



Coordinated Entry System (CES)

Policy & Guidelines:

Addendum 1

All agencies that participate in the PHAC Coordinated Entry System (CES) must have a *signed Confidentiality Agreement on file with the PHAC Lead Agency as outlined in the PHAC By-Laws. Agencies who participate in the PHAC Community Meetings that are not a part of the PHAC Executive Committee will be considered by the CES Committee and presented to the PHAC Executive Committee identifying the services that address a gap in the community. Upon approval from Executive Committee, Agency Leadership will be sent all currently adopted CES Policy & Guidelines and documents as well as the participation agreement by the CES Committee Chair(s). Once received the executed document will be reported on and retained as part of the official record.*

This document will be identified as Addendum #1 and is in addition to *the adopted PHAC CES Policy & Procedure Guidelines*, and shall be used to clarify the roles and responsibilities of agencies that act as Access Point Providers, Assessment Point Providers, and/or Housing Providers. In accordance with the standards set forth by the U.S. Department of Housing and Urban Development (HUD), all Access Point, Assessment Point, and Housing Providers shall follow the Coordinated Entry System as adopted by the PHAC Executive Committee.

The MOU between the PCI Host Agency, PHAC and the Housing Crisis Hotline will be considered as Addendum #2 and will be kept on file by the PHAC Lead and Host Agencies.

ACCESS POINT ROLES:

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. CoC Access Points will be available on the Lead Agency website under the Homeless Providers Tab.

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

- Adults without children
- Adults with 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 resource information and/or refer household to the Housing Crisis Hotline (HCH) for additional assistance.
- Explain to household the CES process and the participant rights as adopted
- Execute verbal or written HMIS and PHAC Releases of Information (ROI) and enter the release information for the Head of Household (HOH) in HMIS.
- Attempt Diversion
- Create a project entry in the PHAC CES project in the CoC's designated Homeless Management Information System (HMIS) to include:
 - Updating household member(s)
 - 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 and refer household to appropriate emergency shelter or HCH for additional assistance if DV or Family shelter is needed.
- Screen and refer household to Assessment Point.
- Update PHAC Co-Chairs, CES Chairs and HCH of any program changes.

ASSESSMENT POINT ROLES

Assessment Point Providers must follow the CoC's adopted assessment process and will be required to enter a response to the ACCESS referral within 72 business hours with the understanding that if the Agency is unable to accept the Assessment referral that the household is promptly referred to another Assessment Point Provider within a reasonable amount of time not to exceed the 72 business hours as previously established. Assessment Point providers shall gather additional information about each household experiencing homelessness and shall enter the information into HMIS the same day as the household may be in need of additional services within the continuum. Assessment Points will also follow a standardized process to assess a household's barriers and needs to end their homelessness. PHAC CES adopted assessment tools based on the specific HUD-designated populations.

All households **At Imminent Risk** of becoming homeless shall be referred to HCH for Prevention assistance.

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 Scoring Tool
- Assist household with obtaining documentation related to their homeless history
- Assist household with obtaining documentation of disability if applicable
- Update household's HMIS CES project entry to include: **(ENSURE NO DUPLICATE CLIENT EXISTS)**
 - Recording the Coordinated Entry Assessment
 - Ensuring completion of all Uniform Data Elements (UDEs)
 - Recording Current Living Situation.

- Recording any new and subsequent CES Events (such as contacts, conversations, referrals, attempted diversion, etc.)
- Exit household from the CES project if a household diverts, self-resolves, or is out of contact for over 45-days
- Execute written HMIS and PHAC Releases of Information,
- Upload VI-SPDAT, Executed HMIS and PHAC ROIs, Homeless History Documentation and Documentation regarding Disability (if applicable) to Head of Household (HOH) HMIS profile only
- Provide case management services, at a minimum to include :
 - Present household at (PCAN) Case Conferencing
 - Contact household if they are referred to a housing resource
 - Exit household at 45-day mark if no-contact has been made
- If an Assessment Point comes into contact with a household that has not been triaged, the Assessment Point will refer to an appropriate Access Point and facilitate as needed.

PORTSMOUTH COORDINATED ASSESSMENT NETWORK (PCAN)

PCAN is governed by the Portsmouth Coordinated Entry System (CES) Policy & Guidelines as adopted by the PHAC Executive Committee. PCAN Policy & Guidelines are in accordance with all applicable HUD Guidelines at time of adoption. PCAN meetings are closed and has adopted the use of non-identifying ID (HMIS number or other acceptable non-identifiable method for DV), to ensure household neutrality and the confidentiality of information discussed during the meeting.

PCAN Meeting are bi-weekly and participating agencies are required to attend case conferencing meetings currently held every other Mondays at 1:00PM except in the case of Federal or State holidays and then the meeting will move to Tuesday following the holiday. In addition to date, time and place, PCAN meeting agendas will include the following:

- New Household(s) Presentations
- Existing Household Updates
- Housing Vacancies and Type
- Households Deemed Inactive
- Report on any Off Week Referrals

Prioritization List (PL)

Reports generated from HMIS are based on data recorded the previous day by 11:59 p.m. EST. The PL will be sorted according to the CoC's prioritized populations in preparation for the Portsmouth Coordinated Assessment Network (PCAN) meeting agendas.

The PL is made of the following 4 categories and will include additional information as adopted for determining prioritization.

- Active
 - Those households that have been prioritized, and are awaiting available housing resource
- Pending
 - Those households who have been identified as homeless and are awaiting prioritization and those pending exit of a TH program within 90 days.
- Housed
 - Those households who have been housed whether PSH, TH, RRH or Self Resolve
- Inactive
 - Those households who have been identified as Active or Pending and are unable to be located after 45 days and have been declared inactive by the presenting agency or representative.
- All documentation will be the responsibility of the presenting agency. Incomplete documentation could subject the household to being placed on the pending list.

