



North Carolina Balance of State Continuum of Care

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Coordinated Entry Plan Region 7

Contact Information

Counties Served: Randolph, Anson, Hoke, Richmond, Montgomery, Moore, Lee, Harnett, Johnston

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Plan Summary

- When a household experiencing a housing crisis presents at a front-door provider, the Prevention and Diversion screen (P&D) is administered.
- If the P&D is not available 24/7, emergency services are provided and the P&D will be administered the next day.
- If a household needs domestic violence (DV) services, the front-door provider completes an Prevention and Diversion screen and arranges for the household to receive services at a nearby DV agency.
- If a household needs diversion services, the front-door provider facilitates this. Some agencies in the region provide mediation and/or financial services.
- If a household needs emergency shelter, the front-door provider facilitates this by contacting area shelters and arranging transportation if necessary.
- If shelter space is not available, the household/individuals will be placed on the regional by-name list.
- The HART assessment is administered 12-15 days after the individual/family is identified as homeless.
- The region maintains a by-name list of persons who cannot be immediately served. Case conferencing is held bi-weekly.
- Limited transportation assistance may be available.
- The region will use various methods to make sure that those needing Coordinated Entry (CE) services, including those living with disabilities, know how to access them.
- The region will gather outcome data for reporting to the Regional Committee at its scheduled meetings.
- Grievance policies for agencies and individuals are detailed in the Plan.

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 entry system make an initial contact to assess within 2 hours of households presenting for services. Please see Table 1 on page 11 for a list of agencies that administer the prevention and diversion screen in Region 7.

If an individual needing shelter presents during hours not covered by coordinated entry, emergency services will be provided and coordinated entry agencies will follow up to complete the emergency screening with the individual on the next day. Additionally, information is available via NC 211 (call 2-1-1 from any phone or visit www.nc211.org) to access community resources. Friend to Friend and New Horizons (both domestic violence shelters) have 24-hour crisis lines and can conduct after-hours prevention & diversion screens, as necessary.

Mediation services are available throughout the region. Please see Table 5 on page 15 for a list of agencies in the region that provide mediation and financial assistance. Participating organizations are willing to contact and negotiate with family members, friends, or landlords on behalf of individuals who may benefit from diversion services. Financial assistance may also be available when agencies in the region have applied for and received funding for diversion purposes. When an individual or family presents as homeless, staff at the participating agency complete the Prevention and Diversion Screening Form. If the client is not currently homeless but requires resources to prevent homelessness, the staff member completing the emergency response screening codes the form. This coding identifies the referring agency, the date the screening was completed, and the level of financial assistance needed to prevent the household from becoming homeless. A copy of the completed Prevention and Diversion Screening Form is then made for agency records. After the screening and coding process is complete, staff contact the receiving agency to notify them that the individual or family is being referred, that they are en route, and that the necessary financial resources are available. The individual or family brings the coded emergency response screening form with them to the receiving agency. Upon arrival, the receiving agency contacts the referring agency to confirm that the individual or family has arrived.

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 see Table 2 on page 12 for a list of DV agencies in the region.

When an individual/family presents as homeless, staff at the participating agency will fill out the [Prevention and Diversion Screening Form](#). (A copy of the form is found in the Appendix.) If the individual/family is fleeing domestic violence as determined by the Prevention and Diversion Screening, the Prevention and Diversion Screening is stopped. The staff codes the form, so that the domestic violence agency that the staff is referring the client to knows who sent the client and when the

Prevention and Diversion Screening was completed. The staff then makes a copy of the completed Prevention and Diversion Screening Form. Once all of this is done, then the staff contacts the domestic violence agency that is the closest to the client's location to let the domestic violence agency know that the client will be coming to meet with an advocate, who will then place the client in a domestic violence shelter, if the client is willing to be placed in a domestic violence shelter. If there is not available space in the domestic violence shelter, the staff at the domestic violence agency will then contact the other domestic violence emergency shelters in the region until one with available space is located. Transportation will then be arranged for the client to get to the shelter. If the client is not interested in staying in a domestic violence shelter, the advocate at the domestic violence agency will safety plan with the client and determine whether follow-up contact is safe. If it is determined to be safe and appropriate, the advocate will arrange a follow-up with the client to complete the HART form approximately 12–15 days after the initial contact, in accordance with the agreed-upon safety plan.

