



North Carolina Balance of State Continuum of Care

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www.ncceh.org/BoS

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: Southeast Regional Committee

Counties Served: Bladen, Columbus, Robeson, Scotland

For the following please provide name and email address.

Primary Authors of the Plan: Jordyn Roark and Hollie Oxendine

Regional Lead: Emily Locklear, sfvc@ncrrbiz.com

Elected Coordinated Assessment Lead: Hollie Oxendine, hyoxendine@ncrrbiz.com and Jordyn Roark, UWRoutreach@att.net

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
Southeastern Family Violence Center	Robeson, Scotland, Bladen, Columbus	<input checked="" type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input checked="" type="checkbox"/> Single Women <input type="checkbox"/> All	Days: Sun-Sat Times: 24hrs	5	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
My Refuge	Robeson, Scotland, Bladen, Columbus	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Days: Tues-Sun Times: Tuesday-Friday (4:30pm-6:00pm) Saturday (11:30am-1:00pm) (4:30-6:00pm) Sunday (1:30-2:00pm)	1	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Lumberton Christian Care	Robeson, Scotland, Bladen, Columbus	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Days: Sun - Sat. Times: Shelter (5:00pm-8:00am)	2	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Family Endeavors	Robeson, Scotland, Bladen, Columbus	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Days: Mon-Fri Times: (8:30am-5:30pm)	1	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Families First	Bladen Columbus	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Days: 7 Times: 24hrs	1	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
EastPointe	Robeson, Scotland, Bladen, Columbus	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Days: Mon-Fri Times: 8:00am-5:00pm	3	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
United Way of Robeson County	Robeson, Scotland, Bladen, Columbus	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input type="checkbox"/> All	Days: Mon-Fri Times: 9:00am-5:00pm	3	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

		<input checked="" type="checkbox"/> All			
Enlightening Native Daughters (Lumbee Tribe of NC)	Robeson, Scotland	<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: 8:00am-5:00pm	3	<input type="checkbox"/> Yes <input checked="" 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.

Our Regional Committee has one shelter available in the four-county area. Lumberton Christian Care will accept any individuals that are referred from police or sheriff’s offices that have completed a screening. The screening includes: active warrants, present alcohol and drug usage, and possession of any weapons. Individuals may be referred any time after 5:00pm and ending at 8:00 am daily. When a household presents at Lumberton Christian Care for shelter, a prevention and diversion screening will take place.

24-hour P&D screenings are available for Domestic Violence clients in Robeson County through Southeastern Family Violence Center and in Bladen and Columbus County through Families First. Our committee plans to continue to have a conversation with United Way 211 to see if they would be willing to participate in the coordinated assessment process. We will reach out to local law enforcement to determine whether they can administer the prevention and diversion screen. Outreach and engagement will occur within the next 3 months. We hope to have full coverage within 1 year of the plan date.

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
Southeastern Family Violence Center 900 N Chestnut St. Lumberton, NC 28358 Office: 910-739-8622 Crisis: 1-800-742-7794	Robeson, Scotland, Bladen, Columbus	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Fax: 910-739-1180 Website: southeasternfamilyviolencecenter.org		
Families First Columbus office P.O. Box 1776 / 121 West Main Street Whiteville, NC 28472 Office: (910) 642-5996 24/7 Crisis Line: (910) 641-0444 Website: http://www.familiesfirstnc.org Bladen Office P.O. Box 1335 / 103 East Broad Street Elizabethtown, NC 28337 Office: (910) 862-2534 24/7 Crisis Line: (910) 641-0444 Website: http://www.familiesfirstnc.org	Bladen Columbus	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Domestic Violence and Rape Crisis Center of Scotland County PO Box 2130 Laurinburg, NC 28353 Office: 910-276-5505 Crisis: 910-276-6268 Fax: 910-276-3600 Website: http://www.dvrcc.org	Scotland	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Enlightening Native Daughters (Lumbee Tribe of North Carolina) 204 W. 3 rd Street Pembroke, NC 28372 Crisis: 910-522-5055 Fax: 910-522-5049 Website: http://www.lumbee.com/enlightened-daughters-c1l2b	Robeson, Scotland	<input checked="" 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.

