

CES Policies and Procedures

Butte Countywide Homeless Continuum of Care

For use by the CoC Council, CoC Coordinator, HMIS Committee, HMIS Lead Agency, HMIS Software System Provider, Contributing HMIS Organizations, CHO Agencies, and all End Users

Created April 23, 2024

Approved by HMIS/CES Committee on May 13, 2024

Approved by CoC on May 20, 2024

TABLE OF CONTENTS

<i>Purpose of this Document</i>	4
Butte Countywide CoC Community Standards	4
Homeless Management Information System	5
Declared Emergencies	5
<i>Coordinated Entry System Overview</i>	5
Background	6
<i>Core Components of the Coordinated Entry System</i>	6
Key Objectives of Butte Countywide CoC’s CES	6
Coordinated Entry in Butte County	7
Participation in Coordinated Entry System	8
Coordinated Entry System Participation Requirements	9
<i>CES Core Components</i>	9
Access	9
Special Populations	10
After Hours and Emergency Access	11
Diversion services – Pre-Screen	11
CES Enrollment	12
Assessment	13
The Role of Assessment	13
CES Assessment Tool	13
Completing the CES Assessment Tool	14
Updating the Assessment Tool	14
Participant Autonomy in the Assessment Process	15
Crisis Resources	15
Prioritization - Connection	16
Self-Referral or External Fill Policy	17
<i>Process for People Fleeing Domestic Violence, Dating Violence, Sexual Assault or Stalking</i>	18
Domestic Violence	19
Safety Planning	20
Additional Safeguards for Victims of Domestic Violence	20
<i>Fair Housing, Nondiscrimination, and Marketing</i>	20
Nondiscrimination in Coordinated Entry	20
Federal Fair Housing	21
Low Barrier	21
Family Composition-Equal Access to Housing	22
Cultural and Linguistic Barriers	22

Households with Disabilities	23
Local Priority Point System	23
Affirmative Marketing and Advertising Strategy	24
<i>Grievance Policy</i>	25
<i>Compliance & Monitoring</i>	25
Training	25
<i>Evaluation</i>	26
Ongoing Planning and Stakeholder Consultation	26
Evaluation	26
<i>Appendix: Glossary of Terms</i>	27
<i>Appendices of Forms</i>	31
<i>Document Revision History</i>	31

PURPOSE OF THIS DOCUMENT

A Coordinated Entry System (CES) is an evidence-based strategy that focuses on housing and service coordination designed to link homeless people to the most appropriate housing solution based on their needs. The policies and procedures outlined in this document support the Butte Countywide Continuum of Care (CoC) in identifying people who are experiencing a housing crisis including homelessness, preventing homelessness whenever possible, appropriately assessing clients' needs, and providing connections to housing and services quickly.

Specifically, the Coordinated Entry System (CES) Policies and Procedures provide:

1. Policies that govern and provide continuity and consistency on CES practices and what key stakeholders and participants should expect from the process; and
2. A framework for service providers, federal/state/city and county partners along with private funders and community voices to align their operational processes and procedures whenever possible.

This document breaks down the CES process based on the following key CES components as outlined by the United States Department of Housing and Urban Development (HUD): 1) Access, 2) Assessment, 3) Prioritization, 4) Compliance, 5) Data Systems, and 6) Evaluation. The CES Policies and Procedures provide detail on Butte County CoC's response and practices for reducing homelessness throughout the community within each of these key components of CES.

This document addresses each of the CES requirements established by HUD and details local policies and practices as they relate to the Butte Countywide CoC CES. Please note that while HUD has allowed each CoC to be flexible in their design and implementation of Coordinated Entry policies and practices, every community is bound by federal, state, and local policies that drive our work and ensure fair and equitable access to all households in need. CES policies work in conjunction with local [HMIS Policies and Procedures](#).

As the lead agency for the CoC, the Department of Employment and Social Services (DESS), is responsible for CES planning, implementation, and monitoring.

BUTTE COUNTY COC COMMUNITY STANDARDS

The Butte Countywide CoC Community Standards outline key system and project standards to ensure that homelessness is rare, brief, and non-recurring in Butte County. At minimum, the Community Standards apply to all CoC, ESG, and DESS funded projects regardless of project type. The CES Policies and Procedures align with expectations outlined in the broader Butte Countywide CoC Community Standards and expect that all programs participate in CES while adhering to the system and project standards. CoC System Standards are the foundation for a high-performing CES. These include but not limited to:

- *Housing Focused*- utilizing housing as the key to ending homelessness.
- *Housing First*- offering housing resources with low barriers, as quickly as possible, with flexible and voluntary supportive services.
- *Trauma Informed*-recognizing the impact of trauma and actively working to reduce future re-traumatization.

As the lead agency for the CoC, DESS, is responsible for developing, updating, implementing, and monitoring the Community Standards.

HOMELESS MANAGEMENT INFORMATION SYSTEM

HUD requires communities to utilize a Homeless Management Information System (HMIS) to track and report data on persons experiencing homelessness and their participation in services. HMIS is a local web-based information technology system that the Butte Countywide CoC uses to collect client-level data on the provision of housing and services to individuals and families through the homeless response system. The CoC uses the software Clarity for its HMIS installation. DESS serves as the CoC’s HMIS Lead Agency. In this role, DESS sets policy, performs executive functions and provides strategic direction and oversight for Butte Countywide CoC’s HMIS. This includes oversight of technical design, implementation and operation of the HMIS, managing the day-to-day system operations, and providing training and technical support for all HMIS users. In Butte County, HMIS is intricately woven into the design and implementation of CES and is referenced throughout this document.

The HEARTH Act requires that all CoC and Emergency Solution Grant (ESG)-funded projects participate in the HMIS and comply with HUD's standards on participation, data collection, and reporting under a local HMIS and the Butte County [HMIS Policies and Procedures](#). All other HMIS participating projects, regardless of their funding source, need to adhere to the Butte County HMIS Policy and Procedure. The CoC strongly encourages non-HUD funded organizations to participate in Butte Countywide CoC’s HMIS.

DECLARED EMERGENCIES

DESS in accordance with the Butte Countywide CoC reserves the right to adjust Butte County CES practices, in response to a federal, state or locally declared emergency. DESS on behalf of the Butte Countywide CoC may align CES practices in accordance with federal, state and local guidelines during such declarations.

COORDINATED ENTRY SYSTEM OVERVIEW

CES Vision:

The vision of the CES is to provide assessment, prioritization, and matching of people experiencing homelessness to housing and supportive services in the most transparent, person-centered, equitable, and trauma-informed way possible.

BACKGROUND

In accordance with federal regulations, [HUD requires \(CPD-17-01\)](#) communities awarded CoC and ESG program funding to develop and participate in a “coordinated entry process designed to coordinate program participant intake, assessment, and provision of referrals, with the goal of increasing the efficiency of local crisis response systems and improve fairness and ease of access to housing resources, including supportive services and mainstream resources.” HUD has designated these efforts a key responsibility of each community’s Continuum of Care (CoC) under [24 CFR 578 \(a\)\(8\)](#).

Furthermore, HUD requires projects funded under [Continuums of Care \(CoC\) and Emergency Solutions Grant \(ESG\) programs](#) to utilize CES. The goals of an effective CES are to quickly identify households experiencing homelessness, resolve homelessness whenever possible through diversion, appropriately assess the needs of households that request help, and connect them to housing and services quickly. CES is designed and intended to be an evolving process equipped to change and adapt based on the needs of a community and the households experiencing housing crises.

CORE COMPONENTS OF THE COORDINATED ENTRY SYSTEM

HUD’s CoC Program Interim Rule has established minimum requirements and components for all CES. As per the requirements of [24 CFR 578](#) a CoC’s CES must:

- Cover the entire geographic area claimed by the CoC;
- Be easily accessed by individuals and families seeking housing or services;
- Be well advertised;
- Include a comprehensive and standardized assessment tool;
- Provide an initial, comprehensive assessment of individuals and families for housing and services; and
- Include a specific policy to guide the operation of the centralized or coordinated assessment system to address the needs of individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, human trafficking, or stalking, but who are seeking shelter or services from non-victim specific providers.

KEY OBJECTIVES OF BUTTE COUNTYWIDE COC’S CES

The following are key objectives of the Butte Countywide CoC’s CES, as established by the Butte County HMIS/CES Committee, the Butte Countywide CoC and DESS:

1. Operate a person-centric system of care.
2. Commit to a comprehensive crisis response system that assesses people, prioritizes them based on need, and connects them to housing quickly.
3. Expand diversion and permanent housing solutions based on community need.

4. Include thoughtful approaches to reducing the stress of the experience of being homeless through problem solving.
5. Implement standard assessment tools and practices that capture the limited information necessary to determine the severity of a household's needs and the best referral strategy to quickly remedy their housing crisis.
6. Utilize HMIS for the purpose of centralizing CES household's information and facilitating quick access to available housing solutions across the Butte County geographic area.
7. Regularly evaluate CES through facilitation, planning, and stakeholder consultation concerning the implementation and effectiveness of coordinated entry.

COORDINATED ENTRY IN BUTTE COUNTY

DESS is the Collaborative Applicant for the Butte Countywide CoC, CA-519. In addition to maintaining responsibility as the lead agency for the Butte Countywide CoC, DESS is the program applicant and lead agency for the administration of both the [Homeless Management Information System \(HMIS\)](#) and [Coordinated Entry System \(CES\)](#) as outlined in [HUD's regulatory requirements](#). As the CES program lead, DESS is responsible for the day-to-day administration of the CES, coordination with community partners and housing providers, documentation of CES services and resources, and oversight of the system and tracking performance. However, this responsibility is not held by DESS alone. While DESS is the CES project award agency responsible for the administration of Butte Countywide CoC's CES Policies and Procedures (CES P&Ps), support and decisions are facilitated through the Butte Countywide CoC and its HMIS/CES Committee group. The HMIS/CES Committee is composed of members of the Butte Countywide CoC that include homeless service providers, local government partners and funders, and persons with lived experience. The HMIS/CES Committee holds regularly scheduled meetings and is open to new membership.

The Butte Countywide CoC's CES is designed to:

- Identify the most vulnerable households experiencing homelessness in the CoC.
- Connect prioritized vulnerable households to available community resources with as few barriers as possible.

