

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: DISSY

Counties Served: Davie, Iredell, Surry, Stokes and Yadkin

For the following please provide name and email address.

Primary Authors of the Plan: Michele Knapp & Kevin D. Hege

Regional Lead: Kevin D. Hege, kevin.hege@nccommerce.com

Elected Coordinated Assessment Lead: Michele Knapp, mknapp@fifthstreetministries.com

Other Coordinated Assessment Contact(s) for the Region:

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.

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

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

² <http://www.ncceh.org/files/7522/>

Agency	Count(ies) Served	Population Served	Availability to administer screen	Number Staff Trained (recommend more than 1 staff)	Active on HMIS
Diakonos, Inc. dba Fifth Street Ministries	Davie, Iredell, Surry, Stokes and Yadkin	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Days: Mon-Sun Times: 24 Hours	5	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
ECHO Ministry The Ark	Surry	<input checked="" type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input checked="" type="checkbox"/> Single Women <input type="checkbox"/> All	Days: Mon-Sun Times: 8am-5pm	3	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
The Shepherd's House	Surry	<input checked="" type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input checked="" type="checkbox"/> Single Women <input type="checkbox"/> All	Days: Mon-Fri Times: 8am-5pm	2	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input type="checkbox"/> All	Days: Times:		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input type="checkbox"/> All	Days: Times:		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input type="checkbox"/> All	Days: Times:		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input type="checkbox"/> All	Days: Times:		<input type="checkbox"/> Yes <input type="checkbox"/> No

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.

N/A

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
My Sister's House a program of Diakonos, Inc.	Davie, Iredell, Surry, Stokes and Yadkin	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Davie Domestic Violence Services and Rape Crisis Center	Davie	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input 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.

Each CA site will make a referral for shelter to My Sister's House by phone. At the time of the phone call, the CA site will know if the family is accepted into the Domestic Violence program. The CA site does not transfer documentation, as the only documentation is the prevention and diversion tool.

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.

Davie Domestic Violence Services and Rape Crisis Center does not participate in coordinated assessment because they do not provide shelter. They are a referral source for Domestic Violence services.

Does your region need assistance in engaging domestic violence agencies? Yes 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? Yes No

If yes, please describe the mediation services provided: Each CA site will offer minimal mediation, as needed to prevent homelessness. Mediation will include a telephone call to the landlord, friend or family member to discuss cancellation or extension of the pending eviction.

Are financial assistance resources available for diversion? Yes No

If yes, how much financial assistance and what sources of funding are used for this? Limited financial resources are available for diversion for specific populations. These populations include, Veterans and families with children that qualify for DSS services.

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
Diakonos, Inc. dba Fifth Street Ministries	Davie, Iredell, Surry, Stokes and Yadkin	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Mediation <input type="checkbox"/> Financial Assistance
ECHO Ministry The Ark	Surry	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Mediation <input type="checkbox"/> Financial Assistance
The Shepherd's House	Surry	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Mediation <input type="checkbox"/> Financial Assistance
Department of Social Services	Davie, Iredell, Surry, Stokes and Yadkin	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Mediation <input checked="" type="checkbox"/> Financial Assistance
UW of Forsyth - SSVF Program	Davie, Stokes, Surry & Yadkin	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Mediation <input checked="" type="checkbox"/> 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.

If the family or individual is referred to DSS or the Veteran's Council, the CA site does not transfer documentation, as the only documentation is the prevention and diversion tool. When a referral is made, the referring agency calls the referral agency to request assistance for the family and/or individual.

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
Diakonos, Inc. dba Fifth Street Ministries	Davie, Iredell, Surry, Stokes and Yadkin	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Homeless	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
ECHO Ministry The Ark	Surry	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input checked="" type="checkbox"/> Single Women <input type="checkbox"/> All	Homeless Family or homeless single woman	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
The Shepherd's House	Surry	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input checked="" type="checkbox"/> Single Women <input type="checkbox"/> All	Homeless Family or homeless single woman	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input type="checkbox"/> All		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input type="checkbox"/> All		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input type="checkbox"/> All		<input type="checkbox"/> Yes <input type="checkbox"/> 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.

In the DISSY Region, CA sites are located at homeless housing providers. Once they present at CA site by phone or in person, they will be assessed with the prevention & diversion tool. Based on the results of the screening, the CA site will either divert the family from shelter, admit the family to its program, or make a referral to more appropriate shelter or housing program. If the family or individual is referred to another shelter, the CA site does not transfer documentation, as the only documentation is the prevention and diversion tool. When a referral is made to another agency, the referring agency calls the referral agency to request accommodations for the individual or family that the referring agency is unable to shelter. The referring CA site will track the placement of the individual and/or household they referred and report to the CA lead quarterly.

