May 18, 2021

TO: All Registered Referral Agents for the Ohio 811 Program

RE: 811 Waitlist Management

Thank you for acting as a Referral Agent for the Ohio 811 Program! We appreciate your efforts in making this important demonstration program successful. The information in this memo is intended to expedite the referral of eligible individuals from the program waitlist to participating properties, and to identify those whose contact information is out of date. We are also working with property managers to decrease delays once individuals are actually referred to properties.

The process outlined below will improve the efficiency of 811 referrals. Please review these steps and begin working on them now. A webinar will be offered on May 19, 2021 at 10:00 a.m. for those who have questions. We ask that you complete your review of all those on your waitlist on or before June 11, 2021. Email the waitlist manager at **811Program@ohiohome.org** when you have completed the review.

Updating the Waitlist

Follow these steps to remove those who will no longer participate in the 811 Program, assess the readiness to move of those who wish to participate, and remove those who you can no longer contact.

1. Starting from the oldest entry, identify those individuals who should be removed from Socialserve. Look for those whose situations have changed and who no longer need or require an 811 unit, including those who have obtained stable and affordable housing, those who are no longer interested in or eligible for the program, or those who have passed away. If you are acting as the sole Referral Agent for your agency and you do not have personal knowledge of each candidate, making this determination may require you to have a conversation with a colleague, the individual, or the individual's family or representative.

2. Next, remove those individuals from Socialserve. Navigate within Socialserve to the Applicant Status section (see attached screenshot for instructions). You will be presented with four options for removing individuals from the waitlist: Deceased, Withdrawn by Applicant, Duplicate or Other. If the reason for removal is one of the first three, select the appropriate option, which will permanently remove that person from the waitlist. If the reason is "Other", do not select Removed: Other, but instead notify the Waitlist Manager by sending an email to **811Program@ohiohome.org** with the individual's name and the reason for removal. Upon receiving notification that you have completed the review, the Waitlist Manager will permanently remove the person or ask you for more information about their situation.

3. Review and assess those remaining for readiness to move within 90 days. Familiarize yourself with the property timelines in counties in which you will be referring potential tenants. If you are in a county that has properties coming online in 6-9 months, you can use a longer timeline to evaluate readiness. A current list of properties and their upcoming availability is attached to this notice to help your make those determinations. Use the comment box in Socialserve to make a note about the individual's readiness to move. Only make comments in the box for those individuals who will not be ready to move within 90 days or within the

timeframe that applies for your county. Be specific, for example, if you make a comment be sure to include dates (e.g., Individual A is in short-term stabilization, he will be ready to move on July 1, 2021 or thereafter). *This will not change their place on the waitlist, nor will it cause the individual to be removed from the waitlist*.

4. <u>Confirm and update information in Socialserve for each individual who will remain on the waitlist</u>. If you are unable to contact someone because contact information is no longer valid, and no other information is available, notify the Waitlist Manager by sending an email to **811Program@ohiohome.org** with the individual's name and report that you are unable to contact the person with the current information. Upon receiving notification that you have completed the review, the Waitlist Manager will permanently remove the person or ask you for more information about their situation. If you believe that the inability to contact someone is temporary, leave them on the waitlist and continue to reach out to them periodically as you regularly manage your waitlist.

Indicating interest before the referral is made

A recent update to Socialserve allows Referral Agents to respond to an individual's interest or lack of interest. The Waitlist Manager will notify the Referral Agent of an available unit before the official referral to measure interest in a particular property. When you receive this notification, you can go into Socialserve to indicate whether the individual is interested in a property. Referral Agents must respond to these notices within 3 days, but they will still have 10 days to start the application process once a referral is issued, unless a reasonable accommodation for more time is requested. We will address this process in the upcoming webinar, which will be recorded and made available for those who cannot attend. This update to Socialserve should improve efficiencies in the program, as it will allow us to move on to the next individual on the waitlist in the event someone indicates they are not interested in the referral.

Ongoing Management of the Waitlist

Ongoing management of the information in Socialserve is necessary to keep the waitlist current and expedite the referral process. Continuously assess each individual's readiness to move as it may change. Additionally, new apartments will continue to come online, so you will most likely need to adjust based on timeline restructuring. We suggest scheduling a regularly monthly check-in.

If an individual has certain requirements or preferences for property location or specific amenities, use the comment box at the end of the Housing section to express that need or preference. Please note that an individual will receive all referrals for which they are eligible based on their county preference(s), and that continued declining of referrals may result in removal from the waitlist.

Respond to any notices from Socialserve regarding recertifications that are past due. The system will flag those who have not been recertified, and will not allow them to be referred to a property until recertification is completed.

Thank you for your time and attention to these items. We hope that these steps will help to move people into appropriate housing as efficiently as possible.

Navigating to the Applicant Status Section

1) **From the main sign-in screen, find My Clients.**

2) **From My Clients, find Client Status.**

3) **Find Status.**

4) Select the appropriate option.

Applicant Status ?

