**Appendix E: Colorado BoS CoC CES Memorandum of Understanding**

All agencies participating in CES must sign an MOU and be listed on the BoS CES ROI. An MOU template is provided below. The regional coalition may use this template as is or may add further customizations to it, as detailed in the regional coalition’s policies and procedures. It is required that anyone that receives CoC or ESG funding signs the MOU.

**Memorandum of Understanding**

between

Colorado Balance of State Continuum of Care

and

Partner Agencies

PLEASE SEND SIGNED MOU BY MAIL OR FAX OR EMAIL TO:

\*\*Insert Contact Info\*\*

This Memorandum of Understanding (MOU) establishes an arrangement between the Colorado Balance of State Continuum of Care (BoS CoC) and its partner agencies (Agencies) to establish and provide a Coordinated Entry System (CES) for those experiencing homelessness in the 56 county BoS CoC. The parties mutually desire to maintain compliance with HIPAA for the purpose of safeguarding the privacy of Protected Health Information (PHI) they may share and so that the Parties can share client information for joint activities in CES.

**Purpose**

This MOU outlines and clarifies the mutual responsibilities of agencies participating in CES as well as the Colorado BoS CoC Governing Board, and the Coordinated Entry Committee.

CES activities include, but are not limited to, the following:

* Outreach to those experiencing homelessness and housing instability
* Utilization of the VI-SPDAT, a triage tool that determines the vulnerability of those experiencing homelessness
* Prioritization of those in need of housing assistance, using the VI-SPDAT scores of respondents and agreed-upon prioritization protocols
* Development of a by-name list of persons experiencing homelessness
* Assistance to individuals/families in 1) obtaining documents necessary to enter into housing and 2) accessing benefits (Medicaid/Medicare, food assistance, disability benefits, etc.)
* Case conferencing to match housing resources available based on fit, eligibility, and vulnerability
* Development of a real-time list of housing opportunities
* Offering housing opportunities to those experiencing homelessness and assisting individuals through the move-in process
* Providing on-going housing-focused supportive services to ensure individuals can successfully retain their housing

**Participation Agreement for (insert region) Agencies**

**Name of Agency:** (insert agency)

As an agency participating in the (insert region) Coordinated Entry System, we agree to adhere

to all (insert region) and Balance of State Continuum of Care policies and procedures. We agree

to fulfill the following functions (initial next to all that apply). All details of our participation are

further outlined in the accompanying scope of participation.

Serve as an access point to the CES for:

\_\_\_ Veterans

\_\_\_ Non-veteran Adults

\_\_\_ Unaccompanied Youth (up through age 24)

\_\_\_ Families with children under 18

\_\_\_ Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_ Train staff to administer the VI-SPDAT to clients (an option primarily for agencies concerned with the privacy of their clients; agency would not serve as an access point, accessible to any household in that population)

\_\_\_ Market the CES to appropriate clients

Participate in case conferencing for:

\_\_\_ Veterans

\_\_\_ Non-Veteran Adults

\_\_\_ Families

\_\_\_ Unaccompanied Youth (under age 25)

\_\_\_ Provide selected clients with housing navigation services

\_\_\_ Provide selected clients with housing retention/case management services

\_\_\_ Contribute housing resources to those available through CES

**Agencies**

For a list of agencies who have signed an MOU and their selected roles in CES, please visit

\*\*Insert local website here\*\*

**BoS CoC Coordinated Entry Committee**

The Coordinated Entry Committee of the BoS CoC Governing Board is the lead for implementing Coordinated Entry System across the BoS CoC. This committee is created of BoS CoC Governing Board members, as well as members of the regional CoC working groups. While all final decision making power rests with the Colorado BoS CoC Governing Board, the Coordinated Entry Committee agrees to do the following:

1. Draft overarching policies and procedures that all agencies who are participating in Coordinated Entry within the Balance of State must abide by
2. Create structure for agencies in the BoS to participate in, per HUD’s guidelines and benchmarks
3. Provide support and advice for regions as they implement coordinated entry
4. Review any regional policies and procedures that regions are required to submit. After review, the CE Committee will make a recommendation to the Governing Board whether or not to approve regional policies
5. Ensures the CO BoS Governing Board is aware of all new Coordinated Entry-related HUD requirements

**Monitoring and Reporting**

The Coordinated Entry Committee monitors the functioning and efficacy of the Coordinated Entry System, making at least annual reports to Agencies through the regular communications of the BoS CoC, and during the submission and approval process for regional policies and procedures.

**Funding**

The signed MOU is not a commitment of funds by Agencies.

**Duration**

This MOU is at-will and may be modified by mutual consent of authorized officials from Agencies. It shall become effective upon signature and will remain in effect until modified or terminated by individual Agencies.

