

SVHC Coordinated Entry System: Agency Participation Guidelines

Introduction

The Southeastern Virginia Homeless Coalition (SVHC) Coordinated Entry System (CES) is a Multisite Centralized Access system. The SVHC CES is comprised of homeless service agencies committed to making homelessness rare, brief, and non-recurring. All agencies that participate in the CES must have a *Membership Application* and an executed *Agency Participation Agreement* on file with the Continuum of Care (CoC) Lead Agency. *Membership Applications* can be found on the SVHC website: <http://www.svhcva.org> under the “About” tab.

In addition to *the SVHC CES Written Standards*, the *Agency Participation Guidelines* and the *Service Coordination Committee Guide* shall be used to direct the roles and responsibilities of agencies that act as Access Points, Assessment Points, and/or housing providers. In accordance with the standards set forth by the U.S. Department of Housing and Urban Development (HUD), all Access Points and Assessment Points shall follow a standardized access and assessment process.

Access

Access Point providers will be the first point of contact for most households experiencing homelessness. Agencies that are a household’s first point of contact but cannot fulfill all of the Access Point responsibilities should refer household to an appropriate Access Point. The list of CoC Access Points will be available on the CoC website under the “Get Help” tab.

Access Point Providers may choose to service all persons experiencing homelessness, or one or more of the HUD designated subpopulations below:

- Adults without children
- Adults accompanied by children
- Unaccompanied youth (under 25)
- Households fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions (including human trafficking)
- Persons at imminent risk of literal homelessness for purposes of administering homelessness prevention assistance

Responsibilities

- Triage households experiencing a housing crisis to determine if they meet HUD homeless category 1, 2, or 4 AND household City of Origin.
 - If a household does not meet these categories, the Access Point should provide other community resources and/or refer the household to the Housing Crisis Hotline for additional assistance.
- Explain to household the CES process and the rights of the household
- Execute verbal or written Releases of Information
- Attempt Diversion
- Create a project entry in the SVHC CES project in the CoC’s designated Homeless Management Information System (HMIS), or comparable database, to include:
 - Updating household members

- Entering Universal Data Elements
- Recording household Current Living Situation
- Recording Coordinated Entry Crisis Needs Assessment
- Recording any new CES Events (such as referrals, attempted diversion, etc.)
- Exiting household from the CES project if a household diverts, self-resolves, or is out of contact for over 45-days
- Screen household for shelter
- Screen and refer household to Assessment Points, if applicable

Assessment

Assessment Point Providers must follow the CoCs Standard Assessment Process but may serve subpopulations outside of the 5 HUD-designated subpopulations. Assessment Point providers shall gather additional information about the household experiencing homelessness. Assessment Points will also follow a standardized process to assess a household's barriers and needs to end their homelessness.

All households **At Imminent Risk** of becoming homeless shall be assessed with the SVHC Prevention Tool.

Literally Homeless single adult households shall be assessed with the VI-SPDAT.

Literally Homeless single Youth (18-24) households shall be assessed with the VI-TAY-SPDAT.

Literally Homeless households with minor children shall be assessed with the VI-F-SPDAT.

Responsibilities

- Attempt Diversion
- Administer the appropriate VI-SPDAT (Family, Single Adult, or Transition Aged Youth)
- Administer Prioritization Tool
- Execute written Releases of Information, if not executed during Access
- Update the household's HMIS CES project entry in the CoC's designated HMIS, or comparable database, to include:
 - Recording Coordinated Entry Housing Needs Assessment
 - Recording Current Living Situation as needed
 - Ensuring completion of all other data elements (UDEs)
 - Recording any new CES Events (such as referrals, attempted diversion, etc.)
 - Exiting the household from the CES project if a household diverts, self-resolves, or is out of contact for over 45-days
- Uploading VI-SPDAT and Executed ROIs to Head of Household's (HoH) HMIS profile
- Providing case management services, at minimum:
 - Present household at Service Coordination Committee (SCC)
 - Contact household if they are referred to a housing intervention
 - Contact household if at 45-day mark for no-contact
- If an Assessment Point comes into contact with a household that has not been triaged, the Assessment Point will have the ability to opt in and fulfill Access Point responsibilities. This allows Assessment Points to continue without the delay of waiting for a referral from an Access Point.

Prioritization

The SVHC By-Name List (BNL) is generated from HMIS to document all persons currently experiencing homelessness. The Prioritization List (PL) is generated by filtering the BNL to show all households experiencing homelessness with a recorded housing assessment.

Reports generated from the HMIS are based on data recorded the previous day by 11:59 p.m. EST. The Prioritization List will be sorted according to the CoCs prioritized populations in preparation for Service Coordination Committee (SCC) meeting agendas.

In accordance with the *SVHC CES Written Standards*, veteran and chronically homeless households are prioritized for housing intervention referrals. Additionally, SCC Singles has incorporated a policy for every 4th referral to each housing intervention will go to the household with the oldest SVHC CES project entry date.

