SVHC Coordinated Entry System Workshop
July 2019

Homelessness will be Rare, Brief, and Non-Recurring

Prepared by The Planning Council
What is a Continuum of Care (CoC)?

“A CoC Plan is a community plan to organize & deliver housing & services to meet the specific needs of people who are homeless as they move to stable housing & maximize self sufficiency. It includes action steps to end homelessness & prevent returns to homelessness.” - HUD
Southeastern Virginia Homeless Coalition

The planning body responsible for developing, sustaining, and coordinating a comprehensive Continuum of Care that provides homeless services for the citizens of Southeastern Virginia, including the cities of Norfolk, Chesapeake, Suffolk, and Franklin, as well as Isle of Wight County and South Hampton County.
Coordinated Entry System

A centralized, community-wide process designed to identify, engage, and assist households experiencing, or at risk of experiencing, homelessness; coordinate the intake, assessment and referral for services that meet the level of assistance that is most appropriate to resolving their housing crisis; and prioritize the households with the most severe service needs for assistance in a timely manner.
Coordinated Entry System

<table>
<thead>
<tr>
<th>Process</th>
<th>Activities</th>
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<tbody>
<tr>
<td>Access</td>
<td>Hotlines&lt;br&gt;Shelters&lt;br&gt;Outreach&lt;br&gt;Homeless Service Providers</td>
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<tr>
<td>Diversion</td>
<td>Strategies to make immediate, alternative arrangements, or explore options for obtaining alternative housing.</td>
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<td>Prevention</td>
<td>Targeted Towards Imminent Risk Households</td>
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<tr>
<td>Assessment</td>
<td>VI-SPDAT&lt;br&gt;Identify Service Needs&lt;br&gt;Determine Housing Intervention</td>
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<tr>
<td>Prioritization</td>
<td>Household Added to By Name List&lt;br&gt;Service Coordination Committees</td>
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<tr>
<td>Referral</td>
<td>Housing Intervention Program Match</td>
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Southeastern Virginia Homeless Coalition

Coordinated Assessment Referral Process

1. Referring agency completes appropriate assessment.
2. Referring agency uploads VISPDA & ROIs, & submits referral in HMIS.
3. Referring agency presents client at coordinated assessment.
4. The planning council makes referral to receiving agency in HMIS.
5. Receiving agency updates referral outcome in HMIS.

www.svhcva.org
Assessment

Vulnerability Index – Service Prioritization Decision Assistance Tool
- Family SPDAT
- Single SPDAT

Administering the VI-SPDAT
- Trauma Informed
- Tricky Questions
- Motivation Interviewing Tactics
- Supplemental Resources
  - MH/SA, Legal Aid, Health Care, Benefits, etc.
- Additional Contact Information
HUD Chronically Homeless Definition

- either (1) an unaccompanied homeless individual with a disabling condition who has been continuously homeless for a year or more, OR (2) an unaccompanied individual with a disabling condition who has had at least four episodes of homelessness in the past three years (Dept. of Housing and Urban Development).

Qualifying Disabling Conditions

- Diagnosable substance abuse disorder, serious mental illness, developmental disability, PTSD, chronic physical illness or disability, including co-occurrence of two or more of these conditions
Now What?

The household has been assessed. The Household has signed both the HMIS ROI and the SVHC ROI.

*Every household member 18 years or older must sign their own Releases of Information.

The household gets added to the By-Name List to be presented at the appropriate Service Coordination Committee (SCC) for a housing intervention.
What are Service Coordination Committees?

Subcommittees of SVHC that work to address the needs of homeless households requiring a multitude of services. SCC works to assist with access to diverse services, secure permanent housing, and provide wrap-around support services for all households.

The SVHC prioritizes Veteran and Chronically Homeless households for housing intervention placements.

Meetings are open to SVHC member agencies only. Each agency comes with their own specialized experience that lends to the committee’s knowledge of services and interventions to help a household reach self-sustainability.

