



County of Riverside Continuum of Care and Board of Governance

CES Oversight Committee Meeting (Planning Session with Margaret McFaddin, HUD TA Consultant)

Thursday, August 24, 2017

1:00 p.m. to 4:00 p.m.

DPSS Staff Development Office

22690 Cactus Ave. – Room 103, Moreno Valley, CA 92553

Chair: Michelle Davis **Vice-Chair:** Bridgette Recksiek

1. **Call to Order:** Welcome & Introductions
2. **Approval of Minutes:**
 - a. CES Oversight Meeting, June 14, 2017
3. **New Business:**
 - a. CES Planning Discussion: **Margaret McFaddin, V.P., TDA Inc.**
 - b. Review draft CES Policies & Procedures
4. **Unfinished Business:** None
5. **Standing Business:** None
6. **CES Oversight Committee Member Comments**
7. **Call for Agenda Items for the Next Meeting**
8. **Announcements:**
9. **Next Meetings:**
 - **Housing Committee:** September 12, 2017, 2 p.m. – 3:30 p.m.
Banning DPSS Self Sufficiency, 63 S. 4th Street, Banning, CA 92220
 - **HMIS Administrators Council:** October 4, 2017, 1 p.m. – 3 p.m.
DPSS Staff Development Office, 22690 Cactus Avenue, Moreno Valley, CA 92553
 - **CES Oversight Committee:** August 24, 2017, 1 p.m. – 4 p.m.
Banning DPSS Self Sufficiency, 63 S. 4th Street, Banning, CA 92220
 - **Planning Committee:** September 21, 2017, 3 p.m. – 4 p.m.
Banning DPSS Self Sufficiency, 63 S. 4th Street, Banning, CA 92220
 - **Board of Governance (BOG):** September 21, 2017, 1:30 p.m. – 3:30 p.m.
Banning DPSS CPS/APS Office, 901 E. Ramsey Street, Banning, CA 92220
 - **Standards & Evaluation Committee:** October 19, 2017, 2 p.m. – 4 p.m.
Banning DPSS Self Sufficiency, 63 S. 4th Street, Banning, CA 92220
 - **CoC Meeting:** October 25, 2017, 10 a.m. – 12 p.m.
Banning City Council Chambers, 99 E. Ramsey Street, Banning CA 92220
 - **Membership Committee:** October 25, 2017, 1:30 p.m. – 3:30 p.m.
Banning DPSS CPS/APS Office, 901 E. Ramsey Street, Banning, CA 92220



Minutes for County of Riverside Continuum of Care CES Oversight Committee Meeting

Wednesday, June 14 - 15, 2017
1:00 p.m. to 4:00 p.m.

**DPSS Staff Development Office
22690 Cactus Avenue, Moreno Valley, CA 92553**

TOPIC	PRESENTER	ACTION/ OUTCOME
Call to Order	Michelle Davis, CES Oversight Committee Chairperson	<ul style="list-style-type: none"> • The meeting was called to order at 1:05 p.m.
Approval of Minutes	Michelle Davis	Motion was made by Terri Bowen and seconded by Leonard Jarman to approve the previous minutes for May 25, 2017. Motion carried with 2 abstentions.
ACTIONS & DECISIONS	PRESENTER	ACTION/ OUTCOME
CES Planning Discussion	Margaret McFaddin, Vice President, TDA Inc.	<ul style="list-style-type: none"> • Margaret McFaddin introduced herself and explained her role as a consultant, hired by HUD, to provide technical assistance to our CoC beginning in 2013. • The CES Oversight Committee’s objective for the next 7 – 8 months is to come up with Policies and Procedures, so the work over the next 7 months will be discussions and problem solving. The goal is to have the Policies and Procedures written by December 1st. Margaret hopes to visit monthly to assist in accomplishing this goal. • Margaret emphasized the importance of making sure ESG recipients are included in the CES Oversight Committee membership, which currently includes City of Moreno Valley, City of Riverside, County of Riverside EDA, and County of Riverside DPSS. • Margaret recommended that all CES Oversight Committee members read the following documents: <ul style="list-style-type: none"> ○ CPD-17-01 Notice Establishing Additional Requirements for a Continuum of Care Centralized or Coordinated Assessment System ○ CoC Program Interim Rule & ESG Interim Rule ○ Coordinated Entry System (CES) Self-Assessment (Checklist) <ul style="list-style-type: none"> ▪ Our CES Policies & Procedures should address all of the categories listed in the required portions of sections (A.) Planning and (B.) Access. ▪ The framework for our Written Standards will stem from the core requirements on page 2, item 8. ○ CPD-16-11 Notice on Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing

		<ul style="list-style-type: none"> • Margaret reminded the committee that during her last visit they agreed to abide by the following group norms. <ul style="list-style-type: none"> ○ No blame ○ Own your bias ○ Comments “stay in the room” ○ Respect each other ○ Provide safe space ○ Inclusive ○ Stay focused on the goal, which is the same for all ○ Listen to understand/Do not listen to respond ○ One person talks at a time ○ Data-driven objective/ take out subjectivity ○ Coordinated ○ Globally focused ○ Have fun • Margaret encouraged the group to contact her directly if they ever had any questions: <ul style="list-style-type: none"> ○ Email address: mmcfaddin@tdainc.org ○ Phone: (803) 603-2133
CES Satisfaction Survey Report	Margaret McFaddin, Vice President, TDA Inc.	<ul style="list-style-type: none"> • The 15 question CES Satisfaction Survey that was completed between May 4th and 19th by various CoC members, received a total of 57 responses. Margaret presented slides that broke down the survey responses by percentage. • The majority of respondents were <u>most satisfied</u> with the VI-SPDAT assessment tool, the responsiveness of the CES Lead Agency, and the Homelink & VI-SPDAT training. • The majority of respondents were <u>least satisfied</u> with Homelink’s accessibility and functionality, the overall functionality of the CES, and the prioritization, matching and referral processes in the CES. • Outreach Workers and Navigators are among the most satisfied with the current CES. • The most dissatisfaction revolves around Homelink’s accessibility and functionality, the prioritization, matching and referral processes in the CES, and the outcomes and results from the CES Weekly Navigation Review Council meetings.
CES Satisfaction Survey Comments	Margaret McFaddin, Vice President, TDA Inc.	<ul style="list-style-type: none"> • Margaret’s second handout was of the consolidated comments from the survey, in which people provided feedback of their overall opinions of the CES. Margaret acknowledged that the comments were how people felt at a certain point in time and that many of the comments and concerns could be resolved by education. • Margaret commented that: <ul style="list-style-type: none"> ○ our end-goal should be to have everyone satisfied and feeling positive; ○ we need take ownership of the fact that some people are having issues with the CES; ○ we should acknowledge that prioritization and referrals are going to take the most work; ○ once we have written policies and procedures, everyone will be on the same page. • Margaret directed the group to page 10 of the survey comments, and to the section labeled

		<p>“Strengths”.</p> <ul style="list-style-type: none"> • The responses highlighted that our current CES’s strengths are collaborative teamwork, communication, experienced people, better referrals and quicker housing. • She added that the group should refer to 2010 Opening Doors, which states, <i>“An end to homelessness means that every community will have a comprehensive response in place that ensures homelessness is prevented whenever possible, or if it can’t be prevented, it is a rare, brief, and non-recurring experience.”</i> • Under the section labeled “Ideas for Improvement”, Margaret agreed to a comment by confirming that a Chronic Homelessness Verification is required prior to matching a referral to housing.
<p>CES Satisfaction Survey Recommendations from Margaret</p>	<p>Margaret McFaddin, Vice President, TDA Inc.</p>	<ul style="list-style-type: none"> • Margaret provided a handout of her recommendations per the CES survey responses. • Action Assignments: <ul style="list-style-type: none"> ○ Lynne Brockmeier – Respond to survey comments and recommendations ○ All CES Oversight members – Read CES draft Policies and Procedures
ADJOURNMENT	PRESENTER	ACTION/ OUTCOME
<p>Next meeting</p>	<p>Michelle Davis</p>	<p style="text-align: center;">Thursday, July 20, 2017 12:00 p.m. to 2:00 p.m. DPSS Self Sufficiency Banning Office 63 S. 4th Street, Banning, CA 92220</p>
<p>Adjournment</p>	<p>Michelle Davis</p>	<p>The meeting was adjourned by Michelle Davis at 4:25 p.m.</p>

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CES Oversight Committee Meeting– June 14-15, 2017: Attendance Report

Total in Attendance: 36

CoC At-Large: 26

*Chair **Vice Chair

DPSS Staff: 9

City of Riverside	Michelle Davis*	DPSS Homeless Programs	Donyielle Holley
City of Riverside	Monica Sapien	DPSS Homeless Programs	Elizabeth Hernandez
City of Riverside	Adrian Varela	DPSS Homeless Programs	Rowena Concepcion
Coachella Valley Rescue Mission	Vicky Cox	DPSS Homeless Programs	Ryoko Yamasaki
Community Mission of Hope	Steve Falk	DPSS Homeless Programs	Tiffany Nelson
Economic Development Agency - ESG	Terri Bowen	DPSS Homeless Programs	Shawn Blue
Economic Development Agency – ESG	Sterlon Sims	DPSS Homeless Programs	Jill Kowalski
Housing Authority of the County of Riverside	Tanya Torno	DPSS Homeless Programs	Veronica Ramirez
Housing Authority of the County of Riverside	Cindy Hui	DPSS Homeless Programs	Evelyn Pham
Jewish Family Services of San Diego	Lena Pollerana		
Jewish Family Services of San Diego	Stephanie Ramos		
Jewish Family Services of San Diego	Becky Ruiz		
LightHouse Social Services Centers	Karyn Young-Lowe	<u>Guests: 1</u>	
Lutheran Social Services of SoCal	Deniece Marshall	TDA Consulting, Inc.	Margaret McFaddin
Path of Life Ministries	Kristii MacEwen		
Path of Life Ministries	Leonard Jarman		
Path of Life Ministries	Victor Beecham		
Riverside County Sheriff – Homeless Outreach	Aaron Avila		
Riverside County Sheriff – Homeless Outreach	Bridgette Recksiek**		
RUHS Behavioral Health	Lynne Brockmeier		
RUHS Behavioral Health	Marcus Cannon		
RUHS Behavioral Health	Amy Bruno		
Step Up on Second	Kimberlee Albers		
U.S. Vets	Laura Noonan-Launs		
VA Loma Linda Healthcare	Lillian Navas		
Valley Restart Shelter	Susan Larkin		



Coordinated Entry System Policies and Procedures

County of Riverside Continuum of Care

DRAFT

DRAFT AUGUST, 2017

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Riverside County CoC Coordinated Entry System (CES)

ARTICLE I. OVERVIEW

The Riverside County Continuum of Care (CoC) Oversight Committee has developed the following ***Riverside County Coordinated Entry System Policies and Procedures*** (CES PP) in conjunction with the ***Riverside County Continuum of Care Written Standards*** (required under Continuum of Care Program interim rule - 24 CFR 578.7(a)(8) and (9); 24 CFR 578.23(c)(9) and (11); and Emergency Solutions Grant Program interim rule – 24 CFR 576.400(d)) to operate a Coordinated Entry System (CES) that serves to increase the efficiency of the local crisis response system and improve the fairness and ease of access to resources.