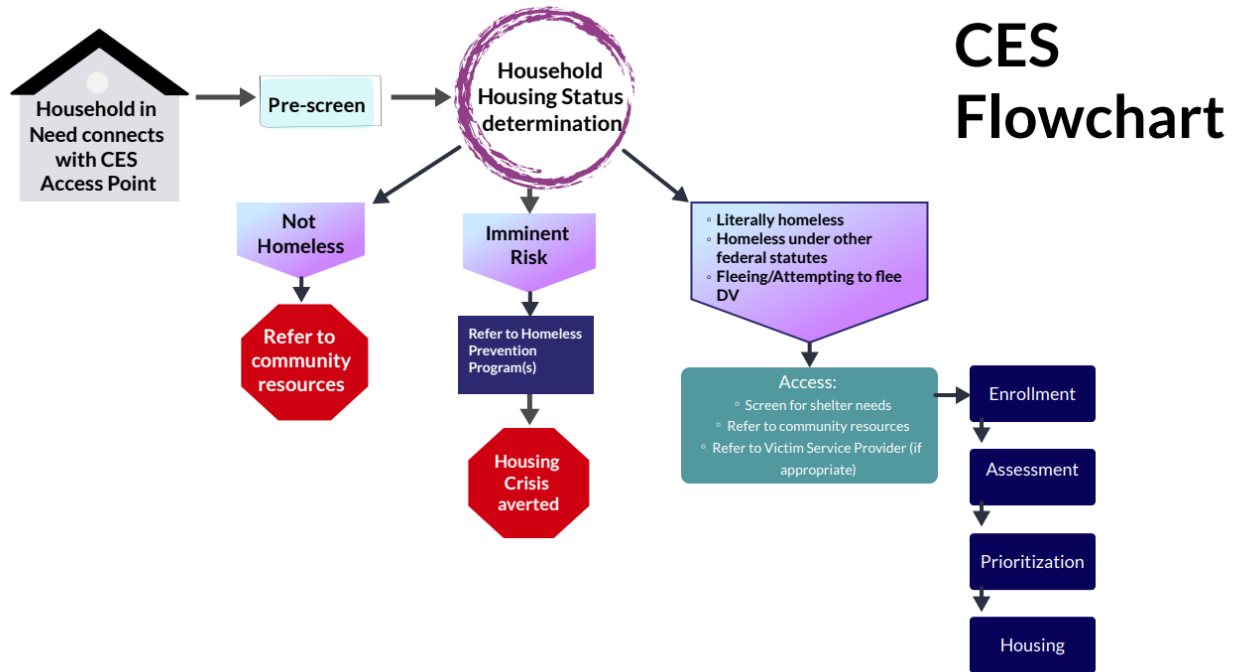
CES is:

- A centralized system for identifying, assessing and prioritizing vulnerable households.
- A match and referral process for connecting prioritized household's resources targeted to ending a household's homelessness.

CES is NOT:

- A guarantee of housing.
- A housing or program waitlist.
- A determination of housing eligibility.
- A referral process for emergency shelter or transitional housing beds.

Butte County’s CES is designed to connect vulnerable households to available resources through a streamlined system of access, assessment, data collection, prioritization, and referrals. The chart below provides a view of when and how CES is used.



Households may be enrolled in CES when:

- Diversion strategies were unsuccessful in resolving the household’s housing crisis **AND**
- The household is currently experiencing homelessness **AND**
- The household needs permanent housing resources

PARTICIPATION IN COORDINATED ENTRY SYSTEM

Each CoC and ESG recipient operating within the CoC’s geographic area must work together to ensure the CoC’s coordinated entry process allows for coordinated screening, assessment, and referrals for ESG-funded and CoC-funded projects. CoC Program interim rule: [24 CFR 578.7 \(a\)\(9\)](#); ESG interim rule: [24 CFR 576.400\(d\) and \(c\)](#).

All agencies serving households experiencing homelessness are encouraged to use CES for referrals, however all agencies receiving HUD CoC and ESG funds operating within a CoC are required to utilize CES in accordance with their funding award. Additionally, grantees receiving funding through the state and local agencies may also be required to use the CoC’s CES process.

COORDINATED ENTRY SYSTEM PARTICIPATION REQUIREMENTS

The Butte Countywide CoC believes a coordinated service approach is the most effective way to end homelessness. This includes a process of outreach, assessment, homeless response system navigation, matching, and referring to appropriate housing resources, and placement, all of which prioritizes the most acute homeless individuals and households for housing and services. In alignment with this local commitment to the efficient and effective use of CES as a key component of the homeless response system, the CoC has developed the following CES participation requirements:

- Attendance at required trainings and at a minimum one HMIS/CES Committee meeting per quarter by an agency CHO Administrator
- Adherence to the progressive engagement process
- Use of Diversion conversations throughout all stages of engagement with households
- Participation and data entry in the Homeless Management Information System (HMIS)
- Adherence to all CES policies and procedures
- For programs operating PSH and RRH Programs - Fill program vacancies through CES.

The intent of this participation language is to further define each agency's dedication to this collaborative effort, and increase the efficacy and scope of CES through additional housing resources, navigation, retention, support, and leadership. As well, it should contribute toward reaching the community's goal of ending homelessness.

CES CORE COMPONENTS

CES Steps

Access

Prescreen

Enrollment

Assessment

Connection

ACCESS

"Access Points are the places- either virtual or physical- where an individual or family in need of assistance accesses the coordinated entry process." [HUD Coordinated Entry Notice Section I.C.3](#)

Access is the entry point or process that allows persons experiencing homelessness entrance into the CES. Access Points can provide the following:

- Triage in identifying a household's immediate needs;
- Information on emergency assistance and community resources;
- Progressive engagement to remedy a current housing crisis as quickly and efficiently as possible;
- Diversion assistance to support households to prevent entering the homeless response system;

- Referrals to community-based services and supports; and
- Enrollment into CES when appropriate.

CES provides standardized assessment tools to begin the process of resolving a person's housing crisis regardless of which Access Point a household receives assistance.

The Butte Countywide CoC has multiple Access Points to provide full coverage to the geographic region. CES services are embedded in the work direct service providers offer at Access Points throughout the Continuum. This can include homeless dedicated sites that offer emergency shelter, meals, laundry services, day centers, and support. Given the large geographic area being covered, the needs of the population accessing CES, and the limitations of public transportation in the geographic area, there are multiple ways for these Access Points to be utilized:

- **Walk-in:** Households in need of assistance are able to walk in to any of the approved Access Point locations and receive assistance as listed above. Current Access Point locations can be [found here](#).
- **Phone-based system:** Individuals and families experiencing a housing crisis should contact 2-1-1. 2-1-1 is a free, confidential, phone service and searchable on-line database, that provides information on emergency assistance and community resources, including homeless prevention resources as well as location and hours of agencies trained to assist households experiencing homelessness and in need of permanent housing, known as Access Points. All CES Access Point locations are accessible by phone and callers can complete an assessment without having to physically be present at the location.
- **Street Outreach:** Street outreach services are available to connect with households in the geographic location where individuals and families experiencing homelessness reside, including streets, parks, campsites, abandoned buildings, cars, other places not meant for human habitation, or those in more rural areas where physical Access Points are limited. Street-based outreach teams act as mobile Access Points and have the capability of conducting assessments and assess their need for services in the same way as those who connect to services via phone or walk-in.

SPECIAL POPULATIONS

Understanding the complexities among different households experiencing housing crisis, the Butte Countywide CoC CES has designed specific Access Points and assessment tools to meet the needs of the following populations: Transitional Aged Youth (TAY), households fleeing domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions (including human trafficking). Households may present at any Access Point, despite a specific population designation, at which time the household can easily access an appropriate assessment process that provides the CES with enough information to make a prioritized decision about that household.

Regardless of which Access Point a CES participant enters, all Access Points must offer the same

coordinated entry process including:

- Utilization of the same assessment approach and tools;
- Accessible to all people who may be experiencing homelessness or at risk of homelessness; and
- Coordination to alternative Access Point designed to serve a specific population if appropriate.

AFTER HOURS AND EMERGENCY ACCESS

Butte Countywide CoC's CES is designed to prioritize our community's most vulnerable households experiencing homelessness and ensure access to available resources. The Butte County CES does not operate as part of an emergency response system. Access Point services are available during open hours of business and each site's hours may vary.

DIVERSION SERVICES – PRE-SCREEN

Many persons attempting to enter shelter or complete a housing assessment are experiencing an immediate housing crisis that can be resolved without shelter entry or common assessment if the system is oriented towards diversion and facilitating connections to mainstream resources. Such support requires staff trained in diversion who are strong problem solvers and knowledgeable in community resources, while understanding that their goal is to figure out safe and feasible housing alternatives for people seeking shelter/assessment.

Diversion: Diversion strategies occur at any point throughout the homeless service response system. Access Point staff assist households in resolving their immediate housing crisis by accessing alternatives to entering emergency shelters or entering into an unsheltered living situation. Diversion practices are guided by focused conversations aimed at helping a household identify safe and immediate housing options. Options may be temporary, but provide time to further resolve one's housing crisis and explore alternative and longer-term housing options to avoid the experience of being in a shelter or unsheltered. Diversion conversations may occur at any time during the start of a household's housing crisis.

Connection to Mainstream Resources: Access Points will have information on an array of services and mainstream resources to assist in resolving the immediate needs of a household and potentially end an episode of homelessness. This may include information on diversion opportunities, employment, education, transportation, public benefits, access to healthcare and legal services, among other resources.

To maximize the use of homeless system resources through connections to mainstream resources, robust diversion training and a partnership with Butte Countywide CoC's 2-1-1 system has been integrated into the work of CES. This allows Access Point staff to provide a full array of community resources and support to households whose housing crisis may be resolved prior to entering the homeless response system, regardless of circumstances.

If diversion strategies are not enough to remedy the housing crisis, and the household is experiencing

homelessness and needs permanent housing resources, enrollment into CES, including completion of the housing triage tool may be the next step.