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. Please see Table 4 on page 13 for a list of agencies that provide shelter and emergency services.

When an individual/family presents themselves as homeless, the staff at the participating agency will fill out the [Prevention and Diversion Screening Form](#) (a copy is included in the Appendix). If the client is in fact in need of emergency shelter, then the staff codes the form, so that the shelter that the staff is referring the client to knows who sent the client and when the Prevention & Diversion Screening was completed. The staff then makes a copy of the completed Prevention and Diversion Screening Form. Once all of this is done, then the staff contacts the Emergency Shelter that best suits the individual/family's needs to make sure there is an available bed. If there is an available bed, then staff sends the individual/family with the Prevention and Diversion Screening Form. If there is not available space, the staff will then contact other emergency shelters in the region until one with available space is located. Transportation will then be arranged for the individual/family to get to the shelter.

Region 7 will maintain a regional by-name list of those who are not immediately housed. Unsheltered households/individuals will be prioritized within the by-name list, based on HART scores, the length of time homeless, income, family composition, and service needs. The Coordinated Entry Committee will hold case-conferencing meetings or calls bi-weekly to determine who is still waiting, who has availability, what documents are necessary to get those who are waiting housed, and to identify gaps in services and how we could fill those gaps. Clients are matched to the resource that best fits their needs and for which they are eligible.

If a household does not meet the admission requirements of a shelter and/or the shelter is full, it is placed on the regional by-name list of those who are not immediately housed. Unsheltered households/individuals will be prioritized, within the by-name list, based on HART scores, the length of time homeless, income, family composition, and service needs. Case conferencing will be held bi-weekly to determine who is still waiting, who has availability, what documents are necessary to get those who are waiting housed, and to identify gaps in services and how we could fill those gaps.

HART

The HART screen identifies housing barriers for households and assists the region to identify and prioritize households for housing programs. It is recommended that front-door agencies administer the HART 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 see Table 5 on page 14 for a list of agencies in the region that administer the HART assessment.

If a client presents at an agency that does not administer that HART, a Prevention and Diversion screen is completed. If the client is determined to be homeless, the client will be referred to the best available housing option or will remain homeless (due to a lack of resources). In either case, the client will be referred to an agency that does administer the HART. The person completing the Prevention and Diversion screening will make a telephone call to facilitate a warm hand-off of the client. Please see Table 1 on page 11 for a list of these agencies. HART assessments may be completed by telephone.

The HART form will be administered 12-15 days after identifying individuals/families as homeless.

Outreach and HART Administration to Unsheltered Households

If someone presents as homeless and is living in a place not meant for human habitation, agency staff will attempt to find them shelter. If this is unsuccessful, staff determines where the person is most likely to be (what location) and will schedule a time to have someone come to them to have the HART completed.

Individuals may present as homeless at outreach activities such as VA Stand Downs, Clothing and Toiletry distribution days, other community events, or simply as part of their housing search.

Volunteers of America, Family Endeavors, Veterans Services host VA stand-downs to engage unsheltered households, and True Worship Ministries provides street outreach every Wednesday to distribute hygiene items and engage persons experiencing homelessness. The Point in Time (PIT) count is used to provide outreach and engage persons experiencing homelessness in services by offering referrals and informing them of resources. Resource cards and flyers about the Coordinated Entry process will be distributed as the PIT count is conducted and beyond. Region 7 will work on recruiting additional partners to help with outreach efforts. Additionally, Region 7 will form a Community Engagement Committee that will work on educating all area services providers and the community in general about how to refer to Coordinated Entry and help recruit landlords.

