

Coordinated Entry Standards

**OR-505 BOS CoC
Rural Oregon Continuum of Care (ROCC)**

Draft: Final

Coordinated Entry (CE) is a system that allows for coordinated entry into a local homeless services system, as well as coordinated movement within and ultimately exit from the system. Coordinated Entry increases the efficiency of a homeless assistance system by standardizing access to homeless services and coordinating program referrals.

The Rural Oregon Continuum of Care (ROCC) is committed to sustaining a CE system that will help to advance our goals of helping households quickly access appropriate services to address housing crises, increasing exits to housing, decreasing length of time homeless, and reducing returns to homelessness. * Adjusted to work on planning goals to come TBD HUD has broken down coordinated entry into six categories

- Access
- Assessment
- Prioritization
- Referral
- Data Management
- Evaluation

ACCESS

The ROCC has established that the following counties will be covered by the following agencies in the Coordinated Entry System. o 28 Counties

■ Lead Agency for Each County

1. Columbia/CAT
2. Clatsop/CAT
3. Tillamook/CARE
4. Yamhill/YCAP
5. Marion/MWVCAA
6. Polk/MWVCAA
7. Linn/CSC
8. Lincoln/CSC
9. Benton/CSC
10. Coos/ORCAA
11. Douglas/UCAN
12. Curry/ORCA
13. Josephine/UCAN
14. Hood River/MCCAC
15. Sherman/MCCAC
16. Gilliam/CAPECO
17. Wasco/MCCAC
18. Wheeler/CAPECO
19. Morrow/CAPECO
20. Umatilla/CAPECO
21. Union/CCNO
22. Wallowa/CCNO
23. Baker/CCNO
24. Grant/CCNO
25. Malheur/CinA

26. Harney/CinA
27. Lake/KLCAS
28. Klamath/KLCAS

Each of these agencies will be the primary access point for all individuals/households seeking services. Each agency will be able to provide access points to all populations including but not limited to Veterans, unaccompanied youth, and domestic violence victims. Each agency will be able to provide in person or over the phone assessment and entry into the counties Coordinated Entry System. Each agency will make sure that at the time of assessment that the following will be completed or covered:

- Informed consent to service point/Interest List
- Agencies policies on mutual respect, anti-discrimination, client autonomy, and dispute resolution
- Base Assessment
- VI_SPDAT

Each agency will have established process that allows individuals/households that are fleeing DV access to all offered services including Coordinated Entry without exposing their location and demographics.

Prevention Services

Each lead agency that provides prevention services funded through applicable sources* will have a standardized assessment process that will be available at all access points. All households/individuals that are seeking prevention assistance will be entered into the Coordinated Entry system. The following will be completed or covered.

- Informed consent to service point/Interest List
- Agencies policies on mutual respect, anti-discrimination, client autonomy, and dispute resolution
- Base Assessment
- Prevention Assessment tool

Accessibility

Every agency will have written policies that reflect the agencies policies on Anti-Discrimination. They will document how the agency serves individuals and households that need auxiliary aids and services necessary for effective communication. The policy will reflect the agencies process for providing services and meeting the needs of minority, ethnic, and groups with limited English proficiency. Each agency will have an access location that can be easily accessed by individuals with limited mobility. The Lead agency will have written policies on how households/individuals seeking services that are unable to access the designated locations can request as assessment and entry onto the Coordinated Entry list. Each agency will have posted the anti-discrimination policy, mutual respect policy and the agencies dispute resolution in all areas that clients are served. Each agency will also have the client sign a form that outlines the policies and documents that they have been given this information.

Emergency Services

All emergency services within the ROCC's geographical area will be accessible to all individuals/households seeking emergency services regardless of their Coordinated Entry status. Each agency with emergency services in their county will reach out to them to advertise the

Coordinated Entry process and provide access to their clients into Coordinated Entry.

It is required by HUD that each access point have established policies and procedures to address the needs of individuals fleeing DV, or attempting to flee, have a safe confidential to be assessed and gain access to Coordinated entry without compromising their safety.

Outreach

Each agency and their outreach team will be given access to paper forms of all the assessment tools that the ROCC provides for entry into Coordinated Entry system. Outreach teams will be able to provide assessments to any individual/household in any location that is deemed appropriate.

Safety Planning

Each agency will have identified a process that will allow individuals/families who are fleeing or attempting to flee domestic violence, dating violence, sexual assault, or stalking receive access to Coordinated Entry and housing programs without compromising their safety. This process will include written procedures on how to allow the individual/family access without requiring that their identifying information be put into HMIS or onto the interest list. The individual/household will also be informed that they will maintain access to all services throughout the process regardless if their information is put onto HMIS or the by name interest list.

Assessment Assessment Tool

The ROCC has adopted the use of the following assessment process. All individuals seeking services will follow this process.

1. Informed of Anti-discrimination, mutual respect policy, and dispute resolution process
2. Informed Consent to service point
3. Base Assessment
4. VI-SPDAT
5. Resource Referral

Anti-discrimination, mutual respect policy, and dispute resolution process

The ROCC requires that each individual/household be provided with information surrounding anti-discrimination, mutual respect, and dispute resolution. It is the recommendation of the ROCC that each adult in the household signs a form verifying that the information has been covered.

Informed Consent to service point

It is the recommendation of the ROCC that each individual/household seeking services within the ROCC geographical location be informed of the HMIS system for the ROCC and what other community partners or government groups might have visibility to their information. The agency will also inform the individual/household any secondary locations their information might be shared to and give them the option to opt out while still maintaining access to services.

