

Homelink Operational Procedures

Homelink Vouchers Process

Homelink Vouchers

Please [click here](#) the link for more information and voucher availability.

- HABC Emergency Housing Vouchers (EHV)
- Opportunity Home Emergency Housing Vouchers (EHV)
- Opportunity Home Family Referral Program (FRP)
- Opportunity Home Move-on Vouchers
- Opportunity Home COVID 19 Vouchers

Homelink Voucher Enrollments - Any Skilled Assessors

1. Homelink Voucher Enrollment Completed
 - a. "Housing Needs Assessment" selected in HUD questions for Assessment Level
 - b. The applicable option is selected in HUD questions for Assessment Location
 - c. "Not Placed on Prioritization List" selected in HUD questions for Prioritization Status
2. Assessor completes Enrollment Case Note (Template) documenting enrollment and outcome
 - a. Verify that copied assessments have been updated, if applicable,
 - b. Verify the date Homelessness Episode began is accurate,
 - c. Verify Client consented HMIS ROI, and
 - d. Verify that there is no other open CE Event for a Housing/Prevention/Voucher intervention

***Click here for [Homelink Voucher Enrollment Job Aid](#).**

Homelink Voucher Referrals

Homelink Referral Report

1. Case Note
2. Client
3. ClientID
4. Created By
5. Outcome
6. Reference Date
7. Referral From Project
8. Referring Project Enrollment Date
9. Service Description
10. Status
11. User Email Address
12. Voucher ID
13. Voucher Provided?
14. Voucher Referred Date

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Homelink Voucher Referrals – Any Skilled Assessors

1. Create CE Event/Referral in HMIS
 - a. Complete CE Event Program Enrollment = Homelink Voucher CE
 - b. Event
 - i. For EHVS = “Referral to Emergency Housing Voucher (EHV)”
 - ii. For other vouchers = “Referral to Other PH/unit/resource opening”
2. Location of Crisis Housing or Permanent Housing Referral – search for and select voucher project (i.e., SARAH SAHA COVID 19 Voucher PH, etc.).
 - a. For “Do you have the event result”, select “No”
3. Complete Referral Case Note Template

Homelink Voucher Processing Referrals – SARAH

1. Within 48 hours of Referral, Run Referral Report where Referral Status = “Referred”
2. Verify Enrollment Case note indicates authorized ROI and HUD Assessments were updated.
3. Referrals **will not** be processed for applicants without “Enrollment Case Note” completed.
4. Referring partner will be notified by email and asked to update within five business days or referral will be closed.
5. Referral Status changed to “Acknowledged”.
6. Verify applicable Application Packet is uploaded to Documents section on HMIS.
 - a. For incomplete, missing application packets, referring partner will be notified by email and asked to update within five business days or referral will be closed.
 - b. Referral Status changed to “Acknowledged”.
 1. Screen application for eligibility and completeness.
7. If the client is ineligible:
 - a. Notify referring case manager of ineligibility,
 - b. Close Homelink Voucher Enrollment,
 - c. Resolve CE Event & Referral
 - d. Create case note documenting why client was ineligible
8. If HH appears eligible, application packet is forwarded to Opportunity Homes, Ccing referring case manager.
 - d. Create case note reflecting submission.
 - e. Update Referral Status to “Pending Approval”

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Homelink Voucher Referral Outcomes - SARAH

CE Outcomes Defined

4. Successful referral: Client Accepted
5. Unsuccessful referral: Client Rejected
6. Unsuccessful referral: Provider Rejected

Referral Outcomes Defined (in HMIS)

1. Referred
2. Accepted/Approved
3. Ineligible
4. Client Turned Down Referral
5. Client Did Not Follow Up

Updating Referral Outcomes in HMIS based on Opportunity Home's updated voucher logs (Bi-weekly)

1. Upon receipt of updated log, run SARAH Referral report in HMIS
 - a. Sort by status, beginning with "Pending Approval", add the SAHA EID number for any clients without a "Voucher ID"
 - b. Utilizing the Referral report and the Opportunity Home log identify application updates since last log.

Successful Outcomes = Voucher awarded

1. Resolve CE Event
2. Resolve Referral (Change Status and Outcome to Approved and Attained respectfully)
3. Close Homelink Voucher CE Enrollment (if not already closed)
4. Create a case note reflecting referral resolution.
5. Enroll the client in Voucher Project (i.e., SARAH SAHA COVID Voucher PH).
 - i. Verify from Homelink Voucher CE Enrollment Case Note that HUD assessments had been updated.
 - ii. Copy Assessments
6. As updated by Opportunity Home's log, update move-in date as provided.
7. As updated by Opportunity Home's log, close project enrollment when HH is indicated to be no longer in program.
8. Document all project updates in case notes.

Unsuccessful Outcome = Ineligible

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1. Resolve CE Event
2. Resolve Referral (Ineligible)
3. Close Homelink Voucher CE Enrollment (if not already closed)
4. Create a case note reflecting referral resolution, including the reason that Opportunity Home indicated HH was ineligible.

Updating SARAH Voucher Project - SARAH (bi-weekly)

1. As updated by Opportunity Home's log, update the move-in date as provided.
2. As updated by Opportunity Home's log, close project enrollment when HH is indicated to be no longer in the program.
3. Document all project updates in case notes.

Monitoring & KPIs

[Homelink Voucher Performance and Compliance Monitoring](#)