Local domestic violence agencies participate in administering the HART and making housing referrals. When referring an individual/family who is fleeing domestic violence and/or sexual assault to another agency for resources, our region has adopted a coding system that is used on the Prevention and Diversion Screening Form. In this way, the individual/family's identifying information is not sent out on the form, thereby protecting the individual/family's confidentiality. When it is absolutely necessary for agencies to reveal an individual/family's identifying information to another agency, then the

individual/family must give that agency permission to do so through a written consent form, and the referring staff will make sure that the individual/family's safety remains the number-one priority.

Housing Referral and By-Name List

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

Housing Referral

Organizations that complete the HART also have access to modify the by-name list. The by-name list prioritizes clients based on HART scores, the length of time homeless, income, family composition, and service needs. The organization that completes the HART has the option of sending the referral via HMIS (if the organization has access) or sending the referral/forms with the household. In either case, the organization making the referral will initiate a telephone call to the referral source prior to sending clients and/or documents. The organization making the referral will follow the client through placement, in order to document their housing placement. Additionally, housing providers will report to the Coordinated Entry Case Conferencing Group regarding those clients who were accepted and who were denied; they will also report move-in data and current status.

By-Name List

If more referrals are received than the agencies that provide that service type can serve, a regional by-name list is developed. These lists are shared among key partners for community accountability and 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 HART are added to the by-name list. Households remain on the by-name list until either:

- a housing referral is accepted;
- the household has not made contact, and multiple attempts to reach them by the provider have received no response; or
- the household moves to an institutional setting (jail, prison, etc.).

Households are removed from the by-name list if there have not been any updates within 90 days.

The Region 7 by-name list is stored in HMIS as a report. The list will be visible to housing providers, but only agencies and Coordinated Entry staff with HMIS permissions can add or update participant records. Each agency can edit only its own project information; no agency can modify another organization's entries. The Coordinated Entry Lead or their designee manages the by-name list.

Participants are not identified by name. The region's coordinated entry process uses a code to identify participants. Region 7 will modify and adopt the NCCEH Release of Information (ROI) template, which will enable the agencies that are participating in coordinated entry to share and track information. Each agency that signs an MOU to participate in coordinated entry will be listed on the region's ROI. The ROI

forms and a script will be provided to each of these agencies. All participating agencies will commit to making sure that all clients are educated about what information is shared and what information is not shared, as well as their option to decide. The agencies will educate consumers in regard to information sharing, via the script.

Participants are tracked by a coded identifier instead of by name. All participants are prioritized in the same manner, regardless of their decision to share or not share information.

Like all participants, survivors of domestic violence are identified by a code, instead of by name. Prioritization is the same for all participants.

All providers with access to the by-name list sign a confidentiality agreement; personal information is not shared outside the Coordinated Entry Committee.

Case Conferencing

Case conferencing will be held bi-weekly, unless otherwise determined, to ensure that the system is working properly and to recommend adjustments to processes or the system as a whole. This is done in order to more efficiently house persons experiencing homelessness, to determine who is still waiting, who has availability, what documents are necessary to get those who are waiting housed, to identify gaps in services, and to identify how we could fill those gaps.

An individual/family who has the HART form completed is put on the regional by-name list based on HART score, the length of time homeless, income, household composition, and service needs. Those with the highest score receive first priority for housing. All possible housing interventions are discussed with the individual/family. The interviewer will suggest the most appropriate intervention. However, the individual/family may choose from among the interventions available with consideration being given to their eligibility for a particular program.

Applicants may be rejected because they are not eligible for a specific program, if there are no vacancies, or if the household includes a registered sex offender or someone who would jeopardize the safety of other clients.

If a household does not accept a referral or if a provider declines a referral, the household will be referred to the next best option that is available, if any. Every effort will be made to meet the household's need for shelter that night. Declinations by both providers and program participants will be documented and submitted for discussion and resolution by the CE Committee. If the number of declinations is excessive (three for a client and more than 10% for providers in a 12-month period), the CE Committee has the authority to resolve those issues.

Clients who are on the by-name list who remain in a shelter or transitional housing program are followed up on a weekly basis.

