to Housing Opportunities:

- Client A ← Primary Match to unit #1
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- Client F ← Secondary Match to unit #3

Matches may not be shifted to other units in cases where a property has more than one (1) approved 2-for-1 Match Requests. All secondary matches must maintain their originally matched unit. This process will only be utilized after OCC approval and is outlined using the example above:

- Both Client A and Client D were matched to unit #1.
- Both Client A and Client D were returned to the CQ.
- Client E as the highest prioritized remaining Secondary Match can be moved to the Primary Match to unit #1.
- A new 2-for-1 Match Request can be requested if Client E is returned to the CQ.
- All other remaining Secondary Matches will remain matched to the original matched unit.



Procedure

Any Secondary Matches are only to be made after all current housing opportunities available have identified Primary Matches.

If any of the following steps are not followed, the Office of Care Coordination reserves the right to deny any future requests submitted by the same Housing Provider, Public Housing Authority, and developer.

How to Request for a 2 – for – 1 Match



Requests



The Housing Provider must submit the [2-for-1 Match Request Form](#) for a specific housing opportunity to the OCC, through the linked Google Form. The OCC can supply this link as requested.

Once the OCC reviews a request for completion and additional verification as needed, the OCC will respond with an approval or denial of the request within three (3) business days from the date of form submission.

Requests – If Approved



Once the Office of Care Coordination has approved the request in writing, the Housing Provider may proceed to enter the two separate housing opportunities into HMIS.

- All 2-for-1 match requests entered in HMIS must include a label of “Primary” or “Secondary” or be included in the opportunity description.
- All 2-for-1 match requests will require a unit number to be entered into the HMIS opportunities.
- These housing opportunities will receive matches the following week in which they were approved, and if the housing opportunities were entered by Friday, or last business day of the week, at 12pm, Pacific Standard Time, in alignment with current CES Policies and Procedures.

A 2-for-1 Secondary Match Confirmation must be filled out by *both* CES Access Point case manager and the Secondary Match (once the matches have been confirmed)

- This document will be provided by the OCC via the original match email for the Secondary Match household.
- The 2-for-1 Secondary Match Confirmation must be completed and returned within seven (7) calendar days from the date of the original match email.
- [2-for-1 Secondary Match Confirmation Form](#)

Requests – If Denied



If the 2-for-1 Match Request is denied, the OCC will provide reason for the denial via email to the original requesting staff member as indicated in the 2-for-1 Match Request Form. The Housing Provider may appeal the decision by responding to the denial email that was sent by the OCC indicating that the 2-for-1 Match Request was denied. The appeal should include any pertinent information that clearly illustrates the need for a Secondary Match.

The OCC will respond to all appeals in a timely manner to ensure that if the decision is overturned, two matches can be received by the next planned match meeting.



Requests

For all approved 2-for-1 Match Requests, weekly updates on the application process for the Primary Match must be provided to the OCC via email at CoordinatedEntry@ceo.oc.gov every Friday by 2pm with the most updated information. While updates are provided on the Secondary Match regularly.

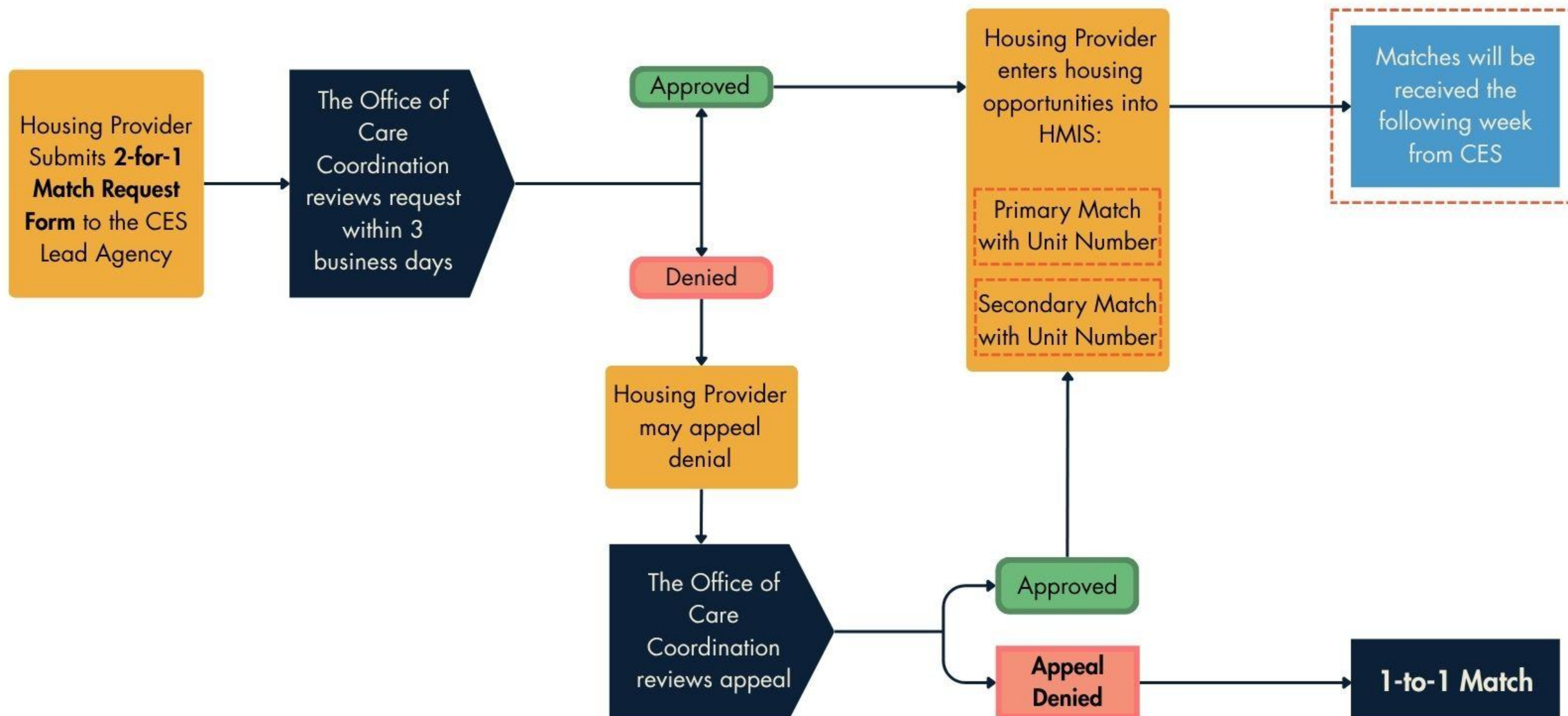
- Failure to provide weekly updates on the application process and status for both households could result in automatic denial of future requests.

