



Service Coordination And Assessment Network Resource Guide

What is the Service Coordination And Assessment Network (SCAAN)?

They are subcommittees of the Greater Virginia Peninsula Homelessness Consortium (GVPHC) that work to address the needs of homeless households requiring a multitude of services. Membership consists of social/human service departments, housing providers, and other agencies within the Continuum of Care (CoC) who will assist with access to diverse services, as well as aid in the shelter exits of high barrier households to secure permanent housing. Additionally, SCAAN works to provide wrap-around support services even if housing is not an option for a household.

Referrals to housing interventions through SCAAN will be made for **literally** homeless households that originate or currently receive services from the geographic area covered by the GVPHC to include Hampton, Newport News, Poquoson, Williamsburg, James City County, and York County. The GVPHC prioritizes Veteran and **Chronically** Homeless households for housing intervention placements.

Meetings are open to GVPHC member agencies only.



COORDINATED ASSESSMENT REFERRAL PROCESS



Lower SCAAN

- **literally** homeless individuals or households who originate or receive services in Hampton or Newport News
- Meets bi-weekly on Wednesday at 8:30 AM
- Referrals are due at Noon TWO business days before the meeting

Upper SCAAN

- **literally** homeless individuals or households who originate or receive services in Poquoson, Williamsburg, James City County, and York County.
- Meets bi-weekly on Wednesday at 2 PM
- Referrals are due at Noon TWO business days before the meeting

What Do I need to Refer a Client to SCAAN?

- Completed VI-SPDAT
- Executed GVPHC Release of Information
- Executed HMIS Release of Information

Case Referral and Presentation

To Refer a client to SCAAN:

- Upload VI-SPDATs and ROIs to the clients HMIS profile
- Send a referral to the appropriate project
 - SCAAN - Lower (1568)
 - SCAAN - Upper (1569)
- Agencies that currently have limited or no access to HMIS will continue to submit via email to gvphcintake@theplanningcouncil.org or by fax to (757)257-2346 for processing through HMIS.

To Present a client at SCAAN, the case manager will:

- Present basic information on the case
 - family size, veteran status, chronic status
- Provide a summary of the VI-SPDAT key components
 - History of housing and homelessness, risks, socialization and daily functions, wellness, etc.
- Clarify which immediate services need to be addressed for each household
- Recommend a housing stabilization plan
 - Permanent Supportive Housing (PSH)
 - Transitional Housing (TH)
 - Rapid Rehousing (RRH)

Dos and Don'ts of Case Presentation

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

Code of Conduct

Members are expected to adhere to a 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.

Responsibility – You are responsible for navigating your clients through the housing process

Expectations – always remain professional and respectful

Success – It is contingent on your participation, follow through, and implementation of Housing First practices

Presentation – Present only information on immediate housing needs, including shelter, food, etc.

Engagement – It is expected that referring agencies will stay engaged

Confidentiality – Only present on those with an ROI

Task – Stay on task and adhere to the agenda

Governing HUD Definitions

Literal Homelessness - Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning: (1) Has a primary nighttime residence that is a public or private place not meant for human habitation; (2) Is living in a publicly or privately-operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); or (3) Is exiting an institution where they have resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution (Dept. of Housing and Urban Development).

Chronic Homelessness - 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).

After the Service Coordination And Assessment Network Meeting

Providers will work together to complete steps provided by the housing plan established at the meeting.

Providers who accepted referrals at the meeting will provide updates to the Coordinated Assessment Specialist regarding the successes and/or failures of referrals within 7 business days.

Providers will disclose housing dates and/or program exit dates to the Coordinated Assessment Specialist within 30 days.

Coordinated Entry System Information

If you have any inquires regarding the Service Coordination And Assessment Network or would like to attend a SCAAN meeting, please reach out to the Coordinated Assessment Specialist, Amanda Brandenburg, at abrandenburg@theplanningcouncil.org.

If you would like to learn more about the Greater Virginia Peninsula Homelessness Consortium, please reach out to the Regional Continuum of Care Program Administrator, Maddi Zingraff, at mzingraff@theplanningcouncil.org.

HMIS Assistance

If you require Technical Assistance with the Homeless Management Information System (HMIS), please utilize the Technical Assistance form located on the GVPHC website at <https://www.gvphc.org/hmis.html>.

If you would like additional training regarding the Coordinated Entry System Referral Process, please utilize the Training Request form located on the GVPHC website at <https://www.gvphc.org/hmis.html>.