If individuals are in need of domestic violence services, the referring agency will assist with connecting the individual with the domestic violence agency, which will include a phone call with the client to the agency and coordination of transportation through the agency if possible. In Robeson County, Southeastern Family Violence Center will provide transportation for any individual in Robeson County to their facility or an appropriate DV agency within our region. In Robeson, Bladen, Columbus, and Scotland County, Families First will work to coordinate or provide transportation to their DV shelter if transportation resources are available and if they have the capacity to serve the individual.

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.

Our regional committee members will continue to invite domestic violence agencies to participate in our coordinated assessment process (via phone calls, email, face to face invitation). The goal of the committee is to have DV agencies join our group within one year. We will continue to provide education regarding the coordinated assessment process. We will continue to share resources regarding housing and funding opportunities.

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: Sharon Armstrong, Office: 910-276-5505

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, Native Americans, and domestic violence 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
Lumbee Tribe	Robeson, Scotland, Bladen, Columbus	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Mediation <input checked="" type="checkbox"/> Financial Assistance
Family Endeavors	Robeson, Scotland, Bladen, Columbus	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Mediation <input checked="" type="checkbox"/> Financial Assistance
Robeson County DSS	Robeson	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Mediation <input checked="" type="checkbox"/> Financial Assistance
Southeastern Family Violence Center	Robeson	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Mediation <input checked="" type="checkbox"/> Financial Assistance
Robeson County Church and Community Center	Robeson	<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.

Our Coordinated Assessment agencies will make a warm transfer over the phone with agencies that may be able to assist with diversion services. Since transportation is limited in several of our counties telephone calls are made to try to identify resources and make appointments prior to sending a household there for services. Referral forms will be provided by each individual agency and an ROI will be done. The individual’s information will also be entered into the shared google doc for coordinated assessment, which will allow us to designate follow up plans as needed during case-conferencing meetings.

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
Lumberton Christian Care	Robeson, Scotland, Bladen, Columbus	<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	No active warrants, No weapons, No active drug use	<input type="checkbox"/> Yes <input checked="" 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.

If an individual experiencing homelessness presents as needing emergency shelter services, the referring agency will assist with connecting the individual with the homeless shelter. For Lumberton Christian Care, this process involves an individual presenting at the Lumberton Police Department at 5pm to receive a background check and I.D. verification. Transportation is available to the police department through local law enforcement or Southeastern Family Violence Center if resources are available and the individual presents at their agency. Upon eligibility verification, the local police department will contact Lumberton Christian Care to determine if there are open beds available. If a bed is available, transportation will be provided by local law enforcement to Lumberton Christian Care. If a bed is not available, local law enforcement will be advised to tell individuals to contact Southeastern Family Violence Center the next business day. There will also be informational fliers listing community resources that will be available for distribution at Lumberton Police Department.

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?

Lumberton Christian Care will serve all 4 counties and each county has a domestic violence shelter for individuals and families.

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.

If the individual or family does not meet admission requirements of a shelter or the shelter is full, the CA site will attempt to make another appropriate referral, based on the individual or family's needs and the housing resources available. Southeastern Family Violence Center will make referrals inside or outside of the state for DV clients and will provide transportation within 3-4 hours or provide a bus ticket when necessary. For non-DV clients, depending on available resources, Southeastern Family Violence Center will provide transportation to neighboring regions for individuals to access emergency 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
Southeastern Family Violence Center	Robeson, Scotland, Bladen, Columbus	<input checked="" type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input checked="" type="checkbox"/> Single Women <input type="checkbox"/> All	Days: 7 days Times: 24 hours	3	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Lumberton Christian Care	Robeson, Scotland, Bladen, Columbus	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Days: Sun. - Sat. Times: Shelter (5:00pm-12:00am)	1	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Families First	Bladen/Columbus	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Days: 7 days Times: 24 hours	1	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
EastPointe	Robeson, Scotland, Bladen, Columbus	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Days: Mon-Fri Times: 8-5	3	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Family Endeavors	Robeson, Scotland	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Days: Mon-Fri Times: 8:30am-5:00pm	1	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
United Way of Robeson County	Robeson, Scotland, Bladen, Columbus	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Days: Mon-Fri Times: 9-5	3	<input type="checkbox"/> Yes <input checked="" 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
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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 or when appropriate
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.

