



North Carolina Balance of State Continuum of Care

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Kerr – Tar Regional Committee Coordinated Assessment Plan

Regional Committees within the NC Balance of State CoC (NC BoS) will design coordinated assessment plans using this form. Plans are due to the Coordinated Assessment Council of the BoS Steering Committee in fall 2015 (firm deadline to be established once ESG and CoC application timelines are known).

Regional Committee: Kerr-Tar Regional Housing Committee

Counties Served: Granville, Franklin, Vance, Warren, Halifax

Elected Coordinated Assessment Leads: Union Mission, Infinite Possibilities, Vance County DSS,

Cardinal Innovations – Five County COC

Jeanne Variano-Cardinal Innovations-Five County COC Admin

Vance County DSS Staff

Regional Lead: Cardinal Innovations-Five County COC-Joel Rice

INTRODUCTION

Coordinated Assessment is an opportunity to streamline access, assessment and referral processes for housing and other services across agencies in a community. Coordinated assessment has proven to be a more efficient and effective process that places the client at the center of the system rather than programs. Based on household's unique needs, it is matched to an appropriate provider who then works with the household to identify its strengths and resources; goals are set to move households toward self-sufficiency. Evaluation and research has shown that a coordinated assessment and entry system does the following:

- **Results in improvements in service delivery in as little as one year**
- **Improves outcomes for all demographics**
- **Lowers rates of return to homelessness**
- **Reduces costs, both financial and time as service networks are streamlined**

Launching a coordinated entry system takes time and demands a community make a cultural shift in how it understands and addresses homelessness, and housing instability. Coordinated entry is the beginning of broader systems change that includes:

- **Prevention**
- **Rapid rehousing**
- **Tailored programs and services**
- **Linkages to economic opportunity**

It is important to understand that coordinated entry/assessment on its own will not reduce or end homelessness. It does not create housing units and ensure stability for the homeless by itself. It is one system, connected to others, that together creates an efficient and effective social safety network. Implementing a coordinated entry system is vital to realizing the benefits of overall systems change that is needed to begin moving towards the long term goal of reducing and ending homelessness.

ACCESS TO SYSTEM

Regional Committees within the NC BoS will use one of two approved coordinated assessment models. Please indicate your Regional Committee model below (choose one):

Designated agency(s) administer both emergency response screening and VI-SPDAT assessment tool and make program referrals for the system.

All agencies will uniformly administer both emergency response screening and VI-SPDAT assessment tool and make program referrals.

. Vance County DSS will conduct the emergency response and diversion screening for Vance County residents. Cardinal Innovations will conduct the emergency response and diversion screening for Franklin, Halifax, Granville, Vance and Warren County. Kerr-Tar Coordinated Assessment Committee will actively recruit other providers and community agencies to participate and administer the Emergency Response and Diversion Screening. The screening will take place at the initial contact by the designated administering staff either at the appropriate identified location above or via telephone. Based on the results of the screening the administering site will provide diversion/prevention services or make a referral to an appropriate shelter; either Safe Space or Union Mission. If homelessness is caused by domestic violence or sexual assault the individual/family will be referred to Safe Space.

Within 15 days of admission to the shelter or housing program the VI-SPADT will be administered by Safe Space, Union Mission or Infinite Possibilities. Infinite Possibilities is designated to administer the VI-SPDAT assessment for Vance, and Franklin Counties. Union Mission has been designated to administer the VI-SPDAT assessment for Halifax County. Based on the household score on the VI-SPDAT, an appropriate referral will be made to a housing program in the Kerr-Tar Region.

Agencies administering Emergency Response Screening (ERS):

Vance County Department of Social Services- Vance County residents only
Cardinal Innovations Healthcare Solutions~Five County COC- Franklin, Halifax, Granville,
Vance and Warren Counties.

Agencies administering VI-SPADT:

Infinite Possibilities – Franklin, Granville and Vance Counties
Union Mission – Halifax and Warren Counties

Referrals will go directly to Safe Space domestic violence shelter if appropriate.

At the completion of the ERS and /or the VI-SPADT the designated agency will make referrals to appropriate community programs (RRH, PSH or private sector). The VI-SPADT scoring guidelines will assist in indicating the individual's/household's needs and where they rank in terms of priority for housing.