CES ENROLLMENT

The [2024 HMIS Data Standard](#) requires households to be enrolled in a CES program and collect CES specific data elements; the Butte Countywide CoC under its HMIS and CES project awards, implemented this process in HMIS. Homeless providers who are working with households experiencing homelessness and in need of permanent housing resources should complete the outlined steps to ensure appropriate households are enrolled in CES and prioritized for available permanent housing resource.

Enrollment in CES should occur if:

- Diversion strategies were unsuccessful in resolving the household's housing crisis **AND**
- The household is currently experiencing homelessness **AND**
- The household is in need of permanent housing resources (ex: PSH, RRH, TH/RRH joint components).
- The household is homeless
 - Literally homeless; Individual or family who lacks a fixed, regular, and adequate nighttime residence; OR
 - Homeless under other Federal statutes; Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition; OR
 - Fleeing/attempting to flee domestic violence.

All HMIS users who enroll households in CES are trained in CES enrollment, and the administration of the CES Assessment Tool.

Households enrolled in CES should be provided the following information/direction:

- CES enrollment is not a guarantee of housing, all households should continue to look for and apply for housing while in CES.
- Households are required to keep their phone number and address information up to date in CES. Failure to do so can result in the household being exited from CES.
- Households are responsible for informing CES users/CES agencies of any changes to household composition, or life circumstances.
- Households are responsible to checking on their CES enrollment a minimum of once annually, to ensure they remain eligible.
 - If there is no activity (service provided, assessment tool completed, case notes, CES events) tracked in a household's CES program in a period of 540 days, the client's CES

- enrollment will be automatically exited.
- Any CES programs automatically exited will require a new CES enrollment.

ASSESSMENT

“Assessment is the use of one or more standardized assessment tools(s) to determine a household’s current housing situation, housing and service needs, risk of harm, risk of future or continued homelessness and other adverse outcomes.” [HUD CE Notice Section 1.C.4](#)

THE ROLE OF ASSESSMENT

Assessment is the process of gathering information about a household presenting to CES. Assessment includes documenting information about the barriers a household is facing to being rapidly housed and any characteristics that might increase their vulnerability while experiencing homelessness. The assessment process is used to ensure that participants are provided with the intervention most useful given the current situation and that no unnecessary services are provided when other less intensive services are appropriate and available.

CES aims to reduce the number of assessments a household must complete before an offer of housing resources becomes available. Assessments may be completed in one visit or over several interactions with a household. All conversations with households completing assessments should be conducted using trauma-informed practices. In addition to identifying a household’s overall housing needs and preferences, the assessment tool is also meant to triage more urgent needs. The CES assessment tool is designed to evaluate a household’s vulnerability and barriers to housing while providing information to assist in making appropriate referrals.

HMIS users are prohibited from screening people out of the CES assessment process due to perceived barriers to housing or services, including, but not limited to, too little or 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 that are needed, history of evictions or poor credit, lease violations or history of not being a leaseholder, or criminal record.

Additionally, assessments are designed for the sole purpose of documenting a household’s current experience and vulnerabilities during their housing crisis. CES assessments do not determine eligibility or acuity as part of a tenant selection review.

CES ASSESSMENT TOOL

The Butte Countywide CoC CES utilizes a combination of assessments and data elements to identify the full scope of a household’s housing crisis and vulnerabilities. The CES Assessment Tool includes both a housing assessment built into the Butte County CES project along with data collected as part of a household’s HMIS profile, for the sole purpose of determining a household’s current housing crisis and

vulnerabilities. The housing triage tool is not designed to replace clinical, medical, or housing eligibility assessments.

CES Assessment Tools are designed to identify experiences and vulnerabilities of the following populations:

- **Single:** Adults 25 years of age or older, not pregnant, with no children under the age of 18
- **Family:** Pregnant women; Men, Women, or Couples with Children under the age of 18
- **Transition Age Youth 18-24 (TAY):** Youth, not pregnant, no children, between the ages of 18-24

All households entered into the Butte County CES are strongly encouraged to complete a CES housing needs assessment. Information collected from CES Assessment tool is then used in the scoring of a household's vulnerability level for community prioritization purposes as well as in promoting appropriate matches to available housing resources when appropriate. Incomplete CES Assessment tools delay referring households to available permanent housing resources.

COMPLETING THE CES ASSESSMENT TOOL

All assessments will be conducted in a safe and private space to ensure all participants' sensitive information is protected and held confidential. Requirements to complete the CES Assessment Tool have been implemented as an appropriate measure to improve data quality and uniform messaging to the client. Requirements include the following:

- Assessor must be under the supervision of a service organization that has a current HMIS Participation Agreement;
- Assessor must have successfully completed the HMIS new user training in addition to the CES new user training, provided by DESS; and
- Assessor must participate in an annual CES assessor training.

UPDATING THE CES ASSESSMENT TOOL

Having the most up to date information on a household's experience assists CES in properly assessing and prioritizing a household based on their current vulnerabilities.

A household's current living situation is to be updated in the Butte County CES project when:

- The household's current living situation changes;
- There is a life changing event that increases the vulnerability of the household;
- It has been a year since it was last updated (housing triage tools must be updated at least every 365 days.)
 - It is the household's responsibility to contact a CES Access Point when the situations listed above have changed.

Reassessing the client from their original assessment may change the client's score and prioritization, and in some cases their eligibility for certain types of housing. When reassessing a household, a new assessment must be completed. If you have questions about updating the CES Assessment tool or when it is appropriate to do so, email HMIShelp@buttecounty.net

PARTICIPANT AUTONOMY IN THE ASSESSMENT PROCESS

The Butte Countywide CoC CES respects the privacy and autonomy of all households seeking assistance. DESS understands that some households completing the assessment tool may decline providing responses to assessment questions. While full completion of the assessment process assists CES staff in making appropriate referrals, no household will be denied participation in the Butte County CES or limited in their access to assistance due to an inability or refusal to complete the assessment process.

Participants may refuse to answer assessment questions. However, doing so may limit the participant's possible permanent housing and service opportunities if the questions that are not answered are related to eligibility criteria for specific programs. The CES Assessment does not require that the participant share information about a specific disability if the participant does not wish to do so. Participants are not required to disclose specific disabilities or diagnoses during the assessment process. Specific diagnosis or disability information will only be obtained for purposes of matching to program eligibility to make appropriate referrals.

Assessors will respect the autonomy and choices of households seeking assistance but will continue to build trust and rapport with households that decline to respond to assessment questions in order to complete the assessment process to the greatest extent possible to most accurately prioritize households.

CRISIS RESOURCES

An important aspect of the assessment process is to connect households to any crisis services they may need/want to access. Information provided by households during the CES enrollment and assessment process can inform staff of needs and barriers of a household. Connection to crisis services identified as potentially helpful to the household should be provided at the time of enrollment and assessment.

Crisis resource connections may include but are not limited to:

- a. Connection to Medical or Behavioral Health Crisis Services: Access Points shall assist the participant in calling 911 if there is a medical emergency. For behavioral health emergencies, they shall call the Butte County Behavioral Health Crisis Line: (530) 891-2810.
- b. Suicidal Ideation or Risk: If the participant expresses thoughts of suicide, they should be encouraged to call the Butte County Behavioral Health Crisis Line: (530) 891-2810 or the National Suicide Prevention Hotline at 800-273-8255. The

Access Point shall call 911 if they have assessed an immediate suicide risk and the participant is not willing to call a suicide prevention hotline. They shall ensure the participant stays within sight before emergency responders arrive.

- c. Connection to Domestic Violence Resources: When a participant reveals a history of domestic violence at a Coordinated Entry Access Point, the Access Point shall offer linkage to emergency services with the CoC's primary domestic violence provider, Catalyst, (800) 895-8476.
- d. Connection to Homelessness Prevention Resources: If the Access Point learns that the presenting household is not currently literally homeless but will imminently lose their housing, they may refer them to a Homelessness Prevention provider, if such resources are available in the community.
- e. Connection to Emergency Shelter: Participants shall be provided with the contact information for local emergency shelters. Access Points are highly encouraged to assist the client in calling the shelter of their choice to inquire about availability.
- f. Adult Protective Services: If the participant is an adult 60+ or a dependent adult age 18 – 59 yrs of age, who is experiencing abuse, neglect, exploitation or self-neglect, the Access Point shall file an Adult Protective Services report at (800) 664-9774.
- g. Child Protective Services: If minor children are at risk, the Access Point shall call Child Protective Services at (800) 400-0902.
- h. Connection to Social Services: If the participant is interested in, or needs assistance with CalFRESH, General Assistance, CalWORKs, or any other program provided by local Social Services, the Access Point shall offer linkage to DESS (877) 410-8803.

PRIORITIZATION - CONNECTION

“The Coordinated Entry process must, to the maximum extent feasible, ensure that people with more severe needs and levels of vulnerability are prioritized for housing and homeless assistance before those with less severe service needs and lower levels of vulnerability.” [HUD CE Notice CPD-17-01](#)

Upon completion of the CES enrollment, households are prioritized based on a number of vulnerability factors established by the Butte Countywide CoC through the use of a community prioritization tool. This process helps to ensure that the region's limited housing resources are reaching households with the greatest vulnerability in a timely and consistent manner.

Butte County CES prioritizes households by:

1. Chronically Homeless or At Risk of Chronic Homelessness.
2. Households with Children
3. TAY Youth
4. All other: non-Chronically homeless individuals, youth and families

Understanding that the youth experience of homelessness may look different from adult or family households, the Butte County CES has designed prioritization tools tailored to the experiences of households aged 18-24.

Note: CES prioritization is based on the determination of a household's vulnerabilities, not acuity.

- **Acuity:** *the measurement on the level of care or services a household may need to stabilize their housing crisis.*
- **Vulnerability:** *identifies and prioritizes housing based on the fragility of one's health and assesses what households are most at risk of dying on the streets.*

SELF-REFERRAL OR EXTERNAL FILL POLICY

Housing programs that receive CoC/ESG or some state and local funding are required under their funding awards, to fill program vacancies from CES, and for CES to be the only source from which to fill said vacancies.