The regional committee reaches out to natural resources in the community; schools, law enforcement, DSS, soup kitchen, etc. that are already in place and open to everyone. These locations are aware of the local agencies providing emergency housing services and appropriate referrals are made for eligible programs. We will continue to work to engage and train these natural resources to be able to provide VI-SPDAT's, but in the meantime, we will work to disseminate informational flyers to these natural resources that will list access points that individuals can go to, to receive services. The CoC is in conversation about beginning place-based outreach. This would look like someone who is trained in VI-SPDAT's going once per week/month to these natural resources to complete screenings.

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 4 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? Confidentiality and safety are the of utmost importance when addressing the needs of individuals experiencing domestic violence. Each agency will work with these individuals individually to meet their specific needs and maintain a safe environment. DV shelter will explain resources available and have an ROI with the client for the specific agency they are being referred to. For the CA database, non-identifying markers will be used to track and list VI-SPDAT scores.

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

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
Southeastern Family Violence Center	Robeson,Scotland, Bladen, Columbus	<input type="checkbox"/> PSH <input checked="" 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 type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Eastpointe	Bladen, Columbus, Robeson, Scotland	<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
Family Endeavors SSVF	Bladen, Columbus, Robeson, Scotland	<input type="checkbox"/> PSH <input checked="" 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
Enlightening Native Daughters (LTNC)	Robeson, Scotland	<input type="checkbox"/> PSH <input type="checkbox"/> RRH <input checked="" type="checkbox"/> TH <input type="checkbox"/> Other:	<input checked="" type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input checked="" type="checkbox"/> Single Women <input type="checkbox"/> All	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
North Carolina Indian Housing Authority	Robeson, Columbus, Scotland, Bladen	<input type="checkbox"/> PSH <input type="checkbox"/> RRH <input type="checkbox"/> TH <input checked="" type="checkbox"/> Other: Housing for individuals with disability	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	<input type="checkbox"/> Yes <input checked="" 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.

When a VI-SPDAT is completed, the CA subcommittee member will record the data in the prioritized google doc waitlist. Currently, individuals are prioritized through the VI-SPDAT score only. The only exception will be if there is more than one individual with the same score. In this scenario, we will take the individual with the earlier assessment date. We hope to add a more thorough prioritization schedule within the next 3 months. Once an individual is in the database, the CA subcommittee member will make a phone call to the appropriate referral agency notifying them of the addition to the waitlist. The CA subcommittee member will also provide the individual receiving services with information on the housing service and let them know that they are on a waitlist and will be contacted by that agency. If an individual is contacted and does not make it to a referred agency, that agency will discuss the case during case conferencing and the original agency that did the VI-SPDAT will designate and act on a follow-up plan. During monthly case-conferencing meetings, the committee will review all individuals on the waitlist and make any additional follow-up plans for individuals that did not make contact with their referral.

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.nceh.org/bos/coordinatedassessment/>.

Where is your Regional Committee's waitlist stored? The waitlist will be stored on Google Docs and will be accessible online.

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? An individual from each agency participating in Coordinated Assessment has visibility access to the waitlist.