Agencies acting as coordinated assessment sites within Regional Committee:

(Appendix B)

Agency	Administering the Emergency Response Screening	VI-SPDAT for families, individuals or both	Number of staff for coordinated assessment	Time/week for staff to do coordinated assessment	Schedule of staff available for coordinated assessment (ex. Mon.-Fri. 8am-5pm)
Infinite Possibilities	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	<input type="checkbox"/> Families only <input type="checkbox"/> Individuals only <input checked="" type="checkbox"/> Both <input type="checkbox"/> Neither	1	18 hr./ week	Tues-Thurs. 10:30 am-4:30 pm
Union Mission	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	<input type="checkbox"/> Families only <input type="checkbox"/> Individuals only <input checked="" type="checkbox"/> Both <input type="checkbox"/> Neither	1	40 hr./week	Mon. – Fri. 8:00 am- 5:00 pm
Vance County DSS	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> Families only <input type="checkbox"/> Individuals only <input type="checkbox"/> Both <input checked="" type="checkbox"/> Neither	1	40 hr./week	Mon. – Fri. 8:00 am- 5:00 pm
Cardinal Innovations-Five County COC-designated staff	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> Families only <input type="checkbox"/> Individuals only <input type="checkbox"/> Both <input checked="" type="checkbox"/> Neither	1	40 hr./week	Mon. – Fri. 8:30 am- 5:00 pm
	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> Families only <input type="checkbox"/> Individuals only <input type="checkbox"/> Both <input type="checkbox"/> Neither			

How will individuals access homeless programs in your community? (Should correspond to diagram for individual access in Appendix B)

We anticipate families will be able to access homeless programs in our communities through several different entry points, i.e. DSS, local churches, MH providers, Vocational Rehabilitation services, Salvation Army, United Way, etc.

Families presenting at one of these agencies seeking homeless assistance services should be referred to one of the designate coordinated assessment agencies for an Emergency and Diversion Screening.

- **Vance County DSS-Emergency and Diversion Screening for Vance County**
- **Cardinal Innovations- Emergency and Diversion Screening for Franklin, Halifax, Granville, Vance and Warren Counties.**

Each designated agency will conduct the appropriate screening during the hours listed above (Appendix C) either in person or via telephone by specific staff.

Households who are eligible to be diverted will receive assistance or a determination will be made of what resources are needed to help them stay in housing, mediate disputes, or obtain alternative housing. If the household is diverted the contact with the designated staff will conclude with a notation will be made on the referral assessment form.

Households who are not deemed diversion eligible will continue with the emergency screening process and will be referred to eligible shelters.

If a household remains in shelter for two weeks, one of the designated coordinated assessment agencies will follow up to complete the VI-SPDAT. Based on the VI-SPDAT score, households will be given appointments to the appropriate housing programs i.e. rapid re-housing program, permanent supportive housing.

- **Infinite Possibilities-VI-SPADT for Vance, Franklin Counties**
- **Union Mission-VI-SPADT for Halifax County**

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

Yes NO

If yes, what happens if a household is unable to access transportation?

Yes, people are required to travel to access programs and services throughout the Five County catchment. People may be able to walk, ride bicycles, or pay family members or friends for rides. It is expected the agency which makes the referral for the household will make every effort to assist the household accessing the necessary transportation services. Although there is no overall public transportation within the five counties, there are three local van services operating within the five counties:

- 1. KARTS – Kerr Area Transportation Authority** – is a public rural transportation system all rides are provided on a scheduled /reservations basis. KARTS serves Franklin, Granville, Vance and Warren counties. Rates are determined by the mileage.
- 2. CPTA – Choanoke Public Transportation Authority** is a community transportation program serving the Halifax, Hertford, Bertie, Northampton counties. Operating Monday – Friday 7am-5pm, rides are on a reservation basis; rates are determined by destination.
- 3. RAE-MAC – Transportation Incorporated** – provides transportation services throughout the five county region. Operating seven days a week, all rides are on a reservation basis; rates are determined by destination.

How is coordinated assessment advertised in your community? (Check all that apply)

All agencies aware Media stories Community Forum Posters
 Flyer Billboards Stickers other (Please explain below):

Presentations

The Kerr Tar Regional Housing Committee will conduct meetings in Franklin, Halifax, Granville, Vance and Warren Counties to introduce the Coordinated Assessment plan to local community partners. The Committee will conduct a series of community forums targeting various groups in our communities i.e. faith based, local county government, schools, community services, law enforcement agencies and Cardinal Innovations' provider network. The committee will also create and distribute posters and flyers to the above entities. An informational brochure will be developed and distributed explaining the Coordinated Assessment Plan. Steps are currently being taken to collaborate with United Way 211 to provide information for their system for public access.

