**B2H Housing Match Workflow**

**Step 1: Intake & Readiness Confirmation**

* Verify client eligibility (via referral packet).
* Assess client readiness score (ISH vs. ESH).
* Identify special conditions (sex offender registry, arson history, severe mental illness).
* Add client to the **match queue**.

**Decision Point:** If client is not ready for independent housing → assign to bridge housing until stabilized.

**Step 2: Housing Needs & Restrictions Assessment**

Collect and document client-specific requirements:

* **Legal restrictions:**
  + Distance requirements from schools, daycare centers, playgrounds (sex offender restrictions).
  + Fire code and municipal restrictions for arson convictions.
* **Health considerations:**
  + Proximity to hospitals, clinics, or behavioral health providers.
  + Access to pharmacies and emergency care.
* **Demographics/personal needs:**
  + Proximity to family/community supports.
  + Cultural or religious needs (e.g., nearby church, mosque).
  + Transportation access (bus/train lines).

**Decision Point:** If client cannot be matched to a compliant property → flag for extended bridge housing and escalate to supervisor.

**Step 3: Landlord/Unit Identification**

* Pull list of **available units** in Sangamon, Madison or St. Clair County.
* Confirm property details:
  + Address, unit type, size, ADA accessibility.
  + Landlord participation (LOI signed).
  + Unit readiness (move-in date, vacancy status).

**Navigation Rules:**

* Only show units that meet **all legal/geographic restrictions**.
* Prioritize units that align with client’s **supportive service proximity** needs.

**Step 4: Property Inspection**

* Schedule HQS Pre-Inspection with landlord.
* Checklist includes: habitability, safety, accessibility, working smoke detectors, cleanliness.
* Deficiencies documented and landlord given correction timeline.

**Decision Point:**

* Pass → move forward to match.
* Fail → hold until landlord addresses deficiencies.

**Step 5: Housing Match Review**

* Housing team reviews all **eligible units vs. client profile**.
* Match is scored based on:
  + Legal compliance (restrictions).
  + Proximity to required services.
  + Readiness tier (ISH vs. ESH).
  + Landlord’s willingness to accept supportive housing tenants.

**Decision Point:**

* If multiple matches → select best fit based on stability & service proximity.
* If no match → return client to bridge housing and reattempt.

**Step 6: Case Conference**

* Convene case manager, landlord liaison, and (if applicable) parole/probation officer.
* Confirm:
  + Lease details.
  + Support services schedule.
  + Crisis plan (24/7 hotline protocols).

**Step 7: Lease Execution & Move-In**

* Collect all required documents (lease, W-9, ACH, service agreement).
* Case manager coordinates move-in checklist.
* Tenant receives orientation (lease rights, hotline info, ISP overview).
* Landlord receives incident reporting instructions.

**Step 8: Stabilization & Monitoring**

* ISH: Monthly check-ins, crisis response on-demand.
* ESH: Weekly or more frequent check-ins, structured reporting.
* Landlord reports issues via hotline.
* Case conferencing at 30, 60, and 90 days.