Clients who are unsheltered in our region are followed up every 30 days to ensure information is up-to-date.

Clients who present as no longer needing a program will be taken off the list for that program. Also, those who are contacted at least three times within a 90-day period and who do not respond will be taken off the by-name list.

We make at least one attempted contact every five to seven days for three consecutive weeks. After 90 days of no contact, the client will be put on the inactive list.

Staff who manage the by-name list will attempt to make contact with clients on the list at least three times (using contact information provided by the client – mail, telephone or in-person outreach), before removing them from the by-name list. Each failed telephone contact will be followed up by mail, if a mailing address has been supplied. Each attempted contact will be spaced at least one week apart and documentation of the contacts maintained on file. If a household is unable to be found, they will be taken off the by-name list seven days after the third contact attempt is made.

System Management and Oversight

Transportation

People are required to travel to different locations to access programs and services in the region, though transportation funds are not provided by all agencies. Some agencies may have the capacity to provide transportation, and arrangements can be made for transportation if it is available in the community. Case managers/staff at screening agencies will assist with coordinating transportation or provide telephone screening, if necessary.

The following agencies offer 24/7 telephone access: Anson County Domestic Violence Coalition, Friend to Friend, New Horizons, Randolph Co. Family Crisis and Family Endeavors. County-level transportation is available, by appointment, for those who qualify.

Advertisement and Community Awareness

Region 7 will form a Community Engagement Committee to provide outreach and engage other service providers, landlords, those needing services, and the community in general to educate them about the coordinated entry process. Social media and websites will be employed as well as flyers and resource lists. Special efforts will be made to engage representatives of the judicial system (police, clerks of court, DSS, etc.) who will be in direct contact with those who are at risk of homelessness or experiencing homelessness.

Accessibility

The Region 7 Committee has the ability to provide verbal information and assistance to those who are blind or have low vision. TTY Relay Services are also available and the committee may request sign Language interpretation, assistive listening services, etc. from the NC DHHS Deaf & Hard of Hearing Language interpretation Services, which includes services for the blind. Additionally, printed material will also be available in large type. Agencies will individually address this issue on a case-by-case basis.

Many times households presenting with a disability will already have a caseworker (DSS or otherwise) who assists with accessibility issues.

All of the Region 7 access points are handicap-accessible or available to conduct an assessment via telephone.

For people with Limited English Proficiency, the agencies in Region 7 will secure translation services whenever possible. In order to facilitate access to the CE system for these clients, agencies will make every effort to establish contacts and form relationships with local law enforcement/judicial facilities, departments of social services, and other organizations that have access to translators.

Local Oversight

Region 7 has merged into one large system for coordinated entry. In each county, the system has multiple initial intake sites that will administer the prevention and diversion screen and make referrals for those who are determined to be experiencing homelessness. This referral will include a warm hand-off via a telephone call with information regarding the completion of a HART. Organizations that complete the HART are also able to modify the regional by-name list, so that every client is accounted for on the list. The by-name list will prioritize the clients. A case conferencing call will be held bi-weekly, unless otherwise determined. The case conferencing group will determine who is still waiting and what needs to be done to get them placed, among other duties. This committee will report to the Region 7 Committee, which meets monthly.

A uniform regional plan is best, because all of the organizations will be able to provide the same information and the same processes, which will enable coordinated entry to work the way HUD intends. Additionally, having regional access to vacancy information and who is waiting will allow the right placement into the right program more efficiently than in the past.

Our region sees the coordinated entry process changing as far as more referrals being made across counties to better serve our individuals and families. The oversight portion of the plan will help to identify gaps and work toward filling those and thereby bringing more resources to those who need them.

Coordinated Entry Outcomes

Region 7 will gather outcome data for quarterly reports by using a Google Sheets document. Designated staff will be responsible for entering information for their area. The Google Sheets document also allows the region to see the information that will be submitted before it is submitted. Therefore, if someone sees a concern, it can be discussed before reports are submitted.

