



# North Carolina Balance of State Continuum of Care

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## 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: Transylvania County Homeless Coalition

Counties served: Transylvania

Elected Coordinated Assessment Lead: Jennifer Molliere

Regional Lead: Jennifer Molliere

## 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:

The Haven of Transylvania County and SAFE DV Shelter

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)
Haven	<input checked="" type="radio"/> YES <input type="radio"/> NO	<input type="radio"/> Families only <input type="radio"/> Individuals only <input checked="" type="radio"/> Both <input type="radio"/> Neither	2	as needed	Mon-Fri 9am-8pm
SAFE	<input checked="" type="radio"/> YES <input type="radio"/> NO	<input type="radio"/> Families only <input type="radio"/> Individuals only <input checked="" type="radio"/> Both <input type="radio"/> Neither	4	as needed	24/7
	<input type="radio"/> YES <input type="radio"/> NO	<input type="radio"/> Families only <input type="radio"/> Individuals only <input type="radio"/> Both <input type="radio"/> Neither			
	<input type="radio"/> YES <input type="radio"/> NO	<input type="radio"/> Families only <input type="radio"/> Individuals only <input type="radio"/> Both <input type="radio"/> Neither			
	<input type="radio"/> YES <input type="radio"/> NO	<input type="radio"/> Families only <input type="radio"/> Individuals only <input type="radio"/> Both <input type="radio"/> Neither			
	<input type="radio"/> YES <input type="radio"/> NO	<input type="radio"/> Families only <input type="radio"/> Individuals only <input type="radio"/> Both <input type="radio"/> Neither			
	<input type="radio"/> YES <input type="radio"/> NO	<input type="radio"/> Families only <input type="radio"/> Individuals only <input type="radio"/> Both <input type="radio"/> Neither			

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

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Individuals will come to The Haven of Transylvania County Monday-Friday between 9am and 8pm to receive The Prevention Diversion Screening, assessments, prevention, resources, and the VI-SPDAT will be administered 14 days after shelter entry. Individuals presenting during non-business hours will be given shelter contact information for follow-up during normal business hours. Historically this has not been an issue. If DV is reported a referral to SAFE will be made. Individuals experiencing DV should come to SAFE DV Shelter, 24/7, either by Haven referral, law enforcement involvement, or on their own. SAFE will administer assessments, prevention, and the VI-SPDAT 14 days after shelter entry.

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

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Families will come to The Haven of Transylvania County Monday-Friday between 9am and 8pm to receive The Prevention Diversion Screening, assessments, prevention, resources, and the VI-SPDAT will be administered 14 days after shelter entry. Individuals presenting during non-business hours will be given shelter contact information for follow-up during normal business hours. Historically this has not been an issue. If DV is reported a referral to SAFE will be made. Individuals experiencing DV should come to SAFE DV Shelter, 24/7, either by Haven referral, law enforcement involvement, or on their own. SAFE will administer assessments, prevention, and the VI-SPDAT 14 days after shelter entry.

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?

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Transylvania County does not have public transportation, staff members of The Haven and SAFE are not allowed to transport, and Law Enforcement is not available for transport. If the family has a vehicle there are gas vouchers available through The Haven Monday-Friday 9am-8pm. If someone presents after normal business hours they are given the contact information for follow-up the next business day. The Haven staff will be able to complete the Prevention/Diversion screen over the phone for those who don't have transportation.

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

All agencies aware    Posters    Billboards    Media stories    Flyers  
 Stickers    Community Forum    Other (Please describe: Email Blasts)

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:

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Prevention services are provided by Sharing House and a partnership of local churches. Referrals for prevention services are made through "Charity Tracker" a database used locally by agencies and churches after the Prevention Diversion screen is administered. Those who veterans and eligible for SSVF will be referred to ABCCM for prevention services.

Veterans Affairs:

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Referrals for Veterans are sent to ABCCM (Asheville Buncombe Christian Ministries), and The Charles George VA Medical Center, Social Work Service in Asheville NC. The case workers from either agency can arrange for transportation. The VI-SPDAT will be administered by The Haven and emailed to the agencies using a secure email system.