The following policy applies to all housing programs using CES to fill vacancies through CES:

1. All household pulled from CES are pulled based on a household's vulnerability/prioritization.
2. Referrals are prioritized by the community prioritization tool in the following order:
 - (1) Highest Needs
 - (2) Sub-population
 - (3) Housing Intervention
3. The housing provider must make initial contact with the household **within two (2) business days** of identifying a household, using all contact information listed in HMIS. The housing provider is required at minimum to make three (3) unique attempts to reach the household within five (5) business days of identification.
 - (1) If at the time of the first attempt to contact the household, the agency is unable to make contact, the agency must enter a public alert in the system, the alert must contain the following information:
 - Subject: Reason for the alert (ex: "Potential Housing Opportunity for Household")
 - Expiration Date for the alert (ex: minimum of 5 days from the first attempted contact)
 - Note: Name, phone number and email address of person attempting to contact the household. Request for any HMIS end user who connects with

the client while the public alert is active to assist the client in making contact with the agency, and any other pertinent information related to the potential housing opportunity.

4. In the interest of community collaboration, housing providers must also contact the service provider/s currently working with the household listed in HMIS. The housing provider is required at minimum to make three (3) unique attempts to reach the service provider/s connected with the referred household within five (5) business days of identification.
5. All attempts to contact referred household and any assigned CM/service providers must be documented in HMIS, under the Household's CES program enrollment. All contact and attempts to contact household and service providers should be documented in the HMIS events section.
6. If a household cannot be reached, or if the household is not interested in the available housing resource, the housing provider must note the decline in HMIS and move to the next identified household. A household has the right to decline housing options, and cannot be penalized or removed from CES.
 - (1) **Appropriate / Best match:** Client reported experience aligns with program eligibility
 - (2) **Client choice:** CES emphasizes client choice in all referrals.
7. Once a household is accepted into a program, the housing provider should enroll the household into their project in HMIS and schedule a move-in date with the appropriate entities.

The [HUD Coordinated Entry Notice](#) states CoC- and ESG-program recipients and subrecipients use the coordinated entry process established by the CoC as the only referral source from which to consider filling vacancies in housing and/or services funded by CoC and ESG programs.

Butte County has a number of permanent housing programs that utilize CES for placement, but leverage funding outside of HUD CoC, HUD ESG, HEAP, and CESH. Very often these projects receive funding through other homeless partners.

Regardless of funding type, all housing resources utilizing CES to connect vulnerable households with housing resources are required to follow the practices listed in this document including but not limited to: enrollment in CES, assessment, prioritization and HMIS standards and practices.

PROCESS FOR PEOPLE FLEEING DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT OR STALKING

As provided in section [578.23\(c\)\(9\)](#), HUD's Office of Community Planning and Development Notice [CPD- 17-01](#), a victim services provider may choose not to use the CoC's coordinated entry process if victim services providers in the area use a coordinated entry process that meets HUD's requirement and the victim services provider uses that system instead.

Victims of domestic violence are individuals and families who qualify under paragraph (4) of HUD's

definition of homeless. This means any individual or family who:

- 1) Is fleeing, or attempting to flee domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or family member, including a child, that has either taken place within the individual's or family's primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence¹; and
- 2) Has no other residence; and
- 3) Lacks the resources or support networks to obtain other permanent housing.

Individuals and families that are fleeing or are attempting to flee domestic violence shall have safe and confidential access to the coordinated entry system and domestic violence supportive services, including access to emergency domestic violence hotlines and shelters.

DOMESTIC VIOLENCE

CES appropriately addresses the needs of individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking. When a household is identified by CES to need domestic violence services, that household is immediately referred to the appropriate domestic violence provider. If the household does not wish to seek domestic violence specific services, the household will have full access to the CES, in accordance with all protocols described in these policies and procedures. If the domestic violence provider the client is referred to determines that the household seeking domestic violence specific services is either not eligible for, or cannot be accommodated by the domestic violence-specific system, the provider will refer the client to an Access Point for assessment in accordance with all protocols described in these policies and procedures.

The CES process shall not impede access to emergency services and shall allow emergency services to operate with as few barriers to entry as possible. Clients seeking domestic violence shelter shall be able to access emergency services independent of the operating hours of the CES intake, assessment processes, and matching process.

Victims of domestic violence have the right to refuse to share their information among providers within HMIS, the continuum of care, or service providers outside of the trusted network; moreover, individuals or families refusing to share their information retain the right to access housing and service resources. In the instance where some information is needed for a specific project in order to determine eligibility for housing or services, or to assess needed services, information must be collected.

DESS on behalf of the Butte Countywide CoC, strives to forge strong collaboration with our community partners and recognizes that their input is invaluable to the development of a comprehensive and coordinated effort in ending homelessness for all individuals, families, and special populations. DESS has done the following to meet both HUD guidelines and the needs of the community:

- Requested input from domestic violence service providers through community meetings,

conference calls, and one-on-one visits

DESS is continuing these efforts by working with domestic violence service providers within Butte County, in accordance with HUD requirements, and through recommendations local Victim Service Providers and HUD guidance.

SAFETY PLANNING

The safety of the victims of domestic violence is of the utmost importance. Individuals or families with safety concerns can call the National Domestic Violence Hotline 1(800)799-SAFE (800-799-7233) to speak with a confidential advocate or be referred to an agency that specializes in domestic violence. Domestic violence service hotlines can also support safety planning. The National DV Hotline has a website for safety planning ideas and steps for internet safety. They should also be referred to local Victim Services Providers for more jurisdictionally appropriate assistance.

Because the safety of victims of domestic violence is so critical, ongoing communication and real-time recommendations from domestic violence community partners are required to meet the safety needs of the domestic violence victim population. To facilitate this, providers should feel free to contact the local victim service agencies.

ADDITIONAL SAFEGUARDS FOR VICTIMS OF DOMESTIC VIOLENCE

In addition to the safeguards described above, additional safeguards must be taken with any data associated with anyone who is known to be fleeing or suffering from any form of domestic violence, including dating violence, stalking, trafficking, and/or sexual assault, regardless of whether such people are seeking shelter or services from non-victim-specific providers.

If necessary to ensure the safety of potential victims of domestic violence, victim service providers are allowed to establish an alternative CES process for victims of domestic violence, dating violence, sexual assault, and/or stalking. If such an alternative process is established, it must still meet HUD's minimum CES requirements, i.e., nondiscrimination, full coverage, easy accessibility, adequate advertisement, standardized assessment based on written procedures, comprehensive assessment based on client need and vulnerability, and a unified effort to refer clients to housing and services across the entire geographic region according to the priority assigned by the CES and the needs of the household fleeing for safety.

FAIR HOUSING, NONDISCRIMINATION, AND MARKETING

NONDISCRIMINATION IN COORDINATED ENTRY

The Butte County CES collects household information for the purpose of identifying households in need of housing resources and prioritizing housing vulnerability for the sole purpose of prioritizing households

with the greatest needs and ensuring connection to available housing resources. CES is not designed to and is not used to determine a household's program eligibility or ability to complete future processes related to housing resources. While the Butte Countywide CoC recognizes that many of the housing resources within the Butte County CES portfolio require verification of eligibility, it is the sole responsibility of the agency providing the housing resource to determine eligibility and to collect required documentation.

Additionally, all programs receiving Federal and State funds will comply with applicable civil rights, fair housing and disability laws and requirements, and recipients and subrecipients of CoC Program and ESG Program-funded projects must comply with the nondiscrimination and equal opportunity provisions of Federal civil rights laws.

FEDERAL FAIR HOUSING

The Butte County CES does not use data collected from the assessment process to discriminate or prioritize households for housing and services on a protected basis, such as race, color, religion, national origin, sex, age, familial status, disability, actual or perceived sexual orientation, gender identity, or marital status.

Butte Countywide CES participating organizations and organizations who pull households from CES are prohibited from discriminating or prioritizing households on the aforementioned protected groups.

All Access Points must provide services in a way that prevents discrimination on the basis of race, color, religion, sex (including gender, gender identity, sexual orientation), status as a survivor of sexual harassment or domestic violence, national origin, familial status, and disability (both visible and not), or protected classes.

LOW BARRIER

The Butte Countywide CoC prohibits screening people out at any step in the CES process due to perceived barriers to housing or services, including, but not limited to:

- too little or no income;
- active or previous substance abuse;
- domestic violence history;
- resistance to receiving services;
- type or extent of disability-related services or supports that are needed;
- history of evictions or poor credit, lease violations or history of not being a leaseholder; or
- criminal record.

The Butte County CES assessment process does not require disclosure of specific disabilities or diagnoses. When necessary, specific diagnosis or disability information may only be requested via self-disclosure,

solely for the purposes of CES matching/referring to housing resources that have identified such requirements in writing.

FAMILY COMPOSITION-EQUAL ACCESS TO HOUSING

In accordance with HUD's [Equal Access to Housing](#), a recipient or subrecipient receiving funds under the ESG or CoC Programs cannot discriminate against;

- a group of people presenting as a family based on the composition of the family (e.g., adults and children or just adults);
- the age of any members of the family;
- the disability status of any member of the family;
- marital status;
- actual or perceived sexual orientation, or gender identity; or
- a child who is temporarily away from the home because of placement in foster care is also considered a member of the family.

Any group of people that present together for assistance and identify themselves as a family, regardless of age, relationship or other factors, are considered to be a family and must be served as such.

For example, an emergency shelter, transitional housing project, or permanent housing projects that serve families with children, may not limit assistance to only women with children. Under HUD's [Equal Access rule](#), the aforementioned projects must serve the following family types:

- Single female head of households with minor child(ren);
- Single male head of household with minor child(ren); and
- Any household made up of two or more adults, regardless of sexual orientation, marital status, or gender identity, presenting with minor child(ren).

Two adults presenting together as a family will not be required to provide proof of marriage as enrollment into ESG and CoC funded projects. This policy applies to any recipients or sub-recipients of funding under ESG or the CoC program, including faith-based organizations.

CULTURAL AND LINGUISTIC BARRIERS

Butte Countywide CoC's CES strives to effectively communicate with individuals and households with disabilities. CoC and ESG programs, along with some state funded programs and agencies are required to provide appropriate auxiliary aids and services necessary to ensure effective communication. CES participating agencies must take reasonable steps to offer CES materials and participant instructions in multiple languages to meet the needs of minority, ethnic, and groups with Limited English Proficiency (LEP). This can include the use of language lines or on-site interpreters.

