**Regional Committee 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 2014 (firm deadline to be established once ESG and CoC application timelines are known).

Regional Committee: Counties served:

Elected Coordinated Assessment Lead: Regional Lead:

Hertford County Regional Committee to End Homelessness

# Jaqueline Melton

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## 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

List of agencies administering emergency response screening:

Hertford County DSS Ahoskie, Winton, and Murfreesboro

Choanoke Area Development Association (CADA) at RCCC

Roanoke Chowan Christian Women's Job Corps CADA in Ahoskie

Britton Ministries

St. Thomas Episcopal Church

Hertford Health Access

Choanoke Area Development Association (CADA) at Ahoskie

Agencies acting as coordinated assessment sites within Regional Committee:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **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 (example: Mon-Fri, 8 am****– 5 pm)** |
| Hertford Co DSS | **YES****NO** | **Families only Individuals only Both****Neither** | 11 | as needed | 24/7 coverage |
| CADA at RCCC | **YES** **NO** | **Families only Individuals only Both****Neither** | 1 | as needed | Tues – Fri 9 am – 12 |
| Roanoke Chowan Christian Women's Job Corps | **YES** **NO** | **Families only Individuals only Both****Neither** | 1 | as needed | Appointments Only  |
| Britton Ministries | **YES** **NO** | **Families only Individuals only Both****Neither** | 1 | as needed | Mon - Fri8am - 5pm |
| St Thomas Episcopal Church | **YES** | **Families only Individuals only Both****Neither** | 1 | as needed | Mon - Fri 9am - 1pm |
| Hertford Health Access | **YES** **NO** | **Families only Individuals only Both** **Neither** | 2 | as needed | Mon - Thurs 8 am - 5 pm  Fri 8 am - 4 pm |
| CADA in Ahoskie | **YES** **NO** | **Families only Individuals only Both****Neither** | 2 | as needed | Mon - Fri 8 am - 5 pm. |

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

We operate a decentralized system, where all of the agencies listed on page sixteen will participate in the prevention and diversion screening. Our process is as follows: Individuals will go to one of the participating agencies for prevention and diversion screening, if they qualify for assistance they will referred to Choanoke Area Development Association (CADA), Hertford County DSS, and St. Thomas' Episcopal Church to prevent their homeless episode. Households that need emergency shelter may receive hotel vouchers or referrals to shelters in Virginia.

Agencies will complete the VI - SPDAT for households referred to emergency services right away (not waiting 14 days) as there is no shelter in Hertford County for households to use and potentially self-stabilize. Households will be referred to Britton Ministries for transitional housing or CADA for Rapid Re-housing, and Trillium for PSH based on their VI - SPDAT score.

How will families access homeless programs in your community? (Should correspond to diagram for family access in Appendix C)

Same as above.

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?

The regional is unable to use a phone option to connect individual and families at this time due to limited resources. In the future, we may consider identifying an agency as a potential phone contact (e.g. Hertford County DSS). If so, 1) DSS would conduct the prevention and diversion screening over the phone and connect individuals and families to Choanoke Area Development Association (CADA), Hertford County DSS, and St. Thomas' Episcopal Church to prevent their homeless episode.

We will use taxi services, volunteers, workers, law enforcement when no other alternatives are available.

Hertford County DSS has limited travel resources (see their policies attached). CADA has some resources and uses them as needed. (See policies attached)

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

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✔ All agencies aware Posters Billboards

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\_\_

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✔ Media stories

✔ Flyers

Stickers

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✔ Community Forum Other (Please describe: discussed in regional meetings and agency meeting)

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:

CADA and Hertford County DSS are actively participating in coordinated assessment in Hertford County. Referrals will be made to these agencies after the prevention and diversion screening is administered. CADA, Hertford County DSS provide the most services for preventing homelessness, but St. Thomas’ Episcopal Church will assist in providing rental assistance, utility assistance etc.

Veterans Affairs:

As a Regional Committee, we are going to invite the Veterans Counselor to attend our meetings. We have a Veterans Affairs Office at Hertford County Social Services Building in Winton with operational hours: Mon, Tues, Wed, Fri. 8:30 am - 5:00 pm. Also, a Veterans Counselor is located at the Roanoke Chowan Community College on Tues, 9 am - 4 pm. Veterans will be referred to the Supportive Services for Veteran’s Affairs (SSVF) program

Faith-based poverty programs:

We have several faith-based agency that are actively participating in the Regional Committee. We will refer participants to these agencies during the prevention and diversion screening for assistance.

Roanoke Chowan Christian Women's Job Corps provides assistance with self-sufficiency, tuition, transportation, mentoring, smart goals, job application assistance, help finding housing and a support group to encourage self-sufficiency. Other churches provide rental and utilities assistance, and food.

Mental health services:

### Trillium Health Resources is the Managed Care Organization in Hertford County and is very active in the Hertford County Regional Committee. Households who need to access mental health services can call Trillium at 1-877-685-2415 access to care line.

### We will invite Port, Mobile Crisis, and other agency to our meetings in an effort to expand outreach in the community.

