

Housing Search & Advocacy Waitlist Policy

POLICY STATEMENT

The purpose of this policy is to clearly define the referral and waitlist process. AAC's Housing Search & Advocacy (HSA) program accepts referrals from case managers working with clients who are unhoused or underhoused.

REFERRAL

- Referrals are accepted on a rolling basis. Referrals should be completed in full with all necessary documentation attached.
- The Housing Search Coordinator will send communication acknowledging receipt of the referral within two business days from date of receipt.
- Referrals will be entered into AAC's data system and any priority status will be communicated to the referring party within 5 business days of receipt.

PRIORITY PLACEMENT

The following living situations will be given priority status on the Housing Search Waitlist. Clients who receive priority status will be placed on a caseload before all other referral clients who are not experiencing the following housing situations:

- Literally homeless – living in a shelter, sleeping outside or any other place not meant for human habitation
- Living in transitional housing (transitional housing is defined as temporary housing where the individual was homeless upon entry and has a firm exit date from the program)
- Experiencing a DV situation
- Eviction with a notice to quit
- Rent burdened - individual is paying more than 40% of their income to rent.

PLACEMENT WITH A HOUSING SEARCH ADVOCATE

- As space becomes available, clients with a priority status will be placed on a caseload before all other clients on the waitlist, with additional preference given to those who are literally homeless.
- All other clients will be placed on a caseload based on the date of the referral, from oldest to newest.

CLIENT UPDATES WHILE ON THE WAITLIST

- All efforts will be made by the referring party to update AAC on any change in the client's information such as contact number/email as well as changes to the client's housing situation which can impact their status on the waitlist. Updates can be communicated by contacting the Housing Search Coordinator at HWaitlist@fenwayhealth.org.

WAITLIST STATUS UPDATES

- We make every effort to ensure our waitlist is kept up to date. While we are not able to tell you exactly when your client will be placed with an advocate, we can confirm the status of the referral and the date the client was enrolled on the waitlist. For waitlist inquiries, please email hwaitlist@fenwayhealth.org.

REMOVAL FROM THE WAITLIST

- As clients approach the top of the waitlist, the Housing Search Coordinator will reach out using the contact information on file as well as trying to contact case managers. If, after 3 attempts, over 3 weeks, the Housing Search Coordinator is unable to get in contact with the client or case manager, the client will be removed from the waitlist.