

North Carolina Balance of State Continuum of Care

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Regional Committee Coordinated Assessment Plan

In June 2016 the BoS CoC Steering Committee adopted a *Regional Committee Restructuring Proposal*, changing the organizational structure of the BoS CoC from 26 Regional Committees to 13 larger Regional Committees.¹ The BoS CoC Steering Committee also adopted written standards for coordinated assessment on September 6, 2016, that outline how coordinated assessment should operate in each region.²

Taking into account both the new Regional Committees and written standards, each Regional Committee will be required to submit a coordinated assessment plan that provides coverage for their entire geographic region by April 1, 2017.

Contact Information

Regional Committee: Housing Alliance of Coastal Carolina

Counties Served: Onslow, Craven, Carteret, Pamlico, Jones

For the following please provide name and email address.

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Prevention and Diversion Screen

The prevention and diversion screen is administered when households present in a housing crisis to see if there are any other safe housing options available to them besides a shelter bed. This screen allows communities to prioritize shelter beds for those with no other options. It is recommended that the coordinated assessment system make an initial contact to assess within 2 hours of households presenting for services.

¹ <http://www.ncceh.org/bos/restructuring/>

² <http://www.ncceh.org/files/7522/>

Please use the following chart to list agencies who administer the prevention and diversion screen in your region:

Agency	Count(ies) Served	Population Served	Availability to administer screen	Number Staff Trained (recommend more than 1 staff)	Active on HMIS
Carteret County Domestic Violence Program	Carteret	Families Only Single Men Single Women X All	Days: 7 Times: 24 hours		No
New Bern Police Department	Craven	Families Only Single Men Single Women X All	Days: 7 Times: 24 hours	5	No
Onslow Community Outreach	Onslow	Families Only Single Men Single Women X All	Days: 7 Times: 8:30-9:00		Yes
Onslow Women's Center	Onslow	Families Single Men X Single Women All	Days: 7 Times: 24 hour crisis line	2	No
Department of Social Services	Onslow	Families Only Single Men Single Women X All	Days: M-F Times: 8:30-5:00	1	No
211	Onslow, Craven, Carteret, Pamlico, Jones	Families Only Single Men Single Women X All	Days: 7 days a week Times: 24 hours	1	No

Hope Mission	Craven	Families Only Single Men Single Women All	Days: M-F Times: 8:30-5:00	2	No
RCS	Carteret, Jones,Pamlico	Families Only Single Men Single Women All		1	No
Williams Outreach	Onslow	Families Only Single Men Single Women All	Days: M-F Times: 9-5pm	1	Yes

If your Regional Committee does not have 24-hour availability for the prevention and diversion screen, please describe what happens if a household needs emergency services and shelter outside of the available hours, including what happens if a household presents overnight, on the weekends, or if trained staff is not present. Be sure to address how the household accesses shelter and when the prevention and diversion screen is administered.

In the event that staff is not available, 211, a 24 hour health and human services hotline, is available for prevention and diversion. If a household is fleeing domestic violence and calls the crisis hotline (24 availability), the household is admitted to the shelter if space is available. If space is not available locally or regionally, the household is placed in a hotel until an opening is available. For other households that are not DV, and community shelters are filled, faith-based groups are often contacted and arrangements are made for hotel vouchers to provide a place until an agency or shelter is available for a screening. In the event of an emergency that involves the police, the shelters will provide access.

Domestic Violence Referrals

While answering questions on the prevention and diversion screen, households may be identified as needing domestic violence services.

If a household indicates they need domestic violence services and/or shelter, please list the agencies your region refers to:

Agency	Count(ies) Served	Participate in Coordinated Assessment
Onslow Women's Center	Onslow	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Coastal Women's Shelter	Craven, Jones, Pamlico	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Carteret County Domestic Violence Program	Carteret	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Please describe the process by which agencies making referrals make contact with and transfer forms to the domestic violence agency and how the system tracks if a household was successfully placed in a program. Be sure to include if a phone call is made to the agency to inform them of the referral, and/or if forms are sent with households to the agency.

The Prevention and Diversion screen is administered initially. A warm transfer is made and forms are sent to the DV agency. If a DV household enters the shelter system, a VI-SPDAT is administered on or near the 14th day. These individuals are tracked through bi-monthly Coordinated Assessment meetings. Each of the DV clients are reviewed and status updates are provided by the case managers.