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?

If a single man presents at The ARK or The Shepherd's House, they are referred to Fifth Street Ministries.

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.

They are either referred to another shelter or placed on a waiting list for shelter.

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
Diakonos, Inc. dba Fifth Street Ministries	Davie, Iredell, Surry, Stokes and Yadkin	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Days: Mon-Fri Times: 8am-5pm	3	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
ECHO Ministry The Ark	Surry	<input checked="" type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input checked="" type="checkbox"/> Single Women <input type="checkbox"/> All	Days: Mon-Fri Times: 8am-5pm	2	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
The Shepherd's House	Surry	<input checked="" type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input checked="" type="checkbox"/> Single Women <input type="checkbox"/> All	Days: Mon-Fri Times: 8am-5pm	2	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input type="checkbox"/> All	Days: Times:		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input type="checkbox"/> All	Days: Times:		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input type="checkbox"/> All	Days: Times:		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input type="checkbox"/> All	Days: Times:		<input type="checkbox"/> Yes <input type="checkbox"/> 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.

N/A

How long will your community wait to administer the VI-SPDAT? 14 days

If not between 12 and 15 days from shelter entry, why? N/A

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

Fifth Street Ministries operates a PATH program that completes VI-SPDATs on unsheltered households in Iredell County.

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.

The regional committee is seeking options for administering the VI-SPDAT to unsheltered households in all 5 counties. The goal is to have a plan in place by January 2018.

Are local domestic violence agencies participating in administering the VI-SPDAT and making housing referrals? Yes No

If so, how is the safety and confidentiality of households taken into account? Each household is given a non-identifying ID on the VI-SPDAT.

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

N/A

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.

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
Partners BHM (Shelter plus Care program)	Iredell, Yadkin & Surry	<input checked="" type="checkbox"/> PSH <input type="checkbox"/> RRH <input type="checkbox"/> TH <input type="checkbox"/> Other:	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
DISSY Rapid Rehousing Program	Davie, Iredell, Surry, Stokes and Yadkin	<input type="checkbox"/> PSH <input checked="" type="checkbox"/> RRH <input type="checkbox"/> TH <input type="checkbox"/> Other:	<input checked="" type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input type="checkbox"/> All	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Surry Homeless & Affordable Housing Coalition (SHAHC)	Surry	<input checked="" type="checkbox"/> PSH <input type="checkbox"/> RRH <input checked="" type="checkbox"/> TH <input type="checkbox"/> Other:	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Community Link	Iredell	<input type="checkbox"/> PSH <input checked="" type="checkbox"/> RRH <input type="checkbox"/> TH <input checked="" type="checkbox"/> Other: SSVF	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
United Way of Forsyth County	Davie, Stokes, Surry & Yadkin	<input type="checkbox"/> PSH <input checked="" type="checkbox"/> RRH <input type="checkbox"/> TH <input checked="" type="checkbox"/> Other: SSVF	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Family Endeavors	Davie & Iredell	<input type="checkbox"/> PSH <input checked="" type="checkbox"/> RRH <input type="checkbox"/> TH <input checked="" type="checkbox"/> Other: SSVF	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> PSH <input type="checkbox"/> RRH <input type="checkbox"/> TH <input type="checkbox"/> Other:	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input type="checkbox"/> All	<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> PSH <input type="checkbox"/> RRH <input type="checkbox"/> TH <input type="checkbox"/> Other:	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input type="checkbox"/> All	<input type="checkbox"/> Yes <input type="checkbox"/> 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.

Once the VI-SPDAT is scored, the CA site will determine if there is a program that fits the households needs. Once eligibility is determined, a telephone call is made to the housing referral source by the CA site and all necessary documentation is faxed or securely emailed the the referral agency. The referral agency will then complete necessary documentation for their program and admit the household into their program or place the household on the waiting list.

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.ncceh.org/bos/coordinatedassessment/>.

Where is your Regional Committee's waitlist stored? Google Docs

Who manages the Regional Committee's waitlist? The CA Lead will manage the community waiting list.

Who has access to the Regional Committee's waitlist? Each referral agency and the DISSY Coordinated Assessment sub-committee.

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.ncceh.org/bos/coordinatedassessment/>. The CA site administering the VI-SPDAT will educate each household on how their information will be used and have each household sign a release of information (ROI). The ROI will include a listing of all agencies/organizations that information will be shared with. The CA site will keep a copy of the release and forward a copy to the referral agency.

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 referral agency will maintain the households information and place the household on the waiting list with a non-identifying ID code.