How does your community connect coordinated assessment to existing systems? Please describe what is available locally and how the systems overlap and interact.

Prevention Services:

The designated staff at each Coordinated Assessment agency will determine eligibility for households accessing the system; the designated staff will complete the assessment and look for opportunities for preventing or diverting the household from homelessness. There are limited agencies with prevention resources in the region, several of the agencies are members of the regional committees where inter-agency resources are shared.

Prevention: by keeping people in the housing they are in, or helping them to move into a new home without entering the homeless system. Each agency has available to them a community resource guide, listing those prevention services.

Diversion: by helping households at risk of being homeless or are currently homeless to avoid a stay at the shelter. Shelter beds are limited in the five county region. All referrals will be rigorously screened to ensure a shelter stay is appropriate and a last resort.

After Hours/weekend Coverage:

Cardinal Innovations-Five County COC will have a phone extension available to homeless individuals seeking assistance after normal business hours. The extension can be reached by calling Five County COC. The greeting on the extension will include after hour resources for each specific population and need (shelters for men and/or women/children) and the contact information for those resources. The greeting will ask the individual to leave contact information where they can be reached the next business day or to return to the Five County COC office the next business day to move forward with the CA process. (See attached phone script)

Veterans Affairs:

Each county has a veteran service officer, and referrals are made as needed. Each officer has available to them a community resource guide, listing community resources and services. It is within the scope of the coordinated assessment plan to build stronger community collaboration for veteran services.

Faith-based poverty programs:

Faith based poverty programs are limited resources such as: soup kitchens, food pantries, monthly food boxes, hotel vouchers, utility payments. Each agency has available to them a community resource guide listing local community resources

services.

Mental Health Services:

Several MH providers and active members of the regional committees and have participated in the planning and design of the local CA plan. Each agency has available to them a community resource guide listing local community resources services.

Legal/judicial system, including law enforcement and prisons:

Vance County's local law enforcement agency, has been a member of the regional committee, and has also participated in the Crisis Intervention training program. The CIT officers are trained to make referrals to appropriate agencies. Each CIT officer has available to them a community resource guide listing local community resources services. It is within the scope of the coordinated assessment plan to build stronger community collaborations with other regional law enforcement agencies to participate within the regional committees.

Department of Social Services (if multiple DSS agencies within Regional Committee, please discuss each agency):

Vance County, Granville County, Halifax County, Warren County, Franklin County are all active members of local regional committees, and have participated in the development of the CA plan. Each agency has available to them a community resource guide listing local community resources services.

REFERRALS

Please describe how the referral process will work in your community. If clients need to transfer agencies in the referral process, please describe how this will be done.

Referrals will be based on each programs admissions eligibility criteria, i.e. targeted populations, required services, income.

All agencies participating in the local coordinated assessment plan must submit all eligibility criteria to Kerr Tar Regional Housing committee before they can participate in the coordinated assessment process.

The coordinating process will be geared toward prioritizing those households with the most intensive service needs and housing barriers. The VI SPDAT assessment tool will be utilized, as it has scoring mechanism that prioritizes households for eligible housing services. This will begin the start of the coordinated assessment referral process with the following procedures:

1. Infinite Possibilities and Union Mission's designated staff will administer and complete the VI SPDAT assessment with households within the 7th day of entering the shelter, and will contact the appropriate housing program according to the VI SPDAT score.
2. Individuals will be referred to the appropriate agencies based on the eligibility criteria of each individual agency.
3. Referrals will be made by phone and followed by an email. A referral form will be sent to identified agencies. Referring agencies have 24 business hours to accept or decline the referral.
4. If accepted, the designated CA staff person will begin the process of transitioning the individual household to the identified program, i.e. coordinate appointment, transportation, and other services, as appropriate.
5. If accepted, and there is no capacity within the referral agency, the individual household will be placed on a Coordinated Assessment master waitlist.

