SHELTER BED RESERVATION FAQS

Q: HOW ARE INDIVIDUALS PRIORITIZED AND MATCHED TO THE SHELTER OPPORTUNITIES IN THE SHELTER BED RESERVATION SYSTEM?

A: The Coordinated Entry System (CES) Policies and Procedures are approved by the Continuum of Care Board (CoC). CES prioritizes individuals experiencing chronic homelessness by length of homelessness, then those who are not experiencing chronic homelessness by disabling condition and length of homelessness. Additionally, regional service planning area (SPA) prioritization is considered for all shelter opportunities.

Q: IS THERE A BED RESERVATION LIST WE CAN ACCESS TO CHECK PARTICIPANTS' SPOTS ON THE LIST AND BETTER UNDERSTAND WHEN WE CAN EXPECT A MATCH?

A: The Shelter Bed Reservation Community Queue is not a waiting list, and it often changes daily as individuals are added to or removed from the queue. An exact number for the Community Queue or a time frame for when a participant may be matched cannot be provided. A match is not guaranteed.

Q: WHY IS MY CLIENT'S SHELTER BED RESERVATION REFERRAL EXPIRED?

A: Participants who have not had any activity in HMIS in the previous seven (7) days will automatically be removed from the Shelter Bed Reservation Community Queue on the morning of the 7th day, and the referral will be marked as expired.

Q: WHAT ARE THE ELIGIBILITY CRITERIA TO GET MATCHED TO SHELTER?

A: Participants must be experiencing literal homelessness as defined by the U.S. Department of Housing and Urban Development (HUD). However, each shelter site may have additional eligibility criteria such as felony warrants or sex offender status. At this time, all current shelters participating in the Shelter Bed Reservation System do not accept participants with active felony warrants or registered sex offenders.

Q: WHAT DOCUMENTATION IS REQUIRED TO QUALIFY FOR THE SHELTER BED RESERVATION COMMUNITY QUEUE?

A: Verification of Homelessness or Chronic Homelessness must be uploaded to the Homeless Management Information System (HMIS) before referral. CES documents are available at: https://ceo.ocgov.com/page/ces-partner-documents-and-resources

Q: HOW DO I KEEP A PARTICIPANT ACTIVE ON THE SHELTER BED RESERVATION COMMUNITY QUEUE?

A: The "Needs Bed Reservation Assistance" service must be included on the Shelter Bed Reservation Community Queue and updated at least weekly upon confirmation that the household remains interested in shelter opportunities.

Q: WHAT DO I DO IF THE SHELTER BED RESERVATION SYSTEM REFERRAL HAS EXPIRED AND THE PARTICIPANT REMAINS INTERESTED IN SHELTER?

A: The participant can be re-referred using the previous assessment or by completing a new assessment if information has changed. A new "Needs Bed Reservation Assistance" service must also be entered in HMIS.

Q: MY PARTICIPANT HAS ACCESSIBILITY NEEDS. HOW SHOULD I REFLECT THIS INFORMATION?

A: Ensure the following questions are answered on the Shelter Bed Reservation Assessment and include special needs information in the text box:

- Do you require a mobility-accessible unit due to a physical disability?
- Do you require a sensory-accessible unit due to loss of hearing or sight?

Q: MY PARTICIPANT IS UNABLE TO CLIMB A TOP BUNK BED SPACE OR HAS OTHER SPECIAL NEEDS. HOW DO I REFLECT THAT INFORMATION?

A: Update the following questions on the Shelter Bed Reservation Assessment:

- Does the household require any special accommodations?
- If yes, please describe:
- Examples: Cannot climb top bunk; Only interested in a bed for a couple; Nonbinary and prefers female/male bed; Has limited mobility but is open to any shelter opportunity.

Q: ARE THERE SHELTER OPPORTUNITIES THROUGH THE SHELTER BED RESERVATION SYSTEM FOR COUPLES, FAMILIES OR HOUSEHOLDS THAT INCLUDE MORE THAN ONE ADULT?

A: There are opportunities for couples, families with minor children, and multi-adult households. When group reservations are unavailable, participants may be considered for single-bed reservations unless they indicate they are only interested in a group reservation.

Q: HOW WILL I KNOW IF A PARTICIPANT WAS MATCHED TO SHELTER?

A: The Matchmaker will email the Shelter Provider and the Access Point Care Team with next steps. The participant, Access Point, and Shelter Provider have 72 hours to complete intake. If there is no contact within 72 hours, the referral may be denied and the shelter bed opportunity re-matched.