If any of the following steps are not followed, the OCC reserves the right to deny any future requests.

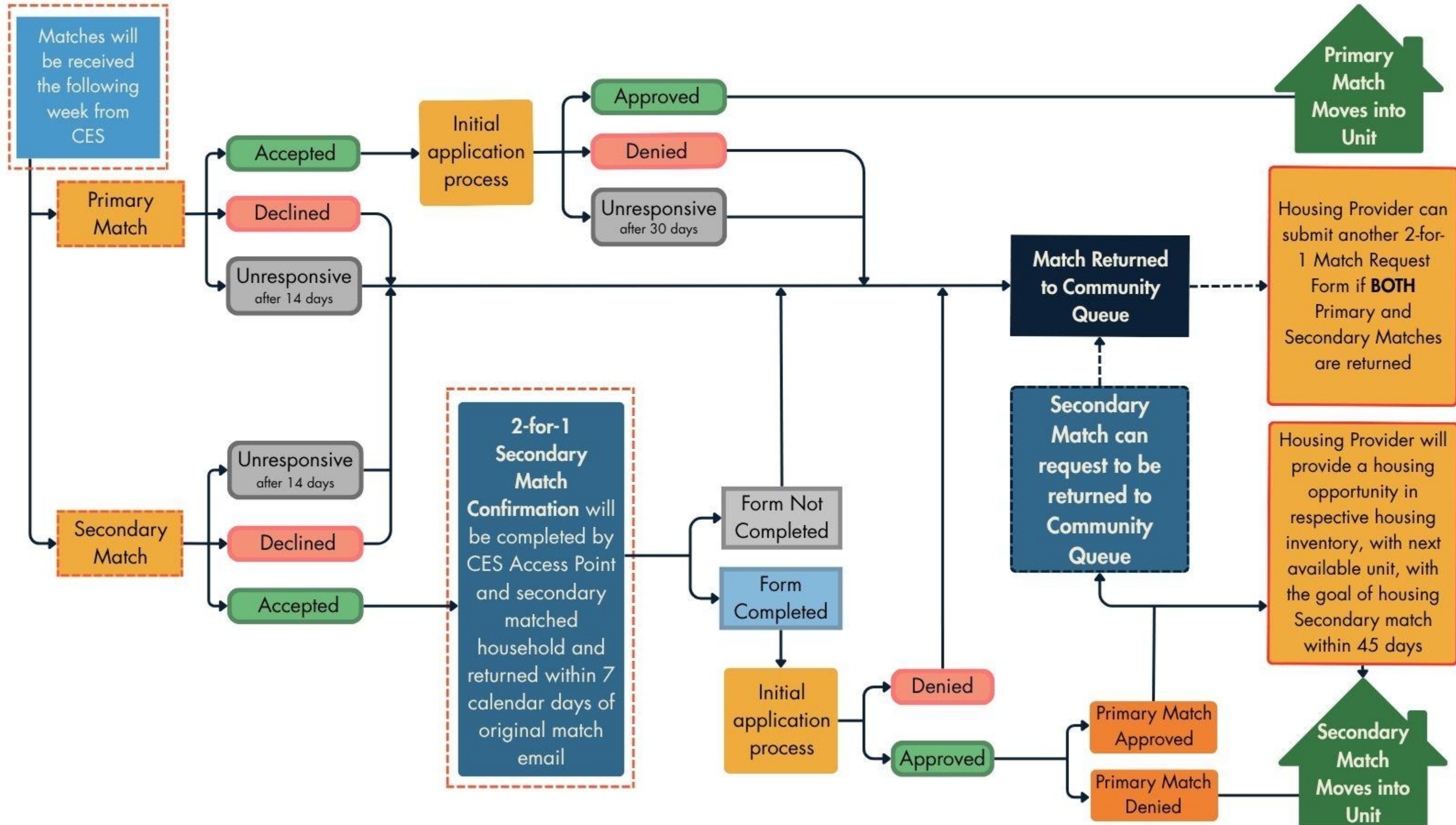
Workflow



2-for-1 Match Policy Workflow



2-for-1 Match Policy Workflow





Questions?

Coordinated Entry Inbox:

CoordinatedEntry@ceo.oc.gov



Thank You

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