The referral process is based on the National Alliance to End Homelessness, as described in the following:

After a prevention and diversion screen has been completed and the household has been deemed ineligible for those resources and has entered a shelter, the following steps should be taken:

- The coordinated assessment designated staff will administer the VI SPDAT assessment which will result in a score to determine which intervention will be appropriate for the household. Households with more urgent and/or immediate needs will be prioritized over the households with the less intensive needs. The VI SPDAT will be

administered within 15 days of entry into shelter.

- Households will be referred to the appropriate housing program based on the score of the VISPDAT and what best fits the household's immediate needs, if resources are available.
- The designated CA staff will use results to determine the household placement on CA Master wait-list. Higher priority households will be placed over lower priority households.
- Referrals should be made with the understanding that additional information about the household may surface, which may require asking more questions or conducting additional assessments. This could potentially result in a different intervention than the household was originally assigned.

VI SPDAT Scoring Analysis

<u>Score</u>	<u>Type of Housing</u>
11 or higher-----	Permanent Supportive Housing Program (PSH), provides rental assistance to homeless households who head of house is disabled. Community based living that provides tenants with support services to help household maintain their housing in the community.
8-10 -----	Rapid Re Housing (RRH) provides financial assistance and services to homeless individuals and families and to help to quickly rehouse and stabilize the household,
4-7 -----	Transitional Housing - Supportive housing that helps transition homeless households permanent housing situations while providing support service to the household. Stay is time limited generally from 3 months to 24 months. homeless individuals and families and to help to quickly rehouse and stabilize the household,
0-3 -----	Private sector housing.

Are transportation funds/resources provided? Yes No

If yes, please describe resources, to whom they are available, and how and when they are accessed.

It would be expected the CA agency, and the initial referral agency, would make every effort to assist the household in accessing the necessary transportation resources.

Although there is no overall public transportation within the five counties, there are three local van services operating within the five counties:

1. KARTS – Kerr Area Transportation Authority – is a public rural transportation system all rides are provided on a scheduled /reservations basis. KARTS serves Franklin, Granville, Vance and Warren counties. Rates are determined by the mileage.

2. CPTA – Choanoke Public Transportation Authority is a community transportation program serving the Halifax, Hertford, Bertie, Northampton counties. Operating Monday – Friday 7am-5pm, rides are on a reservation basis; rates are determined by destination.

3. RAE-MAC – Transportation Incorporated – provides transportation services throughout the five county region. Operating seven days a week, all rides are on a reservation basis; rates are determined by destination.

Are forms sent with clients and/or included in HMIS? Yes No

If yes, please describe:

Referral forms will be developed by the CA workgroup. After approval by the Coordinated Assessment work committee, the referral forms will used and sent with each household referred by the designated Coordinated Assessment referral agency.

Does your Regional Committee use real-time bed availability? Yes No

If yes, please describe:

What is the process for agencies that do not want to accept referrals coming from Coordinated Assessment?

The Coordinated Assessment designated agency will make every effort to provide alternate referral options for the households referred, if the initial referral is refused. Agencies that refuse to accept referrals will not be able to make referrals to any McKinney Vento funded program in the region. The Coordinated Assessment committee will work with any agency that refuses referrals to understand why and process reasons for refusal, to resolve the issues.

*****The Kerr Tar Grievance Committee is made up of members who organizations who do not provide any housing resources.***

Provider Grievances

Providers should bring any concerns regarding coordinated assessments to the Kerr Tar Regional Housing Grievance committee. If it is believed a consumer is being put in immediate or life threatening danger the provider should deal with the situation immediately. A summary of concerns should be provided, via email, to the chair of Kerr Tar Regional Housing Committee. The regional chair will forward the grievance to the Kerr Tar Grievance Committee, the committee will contact the provider's representative to schedule a meeting to hear the grievance and reach a resolution. If the issue needs a more immediate resolution, the chair will be in charge of determining the best course of action to resolve the issue within 10 business days.

What is the grievance process for individuals who do not agree with their referral?

Consumers Grievance

The Coordinated Assessment designated staff will address any complaints by consumers.

Complaints that should be addressed directly by CA staff or supervisor, including complaints about treatment by staff, facility conditions or violations of data agreements.

- There are three (3) steps to the grievance process:
 - Discuss the matter with the staff member involved. If matter remains unresolved go to the next step.
 - The individual should request a complaint form from the designated CA staff, complete and return the form back to CA staff that will review the complaint along with their supervisor, and respond in writing within

5 business days from receipt of the form. If the individual remains dissatisfied with the resolution offered, they may proceed to the next step.

