King County

Seattle/King County Coordinated Entry for All Housing Assessor Manual V8

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Vision

Coordinated Entry for All (CEA) strives to ensure that people experiencing homelessness have fair and equal access to available housing resources. CEA matches the needs, strengths and vulnerabilities of the individual or household with the corresponding available housing resources and appropriate level of service assistance. Through the use of standardized tools and a common triage protocol, CEA aims to incorporate the principles of a system-wide housing first approach while prioritizing those with the highest vulnerabilities and service needs.

Coordinated Entry for All is designed to:

- Allow anyone who needs assistance during a housing crisis to know where to go to get that assistance in a standard and consistent way;
- Ensure that individuals and households who are experiencing homelessness gain access as efficiently and effectively as possible to available community interventions;
- Prioritize individuals and households for limited housing resources based on need and vulnerability;
- Provide clarity, transparency, consistency, and accountability throughout the triage and referral process for individuals and households experiencing homelessness, community partners, and homeless and housing service providers; and
- Facilitate exits from homelessness to stable housing as rapidity as possible.

For an overview of King County's CEA system, FAQs, the CEA Operations Manual, updates, forms, trainings and resources in various languages go to www.kingcounty.gov/cea

An effective coordinated entry process is a critical component to any community's efforts to meet the goals of *Opening Doors: Federal Strategic Plan to Prevent and End Homelessness*. This policy brief describes HUD's views of the characteristics of an effective coordinated entry process.[1]

[1] https://www.hudexchange.info/resources/documents/Coordinated-Entry-Policy-Brief.pdf

Roles and Responsibilities

Code of Ethics / Confidentiality
Households have the right to expect that information you obtain about them is kept confidential and is used only for the purposes of obtaining housing through CEA. This duty of confidentiality applies to all information obtained by a Housing Assessor about a household. Maintaining a household's confidentiality is fundamental to the partnership between CEA and the household.

- Housing Assessors will meet with households in an environment that protects privacy and confidentiality.
- Use culturally and linguistically competent practices. (interpreters via phone or in person depending on the need) (COVID phone interpretation is recommended)
- Housing Assessor will inform households of the limitations of confidentiality.
- Housing Assessors will only disclose information about a household to assist the individual or family in obtaining housing and services. **Specific diagnosis or disability information may only be obtained for purposes of determining program eligibility to make appropriate referrals.**
- Housing Assessors will be open and transparent about the limitations of the housing resources within the community and not set expectations about access to housing that cannot realistically be met.
- Housing Assessors will not attempt to influence the outcome of a triage score. If a triage tool needs to be "flagged" for specific reasons, the assessor will follow the CEA protocol for flagging a triage tool.
- Housing Assessors will not take financial compensation from clients to help them
- Housing Assessors will report any potential conflict(s) of interest to their agency supervisor
- Housing Assessors will enter client information in the HMIS database within 72 hours of their visit

Housing Assessors – All Housing Assessors will be responsible for completing the CEA Housing Triage Tool (VI-SPDAT) and entering information into the Homeless Management Information System (HMIS). Housing Assessors are located at the Regional Access Points (RAPS) or are associated with existing community-based service agencies.

All Housing Assessors are required to complete CEA Housing Assessor Training with their agency designated Train the Trainer (T-3) CEA Certified Trainer and attend two Assessor Refresher trainings in a 12-month period. Once trained, the new Housing Assessor will complete the CEA Housing Triage Tool with individuals and households in need of housing that are vulnerable and have no other housing alternatives outside of CEA. Regional Access Point (RAP) staff will discuss diversion options and employment navigation before completing a triage tool to assess for options outside of CEA (See page 9). As needed, the Housing Assessor will connect the household with a Housing Navigator. Housing Assessors' responsibilities include, but are not limited to the following:

- Operating as the initial contact for the CEA and communicating eligibility for CEA.
- Exploring resources other than homeless housing programs, such as diversion and/or employment/education.
- Administering the CEA Housing Triage Tool when no other housing alternative can be identified.
- Communicating with households about next steps and types of resources the household may be referred to.
- Participating in case conferencing.
- Notifying households about other services/resources, programs they may be eligible for outside of CEA, including housing through YFHPI (also known as BSK), applicable prevention services, BHRD, Section 8, emergency housing, King County affiliated D.D. housing, and other community-based resources (employment services, behavioral health, domestic violence services, etc.)
- Responding to requests by the *Coordinating Entity,* as appropriate.

Housing Assessors that have completed training <u>must conduct at least one Housing Triage Tool per month or 12 assessments per year and enter the information properly into HMIS or assessment access in HMIS will be discontinued.</u>

Flag Review Panel - Members of the Flag Review Panel will review the triage tools that have been flagged by a Housing Assessor indicating that a household's level of vulnerability may not be accurately addressed through the triage process. The information presented in the flag review process will be viewed from a person-centered focus in order to support housing referrals for households with high vulnerability.

The review panel will maintain a regular meeting to review triage tools that have been flagged and identify next steps for referral (see page 34).

Regional Access Points (RAPs) - Agencies selected to serve as RAP sites are responsible for ensuring that all households experiencing homelessness or in need of homeless prevention have prompt access to services including Diversion/Diversion, connections to employment services, or other supports that will assist in solving the housing crisis, or to complete a CEA Housing Triage Tool when Diversion or other resources are not an option. It is also the responsibility of RAP staff to ensure that communications with households are conducted in a safe, confidential, and welcoming environment.

Coordinating Entity- King County's Department of Community and Human Services, and specifically the Housing and Community Development Division is the Coordinating Entity for CEA. The Coordinating Entity is responsible for the oversight and direction of CEA, including but not limited to the following:

- Creating and widely disseminating materials regarding services available through CEA and how to access those services;
- Designing and delivering training at least annually to all key stakeholder organizations, including but not limited to the required training for Housing Assessors and the Regional Access Points;
- Ensuring that pertinent information is entered into HMIS for monitoring and tracking the process of referrals including vacancy reporting and completion of assessments;
- Managing case conferences to review and resolve flagged assessments compliance with the protocols described in CEA Operations Manual;
- Managing the client grievances process in compliance with the protocols described in CEA Operations Manual;
- Designing and executing ongoing quality control activities to ensure clarity, transparency, and consistency in order to remain accountable to households, referral sources, and homeless service providers throughout the coordinated access process; Making periodic adjustments to the CEA as determined necessary; and updating policies and procedures.

CEA Housing Triage Tool Introduction (also known as the Assessment)

The VI-SPDAT (Vulnerability Index – Service Prioritization Decision Assistance Prescreen Tool) has been selected as the Housing Triage Tool for the King County Continuum of Care (CoC) Developed by OrgCode Consulting[2], the VI-SPDAT is an

[2] http://www.orgcode.com/

evidence-informed approach to assessing a household's acuity. The tool, using multiple components, helps to inform prioritization, while concurrently identifying the areas in the person/family's life where support is most likely necessary in order to avoid housing instability. The VI-SPDAT is based upon evidence and has undergone rigorous testing, and has been reviewed by experts in health, mental health, substance use disorders, housing and homelessness, and has proven to be effective for a range of populations from an age, gender and cultural perspectives.

CEA uses population-specific versions of the VI-SPDAT. In addition, King County's adoption of this tool includes supplemental questions that support eligibility for local programs.

There are three population specific version of the VI-SPDAT tool:

- **F-SPDAT**:
  The F-SPDAT should be completed when triaging a single woman who is pregnant or a household that has at least one child under the age of 18. One CEA Housing Triage Tool is competed for the entire family unit.

- **TAY-SPDAT**:
  The TAY-SPDAT should be completed with someone who is between 17.5-23.5 years old.

- **VI-SPDAT**:
  The VI-SPDAT should be completed with a single adult who is 24 years of age or older

Updates to the Tool and Prioritization Process:

The VI-SPDAT receives ongoing updates to incorporate new and stronger evidence and feedback from both staff who have administered the Triage Tool as well as from individuals who have completed the Triage Tool. CEA will shift to future updated versions of the tool as the CEA Policy Advisory Committee decides by consensus. Once trained on changes to the Triage Tool, the Housing Assessors will adopt the changes.

Language support

CEA provides services in the language preferred by the household when completing a Triage Tool and when making a housing referral. If staff are unable to provide in-person interpretation, access to interpretation services is also available through a phone service.

Training Requirements

Housing Assessors are trained by their agency designated CEA Certified Trainer (T-3).

Certified Trainers (T-3)

Certified Trainers (T-3) are existing Housing Assessors that have experience conducting the Housing Triage Tool and entering the information into HMIS. T-3s are selected by their home agencies HMIS Agency Lead.

Pre-requisites for a T-3 are as follows:

- Complete CEA overview video: https://www.kingcounty.gov/depts/community-human-services/housing/services/homeless-housing/coordinated-entry/providers.aspx
- Complete live Clarity General Training Webinar
- Approved/existing CEA Housing Assessor
- Experience using the CEA Housing Triage Tool
- Selected by home agency HMIS Agency Lead to be a Certified Trainer

New Housing Assessors

New Housing Assessors must complete four steps to become an approved CEA Housing Assessor.

Step 1: Watch the **CEA video**. This is an overview of CEA system and processes.

https://www.kingcounty.gov/depts/community-human-services/housing/services/homeless-housing/coordinated-entry/providers.aspx

Step 2: All Clarity Human Services (HMIS) users are required to complete **Clarity General Training** before they will be granted access to the database. The Clarity General Training is a recorded webinar that can be completed at any time. http://kingcounty.hmis.cc/training/clarity-general-training/

Once a new user has completed the Clarity General Training, their HMIS Agency Lead must contact the Bitfocus helpdesk at (206) 444-4001 ext. 2 or kcsupport@clarityhs.com to request an account and log in for the new user.

Step 3: Complete the **New Housing Assessor checklist and complete the T3 training** within the agency with the agency designated, CEA Certified T-3 or the Coordinating Entity. *A copy of the training checklist can be found in the appendix.* (note: The T3 Training can be completed over the phone, both to observe and to be observed by the T3).

Step 4: Attend the next available CEA online (live webinar) **Refresher Training.** The refresher training sessions are two-hour sessions to ensure data quality and continuous quality improvement, as well as reviewing how to conduct trauma-informed assessments, safety planning, and cultural and linguistic competency. These training sessions are scheduled once per month on a variable schedule.

To retain assessor access in HMIS, all Housing Assessors that have completed training must conduct at least 1 CEA Housing Triage Tools per month, properly record its results within the HMIS, and participate in a minimum of 2 refresher trainings per year (12-month period).

Administering the CEA Housing Triage Tool

All Housing Assessors are trained to complete the Triage Tool in a standardized way with similar messaging so that we can communicate and implement the triage process and its results clearly and consistently across the community. This ensures that the benefits of participating in the triage process are described clearly to encourage people to participate, and that individuals understand that participating does not guarantee (and may not result in) housing. It is also important that individuals receive a clear understanding that their information will only be shared for the purposes of securing housing.

The process for administering a CEA Housing Triage Tool is outlined in the following steps.

Step 1. Introduction

When a Housing Assessor is meeting with a household, they should be sure to cover the following components:

- Name of the Housing Assessor and their agency
- Time duration of the appointment
- If at a Regional Access Point (RAP), begin with Progressive Engagement and/or employment options (see step 2 below)
- If a Triage Tool has not been conducted move on to administering the Triage Tool, if a triage tool has already been conducted, or if the situation has changed such as a YYA turns 25, or a child has entered into a previously single household, see the **Updating an Existing CEA Housing Triage Tool** section of this manual.
- Discuss the purpose of the CEA Housing Triage Tool
- Explain that only "yes," "no" or one-word answers are being sought
- Explain where the information is stored within the Homeless Management Information System (HMIS).
- Explain that information will be shared with providers connected to Coordinated Entry for All so that the individual does not need to complete the tool multiple times.
- Explain again at the end of conducting the Tool that this is not a guarantee of housing due to the lack of resources in our community.
- If it is clear based on the results of the assessment that a housing resource through CEA will not be a viable option, re-approach the subject of Diversion/Problem-Solving.

See Appendix I – Messaging for a sample of the opening script

Step 2. Discuss opportunity for Diversion Problem-Solving services

All Housing Assessors at the Regional Access Points should discuss Diversion services with every household before completing the tool to see if the household can identify an immediate temporary or permanent solution to homelessness outside of the homeless services system. If a Triage Tool is administered, households that score 0-3 will only be offered Diversion, connections to employment resources, or other services, and will not be eligible for resources through CEA.

If the household is able to identify a housing plan, the Housing Assessor should foster effective participant focused “problem solving” conversation. These conversations need to include open ended questions, motivational interviewing, and trauma informed care.

For more information about Diversion please read the CEA Diversion Manual found on the CEA website http://www.kingcounty.gov/depts/community-humanservices/housing/services/homeless-housing/coordinated-entry/providers.asp

Step 3. Client Consent to Data Collection and ROI

If a household agrees to participate in the coordinated entry process then they are asked to sign the Homeless Management Information System (HMIS) Client Consent to Data Collection and Release of Information (ROI)[3] and as needed the Department of Veteran Affairs Release of Information form[4] before proceeding to complete the Housing Triage Tool.

See Seattle/King County HMIS User Manual for complete instructions on:

- Privacy & Security
- Consent Refused Data Entry

HMIS Consent is needed for *each* participant, ***including children***. Parents need to sign a consent for any child in their household who is under age 18. Every adult in the household, including children in a household that are over the age of 18, must sign the consent for themselves.

Personal information is not entered in HMIS for people who are. 1) receiving services from domestic violence agencies; 2) currently fleeing or in danger from a domestic violence, dating violence, sexual assault or stalking situation; 3) are being served in a program that requires disclosure of HIV/AIDS status (i.e.; HOPWA); or 4) under 13 with no parent or guardian available to consent to enter the minor's information in HMIS. **Housing Assessors should follow the refused Consent instructions outlined below under "Refused Consent**".

Housing Assessors are required to upload either electronically or by PDF, all applicable Releases of Information (ROI) into the HMIS database for every consenting member of each household they assess.

The same HMIS Release of Information is utilized by all participating agencies that use HMIS. A household only needs to consent at one agency and the most recent consent applies to all HMIS Partner Agencies. Housing Assessors should help households understand what HMIS is, the purpose of the ROI form, the information collected, and that households are giving permission to have their information

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[3] The paper version of the HMIS Client Consent to Data Collection and ROI, and in alternative languages can be found at http://kingcounty.hmis.cc/client-forms/

[4] The Department of Veteran Affairs Release of Information http://kingcounty.hmis.cc/wpcontent/uploads/2015/09/VA-ROI-March-2016.pdf

collected and shared with Partner Agencies that help King County provide housing and services. A current list of Partner Agencies is at http://kingcounty.hmis.cc/participatingagencies/.

