

Proposed Updates to Coordinated Entry Policies & Procedures (last updated 9/24/19)

Pg. 2-6	Move definitions section to appendix
Pg. 8-9	Update Access info w/Housing Helpline phone number, email and hours of operation
Pg. 9	Update access places and hours
Pg. 9-10	Update prevention info to include Emergency Housing Assistance program, CPCA CARES Act funding
Pg. 10 & 17-18	Update Street Outreach to include Orange County Street Outreach program info
Pg. 10-12	Update assessment process per below
Pg. 15-18	Update prioritization process per below
Pg. 19-20	Update Partner & Roles info

Proposed Updates to CoC Written Standards (last updated 11/25/19)

Pg. 1-5	Move definitions section to appendix
Pg. 7-9	Update access, assessment process, and prioritization process
Pg. 9	Update Referral Programs
Pg. 11-16	Update Emergency Shelter program standards
Pg. 16-22	Update Rapid Re-housing program standards
Pg. 22-23	Update prevention info to include Emergency Housing Assistance program, CPCA CARES Act funding
Pg. 23	Update Street Outreach to include Orange County Street Outreach program info

Assessment process

- **When people contact Housing Helpline**
 - Homelessness prevention - Have stable housing for 2+ weeks
 - Orange County Emergency Housing Assistance
 - Resource list, Resource database, Orange County housing search information
 - Homelessness diversion - Have housing for less than 2 weeks OR been experiencing homelessness less than 2 weeks
 - Structured, strengths-based conversation to determine if there is any safe place, other than shelter, for the household to stay
 - Flexible funding available

Assessment process, cont.

- Housing program referrals – People unable to be diverted OR people who have been experiencing homelessness for 2+ weeks
 - Explain process, ask if client interested to continue to HOME list
 - Multi-agency consent
 - Monthly care coordination
 - Housing program referrals
 - Go on list with their name, another name, initials, other initials, anonymous number
 - Change to all VI-SPDATs eligible for HOME list (not just scores 4+)
- **How housing program referrals happen at HOME Committee**
 - Housing program referrals made using prioritization process below
 - When there are open slots available on caseloads, referrals made using highest person on list that meets program eligibility

Prioritization process

- **Overall HOME list prioritization**
 1. VI-SPDAT score – higher scores prioritized over lower scores
 2. Length of time homeless – longer lengths of time homeless prioritized over shorter
 3. DV status – people fleeing domestic violence, sexual assault, or stalking prioritized over people who are not
 4. Living situation – people living unsheltered prioritized over people in shelter
 5. Add COVID High risk to prioritization
 - Remove 2-D wellness score from prioritization
- **Permanent Supportive Housing (PSH) prioritization**
 - For people experiencing chronic homelessness (have a disability + 12 months of homelessness)
 - Top of HOME list
- **Rapid Re-housing (RRH) prioritization**
 - Serving people from different parts of the HOME list: 3 “buckets”
 - 1) Serving people with high service needs not being served in other programs
 - Top of the list according to VI-SPDAT (3 people out of 15 total on caseload)
 - 2) Mid level, needs services, going to take some case management; OR higher VI-SPDAT and already connected to another service provider (HomeLink, ACTT) (5 people out of 15 total on caseload)
 - Determined during HOME meeting for any open slots on RRH caseload
 - 3) Long-term shelter stayers (7 people out of 15 total on caseload)
 - People with longest cumulative lengths of stay at IFC HomeStart and IFC Community House

Prioritization process, cont.

- **Housing Choice Voucher (HCV) prioritization**
 - The Orange County Housing & Community Development Department [Administrative Plan](#) states, “An applicant experiencing homelessness who is referred through an agency participating in the OCPEH HOME Committee. The referring agency must be an active participant in the HOME Committee and be recommended for a HCV by HOME Committee members prior to HCV applications being accepted from agency referrals in this preference category.”
 - Prioritization for HCV vouchers will be made for the following groups:
 - People on fixed incomes - disability, retirement
 - Low case management needs
 - Case management needs exist but are met
 - PSH Move On
 - RRH not stabilized in 3-12 months
 - “All But” chronic homeless status
 - Missing months, episodes of chronicity OR formal disability status but exhibiting signs of a disability
 - Veterans who are either
 - Not eligible for VA healthcare
 - Not stabilizing in SSVF in 3-12 months
 - Fleeing domestic violence, sexual assault, or stalking
- **Veterans programs** use internal program guidelines for program referral
 - HUD-VASH – program referral to Durham VA
 - Supportive Services for Veterans and their Families (SSVF) – program referral to Volunteers of America of the Carolinas