*****In cases where the grievance is with the CA designated Staff, move directly to step #3.***

- **Request that the complaint form be forward to the Kerr Tar Grievance Committee for further review.**
- **The Grievance Committee will take one of the following two steps:**
 - **A written response with the final disposition will be given to the complainant within 5 business days or**
 - **A conference meeting will be arranged for all parties involved in the reported incident. A final disposition will be issued within 5 working days after the meeting.**

How does your Regional Committee handle waitlists for programs? Please include information for how this waitlist is created, stored, and updated and the agency/person responsible.

The CA committee will be responsible for managing a wait list; there will be separate waiting lists for the Rapid Rehousing Program and for the Permanent Supportive Housing Program. A designated person from each program will manage, update and store the wait list. At the monthly Kerr Tar Regional Housing Meeting, each wait list will be reviewed and each point person will report to the committee.

A MOU will be created and signed by partnering agencies in order to acknowledge understanding and participation of the CA Plan process.

Please include the full list of program rules for each agency participating in coordinated assessment in Appendix A. Please indicate below which rules are specifically required by funders.

Coordinated Assessment will help to identify gaps in services. How will your community address these gaps as they become apparent?

The Coordinated Assessment plan for the Kerr Tar region will streamline and significantly change the delivery of homeless services and resources in our community, but will also identify the strengths and gaps in the system, and the delivery of service.

The Kerr Tar Regional Housing Committee will need to develop strategies to evaluate, track and measure the performance of the CA plan to produce the best outcomes.

The evaluation process/performance measures should be data driven, but should also consist of monthly meetings with community stake holders, as well as, monthly reports from designated CA agencies, NC HMIS, Surveys from CA designated agencies, referral agencies, providers of services, PSH program and RRH program.

Setting performance measures (goals) and the utilization of evaluation tools will help our coordinated assessment system to be effective and efficient in the delivery of resources and services to our community. It will help identify the gaps in the system and improve overall performance. This would be very valuable information for the Kerr Tar Regional Housing Committee for advocating our elected officials and policy makers about the need for additional resources, as well as our state and federal funding resources.

OVERSIGHT

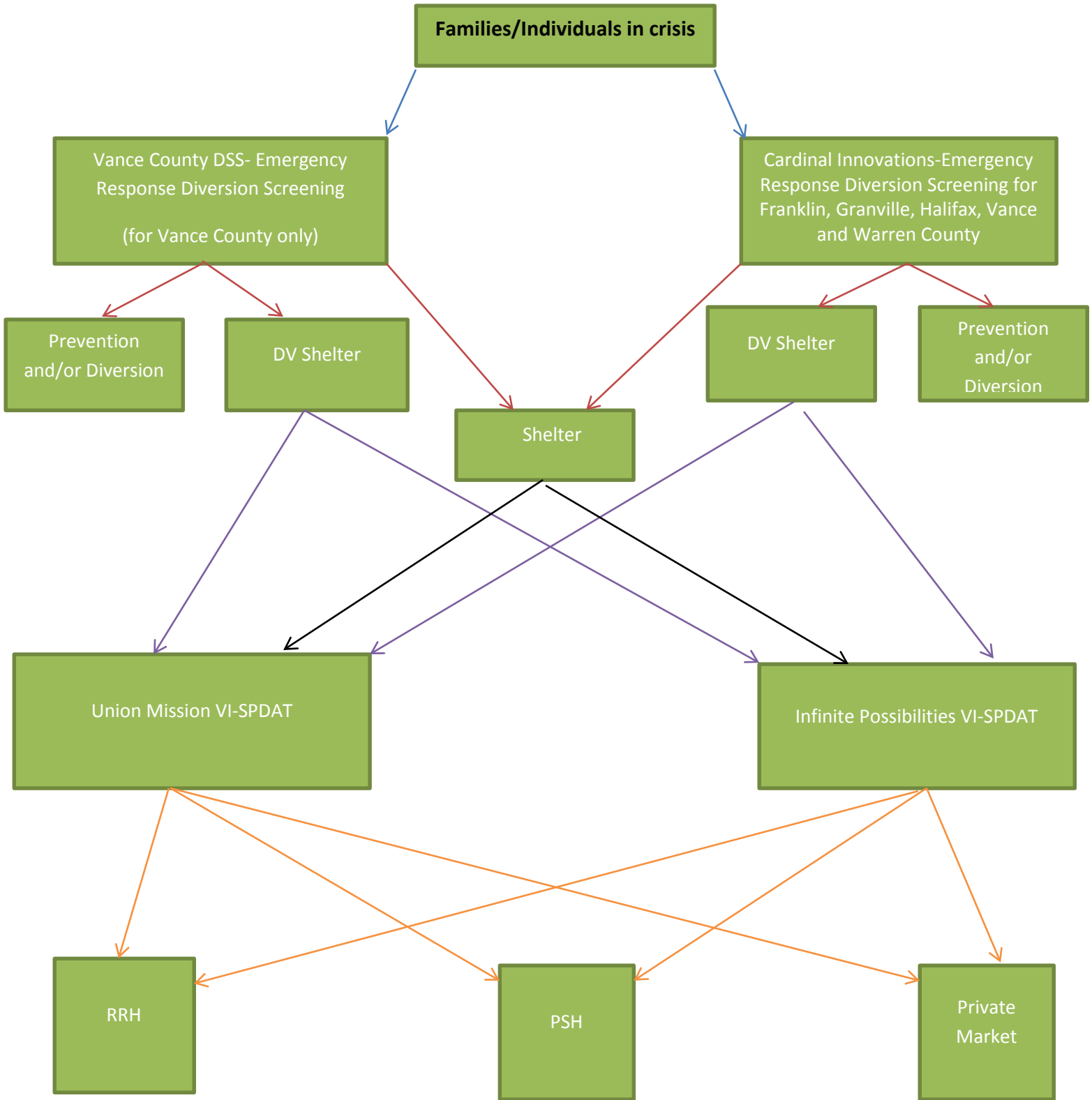
The Coordinated Assessment lead will be tasked with reporting about coordinated assessments by measures set by the Coordinated Assessment Council.