If domestic violence agencies are not currently participating in your coordinated assessment process, please describe the engagement plan for these agencies, including goals and timeline.

All DV agencies in our catchment area are currently involved and participating with Coordinated Assessment.

Does your region need assistance in engaging domestic violence agencies? Yes No **X No**
 If yes, please provide the name, email and phone number of the person to contact:

Diversion

While answering questions on the prevention and diversion screen, households may be identified as needing diversion services to access a safe housing option.

Does your coordinated assessment system offer mediation services for diversion? **X Yes** No

If yes, please describe the mediation services provided: Coastal Community Action’s CSBG (Community Services Block Grant) program, which serves Craven, Jones, Pamlico and Carteret employs emergency assistance coordinators to assess and assist community members with housing emergencies such as securing standard housing, pending evictions and utility cut-offs. During the intake process, applicants are assessed to determine if housing is affordable based on the income level and expenses of the household. A complete household budget is completed at the time of intake and reviewed with the applicant to discuss strategies for increasing income or decreasing debt. Hem of His Garment provides mediation and financial assistance for utilities, rent, food, and furniture for those living in the Swansboro School District area. Salvation Army of Onslow and Jones County also provide financial assistance when available as well as food, clothing and furniture. Onslow Women's Center assists domestic violence victims with limited funding for diversion as needed. Trinity United Methodist, Phillips Park Ministry, provides hotel vouchers for up to two nights, counseling and deposits for housing depending on their funding availability.

Are financial assistance resources available for diversion? **X Yes** No

If yes, how much financial assistance and what sources of funding are used for this? Not a specific amount designated but some assistance available through faith based groups, MCO, non-profits, and Coastal Community Action (cap of \$300 per family for Coastal Community Action's CSBG)

If households are referred to agencies to receive **diversion services**, please list agencies in your region:

Agency	Count(ies) Served	Participate in Coordinated Assessment	Services Provided
Eastern Carolina Human Services Agency	NC Serves (All southeastern NC)	X Yes	X Mediation X Financial Assistance
Hem of His Garment	Onslow (From Hubert FD area to Gales Creek Bridge; Swansboro School District)	X No	X Mediation X Financial Assistance
Salvation Army of Onslow & Jones County	Onslow, Jones	X No	X Mediation X Financial Assistance
Onslow Women's Center	Onslow	X Yes	X Mediation X Financial Assistance
Trinity United Methodist, Phillips Park Ministry	Onslow	X No	X Mediation X Financial Assistance

Coastal Community Action	Craven, Jones, Pamlico, Carteret	X Yes	X Mediation X Financial Assistance
Philippians Place	Onslow	X Yes	X
Durham VA Health Care System	Carteret, Craven, Pamlico	X No	X Mediation Financial Assistance
Catholic Charities	Craven, Jones, Pamlico, Carteret, Onslow	X No	X Mediation X Financial Assistance
Williams Outreach	Onslow	Yes	X Mediation X Financial Assistance

Please describe the process by which agencies making referrals make contact with and transfer forms to the diversion agency and how the system tracks if a household was successfully placed in a program. Be sure to include if a phone call is made to the agency to inform them of the referral, if forms are sent with households to the agency, and/or if referrals are sent via HMIS.

Bi-weekly meetings are held where information is shared on referrals to diversion agencies. Coordinated Entry Lead will follow-up with the referral and diversion agencies involved to make sure appropriate information is shared using email and electronic transfer of forms. However, if there is an immediate need that does not fall within the two week time frame, a referring phone call will be made to the appropriate agency followed by an electronic information transfer. Follow-up will be made at the bi-weekly meeting to determine success of transfer and track results.

Referrals to Shelter

While answering questions on the prevention and diversion screen, households may identify a need for an emergency shelter or access to resources for emergency housing, such as motel vouchers.

