### Chapter 11:
Backfilling Units

One of the primary objectives of Moving On programs is to increase a community's supportive housing capacity and ensure that these resources are targeted to the most vulnerable individuals and families experiencing homelessness who need long-term intensive services and deep housing subsidies. HUD has published detailed guidance to CoCs around how to prioritize supportive housing for individuals and families experiencing chronic homelessness and those with the most severe service needs (high utilization of crisis services or significant health or behavioral health issues). Moving On programs should establish structured policies and procedures aligned with these guidelines to backfill vacated units.

Many communities now have well-established Coordinated Entry Systems (CES) for managing homeless assistance resources. All CES are required to utilize a standardized assessment tool to identify the most vulnerable people experiencing homelessness and establish a system for prioritizing households for housing and homeless assistance. Moving On programs should be closely coordinated with these local efforts by backfilling supportive housing vacancies with referrals from CES. For example, the Los Angeles Moving On program works with the County's CES to backfill units with the most vulnerable chronically homeless individuals identified through the standardized assessment process and prioritized for supportive housing.
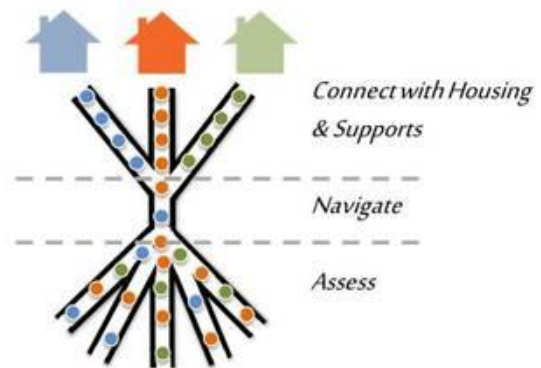
Communities with less developed CES should coordinate with centralized referral systems (i.e., city/county homeless service departments) or other networks to establish a formal procedure for backfilling units with chronically homeless or other highly vulnerable individuals and families in need of supportive housing. In such cases, to ensure that vacated units are appropriately targeted to individuals that need long-term, intensive supports, programs should consider utilizing a standardized assessment tool ó like the VI-SPDAT or other evidence-informed vulnerability indices - to prioritize tenants for available housing slots.

In addition to a backfill policy, programs should develop clear protocols with coordinating agencies to ensure an efficient backfill process that minimizes the time a unit remains empty (ideally less than fourteen days). For example, organizations should notify the CES or referring agencies of vacancies

when a resident has signed a lease and has an established move out date, rather than waiting until after the move out has already occurred. Housing interviews, voucher applications, documentation gathering and moving can take several days/weeks. So to the extent possible, the tenant search process and move-in preparation should begin well in advance of the unit being vacated.

Appendix: Project Profiles