HOUSEHOLDS WITH DISABILITIES

Butte Countywide CoC's CES serves all households experiencing homelessness and in need of housing resources. Such households may include persons with physical and/or behavioral health disabilities. The following policies have been implemented to ensure households with disabilities have full access to the shelter, housing, and services offered through CES:

- ADA Compliance: CES Access Points are fully ADA-compliant and accessible to people with mobility impairments. Agencies providing Access Point services must make all services available and accessible to all households presenting to their agencies.
- Aids and Services: CES will utilize mainstream services and partners to ensure that people with disabilities seeking services are connected with auxiliary aids and services as needed, to ensure clear and effective communication including, but not limited to, large-type printed materials, assistive listening devices, language interpreters, and other tools.
- Disclosure: People with disabilities are not required to disclose a specific disability or the diagnosis of a disability to be assessed for a housing opportunity. Such information is only obtained for the purposes of making referrals and matches to permanent housing resources.

LOCAL PRIORITY POINT SYSTEM

The local CES system provides for local priority points to be added to the assessment score of qualifying households. Each qualifying household can have up to 4 additional points added to their assessment score.

In order to qualify for local priority points, households must either be; 1) Chronically homeless, 2) At-Risk of chronic homelessness, 3) Unaccompanied homeless youth, 3) Household with children. (Flow charts for determining eligibility for local priority points are included in the appendices of forms at this end of this document.)

Local priority points are scored as follows:

- 1) Chronically homeless – 2 points
- 2) At-Risk of chronic homelessness – 2 points
- 3) Unaccompanied homeless youth – 1 point
- 4) Household with children – 1 point

Households cannot receive both chronically homeless points and at-risk of chronic homelessness points.

AFFIRMATIVE MARKETING AND ADVERTISING STRATEGY

CES processes are widely marketed and advertised to ensure all Butte County households have fair and equal access regardless of the location or method by which they access the system.

The CoC will affirmatively market CES as the Access Point for available housing and supportive services to eligible persons, as determined through a regular review of the housing market area and the populations currently being served to identify underserved populations. This may include an evaluation of HMIS service data, the Point-in-Time Count, and region's demographics and census data. Marketing materials will clearly convey the location of Access Points.

For identified populations, marketing will be conducted at least annually, and may use the following methods:

- Brochures / Flyers
- Announcements at Community Events
- Radio
- Television
- Social Media / Websites
- Direct outreach / Peer Outreach
- 2-1-1 text campaign

All CES participating agencies shall retain copies of marketing materials with evidence of affirmatively furthering fair and equal access to all CES processes. Copies of marketing materials shall be provided upon request by funders, partners, and participants in CES services. Marketing campaigns for CES are, and will continue to be, designed to with diverse communication methods to equitably reach diverse populations, and populations who otherwise might not connect with mainstream service providers. Campaigns will continue to focus on broadening the reach of CES, to provide connection to all eligible persons regardless of race, color, national origin, religion, sex, age, familial status, disability, actual or perceived sexual orientation, gender identify, or marital status, those with seeing, hearing, or language barriers or impairments. Similarly, CES marketing campaigns will be designed to ensure that people in different populations and subpopulations in the CoC's geographic area – including people experiencing chronic homelessness, veterans, families with children, youth, and survivors of domestic violence – have fair and equal access to CES.

The CES staff engages mainstream partners and supporting agencies with whom they conduct outreach, education, referrals, and training to help market and advertise CES to eligible households across the Butte Countywide CoC.

GRIEVANCE POLICY

If an individual wishes to file a grievance or complaint related to the Coordinated Entry process, they may contact the CoC Lead Agency, Department of Employment and Social Services in writing at:

DESS Housing and Homeless
205 Mira Loma Drive, Suite 50
or
emailing ButteCoC@buttecounty.net

COMPLIANCE & MONITORING

DESS, as the lead agency for the Butte County CoC, establishes and maintains standard operating procedures for ensuring the region's CoC Program funds are used in accordance with the requirement established in 24 CFR Part 578. All CoC funded programs must be monitored for compliance with federal regulations, rules, guidelines, CPD Notices and should also adhere to national best practices.

The goal of DESS's monitoring process is to ensure that CES participating agencies are working toward continuous quality improvement, quality assurance, and to assist organizations with technical assistance. Through monitoring, DESS will address and help resolve performance concerns related to policies, procedures and outcomes.

TRAINING

DESS will provide training opportunities at least once annually to organizations and/or staff people at organizations that serve as access points or administer assessments. The purpose of the training is to provide all staff who administer assessments with access to materials that clearly describe the methods by which assessments are to be conducted, and align with the CES's written policies and procedures. The CoC's HMIS Policy and Procedures require that users be trained in order to access HMIS. That training must be authorized by a prospective user's HMIS Agency Administrator, and then scheduled by DESS' HMIS team. Once trained, a user will receive an HMIS license, username, and password.

In order to access CES, users must complete additional training tailored to the use of CES. For additional information on CES/HMIS training requirements please email HMIShelp@buttecounty.net.

EVALUATION

ONGOING PLANNING AND STAKEHOLDER CONSULTATION

The Butte Countywide CoC in coordination with the HMIS/CES Committee will conduct ongoing planning, development, and review of CES, and will consult with stakeholders to improve the CoC's CES and better serve the community. The CoC led HMIS/CES Committee is composed of HMIS participating agencies, CES participating agencies, youth service providers, veteran service providers, DV service providers (victim service providers), local and regional funders, and persons with lived experience. The HMIS/CES Committee meets monthly to evaluate, monitor, and enhance the Butte County CES to best serve our community.

CES Policies and Procedures are reviewed on an annual basis to ensure that they are implemented as intended and to comply with changes in legislation and potential service developments that involve a change in structure that impacts current policies. In addition, the Community Prioritization and CES Assessment Tools are to be reviewed and revised, if necessary, with the support of DESS and the HMIS/CES Committee.

EVALUATION

At least annually, HMIS/CES Committee, will consult with participating projects, and with a random sample of project participants, to evaluate the intake, assessment, and referral processes associated with CES. Feedback will be solicited addressing the quality and effectiveness of the entire CES experience for both participating projects and for households. All feedback collected will be private and will be protected as confidential information.

The evaluation will employ multiple feedback methodologies to ensure that participating projects and households have frequent and meaningful opportunities for feedback.

The annual evaluation will use one or more of the following methods:

- Surveys designed to reach at least a representative sample of participating providers and households;
- Individual interviews with enough participating providers and households to approximate the diversity of participating households.

At the completion of the evaluation period, the HMIS/CES Committee will present the final evaluation with recommendations to CoC Leadership.

APPENDIX: GLOSSARY OF TERMS

Access Point – Locations such as, phone screenings, fixed locations, & street outreach, where eligible households can connect to CES. A list of Access Points can be found on [Butte Countywide website](#).

Acuity - The measurement of the level of care or services a household may need to stabilize their housing crisis.

Clarity – Butte Countywide CoC’s current Homeless Information Management System (HMIS) maintained by the Department of Employment and Social Services, as appointed by the Butte Countywide Continuum of Care. Clarity is a product of Bitfocus Software Company.

Chronic Homeless (as defined by HUD) - As of January 2016, HUD’s Chronic Homeless definition is a homeless individual with a disability who:

- 1) Lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and has been homeless continuously for at least 12 months or at least four (4) separate occasions in the last three (3) years where the combined occasions must total at least 12 months (occasions separated by at least seven (7) nights).
- 2) Stay in institution fewer than 90 days does not constitute a break.
- 3) A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in paragraphs 1 or 2 of this definition, including a family whose composition has fluctuated while the head of household has been homeless.

Continuum of Care (CoC)- A group responsible for the implementation of the requirements of [HUD’s CoC Program interim rule](#). The CoC is composed of representatives of organizations, including nonprofit homeless providers, victim service providers, faith-based organizations, governments, businesses, advocates, public housing agencies, school districts, social service providers, mental health agencies, hospitals, universities, affordable housing developers, law enforcement, organizations that serve homeless and formerly homeless veterans, and homeless and formerly homeless persons. The Department of Employment and Social Services (DESS) is the designated lead agency for the Butte County CoC.

Contributing HMIS Organization (CHO) – A CHO is an agency or organization that enters information into the local Homeless Management Information System.

Continuum of Care (CoC) Program - HUD funding source to (1) promote community wide commitment to the goal of ending homelessness; (2) provide funding for efforts by nonprofit providers, and state and local governments to quickly rehouse homeless individuals and families while minimizing the trauma and dislocation caused to homeless individuals, families, and communities by homelessness; (3) promote access to and effect utilization of mainstream programs by homeless individuals and families; and (4) optimize self-sufficiency among individuals and families experiencing homelessness. DESS is the Collaborative Applicant for the Butte County CoC’s annual Notice of Funding Availability (NoFA) competition.

Coordinated Entry System (CES) - A client centered process which streamlines access to the most appropriate housing interventions for each homeless individual or family. CES is a data driven and real time system for prioritizing and tracking housing referrals and placements for homeless people that use the common assessment tool.

Current Living Situation (CLS) – The Current Living Situation Assessment is completed in CES and Street Outreach (SO) programs, it captures information related to where the client/household anticipates living the night the assessment is completed.

Emergency Solutions Grant (ESG) - HUD funding source to (1) engage homeless individuals and families living on the street; (2) improve the quantity and quality of emergency shelters for homeless individuals and families; (3) help operate these shelters; (4) provide essential services to shelter residents; (5) rapidly rehouse homeless individuals and families; and (6) prevent families and individuals from becoming homeless.

Health Insurance Portability and Accountability Act (HIPAA) - The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a federal law that required the creation of national standards to protect sensitive patient health information from being disclosed without the patient’s consent or knowledge. The US Department of Health and Human Services (HHS) issued the HIPAA Privacy Rule to implement the requirements of HIPAA. The HIPAA Security Rule protects a subset of information covered by the Privacy Rule.

Housing and Community Development (HCD) – California Department of Housing and Community Development.

Housing Inventory Count (HIC) - An annual count of the homeless housing resources in the region managed by DESS and required under HUD CoC reporting.

Homeless Individual/Family – HUD defines four (4) categories of homelessness.