If households are referred to shelters and emergency services, please list agencies in your region:

Agency	Count(ies) Served	Participate in Coordinated Assessment	Population Served	Admission Requirements and/or Prioritization Policies	Active on HMIS
Onslow Community Outreach	Onslow	X Yes No	Families Only Single Men Single Women X All	Must be literally homeless Present 2 forms of ID Must be 18 years or older Under 18 must be accompanied by a parent or legal guardian Must have ability to provide self-care and adhere to shelter behavioral expectations and procedure	X Yes No
Religious Community Services	Craven, Jones, Pamlico, Carteret	X Yes No	Families Only Single Men Single Women X All	Sober, no sex offenders, picture identification, no outstanding warrant	Yes X No
Hope Mission Ministries	Carteret	Yes X No	Families Only X Single Men X Single Women All	Sober, no sex offenders, picture identification, no prioritization	Yes X No
Carteret County Domestic Violence Program	Carteret	X Yes No	Families Only Single Men Single Women X All	Fleeing dv	Yes X No

Coastal Women's Shelter	Craven, Jones, Pamlico	X Yes No	Families Only Single Men Single Women X All	Fleeing dv	Yes X No
Onslow Women's Center	Onslow	X Yes No	Families Only Single Men Single Women X All	Fleeing dv	Yes X No

Please describe the process by which agencies making referrals make contact with and transfer forms to the emergency shelter and how the system tracks if a household was successfully placed in a program. Be sure to include if a phone call is made to the agency to inform them of the referral, if forms are sent with households to the agency, and/or if referrals are sent via HMIS.

Individuals/families make contact with agencies designated as entry points where the initial screening is completed. During the screening process, a determination is made as to what services may be needed. A list of community agencies is used to direct households to the proper agency. The Diversion tool will be utilized upon entry to the shelter. The VI-SPDAT assessment will occur after 14th day in shelter. The Coordinated Assessment Team reviews the assessments to prioritize the referral to the appropriate program.

If there are no shelters in your region or a particular population does not have access to a shelter, how do households access an emergency bed in your Regional Committee?

NA

If a household does not meet the admission requirements of a shelter and/or the shelter is full, please describe how the household accesses an emergency bed.

Based on weather conditions, Religious Community Services will open additional beds to accommodate the need for safe shelter. Veterans will have priority for emergency beds at RCS. Faith-based groups as well as other agencies will assist with hotel vouchers for others who do not meet admission requirements or if shelters are full.

VI-SPDAT

The VI-SPDAT screen identifies housing barriers for households and assists to identify and prioritize households for housing programs. It is recommended that communities administer the VI-SPDAT screen between 12 and 15 days from shelter entry in order to allow households the time to try to find housing without a referral to a housing program.

Please use the following chart to list agencies that are administering the VI-SPDAT in your region:

Agency	Count(ies) Served	Population Served	Availability to Administer the VI-SPDAT	Number Staff Trained (recommend more than 1 staff)	Active on HMIS
Onslow Community Outreach	Onslow	Families Only Single Men Single Women X All	Days: 7 Times: 9am-5pm	4	X Yes No
Philippians Place	Onslow	Families Only Single Men Single Women x All	Days: M-F Times: 8:30 am -5:00 pm	2	X No
Onslow Women's Center	Onslow	X Families Only Single Men X Single Women All	Days: 7 Times: 24 hour crisis line	2	X No
Trillium	Carteret, Onslow, Jones, Pamlico, Craven	Families Only Single Men Single Women X All	Days: M-F Times: 8:30 am--5:00 pm	1	X Yes
Department of Social Services	Onslow	Families Only Single Men Single Women X All	Days: M-F Times: 8:30 am-5:00 pm	1	Yes X No
Williams Outreach	Onslow	Families Only Single Men Single Women X All	Days: M-F Times: 9 am-5:00 pm	1	Yes

Integrated Family Services	Onslow	Families Only Single Men Single Women X All	Days: M-F Times: 8:30 am -5:00 pm	1	Yes X No
Durham VA Health Care System, Greenville Health Care Clinic	Carteret, Craven, Pamlico (Veterans Only)	X Veterans only	Days: Monday & Weds Times: 8:30-11:30 and 1-3pm	1	X Yes
Religious Community Services	Carteret, Craven, Jones, Pamlico	Families Only Single Men Single Women X All	Days: As needed Times: As needed	6	Yes X No
Eastern Carolina Human Services Agency	NC Serves: (All of southeastern NC)	Families Only Single Men Single Women X All	Days: M-F Times: 8:30am-5:00pm	1	Yes X No
Coastal Women's Shelter	Craven, Jones, Pamlico	X Families Only Single Men Single X Single Women All	Days: As needed Times: As needed	3	X Yes No
Carteret County Domestic Violence Program	Carteret	X Families Only Single Men X Single Women All	Days: As needed Times: As needed	3	X Yes No
PORT Human Services	Craven	Families Only Single Men Single Women X All	Days: As needed Times: As needed	1	Yes X No

If shelters do not administer the VI-SPDAT, please describe how the system identifies who in shelter needs the assessment and follows up with these households to complete the VI-SPDAT.