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.nceh.org/bos/coordinatedassessment/>. The agency that is administering the VISPDAT will provide a detailed explanation of the coordinated assessment process by way of standardized infographics distributed to all participating agencies. The agency will utilize the committee's approved Release of Information which will include the names of all agencies participating in Coordinated Assessment. The release of information will be reviewed with the participant. Signatures will be obtained from the participant confirming that the individual understands the process and is giving consent for his or her information to be shared with identified agencies. Each

referral agency will house the original copy of the release of information forms that they complete. Original releases will be available upon request.

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? If a household refuses to share their personal information then we can utilize non-identifying markers to track and report their VI-SPDAT score in the database. The person will be informed that we will need to have a way to contact them if a housing agency has availability. We will work with this household to create a contact plan to make sure we are still able to assist.

How will the Regional Committee confidentially and safely track survivors of domestic violence on the waitlist and prioritize them for housing?

For individuals experiencing domestic violence, non-identifying markers will be used in the prioritized waitlist and these markers will be used throughout the coordinated assessment process.

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.

Case-conferencing will be held on the third Wednesday of every month immediately following the Balance of State CoC meeting. During case-conferencing, the waitlist will be reviewed in its entirety and there will be follow-up plans designated as needed for individuals that have not received services.

How does the Regional Committee ensure that the most vulnerable households get housing resources first? The Regional Committee will use the VISPDAT as guidance as to what program is utilized for services and which households are the most vulnerable. In addition, the CoC plans to work together to identify other areas of vulnerability including the elderly, disabled, and families with children.

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: Southeastern Family Violence Center, 900 N Chesnut St., Lumberton, NC 28358. Please outline the specific criteria under which a program may reject a referral (refer to the [CA Written Standards](#) for more information).

Each housing agency has informed the Coordinated Assessment Lead of what their eligibility is for their program. The only way a housing agency would reject a referral would be if that household did not meet eligibility criteria at the time of the referral. The eligibility requirements for each housing agency are listed below:

Southeastern Family Violence Center (RRH)- Homeless by HUD's literally homeless definition
Eastpointe (PSH)- Homeless, mental health or substance use provider with a serious diagnosis
Family Endeavors (SSVF)- At least one day of active duty, homeless or at risk of being homeless

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 household does not accept a referral or if a provider declines a referral, the Regional Committee would help the household get connected with other resources. They would provide a list of emergency shelters as well as other housing resources when available. The referral agency would also speak with the household regarding their concerns with entering the program to see if it may be misunderstanding of program information that could be clarified to help this household feel more comfortable with accepting the referral. The regional committee will work continuously to ensure that referrals are not rejected for reasons other than the aforementioned eligibility requirements.

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 kept on the list for 6 months. Once they are taken off, their information will be transferred to a separate page of the google doc for inactive households. This will be done to ensure information is kept in the occurrence that a family reappears needing services.

How many attempts do you make to contact? 3 attempts

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 6 month period, they will be moved to the inactive households list. Attempts to contact the household will include, but are not limited to, telephone contact and a letter to the 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.

Limited transportation resources are available. SEATS is a program that can provide transportation in some parts of Robeson County with 24 hours' notice. The cost for this resource is 2 dollars per way.

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

The Southeast Regional committee is comprised of four rural counties. Providing multiple access points is our best effort at reducing transportation barriers. Agencies working with the family/individual will assist with securing a transportation reservation with SEATS when possible. Our goal will be to continue to educate and recruit partners that can assist with Coordinated Assessment across our county to ease the transportation barriers that are in place.

Advertisement

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.)

The Regional Committee will use email, phone contact, word of mouth, and monthly meetings to educate agencies and other community systems about coordinated assessment and what their role looks like. The Regional Committee members are doing all of these things each month. Specific initiatives for this year will include the dissemination of fliers across our county. There will be two flier designs. One will be geared towards providers/community partners and will explain coordinated assessment, CoC meeting dates/times, and engagement opportunities. The other flier will be geared towards those in need of services and will include major resources in the region and coordinated assessment information. These fliers will be available at all participating agencies and the CoC will work to disseminate them county-wide. The second initiative will be bi-annual information sessions that will cover basic information regarding what the CoC's goals and functions are, how to complete a P&D and VI-SPDAT, and why specific professionals can be valuable at the table (ex: law enforcement, educators, librarians)

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.)

