

# FENWAY HEALTH

## Housing Search & Advocacy Waitlist Policy

**Main Office:** 75 Amory Street, Boston, MA 02119

**Main Line:** 617.437.6200

**Website:** <https://aac.org/hsa/>

**Hours of Operation:** Monday through Friday 9:00 am – 5:00 pm

Program Director	Kristen Lascoe	<a href="mailto:KLascoe@FenwayHealth.org">KLascoe@FenwayHealth.org</a>
Program Manager	Jessica Espiritusanto	<a href="mailto:JEspiritusanto@FenwayHealth.org">JEspiritusanto@FenwayHealth.org</a>
Program Coordinator		

### POLICY STATEMENT

The purpose of this policy is to clearly define the referral and waitlist process. Fenway Health / AAC's Housing Search & Advocacy (HS&A) program accepts referrals from case managers working with clients living with HIV or People Who Inject Drugs (PWID) with long-term housing search support and advocacy.

### REFERRAL

- Referrals are accepted on a rolling basis. All referrals should be submitted via RedCap and completed in full including all necessary documentation attached.
- Referring CM will receive automated confirmation from RedCap system upon submission of completed referral.
- The Housing Search Coordinator will review all referrals and any priority status will be communicated to the referring party within 5 business days of receipt.

### PROGRAM ELIGIBILITY

- Clients living with HIV or People who inject drugs (PWID)
- Low-income: 500% of Federal Poverty Level (FPL)
- Residents of Massachusetts

In the interest of not duplicating services, Clients who are receiving assistance and engaged with housing search services from other agencies may not be eligible for Fenway Health /AAC HS&A program.

Clients may still be eligible for other Fenway Health /AAC programs such as RAP.

## **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:

- HUD Defined Homeless – living in a shelter, sleeping outside or any other place not meant for human habitation
- Fleeing or experiencing a domestic violence
- Eviction with a notice to quit
- Rent burdened - an individual is paying more than 60% of their gross income to rent.
- Clients with vouchers (ex. Mobile, TBRA)

## **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 homeless by HUD definition.
- 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 Fenway Health / 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](mailto:hwaitlist@fenwayhealth.org).

## **WAITLIST STATUS UPDATES**

- We will contact clients on the waitlist and/or referring agencies twice annually to update waitlist.
- 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](mailto: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.