All of our shelters administer the VI-SPDAT on or as close as possible to the 15th day.

How long will your community wait to administer the VI-SPDAT? A VI-SPDAT is completed on an individual/family immediately or as soon as possible if they are on the street, in a vehicle, in a tent, transitional housing, a place not meant for human habitation or hotel or motel paid for by a charitable organization, or state, local or federal agency. All residents that stay in the shelter are administered the VI-SPDAT on or near 15th day.

If not between 12 and 15 days from shelter entry, why? **NA**

Please describe how your Regional Committee provides outreach to unsheltered households to complete a VI-SPDAT and provide a housing referral.

We provide outreach through several venues such as the annual point-in-time count, Veteran's Stand Down, law enforcement agencies, SSVF (have designated outreach personnel), hospital referrals, DSS referrals, behavioral health agencies, Women Veteran's Outreach events, and 211 referrals.

If your community does not currently provide outreach to unsheltered households, please describe the Regional Committee's plan to develop an outreach effort, including goals and timeline.

NA

Are local domestic violence agencies participating in administering the VI-SPDAT and making housing referrals? **Yes**

If so, how is the safety and confidentiality of households taken into account?

Our DV shelters do not participate in the HMIS network. They refer to agencies participating in our Coordinated Assessment who understand the need for anonymity and prioritize safety of clients. All DV clients are assigned a unique identification and only DV shelter representative, Regional Lead and Coordinated Assessment Lead have access to client information. During the bi-weekly CA meetings, DV clients are only identified through number.

If not, please provide your plan to engage local domestic violence agencies, including goals and timeline.

NA

Housing Referral and Waitlist

VI-SPDAT scores provide guidance as to which housing program would be best able to meet the needs of households. The goal of coordinated assessment is to provide a clear and transparent referral process for the people being served and for agencies within the region.

Housing Referral

Orgcode Consulting, Inc., which created the VI-SPDAT assessment tool, recommends the following score ranges for housing referrals:

Individual VI-SPDAT Score	
0-3	No Housing Referral/Basic Information Provided
4-7	Rapid Rehousing
8-17	Permanent Supportive Housing
Family VI-SPDAT Score	
0-3	No Housing Referral/Basic Information Provided

4-8	Rapid Rehousing
9-22	Permanent Supportive Housing

Does your Regional Committee follow these recommendations for scoring? Yes No
If not, please describe the score ranges the region uses for housing referrals and why.
NA

Please list the housing programs that households are referred to once assessed with the VI-SPDAT:

Agency	Count(ies) Served	Type of Housing Programs	Population Served	Active on HMIS
Trillium	Carteret, Craven , Jones, Onslow, Pamlico	X PSH X RRH X Back@Home Other:	Families Only Single Men Single Women X All	X Yes No
VoA	Carteret, Craven, Jones, Onslow, Pamlico	PSH RRH X Other: Veterans only	Families Only Single Men Single Women X All	Yes X No
Coastal Community Action	Carteret , Craven, Jones, Pamlico	PSH RRH TH Other: CSBG	Families Only Single Men Single Women X All	Yes X No
Housing Authority	Craven, Jones, Pamlico	PSH RRH TH X Other: Permanent	Families Only Single Men Single Women X All	Yes X No
Onslow Community Outreach Shelter and Housing Services	Onslow, Craven, Carteret, Jones, Pamlico	PSH X RRH TH Other:	Families Only Single Men Single Women X All	X Yes No

Please describe the process by which agencies making referrals make contact with and transfer forms to the housing program and how the system tracks if a household was successfully placed in a program. Be sure to include if a phone call is made to the agency to inform them of the referral, if forms are sent with households to the agency, and/or if referrals are sent via HMIS.

