

Coordinated Entry System (CES) – Implementation “to-do” list

Acronyms

BoS - Balance of State

CO BoS CoC - Colorado Balance of State Continuum of Care

CES - Coordinated Entry System

DV - Domestic Violence

HMIS - Homeless Management Information System

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

Step 1 - Create the infrastructure, identify regional CES players and resources

- ☐ Identify someone (or a few people) to be the **Regional Coordinated Entry Coordinator(s)** by December 31st, 2017.
 - ☐ Regional Coordinator and CES sub-committee members (if subcommittee is already established) will attend CO BoS CES “CES implementation training” in January 2018.
- ☐ Identify community partners interested in participating in your region’s CES and meet to discuss the basics of CO BoS CES and the various roles and responsibilities of participating members.
- ☐ Identify all CoC and ESG recipients and sub-recipients in your region and notify them that their participation in CE is a HUD requirement.
- ☐ Assemble a **Coordinated Entry Sub-Committee** who will be responsible for implementing your regional CES and ensuring your region is in compliance with the **CO BoS CES Policies and Procedures**. Examples of subcommittee members include: *DV providers, emergency shelter staff, outreach workers, funded and non-funded entities*.
 - ☐ Regions are required to submit names of their Coordinated Entry sub-committee participants annually and list the lead point of contact.
- ☐ All participating entities and subcommittee members must sign the Colorado **BoS CoC CES Memorandum of Understanding (See Appendix D of policies and procedures)**.
- ☐ Take an initial inventory of all housing resources that will accept (or are required to accept) referrals from your region’s CES, including the types of eligibility criteria households are required to meet to be served by the housing program. Reach out to CoC Collaborative Applicant if you do not have this information.
 - ☐ Consider reaching out for non-HUD funded ES, PSH, RRH, TH, etc. to offer a space in your CES.
- ☐ Take an inventory of all homeless prevention and other emergency services in your region.
- ☐ Identify a **“By-Name List Manager”** for your region.
- ☐ Reference the CO BoS CES Policies and Procedures (**regional responsibilities found in red font in document**) and use the **CO BoS Regional CES Policies and Procedures** template to complete your region’s CES policies and procedures.
 - ☐ Regional Policies and Procedures will be submitted to the CO BoS CES committee by January 23rd, 2018.

Step 2 – Access/Identification

- ☐ Identify and structure your region’s Access Point(s): **Single Point of Access, Multi-site Centralized Access, No Wrong Door, and/or Assessment Hotlines**.
- ☐ Determine whether specialized Access Points will be necessary for your region (Individuals, Youth, Victims of Domestic Violence, Families with children. (CoC’s are prohibited by HUD from developing separate access points for Veterans.)
- ☐ Reference CO BoS CES policies and procedures to make sure that your region’s Access Points have the ability meet *all* of HUD’s minimum requirements for Access Points and document how they will meet those requirements in your regional policies and procedures.
- ☐ Map a flow of your regional CES.
- ☐ Clearly define roles and responsibilities of Access Points and other participating entities in your regional policies and procedures.

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- ☐ Identify at least one member in your region (physical or virtual) that is trained to administer the **Prevention and Diversion Tool** and **VI-SPDATs** to all populations experiencing homelessness.
 - ☐ http://www.orgcode.com/vi_spdat
- ☐ Develop an Access Point marketing plan.
- ☐ Identify all those in your region that have access and use **Homeless Management Information System (HMIS)**
- ☐ Identify those in your region that provide street outreach services (can be faith-based groups or other informal outreach efforts).
- ☐ Set access point hours of operation and describe how individuals and/or families will access emergency services outside the Access Point’s hours of operation.
- ☐ Access Points have a process to address client and agency grievance issues (**See Grievance Policy**)
- ☐ Access Points and all participating entities use the **Housing First** model of service delivery and do not screen people out of your region’s CES because of perceived barriers to housing.

Step 3 - Screening: Prevention and Diversion Assessment

*A standardized initial **Prevention and Diversion Tool (Appendix F)** will be administered to all households that in need of housing services. The pre-screen is designed to ensure that all access points and participating entities are using the same approach and providing diversion and prevention services before administering the VI-SPDAT.*

- ☐ Your region has documented the process of how families and individuals get connected to homeless prevention, emergency, and other mainstream services in regional policies and procedures.
- ☐ Your region has documented how and when a participant gets connected to a VI-SPDAT assessor if diversion strategies are unsuccessful.
- ☐ Review Prevention and Diversion Tool and send comments/suggestions/ideas for this form to the CO BoS CoC CE committee if it does not meet the need of your region.
- ☐ Diversion strategies are being practiced before administering the VI-SPDAT assessment.

Step 4 - Release of Information (ROI)

There is a standard ROI created by the CO BoS CE Committee for regions to adapt. Depending on your region's decisions around data sharing, the ROI can be used to connect clients with all relevant services in your region.

- ☐ Modify the **CO BoS CES ROI (See Appendix G)** to include all necessary agencies/persons in your region that participating in CE.
- ☐ Release of Information is modified for DV victims (**See DV policy**).
- ☐ Communicate any issues that you might have in getting community partners to utilize the CO BoS CES ROI.

