

## Region 5 Planning Committee

### Coordinated Entry Policy for Wabash, Tipton, Cass, Howard, Miami

The coordinated entry priority list will include all permanent supportive housing (PSH) facilities in Region 5 and participants found to be vulnerable while meeting at least one basic eligibility requirement for such facilities. The goal is to prioritize the most vulnerable persons experiencing homelessness. Coordinated Entry will operate using a Client-centered approach, allowing Clients to freely refuse to answer assessment questions and/or refuse referrals. Reasonable accommodations will be made to ensure those with disabilities, language barriers or literacy barriers are able to participate in the intake process. Staff will take the necessary steps to accommodate those clients with disabilities as well as literacy barriers in the intake process by making the necessary adjustments.

**Access:** To be added to the list, a participant must report to the designated screening organizations in the region- Kokomo Rescue Mission, Jackson Street Commons, Emmaus Mission or Advantage Housing and complete the screening process to determine basic eligibility and their vulnerability score.

#### **Assessment:**

- 1. The staff member conducting the assessment will present the household/Client the Consent Form either in paper form or electronically. Assessment staff will go over the form with the Client and explain what data will be requested, how it will be shared, whom it will be shared with, and what the Client's rights are regarding the use of the data. Assessment staff will be responsible for ensuring Clients understand their rights as far as release of information and data confidentiality. If the household/Client signs the Consent Form, the assessment staff member will also sign the Consent Form. **SEE Client Consent Form***
- 2. CE staff administers the VI-SPDAT per instructions and scores each assessment per scoring instructions.*
- 3. If a Client is assessed and no further contact with the Client takes place for 90 days or longer, the Client will be reassessed during the next contact with staff. This is to explore the possibility of changes in the Client's status since the previous assessment.*

Once the screening is completed, the screening organization will report the phone #, screen date, screen score, last 4 digits of their social security number and veteran status to the lead agency, United Way of Howard County (UWHC). UWHC will document the relevant information for the participant and maintain a region wide Prioritization List. The information will be kept for 6 months and removed unless the participant contacts the original screening organization to update their contact/eligibility status. Participants removed from the list for failure to update information can be added following a new screening. Participants will receive notice of this requirement at the time of their completed screening.

In the event of a priority score tie, the participant with the earliest assessment date will be referred.

**Prioritization:** The screening organization will report information determined in the screening to the lead agency, UWHC, to add the participant to the priority list. The priority list will include the screening organization's name and phone#, the information that will be maintained on the priority list will include: screening agency and phone #, screening date, screening score, last four of SSN, agency reporting opening and date UWHC reported the opening to the screening organization. PSH organizations will notify the lead agency of all openings by email or phone, and entry into google document the date an opening is available. Once a match is made for an opening, the PSH organization will follow regular eligibility processes. The outcome of the participant's application will be reported back to the lead agency and the original screening organization no matter the outcome.

**Referral:** When an opening is reported by the PSH organization to the lead agency, 211 will contact the original screening organization of the participant that has the highest screening score. In the event of a screening score tie, the participant with the earliest screening date or reported start of homelessness will be referred. Once the screening agency receives participant information for placement they will attempt to contact the participant. The participant has 7 days to respond. The screening agency will make 3 attempts to contact, different days and times, within that seven days.

If contact is not made, the screening agency will report to UWHC, to process the next prioritized participant. The first participant has foregone the placement but still remains the highest priority for the remaining 6 month time frame or is eliminated if contact information is found to be insufficient.

- *If no PSH agency has immediate availability, household will remain on the Prioritization List until a unit opens or staff has no contact with the Client for 90 days.*
- *If household does not follow up with PSH agency within three days of scheduled appointment, PSH agency will notify CE assessment worker who will try to follow up with the household. If no contact within two additional business days, that household will lose this particular opportunity and the next eligible client on the Prioritization List will be offered the housing. Households will remain on the Prioritization List if CE staff is unable to make contact with them within three days or if Client rejects a housing referral opportunity. Clients that reject three opportunities presented to them for permanent housing will be removed from the Prioritization List. Clients that are unable to be located will be removed from the list after ninety days.*

Once connected, the original screening organization will provide the potential PSH organization contact information to the participant to begin their application. The receiving organization will report the outcome of the application to the lead organization and the original screening agency for removal or retention of the participant. The lead agency will contact the receiving organization 30 days after the referral if no report is relayed regarding the application status.

In any case where the participant is found ineligible for a placement, they will keep their original screening score and remain on the priority list. Any participant on the priority list for PSH will be prioritized for other types of assistance including RRH funding. PSH remains an option. They would be the first to be referred to the next opening reported to the lead agency.

*In the event of a service denial or participant rejection the following steps must be followed:*

- 1. Any referral rejection must be communicated back to the Prioritization List Manager, assessment and referral provider, and/or Client advocate within three business days.*
- 2. All referral requests that result in a denial must be reviewed by the Prioritization List Manager, assessment and referral provider, and/or Client advocate designated by the Region.*
- 3. If a referral is returned to the housing referral provider or designee, the HMIS record must be updated to reflect the reason for denial.*
- 4. The Region program denying the referral must notify the Prioritization List Manager, assessment and referral provider, and/or Client advocate within a specified amount of time determined by the Region. Further communication must include a detailed written justification of the referral denial provided within three business days. The written justification of service denial must also be shared with the Client and documented in HMIS.*
- 5. A program that denies three sequential referrals will be required to participate in a case conferencing meeting with the Lead Agency Prioritization List Manager, assessment and referral provider, and/or Client advocate designated by the Region.*
- 6. A Client who denies three sequential referrals will be encouraged to participate in a case conferencing meeting with the Lead Agency Prioritization List Manager, assessment and referral provider, and/or Client advocate, and will be removed from the Prioritization List.*
- 7. If a provider receives a referral for a client removed previously from the provider's program for any reason, (including but not limited to: violence, illegal activity, threats, or damage to property) the client may be re-assessed by the provider for re-admittance into the program following a ninety day period and on a case-by-case basis. 70*

**Grievance Procedures:**

*Grievance procedures can be found in **Grievance Procedures***

In the event of a refusal of placement by the participant, the PSH organization that offered the opening will share the refusal along with their determination of whether or not the refusal is legitimate, to the Coordinated Entry Subcommittee for support and to record their determination regarding the refusal. Depending on the outcome of the discussion, the participant will remain on the list and the next priority participant will be referred to the PSH organization with the opening. If the refusal is not considered justified, a vote will be taken to determine the status of the applicant to remain on the list or to reapply. The final status will be determined by a majority vote of those in attendance.