The HMIS information shared will be used to help households get housing and services. It will also be used to help evaluate the quality of housing and service programs. The Partner Agencies may change over time.

See Appendix III – HMIS Client Information Sheet

Department of Veteran Affairs ROI
If the Head of Household (HOH) identifies as a Veteran or discloses that they have served in the United States military, the Housing Assessor should ask the Head of Household to sign a Department of Veteran Affairs ROI. By signing this ROI, the household can be discussed at the Veteran's By Name List Case Conferencing meeting. The purpose of this meeting is intake, housing placements, referrals, and case management coordination. If the Housing Assessor discovers that another adult in the household, such a spouse or parent, is a Veteran, then the Housing Assessor may want to obtain the VA ROI for that person and treat them as the HoH for the purposes of a housing assessment.

Instructions on how to sign an ROI in HMIS
Once you have created a new client profile, you can add the ROI. You will need to follow these steps:

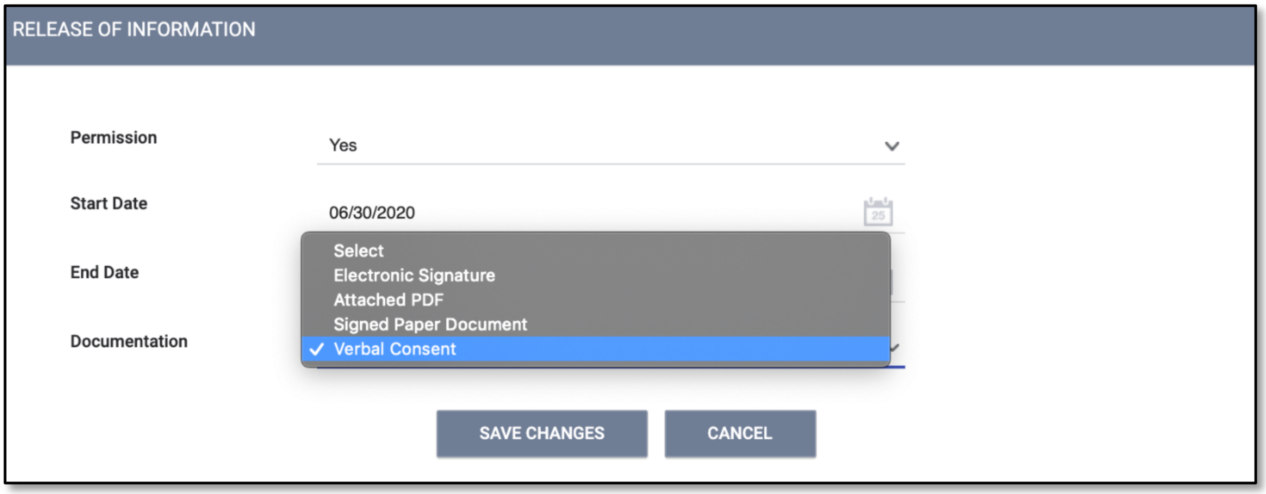
To upload the ROI, click on the "Shield" icon, next to the client calendar and print icons. This will open the Privacy/Release of Information screen.

Next, click the button "Add Release of Information."

The Release of Information Screen will appear. Complete the following data fields:

- Name of the Housing Assessor and their agency. Permission: Yes = Client provided consent or Permission: No = Client did not provide consent
- Start Date-This is the date that the client signed the ROI. The "Start Date" defaults to today's date, but it must be configured to reflect the actual date the ROI was signed by the client, if it was not signed on the current day.
- End Date-This is the date that the ROI will expire. It will default to seven years from the start date. This is the correct default date for King County.

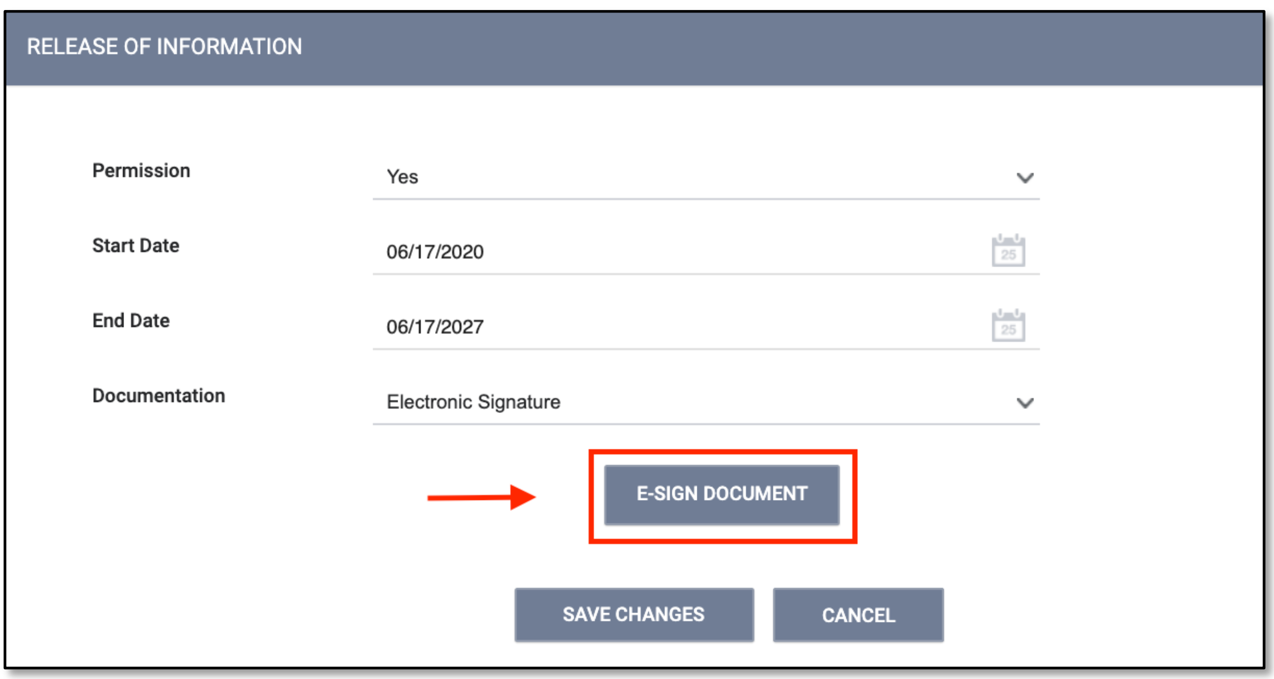
  Note: Only one ROI per active start/end date range is permitted. The system should not allow you to upload a second ROI within the same date range.
- If the household signs a paper copy of both the HMIS ROI and also signs the Veterans Affairs ROI, the Housing Assessor can scan and upload those as one PDF. If the household signs electronic HMIS ROI and a paper Veterans Affairs ROI, upload the scan (PDF) of the Veterans Affairs ROI in the client files tab.
- Documentation- Select either "Electronic Signature" or "Attached PDF." (Note: at certain times, such as during the COVID-19 crisis, a household may be able to consent by phone or only by paper form without the Housing Assessor uploading the PDF temporarily. At those times, Housing Assessors may see different choices in the Documentation list of options. Stay apprised of policy changes by regularly reviewing the documentation on the King County HMIS Website (kingcounty.hmis.cc).)

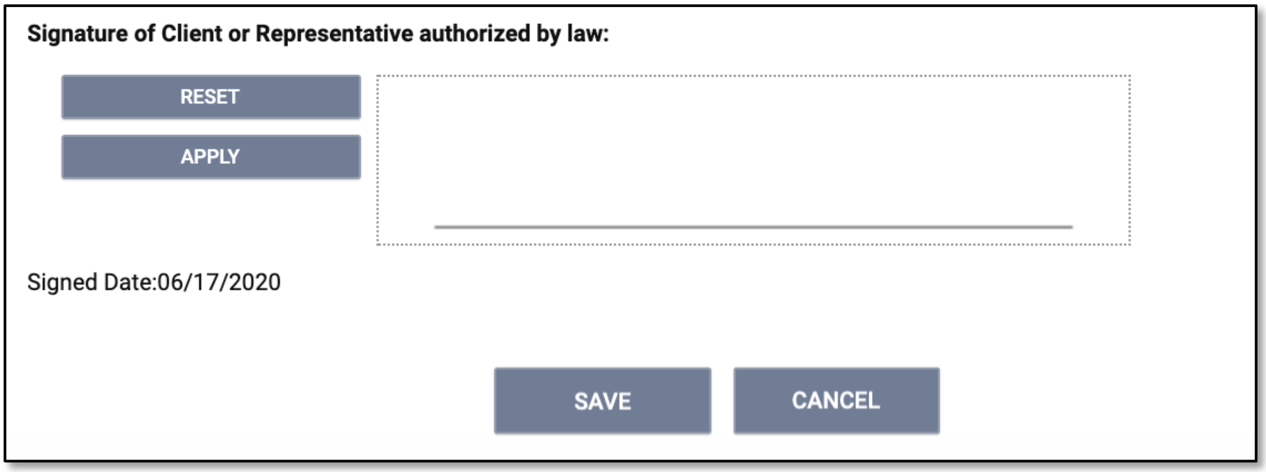


Electronic Signature of ROI

Clients can sign HMIS Client Consent forms directly in HMIS using a touch screen on a mobile device or a mouse on a computer. To access the electronic consent, select "Electronic Signature" for the documentation type and the "E-Sign Document" option appears.

When you click on "E-sign Document," a box with the HMIS Client Consent and Release of Information appears. The signature box, as well as the system-generated date of signature and client name will appear.



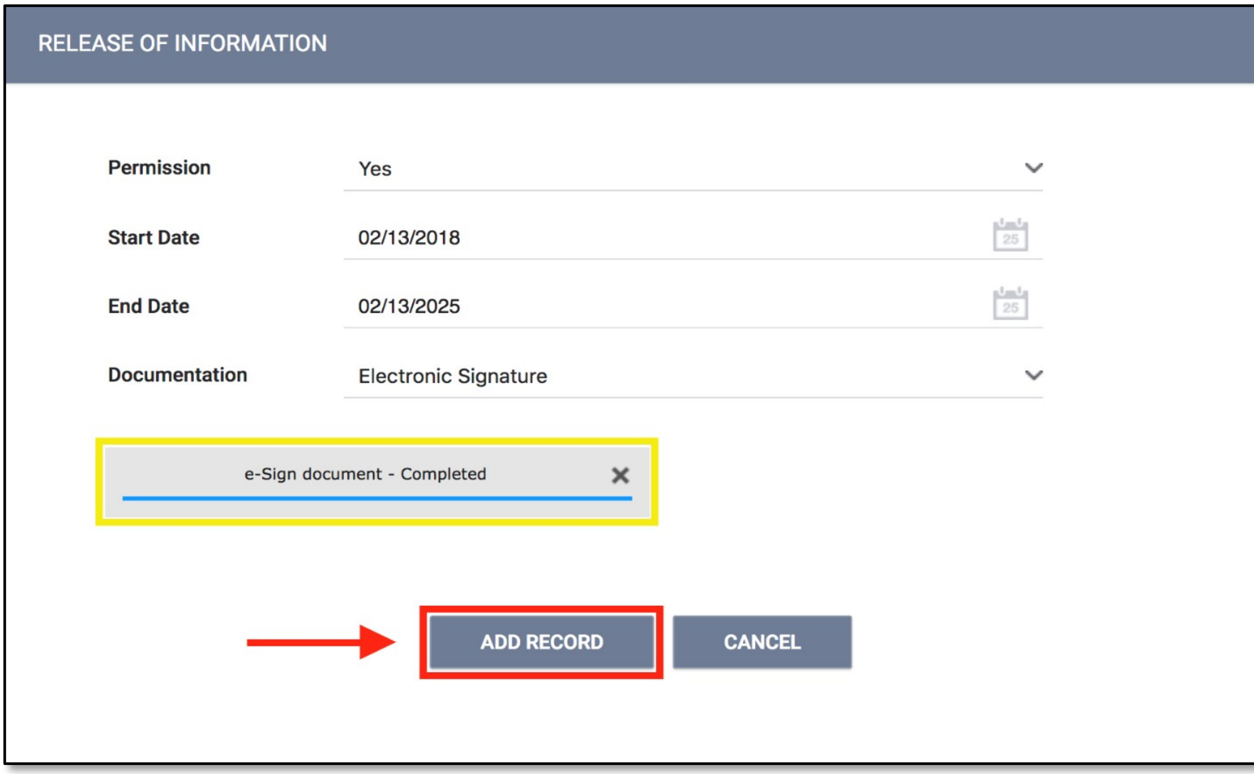


Once the household has signed, click

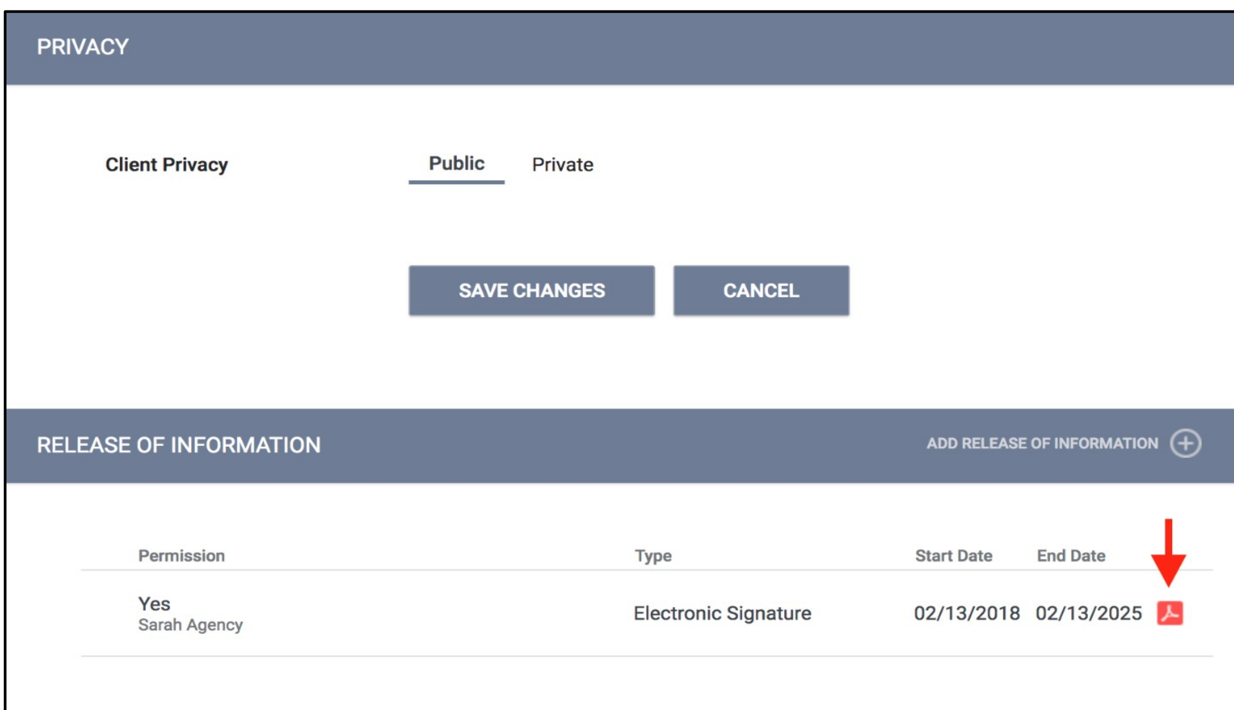
Once you select "Apply," the option to apply disappears. If the household wants or needs to resign after you select "Apply," you can select "Reset" and the signature will be erased and the option to apply will reappear.