The ***Riverside County Coordinated Entry System Policies and Procedures*** outlines the process and policies for full implementation of the CES, as required of Continuums of Care under 24 CFR 578.7(a)(8) that are directly providing homeless housing and services, and operating Emergency Shelter (ES), Transitional Housing (TH), Permanent Supportive Housing (PSH), Rapid Re-Housing (RRH) and Supportive Services Only (SSO) projects.

SECTION 1.01 GUIDING PRINCIPLES

The Coordinated Entry System (CES) is a part of the Riverside County Continuum of Care's cohesive and integrated housing crisis response system. The CES is designed to coordinate program participant intake, assessment, and referral for resources. In compliance with 24 CFR 578.3 and 24 CFR 578.7(a)(8), the CES will include the following:

- Coverage of the entire geographic area of Riverside County;
- Easy access by individuals and families seeking housing or services;
- Broad advertisement;
- A comprehensive and standardized assessment tool;
- An initial, comprehensive assessment of needs of individuals and families for housing and services; and
- A specific policy to guide the operation of the coordinated assessment system to address the needs of the individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking, but who are seeking shelter or services from non-victim specific providers.

To further the goals of ending homelessness in Riverside County, the CES PP is also guided by:

- [USICH/HUD's Opening Doors: Federal Strategic Plan to Prevent and End Homelessness](#)
- [HUD's Coordinated Entry Policy Brief](#) that outlines key principles for an effective coordinated entry system
- [HUD's Notice CPD 17-01 - Establishing Additional Requirements for a Continuum of Care Centralized or Coordinated Assessment System](#)
- [HUD 2017 HMIS Data Standards Data Manual](#)
- [HUD Notices CPD-16-11 and CPD-14-012 on the Prioritizing Persons Experiencing Chronic Homelessness and other Vulnerable Persons in Permanent Supportive Housing and Record Keeping Requirements for Documenting Chronic Homeless Status](#)

SECTION 1.02 MISSION AND PURPOSE

The Riverside County CES serves the Riverside County Continuum of Care's goal to end homelessness and endeavors to streamline the process of prioritizing and connecting persons

experiencing housing instability with appropriate housing interventions in a manner that respects client choice in housing and client self-determination. The CES process is intended to help communities identify and prioritize persons for access to housing and services based on severity of need and vulnerability. The process also provides information to CoCs about service needs and gaps to help communities strategically allocate resources. By gathering information through a standardized assessment process, coordinated entry provides a CoC with data that it can use for system and project planning and resource allocation.

The CES is designed to:

- Ensure clarity, transparency, consistency and accountability for persons experiencing housing crisis, referral sources, and homeless service providers throughout the assessment and referral process;
- Ensure that clients gain fair and equal access as efficiently and effectively as possible, in a standardized and consistent way, to the type of intervention most appropriate to their immediate and long-term housing needs;
- Ensure that people who are experiencing a housing crisis the longest and/or are the most vulnerable have priority access to scarce permanent housing resources;
- Facilitate exits from a housing crisis to stable housing in the most rapid manner possible given available resources;
- Adhere to federal regulations and guidelines;
- Ensure full coverage of Riverside County CoC's geographic area; and
- Provide real-time knowledge about program housing inventories and capacity.

SECTION 1.03 CORE ELEMENTS

Coordinated entry works by establishing a common process to assess the situation of all households who request help through the housing crisis response system. Core elements of the system are:

- Access – The engagement point for persons experiencing a housing crisis
- Assessment – Standardized process to gather information on people's needs, preferences and the barriers they face to regaining housing stability
- Prioritization – Established policies and procedures to ensure persons with greatest need and vulnerability receive supports they need to resolve housing crisis
- Referral – Linkage to appropriate and available housing and supportive services

ARTICLE II. ACCESS

The CES Oversight Committee has adopted a hybrid "No wrong door"/assessment hotline model of access to the CES. The CES provides the same assessment approach, including standardized decision-making at all access points.

The CES Lead Agency will market access to the Riverside CES by making presentations at public gatherings of housing and service providers and community events. The CES 800 number is printed on products and distributed to the public.

Riverside CES complies with the nondiscrimination and equal opportunity provisions of Federal civil rights laws, including:

- Fair Housing Act

Comment [m1]: Are all places accessible to all?
How are prevention resources coordinated?
What is shelter and diversion process?
What qualities/ staff do access points need to have?
What training is required? Who will do it?
How are frequent users incorporated?
Special sites for sub-populations?
Communication with individuals with disabilities/ LEP?
How is CES marketed?
Website plans?

- Section 504 of the Rehabilitation Act
- Title VI of the Civil Rights Act
- Title II of the Americans with Disabilities Act
- Title III of the Americans with Disabilities Act

Persons presenting for emergency assistance at an access point at times when the CES intake and assessment process is not operating will ??.