- a. Literally homeless; Individual or family who lacks a fixed, regular, and adequate nighttime residence meaning:
 - i. Has a primary nighttime residence that is a public or private place not meant for human habitation;
 - ii. Is living in a publicly or privately-operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, and local government programs); or
 - iii. Is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.
- b. An individual or family who will imminently lose their primary nighttime residence, provided that:
 - i. Residence will be lost within 14 days of the date of application for homeless

- assistance;
 - ii. No subsequent residence has been identified; *and*
 - iii. Individual or family lacks the resources or support networks needed to obtain other permanent housing.
Note: Includes individuals and families who are within 14 days of losing their housing, including housing they own, rent, are sharing with others, or are living in without paying rent.
- c. Homeless under other Federal statutes; Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who:
- i. Are defined as homeless under the other listed federal statutes;
 - ii. Have not had a lease, ownership interest, or occupancy agreement in permanent housing during the 60 days prior to the homeless assistance;
 - iii. Have experienced persistent instability as measured by two moves or more during in the preceding 60 days; and
 - iv. Can be expected to continue in such status for an extended period time due to special needs or barriers.
- d. Fleeing/attempting to flee domestic violence; Any individual or family who:
- i. Is fleeing, or is attempting to flee, domestic violence;
 - ii. Has no other residence; and
 - iii. Lacks the resources or support networks to obtain other permanent housing.

Homeless Management Information System (HMIS) - Local information technology system used by a CoC to collect participant-level data and data on the provision of housing and services to homeless individuals and families and to persons at risk of homelessness. DESS has been selected by the Butte Countywide CoC as it's HMIS lead and is responsible for selecting an HMIS software solution that complies with HUD's data collection, management, and reporting standards using Bitfocus' software, Clarity.

Housing Provider – Agency or program that manages programs meant to house persons experiencing homelessness.

Housing and Urban Development (HUD) – United States Department of Housing and Urban Development, the federal department that is responsible for the CoC and ESG Programs, in addition to hundreds of other initiatives.

Informed Consent - A consent form that authorizes the use or disclosure of client information by identified service organizations in order to provide the client with coordinated housing and comprehensive services. In HMIS the Informed Consent is referred to as an "ROI".

Initial Triage – Process of identifying a household's immediate safety needs, services, and/or if diversion strategies could be successful in remedy of a household's housing crisis.

Joint component (TH/RRH) programs- A housing intervention designed to allow for client-choice and

flow between two (2) designated housing interventions by offering both rapid rehousing and transitional housing within one (1) project.

Permanent Supportive Housing (PSH) – Permanent supportive housing is community-based housing with indefinite leasing or rental assistance paired with wraparound supportive services to help people with disabilities who are experiencing homelessness, especially chronic homelessness, achieve housing stability, live independently, decrease public costs, and improve their overall quality of life.

Protected Health Information (PHI) - Data to an individual’s medical record that is considered confidential under HIPAA.

Point in Time Count (PIT) – An annual 1-day snapshot count of all sheltered and unsheltered homeless people in a community. PIT counts are performed nationwide the last 10 days of January, and are conducted within a 24-hour period.

Rapid Re-housing (RRH) – Rapid re-housing is a Housing First intervention designed to help individuals and families quickly exit homelessness, return to housing in the community, and not become homeless again in the near future. The core components of rapid re-housing include housing identification, move-in and rental assistance, and housing stabilization case management and services designed to increase the household’s income so that the household can fully take on the cost of the rent at program termination.

Department of Employment and Social Services (DESS) – A local county government agency dedicated to ending homelessness in Butte County and assigned as the lead agency for the Butte Countywide CoC including, HMIS lead, CES lead, PIT/HIC activity and CoC Collaborative Applicant.

Safe Haven - Form of supportive housing that serves hard-to-reach homeless persons with severe mental illness who come primarily from the streets and have been unable or unwilling to participate in housing or supportive services.

Street outreach - A set of strategies of outreach and engagement, in the geographical location where individuals and families are experiencing homelessness, including streets, parks, campsites, abandoned buildings, cars, and other places not meant for human habitation with the intention to establish relationships, build trust and rapport, provide basic necessities, and begin the process to link households to housing and support services. Outreach is a process rather than an outcome.

Unique Client Identifier (UI) – Number assigned to a client in Clarity; used to identify clients in HMIS and the CES system.

Universal Data Elements (UDE) - Client information that all HMIS Continuum projects are required to complete/obtain.

Violence Against Women Act (VAWA) – Legislation that codifies core protection across HUD's covered programs ensuring survivors are not denied assistance as an applicant, or evicted or have assistance terminated due to having been a victim of domestic violence, dating violence, sexual assault, and

stalking, or for being affiliated with a victim.

Vulnerability - Identifies and prioritizes housing based on the fragility of one’s health and assesses what households are most at risk of dying on the streets.

APPENDICES OF FORMS

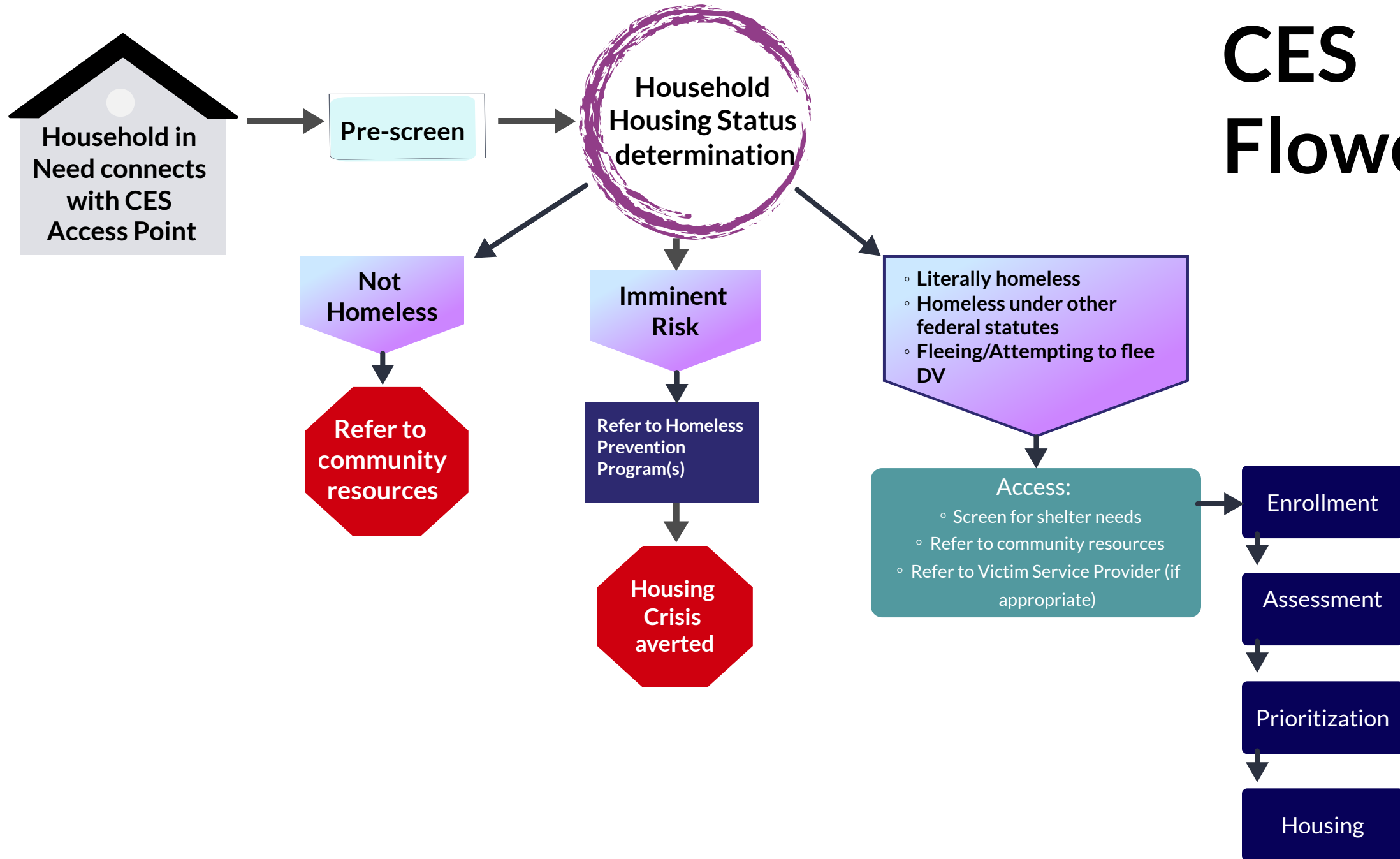
- Appendix A; CES Flowchart
- Appendix B; CES Flow hand out
- Appendix C; Chronically Homeless Priority Point Flowchart
- Appendix D; At-Risk of chronic Homelessness Priority Point Flowchart
- Appendix E; Unaccompanied Homeless Youth Priority Point Flowchart
- Appendix F; Household with Children priority point Flowchart

Document Revision History

Date	Version	Editor/Author	Notes
04/23/2024	1.0	Elisa Rawlinson	Initial Draft – New Version of Policies & Procedures
05/13/2024	1.0	HMIS/CES Committee	Approved by HMIS/CES Committee

Appendix A; CES Flowchart

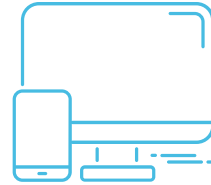
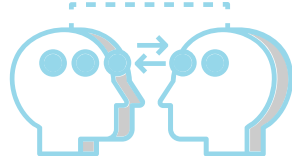
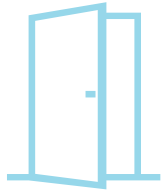
CES Flowchart



Appendix B; CES Flow hand out



Coordinated Entry Flow



Access

Household connects with Access Point

- Initial contact & relationship building
- Explanation of CES
- Collect Informed Consent and enroll in HMIS, if not already in system.
- Review eligibility & need for services.

Prescreen

Prescreen household for CES or Diversion

- Household is **homeless**?
- Literal homeless
- Under other federal status
- Fleeing DV
- Refer to community resources and services.

