



Coordinated Assessment and Referral System

MONTEREY & SAN BENITO COUNTIES



EMERGENCY HOUSING
VOUCHER (EHV)
POLICY MANUAL

Prepared by the Coalition of Homeless Services Providers

July 2021

TABLE OF CONTENTS

Introduction to the Coordinated Assessment and Referral System-CARS (Coordinated Entry).....	4
What is CARS?	4
Benefits of Coordinated Entry.....	4
HUD Requirements and Policies for the Administration of Emergency Housing Vouchers (EHV)	4
EHV Project Overview and Vision.....	5
Project Overview	5
Local Goals.....	5
Target Population.....	5
Geographic Coverage.....	5
Agency Roles & Responsibilities	6
CHSP	6
HACM.....	6
Partner Agencies- HSVP Providers	7
Eligibility Criteria.....	7
Non-HSVP Providers.....	11
Overview of Process Work Flow	12
Process Work Flow.....	12
Completed Packet Contents	12
Trainings.....	13
Porting Vouchers.....	13
Client Support.....	14
Client’s Rights.....	14
Non- Discrimination.....	14

Reasonable Accommodation 15

Attachment A: Definitions..... 16

Attachment B: Participant Agency MOU 20

Attachment C: Housing First Policy 21

DRAFT

INTRODUCTION TO THE COORDINATED ASSESSMENT AND REFERRAL SYSTEM-CARS (COORDINATED ENTRY)

WHAT IS CARS?

The Coordinated Assessment and Referral System (CARS), also known as Coordinated Entry System (CES), is a consistent, community-wide process to match people experiencing homelessness to community resources that are the best fit for their situation. In a community using coordinated entry, homeless individuals and families complete a standard triage assessment survey that identifies the best type of intervention for that household. Participating programs accept referrals from the system, reducing the need for people to travel distances seeking assistance at every provider separately while also eliminating any accusation of discrimination. When participating programs do not have enough space to accept all referrals from the system, people are prioritized for services based on need. In the Monterey/San Benito Counties Continuum of Care (CoC), the system is referred to as the Coordinated Assessment and Referral System (CARS).

BENEFITS OF COORDINATED ENTRY

A coordinated entry system can:

- Use existing resources more effectively by connecting people to the housing/service program that is the best fit for their situation.
- Reduce the need for people to call around to multiple programs and fill out multiple applications to join waitlists. Coordinated entry assesses people for all participating housing/service programs at the same time.
- Provide clear communication about what housing is available and when it is available.
- Leverage technology to improve system effectiveness.
- Allow system and program performance data to drive future project development
Strengthen systems change efforts and improve CoC-wide collaboration.

HUD REQUIREMENTS AND POLICIES FOR THE ADMINISTRATION OF EMERGENCY HOUSING VOUCHERS (EHV)

Under Notice PIH 2021-15, all referrals for the EHV program must go through the Coordinated Entry System which is a mandated program under 24 CFR § 578.7(a)(8). Current procedures for other Public Housing Authority (PHA) programs such as the Housing Choice Voucher (HCV) and Homeless Set-aside Voucher (HSV), do not utilize the Coordinated Entry System and follow their

own eligibility and prioritization methods. The CoC lead, the Coalition of Homeless Services Providers (CHSP) and local PHA, Housing Authority County of Monterey (HACM) has entered into a MOU to further define roles and ensure that direct referral responsibility is maintained by the CoC.

EHV PROJECT OVERVIEW AND VISION

PROJECT OVERVIEW

HUD has allocated approximately 70,000 emergency housing vouchers (EHVs) to public housing agencies (PHAs), 269 of which have been allocated to CA-506. These EHVs are to assist individuals and families who are experiencing homelessness; at risk of experiencing homelessness; fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking, or human trafficking; or were recently homeless and for whom providing rental assistance will prevent the family's homelessness or having high risk or housing instability, in accordance with PIH 2021-15 § 1 (2)

LOCAL GOALS

In an effort to remain equitable, it is the goal of the CoC and PHA to distribute vouchers in a manner that aligns with the specific composition of those currently enrolled in CARS.

TARGET POPULATION

While keeping in mind the composition of those in CARS, those experiencing literal homelessness will be prioritized, among all others. To keep up with demand and dynamic nature of the referral list, if no clients meet literal homeless criteria at the time of referral, remaining clients will be prioritized based on highest acuity.