Any person presenting for assistance at any access point that is identified as a victim of domestic violence, dating violence, sexual assault or stalking will not be denied access to the crisis response system.

Comment [m2]: What is the process? Safety planning for non-dv providers?

The three main types of access are through places, people and telephone.

First, access points include the physical locations of agencies providing housing and services such as Access Centers, emergency shelters, food banks, mental health services, homeless services and social service agencies. These locations offer access, limited assessment, referrals, and the standard services of each provider. Each location is independently operated and staffed. The hours of operation vary and depend on each provider. See Appendix A for a listing and map of locations.

Comment [m3]: Accessible to individuals with disabilities?

Second, access is through contact with outreach workers and law enforcement personnel. Riverside CoC CES Lead agency will identify local street engagement teams and coordinate outreach efforts and access points. The CES system is exploring the use of GIS and PIT data to follow-up and expand the housing crisis response system for more effective street outreach and engagement as well as system identification of service provision needs in key county geographic areas.

Comment [m4]: Discuss process. ERs?

Comment [m5]: CES Lead/ CES Oversight??

Third, HomeConnect CES operates an 800 # hotline, Monday through Thursday from 8 am to 5 pm. This virtual access point provides an initial assessment screening.

Comment [m6]: Discuss 24/7 access.

Comment [m7]: What happens in the telephone call?

ARTICLE III. ASSESSMENT

Comment [m8]: Phases?

Assessment is the process of gathering information about a person presenting to the crisis response system. Assessment includes documenting information about the barriers the person faces to being rapidly housed and any characteristics that might make him or her more vulnerable while homeless.

In addition to identifying a person's overall needs and preferences, the assessment also must appropriately triage the person by asking about immediate needs (e.g., "Are you safe where you are right now?" "Do you need medical services?"), accurately evaluating his or her vulnerability and barriers to housing, and providing information to support accurate referrals.

A coordinated outreach and engagement effort ensures that all CES Participating Agencies are using a universal approach to CES assessment.

Assessment Process

Comment [m9]: Discuss

Riverside CES incorporates a client-centered approach to the assessment process, including the following:

- Assessments are based in part on participant's strengths, goals, risks and protective factors.
- Tools and assessment processes are easily understood by participants.

- Assessments are sensitive to participants' lived experiences.
- Participants are offered choice in decisions about location and type of housing.
- Participants are able to easily understand to which program they are being referred, what the program expects of them, what they can expect of the program and evidence of the program's rate of success

Assessment Tool

This assessment approach includes the use of an assessment tool. A common assessment tool is a standard set of questions used by outreach and engagement workers to quickly assess people based on need and eligibility. The tool is used to understand the needs of a person experiencing homelessness, identify prioritization by vulnerability and to refer to the most appropriate housing or service intervention based on that need. The assessment applies a standardized scoring system to assist our community in determining the most appropriate level of intervention for an individual or family.

The Riverside County CoC has selected the VI-SPDAT, Version 2.0 (Vulnerability Index- Service Prioritization Assessment Tool) as the CES common assessment tool. Both the Individual and Family forms are used, as appropriate.

Navigation

Navigation is defined as intensive supports, case management and engagement in development of a housing plan. Persons who require this additional support that access the CES through contact and assessment by street engagement staff will be navigated by the individual or program completing the initial assessment. If the assessed individual is not assigned a navigation team and is placed on the CES Next Housed list, the agency staff that receives the housing referral will perform the navigation.

If the participant remains on the Next Housed list for a period longer than 10 business days, the CES Navigation Council will conduct a Navigation Council Review of the case to identify any barriers to housing for the individual. ?? will assign a navigator to assist with elimination of those barriers and work closely with the individual to develop a housing plan.

The individuals or families with the highest priority are assigned a Housing Navigator from the community to assist them in preparing to be referred to an available housing resource. This Housing Navigator provides support throughout the process, which may include accompanying them to all housing-related appointments and other necessary social service or benefit acquisition appointments, until such time that they are permanently housed.

The Housing Navigator serves as the primary point of contact for an individual or family after they have been assessed, and provides assistance in obtaining the documents needed for that individual or family to enter housing. Common documents needed are an ID, Birth Certificate, Social Security Card and DD214 (for Veterans). As Riverside County CoC has identified itself as a Housing First model, selection for housing identification does not wait until all the documents are acquired.

Additional duties of a Housing Navigator might include: securing bridge or emergency housing, applying for financial or medical benefits and assisting in the housing search if a client is issued a housing voucher rather than referred to a site-based unit.

Training

The CES Lead Agency will train staff at CES access points how to administer the assessment tool and describe the process for administering and completing the surveys. These trainings, held at least annually, will provide assessors clear guidance on CoC-approved policies and procedures. The training

Comment [m10]: What about persons who don't access from the street?

Comment [m11]: Who makes the assignments? What are the navigation teams? Are navigators trained? Is there a lag between placement on housing list and selected for housing? Criteria for next housed list?

Comment [m12]: How does this happen? Made with knowledge of LOE? Staffing concerns? Part of weekly agenda? Is there a tracking file?

Comment [m13]: Uploaded to HMIS?

Comment [m14]: Or will?

Comment [m15]: Discuss

curricula will include a review of CES policies and procedures, requirements for use of assessment information to determine prioritization, and criteria for uniform decision-making and referrals. The CES Lead Agency will maintain a roster of persons who have completed the assessment training and certify persons as CES assessors.