Referrals are reviewed twice a month by the CA Committee. Placements are based upon highest need and availability. Agencies discuss availability in their programs during this time.

Waitlist

If more referrals are received than the agencies that provide that service type can serve, community waitlists should be developed. These waitlists should be shared amongst key partners for community accountability and should prioritize households based on need rather than on a first-come-first-served basis. All households who are homeless (both sheltered and unsheltered) and have completed a VI-SPDAT should be on the community waitlist. Households should remain on the waitlist until a housing referral is accepted, the household disappears for a designated period of time, or the household moves to an institutional setting (jail, prison, etc.). Please see the posted example template of a community waitlist here: <http://www.nceh.org/bos/coordinatedassessment/>.

Where is your Regional Committee's waitlist stored? HMIS BN lists are generated prior to CE Meetings. The spreadsheets are stored on Trillium password protected computer.

Who manages the Regional Committee's waitlist? Trillium CE Lead

Who has access to the Regional Committee's waitlist? All agencies who have signed MOUs and are participating in Coordinated Assessment process.

Please describe how your community will obtain consent from participants to share and store their information for coordinated assessment. Please indicate how participants will be educated about how their information will be used and how a release of information will be obtained and stored. A sample release of information is here <http://www.nceh.org/bos/coordinatedassessment/>. All agencies participating in CA provide participant with a release of information form at the time of assessment to share information. The participant is briefed on how the information will be used and how it will be stored and shared with agencies who have signed MOUs and are participating in Coordinated Assessment. The participant will be provided an opportunity to opt out if they are not comfortable sharing the information.

How will the Regional Committee track participants on the waitlist and prioritize them for housing if they refuse to have their personal information shared through the coordinated assessment process? The agency will assign their client a number and client would remain anonymous during bi-monthly CA review. Participants may remain anonymous and still receive services.

How will the Regional Committee confidentially and safely track survivors of domestic violence on the waitlist and prioritize them for housing? Domestic violence clients will be prioritized based on their VI-SPDAT scores and maintained on the same confidential list. Only those agencies who have provided an MOU will be allowed to participate in the bi-monthly CA meetings. DV representatives are present at each CA meeting. All DV clients are assigned a unique identification that is known only by DV

representative, Coordinated Assessment Lead, and Regional Lead.

Coordinated assessment written standards require that Regional Committees use a case conferencing committee to review the waitlist and oversee the housing referral process. Please describe how your Regional Committee utilizes a case conferencing committee to aid housing placement.

Our CA committee serves as our case conferencing committee and oversees the referral process and housing placement. During the bi-weekly CA meetings, all clients on waitlist are reviewed to assess their current needs and to make sure there have been no changes to their status. At this time, referrals are made utilizing the Housing First model and highest scoring participants are placed in housing programs based on recommendations and openings.

How does the Regional Committee ensure that the most vulnerable households get housing resources first? VI-SPDAT is utilized for prioritization. Waitlists are sorted by score and housing program recommendation (RRH, PSH). In addition, length of time homeless is also tracked by our Regional Committee to address chronically homeless households. Unsheltered households as well as families before individuals and those fleeing domestic violence are prioritized. Bi-monthly case management CA meetings with community stakeholders will help to identify those with the most severe service needs.

Programs should rarely reject referrals. If they do reject a referral, providers are expected to submit a written reason for the denial to the following agency: Trillium Health Resources

Please outline the specific criteria under which a program may reject a referral (refer to the [CA Written Standards](#) for more information). Programs can deny if participant does not meet program criteria. Referrals will be based on each program's admissions eligibility criteria including populations served. If a program's eligibility criteria or target population changes that information should be sent to the CA lead.

1. Trillium Health Resources RRH- must have diagnosis of mental health, developmental disability, and/or alcohol/substance abuse and must be literally homeless and meet income requirements.
2. HUD VASH-must have DD214 and be honorably discharged from service and be literally homeless and meet income requirements.
3. Onslow Community Outreach RRH-

If a household does not accept a referral, or if a provider declines a referral, the provider and the community should work to refer the client to the next appropriate housing provider and/or emergency shelter to ensure that the household has a safe place to sleep that night. The Regional Committee should also maintain the client's place on the waitlist for housing. How will the Regional Committee work to connect the household with a more suitable program? Household will remain on current Coordinated Assessment waitlist and will be reviewed at the bi-monthly meetings to assess if other options are available. If no programs are available, household will remain on waitlist.