- PHAC CES has adopted that all Homeless Veteran(s) households or Homeless Families with Children who meet the criteria as adopted will receive priority over other households within the CoC.
 - If no Veteran Household or Families with Children are identified then the order of priority will be followed as established.
 - If no chronic household is identified then priority will be given as outlined by HUD Notice CPD-16-11.
- PCAN referrals Off-week:
 - Should a housing resource become available during the off- week of PCAN then the housing resource information would be emailed to PCI who would then identify the next eligible household based on prioritization. PCI would then send an email with HMIS number only to participating agencies asking for approval of referral. Update on response and status would be reported at next regular PCAN meeting.

HOUSING PROVIDERS

PHAC follows defined guidelines in prioritizing housing for the most vulnerable. To achieve this practice, PHAC also observes guiding principles that include a commitment to the following—

A “Housing First” Approach: this client-focused approach is focused on getting households into permanent housing first and then providing supportive services, as needed to help sustain and maintain their housing status. Supportive services could include employment, mental health, substance abuse treatment, coaching and counseling.

Fair Housing: as recipients of federal and state funding, PHAC providers comply with all applicable laws related to housing, including—

- Fair Housing Act, prohibiting housing discrimination based on race, color, gender (sex), national origin, disability or familial status.
- Title VI of the Civil Rights Act, prohibiting discrimination based on race, color or national origin.
- Title II of the Americans with Disabilities Act, prohibiting discrimination based on disability
- Title III of the Americans with Disabilities Act, prohibiting discrimination from private entities that own, lease and operate places of public accommodation from discriminating based on disability and covers shelters, social service providers.
- Section 504 of the Rehabilitation Act prohibits discrimination on the basis of disability under any program or activity receiving federal financial assistance.

Responsibilities

- The receiving agency will contact the household within seven (7) business days to schedule an appointment.
- After meeting with the household, the receiving agency has seven (7) business days to provide a disposition of the referral into HMIS.
- Referrals may be declined by the agency if the household is unable to be reached or does not meet the program’s eligibility criteria.
- The agency is asked to notify the household and PCI with disposition entered into HMIS within three (3) business days. The household is then returned to their previous prioritization order or until they are determined to be inactive.

CES 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

- **CES Co-Chair, Portsmouth Central Intake (PCI), In accordance with the PHAC Hotline MOU, shall:**
 - Generate PL Reports from HMIS Friday morning prior to the next scheduled PCAN meeting
 - Sort PL by CoC adopted priorities
 - Prepare and communicate the PCAN agenda to CES and PCAN Chair(s) by 3:00 PM Friday prior to next scheduled PCAN meeting
 - Assist PCAN Chair(s) with meeting facilitation
 - Update household's HMIS CES project for those agencies without HMIS (or DV) to include:
 - Adding in any new CES Events (such as referrals, attempted diversion, etc.)
 - Enter outgoing referrals into HMIS within 48 hours of the PCAN meeting
- PCI host agency will provide administrative support as necessary to insure continuity of obligation to CES process.
- CES Co-Chair will assist when needed
- **PCAN Chair(s) shall:**
 - Email completed meeting agenda by COB Friday prior to next scheduled meeting
 - Facilitate the meeting according to the prepared agenda
 - Ensure attendance is collected
 - Take notes about household barriers, needs, recommended actions, and referrals
 - Identify highest prioritized household for housing vacancies
 - Ensure meetings flow without distraction to value the meeting attendee's time.
 - Lead discussion about referrals and voting as necessary
 - Notify CES Chair(s) of Agency Case Management non-participation.
- **Assessment Point Providers shall:**
 - Update PHAC Co-Chairs, CES and HCH of any program changes.
 - Notify CES & PCAN Chairs of staffing turnovers
 - Provide updates on any active households and ensure updates are entered into HMIS
 - Provide information about household barriers and needs
 - Advocate for household to be considered for appropriate housing vacancies
 - Notify households when they are referred to a housing resource and enter disposition into households HMIS file
 - Coordinate with Housing Provider to complete a warm hand off and smooth case management transition
 - Exit household at 45-days if no contact has been made
- **Housing Providers shall:**
 - Update PHAC Co-Chairs, CES and HCH of any program changes.
 - Notify PCI of any program vacancies prior to or during PCAN meeting
 - Ask clarifying questions to determine if household is eligible for their project
 - Take note of referrals made during the meeting in anticipation of the official HMIS Referral from PCI
 - Notify PCI if the referral has not been received by the end of the 7th business day
 - Notify PCI if the household is denied or if the household declines the housing resource and enter disposition into HMIS.

CLIENT RIGHTS

All households have a choice regarding what housing resource is best for them. If a household declines a referral they will be returned to their prioritization order until a future housing resource becomes available or they are deemed inactive. The CES strives to meet the needs of the households it serves.

ACRONYMS:

HUD - U.S. Dept. of Housing and Urban Development

CoC- Continuum of Care

PHAC- Portsmouth Homeless Action Consortium

CES- Coordinated Entry System

PCAN- Portsmouth Coordinated Assessment Network, (a case conferencing committee of CES)

PCI- Portsmouth Central Intake

PL- Prioritization List

HCH- Housing Crisis Hotline

HOH- Head of Household

HMIS- Homeless Management Information System

MOU- Memorandum Of Understanding

VI-(F) SPDAT - Vulnerability Index Family Service Prioritization and Decision Assistance Tool

VI-SPDAT - Vulnerability Index Service Prioritization and Decision Assistance Tool

VI-(Y) SPDAT- Vulnerability Index Youth Service Prioritization and Decision Assistance Tool

EST- Eastern Standard Time

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