During the engagement and assessment process, assessors will inform participants that they have the opportunity to file a nondiscrimination complaint. Assessors will also inform participants that they have full autonomy (1) to decide what information they provide during the assessment process, (2) to refuse to answer assessment questions, and (3) to refuse housing and service options without any limitation on access to other forms of assistance.

Comment [m16]: How does that happen?

Notwithstanding the above paragraph, participants may be required to provide any information that is necessary to determine program eligibility.

Any participant data collected during the engagement and assessment process will be protected according to applicable privacy protection rules and regulations. Participants cannot be required to disclose any specific disability or diagnosis unless that disclosure is required for determining program eligibility to make appropriate referrals.

Street outreach workers will submit the completed VI-SPDAT electronically to the system or if pre-arranged, via a paper copy to the HomeConnect Lead Agency or approved community provider.

Comment [m17]: Do we need metrics?

Comment [m18]: ?? HMIS??

ARTICLE IV. PRIORITIZATION

Prioritization is based on and aligns with the HUD Prioritization Notice CPD-16-11 and Riverside CoC Written Standards for permanent supportive housing, rapid rehousing, emergency shelter and street outreach criteria.

Comment [m19]: Discuss any other factors

Access and entry to emergency shelter will not be subject to prioritization.

Comment [m20]: discuss

The CES prioritization factors include the following:

Comment [m21]: Weighted ??

- Score on assessment tool
- Significant challenges or functional impairments, including mental health symptoms
- Length of time experiencing unsheltered homelessness
- Vulnerability to illness or death
- Vulnerability to victimization and human trafficking
- Youth at risk, especially children 0-3 living on the street

Process for Prioritization Review at Navigator Review Council

- 1) Navigator presents identified need to Council through the Prioritization Request Form
- 2) Navigator leads discussion at the Navigator Review Council meeting
- 3) Demonstration of need based on Review Council's prioritization categories:
 - a. Demonstrate documentation of need
 - b. If medical or mental health component, determine professional input
 - i. Initial professional assessment available
 - ii. Documented need
 - iii. Secondary verification available beyond the presenting case worker navigator
- 4) Navigation Review Council Discussion
- 5) Navigation Review Council Recommendation

By Name List

Riverside County CoC CES has established a CoC-wide list of all known homeless persons who are seeking or may need CoC housing and services to resolve their housing crisis. This list generated during the prioritization process is referred to as a By Name or Active List. The CES Lead Agency maintains the By Name List.

Comment [m22]: Criteria for inactive list ?

- This Active list is a client “by-name” list of various demographics and groups of individuals that are currently homeless. See Appendix for sample of client record fields.
- The Active list is generated as an output from the CES data base system (transitioning from HOMELINK to HMIS).
- The data tracking system will track a client’s return to homelessness (recidivism), and the reasons for those ongoing events.
- Filtered “by-name” lists include veterans, individuals, families, disability and vulnerability levels.

ARTICLE V. REFERRAL

The Housing Linkage phase is a process by which housing provider programs and other available resources are connected with individuals/families experiencing homelessness that have been prioritized for specific housing interventions through the CES process. CES Lead Agency will maintain an Internet-based database of housing linkages, tracking the date of referral and referral outcome. CES Lead Agency processes referrals on a daily basis.

Housing providers participating in the HomeConnect CES system commit to filling vacancies with referrals from the centralized housing resource list. All CoC-funded and ESG-funded housing providers are required to participate in CES as a condition of their funding and will only accept referrals from CES to fill vacancies. Each participating program must execute a CES Participating Agency Agreement.

Comment [m23]: What about non-funded?

All CES Participating Agencies will comply with the equal access and nondiscrimination provisions of Federal civil rights laws and Fair Housing laws.

A CES Participating Agency may decline a referral for good cause. The CES Lead Agency will track the number of housing referral refusals and report on a quarterly basis to the CES Oversight Committee.

Comment [m24]: Discuss

Each participant may refuse or deny any Home Connection referral as a part of their Choice for Housing options. He/she will remain on the Prioritization list with the notation of the specific concerns and preferences. After the second refusal, the participant is counseled by ?? about housing concerns.

Refusal of all services and a desire for no Home Connections, assessment and services, will also be respected and the individual will be notated as a “Long Engagement “. Continued outreach will be documented in the HomeConnect system and Active List. The individual/family will be maintained on the Active list until the individual is willing to accept a housing opportunity.

Housing providers provide eligibility criteria for their housing units or vouchers in conjunction with signing the CES Participating Agency Agreement. Upon housing unit availability, each housing provider completes the ?? form and submits the information to the CES point of contact via email. Based on housing program eligibility criteria, CES housing matchers link the household with the highest priority to the housing provider within ?? days of receipt of notification of unit availability. Once a referral is made,

if the housing provider is unable to locate the participant within 3 business days, the housing provider may return the referral.

Housing vacancies are provided to the CES Lead Agency by calling 1-800-498-8847 or emailing the HomeConnect address.

Comment [m25]: ??

Appeals

Individuals or families who wish to appeal the referral process may do so by submitting a verbal or written request to the Home Connect phone number, email, or any member of the Review Council or the COC to request an appeal for reconsideration of the Home Connection process in their case by the Navigation Review Council.

The information provided must include the concern, reason they believe their Home Connection was not in alliance with the Home Connection prioritization process and resolution they desire.

The CES Lead Agency will present the appeal at the next scheduled meeting of the Navigation Review Council for discussion.

