

Time-Limited Subsidy (TLS) Operational Workflows



Placement in TLS Queue

01 Assessment and Referral
Provider completes the HSH TLS Assessment. If eligible for TLS, provider completes the online referral.

02 Referral Acceptance by HSH
HSH accepts TLS referrals, confirms eligibility, and places referred households in queues based on SPA and population of focus.

03 Placement in TLS Queue
Referring provider receives confirmation from HSH that the referred household is in the TLS queue. Household waits for a slot to become available.

⚠ When a household reaches the top 10% of the TLS queue, HSH notifies the referrer and the household may begin searching for housing.



Connection Point

TLS Slot Becomes Vacant and Available for a New Match

When a household discontinues TLS rental assistance, the TLS slot is vacated, which initiates the match workflow. The next eligible household is invited from the TLS queue.

TLS Discontinuation Scenarios

TLS Graduation

PSH Match

TLS Time Limit Reached

Non-engagement

Shallow Subsidy Match

💡 If a household's income exceeds 50% AMI, they are deemed fully self-sufficient and ready to pay their own rent in full. **Households shall graduate from TLS within 30 days following achievement of full self-sufficiency.** Households matched to PSH must transfer out of the TLS slot within 60 days following PSH voucher issuance.

Acronyms

HSH - LA County Department of Homeless Services and Housing

SPA - Service Planning Area

PSH - Permanent Supportive Housing

ICMS - Intensive Case Management Services

HAI - Housing Acuity Index

BC - Brilliant Corners

See also: [ICMS Glossary](#)

TLS Match & Utilization

01 Eligibility Screening and Selection from Queue
HSH selects from the appropriate queue based on SPA and population of focus and confirms that the household is not matched to PSH.

02 TLS Match Notification
Referring provider is notified by HSH that a household they previously referred has been matched to a TLS slot.

03 Referrer Accepts Match
Referrer must respond within one week (includes at least two follow-ups from HSH) to confirm whether the household accepts the match and whether the household is still eligible. If no response, HSH places the matched household back in the queue and moves on to the next household for the match opportunity.

04 Enrollment in ICMS
HSH enrolls the household in ICMS and assigns an ICMS provider in CHAMP. The ICMS provider's contact information is shared with the referrer. A warm handoff occurs within 1 week.

05 ICMS Supports Housing Navigation and Move-In
ICMS provider supports the household with identifying a unit and moving in. The household must identify a unit within 60 days, with possibility to extend to 90 days.

06 ICMS Drives Increased Self-Sufficiency
Once household moves in, ICMS provider must complete ongoing assessments (HAI and 5x5) and support the head of household in developing and rigorously implementing a plan for increasing income and rent contributions. TLS is only provided for up to 24 months.

07 TLS Subsidy Is Discontinued and Household Is Exited from the TLS Slot
Household exits the TLS slot under one of the scenarios to the left. The vacated slot becomes available for a new match, restarting the match and utilization workflow.

Match Process Begins

TLS Slot Vacated

[Learn more about Time-Limited Subsidy \(TLS\) Operational Workflows](#)

Brilliant Corners TLS Payment Workflow

01

Rental Payment Request

ICMS Case Managers submit request through the portal each month. Ensure all required fields and documentation are complete and accurate.

02

HSH Reviews

HSH reviews the request for accuracy and program compliance. They will approve or return for corrections.

03

BC Issues Payment

Brilliant Corners conducts final validation and processes the payment through their TLS portal.

HOM TLS Payment Workflow

01

Rental Payment Request

ICMS Case Managers submit request through HOM's Padmission Journey each month. Ensure all required fields and documentation are complete and accurate.

02

HSH Reviews

HSH reviews the request for accuracy and program compliance. They will approve or return for corrections within Padmission Journey.

03

HOM Issues Payment

HOM conducts final validation and processes the payment through Padmission Journey.