



# Coordinated Entry System and Regional Access Points

BoSCoC Coordinated Entry System Training



# Access



- ▶ Access refers to how people experiencing a housing crisis learn that coordinated entry exists and access crisis response services.
- ▶ The first contact that most people experiencing a housing crisis will have with the crisis response system is through a coordinated entry access point,
- ▶ Access Points play a critical role in engaging people in order to address their most immediate needs through referral to emergency services or diversion efforts to secure a safe place for the household.
- ▶ Access Points also play a critical role in beginning to determine which intervention might be most appropriate to rapidly connect those people to housing, even if sometimes in nature with family, friends, or other social networks.



# Regional Access Points

All Regional Access Points shall provide equal access to emergency services using Housing problem solving strategies to divert households towards other suitable options, even if temporary.

Regional Access Points will use a common assessment approach and tools, and prioritize persons for available resources using the standardized approach as determined by the BoSCoC, per CES policies and procedures.

CoCs' must ensure that households who present at any regional access point, regardless of whether the location provides specialized services, must have access to the standard functions of access, such as offering places, either virtual or physical, where persons in need of assistance can access services to support their housing crisis, such as diversion, rapid exit, or longer term intervention funded by BoSCoC.



# Designate Separate Access Points

BoSCoC is allowed to designate separate access points for five subpopulations that are separate and distinct from general access points:

- ▶ Adults without children
- ▶ Adults accompanied by children
- ▶ Unaccompanied youth
- ▶ Households fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or other dangerous or life-threatening conditions (including human trafficking)
- ▶ Persons at imminent risk of literal homelessness, for purposes of administering homelessness prevention assistance

A dark blue arrow points to the right at the top left. Below it, several thin, curved lines in shades of blue and grey sweep across the left side of the slide.

# BoSCoC Regional Access Points

BoSCoC has chosen to operate multiple regional access points, due to the geography of the Balance of State, in order to ensure full coverage.

- ▶ Each region has an identified Regional Access Point to lead Coordinated Entry locally, including but not limited to management of the local Prioritization List and be the main point of contact for the BoSCoC Coordinated Entry System Committee.
- ▶ Each Regional Access Point has their own physical location and designated outreach worker/ housing navigator, which 211-NH will refer people to after conducting the initial Prevention & Diversion Assessment Tool (NH PDT).



# Requirements of Regional Access Points



# Fair and Equal Access

To further ensure fair and equal access, the CES requires that all Regional Access Points be accessible to persons with disabilities (including physical disabilities) and have or access to staff, or other stakeholders, who possess bilingual capabilities and various cultural competencies.

If Regional Access Points' staff do not possess capacity in a language to communicate directly with a person, then interpretive services will be arranged through the Regional Access Point Manager.



# Limited English Proficiency

All Regional access points may have staff members who speak other languages in order to assist applicants or will have the capacity to communicate with persons speaking other languages through a telephone-based or in person interpreter service





# Marketing and Non-Discriminatory Access

- ▶ BoSCoC is required to affirmatively market their housing and supportive services to eligible persons who are least likely to apply in the absence of special outreach.
- ▶ Regional Access Points, in coordinated with Local Coordinated Entry Partnerships, will advertise the Coordinated Entry Process in order to inform people how to get connected to housing resources for people experiencing homelessness or at risk of homelessness.



# Marketing



- ▶ Distribution of flyers in both English and Spanish to be posted at all regional access points and participating agencies.
- ▶ Some Regional Access Points may need flyers in other languages based on local populations needs;
- ▶ Information about the BoSCoC's Coordinated Entry System including Regional Access Points, will be provided on the CoC's website at <https://www.dhhs.nh.gov/dcbcs/bhhs/boscoc.htm>;
- ▶ Informational sessions with potential referral sources and community partners such as the VA, shelters, food banks, public housing agencies, Department of Human Services, etc.;
- ▶ Tracking of marketing materials distributed and information sessions; and
- ▶ Marketing through coordination with 211-NH.