After you apply the signature, select "Save." The system will not permit you to save a signature without first applying that signature to the form.

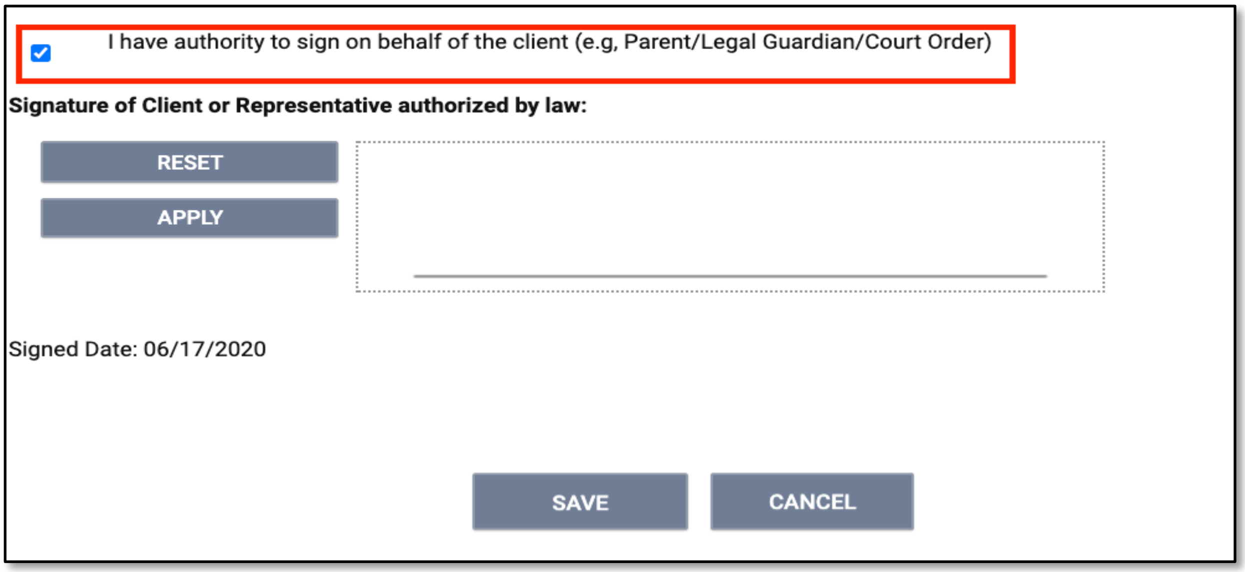
Once a signature has been saved, the system will indicate that the e-signature is complete. To finalize the electronic consent, select "Add Record."



This record can be viewed and printed from Privacy/Release of Information screen by selecting the icon beside the release dates.

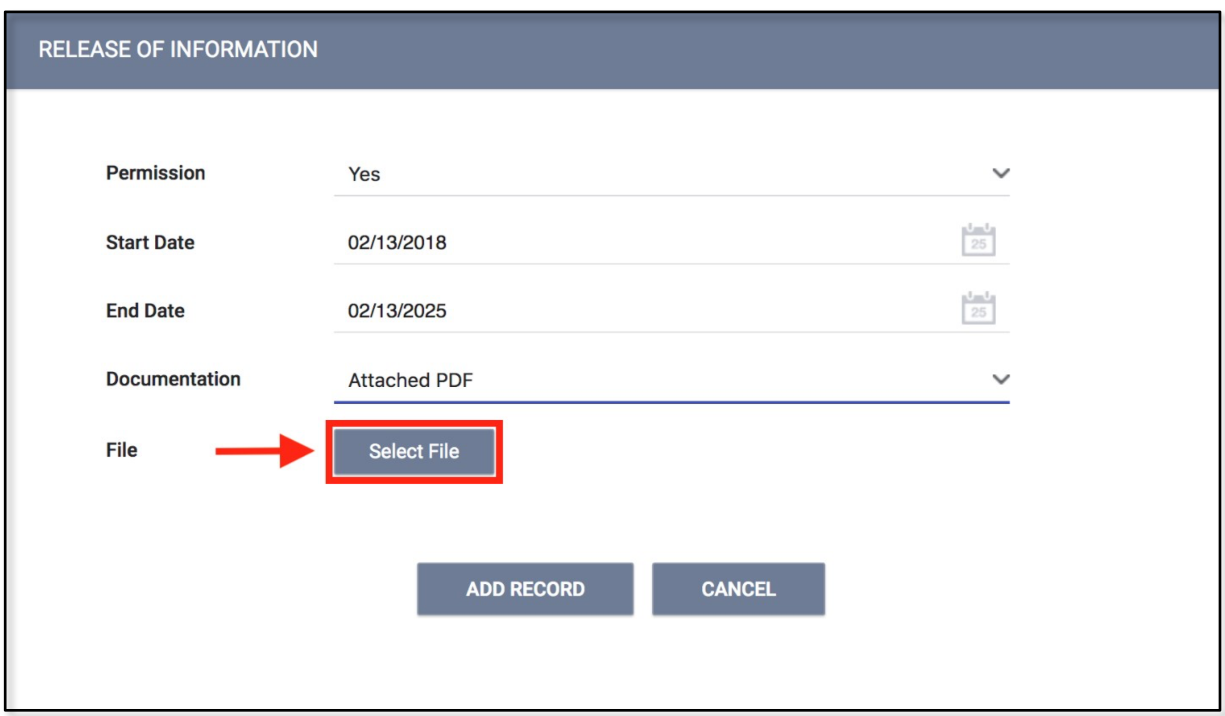


Note: To complete an electronic ROI for any minors in a household, open up the child's profile in HMIS, follow the steps listed above and have the parent/guardian sign the electronic consent associated with the child’s profile. By accessing the electronic consent from the child’s profile, the consent will have both the signature of the parent/guardian as well as the name of the child at the bottom of the signed consent form.

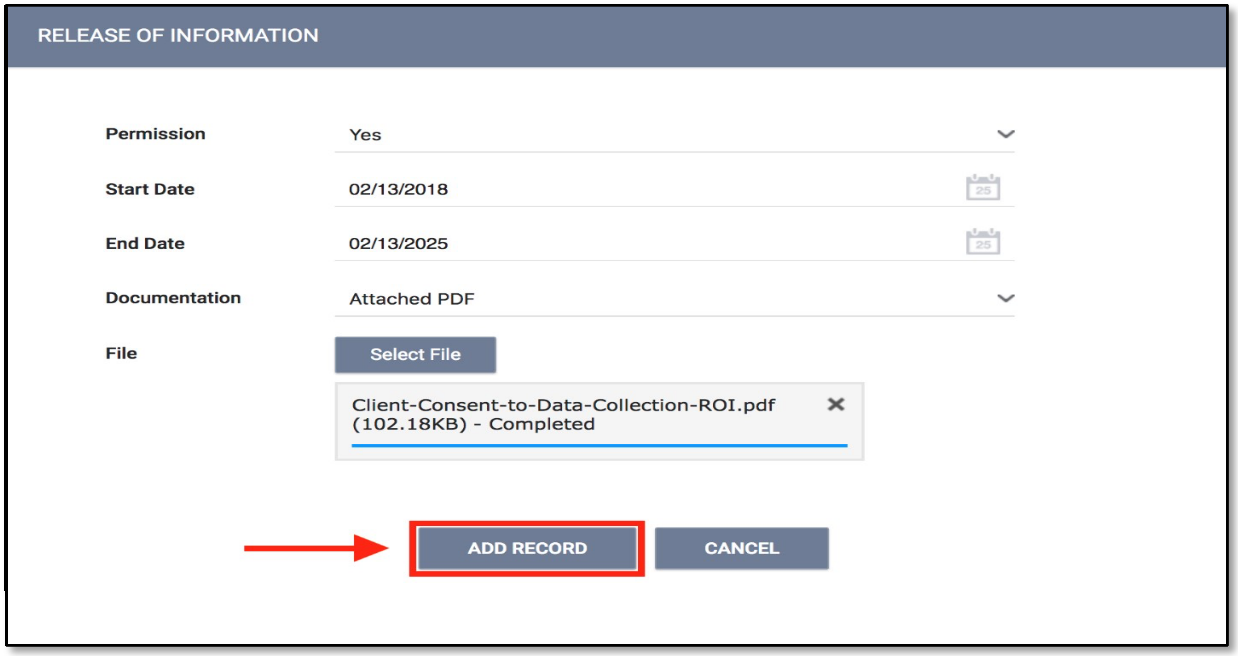


Paper ROI

To upload a paper release, select “Attached PDF” for the documentation type and the “Select File” option appears.



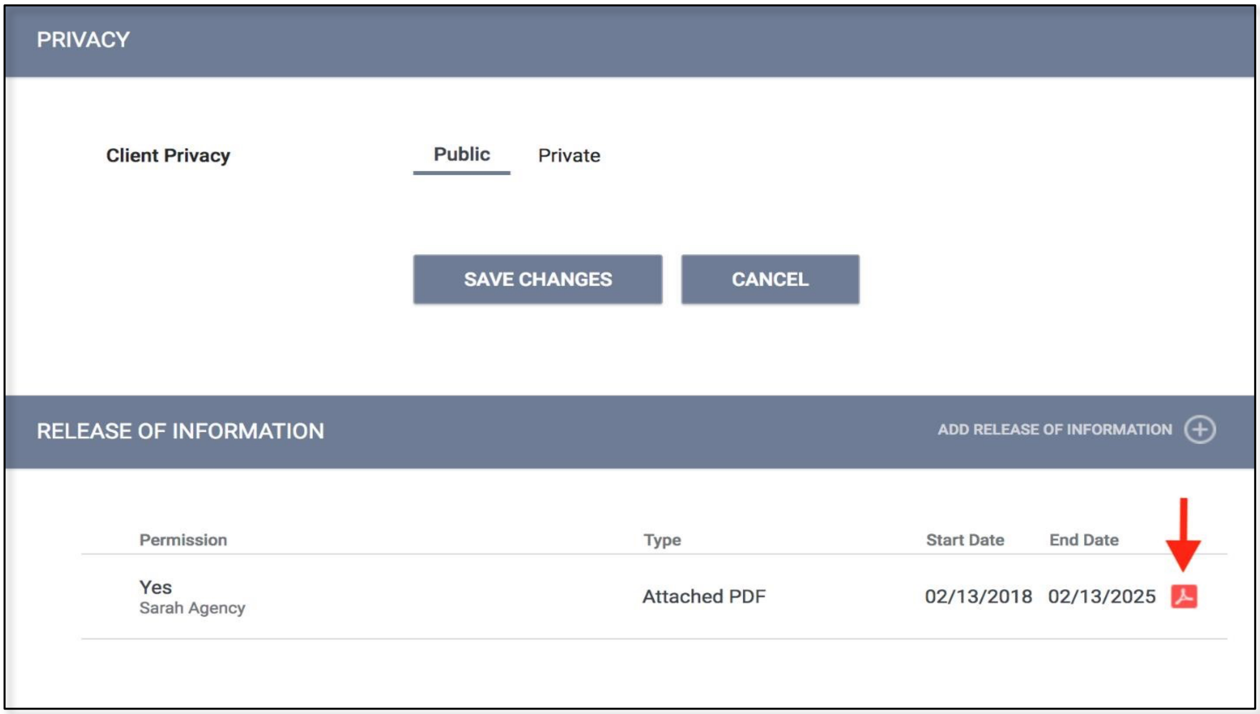
After you have selected the file that you want to upload, the file name will appear on the screen and the system will indicate that the upload was completed. Once this occurs, select "Add Record."



Phone Release

Due to Covid-19, until further notice, consent can be collected over the phone by documenting "Verbal Consent"

This record can be viewed and printed from Privacy/Release of Information screen by selecting the icon beside the release of information end date

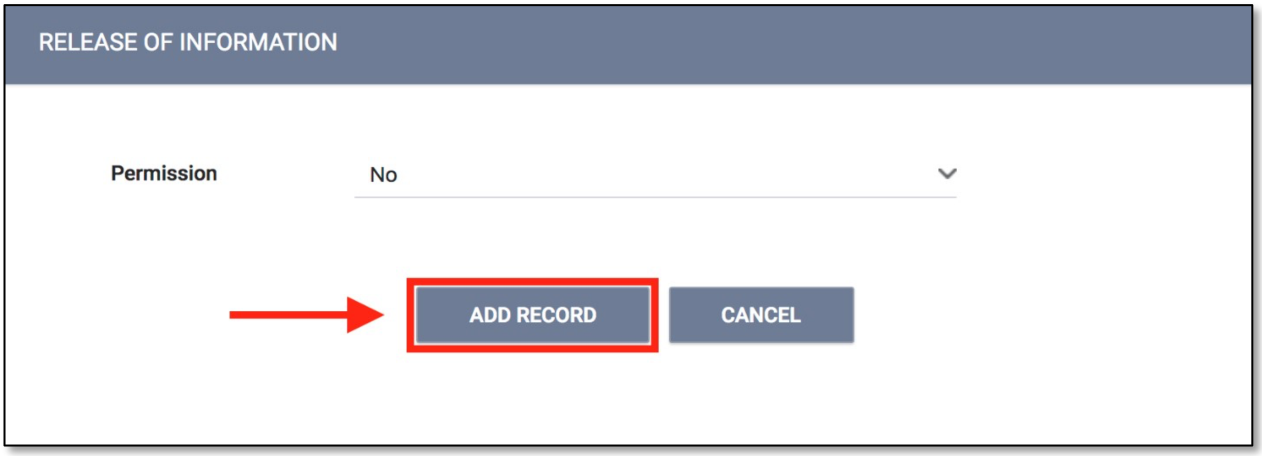


Declined/Refused Consent

Households that refuse consent will have their identifying information held by CEA outside of the database. Individuals who do not sign the ROI will be entered into HMIS as "de-identified", meaning their profile will not contain identifying information about this household. The household will be assigned a Clarity unique identifier number when the Profile is entered into HMIS. Housing Assessors are encouraged to give the household their ID number so the household can provide it to any agency they are working with.