GEOGRAPHIC COVERAGE

Distribution of the Emergency Housing Vouchers (EHV) covers the entire CoC area, which includes all of Monterey and San Benito counties. San Benito County residents will still be eligible for the EHVs even though their respective Public Housing Authority (PHA) is not Housing Authority County of Monterey (HACM). HACM and San Benito County will work together to streamline HQS certifications so that San Benito residents can easily access the vouchers. In alignment with traditional CoC practices, San Benito County will receive 29 vouchers of the 269 made available to our community. To ensure the timely distribution of EHVs, CHSP reserves the right to redistribute San Benito vouchers back into Monterey County.

AGENCY ROLES & RESPONSIBILITIES

CHSP

Under PIH 2021-15 § 9.b (5), “The primary responsibility of the CoC under the MOU is to make direct referrals of qualifying individuals and families to the PHA.”

As stated in the MOU:

CHSP will manage and evaluate the Coordinated Entry system to build the EHV waiting list referral process and refer eligible individuals and families to HACM while ensuring local goals and preferences are met;

CHSP will recruit interested and eligible agencies to become referring agencies, provide trainings to partnering agencies on the specific workflow for referring clients, provide technical assistance when needed, and ensure proper documentation is uploaded into HMIS;

CHSP will do the final verifications before sending referrals to HACM, ensuring EHV referrals and service engagements from service providers are serving special needs populations (i.e., Domestic Violence and Human Trafficking);

CHSP will work with RRH and Permanent Supportive Housing (PSH) programs to inform them of EHV program and work with RRH and PSH individuals and families interested in being referred to the EHV program. CHSP will also assist EHV eligible HSVP waitlist individuals interested in the EHV program;

CHSP will coordinate RRH funds and determine other funds available in the community that can assist EHV participants with their housing services process, provide consistent updates to HACM on progress towards goals, and attend all EHV briefings when available.

HACM

As stated in the MOU:

HACM will coordinate and consult with the CoC in developing the services and assistance to be offered under the EHV services fees, and inform the public, including HCV applicants on the waitlist, of the EHV program;

HACM will receive waitlist and referrals from CHSP for the EHV program;

HACM will comply with all EHV CARS policies and procedures, comply with all reporting requirements as outlined in PIH Notice 2021-15 and HUD requests, and attend all EHV briefings when available.

PARTNER AGENCIES- HSVP PROVIDERS

To allow for the expeditious referral of clients to the EHV program, those agencies currently authorized to submit applications to the Homeless Set-Aside Voucher Program (HSVP), will be the only agencies allowed to refer to the EHV program.

If an agency is currently not a HSVP provider and would like to become one in order to refer clients to the EHV program, they must contact the Coalition of Homeless Services Providers to see if they are eligible.

- Current eligibility requirements state that an agency must be a member of the CoC and have been providing services in Monterey and/or San Benito Counties for at least 2 years to become a HSVP provider.
- See 'Non-HSVP Provider' section for more details.

ELIGIBILITY CRITERIA

In order to qualify for the EHV program, clients must meet one of the following definitions of homelessness:

- o 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
 - (2) 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) The individual or family lacks the resources or support networks needed to obtain other permanent housing
- 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 application;
 - (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
- At-risk of homelessness:
 - (1) an individual or family who:
 - (i) has an annual income below 30 percent of median family income for the geographic area, as determined by HUD;
 - (ii) does not have sufficient resources or support networks, e.g. family, friends, faith-based or other social networks, immediately available to them from moving to an emergency shelter or another place described in paragraph (1) of the “Homeless” definition above; and
 - (iii) meets one of the following conditions:
 - (1) has moved because of economic reasons two or more times during the 60 days immediately preceding the application for homelessness prevention assistance;
 - (2) is living in the home of another because of economic hardship;
 - (3) has been notified that their right to occupy their current housing or living situation will be terminated within 21 days of the date of application for assistance;
 - (4) lives in a hotel or motel and the cost of the hotel or motel stay is not paid by charitable organizations or by federal, state, or local government programs for low-income individuals;
 - (5) lives in a single-room occupancy of efficiency apartment unit in which there reside more than two persons, or lives in a larger housing unit in which there reside more than 1.5 people per room, as defined by the US Census Bureau;