# Safety Planning



- ▶ BoSCoC Regional Access Points must ensure the safety of persons who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, trafficking, or stalking.
- ▶ RAPS' must ensure safe and confidential access to coordinated entry, including access to the Coordinated Entry Domestic Violence Project (CE DV Project), which is facilitated by Community Action Program of Strafford County (CAPSC).
- ▶ RAPS' must actively use Housing Problem Solving strategies to explore creative ways to help households avoid entry into or prolonged stays in emergency shelters or services, even if such opportunities are temporary in nature.
- ▶ RAPS's will work with VSPs' and CAPSC CE DV Project to extend safety planning and protections to victims of domestic violence who are staying at a non victim service provider projects.
- ▶ RAPS' must provide immediate access to emergency services such as domestic violence hotlines and shelters.



# Privacy

- ▶ Collecting and sharing participants' personal protected information is often necessary aspect of helping persons to resolve their housing crisis.
- ▶ The collection and disclosure of participant data must be managed in a way that ensures privacy, provides participant choice about what and how to share their information, and does not result in repercussions when participants decide not to disclose or share data.

A decorative graphic on the left side of the slide. It features a dark blue vertical bar on the far left. A black arrow points to the right from the top of this bar. Below the arrow, several thin, light blue lines curve downwards and to the right, creating a sense of movement and depth.

# Coordination with Outreach Teams

- Regional Access Points should coordinate with regional outreach teams to ensure that all eligible households are participating in the CE System as they so desire, in order to ensure that people in unsheltered locations are prioritized for assistance in the same manner as all other applicants.
- Outreach teams can provide mobile access points to people who may be unwilling or unable to go to a physical regional access point.
- Outreach staff will meet with people in the best location for that person.
- In the event that households are unable to access a RAP, the RAP is responsible to coordinate with outreach or deploy staff to meet with the household in the community.
- Outreach teams, with support from RAP Managers, will attempt to use problem solving and diversion strategies to explore safe alternatives to households living on the streets or in places not meant for human habitation.



# Requirements of RAPs'

Each RAP will have:

- ▶ A physical location with identified hours of services;
- ▶ Contact Person and Back up Contact Person; and
- ▶ A designated outreach worker and/ or housing navigator



# Responsibilities of RAPs'

- ▶ Serve as the main Regional Access Point to the CES in the community;
- ▶ Serve as the Lead Agency for the Local Coordinated Entry Partnership;
- ▶ Submit or ensure that households assessed with the appropriate VI-SPDAT or other identified prioritization tool, in NH HMIS and/ or complete the Local Prioritization Inclusion Form to the LCEP as people present at individual programs as this action generates the LCEP's Prioritization List;
- ▶ Manage referrals for all local housing programs, as required through CES, solely from the Prioritization List;
- ▶ Hold monthly LCEP review meetings, which shall include case conferencing;
- ▶ Honor participant choice and Housing First Principles in making and taking referrals; and
- ▶ Provide or arrange for the provision of housing-focused case management and voluntary supportive services.



# BoSCoC CES Phased Approach

1. Initial triage
2. Diversion
3. Intake
4. Initial Assessment
5. Potential Eligibility Assessment
6. Comprehensive Assessment
7. Next Step/ Moving On Assessment





# CES process for RAPs:

## 1. Initial Triage/ Referral to RAP

- ▶ Individuals/families at risk of, or experiencing homelessness present at referral partner, such as 211 for initial triage.
- ▶ The Prevention and Diversion Tool (PDT) is completed.
- ▶ This PDT is a broad brush of Diversion which collects information needed to make a **REFERRAL to CES**.
- ▶ If unable to divert from the initial triage questions, a referral to a CES regional access point is made.