How will the Regional Committee confidentially and safely track survivors of domestic violence on the waitlist and prioritize them for housing? The referral agency will maintain the households information and place the household on the waiting list with a non-identifying ID code.

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.

The DISSY Coordinated Assessment Sub-Committee will meet monthly to review the waiting list and make contact with referral agencies as needed.

How does the Regional Committee ensure that the most vulnerable households get housing resources first? The waiting list will be prioritized by VI-SPDAT scores with a secondary priority placed on households that are chronically homeless. Referral agencies will use the community waitlist to place individuals/households in their respective programs.

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: Diakonos, Inc. Attn: Michele Knapp, DISSY Coordinated Assessment Lead, PO Box 5217, Statesville, NC 28687. Please outline the specific criteria under which a program may reject a referral (refer to the [CA Written Standards](#) for more information). Programs cannot disqualify an individual or family from program entry for lack of income, employment status, prior evictions, poor rental history, criminal history, or credit history.

A referral may be rejected for the following reasons:

- 1) If all beds are full
- 2) If the housing program has in residence at least one family member with a child under the age of 18, the program may exclude registered sex offenders and person with a criminal record that includes violent crime from the program so long as the child resides in the same housing facility.

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? If a referral is rejected:

- 1) The referring agency and/or household will meet with the DISSY Coordinated Assessment Sub-Committee to come to a resolution or the DISSY Coordinated Assessment Sub-Committee will refer the household to another program more suited for the household.
- 2) Request a reasonable accommodation to admit/readmit the client being referred
- 3) If agency refuses referral, it agrees to assist in locating alternate placement.

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? Follow-up will be made with sheltered households on a monthly basis.

For those on the waitlist who are unsheltered, it is recommended that follow-up happen at least every 30 days. How often is follow-up made with these households in your region to ensure information stays up-to-date? Follow-up will be made with unsheltered households on a monthly basis.

What is your policy for taking a household off of the list? A household will be taken off the list once they are accepted into a program or if they obtain permanent housing before entering a program or after 3 unsuccessful attempts to contact them.

How many attempts do you make to contact? 3

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 3 unsuccessful attempts to contact them in a 90 period, they will be taken off the list. Attempts to contact the household will include, but not limited to, telephone contact and a letter to last known address.

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.

Transportation resources are extremely limited in the DISSY region and are not available in all parts of the region. In Davie, Surry, Stokes, and Yadkin counties, YVEDDI provides limited public transportation. This is a critical gap in services that will need to be addressed within the region.

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

Accommodations will be made to complete necessary paperwork over the phone.

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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.) NCCEH - DISSY Website, DISSY Meetings, 211, education and printed materials are provided to mainstream providers, and the CA provider list is emailed to the DISSY distribution list.

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.) 211

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. Each CA site has appropriate accommodations available to assist people with disabilities, including large print, access to interpreters and assistive listening devices.

Is there an access point in your community accessible to people who use wheelchairs or have limited mobility? Yes, all CA sites are wheelchair accessible.

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. N/A

What steps will the Regional Committee take to help people with Limited English Proficiency or difficulty reading access the coordinated assessment system? Access to interpreters for limited english households and assistance with reading are available at each CA site.

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.

The DISSY Regional Committee:

- 1) Has an active CA Committee, chaired by the CA Lead person
- 2) Has a standing item on the monthly meeting agenda to hear from the CA Lead about CA issues.
- 3) Will report to the Coordinated Assessment Council (CAC) as required, using the CAC reporting tool

Why is this the best plan to cover the Regional Committee? The DISSY region is a large area with limited resources. The DISSY regional committee will continue to make contact with mainstream agencies throughout the region to update them on the CA plan, invite them to monthly meetings and to inquire about available resources.

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? N/A

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. The DISSY regional committee will continue to seek resources to provide additional shelter in our region to single men and additional PSH. That is the only change that we foresee at this point.

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.

N/A

Coordinated Assessment Outcomes

How will outcome data be gathered for quarterly reports to the CoC? Each CA site will submit a report to the CA Regional Lead quarterly.

Who will be in charge of submitting, correcting, and reviewing outcomes? CA Regional Lead.

How are finalized coordinated assessment outcome reports presented to the community? They are shared with the DISSY Regional Committee.

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.

As gaps in services become apparent, the DISSY Regional Committee will:

- 1) Explore new ways for agencies to collaborate in creating or expanding resources to fill the gap. This may be accomplished by each agency examining its own rules and policies to determine if barriers to

and gaps in services are caused by its policies.

2) Explore new funding sources to increase resources to fill gaps

3) Notify county and local officials about the gaps in services and seek to collaborate with them to create or change public policies to remove barriers to filling identified gaps in services.