Yes

Enrollment

Enroll household in CES

- Offer referral to crisis resources (like Emergency Shelter)
- Enroll household in Coordinated Entry
 - Use enrollment questions to provide further referrals and resources to household
 - Ensure contact information is correct
- Remind household to keep CE informed of contact changes, and need for minimum of annual check-ins with CE

Assessment

Complete CES Assessment Tool

- Complete CLS and Assessment
- Determine and add CES priority points
- Use assessment tool answers to determine any other community supports that the household might qualify for
- Inform household they need to continue looking for housing while on CE

Connection

Agency pulls household from CE

- Agency will make a minimum of three (3) unique attempts to contact client, over five (5) days.
- Agency will contact CMs listed in HMIS as working with household a minimum of three (3) unique times, over five (5) days.
- If household interested and responds agency will work to get household into housing program

Yes

- Refer household to community resources and support services

- Household at **imminent risk** of losing housing;
 - Refer to **Homeless Prevention (HP) Program**
- Household has identified housing and **in need of short-term assistance**;
 - Refer to **Rapid Re-Housing (RRH) Program**.

Appendix C; Chronically Homeless priority point Flowchart

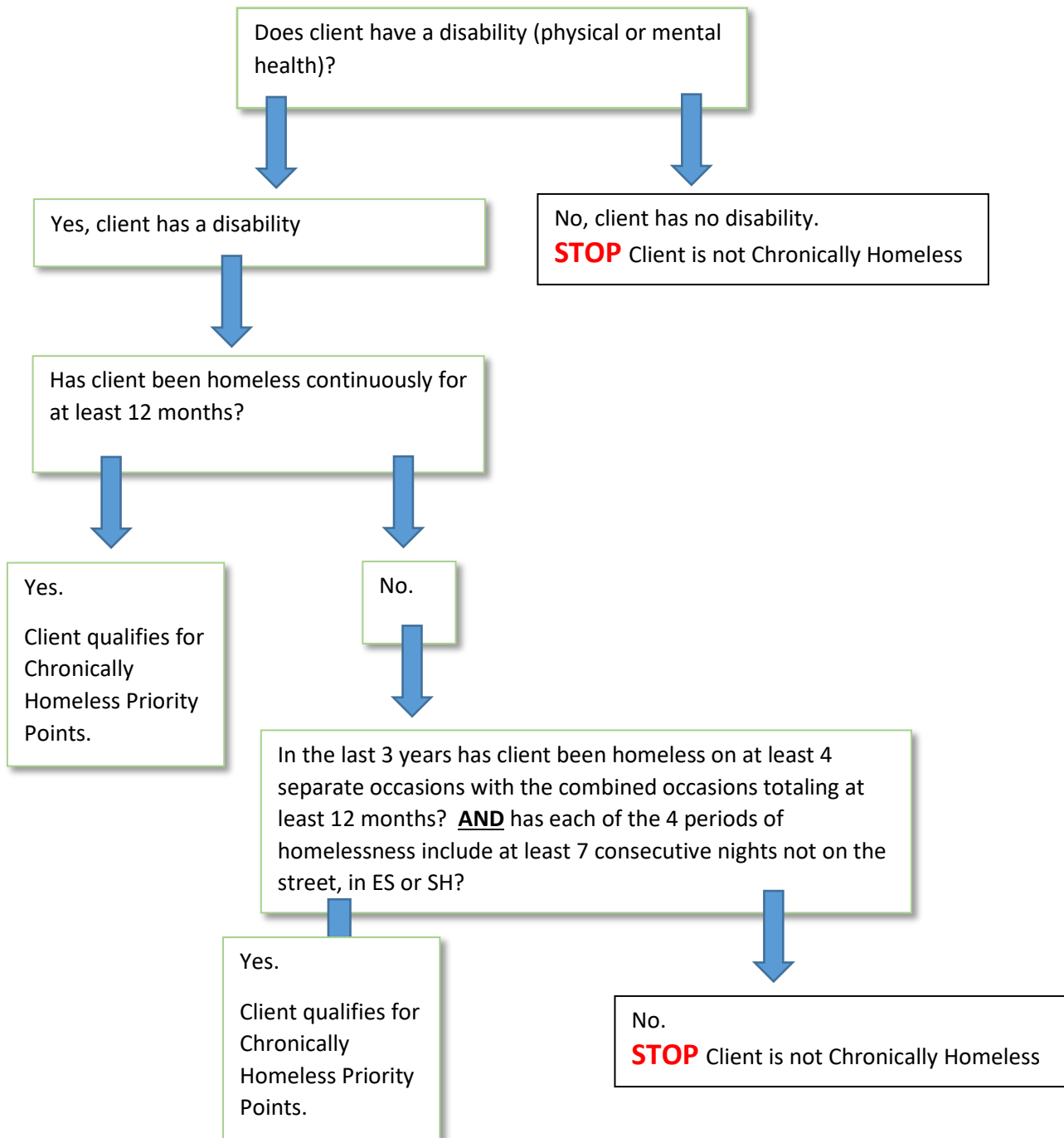
Chronically Homeless Priority Points

A disabling condition is one or more of the following:

A physical, mental, or emotional impairment, including an impairment caused by alcohol or drug abuse, post-traumatic stress disorder, or brain injury that:

1. Is expected to be long-continuing or of indefinite duration;
2. Substantially impedes the individual's ability to live independently; and
3. Could be improved by the provision of more suitable housing conditions.

Person does not have to be receiving SSI or SSDI. However, if a person is receiving SSI, SSDI, VA service-connected pension or VA non-service connected pension they should be considered as having a disabling condition.

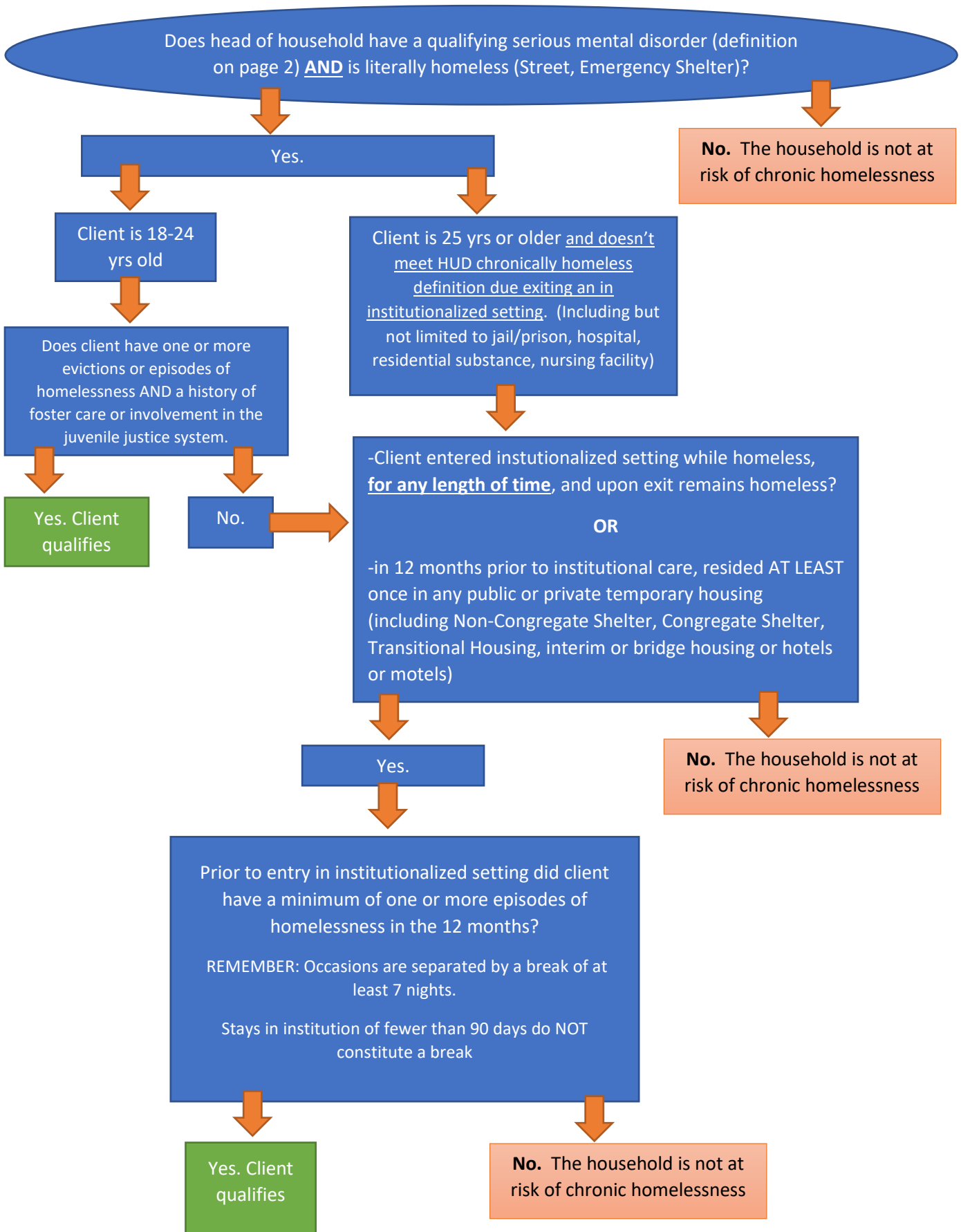


Chronically Homeless Priority Points

"A "chronically homeless" individual is defined to mean a homeless individual with a disability who lives either in a place not meant for human habitation, a safe haven, or in an emergency shelter, or in an institutional care facility if the individual has been living in the facility for fewer than 90 days and had been living in a place not meant for human habitation, a safe haven, or in an emergency shelter immediately before entering the institutional care facility. In order to meet the "chronically homeless" definition, the individual also must have been living as described above continuously for at least 12 months, or on at least four separate occasions in the last 3 years, where the combined occasions total a length of time of at least 12 months. Each period separating the occasions must include at least 7 nights of living in a situation other than a place not meant for human habitation, in an emergency shelter, or in a safe haven." Also, a family with adult head of household who meets above requirements.

