

Intake and Placement Process Guide

Step-by-step breakdown of how referrals are received, reviewed, and matched to available housing. Ideal for case management teams.

Process Overview

Our intake process is designed to be **fast, straightforward, and responsive** to support timely discharge planning and housing placement. We know that delays in housing can create barriers to stability—so we've streamlined our process to provide quick decisions when fit is appropriate.

Typical Timeline

Referral Submitted → **4 hrs** → Contact Assigned → **24-48 hrs** → Decision → **1-3 days** → Move-In


Step 1: Submit Referral or Inquiry

Case managers, discharge planners, social workers, or individuals themselves may submit a referral through:

- Phone: 678-337-2209 (recommended for urgent or time-sensitive placements)
- Email: intake@onyxgroupatl.com
- Online Form: onyxgroupatl.com

Information We Need:

- Individual's full name, age, and current living situation
- Contact information (phone number, email if available)
- Brief summary of medical stability and functional independence
- Current income source (SSDI, SSI, Social Security, pension, VA benefits, employment, etc.)
- Any relevant background that helps us assess fit
- Your contact information as the referring professional

 **Tips for Smooth Referrals** • Have discharge summary or recent assessment ready • Confirm individual is interested in shared housing • Know their monthly income source and amount • Verify they can independently manage ADLs and medications

Step 2: Initial Contact & Assignment

Within 4 business hours, you'll receive confirmation that we've received your referral. At this point, we will:

- Acknowledge receipt of the referral
- Assign you a **single point of contact** who will handle all communication throughout the process
- Provide an initial timeline for eligibility review
- Request any additional information needed to complete our assessment

Step 3: Eligibility Review

We conduct a brief eligibility review to ensure the individual meets our program criteria. This typically includes:

- Verification of age (50+), independence level, and medical stability
- Confirmation of income source and ability to pay monthly housing fees
- Phone or in-person conversation with the individual (when appropriate)
- Review of any supporting documentation if needed

Our goal is to complete this review **within 24-48 hours** whenever possible.

Step 4: Decision & Notification

Once our eligibility review is complete, we provide one of three outcomes:

✓ Approved for Placement

We'll provide available move-in dates, room type (shared or private), monthly cost, and next steps for coordination.

Waitlist

If the individual is a good fit but no rooms are currently available, we'll add them to our waitlist with an estimated timeline and keep you updated as availability changes.

✗ Not a Fit

If the individual does not meet our program criteria, we'll provide a clear explanation and, when possible, referrals to more appropriate housing or support programs.

All applicants and referring professionals receive a response—we never leave anyone waiting without communication.

What If...? Common Scenarios

What if rooms aren't available right now? We'll add them to our waitlist and provide an estimated timeline. We keep you updated as rooms become available—typically within 2-4 weeks.

What if the individual changes their mind? No problem. Just let your assigned contact know. There's no penalty for withdrawing a referral.

What if income verification takes time? We can hold a conditional approval while income documentation is being processed. We'll work with you on timing.

Step 5: Move-In Coordination

Once approved, we work closely with you and the individual to coordinate a smooth move-in:

- Scheduling a specific move-in date and arrival time
- Arranging first month's payment (payment plans available when appropriate)
- Coordinating transportation if needed
- Providing arrival instructions and what to bring
- Conducting community orientation and reviewing house guidelines upon arrival

After Move-In: Ongoing Partnership

We believe in a partnership approach with case managers and support professionals. After move-in:

- Welcome period check-ins to ensure successful adjustment
- Open communication with case managers as appropriate
- Coordination on benefits, services, or additional support needs
- Proactive updates on housing stability
- Collaborative support for long-term stability

Questions or Need Assistance?

Our intake team is here to make referrals easy and help you support your clients' housing needs. Contact us anytime at **678-337-2209** or intake@onyxgroupatl.com.