

Coordinated Entry Planning Guide

Contact Information

Counties/Towns/Cities Served:

Shared Counties with other Continua of Care:

For the following please provide name, agency and e-mail address:

Lead Agency:

Primary Author(s) of this plan:

Committees and Members:

1. Coordinated Entry System Model

Coordinated entry in the Georgia Balance of State will have standardized elements and yet have flexible design and implementation to meet each region's unique needs. Regional Planning Groups will choose one of the following models:

Centralized/Centralized Multi-Site: Designated agency or agencies within a community will handle intake and referrals

Decentralized: All agencies will employ the common assessment and referral system for intake

Hybrid: Multiple, intentional access points handle intake and referrals. Can combine a physical access point with other methods like a phone or web based access point.

- a) Please record your Region's model choice and document location of access points.
- b) What is your plan for providing coordinated entry across the entire defined region? This could be either by having one centralized access point or overseeing several smaller, county based access points. Access points can be virtual / phone-based.

2. Prevention and Diversion

Diversion is a strategy that prevents homelessness for people seeking shelter by helping them identify immediate alternate housing arrangements and, if necessary, connecting them with services and financial assistance to help them return to permanent housing. Prevention services are intended to assist households at imminent risk of becoming literally homeless.

I. Screening Tool

The prevention and diversion screening tool is utilized by CES partners to determine safe housing options for households that are experiencing a housing crisis. The Prevention & Diversion Screening tool allows community partners and coordinated entry staff to assess the household's current

housing situation, and based on needs, make referrals to services that can assist in preventing homelessness and diverting emergency shelter entry.

Please use Appendix 1, located at the end of this document, to list agencies who will administer the prevention and diversion screening

II. Prevention and Diversion

- a) Will your coordinated entry process offer case management services for prevention/diversion? If yes, please describe the services provided and in what circumstances they will be provided.
- b) Are financial resources available for diversion and prevention? If yes, please list the type of assistance that may be provided (e.g. past due rent, utilities, etc) and what sources of funding are used for this?

Please use Appendix 3 to list agencies that administer diversion and prevention services.

- c) Please outline, in detail, the process by which agencies will make a “warm referral” to agencies providing diversion and prevention services.

3. Domestic Violence Referrals

During the CES screening process, households may identify as needing and choose to access domestic violence resources. Please list the agencies providing domestic violence services for which referrals will be made in Appendix 2.

- a) Please outline, in detail, the process by which agencies will make a “warm referral” to domestic violence agencies.
- b) Please outline your region’s safety planning strategy.

4. Referrals to Emergency Services

During the CES screening process, households may identify a need for emergency services.

Please use Appendix 4 to list agencies that administer shelter and emergency services.

- a) Please outline, in detail, the process by which agencies will make a “warm referral” to emergency shelter and emergency service providers.
- b) If there are no emergency shelters in your region or a particular population does not have access to an emergency shelter, how will households access emergency housing in your region?
- c) Do the shelters in your region have admission requirements that screen people out? Are the shelters in your area often full? If so, are alternative emergency housing options available? Please describe the process. Please also describe any emergency shelter admissions requirements.

- d) Does your region have 24/7 access to emergency services? If not, please describe the plan to provide access to emergency services, including shelter, outside of operating hours of the CES access points?

5. Assessment

The VI-SPDAT assessment identifies vulnerability and housing barriers for households and assists to identify and prioritize households for housing resources and services.

Please use Appendix 5 to list the agencies in the region that will administer the VI-SPDAT.

- a) Will agencies have staff member(s) devoted to assessment and/or data entry? Are resources needed/available to support the staff costs and training? If yes, please describe those resources and to whom they are available.
- b) If emergency shelters do not administer the VI-SPDAT, please describe how your region will identify which households residing in an emergency shelter need a VI-SPDAT assessment. Please describe who or which agency follows up with households to complete a VI-SPDAT.
- c) Households should be assessed no greater than a period of 14 days after entering emergency shelter. In the rare case of a household exiting emergency shelter to homelessness, an assessment must be completed prior to the household exiting. How long will your community wait to assess households residing in emergency shelter?
- d) Please describe how your region will provide outreach to unsheltered households to complete a VI-SPDAT and provide housing/service referrals as needed.
- e) If your community does not currently provide outreach to unsheltered households, please describe how/when your region will develop an outreach plan, including goals and timeline.
- f) Will local DV agencies participate in administering the VI-SPDAT and making housing referrals? If not, please provide your plan to engage local domestic violence agencies, including goals and timeline.

6. Housing Referrals and Prioritization List

The VI-SPDAT and Family VI-SPDAT will be the ONLY tools used to assess individuals and families after entry into the CES. The assessment scores will be used to triage individuals and families into the appropriate category of intervention.