Will your Regional Committee engage in further measures (e.g. including weekly case management meetings to case conference, monthly provider meeting to assess system flow, elected group to monitor local grievances)? Please describe below.

The Kerr Tar Regional Housing Committee will designate a coordinate assessment study group which will consist of members of the housing committee. This group will be responsible to review the overall performance of the CA plan and to report back to the larger group. The members of this group and meeting times for the group have yet to be determined. There will be a monthly report given at the Kerr-Tar Regional Housing Committee meeting regarding the coordinated assessment process.

***** DISCLAIMER: The Kerr – Tar Regional Housing Committee recognizes the importance of the Coordinate Assessment Plan and as such this is a work in progress. It is the goal of the Kerr- Tar Coordinated Assessment Plan to build strong community collaborations and understanding a strong and effective plan need to be inclusive and supported by all community stakeholders and partners.***

Kerr-Tar Regional Coordinated Assessment Plan



Instructions for After-Hour Assistance for Homeless Individuals

If you have reached this extension after normal business hours and you are homeless please have a pen and paper available to take down the following information:

- If you are a man please call or go to one of the following shelters:
 - Henderson Men's Shelter which operates in the basement of First Presbyterian Church at the corner of Young Street and Chestnut Street and is open between November 1st and March 31st.
 - Community Partners of Hope at 252-820-0701 located in Henderson
 - Durham Rescue Mission at 919-688-9641 located in Durham
 - Durham Urban Ministries 919-603-1522 located in Durham
 - Union Mission 252-537-3372 located in Roanoke Rapids
- If you are a woman with or without children please call or go to the following shelter:
 - Lifeline Outreach at 252-438-2098 located in Henderson
- If you are a woman with or without children and are in a domestically violent situation please call or go to one of the following shelters:
 - Hannah's Place at 252-541-2037 or 252-541-2064 located in Roanoke Rapids
 - Safe Space at 1-800-620-6120 or 919-497-5444 located in Louisburg
 - Families Living Violence Free at 919-528-3579 or 919-693-5700
 - Infinite Possibilities at 252-431-1926

Please leave your contact information and we will return your call the next business day. If you do not have a phone please come to Five County Community Operations Center located at 134 S. Garnett St. in Henderson on the next business day between the hours of 8:30am and 5:00pm.

Thank you!