When creating a new de-identified profile manually, Housing Assessors must follow the exact steps outlined in the Consent Refused data entry protocol. Instructions on how to create a de-identified profile using the Consent Refused toggle in HMIS can be found in the *Consent Refused Data Entry* section of the Complete Seattle: King County HMIS End User Training Manual found on the Forms & Guides page of the King County HMIS Website (kingcounty.hmis.cc). Once the profile has been created, the Housing Assessor needs to send the identifying information to the CEA team.

If an individual does not consent to enter their information in HMIS, go to the page to add a release of information, select "No" for permission and add the record.



How to send non-consenting information to CEA:

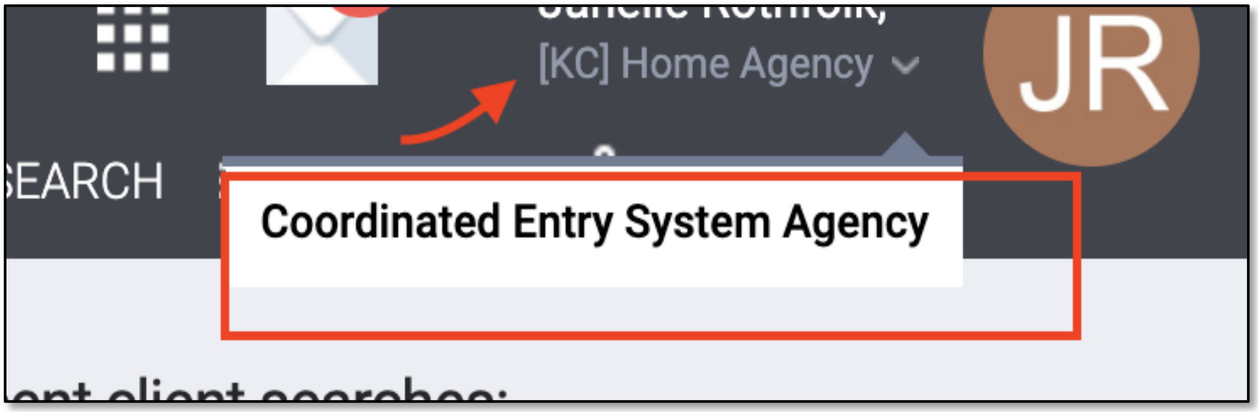
Send an encrypted email to cea@kingcounty.gov with the subject line "De-Identified Household" listing all the above information for each family member (unique identifier, name, DOB, gender, and contact info).

Step 4. Switch to Coordinated Entry System Agency

Due to new HUD data standards guidelines, starting April 1, 2020, Coordinated Entry Assessments are now created and updated in the Coordinated Entry System Agency along with additional data entry requirements. (Note: VAWA/Victim Service Provider agencies are the only exception to this practice as Housing Assessors at those agencies enter CEA Housing Triage Tools and related services activities under a coordinated entry program in their home agency.) All trained Housing Assessors will have access to the Coordinated Entry System Agency. Housing Assessors must *switch* to this agency in HMIS for all Coordinated Entry related work. They will use the down arrow located under their username to switch back and forth between their own agency and the Coordinated Entry System Agency.

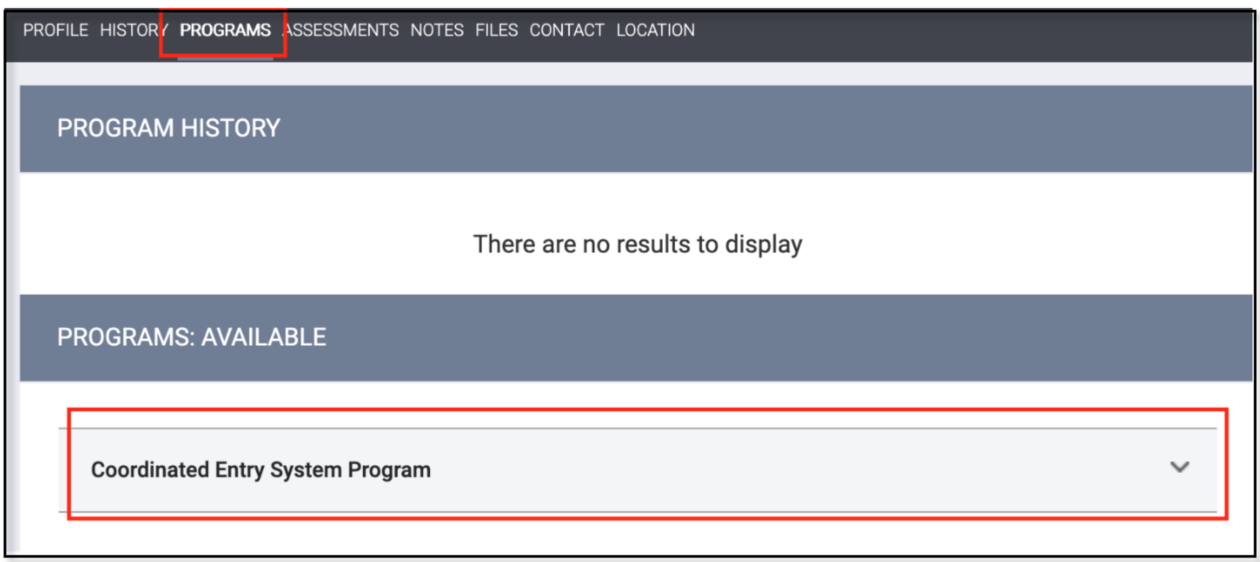
See Seattle/King County HMIS User Manual for complete instructions on:

- Searching for Clients
- Adding A New Client
- Client Consent

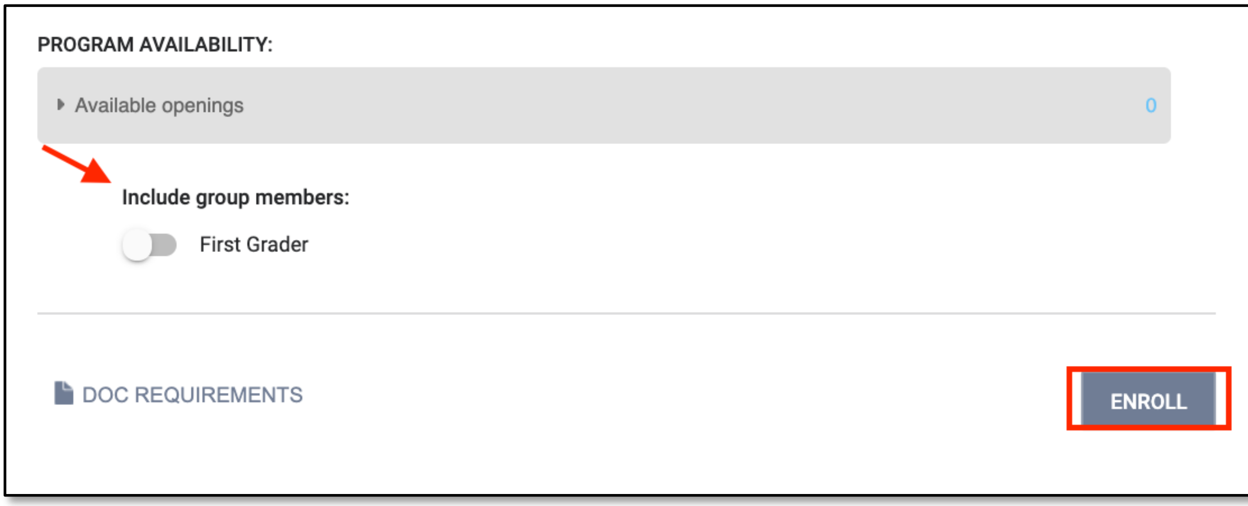


Step 5. Create a Coordinated Entry System Agency Program Enrollment

A program enrollment into the Coordinated Entry System Program will then be created. Single adults without minor children will have their own enrollments and not be enrolled with any other adults as a group. For Coordinated Entry enrollments, only families with minor children at the time of assessment will be entered as a group. All households of all compositions should be managed at the global profile level.



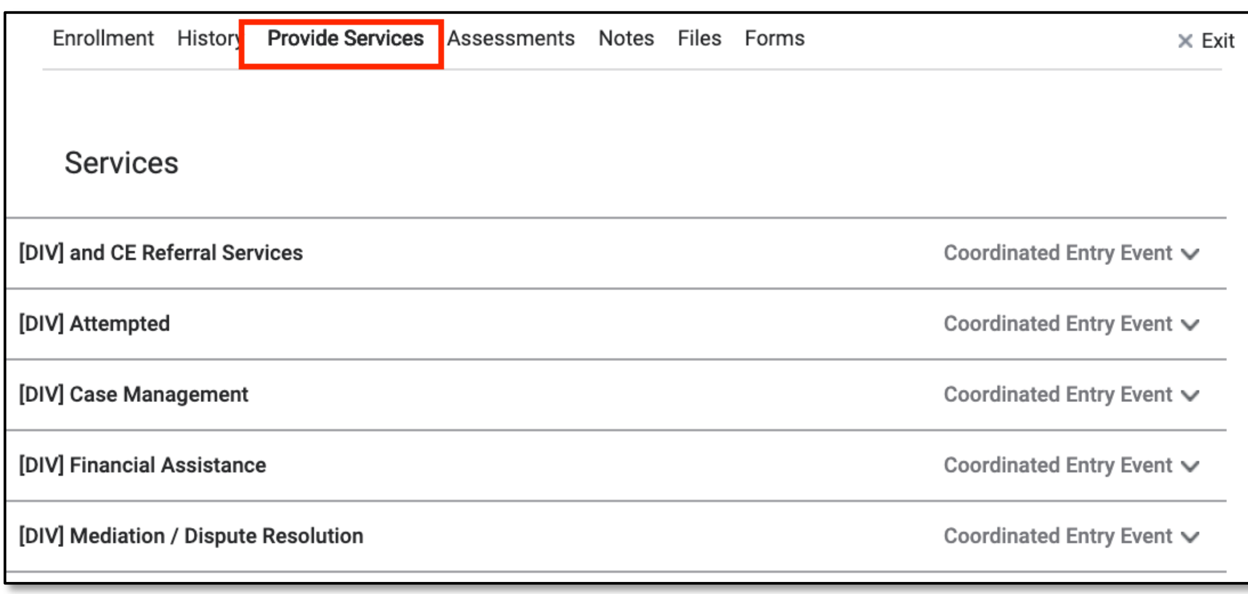
Example of a group enrollment. Toggle on the additional group member. If you do not see the group member, then you do not have them "managed" or linked together at the global profile level yet.



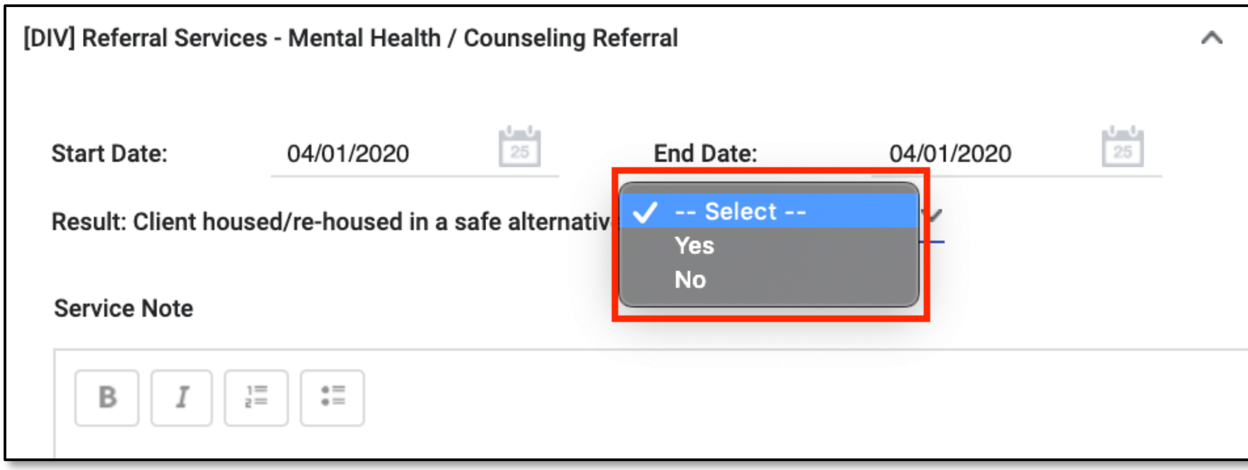
Follow the enrollment screen prompts and answer all questions as completely as possible.

Step 6. Provide Coordinated Entry Services

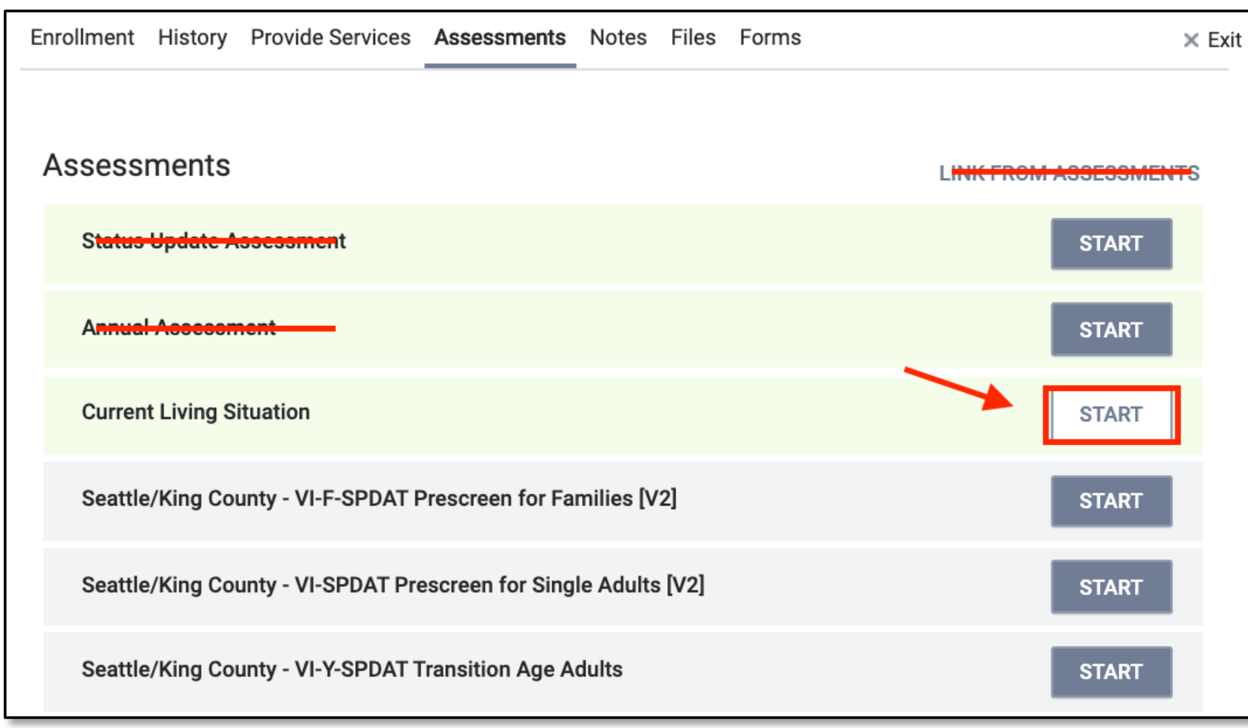
Starting April 1, 2020, Housing Assessors can now enter services for their coordinated entry activities. To enter a service, navigate to the Provide Services tab, open, and select the service you have provided.