Comment [m26]: Or should it be the CES Oversight committee?

ARTICLE VI. DATA MANAGEMENT

The HomeConnect system is maintained with HMIS quality security standards. All documents and Active lists are maintained with HIPAA level security. Active Lists are available for review during the Navigation Review Council meetings through a screen projection. Active lists are not to be printed or exchanged outside of the Navigation Council meetings. Each member of the Navigation Council has signed a confidentiality notice and it is reviewed in each council meeting to ensure the highest level of confidentiality.

Prior to intake and assessment, participants will be informed of reasons for the collection and sharing of personal data. Written participant consent to share personal data will be obtained. Participants may request to have all their information restricted. This request will not affect their status on the Active list if they wish to remain active and receive any HomeConnection referral for which they could be eligible.

Comment [m28]: confirm

All vulnerability assessments are treated with secure confidentiality. Participants are not required to disclose disability or diagnosis.

Individuals are allowed to submit a complaint either verbally or in writing to the CES Lead Agency regarding their concerns around a disability discrimination situation. Each complaint submitted will be reviewed by the CES Lead Agency. Any necessary actions and additional trainings will be handled on a case by case review status.

Daily review of the data quality in the system will determine the need for re-training on issues around data entry, reliability, and entry timeliness.

Comment [m29]: Who reviews?

ARTICLE VII. EVALUATION

The CES Oversight Committee will ensure that evaluation processes are guided by the Riverside County Continuum of Care Membership, its stakeholders, and the homeless individuals and families it serves by

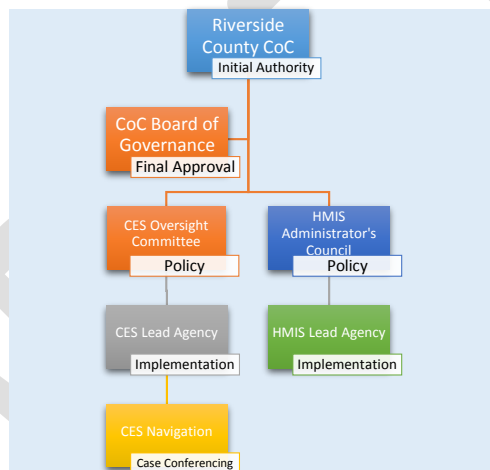
conducting a survey of the CES system’s functionality at least once annually. The evaluation process will also include feedback from focus groups and individual interviews.

This annual evaluation of the intake, assessment, and referral process will consult with program participants as well as participating projects. The evaluation results will be included in the informed process for documenting CES system gaps and updating CES policies and procedures.

The CES Oversight Committee shall designate an agent to prepare and administer the evaluation, decide on the evaluation criteria, evaluation tool, and how the evaluation results will be reported to the CoC Board of Governance.

ARTICLE VIII. STRUCTURE AND GOVERNANCE

The governance of the Riverside CoC Coordinated Entry System shall be comprised of four main entities – the CoC Membership, the Board of Governance (BOG), HMIS Administrators’ Council, and the CES Oversight Committee. The CoC Collaborative Applicant serves as a funder, grant administrator and HMIS Lead Agency.



CONTINUUM OF CARE (CoC)

The County of Riverside CoC is the planning body that coordinates the community’s policies, strategies and activities toward ending homelessness.

KEY DUTIES

Duties of the CoC are stated in section 5.04 of the County of Riverside Continuum of Care Board of Governance Charter. Regularly scheduled meetings are announced in compliance with the Brown Act.

CoC BOARD OF GOVERNANCE (BOG)

The Board of Governance is comprised of elected members who advocate for and provide information and/or recommendations to the County of Riverside Board of Supervisors, local government and other elected officials that will monitor the overall effectiveness of the CoC planning processes and activities.

KEY DUTIES

Duties of the BOG are stated in section 6.06 of the County of Riverside Continuum of Care Board of Governance Charter. Regularly scheduled meetings are announced in compliance with the Brown Act.

CES OVERSIGHT COMMITTEE

The CES Oversight Committee is comprised of key stakeholder agencies, CoC and ESG funded agencies and law enforcement agencies; it is responsible for oversight to ensure that the CES is managed, well-coordinated, collaborative, open and transparent, continually improving, and serves the needs of the Continuum of Care membership. The CES Oversight Committee serves as the policy making body for the County of Riverside Continuum of Care Coordinated Entry System and makes recommendations to the Board of Governance for review and approval.

CES OFFICERS

The CES Officers should be comprised of a Chairperson, Vice-Chairperson and a Secretary.

CES CHAIRPERSON

The CES Chairperson shall be elected by the CES Oversight Membership and shall serve for a term of two years. The Chairperson shall have the following responsibilities:

- Conduct all CES Oversight meetings;
- Ensure the actions of the CES Oversight are consistent with CoC Board of Governance Charter;
- Review and protect the mission of the CoC and the CES Oversight Committee;
- Speak or assign someone to speak on behalf of the CES Oversight Committee, as requested;
- Sets the CES Oversight meeting schedule and agenda with assistance from the Collaborative Applicant and CES Lead Agency;

CES VICE-CHAIRPERSON

The CES Vice-Chairperson shall be elected by the CES Oversight Membership and shall serve for a term of two years. The Vice-Chairperson shall act when the Chairperson is unavailable to act.