- (6) is exiting a publicly funded institution, or system of care (such as a health-care facility, a mental health facility, foster care or other youth facility, or correction program or institution); or
- (7) otherwise lives in housing that has characteristics associated with instability and an increased risk of homelessness, as identified in the recipient’s approved consolidated plan.
- (2) A child or youth who does not qualify as “homeless” under this section, but qualifies as “homeless” under section 387(3) of the Runaway and Homeless Youth Act (42 U.S.C. 5732a(3)), section 637(11) of the Head Start Act (42 U.S.C. 9832(11)), section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e-2(6)), section 330(h)(5)(A) of the Public Health Service Act (42 U.S.C. 254b(h)(5)(A)), section 3(m) of the Food and Nutrition Act of 2008 (7 U.S.C. 2012(m)), or section 17(b)(15) of the Child Nutrition Act of 1966 (42 U.S.C. 1786(b)(15)); or
- (3) A child or youth who does not qualify as “homeless” under this section, but qualifies as “homeless” under section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2)), and the parent(s) or guardian(s) of that child or youth if living with her or him.
- Fleeing, or attempting to flee, domestic violence, dating violence, stalking, sexual assault or human trafficking
 - This category is composed of any individual or family who is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or human trafficking. This includes cases where a HUD-assisted tenant reasonably believes that there is a threat of imminent harm from further violence if they remain within the same dwelling unit, or in the case of sexual assault, the HUD-assisted tenant reasonably believes there is a threat of imminent harm from further violence if they remain within the same dwelling unit that they are currently occupying, or the sexual assault occurred on the premise during the 90- day period preceding the date of the request for transfer.
 - Domestic violence includes felony or misdemeanor crimes of violence committed by:
 - a. a current or former spouse or intimate partner of the victim (the term “spouse or intimate partner of the victim” includes a person who is or has been in a social relationship of a romantic or intimate nature with the victim, as determined by the length of the relationship, the type of the relationship, and the frequency of interaction between the persons involved in the relationship),

- b. a person with whom the victim shares a child in common,
- c. a person who is cohabitating with or has cohabitated with the victim as a spouse or intimate partner,
- d. a person similarly situated to a spouse of the victim under the domestic or family violence laws of the jurisdiction receiving grant monies, or
- e. any other person against an adult or youth victim who is protected from that person's acts under the domestic or family violence laws of the jurisdiction.
- Dating violence means violence committed by a person:
 - a. Who is or has been in a social relationship of a romantic or intimate nature with the victim; and
 - b. Where the existence of such a relationship shall be determined based on a consideration of the following factors:
 - 1. The length of the relationship;
 - 2. The type of relationship; and
 - 3. The frequency of interaction between the persons involved in the relationship.
- Sexual assault means any nonconsensual sexual act proscribed by Federal, Tribal, or State law, including when the victim lacks capacity to consent.
- Stalking means engaging in a course of conduct directed at a specific person that would cause a reasonable person to:
 - (1) Fear for the person's individual safety or the safety of others; or
 - (2) Suffer substantial emotional distress.
- Human trafficking includes both sex and labor trafficking, as outlined in the Trafficking Victims Protection Act of 2000 (TVPA), as amended (22 U.S.C. § 7102). These are defined as:
 - Sex trafficking means the recruitment, harboring, transportation, provision, obtaining, patronizing, or soliciting of a person for the purpose of a commercial sex act, in which the commercial sex act is induced by force, fraud, or coercion, or in which the person induced to perform such act has not attained 18 years of 21 age; (and)
 - Labor trafficking means the recruitment, harboring, transportation, provision, or obtaining of a person for labor or services, through the use of force, fraud, or coercion for

the purpose of subjection to involuntary servitude, peonage, debt bondage, or slavery.

- Recently homeless
 - This category is composed of individuals and families determined by the CoC or its designee to meet the following definition.
 - Recently homeless is defined as individuals and families who have previously been classified by a member agency of the CoC as homeless but are not currently homeless as a result of homeless assistance (financial assistance or services), temporary rental assistance or some type of other assistance, and where the CoC or its designee determines that the loss of such assistance would result in a return to homelessness or the family having a high risk of housing instability. Examples of households that may be defined as recently homeless by the CoC include, but are not limited to, participants in rapid rehousing, and permanent supportive housing.
 - Individuals and families classified as recently homeless must be referred by the CoC or its designee.