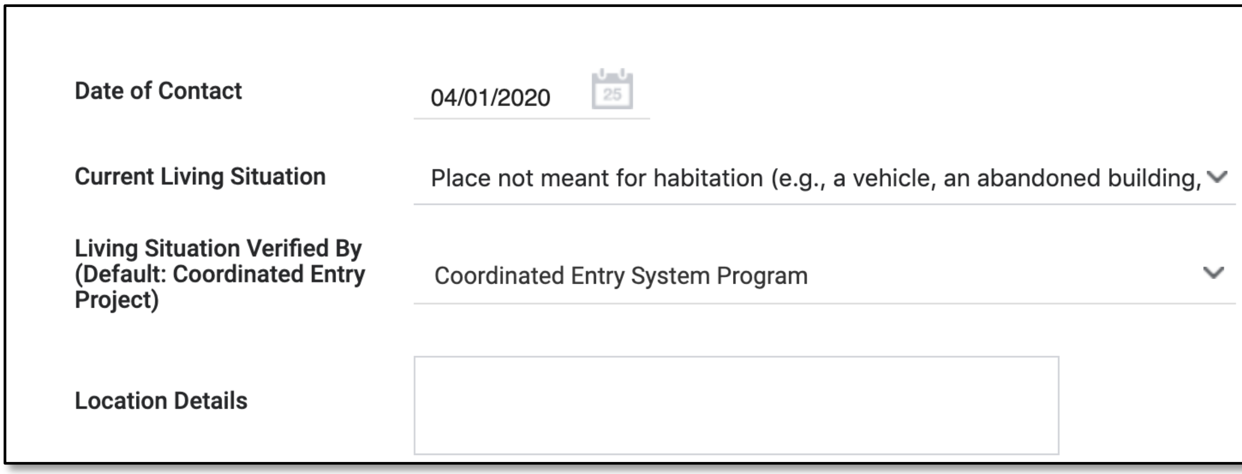
The start date and end date will both be the date you provided the service. Enter case notes as needed. Reminder: ALL Housing Assessors have access to the Coordinated Entry System Agency and will be able to see these case notes. Services only need to be entered for the Head of Household. Enter the Result: either yes or no. The result date can be the same as the start and end date of the service or can be a later date if you're updating the record with the final result.



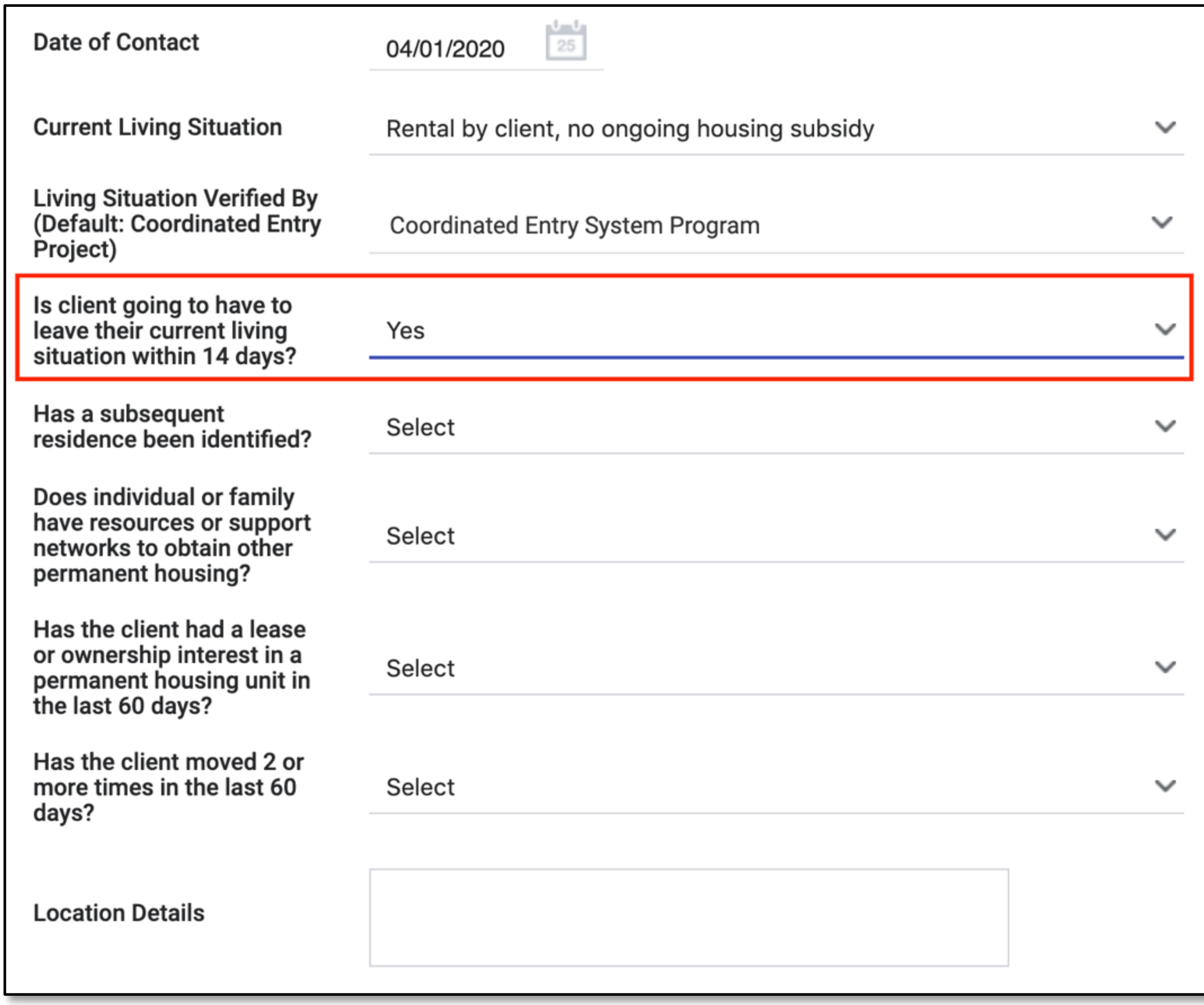
Step 7. Create a Current Living Situation "Assessment"



Navigate to the program-level Assessments tab. Create a new Current Living Situation (CLS) Assessment. You will create a new CLS assessment at the start of the enrollment (dated the same date as the project start date) and then each time you: provide a coordinated entry service (such as referrals or diversion problem-solving), start a new Housing Triage Tool (VI-SPDAT), or update an existing Housing Triage Tool. If the living situation is considered “homeless” then the CLS screen will only display an additional Location Details text box for additional notes.



If the living situation is considered “housed”, and at risk of losing housing within 14 days, there will be additional questions that show up.



Date of Contact	04/01/2020
Current Living Situation	Rental by client, no ongoing housing subsidy
Living Situation Verified By (Default: Coordinated Entry Project)	Coordinated Entry System Program
Is client going to have to leave their current living situation within 14 days?	Yes
Has a subsequent residence been identified?	Select
Does individual or family have resources or support networks to obtain other permanent housing?	Select
Has the client had a lease or ownership interest in a permanent housing unit in the last 60 days?	Select
Has the client moved 2 or more times in the last 60 days?	Select
Location Details	

Step 8 Create a Housing Triage Tool Assessment

Housing Assessors must complete all Housing Triage Tools in HMIS within 48 hours of when the information was first collected, whether the Triage Tool is first conducted on paper or directly inputted within HMIS. If the household is de-identified, identifying information MUST be sent to CEA within the same timeframe. See Data Input Responsibilities section below.

Selecting a Housing Triage Tool

The population specific version of the VI-SPDAT tool are:

- **F-SPDAT**:
  The F-SPDAT should be completed when assessing a person of any age who is pregnant or a household that has at least one child under the age of 18. One Triage Tool is competed for the entire family unit. The HTT is stored under the designated Head of Household's Coordinated Entry

System Program enrollment. The family will be enrolled into the Coordinated Entry System Program as a group.

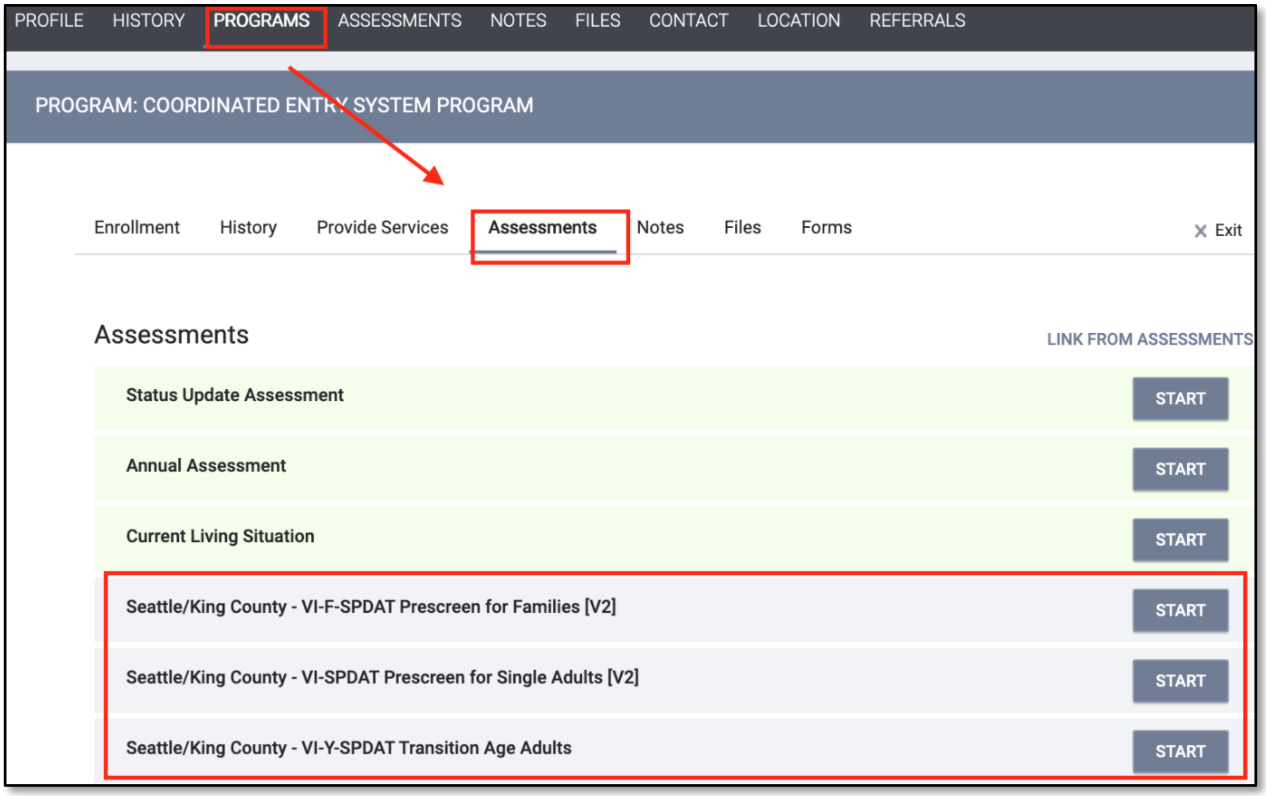
- **TAY-SPDAT**:
  The TAY-SPDAT should be completed with someone who is between 17.5-23.5 years old.

- **VI-SPDAT**:
  The VI-SPDAT should be completed with a single adult who is 24 years of age or older.

Which triage tool to use for unique situations:

- A young adult (17.5-23.5) who is pregnant- complete a F-SPDAT
- Two adults over 25 that want to live together- compete an individual program enrollment for each adult and a VI-SPDAT for each single adult
- A family that consists of HOH, grandparent, and 2 twins age 7- F-SPDAT for the entire family on the Head of household's profile
- A family with HOH and one child 19-year-old but is still in high school- complete two VISPDATS, one for parent and one for adult child. Create two individual program enrollments

Entering the Triage Tool information into HMIS
Click the Assessments tab within the individual's Coordinated Entry System program enrollment. Next, you will select the appropriate version of the VI-SPDAT by clicking the start button to the right of that assessment.

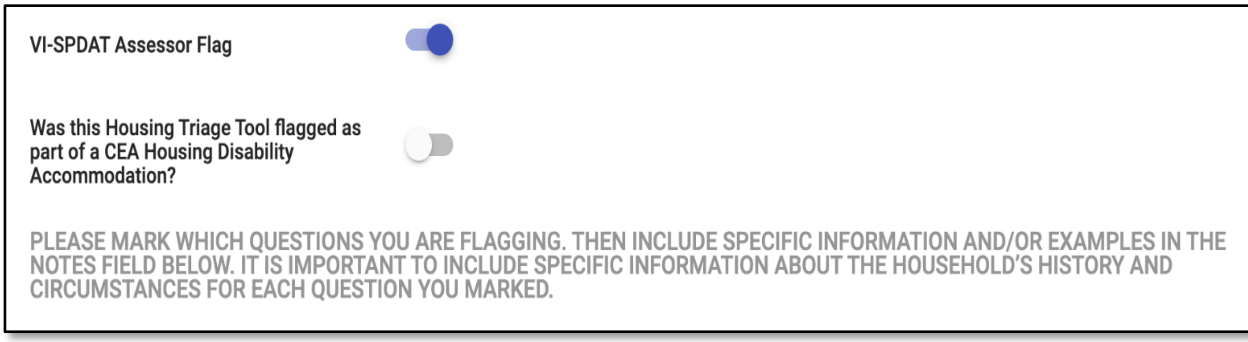


You will need to complete all fields of the Housing Triage Tool. Once completed, you will need to complete the Assessment Administration section of the VI-SPDAT including the information of the Housing Assessor who conducted the Triage Tool. Next, click "Save" at the bottom of the screen. You will notice that there is a choice to make the assessment and other information "Private."

Never select "Private" in any part of HMIS. If the profile, assessment or any other area is made private then the CEA staff will not be able to see any information and the household will never be referred to a housing resource.