**Agency Name**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Address/City/State/Zip**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Phone**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Email**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Printed Name**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Title**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Signature**:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Explanation of Roles for Participating Agencies**

(To be presented alongside the MOU; specifics of each role will be crafted into a scope of work

for each agency)

**Serve as an access point to CES:**

* Access points are those locations – real or virtual – that provide access to the CES. One location may provide access for several populations or may be an access point only for a designated population. By serving as an access point, an agency agrees to the following:
* Be easily accessible through transportation or have the ability to provide transportation in some capacity (bus vouchers, etc..). If the location is not easily accessible, a common issue in non-metro and rural communities, for everyone in your region that may need to access the CE System, please detail how a hotline/phone option will be used.
* Participate in CES and VI-SPDAT trainings
* Participate regularly in regional CoC meetings and planning activities
* If CoC funded, or an ESG recipient/subrecipient: Participate in HMIS and adhere to HMIS standards required by HUD and the BoS CoC (Domestic Violence Service Providers are excluded from this criterion). Ultimately, it is ideal for all access points to be utilizing HMIS, but it is recognized that this may not be realistic at the time. This criterion will be revisited once a new HMIS has been fully implemented across the state (estimated completion in 2018)
* Demonstrate staffing capacity to perform assessments and have at least one employee trained on the VI-SPDAT
* Provide standard hours of operation during which households can access the coordinated entry process through screening, triage, and assessment procedures
* Conduct the appropriate VI-SPDAT assessment (individual, youth, or family) and complete necessary data entry to add the household to the by-name list within 48 hours or two business days. If your agency is not doing data entry directly, you must get the info to the entity submitting data in a timely manner so that they may get the info submitted onto the by-name list within 48 hours or two business days.
* Have adequate capacity for staff to administer the Diversion/Prevention Tool. Please see Appendix F for the Colorado BoS CoC Diversion Tool, which all access points must use.
* Provide and/or refer to appropriate resources for households that cannot access housing immediately (emergency shelter, etc.)
* If CoC funded or an ESG recipient: Employ a Housing First model of service delivery.Please see Appendix D for the Colorado BoS CoC-wide Housing First Standards.
* Establish protocols that ensure at a minimum that people fleeing, or attempting to flee, domestic violence have safe and confidential access to coordinated entry and that data collection conforms to the applicable requirements of the Violence
* Against Women Act, CoC Program, and/or HMIS Data Standards.

**Train staff to administer the VI-SPDAT to clients:**

Some agencies with privacy concerns for their clients (e.g., domestic violence survivors, injection drug users, etc.) or with concerns that clients may not be as forthcoming with an unknown person may opt to conduct the VI-SPDAT with their clients. By serving in this role, an agency agrees to the following:

* Agreeing to offer the screen/triage to any client of the agency in the population designated that meets the guidelines established by the Colorado BoS CoC
* Pre-screening households with the Diversion/Prevention Tool to determine if homelessness can be avoided
* Ensuring any staff or volunteers conducting the VI-SPDAT have been trained and their names have been submitted to the local by-name list
* Ensuring any staff or volunteers conducting the VI-SPDAT are surveying clients with consistency and fidelity to the original instrument
* Ensuring all Releases of Information are completed prior to administering the VI-SPDAT
* Ensuring all paperwork (Releases of Information and the VI-SPDAT) are kept in a secure location until they can be transferred to the local by-name list

**Market the CES to appropriate clients:**

Ensuring all individuals eligible to participate in CES are screened requires multiple partners marketing the CES to their respective clientele. By serving in this role, an agency agrees to the following:

* Posting information regarding the CAHPS in accessible locations; agencies may choose to hang up signs, include information in take-home packs for clients, or otherwise provide written information about CES
* Verbally informing eligible clients how, where, and when to access CES
* Answering any questions clients have regarding CES honestly, including informing clients that participating in CES does not guarantee the household will gain housing or will access housing in any specific length of time

**Participate in regular case conferencing:**

Case conferences are the forum at which dedicated housing resources are assigned and updates are made regarding the housing status of those on the by-name list. By serving in this role, an agency agrees to the following:

* Sending at least one staff person (preferably the same staff person) to each case conference
* Informing the group (either at the case conference or to the by-name list manager outside of the case conference time) of any known changes in the housing status or location of individuals on the by-name list

**Provide selected clients with housing navigation services:**

Housing navigation involves assisting the household with ensuring all documents are in order and identifying a physical apartment/house to rent. Housing navigation services will be identified/designated in a case conference. By serving in this role, an agency agrees to the following:

* Following the individual through the entire housing process, from housing assignment in case conference through move-in
* Ensuring client choice is protected and respected in the housing process
* Ensuring the client understands the expectations and responsibilities outlined in lease agreements or other housing documents
* Informing the case conference team of major roadblocks or set backs that need to be addressed in a case conference
* Ensuring case management/housing retention services are identified prior to “closing” the case

**Provide selected clients with housing retention/case management services:**

* Housing retention services are those that focus specifically on ensuring an individual can successfully stay in their housing permanently. By serving in this role, an agency agrees to the following:
* Providing light-touch support that increases in intensity or duration only when needed to ensure the household can remain housed
* When necessary and when agreed-to by the client, connecting with others involved in providing or coordinating care for the household
* Supporting the client to rectify any identified lease violations
* Informing the by-name list manager and case conference team if an individual is being evicted or choosing to leave their housing

**Contribute housing resources to those available through CES:**

Housing resources (e.g., PSH housing vouchers, short-term rental assistance/RRH, transitional housing) are needed to create an outflow of clients accessing housing. Agencies providing housing resources to CES can either designate that all available resources will be processed through CES or can designate a share of the available resources (e.g., every 10th voucher that turns over) to be processed through CES\*. By serving in this role, an agency agrees to the following:

* Communicating in writing to the CES any basic eligibility requirements for that resource
* Communicating in writing any other specifications or expectations attached to that resource
* Accepting referrals from the case conference team; limited refusals of referrals that meet the eligibility requirements of the housing resource are tolerated

\*Please Note: 100% of CoC- and ESG-funded housing resources must be allocated through the local CES.