- ○ Pending: Verification Needed
- ○ Pending: Removal by administrator
- ○ Waiting: Approved
- ○ Removed: No Longer Eligible
- ○ Removed: Declined Too Many Units
- ○ Removed: Deceased
- ● Removed: Withdrawn By Applicant
- ○ Removed: Non-responsive
- ○ Removed: Housed through another program
- ○ Removed: Duplicate
- ○ Removed: Other

*Note: Screenshots are from the Administrator view.

PROPERTIES PARTICIPATING IN THE OHIO 811 PROGRAM

Existing Properties: Ohio 811 Program units will be available as vacancies occur

Property	Address	City	County	Population	Total Units	811 Units	811 0BR Units	811 1BR Units	811 2BR Units
Village Square Apartments	185 N. Main Street	Peebles	Adams	Family	30	3	0	3	0
43 Town Square	43 Town Square	Lima	Allen	Family	47	3	0	2	1
Union Lofts	1100 Sugarbush Drive	Ashland	Ashland	Family	48	5	0	5	0
Sandstone Apartments	100 N. Plains Road	The Plains	Athens	Family	50	2	0	0	2
Abby's Crossing	301 Virginia Street	Bethesda	Belmont	Family	42	9	0	9	0
Forest City Square Apartments	1400 W. 25th Street	Cleveland	Cuyahoga	Family	38	4	0	4	0
Foster Pointe Senior Apartments	2000 Denison Avenue	Cleveland	Cuyahoga	Senior	61	8	0	8	0
Legacy at Saint Luke's Pointe	11327 Shaker Boulevard	Cleveland	Cuyahoga	Family	27	5	0	5	0
Prospect Yard	1937 E. Prospect Avenue	Cleveland	Cuyahoga	Family	42	3	0	3	0
Saint Luke's Manor Phase I	11311 Shaker Boulevard	Cleveland	Cuyahoga	Senior	72	8	0	8	0
Villa San Bernardo	1160 Broadway Avenue	Bedford	Cuyahoga	Senior	59	10	4	6	0
Courthouse Family Housing	555 Depot Drive	Washington Court House	Fayette	Family	53	6	0	6	0
Grace Meadows	467 Woodsview Drive	Jeffersonville	Fayette	Family	40	3	0	3	0
Fairwood Commons	1774 E. Main Street	Columbus	Franklin	Senior	54	3	0	3	0
Hawthorn Village Senior Apartments	750 W. Rich Street	Columbus	Franklin	Senior	54	6	0	6	0

Existing Properties: Ohio 811 Program units will be available as vacancies occur									
Property	Address	City	County	Population	Total Units	811 Units	811 0BR Units	811 1BR Units	811 2BR Units
Hilltop Senior Village II	300 Overstreet Way	Columbus	Franklin	Senior	100	5	0	5	0
The Livingston	1573 E. Livingston Avenue	Columbus	Franklin	Senior	45	5	0	5	0
Westhaven	4577 Westport Road	Columbus	Franklin	Family	92	2	0	2	0
Eastway Village	4237 E. Broad Street	Whitehall	Franklin	Senior	66	7	0	7	0
Jacob's Crossing	909 W. College Street	Rio Grande	Gallia	Family	42	7	0	7	0
Aspen Greene	101 Meadowbrook Drive	Byesville	Guernsey	Family	48	8	0	8	0
Elberon Apartments	3414 W. 8th Street	Cincinnati	Hamilton	Senior	37	4	0	4	0
Knowlton Place	1465 Knowlton Street	Cincinnati	Hamilton	Senior	56	6	0	6	0
Marlowe Court	1610 Marlowe Avenue	Cincinnati	Hamilton	Senior	53	6	0	6	0
Sands Senior Apartments	940 Poplar Street	Cincinnati	Hamilton	Senior	65	7	0	7	0
Sharp Village Annex	145 Clifton Avenue	Cincinnati	Hamilton	Family	40	6	0	6	0
Clovernook Apartments	7774 Clovernook Avenue	Mt. Healthy	Hamilton	Family	466	9	0	9	0
Crawford Station	1450 E. Melrose Avenue	Findlay	Hancock	Family	46	2	0	0	2
Logan Terrace	200 Norwood Avenue & 1742 E. Front Street	Logan	Hocking	Family	80	5	0	5	0
Park Avenue Apartments	202 Park Avenue	Ironton	Lawrence	Senior	50	5	0	5	0
Proctor's Landing	7500 County Road 107	Proctorsville	Lawrence	Senior	56	6	0	6	0
Kensington Square Apartments	535 S. Abbe Road	Elyria	Lorain	Family	192	5	0	5	0