NON-HSVP PROVIDERS

For those agencies who identify clients that qualify under the “homeless” or “DV fleeing” definitions that wish to participate but are ineligible to become HSVP providers, follow the guidance below:

- Enter into a MOU with one or more of the approved HSVP providers, listed above, to supply HACM with referrals.
 - MOUs should include:
 - Number of referrals the HSVP provider will accept
 - Set schedule for picking up packets
 - Assist with housing search and landlord identification
 - Responsibility of case management, housing support, and landlord mitigation for 4 months after housing
 - Responsibility of collecting required documents
 - Responsibility of conducting CARS assessments

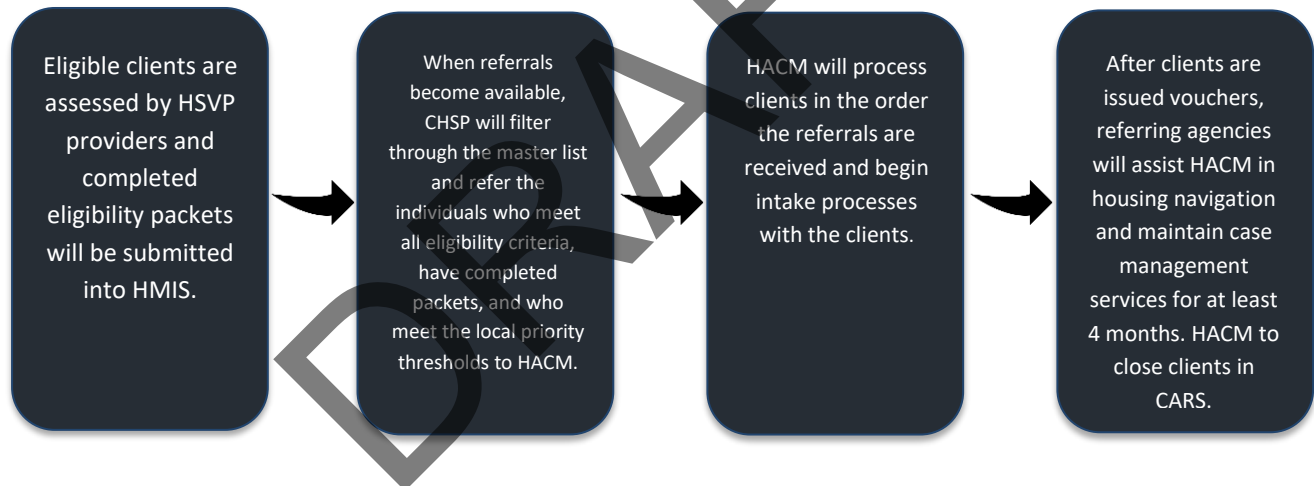
For agencies who identify clients that meet the “at-risk” or “recently homeless” definitions, please follow the guidance above in addition to further requirements below:

- If the client does not currently have a CARS assessment or their assessment is older than 6 months:
 - o Agencies should reassess clients using the appropriate VI-SPDAT form, if certified to conduct CARS assessments
 - Agencies should refer families and individuals who qualify to one of the HSVP providers listed above/below to receive their CARS assessment if the agency is not certified to conduct assessments.
 - o Agencies should fill out the “at risk” of homelessness verification form and supply it to the HSVP provider.
 - If the verification form is not attached or included in a client file, the HSVP provider will send back to the agency until complete.

OVERVIEW OF PROCESS WORK FLOW

PROCESS WORK FLOW

The following is an illustration of the overall EHV coordinated entry workflow:



COMPLETED PACKET CONTENTS

In addition to the CARS assessment, CHSP requires all EHV referral packets to be completed prior to submission for referral. Referral packets that are incomplete will be returned to the referring agency and the client will not be considered for a voucher until the paperwork is reconciled. For a referral packet to be considered complete, all applicable fields must be filled out on the:

- a. HACM Pre- Application
- b. Supplement to Application
- c. Referral and Certification
- d. Homeless Certification
- e. Declaration of Section 214 Status

- f. Income Attestation

TRAININGS

To ensure all partnering agencies are informed of the process for referring clients to the EHV program, CHSP will provide **mandatory** trainings and ongoing technical assistance. Following the initial trainings, the EHV procedures will be included in the regular CARS New User trainings.

Trainings will include, but not limited to:

- Eligibility verifications
- Documentation Requirements
- Adjustments to current Coordinated Entry procedures to accommodate the EHV's
- VI-SPDAT training
- Domestic Violence Flee procedure
- Post-Referral obligations

PORTING VOUCHERS

The normal HCV portability procedures and requirements generally apply to the EHV's with the following allowances.