Base Assessment

Every individual/household seeking services will be asked the questions on the ROCC base assessment. This assessment was designed to gather demographics necessary to provide the best

most accurate services. This information includes:

- Name
- Social Security Number
- Date of Birth
- Race
- Ethnicity
- Gender
- Veteran Status
- Disabling Condition
- Relationship to Head of Household
- Client Location
- Housing Move-in Date
- Living Situation
- Criminal background
- Overnight stays in hospital
- Visits to the ER
- Ambulance Trips
- EMT Care
- Domestic Violence
- Income
- Evictions
- Unpaid Rent
- Unpaid utilities
- Identified housing options
- Financial Resources
- Support Network
- History of foster care

VI-SPDAT/F VI-SPDAT

The Vulnerability Index & Service Prioritization Decision Assistance Tool (VI-SPDAT) will be used to screen any single individual that is assessed as experiencing homelessness, is chronically homeless, or is fleeing DV. The F VI-SPDAT will be used to screen any families that are experiencing homelessness, are chronically homeless, or are fleeing DV. The SPDAT is designed to:

- Help prioritize which clients should receive what type of housing assistance intervention, and assist in determining the intensity of case management services
- Prioritize the sequence of clients receiving those services
- Help prioritize the time and resources of Frontline Workers

- Allow Team Leaders and program supervisors to better match client needs to the strengths of specific Frontline Workers on their team
- Assist Team Leaders and program supervisors to support Frontline Workers and establish service Priorities across their team
- Provide assistance with case planning and encourage reflection on the prioritization of different Elements within a case plan
- Track the depth of need and service responses to clients over time (OrgCode Consulting Inc, 2015)

The ROCC and lead agencies will use the information provided to help make accurate referrals to housing programs and other services that are available in the community. The provided information will not be used to screen any individual/ household out due to any perceived barriers. This includes but is not limited to

- Too little/no income
- Criminal History
- Evictions
- Poor Credit
- Resistance to receiving services.

Training

Using a train-the-trainer model the ROCC will provide training to an identified lead at each PIT agency.

Training will include

- Review of written policies
- Requirements when using assessment info
- Decision making
- SPDAT training

All trainings will be given in person and can be scheduled with the ROCC's Coordinated Entry Specialist when necessary.

Prioritization

Each agency in the ROCC will have established prioritization processes for each program that the agency operates. This criterion needs to reflect that the most vulnerable, chronic, and homeless individual or household is receiving services first. These prioritization standards need to be written into each programs policies and procedures manual and in their Coordinated Entry manual.

Interest List

Each agency will be responsible for maintain a by name interest list. The preferred template is the MWVCAA interest list. This template allows for individuals/households to be pulled for all programs using the prioritization procedures established for each program. Once an individual/household is entered onto the interest list they will stay on the interest list until they are stably housed.

Referral

Each agency will have a process by which their housing programs and community partners will receive referrals. All referrals to COC or ESG funded programs will follow the agencies referral

process that will be based on the prioritization process for the agency. The referral process will not be used to screen any individual/ household out due to any perceived barriers. This includes but is not limited to

- Too little/no income
- Criminal History
- Evictions
- Poor Credit
- Resistance to receiving services.

All agencies that participate in the referral process and receiving referrals from the Coordinated Entry interest list will comply with equal access and federal Civil Rights laws. This includes making sure that all federal, state, and local fair housing laws and regulations are followed, and no individual or household is directed to a program, neighborhood or housing facility based on their race, color, national origin, religion, sex, disability, or familial status.

Data Management

Homeless Management Information Systems

Rural Oregon Continuum of Care uses a web-based Homeless Management Information System (HMIS) called Service Point to gather participant information. Homeless Management Information Systems (HMISs) are community wide software solutions that are designed to capture client-level information over time on the characteristics and service needs of individuals and families experiencing homelessness. In response to a congressional directive, the department of Housing and Urban Development (HUD) has required all Continuums of Care (COCs) across the country implement HMIS at a local level. The Primary goal of HMIS is to better understand the scope and dimensions of homelessness locally and nationally in order to address the problem more effectively. Through the implementation of advanced technology HMIS also directly benefits service providers and homeless clients by providing more efficient and coordinated services.

The local HMIS is operated through the Service Point System, a web-based Client Information System that provides standardized assessment of client's needs, create individualized service plans, and records the use of housing services. This centralized data system is designed to meet data collection and business processing needs of Oregon Housing and Community Services (OHCS), Community Resources Division (CRD), and its partners.

Inputting Data in Service Point-HMIS

Each lead agency is required to have staff input participant information in HMIS within 72 hours of assessment. Participant information is updated at the participant's request, as relevant. This can include change of homeless status, address, phone number, and household structure changes.

By Name Interest List

Each lead agency will maintain the Coordinated Entry by Name Interest List for Marion and Polk counties. The information gathered by the assessment process will be used to create entries onto By Name Interest List. The By Name Interest List and the information gathered will be used to make appropriate referrals to housing programs and community partners.

Evaluation

Each lead agency within the geographical region of the ROCC will develop and administer a participant survey. This survey will be given to every adult that participates in the Coordinated Entry process. This survey will ask questions as it relates to the participants experience, quality, and effectiveness. Each participant will be given the option to fill out the anonymous survey and be directed to a secure area that they can turn their completed survey into. The participant survey will not ask for any identifying information in order to maintain the privacy of the participant.