For those on the waitlist who remain in a shelter or transitional housing program, how often is follow-up made with the household to ensure that information stays up-to-date? Shelter and transitional housing representatives participate in the bi-monthly Coordinated Assessment meetings.

For those on the waitlist who are unsheltered, it is recommended that follow-up happen at least every 90 days. How often is follow-up made with these households in your region to ensure information stays

up-to-date? Agencies who administered VI-SPDAT are in attendance at scheduled CA meetings and maintain contact with households on a regular basis. Updated follow-up information is shared at the meetings.

What is your policy for taking a household off of the list? A household is removed from the list after a 90 day period of time when there has been no contact. Prior to removal, every attempt to contact household will be made to determine their status and household needs.

How many attempts do you make to contact? Within the 90 day period, there are three attempts to contact household, as well as follow-up with partner agencies, shelters and the referring agency are made to locate participant.

What are the procedures if a household is unable to be found? Is there are certain amount of time that they must be lost to the system before being taken off the waitlist? After a household has been on the waitlist for a 90 day period of time and no agency or known contact has seen or talked with household after repeated attempts, household has phone that is no longer in service, and places household usually frequents provide no result, household is then removed from list.

System Management and Oversight

Transportation

Are people required to travel to different locations to access programs and services in your community?

Yes No

Are transportation funds/resources provided? Yes No

If yes, please describe resources, to whom they are available, and how and when they are accessed. If a household is staying at the Religious Community Services, Onslow Women's Center, Carteret County Domestic Violence Shelter or Coastal Women's Shelter, transportation is provided. Travel vouchers are available for residents of Onslow Community Outreach. Jacksonville Transit and Onslow United Transit System (OUTS) is available for Onslow County households. Craven Area Rural Transit Systems (CARTS) serves Craven, Jones and Pamlico counties. The Carteret County Area Transportation System (CCATS) is an accessible transportation system for all guests and residents of Carteret County.

What happens if a household is unable to access transportation resources or any other transportation?

If a household is unable to access transportation, households are referred to public transportation and any providers household works with is contacted and asked if there is alternative transportation.

Advertisement

Please explain the strategies the Regional Committee uses to educate agencies and other community systems about coordinated assessment. (Please attach any materials the Regional Committee uses in these efforts, like flyers, slides, posters, handouts, etc.) We educate local agencies and community partners through our monthly HACC meetings and monthly coalition meetings, local newspapers, newsletters of participating organizations, and email blasts. Presentations are also given to other community agencies. We encourage participation in CA meetings as well as training opportunities to be able to administer assessments.

Please explain the strategies the Regional Committee uses to educate households who are risk of homelessness or experiencing homelessness about coordinated assessment. (Please attach any materials the Regional Committee uses in these efforts, like flyers, slides, posters, handouts, etc.) Most agencies who work with at-risk/homeless households attend our quarterly HACC and our monthly coalition meetings and are aware of the process. Partner agencies share this information with their clients. Those agencies not attending will be contacted and encouraged to become active participants to better serve their clients.

Accessibility

How will the Regional Committee ensure that the Coordinated Assessment process is accessible to people with disabilities? Please indicate which communication services will be available, such as Braille, audio, large type, assistive listening devices, and sign language interpreters. Please indicate any other accommodations that will be available to help people with disabilities access the coordinated assessment system. The Regional Committee will notify the NC Division of the Services for the Blind and Division for Deaf and Hard of Hearing for special adaptive equipment for individuals to communicate during this process. Paperwork will be provided in household's first language for those with limited English proficiency. Interpreters will also be provided to speak household's first language.

Is there an access point in your community accessible to people who use wheelchairs or have limited mobility? All shelters and agencies are in compliance with the American with Disabilities Act guidelines. If there is not, or if the access point is difficult to get to, please describe how you will provide outreach that is accessible to people with disabilities. NA

What steps will the Regional Committee take to help people with Limited English Proficiency or difficulty reading access the coordinated assessment system? Agencies have access to automated translation subscriptions, and translator apps. Interfaith Refugee Ministries, Jacksonville Police Department and Onslow Women's Center have trained staff to assist people with limited English proficiency or difficulty with reading and comprehension.