## CES process:

### 2. RAP Access and Diversion

- ▶ The Regional Access Point connects with and engages individuals, youth and families experiencing housing crisis.
- ▶ RAP engages in Diversion discussion with the household.
- ▶ Diversion is itself an important part of coordinated entry, helping potential program participants to explore all safe and appropriate alternative housing options, and only enroll in crisis housing projects such as emergency shelter after all other alternatives have been exhausted.
- ▶ **An individual or family should only enter the Coordinated Entry system once Diversion and Self-Resolving have been thoroughly attempted.**



# CES process:

## 2. Diversion... cont.

- ▶ Diversion uses a collaborative, client centered, and strengths-based approach to collect information to identify connections the household may have outside of the homelessness system.
- ▶ The conversation should focus on uncovering options and resources, even if those alternative options are temporary.
- ▶ The RAP Diversion Discussion is more targeted and in depth than the PDT:
- ▶ Examples of Diversion activities and skills include: active listening, coaching, motivational interviewing, mediation and conflict resolution with families/friends and/or landlords, connections to mainstream resources, housing search assistance, housing stabilization planning, family reunification, among others.
- ▶ **Training coming on this skill!**



## CES process:

### 2. Diversion in Practice

Examples of discussion questions:

- ▶ Where was the last place you stayed where you felt safe and could attend to your daily needs that was not a shelter or a homeless housing program?
- ▶ What is the primary/main reason that you had to leave this place?
- ▶ Do you think that might be an option for you again if we work on it together?
- ▶ What would you need to help you stay at this place again?
  - ▶ Landlord mediation, Conflict resolution, Rental assistance, Utility assistance...etc



## CES process:

### 3. Intake-CE Project Entry

#### Outreach/Emergency Shelter Project Entry

- ▶ If the RAP is unable to divert from homelessness with Diversion discussion:
- ▶ The Individual/ family is entered into the Coordinated Entry project, with participant permission, in HMIS once they complete the Housing Assessment or decline to do so.
- ▶ This is important, as it will place them on the Prioritization list for housing programs. These housing programs (COC, ESG) will accept referrals from this list, ranked by CES priorities.
- ▶ The individual/ family is also concurrently entered into the Street Outreach/ Emergency Shelter project in HMIS to address crisis referrals and provide essential services.



## CES process:

### 4. Housing Assessment

- Individuals will be assessed using the identified Housing Assessment within 14 days of identification of the homelessness experience.
- This will help rank them on the Prioritization List.

# CES process:

## 5. Regional Prioritization List

- ▶ The HMIS Lead agency will work with local Lead Agencies to create the regional Prioritization List.
  - ▶ Lead Agencies and Assessment Partners that use HMIS will be able to “refer” to the HMIS Prioritization List using the “Referrals” feature. Households do not need to be enrolled in a program at the agency that refers them to the Prioritization List.
  - ▶ For additional guidance on using the Prioritization List in HMIS:  
<https://icanewengland.helpscoutdocs.com/article/168-nh-hmis-coordinated-entry-workflow-manual>.
- ▶ The Regional Prioritization List will be populated by the local Lead Agency using the Coordinated Entry process.
- ▶ Regional Prioritization Lists recognize that entrance into a program is based on both eligibility and availability for both the rental subsidy/unit and services.
- ▶ Service capacity is inherently local and thus necessitates a Regional prioritization list.



## CES process:

### 5. Regional Prioritization List: Local Coordinated Entry Partnerships

- ▶ **Who is responsible for the Regional Prioritization List?**
  - ▶ Local Coordinated Entry Partnerships (LCEP)
  - ▶ The Lead Agency within the LCEP manages the list
- ▶ LCEPs are regional and/or geographical committees comprised of all CoC and ESG funded agencies, and Veterans Administration (VA).
- ▶ The regional LCEP makes and takes referrals to/from the Prioritization List of eligible, high acuity individuals, youth, and families seeking CoC and ESG funded housing interventions (such as Rapid Re-Housing and Permanent Supportive Housing).
- ▶ LCEP must adhere to priorities set forth by HUD and contained in the BoSCoC Manual.





## CES process:

### 5. Regional Prioritization List: Nuts and bolts

- ▶ May be generated in and exported from HMIS, and other households can be added to the list manually, outside of HMIS (e.g., those working with a victim service provider);
- ▶ May have households added to it prior to and at a monthly review meeting;
- ▶ Will be (re)generated/updated and reviewed at least monthly by all relevant providers (e.g. shelters, PH providers, etc.);
- ▶ May use unique IDs in place of names, etc., for confidentiality purposes;
- ▶ May be included in the generation of a Full BoSCoC geographical area Prioritization List, as needed, which is managed by BHS;
- ▶ May only be accessed if a Local CE Partnership Agreement is in place. Respective agencies who are part of the Local CE Partnership will have signed the agreement; and
- ▶ Will only include households who have executed a HMIS ROI or Comparable Database Client Acknowledgement form.



