# Internal Bridge Housing Protocol – B2H Initiative

## 1. Purpose

This protocol provides detailed guidance for the administration and oversight of bridge housing placements under the B2H initiative. It defines responsibilities, processes, and expectations for TASC staff, vendors, and partner agencies to ensure consistency, accountability, and safe transitions into permanent housing.

## 2. Referral into Bridge Housing

- Referrals into bridge housing occur when a participant cannot immediately move into a permanent unit.  
- Case managers submit a Bridge Housing Referral Form, documenting:  
 • Reason bridge housing is required  
 • Expected length of stay  
 • Client-specific needs (accessibility, proximity to services)  
- Program supervisor reviews and approves placement.

## 3. Vendor Setup & Use

- Vendors include hotels/motels, SROs, congregate housing providers, and specialized units.  
- All vendors must:  
 • Complete vendor intake paperwork  
 • Receive a vendor code from TASC finance  
 • Sign vendor agreement outlining payment terms, invoicing, and expectations  
- Vendors must provide W-9 and ACH details for payment processing.

## 4. Stay Limits

- Standard stay is up to 90 days.  
- Extensions require supervisor approval and documented justification.  
- Clients may be transitioned out earlier if permanent housing becomes available.

## 5. Check-In Protocol

- Hotels/Motels: Case manager check-in minimum 3x per week (at least 1 in-person).  
- SROs/Congregate Housing: Weekly in-person check-ins, supplemented by hotline support.  
- Specialized/Accessible Units: Tailored frequency based on ISP and client needs.  
- All check-ins documented in case notes within 24 hours.

## 6. Incident Response Protocol

- Vendors must immediately notify the 24/7 hotline of any incidents.  
- Hotline triages and determines next steps:  
 • If life-threatening: Call 911, notify case manager and supervisor.  
 • If non-life-threatening: Notify case manager for intervention.  
- All incidents logged in ECR system with follow-up plan documented.

## 7. Invoicing & Payment Process

- Vendors submit monthly invoices using approved template.  
- Case manager verifies client occupancy by direct tenant contact.  
- Verified invoice forwarded to finance for processing.  
- Finance disburses payment within 30 days of receipt.  
- Discrepancies reported back to vendor and case manager for resolution.

## 8. Transition & Exit from Bridge Housing

- Case manager develops transition plan within 30 days of move-in.  
- Plan includes: target permanent housing type, expected move-out date, supports required.  
- Client exit documented in ECR system; final inspection completed.  
- Vendor notified in writing of client move-out date.

## 9. Roles & Responsibilities

- Case Manager: Coordinates client support, verifies occupancy, updates ISP, and liaises with vendor.  
- Supervisor: Approves placements/extensions, oversees incident escalations.  
- Finance: Manages vendor codes, processes invoices.  
- Vendor: Provides stable housing, reports incidents, submits invoices timely.  
- Hotline Staff: Triages emergencies, contacts case managers or 911 as appropriate.