- i.* No prohibition on portability for non-resident applicants

The PHA may not restrict an EHV family from exercising portability because they are a non-resident applicant.

- ii.* Portability billing and absorption

A receiving PHA cannot refuse to assist an incoming EHV family, regardless of whether the PHA does or does not currently administer the EHV's under its own ACC.

- iii.* Family briefing/initial PHA and receiving PHA coordination on services

The initial PHA must inform the family how portability may impact EHV services and assistance that may be available to the family.

- iv.* EHV portability – HAP and EHV administrative fees

For more extensive information regarding porting exceptions, please see PIH 2021-15 § 9.o.

CLIENT SUPPORT

Case management will be provided for a minimum of 4 months by the referring provider unless otherwise specified. Agencies should use all available resources to assist clients in housing navigation and case management.

CLIENT'S RIGHTS

NON- DISCRIMINATION

CARS does not tolerate discrimination on the basis of any protected class (including actual or perceived race, color, religion, national origin, sex, age, familial status, disability, sexual orientation, gender identity, or marital status) during any phase of the CARS Referral process. All agencies participating in CARS must comply with applicable equal access and nondiscrimination provisions of federal and state civil rights laws. Some projects may be forced to limit enrollment based on requirements imposed by their funding sources and/or state or federal law. For example, a HOPWA-funded project might be required to serve only participants who have HIV/AIDS.

All such programs will avoid discrimination to the maximum extent allowed by their funding sources and their authorizing legislation. All aspects of the Coordinated Entry System will comply with all Federal, State, and local Fair Housing laws and regulations. Participants will not be “steered” toward any particular housing facility or neighborhood because of race, color, national origin, ancestry, religion, sex, age, familial status, presence of children, disability, actual or perceived sexual orientation, gender identity or expression, marital status, source of income, genetic information, or other arbitrary reasons.

All locations where participants are likely to access or attempt to access CARS will include signs or brochures displayed in prominent locations informing participants of their right to file a nondiscrimination complaint and containing the contact information needed to file a non-discrimination complaint. The requirements associated with filing a non-discrimination complaint, if any, will be included on the signs or brochures.

The CARS EHV process will operate in a manner that promotes fair and open access to all available housing and services within CARS EHV. The system shall afford all eligible persons access to CARS EHV processes regardless of race, color, national origin, religion, sex, age, familial status, disability, actual or perceived sexual orientation, gender identity, marital status, immigration status, or limited English proficiency.

Additionally, CARS EHV processes ensure all people experiencing homelessness in different populations and subpopulations, including people experiencing chronic homelessness, veterans,

families with children, youth, persons involved with the criminal justice system, and persons who are fleeing, or attempting to flee, domestic violence, sexual assault, dating violence, stalking, or other dangerous or life-threatening conditions including human trafficking, will have fair and open access to the CARS EHV process.

REASONABLE ACCOMMODATION

While the EHV program provides the PHA with funding designed to help increase the success rate of EHV families in obtaining housing (such as security deposit assistance, landlord incentives, and housing search assistance), these families may still face significant challenges with their housing search. An initial search term of 60 days may be inadequate for EHV families. Consequently, HUD is waiving § 982.303 (a), which provides that the initial search term must be at least 60 days and is establishing an alternative requirement that the initial term for an EHV must be at least 120 days. Any extensions, suspensions, and progress reports will remain under the policies in the PHA's administrative plan, but will apply after the minimum 120-day initial search term. PIH 2021-15 § 9.m (2)

As a reminder, a PHA must grant reasonable accommodation requests to extend the housing search term that may be necessary for individuals with disabilities to find a unit that meets their disability-related needs. For example, it may be challenging to find a unit that includes specific accessibility features, is close to accessible transportation, or close to supportive services or medical facilities. PIH 2021-15 § 9.m (3)

ATTACHMENT A: DEFINITIONS

Access Point – Locations where people can complete the standardized assessment to participate in coordinated entry. Access points often include emergency shelters and drop-in service centers.

At Risk of Homelessness – An individual or family who has income below 30% of area median family income for the area, as defined by HUD, and who does not have sufficient resources or support networks immediately available to prevent them from moving into an emergency shelter or other place described in the “homeless” definition (See Exhibit A and Exhibit B), and meets one if the following definitions defined under 24 CFR 578.3 (CoC program) or 24 CFR 576.2 (ESG program). This may also include a child or youth who qualifies as homeless under other Federal programs.