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 1 out of 10 referrals in a quarter without a meeting. However, if a program declines more referrals than this they will need to meet with the DISSY Coordinated Assessment Sub-Committee to discuss the issue(s) that result in referrals being declined.

Providers are expected to submit a written reason for the denial to Diakonos, Inc. Attn: Michele Knapp, DISSY Coordinated Assessment Lead, PO Box 5217, Statesville, NC 28687. Providers may decline 1 out of 10 referrals in a quarter without a meeting. However, if a program declines more referrals than this they will need to meet with _____ to discuss the issue(s) that result in referrals being declined.

For all other grievances, providers must email a detailed grievance to dissyrc@gmail.com within 3 days of the adverse action/decision. The DISSY Coordinated Assessment Sub-Committee 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 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 Diakonos, Inc. Attn: Michele Knapp, DISSY Coordinated Assessment Lead, PO Box 5217, Statesville, NC 28687, or dissyrc@gmail.com, either verbally or in writing, within 3 days of the attempted referral. DISSY Coordinated Assessment Sub-Committee will respond within 10 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

Shelter beds are available to the chronically homeless at Fifth Street Ministries in Iredell County. These individuals are assessed for eligibility in the PATH program, referred to Daymark as needed, and provided Case Management while in the shelter. This subpopulation will be assessed and placed on an

appropriate waiting list as described in the above CA plan for the DISSY region. There is not emergency shelter available to sex offenders in our region. This subpopulation will be assessed by the presenting CA site and placed on an appropriate waiting list as described in the above CA plan for the DISSY region.

Unaccompanied Youth (up to age 24)

Shelter beds are available for single female unaccompanied youth and unaccompanied youth households (18-24) at all three shelters in the DISSY region. Single male unaccompanied youth (18-24) are eligible for shelter at Fifth Street Ministries in Iredell County. These individuals are provided Case Management while in the shelter. This subpopulation will be assessed and placed on an appropriate waiting list as described in the above CA plan for the DISSY region. Unaccompanied youth under the age of 18 will be referred to the Department of Social Services Child Protection for housing placement.

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

Households Present as Homeless



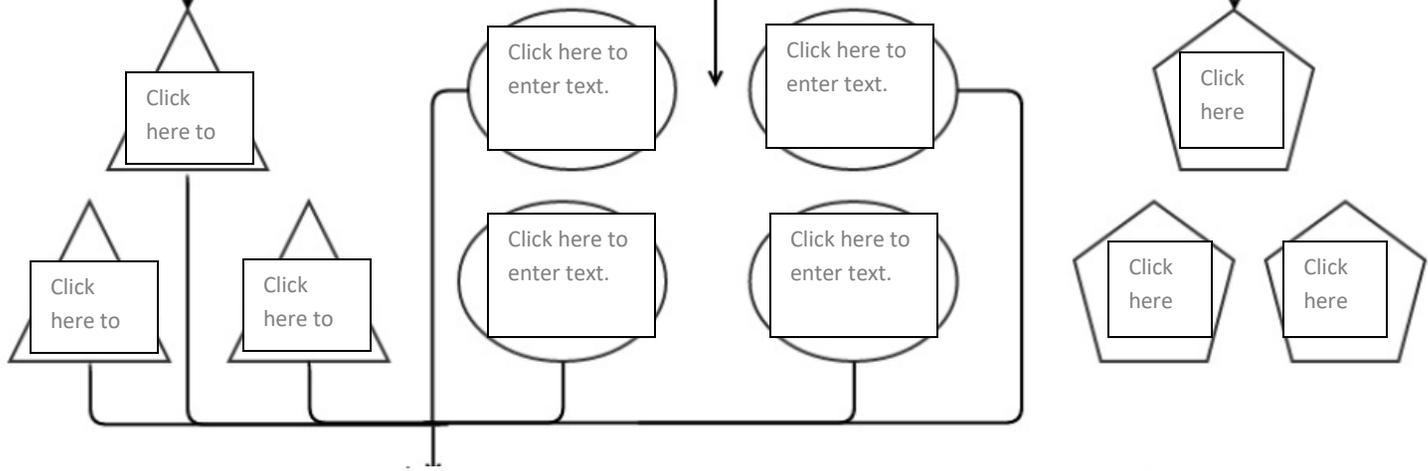
Initial Access Points Complete the Prevention and Diversion Screen

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Referral to DV Shelters

Referral to Shelter and/or Emergency Services Agencies

Referral to Prevention Services



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Agencies that Complete VI-SPDAT



Outreach Programs that Complete VI-SPDAT for Unsheltered

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Click here to enter text.

Describe Process for Community Waitlist and Referral Decisions

Click here to Click here to

Referred to Housing Programs