**Appendix D; At-Risk of chronic Homelessness priority point
Flowchart**

At-Risk of Chronic Homelessness (No Place Like Home, HCD Definition)



A Serious Mental Disorder means a mental disorder severe in degree and persistent in duration, which may cause behavioral functioning which interferes substantially with the primary activities of daily living, and which may result in an inability to maintain stable adjustment and independent functioning without treatment, support, and rehabilitation for a long or indefinite period of time. (Serious mental disorders include, but are not limited to, schizophrenia, bipolar disorder, post-traumatic stress disorder, as well as major affective disorders or other severely disabling mental disorders.)

Members of this target population shall meet all of the following criteria:

(The person has a serious mental disorder, other than, or in addition to, a substance use disorder, developmental disorder or acquired traumatic brain injury, (an injury that is sustained after birth from an external force to the brain or any of its parts, resulting in cognitive, psychological, neurological, or anatomical changes in brain functions).)

As a result of the mental disorder, the person has substantial functional impairments (means being substantially impaired as the result of a mental disorder in independent living, social relationships, vocational skills, or physical condition) or symptoms, or a psychiatric history demonstrating that without treatment there is an imminent risk of decompensation to having substantial impairments or symptoms. As a result of a mental functional impairment and circumstances, the person is likely to become so disabled as to require public assistance, services, or entitlements.

**Appendix E; Unaccompanied Homeless Youth priority point
Flowchart**

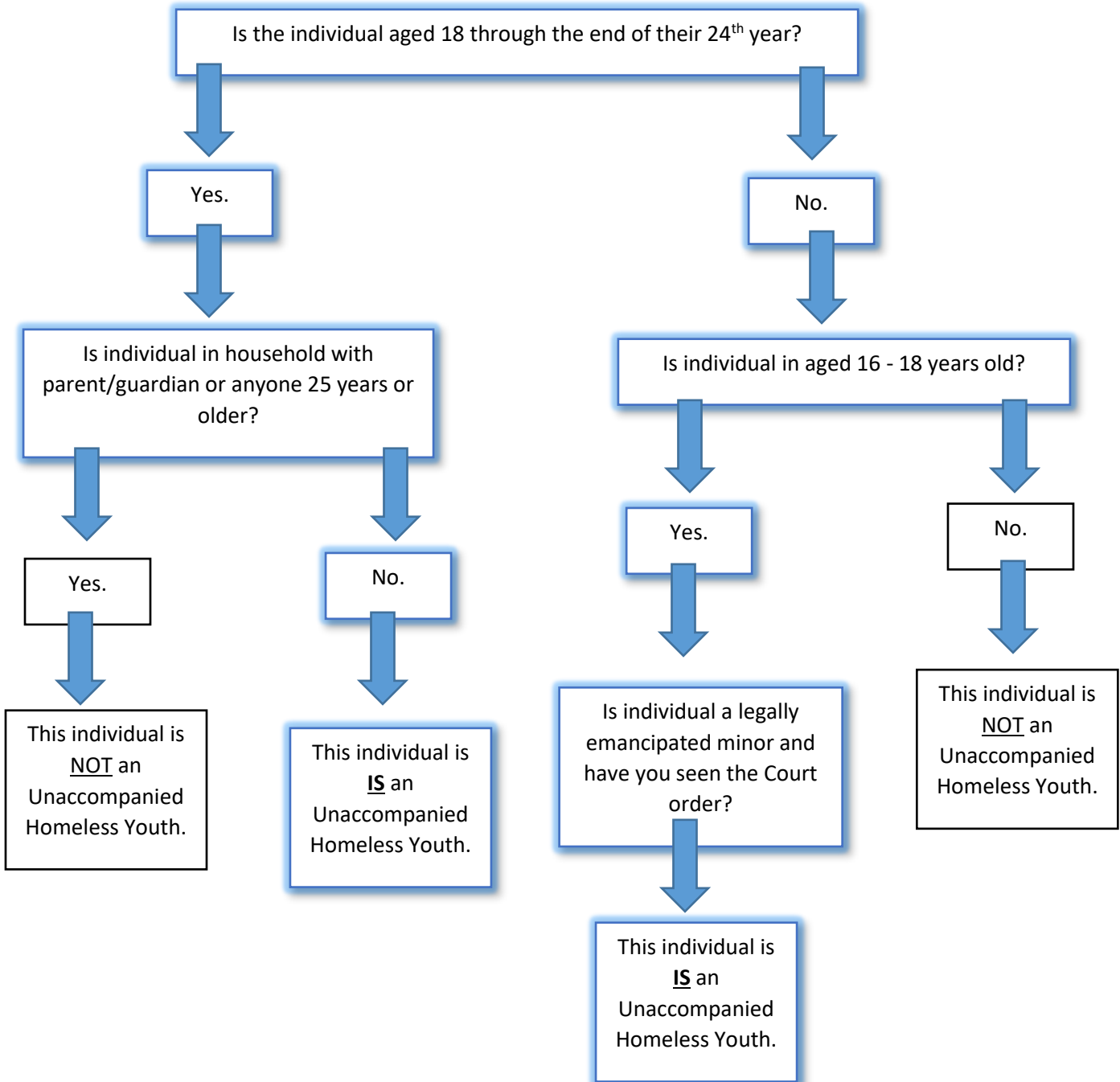
Unaccompanied Homeless Youth Priority Points

In order to be entered into the Coordinated Entry System (CES) individuals must be 18 years or old. The ONLY exception is for individuals who are 16 – 18 years of age who are legally emancipated and can provided the original Court Order.

Important definitions:

Transitional Aged Youth (TAY) – Individuals aged 16 through the end of their 24th year.

Unaccompanied Homeless Youth – Individuals aged 18 through the end of their 24th year, who are not in a household with a parent, guardian or anyone 25 or older.



If client is an Unaccompanied Homeless Youth, the TAY VI-SPDAT should be completed.

Appendix F; Household with Children priority point Flowchart

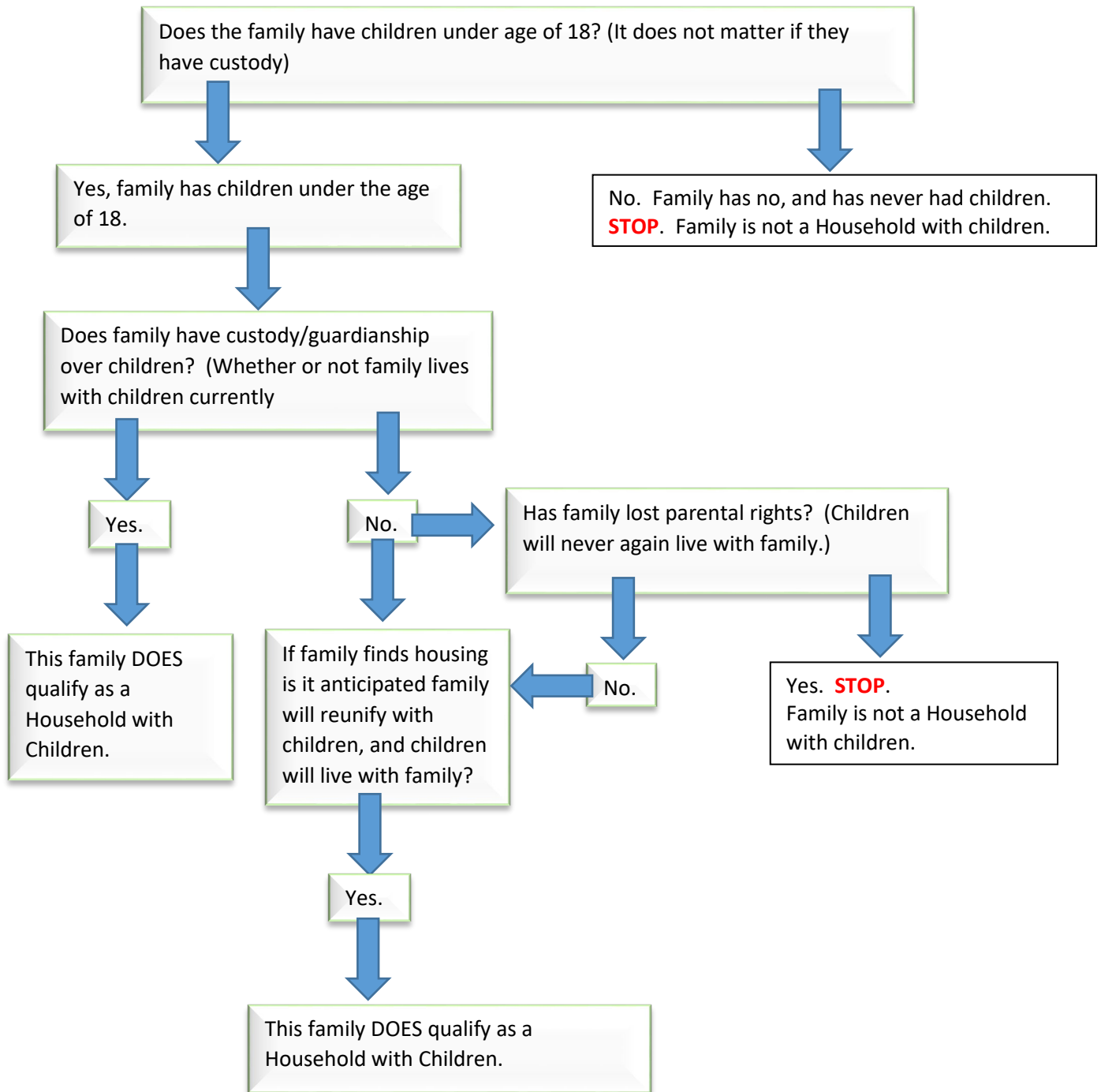
Household with Children Priority Points

What is a “Family”?

Family includes, but is not limited to, regardless of marital status, actual or perceived sexual orientation, or gender identity, any group of persons presenting for assistance together with or without children and irrespective of age, relationship, or whether or not a member of the household has a disability. **A child who is temporarily away from the home because of placement in foster care is considered a member of the family.**

What this means is that any group of people that present together for assistance and identify themselves as a family, regardless of age or relationship or other factors, are considered to be a family and must be served together as such.

Determining if a family qualifies for “household with children” priority points:



If family qualifies for Household with Children priority points, complete Family VI-SPDAT even if children are not in home.

Household with Children Priority Points