Our regional coordinated entry lead will be responsible for submitting outcomes. The coordinated entry subcommittee will be responsible for correcting and reviewing outcomes.

The finalized coordinated entry outcome reports are presented and discussed as part of the agenda at the Region 7 Committee Meeting.

Region 7 will use the coordinated entry outcome data to determine how we can coordinate services better as a community and regionally share resources that may be lacking in a particular county within the region. If there is a resource that is lacking in our region as a whole, then we will work as a region to try to obtain that resource.

Grievances

Agency Grievance Policy--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 1 out of 10 or 10% of referrals, in a year without a meeting. However, if a program declines more referrals than this, they will need to meet with the Region 7 CE Committee to discuss the issue(s) that result in referrals being declined.

Providers are expected to submit a written reason for the denial to the client and the Coordinated Entry Lead or the Region 7 Committee Lead. Providers may decline 1 out of 10 or 10% of referrals in a year without a meeting. However, if a program declines more referrals than this they will need to meet with the Region 7 Committee to discuss the issue(s) that result in referrals being declined.

For all other grievances, providers must email a detailed grievance to the Region 7 lead within 5 days of the adverse action/decision. The Region 7 Lead will schedule a hearing within 10 days of receiving the grievance and render a decision within 3 days following the hearing. If grievances cannot be resolved at the local level, they may be referred to the Coordinated Entry Council (CEC) for review.

Individual Grievance Policy--If a household does not agree with a referral or the assessment process, the coordinated entry 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 the Coordinated Entry Lead or the Region 7 Committee Lead, either verbally or in writing, within 7 days of the attempted referral. The Coordinated Entry Lead or the Region 7 Lead will respond within 3 days. If the household does not agree with this local decision, an appeal will be submitted to the CEC for review.

Subpopulations

Chronically Homeless

Through completing the HART form with those who are experiencing homelessness, we are able to determine whether clients have been chronically homeless or not. Those who have been chronically homeless are provided more intensive case management. Many individuals/families who are chronically homeless suffer from alcohol and/or drug addictions, so case managers work on helping those individuals/families to obtain the resources that they need.

Unaccompanied Youth (up to age 24)

Under the McKinney-Vento Homeless Assistance Act, unaccompanied youth have the right to remain in their school of origin (to the extent feasible), transportation to and from the school of origin, immediately enroll in a new school serving the area in which they are currently living even if they don't have typically required documents (e.g. proof of guardianship), equal access to programs and services such as gifted and talented education, special education, vocational education, and English as a Second Language. Our region is aware of this and we make sure that if an unaccompanied homeless youth is in one of our shelters, we are paying special attention to the McKinney-Vento Homeless Assistance Act and advocating for these youth in whatever way we can.

**TABLE 1--PREVENTION AND DIVERSION SCREEN PARTICIPATING AGENCIES
NC BALANCE OF STATE REGION 7**

Agency	Count(ies) Served	Population Served	Availability to	Number of staff	Active on HMIS? (Y, N)
Friend to Friend	Moore	All	Days: 24/7	all	No
Family Promise (Lee)	Lee	Families Only	Days: M-Thurs.	2	Yes
Johnston-Lee-Harnett Community	Johnston, Lee, Harnett	All	Days: Monday, Tuesday	2	Yes
Outreach Mission, Inc. SJW-SECU	Lee	All	Days: Sun. - Sat.	13	Yes
SAFE of Harnett County	Harnett	All	Days: Mon.- Fri.	2	No
HAVEN in Lee County	Lee	All	Days: Mon - Fri.	2	No
Volunteers of America	Johnston	All	Days: Mon - Fri.	2	Yes
Place of Grace Men's Shelter	Randolph	Single Men	Days: 24/7	2	Yes
Hope for the Homeless	Montgomery	All	Fridays-Mondays	1	No
Brick Capial Community Developme	Region 7	All	M,W,F 10am-4pm	4	Yes