Flagging

Following the Flag Review Process policy, there may be situations where a flag is warranted. To complete this, select the toggle "VI-SPDAT Assessor Flag". You may also need to toggle "Was this Housing Triage Tool flagged as part of a CEA Housing Disability Accommodation". This section is located immediately following the core VI-SPDAT questions:



VI-SPDAT Assessor Flag

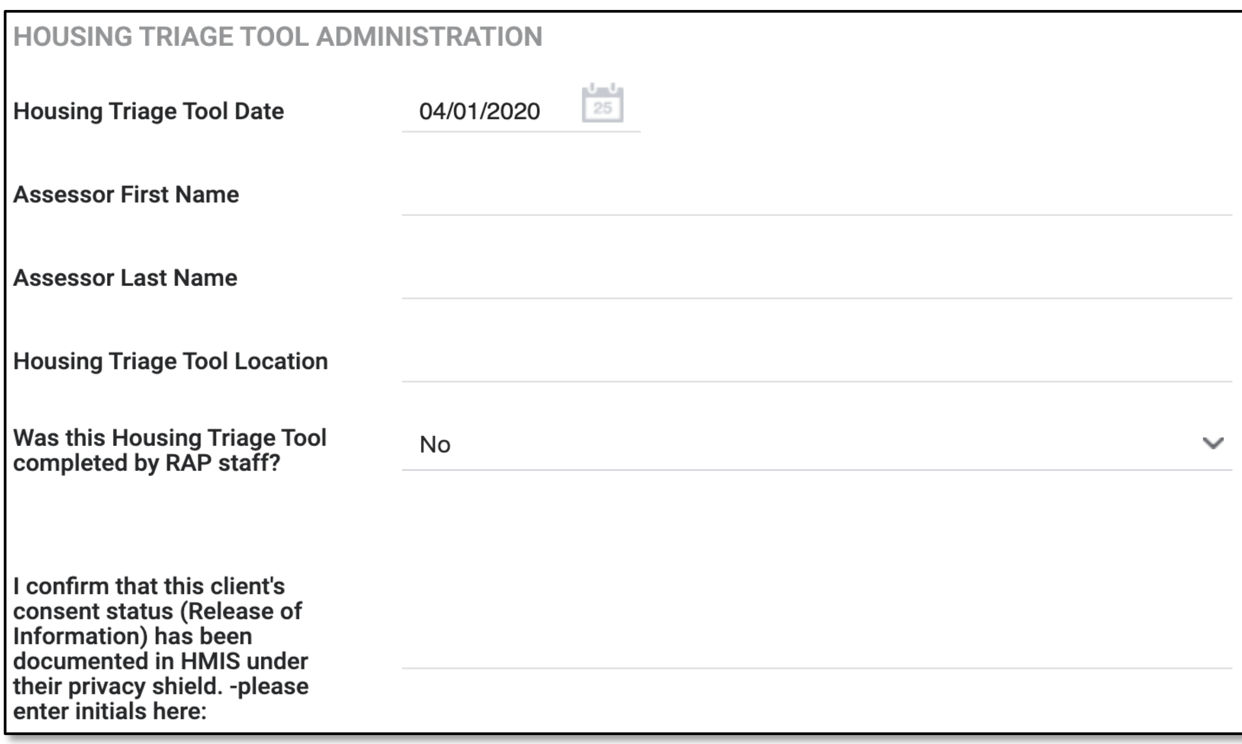
Was this Housing Triage Tool flagged as part of a CEA Housing Disability Accommodation?

PLEASE MARK WHICH QUESTIONS YOU ARE FLAGGING. THEN INCLUDE SPECIFIC INFORMATION AND/OR EXAMPLES IN THE NOTES FIELD BELOW. IT IS IMPORTANT TO INCLUDE SPECIFIC INFORMATION ABOUT THE HOUSEHOLD'S HISTORY AND CIRCUMSTANCES FOR EACH QUESTION YOU MARKED.

Once selected, the VI- SPDAT questions will appear below, each with either a toggle or drop-down menu. Select the question(s) you wish to flag, and then write your note in the text box below:

Please enter specific notes for each of the questions you have checked above

Once completed, you will need to complete the Assessment Administration section of the VI-SPDAT including the information about the Housing Assessor who conducted the triage tool. Next, click "Save" at the bottom of the screen.



HOUSING TRIAGE TOOL ADMINISTRATION

Housing Triage Tool Date 04/01/2020

Assessor First Name

Assessor Last Name

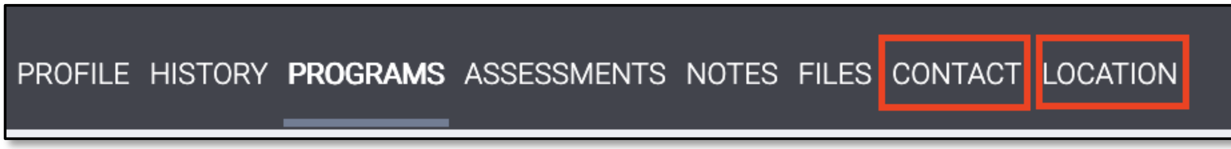
Housing Triage Tool Location

Was this Housing Triage Tool completed by RAP staff? No

I confirm that this client's consent status (Release of Information) has been documented in HMIS under their privacy shield. -please enter initials here:

<u>Step 9. Enter Contact and Location Information for Each Household Member</u>

Contact and Location tabs are located at the global level. This information can be stored for identified/**consenting individuals and households only.**



Housing Referrals from CEA rely on having a way to contact a household. Since not every household has a phone, and phones can be lost and numbers can change, we must be creative about the ways CEA can reach households.

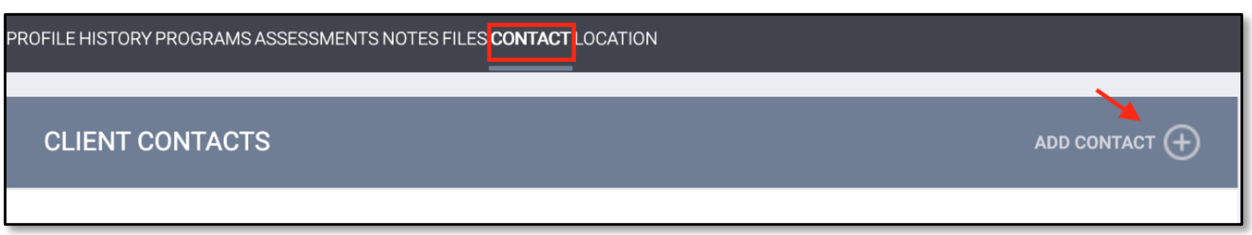
<u>Housing Assessors should include as many forms of contact information as possible.</u>

Examples of contact information that should be collected are:

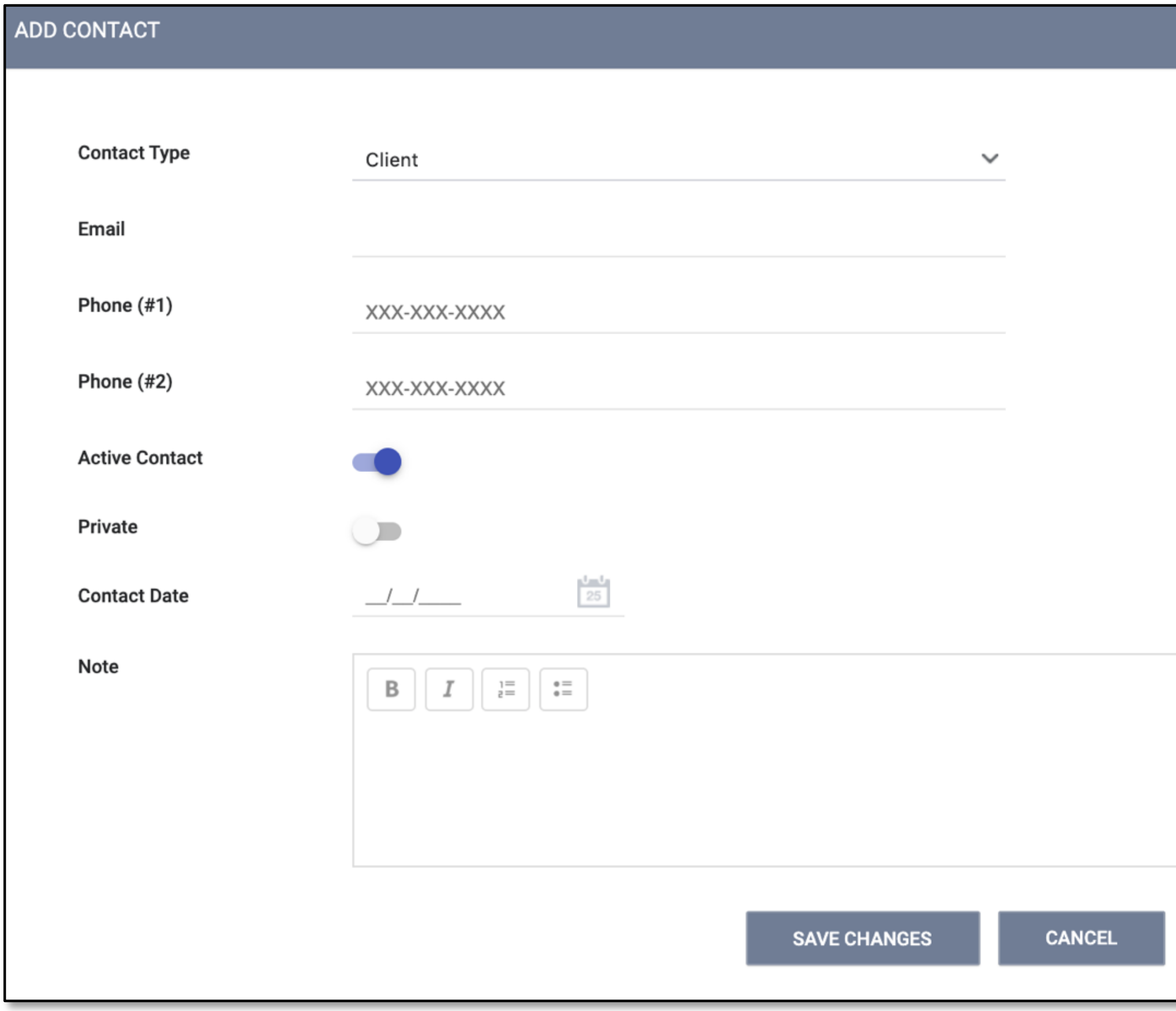
- Friends, family, a case manager, etc. who can get a message to them;
- A place they go to where they'd be able to receive a message (meal program, drop-in, shelter, etc.);
- Outreach worker teams are often integral to being able to reach someone who is staying outside;
- Phone;
- Text;
- Email; and / or
- Facebook URL

How to Add Contact Information:

Click on the "Contact" tab in the individual's file. Click "Add Contact"



Complete contact information and click "Save Changes".

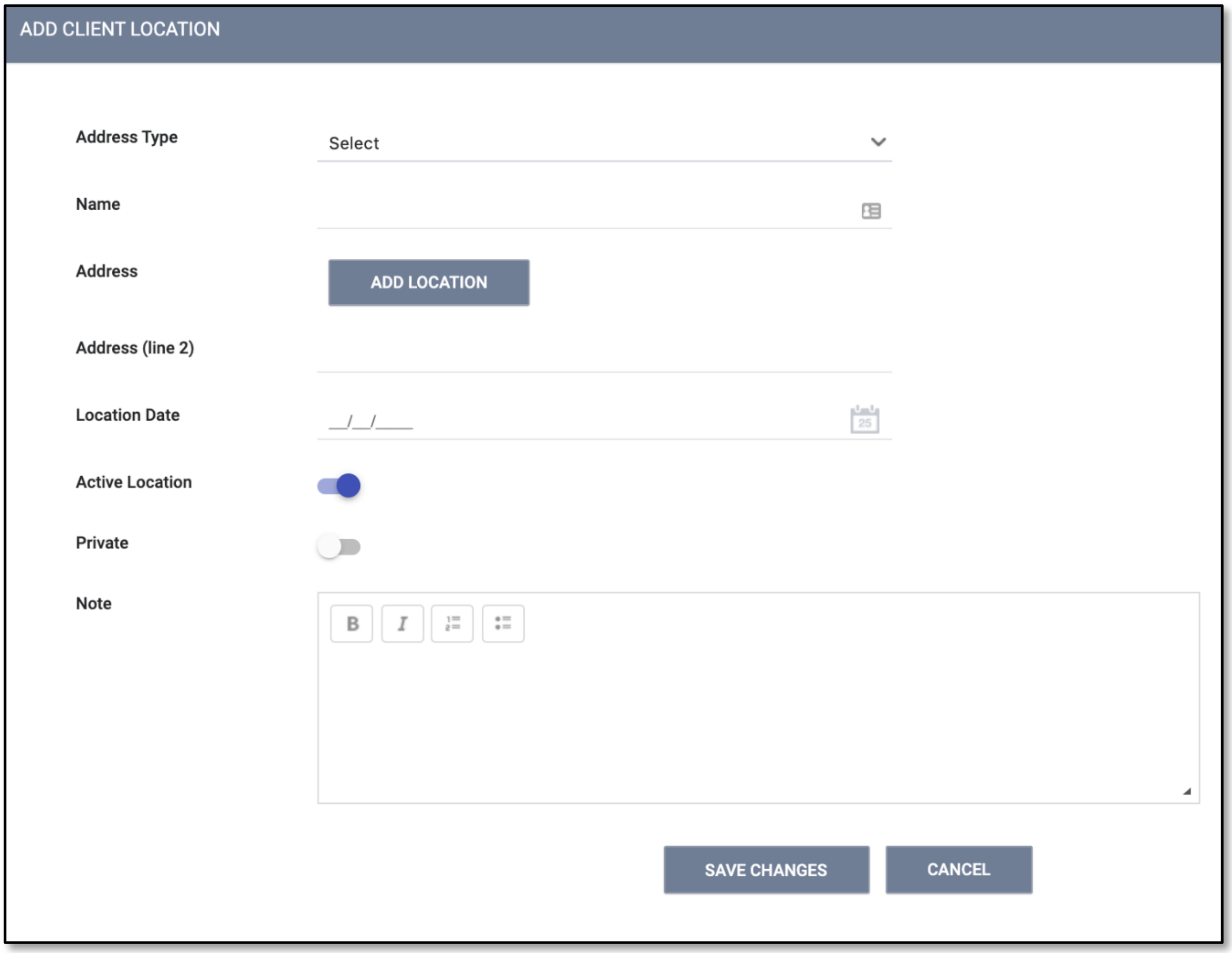


You will be notified at the top of the screen that your changes have been saved.

How to add Location Information:

Click on the “Location” tab in the individual’s file. Click “Add Address”

Complete address information and click “Save Changes”.



Be sure to include the zip code of the area the household is staying. There are certain housing resources that require referrals to come from certain regions of the county. This information will aid the CEA team making appropriate referrals.