## CES process:

# 6. Matching and Referral- Eligibility and Comprehensive Assessment

- The Lead Agency will review the Prioritization Lists to match households with openings within the housing inventory for BoSCoC and its subsequent region, based on prioritization AND eligibility for services and housing subsidy;
- The programs assess those matched for eligibility and enroll those eligible.
  - Once enrolled in a housing project, the housing program exit the individual/ family from the HMIS CE Project
- The LCEP will use the Regional and Full geographical BoSCoC Prioritization Lists to fill all openings in housing programs that elect or are required to use the Coordinated Entry process and prioritization policy;
- A housing plan is created by the housing program with the individual/ family based on Program comprehensive assessment, identifying a pathway to permanent housing.



## CES process:

### 6. Matching and Referral: LCEP Role

- ▶ Will review the Prioritization List to assess how agencies can work together to enroll an applicant(s) quickly;
- ▶ May enroll households from the Prioritization List in between meetings, whenever possible;
- ▶ Will develop systems to anticipate openings in services and housing assistance availability, and review list prior to program opening and identify priority client(s);



## CES process:

### 6. Matching and Referral LCEP Role(cont)

- ▶ The Lead Agency will host case conferencing (“wraparounds”) for review of the Prioritization List at least monthly to provide updates on household status during the monthly review meeting;
  - ▶ Additional Training on Case Conferencing to come
- ▶ Are part of a system of shared accountability for enrolling households into a Permanent Supportive Housing or Rapid Re-housing project according to the prioritization policy;



## Continued:

- ▶ Agencies making referrals to the Prioritization List are responsible for following up with the households they refer to determine whether they are still in need of permanent or transitional housing, until another provider has assumed this responsibility. Follow-up contact will occur at a once a week for a time period of 90 days- Please see [Section 4.3](#).
  - ▶ If an applicant(s) still in need of housing, the agency should update contact information, if needed. If they no longer need housing, the agency can close the referral and to remove the individual or family from the Prioritization List.
- ▶ Providers that contact an individual or family to offer services and find out the household is no longer in need, can close the referral to the Prioritization List in ServicePoint, even if that provider did not make the referral to the Prioritization List.



## CES process:

### 7. Housing Move in

- ▶ Successful Housing Placement!
- ▶ Rapid Rehousing Providers identify move in date in HMIS
- ▶ Next-step / moving on assessment:
  - ▶ Re-evaluates program participants who have been stably housed for some time and who are ready for less intensive housing or services, perhaps even an exit to self-sufficiency. Can also be used when new information about a person is revealed during enrollment in a project and the new information suggests a different service strategy might be warranted.



# Considerations for Regional Access Points



# Key Planning and Consideration Questions

- ▶ What types of access points are already in place? Should they be retained?
- ▶ Are there variations within the geographic area of the CoC that inform how the access points are set up, how they operate, and whom they target?
- ▶ How do access points interact with outreach projects? With Shelters?
- ▶ How will frequent users of crisis services (jails, hospitals, detox facilities, and other institutional settings) be integrate into CES?
- ▶ What will the cost be for operating a regional access point?
- ▶ What training is required for staff at regional access points?



A dark blue arrow points to the right at the top left. Below it, several thin, curved lines in shades of blue and grey sweep across the left side of the slide.

# Staffing Needs for Access Points

- ▶ Regional Access Points need to determine what additional staff capacity will be needed to ensure that access point can handle demand at full capacity.
- ▶ Regional Access points will need to consider if staff need additional training, or skills in the areas such as assessment process, language proficiency, cultural competency, and crisis intervention.
- ▶ Regional Access Points will need to determine how access point staff will be supervised to ensure that each agency is using the standardized assessment approach and all local community agencies are participating in case conferencing as applicable.