Clarification: Document Readiness Criteria Vary for Different Permanent Housing Opportunities Available Through the Los Angeles Coordinated Entry System

Important Note: This information is being reissued with important clarifications regarding the varying document requirements for different permanent housing programs, and the important clarification that the Los Angeles Coordinated Entry System has permanent housing programs for individuals and households who may not have legal documentation status. It is also important to note that document readiness is a strategy for Permanent Housing only and has no bearing on client enrollment into Outreach, Interim Housing, and/or Prevention programs.

Los Angeles Coordinated Entry System Shifting to Document Ready Housing Referrals

The last few years have seen an increase in many housing and homeless service programs in Los Angeles, including expanded Outreach, Interim Housing, Housing Navigation, Time Limited subsidies, and Permanent Supportive Housing (PSH). With thousands of new PSH resources coming online in Los Angeles city and county over the next several years, it is vital that we do everything possible to expedite the housing placement process for those experiencing homelessness in Los Angeles and ensure quick utilization of all housing resources as quickly as possible.

As a rehousing system administrator, and through the work with our partners at Housing Central Command (HCC), LAHSA has developed a series of recommendations

to improve the time it takes to lease up and reduce vacancies in our system.

One of the strategies our system has explored to help expedite housing placement is to work with providers to ensure appropriate document collection, prior to housing match and referral. To this end, LASHA began deploying Technical Advisors (TAs) effective October 2022. TAs have provided training for Interim Housing Providers on how to acquire documents. To ensure a large-scale impact on the efficiency of the system, we are preparing to shift prioritization of permanent housing to those that are 'Document Ready', meaning those with core documents uploaded in HMIS. As different types of permanent housing require different documents, housing programs will have different requirements for 'document readiness'. Some programs, like Time Limited, only require identification to obtain housing, and **do not require Social Security Cards, Social Security numbers, or any particular documentation status.** Most PSH, on the other hand, is federally subsidized, meaning that a copy of a social security card is necessary to be eligible for these resources. Therefore, being document ready for federally funded PSH means having a copy of identification, social security card, and other documents required for the PSH application process, such as verification of homelessness and verification of disability.

LAHSA is committed to evaluating and ensuring equity in resource allocation. In advance of this change, we reviewed the data of those who are currently considered 'Document Ready' for permanent housing. The data suggests that there is equal representation of people from different groups. LAHSA will continue to monitor the pool of eligible participants as well as those being matched to resources for equitable outcomes. If at any point there are concerns about the outcomes, we will focus attention on groups and/or regions as needed to ensure that there are not additional disparities in housing outcomes.

Document Ready Matching to Permanent Supportive Housing Matched by LAHSA

LAHSA began a phased implementation of 'Document Ready Matching' with the implementation of a preference for PSH matching on February 1st. As of February 1st, preference is given to households that meet PSH project eligibility criteria who also are document ready. Those without documents may still be matched after those with documents.

Adults and youth are considered "Document Ready" when they have their identification and social security card uploaded to HMIS.

Families are considered "Document Ready" when all adults in the household have their identification and social security card uploaded and all minor children in the household have a birth certificate uploaded. Documents for all household members should be uploaded to the profile of the head of household.

For both identification and social security, having a number alone is insufficient. A copy of the identification and/or social security card must be uploaded into HMIS.

Please note, a CES score is still required for a match to PSH. To be considered for PSH:

- Adults must have a score of 8 or above
- Families must have a score of 9 or above
- Youth must have a score of 8 or above

Current prioritization factors such as CES score, length of time homeless, and housing resource eligibility criteria such as age, chronicity, etc., will still be honored.

Uploading Documents to HMIS

For more information about how to upload documents into HMIS, please review this user guide as well as this short video, both of which explain the process. Documents should be uploaded individually under the following categories and saved with the predefined names for each document type.

Identification

- Category: Personal Identification
- Predefined Name: Driver's License/State ID Card/Photo ID/School Identification Card
    - Adults/Youth: Government Issued Identification Card
    - Minors (17 years and younger): Birth Certificate

Social Security Card

- Category: Personal Identification
- Predefined Name: Social Security Card

<u>Birth Certificate</u>

- Category: Personal Identification
- Predefined Name: Birth Certificate or Hospital Record of Birth

<u>Please note:</u> barring safely concerns, documents should not be marked as private, as they will need to be verified.

Acquiring Documents during Spring 2023

LAHSA has conducted numerous trainings on how case managers can help participants quickly obtain documents and thousands of people working in our system have attended. You can register for an upcoming training [here](#) or view the training materials [here](#).

To ensure ample time for staff to obtain documents and upload them into HMIS, before implementing this change to PSH matching, outreach workers, interim housing staff, and access center staff are strongly encouraged to upload identification to HMIS for all participants whenever possible. Additionally, staff are strongly encouraged to upload social security cards for participants, especially if it is anticipated that a participant will need PSH resources.

LAHSA is a joint powers authority of the city and county of Los Angeles, created in 1993 to address the problem of homelessness in Los Angeles County. LAHSA is the lead agency in the HUD-funded Los Angeles Continuum of Care, and coordinates and manages federal, state, county, and city funds for programs providing shelter, housing, and services to people experiencing homelessness.

Los Angeles Homeless Services Authority