Through information sessions, we hope engage natural resources to participate in CA. We also plan to use the client-geared fliers to provide information across the county.

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 individual agency will contract with a interpreter for services as needed. The Regional Committee will work towards increasing access for people with disabilities. We currently do not have communication services such as Braille, audio, assistive listening devices, or sign language interpreters that are available throughout the region. The committee plans to continue to work to increase accessibility through community partnerships and collaboration.

Is there an access point in your community accessible to people who use wheelchairs or have limited mobility?

Yes, all of the agencies that are participating in the coordinated assessment process are accessible to people who use wheelchairs or have limited mobility.

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.

What steps will the Regional Committee take to help people with Limited English Proficiency or difficulty reading access the coordinated assessment system?

We will utilize flyers/forms with plain language and materials with pictures. We will read information aloud. We will utilize language interpreters if they are available at the agencies. Language lines are available at Southeastern Family Violence Center and EastPointe, but there is limited funding availability for these services.

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.

Region 8 utilizes a region based system. Scotland county lacks engagement currently, but we are continuously working to connect with this portion of our region. To provide coordinated assessment across the regional committee, we plan to have on google doc for the waiting list that will be accessible region-wide. Case conferencing will take place at the regional level once a month with phone conferencing available to increase accessibility to those on the outer skirts of the region. We will continue to work to

Why is this the best plan to cover the Regional Committee? Due to large land mass of the Regional Committee and the geographical area being mostly rural it is best that the area be divided up into a county-based system.

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? We are not maintaining multiple coordinated assessment systems. Referrals can be made across county boundaries.

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. Our committee does not foresee any process changes.

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.

Our committee will continue to reach out to agencies and encourage participation in our committee and the coordinated assessment process throughout the four county region.

Coordinated Assessment Outcomes

How will outcome data be gathered for quarterly reports to the CoC? Each agency will submit their data to the CA lead for quarterly reporting.

Who will be in charge of submitting, correcting, and reviewing outcomes? CA leads

How are finalized coordinated assessment outcome reports presented to the community? Regional Committee Webpage and at a presentation done at a regional CoC meeting.

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.

Coordinated assessment outcome data will be reviewed monthly and as needed by the Regional Committee to identify gaps, changing process, setting goals, advocating for resources, funding new ESG and CoC grantees, etc..

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 3 month period without a meeting. However, if a program declines more referrals than this they will need to meet with Coordinated Assessment Lead to discuss the issue(s) that result in referrals being declined.

For all other grievances, providers must email a detailed grievance to Coordinated Assessment Lead within 10 days of the adverse action/decision. The Coordinated Assessment Lead will schedule a hearing within 10 days of receiving the grievance and render a decision within 5 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 Coordinated Assessment Lead , Jordyn Roark, or Hollie Oxendinge, either verbally or in writing, within 10 days of the attempted referral. Coordinated Assessment Lead will respond within 5 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

We will work with our natural resources and outreach sites to disseminate information and continue to identify individuals experiencing chronic homelessness. Our focus will be to work to get VI-SPDAT's done and connect these individuals with EastPointe who will provide prioritized services to this population. This will include case management and follow-up. We will track these individuals in our prioritized database and hold monthly discussions during case-conferencing on progress that has been made and necessary follow-up plans.

Unaccompanied Youth (up to age 24)

We are working to connect with the McKinney-Vento liaison in our county. Our goal is that she will be able to provide P&D's and VI-SPDAT's to qualifying (excluding doubled-up) families and unaccompanied youth. While we do not have specialized services in our county for this population, we will continue to work to identify and utilize natural resources to serve this population.

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

Households Present as Homeless 