SECRETARY

The Collaborative Applicant shall serve as the Secretary and will be responsible for ensuring the records and minutes of the membership meetings are properly recorded, reviewed, and distributed in a timely manner. The Secretary will ensure maintenance of records of meeting attendance and performs other duties as may be delegated.

VOTING

Each member of the CES Oversight Committee is a voting member and is able to vote on any actionable item that is presented to the CES Oversight Committee for a vote. Each member shall designate a delegate and an alternate delegate who would be present to cast the member's vote.

Any member who has a financial interest in any outcome of any voting must declare a conflict of interest and not cast a vote, in accordance with 578.95 of the CoC Program Interim Rule for Conflict of Interest.

KEY RESPONSIBILITIES

The CES Oversight Committee has the following key responsibilities:

- Create and update CES policies and procedures within the Continuum of Care Governance framework that comply with all applicable federal and state laws, and local CoC Written Standards;
- Create and update CES prioritization policies and procedures on behalf of the CoC with input from all community stakeholders that are consistent with CoC Written Standards, and are applied consistently throughout the CoC geographic area for all populations to ensure full coverage;
- Ensure that ESG projects are able to serve clients in accordance with written standards established under 24 CFR 576.400(e);
- Ensure that a policy is created to address the needs of individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking, but who are seeking shelter or services from non-victim specific providers;
- Ensure that an affirmative marketing and outreach plan is created and updated in accordance with 24 CFR 578.93(c) and 24 CFR 5.105(a)(2) for CoC Funded projects and 24 CFR 576.407(a) and (b) for ESG funded projects;
- Evaluate CES project performance and outcomes at least once yearly, and prior to submitting the CES project renewal application with the CoC annual Consolidated Application;
- Review and recommend:
 - Memorandum of Understanding (MOU) between the CES Lead Agency and the CoC;
 - CES Project Budget; and
 - CES Marketing Plan;
- In partnership with the **Standards and Evaluation Committee** and **HMIS Administrators Council**, the CES Oversight Committee reviews and recommends a CES Participating Agency Agreement;
- In partnership with the **Standards and Evaluation Committee**, the CES Oversight Committee reviews and recommends:
 - Guidance to the CoC Board of Governance for the monitoring tool that will be utilized to review CES grant compliance.

HMIS ADMINISTRATORS' COUNCIL

The HMIS Administrators' Council is comprised of HMIS Agency Administrators and HMIS lead staff to provide oversight, guidance and data quality assurance within the chosen HMIS system, on behalf of the County of Riverside CoC.

The Homeless Management Information System (HMIS) refers to a client-level data base system for tracking the use of homeless programs and producing an unduplicated count of the people

using homeless programs. All housing service providers in the Riverside County Continuum of Care are required to participate in HMIS to contribute to a better understanding of homelessness in our communities.

ROLE

The HMIS Administrators Council will collaborate with the CES Oversight Committee to ensure compliance with all applicable federal and state laws regarding protection of client privacy and confidentiality regulations, user conduct, security and ongoing functionality and stability of services used to support the CES in the HMIS system.

HMIS Administrators Council and CES Oversight Committee agree they will establish mutually satisfactory methods for the exchange of such information as may be necessary in order that each party may perform its duties and functions; and appropriate procedures to ensure all information is safeguarded from improper disclosure in accordance with applicable State and Federal laws and regulations.

HMIS Administrators Council and CES Oversight Committee also agree they will establish mutually satisfactory methods for problem resolution.

KEY RESPONSIBILITIES IN RELATION TO CES

In collaboration with the CES Oversight Committee:

- Determine and recommend data use guidelines for the CES system
- Determine and recommend Data use guidelines for participating agencies
- Review and recommend an HMIS Workflow that considers:
 - Client consent and Release of Information to share data;
 - Confidentiality Agreement for partnering agencies and staff;
 - Use of HMIS, according to funder requirements and in compliance with HUD HMIS guidelines;
 - HIPAA compliant referral process;
 - Safety for victims of Domestic violence; and
 - Local data sharing protocols and client privacy protocols adopted for the CoC.
- Ensure collaboration with the CES Oversight Committee so that the Required Data Elements are collected, per [2017 HMIS Data Standards Data Manual](#)

CoC COLLABORATIVE APPLICANT AND HMIS LEAD AGENCY

ROLE

The Riverside County Department of Public Social Services (DPSS) is the HUD grantee responsible for administering the Continuum of Care (CoC) Program grants, the State Emergency Solutions Grant (State ESG), the CoC Planning Grant, and the CES Project Grant. DPSS also serves as the HMIS Lead Agency for the CoC.

KEY DUTIES

The Collaborative Applicant is the eligible applicant designated by the Continuum of Care (CoC) to:

- Complete and submit the CoC Registration;
- Submit the CoC Consolidated Application (which includes the CoC Application and CoC Priority Listing);
- Apply for CoC Planning funds on behalf of the CoC during the CoC Program Competition;

- Apply for HMIS Lead Agency funds on behalf of the CoC during the CoC Program Competition;
- Apply for CES Project funds on behalf of the CoC during the CoC Program Competition; and
- Serve as the HMIS Lead Agency with duties and responsibilities outlined in the Memorandum of Understanding (MOU) with the CoC.

CES LEAD AGENCY

ROLE

The CoC will designate a lead agency to serve as the CES administrator.