Step 5 - Triage & Assessment – VI-SPDAT

- ☐ All VI-SPDAT assessors have been trained initially and at least annually.
- ☐ Trained assessor(s) for all population-specific assessments (individuals, families, youth) is available in your region either at a physical location or virtually.
- ☐ All assessors use the same **Opening Script (See Appendix H)** before administering VI-SPDAT.
- ☐ All assessors have client sign CO BoS CES ROI before administering the VI-SPDAT.

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- ☐ DV victims are given the option to be assessed by DV provider at a physical location or virtually.
- ☐ Diversion and Prevention Tool and VI-SPDAT forms for Victims of DV should not include any personally identifiable information but questions should remain the same (**See DV policy**).
- ☐ The plan for training assessors is documented in your regional policies and procedures.
- ☐ Determine what happens after the VI-SPDAT is completed and where the information will be stored (eventually it will be HMIS or comparable database only).
- ☐ Regional policies and procedures clearly explain your region’s process to comply with CO BoS CES “phased assessment” approach, which include the following triage and assessments: *Pre-screen/Diversion tool, VI-SPDAT, and other program-specific assessments that may be required for program enrollment.*
 - ☐ Document the names of assessor(s) and locations of assessments for all populations.
 - ☐ Document when each assessment take place (Example: Administer VI-SPDAT 14 days after client is admitted to shelter to leave room for self-resolution).
- ☐ Begin assessing those that are known in your community first as “most vulnerable” to start building your “**By-Name List**” of known, assessed participants that have provided consent.

Step 6 - Prioritization and By-Name List

- ☐ Choose your **Local Tiebreaker** for prioritization criteria and get approval from BoS CE committee before using this tiebreaker by January 23rd, 2017.
- ☐ Create a **By-Name List** using the template created by CO BoS CE committee.
- ☐ Identity one (or a few) **By-Name List Manager(s)**.
- ☐ By-Name List is kept secured and in compliance with HMIS privacy and security standards.
- ☐ By-Name List is seen only by a few people in your community.
 - ☐ All people who have access to the By-Name List must have signed the BoS CoC CES MOU (See Appendix E) and are listed on the CO BoS CES ROI.
- ☐ Regional Policies and Procedures should detail how a By-Name list is maintained and updated. Regions must ensure that client data is entered into the By-Name list within 7 calendar days of the ROI and VI-SPDAT being completed.
- ☐ All individuals and families added to the By-Name List meet the prioritization criteria determined by the CO BoS CES Policies and Procedures.

Step 7 - Case Conferencing

- ☐ Identify all of those in your region that will participate in **Case Conferencing**.
- ☐ All Case Conferencing participants have signed a **BoS CoC CES MOU (See Appendix E)** and are listed on the **CO BoS CES ROI**.
- ☐ Determine how often Case Conferencing will take place and document plan for case conferencing in regional policies and procedures.
- ☐ Only necessary information for housing referral is being shared at Case Conferencing meetings.
- ☐ A **Real Time Housing Vacancy List** and process for maintaining and updating the list is detailed in regional policies and procedures. At minimum it should include all ESG and CoC-funded housing programs.

Step 8 - Referral

- ☐ Regions are responsible for detailing their individual housing and referral navigation process in regional policies and procedures.
- ☐ There is at least one individual or agency assigned to a program participant from referral to lease-up.

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- ☐ A **Cross Regional Referral policy** is incorporated into regional policies and procedures.
- ☐ All those participating in your region’s CES, including program participants, understand the **Denial Policy**.
- ☐ CES housing providers fill out **Housing Provider Denial Form (See Appendix I)** if a referral is denied.

Step 9 - Housing Placement & Retention

- ☐ After a participant is placed in housing, the region makes sure that services are being provided in accordance with the client’s needs and grant terms.

Step 10 - Data Collection/Evaluation

- ☐ Data is collected on every individual that interacts with CES.
- ☐ Regions should keep track of information outlined in the **Data Collection** section of the CO BoC CES Policies and Procedures and document how they will track the data points and ensure it will be reported to the BoS CE Committee when required.
- ☐ CO BoS CE committee evaluates regional CES each year. Regional coalitions will be expected to participate in CoC-wide CES monitoring and evaluation procedures.

Step 11 – Ongoing Tasks

- ☐ Identify recurring processes as a region and work that into your regional policies and procedures.
- ☐ Use CO BoS CES committee’s trainings as a foundation to develop regional trainings.
- ☐ Document region’s plan to train all participating entities that are new to CES on:
 - ☐ Colorado BoS CoC CES and process for your regional CES
 - ☐ Screening and assessment process, including diversion and prevention
 - ☐ Prioritization standards
 - ☐ Referrals
 - ☐ Privacy policies and meeting HUD’s HMIS requirements
 - ☐ Case Conferences
 - ☐ Grievance procedures

Colorado BoS CoC Coordinated Entry System implementation will be imperfect and constantly changing to meet the needs of individual regions. Please feel free to reach out to any of the CES committee members for support.