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Property	Address	City	County	Population	Total Units	811 Units	811 0BR Units	811 1BR Units	811 2BR Units
Oregon Senior Lofts	4436 Navarre Avenue	Oregon	Lucas	Senior	81	9	0	9	0
Sylvania Senior Residences	3316 Percentum Road	Sylvania	Lucas	Senior	51	6	0	6	0
Daines Village Apartments	1143 Daines Court	London	Madison	Family	48	5	0	5	0
Audubon Crossing	119 Edgewood Avenue	Dayton	Montgomery	Family	50	3	0	3	0
Brandt Meadows	4148 Brandt Meadows Drive	Dayton	Montgomery	Family	55	12	0	10	2
Pheasant Run	2920 Old Troy Pike	Dayton	Montgomery	Senior	75	7	0	7	0
Twin Towers Place	250 Allen Street	Dayton	Montgomery	Senior	100	7	0	7	0
Riverside Senior Lofts	2333 Harshman Road	Riverside	Montgomery	Senior	48	5	0	5	0
Shyville Senior Living	2710 Shyville Road	Piketon	Pike	Senior	42	4	0	4	0
Maple Brook at Golden Pond	5231 Sunnybrook Road	Kent	Portage	Senior	68	10	0	10	0
Maple Brook at Golden Pond II	5221 Sunnybrook Road	Kent	Portage	Senior	63	9	0	9	0
Residences at Eagles Point	307 N. Cherry Street	Eaton	Preble	Family	40	9	0	9	0
Middlebury Commons	953 E. Market Street	Akron	Summit	Senior	40	4	0	4	0
Schoenbrunn Greene	420 Zurich Street SW	Sugarcreek	Tuscarawas	Family	40	9	0	9	0
Windsor Manor East Apartments	207 Windsor Drive	Marysville	Union	Senior	32	7	0	7	0

Existing Properties: Ohio 811 Program units will be available as vacancies occur									
Property	*Address*	*City*	*County*	*Population*	*Total Units*	*811 Units*	*811 0BR Units*	*811 1BR Units*	*811 2BR Units*
Harbor Town Senior Residence	7120 Lighthouse Way	Perrysburg	Wood	Senior	69	7	0	7	0
New Properties: Now Leasing									
Property	*Address*	*City*	*County*	*Population*	*Total Units*	*811 Units*	*811 0BR Units*	*811 1BR Units*	*811 2BR Units*
Spring Street Senior Lofts	649 W. Market Street	Lima	Allen	Senior	88	9	0	9	0
Residences at Cornerstone	18231 Euclid Avenue	Cleveland	Cuyahoga	Family	76	8	0	8	0
Northern Place Townhomes	4371 Belcher Court	Columbus	Franklin	Family	105	11	0	11	0
Wheatland Crossing II	180 N. Wheatland Avenue	Columbus	Franklin	Family	64	11	0	11	0
The Manse Apartments	2920 Monfort Street; 926 & 1004 Chapel Street	Cincinnati	Hamilton	Senior	60	6	0	6	0
Perseverance	1505-1517 Vine Street	Cincinnati	Hamilton	Family	32	5	0	5	0
Blanchard Station	1795 Bishop Lane	Findlay	Hancock	Family	50	5	0	5	0
Napoleon Senior Housing	545 Raymond Street	Napoleon	Henry	Senior	49	5	0	5	0
Campbell Landing Apartments	881 E. Sandusky Avenue	Bellefontaine	Logan	Family	52	8	0	8	0
Omega Senior Lofts	1810 Harvard Boulevard	Dayton	Montgomery	Senior	81	9	0	9	0
Riverworks Lofts	2317 Harshman Road	Riverside	Montgomery	Family	61	7	0	7	0
Tiffin Pointe II	639 W. Market Street	Tiffin	Seneca	Family	56	6	0	6	0
Paint Creek Station	101 W. M. Trotter Drive	Chillicothe	Ross	Family	45	5	0	5	0
Wooster Lofts	2024 Akron Road	Wooster	Wayne	Family	52	6	0	6	0

New Properties: Coming Spring 2021									
Property	Address	City	County	Population	Total Units	811 Units	811 0BR Units	811 1BR Units	811 2BR Units
Legacy Place	111 Miami Street	Urbana	Champaign	Senior	51	6	0	6	0
Hawthorn Landing Apartments	2701 Old Yellow Springs Road	Fairborn	Greene	Family	68	11	0	11	0
New Properties: Coming Summer 2021									
Property	Address	City	County	Population	Total Units	811 Units	811 0BR Units	811 1BR Units	811 2BR Units
Montgomery Crossing	SW corner of Eagle Way & George Road	Ashland	Ashland	Family	50	5	0	5	0
Eastern Woods Senior	Birchaven Lane	Findlay	Hancock	Senior	50	5	0	5	0
Wood Street Lofts	428 Wood Street	Piqua	Miami	Family	52	6	0	6	0
Overlook Apartments	101 Anderson Station Road	Chillicothe	Ross	Family	45	5	0	5	0
New Properties: Coming Fall 2021									
Property	Address	City	County	Population	Total Units	811 Units	811 0BR Units	811 1BR Units	811 2BR Units
Slavic Village Gateway	5163 Broadway Avenue	Cleveland	Cuyahoga	Family	88	9	0	9	0
Franklin Manor Apartments	1475 Stimmel Road	Columbus	Franklin	Family	176	18	0	18	0
Jenkins Street Lofts	27 W. Jenkins Street	Columbus	Franklin	Family	60	6	0	6	0
Kenlawn Place	2983 Cleveland Avenue	Columbus	Franklin	Family	50	5	0	5	0
Santee Landing	450 Seville Road	Wadsworth	Medina	Family	45	5	0	5	0