Responsibilities

The CoC Coordinator shall:

- Generate PL one business day before scheduled case conferencing meetings
- Sort PL by CoC priorities
- Communicate SCC agenda to committee one business day before scheduled SCC meetings

Referral

The referral process is informed by federal, state, and local Fair Housing laws. The referral process functions according to low-barrier accessibility, housing first orientation, standardized assessment, inclusiveness, and prioritization of the most vulnerable. Referrals to housing interventions are made based on the following factors:

- Results of the CoC's designated housing assessment tool (VI-SPDAT score)
- Results of the prioritization tool
- Established priority populations
- Available program vacancies
- Program eligibility
- Length of Time Homeless

Referral to shelter for **Literally Homeless** households or households **At Imminent Risk** of becoming homeless that originate or currently receive services from the geographic area covered by SVHC (to include Norfolk, Chesapeake, Suffolk, Franklin, Southampton County, and Isle of Wight County) shall be made on a rolling basis according to the CoC's set prioritization as program vacancies arise.

Referral to housing interventions for households **At Imminent Risk** of becoming homeless that originate or currently receive services from the geographic area covered by SVHC (to include Norfolk, Chesapeake, Suffolk, Franklin, Southampton County, and Isle of Wight County) shall be made on a rolling basis according to the CoC's set prioritization as program vacancies arise.

All **Literally Homeless** households that originate or currently receive services from the geographic area covered by SVHC (to include Norfolk, Chesapeake, Suffolk, Franklin, Southampton County, and Isle of Wight County) shall be case conferenced at SCC meetings. Referral to housing interventions for **Literally Homeless** households will be made during SCC according to the CoC's set prioritization as program vacancies arise. One referral shall be sent for each reported

Rapid Rehousing (RRH) program vacancy. Two referrals can be sent for each Transitional Housing (TH) or Permanent Supportive Housing (PSH) vacancy with clear prioritization.

Off-week referrals may be made for households under the circumstances below:

- Veteran households seeking connection to SSVF
- PSH vacancy
- TH vacancy
- RRH vacancy **IF** regular meeting is cancelled

Housing Providers may deny or cancel referrals for the following reasons as outlined in the *SVHC CES Written Standards*:

- The household does not meet the program's eligibility criteria
- The household is unable to be contacted for intake within 7 business days
- The household declines service from the project
- The household composition changes
- The household has other housing opportunities (i.e. Public Housing) pending

Households with denied or cancelled referrals will be returned to the Prioritization List for another chance at a housing intervention referral.

Service Coordination Committee

Service Coordination Committees are subcommittees of SVHC. SCC meetings are closed to participating agencies to ensure the confidentiality of any household's information discussed during the meeting. SCC members work to address the needs of homeless households requiring a multitude of services. This work is divided between two SCC committees – SCC Singles and SCC Families.

SCC Singles – case conferencing for **literally** homeless adults or youth (18-24) without children that originate or currently receive services from the geographic area covered by SVHC to include Norfolk, Chesapeake, Suffolk, Franklin, Southampton County, and Isle of Wight County.

SCC Families – case conferencing for **literally** homeless adults or youth (18-24) accompanied by minor children, or literally homeless pregnant women within the third trimester of pregnancy that originate or currently receive services from the geographic area covered by SVHC to include Norfolk, Chesapeake, Suffolk, Franklin, Southampton County, and Isle of Wight County.

Assessment Point providers and Housing Providers will select an individual to represent the agency or project. Providers may also appoint one alternate to represent the agency in the absence of the selected representative. It is the agency's responsibility to notify the CoC Lead Agency of any staff changes that may alter the agency's representation at SCC within 14 business days.

SCC membership may also consist of social/human service departments and other agencies within the CoC who will assist with access to diverse services, as well as aid in the shelter exits of high barrier households in order to secure permanent housing. Additionally, SCC works to provide wrap-around support services even if housing is not an option for a household.

Code of Conduct

Members are expected to adhere to professional code of conduct consistent with any and all applicable laws, regulations, guidelines, or generally accepted practices, established by any Local, State, or Federal agency or department.

Responsibilities

- Chairs shall:
 - Facilitate the meeting according to the prepared agenda
 - Maintain Code of Conduct and professional atmosphere
 - Lead discussion about referrals and voting as necessary
- Assessment Point Providers shall:
 - Provide information about household barriers and needs
 - Provide updates on any active households
 - Advocate for households to be considered for appropriate housing intervention vacancies
 - Attempt contact with household at the 45-day no contact mark
 - Update household's HMIS CES project as needed
 - Notify households if they are referred to housing
 - Coordinate with Housing Provider to complete a warm hand off and smooth case management transition
- Housing Providers shall:
 - Notify the Chairs and CoC Coordinator of any program vacancies during SCC meeting
 - Ask clarifying questions to determine if household is eligible for the project
 - Take note of referrals made during the meeting in anticipation of the official HMIS Referral
 - Notify CoC Coordinator if the referral has not been received by the end of the 7th business day
- CoC Lead Agency shall:
 - Ensure attendance is collected
 - Take notes about household barriers and needs
 - Identify highest prioritized household for housing intervention vacancies
 - Assist SCC Chairs with meeting facilitation
 - Update household's HMIS CES project to include:
 - Adding in any new CES Events (such as referrals, attempted diversion, etc.)
 - Enter housing intervention referrals into the HMIS within 7 business days of the SCC meeting

Housing

Housing providers shall implement a housing first, fair housing, low-barrier, and anti-discrimination project to ensure housing is accessible to all households across the geographic area.