Chronic Homelessness – HUD’s definition of chronically homeless means an individual or family who:

- Chronically Homeless Individual (CHI): For HUD CoC Grants requiring that applicants be *chronically* homeless, under HUD’s definition, “chronic homelessness” means an individual who lives either in a place not meant for human habitation, safe haven, or in an emergency shelter immediately before entering the institutional care facility.
- In order to meet the CHI definition, the individual also must have been living as described above continuously for 12 months, or on at least four separate occasions in the last three 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.

Continuum of Care (CoC) - The Monterey and San Benito Counties Continuum of Care carries out the responsibilities required under HUD regulations, set forth at 24 CFR 578 – Continuum of Care Program. The CoC is comprised of a broad group of stakeholders dedicated to ending and preventing homelessness in Monterey and San Benito Counties. The over-arching CoC responsibility is to ensure community-wide implementation of efforts to end homelessness and ensuring programmatic and systemic effectiveness of the local continuum of care program.

Diversion- a strategy that prevents homelessness for people seeking shelter by helping them identify immediate alternate housing arrangements and, if necessary, connecting them with services and financial assistance to help them return to permanent housing. Diversion programs can reduce the number of families becoming homeless, the demand for shelter beds, and the

size of program wait lists. Diversion programs can also help communities achieve better outcomes and be more competitive when applying for federal funding. This paper will describe how communities can begin diverting families from entering their homeless assistance systems.

Emergency Shelter – Any facility, the primary purpose of which is to provide a temporary shelter for the homeless in general or for specific populations of the homeless and which does not require occupants to sign leases or occupancy agreements.

Emergency Solutions Grant (ESG) – ESG is a grant program of the U.S. Department of Housing and Urban Development (HUD) that funds emergency assistance for people who are homeless or at-risk of homelessness. ESG grantees are required to participate in Coordinated Entry and can utilize rapid re-housing funds to assist with reducing barriers to housing, i.e. deposit assistance, landlord incentives, credit checks and application fees.

Homeless – HUD’s definition of homelessness (24 CFR 578.3) has four categories:

- **Category 1** – Literally homeless individuals/families
- **Category 2** – Individuals/families who will imminently lose their primary nighttime residence with no subsequent residence, resources, or support networks.
- **Category 3** – Unaccompanied youth or families with children/youth who meet the homeless definition under another federal statute.
- **Category 4** – Individuals/families fleeing or attempting to flee domestic violence.

Detailed definition of Category 4: Any individual or family who: (i) Is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, human trafficking, or other dangerous or life-threatening conditions that relate to violence against the individual or a 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 residence; (ii) Has no other residence; and (iii) Lacks the resources or support networks, e.g., family, friends, and faith-based or other social networks, to obtain other permanent housing.

Homeless Housing, Assistance and Prevention (HHAP) - Signed into law on July 31, 2019 by Governor Gavin Newsom. The Homeless Housing, Assistance and Prevention is a \$650 million one-time block grant that provides local jurisdictions with funds to support regional coordination and expand or develop local capacity to address their immediate homelessness challenges. HHAP funded entities can utilize rapid re-housing funds to assist with reducing barriers to housing, i.e. deposit assistance, landlord incentives, credit checks and application fees.

Homeless Management Information System (HMIS) – a local information technology system used to collect data on the provision of housing and services to homeless individual/families.

Homelessness Prevention – A program targeted to individuals and families at risk of homelessness. Specifically, this includes those that meet the criteria under the “at risk of homelessness” definition at 576.2, as well as those who meet the criteria in Category 2, 3, and 4 of the “homeless definition and have an annual income *below 30%* of family median income for the area.

Housing First – An approach to quickly and successfully connect individuals and families experiencing homelessness to permanent housing without preconditions and barriers to entry, such as sobriety, treatment or service participation requirements. Supportive services are offered to maximize housing stability and prevent returns to homelessness as opposed to addressing predetermined treatment goals prior to permanent housing entry.

Housing Interventions – Housing programs and subsidies, including transitional housing, rapid re-housing, and permanent supportive housing programs, as well as permanent housing subsidy programs (e.g. Housing Choice Vouchers).

Housing and Urban Development (HUD) – The United States Department of Housing and Urban Development.

Literally Homeless – Category 1 of HUD’s definition of homelessness. Literally homeless means an individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning the individual or family has a primary nighttime residence that is a public or private place not meant for human habitation, the individual or family is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including hotels and motels paid for by charitable organizations or federal, state, or local government programs), or the individual is existing 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.