KEY RESPONSIBILITIES

The CES Lead Agency is responsible for the day-to-day administration of the CES, including but not limited to:

- Reinforces common purpose, guidelines, and shared process to assist all populations;
- Designing and executing ongoing quality control activities to ensure clarity, transparency, and consistency in order to remain accountable to the homeless clients served, the Riverside County Continuum of Care and its stakeholders, the CoC's Collaborative Applicant and Grant Recipient, referral sources, and homeless service providers throughout the coordinated entry process. This includes:
 - Report generating, as specified by the CES Oversight Committee
 - Communicating to user agencies and outreach coordinators
 - Deactivating/Reactivating client records
 - Responding to requests for client deletions
 - Responding to system data inquiries in a timely manner
- Create and regularly update a CES training curriculum for initial and ongoing training of Partner staff to ensure uniform application of screening, assessment and referral protocols. Creating a training delivery schedule that ensures training at least annually to all stakeholder agencies;
- Create, and submit for review and approval to the CES Oversight Committee, a CES marketing plan that conforms to 24 CFR 578.93(c) and 24 CFR 5.105(a)(2) for CoC Funded projects and 24 CFR 576.407(a) and (b) for ESG funded projects;
- Create and submit for review and approval to the CES Oversight Committee, a proposed CES Budget plan that conforms with CoC Interim Rule 578 and 578.3 for Supportive Services Only (SSO) grants;
- Widely distribute marketing materials regarding homeless services available through the CES and how to access those services;
- Ensure that pertinent information is entered into HMIS for monitoring and tracking the process of referrals including vacancy reporting and completion of assessments;
- Convene local collaboration and partnership meetings in the CES Navigators Council to review and resolve rejection decisions by receiving programs and refusals by clients to engage in a housing plan in compliance with receiving program guidelines;
- Manage an eligibility determination appeals process in compliance with the protocols described in the Riverside Continuum of Care Written Standards;
- Manage the manual processes as necessary to enable participation in the CES by providers not participating in HMIS;
- Provide reasonable accommodation assessments for individuals with a mobility impairment;

- Participate in periodically evaluating efforts to ensure that the CES is functioning as intended and serves the purposes of the Riverside County Continuum of Care, its stakeholders and the homeless clients it serves;
- Participate in the evaluation and adjustment processes informed by the Riverside County CES Oversight Council; and
- Ensure that all requirements (programmatic and fiscal) for CoC sub-recipient grant funds received to underwrite any part of expenses associated with the continued development and implementation of the CES are met.

MEMORANDUM OF UNDERSTANDING (MOU) WITH THE CoC

In accordance with CoC Interim Rule 578.7, Responsibilities of the Continuum of Care, the role and responsibilities of the CES Lead Agency should be incorporated in a written Memorandum of Understanding between the CES Lead Agency and the CoC. The CES Oversight Committee is tasked with reviewing and updating the MOU not less than once annually to ensure compliance with all federal and state regulations governing the CoC and ESG Programs.

CES PROJECT APPLICATION FOR THE CoC CONSOLIDATED APPLICATION

To ensure that all programmatic and fiscal requirements are met for the continued development and implementation of the CES, the CES Oversight Committee shall review and recommend for inclusion the CoC project renewal application before it can be submitted with the CoC Consolidated Application. The CES Oversight Committee will work with the Collaborative Applicant to ensure that the CES renewal application meets the guidelines for the annual CoC Notice of Funding Availability and the local review panel process for renewing project applications.

CES PROJECT BUDGET

To ensure that all fiscal requirements for CoC sub-recipient grant funds received to underwrite any part of expenses associated with the continued development and implementation of the CES are met, the CES Oversight Committee will review the CES project budget included with the renewal project application not less than once annually, and prior to the inclusion of the renewal application with the CoC Collaborative Application in response to an open NOFA.

CES Oversight Committee will also review and approve budget amendments on behalf of the CoC prior to expenditure authorization.

CES MARKETING PLAN

To ensure that all federal and state regulations housing laws are met, and to ensure that the CoC is affirmatively and proactively marketing HUD-assisted housing and supportive services that are inclusive of non-discrimination and equal opportunity laws, the CES Oversight Committee will review and approve the CES marketing plan that conforms to 24 CFR 578.93(c) and 24 CFR 5.105(a)(2) for CoC Funded projects and 24 CFR 576.407(a) and (b) for ESG funded projects.

CES NAVIGATION COUNCIL & NAVIGATION SUPPORT

The CES Navigation Council is an integral part of the CES. The CES Council is responsible for:

- case conferencing;
- providing support in implementing the Continuum of Care's Coordinated Entry System; and
- following the prioritization process established by the Continuum of Care for its membership, stakeholders and homeless clients served within the CoC's geographic area.

The CES Lead Agency will assign the individuals or families according to the approved prioritization criteria to a Housing Navigator from the community to assist them in preparing to be referred to an available housing resource. The Housing Navigator provides support throughout the process; this may include:

- accompanying the client to all housing related appointments and other necessary social service or benefit acquisition appointments;
- assisting the client to obtain common identification, income and other source documents that will be needed during the eligibility phase; and
- housing placement assistance until such time that they are permanently housed.

The Navigation Council also serves as a vehicle to open dialogue for different types of housing resources available to meet a broader range of needs and supporting outreach workers, navigators and social workers with more comprehensive solutions beyond the scarce resources available through the CES.

ARTICLE IX APPENDICES AND FORMS

Housing Providers Listing with Program Eligibility

Homeless verification

Disability documentation

Release of Information

VI-SPDAT (family)

VI-SPDAT (individual)

Home Connection form

Vacancy Form