Local Oversight

Coordinated assessment provides community-wide accountability for housing anyone who is experiencing homelessness as quickly as possible. It is recommended that each Regional Committee have a coordinated assessment subcommittee to oversee the system, report out to the Regional Committee, address system grievances, educate and outreach non-participating agencies, and collect and submit outcomes to the CoC.

What is your plan for providing coordinated assessment across the entire Regional Committee? This could be either by merging systems into one large system or overseeing several smaller, county-based coordinated assessment systems.

A solid communication plan utilizing bi-monthly meetings to discuss any areas of the process to ensure continuity and timely reporting. Any participants with an interest in moving into other region, will be discussed at the CA meeting and added to the existing waitlist. This will prioritize them with their

score.

Why is this the best plan to cover the Regional Committee? This is the best plan considering the large and rural geographic area that is covered.

If you are maintaining multiple coordinated assessment systems within your Regional Committee, how will these systems interact with each other? Can referrals be made across boundaries? During the CA Team meetings and case management discussion, agencies who serve multiple counties will assist households if they are allowed by their funding sources or program policies.

Please describe how you foresee the Regional Committee's coordinated assessment process changing in the future, including timelines and finding grantees who will cover the entire region. We believe that we are able to join forces with our extended counties in our Regional Committee and provide greater opportunity to offer better services for our clients. Since collaboration with other agencies will be a priority, this should be an advantage when applying for grants.

If the Regional Committee includes communities that have been inactive with the BoS CoC, please describe the region's plan to engage leaders and agencies in these communities in the coordinated assessment process. Continued outreach to other agencies in surrounding counties will be made in an attempt to engage more community partners.

Coordinated Assessment Outcomes

How will outcome data be gathered for quarterly reports to the CoC? NA

Who will be in charge of submitting, correcting, and reviewing outcomes? Coordinated Entry Lead.

How are finalized coordinated assessment outcome reports presented to the community? We report out to our monthly local regional meetings and quarterly HACC meetings. The minutes will be sent to all members and shared with all agencies. The webmaster submits the minutes to the state to be posted on the NCCEH website.

Please describe how your Regional Committee will use coordinated assessment outcome data, including identifying gaps, changing processes, setting goals, advocating for resources, funding new ESG and CoC grantees, etc.

The Regional Committee will work to implement identified system changes for policy issues. Other areas of concern will be addressed in group workshops and trainings with a coordinated community awareness for the general public as well as local officials and government agencies. The Coordinated Assessment Team will analyze data on a monthly basis and determine what gaps may exist. As these gaps are identified, they will be addressed as deemed necessary.

Grievances

Agency Grievance Policy

Please complete the following policy with details from your Regional Committee:

If a provider declines a client referral, that provider should work with the community to refer the client to the next appropriate housing provider and/or emergency shelter to ensure that the household has a safe place to sleep that night.

Programs should only reject referrals in rare instances. Providers may decline 0 out of 0 referrals in a NA without a meeting. However, if a program declines more referrals than this they will need to meet with Coordinated Assessment Team to discuss the issue(s) that result in referrals being declined.

Providers are expected to submit a written reason for the denial to CA Team. Providers may decline 0 out of 0 referrals in a NA without a meeting. However, if a program declines more referrals than this they will need to meet with Coordinated Assessment Team to discuss the issue(s) that result in referrals being declined.

For all other grievances, providers must email a detailed grievance to the CA lead within 14 days of the adverse action/decision. The Coordinated Assessment Team will schedule a hearing within 14 days of receiving the grievance and render a decision within 2 days following the hearing. If grievances cannot be resolved at the local level, they may be referred to the CAC for review.

Individual Grievance Policy

Please complete the following policy with details from your Regional Committee:

If a household does not agree with a referral or the assessment process, the coordinated assessment site will attempt to make another appropriate referral based on the household's needs and the housing resources available.

If the household remains unsatisfied, they may file a grievance with Coordinated Assessment Team, HACC executive team, or Balance of State, either verbally or in writing, within 14 days of the attempted referral. The CA Team will respond within 14 days. If the household does not agree with this local decision, an appeal will be submitted to the CAC for review.