Next Steps:

Upon completion of the Housing Triage Tool, Housing Assessors should emphasize the importance of having reliable and comprehensive information regarding the best time and place to contact the household etc. Housing Assessors should inform households they can update their information in the following ways:

- With any community-based Housing Assessor
- By calling any of the Regional Access Points[5]

[5] Detailed information about the location, hours of operation, and contact information for RAPs can be found at http://kingcounty.gov/depts/community-human-services/housing/services/homeless-housing/coordinatedentry/access-points.aspx

- By calling CEA general information line at (206) 328-5796. **Note:** Due to the volume of calls, if there is a request for a return call from CEA, it may take 5-10 business days.

Housing Assessors should also inform households that CEA does not operate with a conventional waitlist. The pool of households seeking housing changes every day with new intakes and households' situations changing. The list of available housing resources also changes daily as units are filled and housing programs release new resources. CEA works to prioritize the most vulnerable households first.

Closing Script:

The Housing Assessor should help the household feel that the triage process is complete and that all of their questions are answered. Please refer to the Appendices listed below and provide the information to the household.

The CEA Process flow is outlined in Appendix IV
The CEA Tips and Resource Guide for Consumers is outlines in Appendix V
The CEA Messaging-Closing Script for Housing Triage Tool Appendix VI
CEA Frequently Asked Questions can be found in Appendix VII

Housing Navigation

Households that do not have an existing case manager may want assistance in navigating the process of securing housing from housing referral to "lease up". Community-based Assessors, RAP staff, or other outreach or navigation staff may assist the household with the following responsibilities:

- Assisting household in obtaining necessary documentation required for housing
- Assisting households in navigating any challenges related to the housing process (application and/or inspection process, etc.)
- Participating in case conferences as needed

Documents needed to access homeless housing include:

- ID
- Social Security Card
- Income verification
- Evidence of a disability

- Homeless history (this can expire so the household will want to wait until they have a referral to collect this)

What counts as evidence of disability?

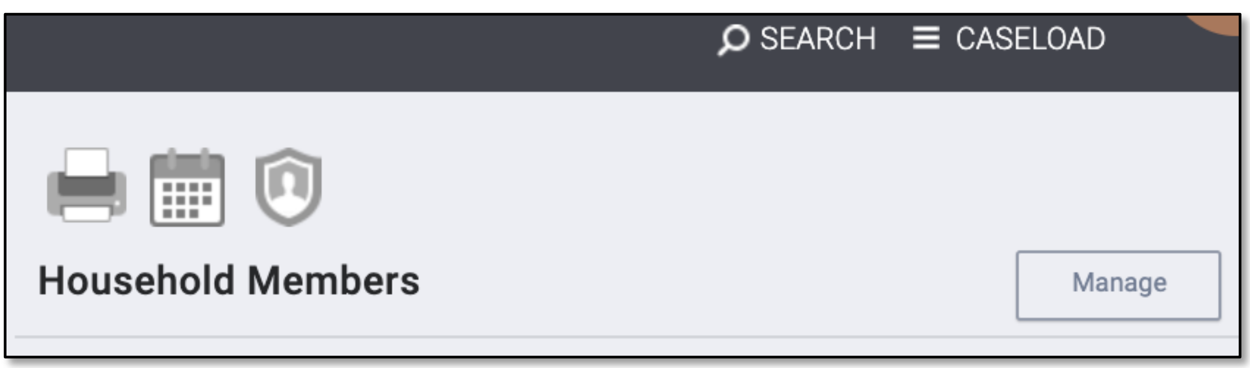
- Written verification from professional (licensed by to diagnose and treat the disability with certification that the disability meets the HUD definition)
- Written verification from the Social Security Administration
- The receipt of a disability check (e.g., SSI/SSDI check or Veteran Disability Compensation)
- Intake staff-recorded observation of disability that, no later than 45 days from the application for assistance, is confirmed and accompanied by evidence described under bullets 1, 2, or 3
- Other documentation approved by HUD

Documenting Homeless History:

- An individual is chronically homeless if homeless for 12 consecutive months+, or 4+ occasions totaling 12 months over 3 years. Each individual occasionally needs to be fully documented, and the breaks can be by self-report.
- A single encounter in a month is sufficient to consider a household homeless for entire month unless evidence of a break.

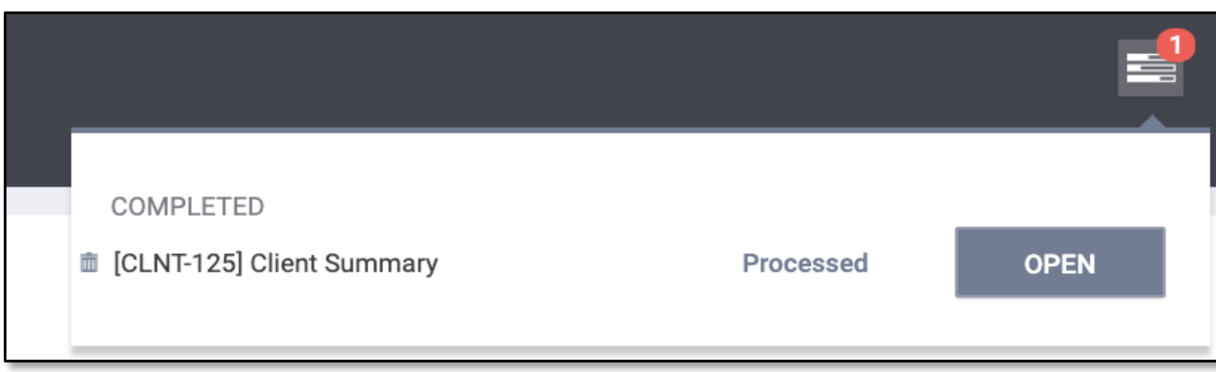
- HMIS data may be used to document a household's homeless history if there is sufficient data to create a homeless history. A Client Summary report can be used to create the necessary homeless verification. To create a Client Summary Report, follow these steps.

Go into the client's profile page. Click the Printer icon under the Household Member section to pull up Report options.



Click Run Client Summary report

It will default to web page. Choose this option and then click ok. When the summary is ready this box will appear. Click open.



(Sample of the Client Summary Report in the web page format)

Client Summary

Name:	**Unique Identifier:**
SSN:	**Date of Birth:**
Quality of SSN: Full SSN Reported	**Quality of Date of Birth: Full DOB Reported**

General Information	
Age:	63
Gender:	Male
Veteran Status:	No
VA verified or self-reported:	Not Applicable
VA Eligibility:	Not Applicable
Current Monthly Income:	Not Applicable
Current Chronic Homeless Status:	**Chronic Homeless**
Prior Chronic Homeless Status:	Yes
First time entered into HMIS:	06/03/2013
First type of program enrolled in:	Emergency Shelter
Current Mental Health problem:	No
Ever identified as having a Mental Health problem:	No
Current Developmental Disability:	No
Ever identified as having a Developmental disability:	No
Current Physical Disability:	No
Ever Identified as having a Physical disability:	No
Current Substance Abuse Problem:	Yes
Ever identified as having a Substance Abuse problem:	Yes
Current Chronic Health Condition:	No
Ever identified as having a Chronic Health issue:	No
Current Victim of Domestic Violence:	No
Ever identified as being a victim of Domestic Violence:	No
Currently identified as part of a household:	Yes
Household Members:	Not Set:

Flag Review Process

The Flag Review Panel made up of CEA Referral and Operations Specialists will periodically review cases for households with high vulnerability (defined below) who are unable or unwilling to complete a Housing Triage Tool that were flagged by a Housing Assessor as not capturing the needs or vulnerability a household.

The purpose of convening as a review panel is to provide a safety net for individuals where the tool does not reflect an accurate vulnerability score and is not to be utilized as a side door to the process.

Housing Assessors will have to demonstrate professional judgment in this process. Those that repeatedly refer a large percentage of individuals to the review panel may be subject to additional training and/or other measures. A review panel will be used to allow for some element of individual attention and conversation in this process, but at the same time still maintain a uniform, transparent process.

1. A Housing Assessor notes in Clarity that a Score Review is needed. If the situation is already captured in the assessment, do not flag. As an example, if the assessment already reflects a medical condition, flagging is not going to change the vulnerability score. When flagging situations that are not captured in the assessment, households need to meet one of the following criteria:

   A. A severe medical condition is present that meets one of the following criteria:
      1. Requires a medical device that is used to cure or treat disease that needs electricity to operate
      2. Medical treatment that requires portable oxygen
      3. Terminal illness
      4. History of Frostbite, Hypothermia, or Immersion Foot
      5. A member of the household is receiving treatment for a life-threatening condition
      6. A life-threatening medical event has occurred in the last 30 days
   B. A severe behavioral health condition that presents barriers to daily functioning and housing that were not captured in the assessment
   C. Evidence of self-neglect. Observation by the Housing Assessor/case manager/outreach worker is sufficient to meet this condition
   D. Old age. The individual is 80 years of age or older
   E. Deaf and/or blind (this can be captured in the general notes section)

2. Housing Assessors must provide the following information.

   A. Which VI-SPDAT question/s need review because the current answer does not reflect their knowledge of the household's circumstances or history, and
   B. Provide the information, and documentation, that proves the need for a changed response to the question.

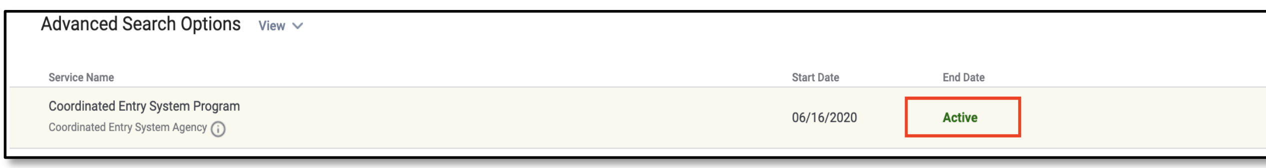
NOTE: If there is no information provided by the Housing Assessor relevant to why a household's assessment and VI-SPDAT questions should be reviewed then the case will not be discussed.

3. The only guarantee related to the review panel process is that the individual will receive a review. Not all cases will result in a VI-SPDAT score change. In some instances, the review panel may determine that the initial score and prioritization status is correct. In other situations, the flag review panel may determine that a higher score is warranted. The review panel may also contact the Housing Assessor for clarification or additional information.

Updating an existing CEA Housing Triage Tool

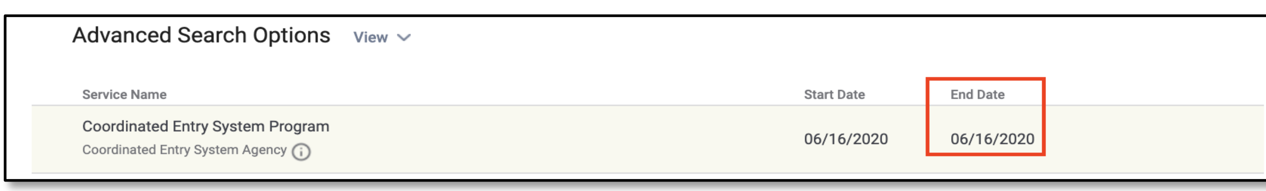
A household may already have an Enrollment (inactive or active) in the Coordinated Entry System Program, and in those scenarios, will need their HTT assessment updated. Below are the scenarios you may encounter, and your data entry responsibilities.

1. **An individual/household is Enrolled into Coordinated Entry System Program and is Active.**



If you see this, then go into the Coordinated Entry Program, update the HTT Assessment, add a Current Living Situation, and enter any services that you provided.

2. **An individual/household is Enrolled into Coordinated Entry System Program and is Inactive.**



Verify that they are still in need of housing. Create a new CE System Program Enrollment. Verify any enrollment data that auto-fills into the fields from a previous

HMIS enrollment, complete a new Current Living Situation (CLS), and create a new HTT assessment. *Note: as with the enrollment screen or CLS screen, the data will auto-fill ("cascade") once you start a new assessment. Verify answer. Enter any services that you provided.*

3. **An individual/household is active in Coordinated Entry System Program, however, the HTT assessment is incorrect for the corresponding family size or age of applicant.**

Start a new HTT of the correct type inside of the current active CE enrollment. Complete the Current Living Situation and enter any services that you provided.

4. **An individual/household is inactive in Coordinated Entry System Program, and the HTT assessment is also incorrect for the corresponding family size or age of applicant.**

Verify that they are still in need of housing. Create a new Coordinated Entry System Program Enrollment. Verify enrollment data, complete a new Current Living Situation, and start a new, appropriate HTT assessment. *Note: as with the enrollment screen or CLS screen, the data will auto-fill ("cascade") once you start a new HTT assessment. Verify answers and save. Enter any services that you provided.*

5. **Household situations changing:**

<u>Households growing</u>: When you need to add a member to the household, such as in the case of a child entering into the household, or another adult entering, you will first create the new member's client profile and manage the household at the Global level to link them together. Then, add the member to the Coordinated Entry System Program Enrollment. Complete a new Current Living Situation on the HoH, update the HTT or create a new HTT if a single adult HTT was completed first. Update any contact and/or location information as necessary.

<u>Households shrinking:</u> When you have a member that is leaving a household, you will need to exit them from the CE System Program. Once that is completed, you will review the data for the enrollment remaining, updating or creating a new HTT, as appropriate. Update the contact/location information as appropriate.

Note on working with Households in CE System Program (parenting adults):

- Assessment is on the Head of Household
- Group members are listed on the HTT (de-identified if not consenting)
- Pregnant - Add child to Group Enrollment and Assessment after birth

Housing Triage Tool Disability Accommodation

A housing assessment disability accommodation is an adjustment to the process that allows a person with a disability to complete the CEA housing assessment process and receive a housing referral based on prioritization and availability of resources.

1. A Housing Assessor must make at least three in-person attempts to complete the Homeless Management Information System (HMIS) Client Consent form and the CEA Housing Triage Tool following the usual protocol.

2. Once it is determined that as a result of their disability the household will not be able to complete the HMIS Client Consent Form and/or the CEA Housing Triage Tool, then the Housing Assessor should follow the consent refused procedure to enter the household into Clarity. This procedure is outlined in the CEA Housing Assessor Manual and the King County HMIS User Manual.

3. The Housing Assessment Disability Accommodation Form must be completed and uploaded into Clarity into the client's profile under the "files" tab.

   A Housing Assessor must start to complete the Housing Triage Tool in Clarity. They are required to complete the household's demographics (DOB, age of children, etc.), the administrative section, initial/acknowledge that the HMIS Consent Form has been completed and flag the assessment for review.

4. Housing Assessors must then provide the following information in the flag review section.

   a. Which VI-SPDAT question/s need review because the current answer does not reflect their knowledge of the household's circumstances or history, and
   b. Detailed yet concise information that proves the need for a changed response to the question.