Housing Providers shall ensure that the CoC and the Lead Agency are aware of all active or upcoming housing projects and eligibility requirements.

Responsibilities

- Attempt contact with household and schedule an intake appointment within 7 business days
- Update committee on the outcome of the referral within 14 business days after referral
- Update household's HMIS CES project in the CoC's designated HMIS, or comparable database, to include:

- Ensuring completion of all other data elements (UDEs)
- Completing any CES Events
- Adding in any new CES Events (such as referrals, attempted diversion, etc.)
- Update the SVHC CES project record in HMIS to reflect the accurate date and exit destination when a household diverts, self-resolves, enters permanent housing, or is out of contact for over 45-days
- Enter the client into the housing project in accordance with the *HMIS Data Standards* for element 3.10

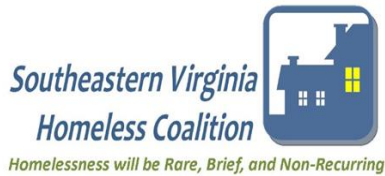
Daily Vacancy Report

Housing Providers (including shelter, prevention, transitional housing, rapid rehousing, permanent supportive housing, and other permanent housing) report program vacancies daily by 10 am to CoC Lead Agency. The CoC Lead Agency will communicate program vacancies by 11 am to the SCC Co-Chairs, the Housing Crisis Hotline, and the individual program administrators via a Daily Vacancy Report to provide transparency on how the homeless services delivery system is working and to facilitate the rapid movement of households into appropriate housing.

Move-On Programs

The SVHC has agreements in place with local Public Housing Authorities (PHAs) to expediate access for homeless households graduating from homeless programs to Low-Income Public Housing (LIPH) and Housing Choice Voucher (HCV) programs. SVHC Agencies must sign an MOU in order to refer households graduating from homeless programs for this opportunity. Referred households must also meet the PHAs eligibility requirements.

SVHC agencies can refer households to this opportunity via the HMIS. Households will be discussed at SCC to ensure that they are eligible and appropriate referrals. The CoC Coordinator will send approved referrals to the PHA.



SVHC Coordinated Entry System: Agency Participation Agreement

Please complete form for each CoC Project. Submit Application by sending signed document to shaggins@theplanningcouncil.org.

Agency Information

Agency Name: _____
Program Name: _____
Mailing Address: _____
City, State, Zip Code: _____
Telephone: _____ Fax: _____

Participation Level (check all that apply):

- Access Point
- Assessment Point
- Housing Provider
- Other Supportive Services Agency

Access Point Target Population (check all that apply):

- All Literally Homeless or At Imminent Risk Households
 - Adults without children
 - Adults accompanied by children
 - Unaccompanied youth (under 25)
 - Households fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions (including human trafficking)
 - Persons at imminent risk of literal homelessness for purposes of administering homelessness prevention assistance

Assessment Point Target Population (check all that apply):

- All Literally Homeless or At Imminent Risk Households
 - Adults without children
 - Adults accompanied by children
 - Unaccompanied youth (under 25)
 - Households fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions (including human trafficking)
 - Persons at imminent risk of literal homelessness for purposes of administering homelessness prevention assistance
- Other: _____

Housing Provider Target Population (check all that apply):

- All Literally Homeless or At Imminent Risk Households
 - Adults without children
 - Adults accompanied by children
 - Unaccompanied youth (under 25)
 - Households fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions (including human trafficking)
 - Persons at imminent risk of literal homelessness for purposes of administering homelessness prevention assistance
 - Chronically homeless
 - Other: _____

Summary of Services Provided by Agency:

Please select which committee(s) your agency will participate in:

- Singles Families Both

Program Director Information

Program Director's Name/Contact Information: _____

The following individuals are authorized to vote at SCC on behalf of our agency:

Representative Name/Contact Information: _____

Alternate Name/Contact Information: _____

I acknowledge that I have received, have read, and our agency agrees to abide by the SVHC Coordinated Entry System Agency Participation Guidelines. I acknowledge that the above mentioned person(s) will represent our agency at SCC, will attend scheduled meetings and is authorized to vote on our behalf. Our agency will comply with the HIPAA Privacy Standards and established Code of Conduct and understands that representative(s) may be removed as a participant if found in violation of any of these rules.

Program Director/Representative Signature

Date