DOMESTIC VIOLENCE REFERRAL AGENCIES
NC BALANCE OF STATE REGION 7

Agency	Count(ies) Served	in
Friend to Friend	all	Yes
New Horizons	Richmond	No
Randolph/Montgomery County Family	Randolph & Montgomery	No
HAVEN in Lee County	Lee	Yes
SAFE of Harnett County	Harnett	Yes
Harbor	Johnston	No
Hoke County Domestic Violence & Sexual	Hoke	No
Anson County Domestic Violence	Anson	No

AGENCIES PROVIDING SHELTER AND EMERGENCY SERVICES
NC BALANCE OF STATE REGION 7

Agency	Count(ies)	Participate in	Population Served	Admission	Active on
Family Promise of Lee County	Richmond,	Yes	Families	emergency, there is a	No
Friend to Friend	all	Yes	domestic violence,	sa, or ht within the	No
The Place of Grace Rescue	Richmond	No	substance use	norequirements, also	Unsure
Outreach for Jesus	Richmond	No		Homeless	No
New Horizons	Richmond	Yes		Domestic Violence	No
Baptist Children's Home of NC	Richmond	Yes		Homeless women with	No
Crisis Center, Inc. Asheboro	Randolph	Yes	or SA	Homeless families and	No
Place of Grace Men's Shelter	Randolph	Yes	Single Men	Limited to 20 men	Yes
Bread of Life Ministries Extreme	others from	seasonal	Adults	people at a time	No
SAFE of Harnett County	All	Yes	All	Families and individuals	No
Harbor	Johnston	Yes		Families and individuals	No
Smithfield Rescue Mission	though anyone	No	for women and	Homeless	No
Open Door Soup Kitchen	Hoke	No	All	Homeless	No
Harvest Ministries	Anson	No	Single Men	Homeless single men	No
Samaritan Inn	Anson		All	Homeless	
Outreach Mission, Inc. SJW-	all	Yes	ones they do not	of homelessness and	Yes
Family Promise of Lee County	all	Yes	Families only	background check,	Yes
HAVEN in Lee County	Lee	Yes	All	Those fleeing domestic	No
Hope for the Homeless	Montgomery	Yes	all	houselessness	No

**AGENCIES THAT ADMINISTER THE HART ASSESSMENT
NC BALANCE OF STATE REGION 7**

Agency	Count(ies) Served	Population Served	Availability to	Number	Active on
Johnston-Lee-Harnett Community	Johnston, Lee, Harnett		Days: Mon., Tues.	2	Yes
SAFE of Harnett County	Harnett		Days: M-F	2	No
Family Promise of Lee County	Lee		Days: Mon. - Thurs.	2	Yes
Outreach Mission, Inc. SJW-SECU	Lee and all of Region 7		Times: 8-6 PM	4	Yes
Volunteers of America	Johnston	Veterans Only	Days: M-F	2	
Hope for the Homeless Montgomery (All	Montgomery		Fridays- Mondays	1	No
Development Corp.	Region 7	All	M,W,F 10am-4pm	4	Yes
Place of Grace NC	Randolph	All	M-F 8a-4p	1	Yes
Friend to Friend	Moore	DV, SA, HT	M-F 9a-5p	2	No

**AGENCIES PROVIDING MEDIATION AND/OR FINANCIAL ASSISTANCE
NC BALANCE OF STATE REGION 7**

Agency	Count(ies) Served	Participate in	Services Provided
Christians United Outreach	Randolph	Yes	Mediation, Financial Assistance
Johnston County DSS	Johnston	No	Financial Assistance
Salvation Army	Johnston	No	Financial Assistance
Lee County	Lee	Yes	Financial Assistance
Community Services for	Johnston	Yes	Mediation, Financial Assistance
Johnston-Lee-Harnett	Johnston, Lee, Harnett	Yes	Mediation, Financial Assistance
Sandhills Community	Richmond	Yes	Mediation, Financial Assistance
Friend to Friend	Moore	Yes	Mediation
Hope for the Homeless	Montgomery	Yes	Mediation
Outreach Mission Inc.	Lee	Yes	Mediation, Financial Assistance