Faith-based poverty programs:

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The Sharing House is the largest non-profit agency in Transylvania County. Referrals are made to them for food, clothing and financial assistance up to \$200 per year. Other churches are a part of an ongoing partnership through Charity Tracker. Coordinated Assessment Agencies can make referrals through Charity Tracker.

Mental health services:

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Referrals for mental health services are made to Meridian Behavioral Health Services Monday-Friday 9am-4:30pm, and the Smokey Mountain Crisis Line Services are available 24/7 for emergencies. MBHS and SM are active participants in the Regional Committee.

Legal/judicial system, including law enforcement and prisons:

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Brevard City Police and Transylvania County Sheriffs Dept. are members of the TC Homeless Coalition, as well as a representative from Pisgah Legal. All the aforementioned agencies will be referring individuals/families to either The Haven of Transylvania County or SAFE.

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

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The Transylvania County Dept. of Social Services is a member of the TCHC. The TCDSS makes referrals to The Haven and SAFE. In addition the staff of the Haven and SAFE work with TCDSS to coordinate family reunification plans, and make referrals for winter heating funds and food stamps.

## 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.

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Prevention and Diversion Screen is done when an individual presents at The Haven, if diversion is possible staff assists in locating necessary resources. Assessments and VI-SPDAT's are completed by The Haven and SAFE after 14 days of shelter stay, and will be forwarded to the new agency, either by secure email, fax or mail. Referrals to housing programs will be based on the VI-SPDAT score, currently there is only a RRH program available. The transitional housing program in the community serves only DV survivors and is not currently participating in coordinated assessment. Statistics will be gathered to establish a need for other housing programs. There some Targeted and Key units in the community, however they are unavailable at this time.

Are transportation funds/resources provided?  Yes  No

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

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Transylvania County does not have public transportation, staff members of The Haven and SAFE are not allowed to transport, and Law Enforcement is not available for transport. If the family has a vehicle there are gas vouchers available through The Haven Monday-Friday 9am-8pm. If someone presents after normal business hours they are given the contact information for follow-up the next business day. The Haven staff will be able to complete the Prevention/Diversion screen over the phone for those who don't have transportation.

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

If yes, please describe:

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Forms are attached to the clients file in Charity Tracker, for agencies not participating users of Charity Tracker the forms will be sent via secure email, fax or mail.

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

If yes, please describe:

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Bed availability is available to Charity Tracker users, and can be done over the phone, or email for other agencies that need to know.

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

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If services are refused or unable to serve clients the client will return to The Haven to receive alternate referral agencies in Transylvania County, Buncombe County, and Henderson County. The referral will be dependent on the client being able to provide their own transportation. Agency Grievances will be brought before the Transylvania County Homeless Coalition and can be in writing, or orally in person. Grievances will be handles in a timely manner, 7-10 business days. If the grievance cannot be resolved at the regional committee level it will be taken to the CAC (Coordinated Assessment Council).

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

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Grievances will be brought before the Transylvania County Homeless Coalition and can be in writing, or orally in person. Grievances will be handles in a timely manner, 7-10 business days. The Regional Committee will look for alternative solutions to the problem. If the grievance can not be resolved at the regional committee level it will be taken to the CAC (Coordinated Assessment Council).

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.

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The Haven will post the waiting list for the Rapid Rehousing Program on Charity Tracker. CT users will have 24/7. The waiting list is prioritized by VI-SPDAT scores. The waiting list can be securely emailed or faxed to any without access to Charity Tracker. The waiting list will be reviewed on a monthly basis to see if any households need to be reassessed or removed from the list.

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.

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See Attached

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

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Gaps in services will be discussed monthly at the committee meetings. Discussion will include alternate prevention and diversion options. The executive committee reserves the right to call an emergency meeting in the event of a matter needing immediate attention. Known gaps include lack of public transportation and shortage of low income hews and the absence of permanent supportive housing.

## **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.

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The Regional Committee will review clients monthly, discussing how many people have been assisted, how many did not qualify, and how to better serve the homeless and at risk people in Transylvania County. The Regional Committee will submit quarterly outcome reports to the CAC as required.