Service Coordination Committee Resource Guide
Prioritization

SCC Singles
- Literally homeless single adult households
- Meets bi-weekly
- Referrals are due at Noon TWO business days before the meeting
- Chairs
  - John Guglielmino, john.guglielmino@norfolk.gov
  - Carolsue McGehee, carolsue.mcgehee@norfolk.gov

SCC Families
- Literally homeless households with minor children or literally homeless single pregnant women within the third trimester of pregnancy
- Meets weekly
- Referrals are due at Noon TWO business days before the meeting
- Chair
  - Heather Barker, heather.barker@norfolk.gov
Prioritization

- Prioritized Sub-Populations
  - Chronically homeless Veterans
  - Veterans
  - Chronically Homeless Civilians
  - Civilians

- SCC Singles
  - RRH Prioritization Tool

- SCC Families
  - Prioritization Assessment
  - Barriers to Housing Stability Assessment
### Other SCC Information

- Case Presentation
- After 45 Days of No Contact households are closed to services
- City of Origin/ Residency

#### Dos and Don'ts of Case Presentation

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<tr>
<th><strong>Dos</strong></th>
<th><strong>Don'ts</strong></th>
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<tr>
<td>✓ DO present basic household information, including: Gender, Age, Location, Length of time of homelessness, Income, Barriers to housing</td>
<td>✗ DON'T use names or other client/family identifiers without a Release of Information</td>
</tr>
<tr>
<td>✓ DO present immediate household needs, including: Food, Employment, Shelter</td>
<td>✗ DON'T present personal information that does not directly affect the housing and/or stabilization plan</td>
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<tr>
<td>✓ DO solicit input from participating providers to address barriers and immediate needs</td>
<td>✗ DON'T coordinate a housing and/or stabilization plan outside of SCC meetings without opening a case with the Committee</td>
</tr>
<tr>
<td>✓ DO identify a recommendation for each individual and family presented</td>
<td>✗ DON'T conclude a case without addressing solutions to housing barriers</td>
</tr>
<tr>
<td>✓ DO provide updates on households discussed at previous meetings to track success and gaps of SCC</td>
<td>✗ DON'T forget to close cases as they are completed.</td>
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Referral

The Daily Vacancy Report catalogs housing program vacancies.

SCC members prioritize the most vulnerable households based on VI-SPDAT Score and Prioritization Tools during case conferencing.
Available Housing Interventions

- **Rapid Rehousing (RRH)**
  - Emphasizes housing search and relocation services with short- and medium-term rental assistance to move literally homeless households as rapidly as possible into permanent housing.

- **Transitional Housing (TH)**
  - Designed to provide housing and appropriate supportive services to literally homeless households.

- **Permanent Supportive Housing (PSH)**
  - Permanent housing with indefinite leasing or rental assistance paired with supportive services to assist literally homeless households with a documented disability achieve housing stability.
Referral

- Receiving Agencies have 14 days to make contact and complete program intake.
- SCC Singles Specific Policies
  - 3-to-1 Length of Time Referrals
  - TH and PSH waitlists
  - Off week housing referrals only made for households that have been presented at SCC.
Bringing an End to All City Homelessness

- City of Virginia Beach
  - [http://www.beach-cp.org/home](http://www.beach-cp.org/home)
- Stacey Leary, Coordinated Assessment Team Lead
  - sleary@vbgov.com
Greater Virginia Peninsula Homelessness Consortium

- Hampton, Newport News, Poquoson, Williamsburg, James City County, and York County.
  - [https://www.gvphc.org/](https://www.gvphc.org/)
  - Syretta Williams, Lower SCAAN Chair
    - sawilliams1@nnva.gov
Portsmouth Homeless Action Consortium

- City of Portsmouth
  - https://www.portsmouthva.gov/502/Homelessness
- Desiree Brown, Central Intake Specialist
  - centralintake@parc.hrcoxmail.com
The Planning Council, Lead Agency

- Maddi Zingraff, CoC Program Administrator
  - mzingraff@theplanningcouncil.org
- Amanda Brandenburg, CoC Coordinator
  - abrandenburg@theplanningcouncil.org
Questions?

For more information visit the SVHC website at

www.svhcva.org