Housing Referral

The following chart illustrates the ‘type’ of housing referrals based upon VI-SPDAT Scores.

Individual VI-SPDAT Score	
0-3	No housing referral/Basic information provided
4-7	Rapid Rehousing (RRH)
8-11	Transitional Housing

8+	Permanent Supportive Housing (PSH)
Family VI-SPDAT Score	
0-3	No housing referral/Basic information provided
4-8	Rapid Rehousing (RRH)
9-12	Transitional Housing
9+	Permanent Supportive Housing (PSH)

Please use Appendix 6 to list the permanent housing programs that households are referred to once assessed with the VI-SPDAT. Please list project eligibility criteria. Include specific detail regarding required documentation at the time of housing referral as well as at time of project entry/intake.

- a) Please outline the process by which agencies make a “warm referral” to a permanent housing program.
- b) How will providers report vacancies to the CES lead agency? Providers should report old vacancies, new vacancies and pending vacancies to the lead agency at least weekly.
- c) Who will be managing the prioritization and referral processes? Please list the agency and the staff name(s) and contact information who will “own” those processes.

7. Client-Centered System

I. Low Barrier Entry

The Coordinated Entry process should ensure that people are not screened out due to perceived barriers to housing or services, including, but not limited to, too little to no income, active or a history of substance abuse, domestic violence history, resistance to receiving services, the type or extent of disability-related services or supports needed, history of evictions or poor credit, lease violations or history of not being a leaseholder, or criminal record.

- a) Do any providers have admission policies or selection criteria that screen people out due to perceived barriers to housing or services, such as those described above?
- b) What is your plan and timeline for lowering these barriers and ensuring that households with the greatest service needs are not screened out?
- c) What is the region’s plan to ensure that, when possible, client’s entry into a program is not being delayed by lack of documentation?

II. Participant Autonomy

Coordinated entry participants are freely allowed to decide what information they provide during the assessment process, to refuse to answer assessment questions and to refuse housing and service options without retribution or limiting their access to other forms of assistance.

- a) Please indicate how participants will be educated about how their information will be used and shared. *(At minimum, the HMIS Privacy policy should be displayed in the assessment location.)*
- b) Communities should ensure client choice in decisions such as location and type of housing, level and type of services, including assessment process that provides options and recommendations that guide and inform participant choice, as opposed to rigid decisions about what households need. Please describe how your community will ensure that client choice remains an integral part of the system despite having limited resources and housing options.

8. Transportation

- a) Will people be required to travel to different locations to access programs and services in your community?
- b) Will transportation funds/resources be provided? If yes, please describe those resources, to whom they are available and how and when they are accessed.

9. Advertisement

- a) Please explain the strategies your region will use to educate agencies and other community systems about coordinated entry. *(Attach any materials your region uses in these efforts.)*
- b) Please explain the strategies the region will use to educate households at risk of or experiencing homelessness about coordinated entry. *(Please attach any materials the region uses in these efforts.)*
- c) Lead agencies must ensure that their LAP includes all counties in which the CES will cover. Communities must follow their LAP when creating and distributing any advertisement material. Please include a copy of the lead agency's LAP to this plan.

10. Accessibility

- a) How will your region ensure that the coordinated entry process is accessible to people with disabilities? Please indicate which communication service is available, such as Braille, audio, large type, assistive listening devices and sign language interpreters. Please indicate any other accommodations that will be available to help people with disabilities access the coordinated entry system.
- b) Are the coordinated entry access points in your community accessible to people who use wheelchairs or have limited mobility?

- c) If not, or if the access point is difficult to get to, please describe how you will provide outreach that is accessible to people with disabilities.
- d) What steps will your region take to help people with Limited English Proficiency or difficulty reading access the coordinated entry system? Please consult the lead agency's LAP.

11. Local Oversight

Coordinated Entry provides community-wide accountability for providing housing resources and services to anyone who is at risk of or anyone experiencing homelessness as quickly as possible. Each region should have a group to oversee the region's coordinated entry process, report to the Assessment, Placement and Services Committee, address system grievances, educate and conduct outreach to non-participating agencies and collect and submit outcomes to the Continuum of Care.

- a) Please list members of the group that will provide ongoing oversight of the region's CES. Include name, agency, title and contact information.
- b) How do you plan on engaging leaders and agencies in communities that are inactive in your region within the BoS CoC?
- c) Please describe how this group will use coordinated entry outcome data, including using the data to identify gaps, expand best practices, target technical assistance, set performance goals, changing processes, and advocate for resources, etc.