Legal/judicial system, including law enforcement and prisons:

### Ahoskie Police Department is very active on the Hertford County committee and the Hertford County Sheriff’s Department works with Hertford county DSS for 24/7 coverage as needed. The Hertford County Committee will continue to reach out to all law enforcement for participation on the committee. We will contact representatives as the County Jail and Rivers Correctional Institutions in an effort to collaborate and generate referrals.

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

### Hertford County DSS is very active on the committee and serves as a site for Coordinated Assessment. HCDSS will continue to make appropriate referrals to available resources. HCDSS main office is located in Winton (5 days a week), with an additional office in Ahoskie (5 days a week), and an outreach site in Murfreesboro one day a month.

**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.

Agencies will complete VI-SPDAT and make needed referrals. Clients will be referred to programs based on the following VI-SPDAT score ranges:

Population Score range Referral

ALL 0 - 2 No housing intervention with light case management

ALL 3 - 5 Rapid Re-housing

WOMEN w/CHILDSREN UNDER 12 6 - 7 Transitional Housing

ALL OTHERS 6 - 7 Rapid Re-housing

ALL 8+ Permanent Supportive Housing

Client referral information is faxed or emailed to referral agency to confirm when/where client needs to go. A call is made to follow-up and confirm that information is received. The referral site will call back and confirm that individual/family was served.

Are transportation funds/resources provided?

XX Yes No

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

The regional is unable to use a phone option to connect individual and families at this time due to limited resources. In the future, we may consider identifying an agency as a potential phone contact (e.g. Hertford County DSS). If so, 1) DSS would conduct the prevention and diversion screening over the phone and connect individuals and families to Choanoke Area Development Association (CADA), Hertford County DSS, and St. Thomas' Episcopal Church to prevent their homeless episode.

We will use taxi services, volunteers, workers, law enforcement when no other alternatives are available.

Hertford County DSS has limited travel resources (see their policies attached). CADA has some resources and uses them as needed. (see policies attached)

Are forms sent with clients and/or included in HMIS?

Yes No

If yes, please describe:

### Appropriate forms are faxed or emailed using a secure email system to referral source. We do not send forms with clients as we have experienced issues with clients changing form information.

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?

### First we attempt to find another referral source for the client. Then we refer this agency to the regional committee for discussion. This will be an agenda issue for the regional committee as needed. The agency will be contacted (5 business days) to discuss the reason for denial and a possible reasonable accommodation.

If the agency determines that referral are not being made in accordance to their policy, they will be granted the right to bring their concern before the Regional Committee. The agency must submit the complaint in writing (14 days) prior to the next meeting. The complaint will be addressed by the full committee.

If we are unable to resolve the grievance at the local level, we will refer it to the CAC for review.

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

### Grievances come to the Regional Committee. Grievances can be made in writing or orally and should be made within 14 days of the event. Grievances will be sent to the Chairperson of the regional committee and should include:

### A detailed account of the grievance

### Why/how the agency believes the Regional Committee was in error

### Proposed solution(s)

### Grievances will be resolved in a timely manner within 5 days of receiving the grievance. Confirmation of receipt of grievance

### Details of the next steps re: appeal for agency and for Regional Committee

### A timeline with deadlines and/or meeting dates noted

### The Regional Committee will identify a group (either a sub-group of the Regional Committee or the Regional Committee at large) to hear appeals and determine a decision. Within 15 days of receipt of grievance, the group will respond in writing with:

### A summary of the grievance

### A recap of activities since grievance was filed

### The decision of the Regional Committee

### If needed, any further steps or actions to be taken by the agency or Regional Committee, including a timeline with dates

Regional Committees will offer assistance to anyone in the process who needs accommodations to complete the above process. Every effort will be made to ensure that the participant doesn't submit the grievance to the person referenced in the grievance. If we are unable to resolve the grievance at the local level, we will refer it to the CAC for review.

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 Coordinated Assessment lead at CADA will oversee the waiting list. Individuals/families with mental health issues will be referred to the Trillium Health Resources PSH wait list. The Coordinated Assessment lead will maintain a spreadsheet with the waiting list, and all agencies will make referrals to the lead persons. Eventually, we plan to convert to HMIS.

Each program provider will have their own waiting list per their rules.

We understand the importance of transparency. CADA, and HCDSS will used the VI-SPDAT score to rank individuals on the waiting. In the future, we may consider using Google shared files.

The waiting list information will be reported the regional committee meeting.

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.

### CADA

Hertford County DSS Trillium

Britton Ministries

RCCWJC

S.A.F.E

St. Thomas' Episcopal Church See attachments.

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

### As gaps occur the regional committee will seek alternative ways to address prevention and diversion, and housing resources (e.g., shelters, transitional, PSH). We will review gaps monthly at the regional committee meeting as needed. We're going to use the services that we collect to advocate for other services needed in our community.

**OVERSIGHT**

The Coordinated Assessment Lead will be tasked with reporting about coordinated assessment on measures set by the Coordinated Assessment Council. Will your Regional Committee engage in further measures (e.g. including weekly case management meeting to case conference, monthly provider meeting to assess system flow, elected group to monitor local grievances)? Please describe below.

### The coordinated assessment lead will report to the regional committee at the monthly meeting regarding how the coordinated assessment is operating and discuss issues as well as successes. The Regional Committee will submit coordinated assessment outcome reports to the CAC as requested.