Master List – A prioritized list in HMIS of people who have completed the assessment survey and are in need of permanent housing. The list can be sorted by basic eligibility criteria and is prioritized so that individuals and families with the greatest need are housed first.

Permanent Supportive Housing (PSH) – a type of permanent housing designed for chronically homeless and other highly vulnerable individuals and families who need long-term support to stay housed. Permanent supportive housing provides housing linked with case management and other supportive services. Permanent supportive housing has no time limitation, providing support for as long as needed and desired by the resident.

Rapid Rehousing (RRH) – a type of permanent housing program that provides short-term financial assistance and support to quickly re-house homeless households in their own independent housing. The goal is to quickly move households out of homelessness and back into permanent housing, providing the lightest level of service necessary to assist the household.

Release of Information (ROI) – The consent form that individuals/households complete and sign to grant consent for their personal information to be entered into HMIS and used for coordinated entry.

Transitional Housing – Temporary housing with services to facilitate movement of homeless individuals and families to permanent housing within 24 months

Victim Service Provider – A private nonprofit organization whose primary mission is to provide services to victims of domestic violence, dating violence, sexual assault, or stalking. This term includes rape crisis centers, battered women’s shelters, domestic violence transitional housing programs, and other programs.

Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT) – a pre-screening tool designed by OrgCode Consulting, Inc. and Community Solutions that can be conducted to quickly determine whether a client has high, moderate, or low acuity.

DRAFT

ATTACHMENT B: PARTICIPANT AGENCY MOU



EHV Memorandum of Understanding (MOU) Between
[INSERT PARTICIPATING AGENCY] and
Coalition of Homeless Service Providers (CARS Administrator/CoC Administrator)

BACKGROUND

On behalf of the Monterey and San Benito Counties Continuum of Care, the Coalition of Homeless Services Providers manages the local implementation of coordinated entry, known as the Coordinated Assessment and Referral System, or CARS. This program serves as the gateway to homeless programs that are federally and state funded, like CoC, ESG, HHAP, HSP and the Emergency Housing Vouchers.

TERMS OF MOU

By choosing to participate in CARS, your agency has committed to being a part of one of the essential functions of the CoC in helping to end homelessness. Agencies signing this MOU agree to participate in the Coordinated Assessment and Referral System (CARS) and to comply with the following standards until the conclusion of the EHV Program on September 30, 2023.

Participating agencies agree to:

- Maintain user access to HMIS ServicePoint, unless a Victim Service Provider (VSP).
- Ensure that clients seeking assistance have prompt access to screening and assessment in safe and welcoming environment, including, but not limited to, equitable access to language interpretation services.
- Carry out screening and assessment of clients, support referral of clients, and accept client referrals, if applicable.
- Use HMIS ServicePoint for recording of the assessments within 72 hours unless extenuating circumstances prohibit the expeditious entry of assessment data.
- Obtain a client release of information (ROI) before entering client personal identifying information into HMIS ServicePoint. ROIs must be uploaded into HMIS on the date of input.
- Follow CARS policies and procedures, community guidelines for conducting assessments and communicating about coordinated entry.
- Comply with all policies and procedures for HMIS ServicePoint.
- Provide additional referrals to other community services, as appropriate, to people completing the assessment.
- Require all end users and agency admins to attend EHV specific CARS trainings and additional CARS meetings, as scheduled.
- Notify CHSP when end users are no longer active CARS accessors.

ATTACHMENT C: HOUSING FIRST POLICY

Importance of Housing First Goal to Minimize Barriers to Housing: Housing First is a national best practice strategy, adopted by the Monterey and San Benito Counties Continuum of Care, in which people experiencing homelessness are provided with housing directly and with few to no treatment preconditions, behavioral contingencies, or barriers. In light of these goals, agencies should carefully consider any mitigating circumstances or evidence of rehabilitation before denial of admission in cases where program admission *may be* prohibited. Rehabilitation includes, but is not limited to, evidence that a prohibited act or acts were related to untreated mental illness and/or substance abuse, and that the person is undergoing, has agreed to undergo, or has successfully completed a program of appropriate treatment. Upon consideration of such factors, the program may, on a case-by-case basis, decide not to deny assistance. Remember: The goal is to screen people into housing rather than out of housing where possible to help with the process of ending homelessness for all people.

DRAFT