12. Training

The CoC will post recorded trainings on the BoS CoC CES website. Training announcements will be sent to CoC and ESG funded agencies as well as CES lead agencies. Trainings will include an overview of the CES, CES Written Standards, Policies and Procedures, Prevention and Diversion Screening Tool, VI-SPDAT and the HMIS CES Basic workflow. Additional trainings to address data quality concerns and continuous quality improvement will be offered as needed. If a need for additional trainings, not offered by the CoC, is identified, Regional Planning Groups should communicate that need to the Coordinated Entry System Coordinators for consideration.

- a) What are the training and capacity building needs of the agency/staff who will deploy the region's coordinated entry process?
- b) How many CES participating agencies in your region are not currently using the GA HMIS system?
- c) How many agencies/people will need to be trained on enrolling households into HMIS CE Basic?
- d) How many agencies/people will need to be trained on the management of the system including the prioritization and referral process in HMIS CE Basic?
- e) How many agencies/people will need to be trained on updating and accepting referrals, and project enrollment in HMIS CE Basic?

13. Grievances

Your region must develop a policy for handling individual grievances. Make sure the policy addresses the questions listed below. Please attach your coordinated entry system's grievance policy along with a copy of all CES participating agencies grievance policy. *Please note that there is difference in agency grievances and individual grievances. Agency grievances should be handled according to an agency's own grievance policy. CES lead agencies should have a copy of each agency's grievance policy for reference.*

- a) What will occur in cases where a household does not agree with referral or assessment results/processes?
- b) Describe the process for submitting grievances, Include a timeline, contact information for who should receive the grievance and how and who will decide the outcome of the grievance.
- c) How will your region continue to ensure that a client is quickly housed once a household has submitted a grievance?

14. System Connections

How will your community connect the coordinated entry system to existing systems?

Please describe what is available locally and how the CES is/will collaborate with each system:

- Veteran Affairs
- Faith-based Poverty Programs
- Mental Health Services
- Legal/Judicial System, including law enforcement and prisons
- Department of Social Services
- Department of Education
- Healthcare (DoH, Hospitals)

15. Subpopulations

Describe the process by which your planning group will coordinate with and address the special resources/issues for the following subpopulations.

- a) Chronically Homeless
- b) Unaccompanied Youth
- c) Veterans
- d) Domestic Violence
- e) HIV/AIDS
- f) Persons at risk of homelessness
- g) Individuals exiting jail or prison

Appendix 1: Agencies administering prevention and diversion screen

Agency	Counties Served	Population Served	Availability of Screen		# of Staff Trained
		<input type="checkbox"/> Families <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input type="checkbox"/> Youth/Young Adults <input type="checkbox"/> Veterans <input type="checkbox"/> _____	Days	Times	
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Appendix 2: Agencies providing domestic violence services and/or shelter

Agency	Counties Served	Participate in Coordinated Entry
		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No

Appendix 3: Agencies providing diversion or prevention services

Agency	Counties Served	Population(s) Served	Service Availability		Services Provided	Eligibility Requirements
		<input type="checkbox"/> Families <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input type="checkbox"/> Youth/Young Adults <input type="checkbox"/> Veterans <input type="checkbox"/> _____	Days	Times		
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Appendix 4: Agencies that administer emergency shelter and services

Agency	Counties Served	Population Served	Intake Schedule		Eligibility Information
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Appendix 5: Agencies administering the VI-SPDAT

Agency	Counties Served	Population Served	Availability of VI-SPDAT		#/Names of Staff Trained
		<input type="checkbox"/> Families <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input type="checkbox"/> Youth/Young Adults <input type="checkbox"/> Veterans <input type="checkbox"/> _____	Days	Times	
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Appendix 6: Housing programs that households are referred to once assessed by the VI-SPDAT

Agency	Counties Served	Population(s) Served	Type of Program	Active on HMIS	Eligibility Requirements
		<input type="checkbox"/> Families <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input type="checkbox"/> Youth/Young Adults <input type="checkbox"/> Veterans <input type="checkbox"/> _____	<input type="checkbox"/> PSH <input type="checkbox"/> RRH <input type="checkbox"/> TH <input type="checkbox"/> Other _____	<input type="checkbox"/> Yes <input type="checkbox"/> No	
		<input type="checkbox"/> Families <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input type="checkbox"/> Youth/Young Adults <input type="checkbox"/> Veterans <input type="checkbox"/> _____	<input type="checkbox"/> PSH <input type="checkbox"/> RRH <input type="checkbox"/> TH <input type="checkbox"/> Other _____	<input type="checkbox"/> Yes <input type="checkbox"/> No	
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		<input type="checkbox"/> Families <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input type="checkbox"/> Youth/Young Adults <input type="checkbox"/> Veterans <input type="checkbox"/> _____	<input type="checkbox"/> PSH <input type="checkbox"/> RRH <input type="checkbox"/> TH <input type="checkbox"/> Other _____	<input type="checkbox"/> Yes <input type="checkbox"/> No	