Subpopulations

Describe the process by which your Regional Committee addresses the special resources/issues for the following subpopulations.

Chronically Homeless

Chronically homeless are assessed as others in the shelters on or about the 14th day and then prioritized based on their VI-SPDAT scores. Chronically homeless typically score higher on the VI-SPDAT assessment which would prioritize them. However, the length of time homeless is also tracked by our Regional Committee and prioritized.

Unaccompanied Youth (up to age 24)

At this time, our regional committee does not address unaccompanied youth (up to age 24) as a special subpopulation. All programs in our regional committee serve households age 18 and older.

Veterans: Each Regional Committee should also be developing a Regional Veteran Plan to End Homelessness, also due April 1.

Households Present as Homeless



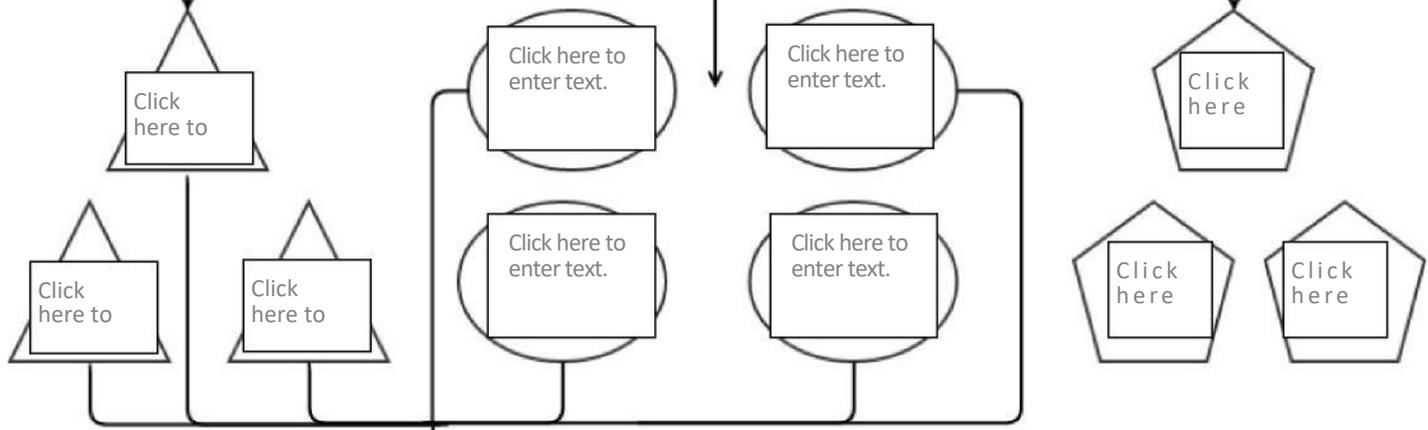
Initial Access Points Complete the Prevention and Diversion Screen



Referral to DV Shelters

Referral to Shelter and/or Emergency Services Agencies

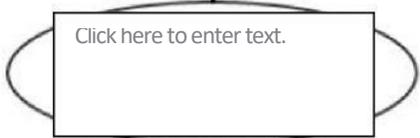
Referral to Prevention Services



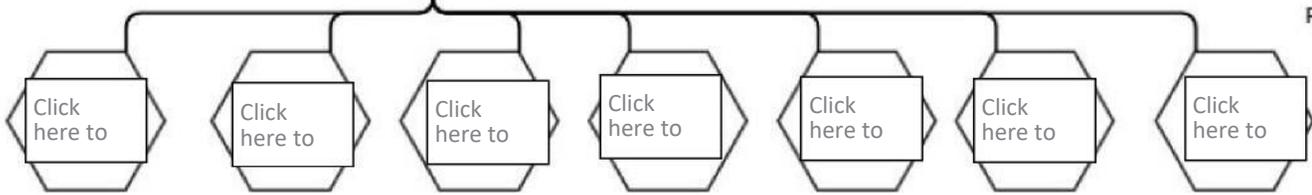
Agencies that Complete VI-SPDAT



Outreach Programs that Complete VI-SPDAT for Unsheltered



Describe Process for Community Waitlist and Referral Decisions



Referred to Housing Programs