   Note: If a document is uploaded as part of proving need, the Housing Assessor must still provide detailed responses as outlined above.

NOTE: If there is no information provided by the Housing Assessor relevant to why a household's assessment and VI-SPDAT questions should be reviewed then the case will not be discussed.

HMIS Data Input Responsibilities

All Housing Assessors are required to be HMIS users and must complete the **Clarity General Training** before they will be granted access to the system. Clarity General Training is offered via recorded webinar and are located at http://kingcounty.hmis.cc/training/clarity-general-training/

Housing Assessors must complete the Housing Triage Tool in HMIS within 48 hours of when the information was first collected, if conducted on paper. If the household is de-identified, identifying information MUST be sent to CEA either through **secure** email at cea@kingcounty.gov.

This includes each field of the VI-SPDAT, all supplemental questions, and flag review notes if applicable.

The policies and procedures concerning the protection of all data collected is outlined in the King County HMIS Standard Operating Procedures and HMIS End User Manual. These documents can be found on the HMIS http://kingcounty.hmis.cc/client-forms/.

Glossary of Terms

CEA (Coordinated Entry for All) – The process where any eligible household can complete an assessment to be considered for homelessness assistance through King County.

CEA Participating Program – Any program that is required by its funding source to participate in coordinated entry or has opted into the system to receive its referrals through coordinated entry.

Community Outreach Teams – Mobile housing assessors who are based at Regional Access Points and can travel around their region to complete the housing assessment with households who are unable to visit a physical Regional Access Point location.

Coordinated Entry System Agency – This is the agency in HMIS where Housing Assessors conduct all data entry related to enrollment, assessment and services.

Coordinated Entry Priority Pool Program – This is the program in HMIS under the King County Agency where housing referrals are conducted. Active enrollment in this program designates the individual/household is being prioritized for housing.

Coordinating Entity – Refers to King County; the entity that manages the CEA system.

Current Living Situation Assessment – New program level assessment in Coordinated Entry program. HUD guidelines dictate this has to be completed each time a new HTT assessment is created or updated, or a coordinated entry service is entered.

Diversion- Diversion (also referred to as diversion) is a service that diverts individuals and households from the homeless housing system and CEA. Diversion can provide certain types of services that can assist in resolving a homeless housing crisis much sooner than waiting for a CEA resource. Diversion solutions may temporary or permanent but must come to fruition within 30-days and last a minimum of 90-day. For detailed information on Diversion go to the CEA website at http://www.kingcounty.gov/depts/community-humanservices/housing/services/homeless-housing/coordinated-entry/providers.aspx and look under Manuals.

Eligible Household - CEA serves young adults, families, Veterans, and single adults who are literally homeless in King County according to the category 1 HUD definition of homelessness or fleeing/attempting to flee domestic violence, and single young adults (ages 18-24) who are imminently at risk of homelessness within the next 14 days. See "Eligibility" section for details.

Family – An individual or couple who is pregnant or parenting

F-SPDAT (Family Service Prioritization Decision Assistance Tool) – A tool developed and owned by OrgCode is utilized for pregnant or parenting households to recommend the level of housing supports necessary to resolve the presenting crisis of homelessness. Within those recommended housing interventions, the F-SPDAT allows for prioritization based on presence of vulnerability.

HMIS (Homeless Management Information System) – a web-based software application designed to record and store person-level information regarding the service needs and history of households experiencing homelessness throughout a Continuum of Care (CoC) jurisdiction, as mandated by HUD.

Housing Assessors – Staff based at Regional Access Points and other identified individuals who
administer the Housing Triage Tool with individuals and families who are eligible for Coordinated Entry for All.

Housing Navigators – Staff based at Regional Access Points who work with eligible households to prepare for a housing referral once they have completed an assessment. The Housing Navigator role may alternatively be filled by an outreach worker or case manager.

Mobile Assessment – Housing Triage Tools completed by an Outreach Team with households who are unable to visit a physical Regional Access Point location.

Priority Pool – the pool of eligible households for resources in CEA.

Rapid Re-Housing (RRH) – A type of housing assistance that provides housing identification, move-in and rental assistance, and/or case management.

Regional Access Point (RAP) – Regional Access Points provide Diversion / Diversion, connections and referrals to an array of services and resources, and in cases of higher vulnerability, will complete a triage tool and enter the household into the Coordinated Entry System agency. RAPs are located in five sites across King County. Housing assessors and limited navigators are based at these sites.

TAY-VI-SPDAT (Transition-Aged Youth Vulnerability Index- Service Prioritization Decision Assistance Tool) – An assessment tool developed and owned by OrgCode and Community Solutions that is utilized for single young adults between 17.5-23.5, to recommend the level of housing supports necessary to resolve the presenting crisis of homelessness. Within those recommended housing interventions, the TAY-VI-SPDAT allows for prioritization based on presence of vulnerability.

VI-SPDAT (Vulnerability Index- Service Prioritization Decision Assistance Tool) – An assessment tool developed and owned by OrgCode and Community Solutions that is utilized for single individuals, including veterans, to recommend the level of housing supports necessary to resolve the presenting crisis of homelessness. Within those recommended housing interventions, the VI-SPDAT allows for prioritization based on presence of vulnerability.

YA (Young Adult) – An individual who is 17.5-23.5 years old. There are programs targeted to serve individuals in this age range. Young adults may also be eligible for single adult programs.

Appendices

Appendix I Messaging- Opening Script for Housing Triage Tool

Example of Introductory script.

"My name is [ ] and I work for [ ]. I have a Housing Triage Tool I would like to complete with you that should take about 30 minutes to complete. This Housing Triage Tool will help me determine if you are eligible for homeless housing resources through Coordinated Entry for All. This Housing Triage Tool is not used to screen you out of a housing resource, rather it is used to help figure out what you are eligible for.

Most questions only require a "yes" or "no." Some questions require a one-word answer. You do not need to provide any additional details or information if you are not comfortable. Simply answering yes or no is okay. You may refuse to answer or skip any question. If you do not understand a question, I can give you clarification, feel free to stop me and ask a question at any time. There are no 'right' or 'wrong' answers, so please be as honest as you can.

The information collected goes into a secure database, the Homeless Management Information System (HMIS) which will ensure that instead of going to agencies all over town to get connected to housing resources, you will only have to fill out this paperwork one time.

If you have a case manager who is helping you apply for housing, you should still work with them as you might be able to access a resource much faster than waiting for one to become available in CEA. I want to make sure you know that there are limited housing resources that are connected to the Housing Triage Tool, so you will not receive a housing referral today.

Appendix II Messaging- Opening Script for Triage Starting with Diversion Conversation

"Hello, may name is [ ] and I work for [ ]. I'm here to help you with finding a solution to your current housing situation as quickly as possible. I'm going to start by asking some questions to help me understand what your situation is right now. Is that ok with you?"

Sample Questions:

- Can you tell me where you slept last night (shelter, place not meant for human habitation)?
- Where was the last place you stayed where you felt safe and could attend to your daily needs that was not a shelter or a homeless housing program?
- Do you think that might be an option for you again if we work on it together?
- Is there a family member, or a friend you might be able to stay with if you and I spoke with them together and came up with a plan?
- Are you currently working, or have other income? If so, maybe we can work out a plan for housing that can work with your current income. Is that something you'd be interested in working on together?
- Do you think that employment would help solve your housing situation? Would you like me to refer you to an employment navigator?

If there's a potential plan that can be completed within 30-days that will also last a minimum of 90-days, start mapping it out with the household. Financial resources are very limited. Always attempt diverting without utilizing financial assistance. If some financial assistance is the only option, use a progressive engagement approach and use the least amount of money that will solve the current housing crisis.

If no plan outside of the homeless housing system can be determined and they present as highly vulnerable, explain that you can complete an assessment, BUT EXPLAIN THAT HOUSING RESOURCES THROUGH CEA ARE VERY LIMITED AND THAT A HOUSING SOLUTION THROUGH CEA IS NOT GUARENTEED OR QUICK. After completing the assessment, if the score is low, again explain that a housing resource through CEA is unlikely and return to digging deeper into the diversion conversation.

Appendix III HMIS Client Information Sheet

King County
401 Fifth Avenue
Seattle, WA 98104

Bitfocus, Inc.
5940 S Rainbow Blvd Ste 400, #60866
Las Vegas, Nevada 89118-2507

Homeless Management Information System
Client Information Sheet

What is the HMIS System?
HMIS stands for Homeless Management Information System, and is a requirement for all programs and agencies providing services to low-income and homeless households with the support of federal funds. The HMIS is a data system that stores information about homelessness services

What is the purpose of the HMIS System?
The purpose of the HMIS is to improve services that support people who are homeless to get housing, and to have better access to those services.

Why is this type of information being collected?
Client data will be used by local, state, and federal officials to better address the needs of the homeless. Gathering certain basic information (race, date of birth, family size, etc.) about you and the members of your household is a requirement of the federal and local funding which supports this program.

How can the HMIS System benefit me, the client?
By gathering this information on you only once –you can be served by other agencies without reporting all the details (date of birth, social security number, last address, etc.) again and again. If there is a reason that providing your name or the name of other members of your household would place you (or your household member) at risk, then you can request that your information NOT be shared with other agencies. You have the right to revoke the sharing of your information at any time simply by completing a "Client Revocation of Consent to Release Information" form. This form is available at any HMIS-participating agency or on the King County HMIS Website: kingcounty.hmis.cc.

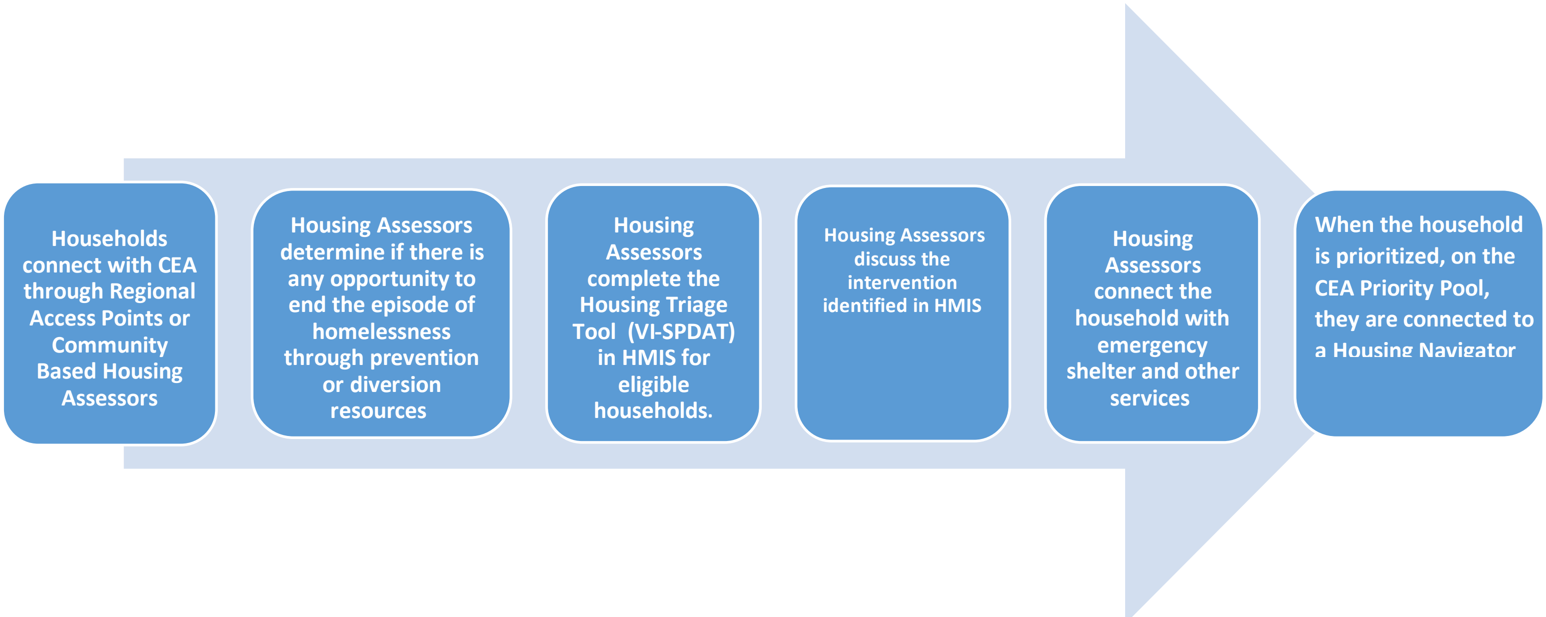
Also, by using the information you provide for the HMIS, you and your caseworker can work together to identify the housing and services you need and work to obtain them.

Who has access to your information?
Your HMIS information may be shared by the Partner Agencies to coordinate referral and placement for housing and services such as counseling, food, utility assistance, and other services. Report developers and HMIS staff may also see your data. There are strict legal guidelines for who has access to your information, and it is protected by electronic encryption.

What are your rights as a client?
You may be required to answer some questions as a prerequisite for a program, but there will be other questions you can choose not to answer. You have a right to view your record and to correct inaccurate information. You also have a right to a copy of your record. We will also NEVER give any information (health, medical needs, mental health, domestic violence, etc.) about you to anyone outside this organization, UNLESS YOU GIVE WRITTEN CONSENT, or as required by law through a subpoena or a court order. Personally identifying information, such as names and birthdays, will be removed seven years after your last recorded HMIS activity. You will receive services whether or not you allow your personally identifying information to be entered into HMIS.

This form may not be amended except on approval of the HMIS Steering Committee
Please send all requests for changes to: kcsupport@bitfocus.com

Appendix IV CEA Process Flow



Step 1: Connecting to Coordinated Entry for All - To ensure accessibility for eligible households, CEA provides services from Regional Access Points located throughout King County. Eligible households can initiate an appointment in person through any of the designated Regional Access Points. Phone numbers and information on the RAPS can be found here: https://www.kingcounty.gov/depts/community-human-services/housing/services/homeless-housing/coordinated-entry/access-points.aspx Households can also complete a triage tool through community based Housing Assessors.

Step 2: Diversion First - *Housing Assessors* at RAPs will begin a discussion offering Diversion (Diversion) first along with an array of other services and mainstream resources to assist in resolving the immediate needs of a household and potentially end an episode of homelessness. Resources along with diversion may include; employment, education, transportation, public benefits, and legal services, among other resources.

Step 3: Housing Assessment - *Housing Assessors* are available to administer the Housing Triage Tool with eligible households. The tool is completed and tracked using HMIS.

Step 4: Offer Crisis Intervention Services – At the time of assessment, *Housing Assessors* will connect households with emergency shelter or other crisis response services as appropriate and as available.

Step 5: Housing Referral – Only households who are referred to the CEA Priority Pool will receive housing referrals. Households are referred based on the prioritization policy adopted by the Seattle/King County CoC through the case conferencing process.

Households not recommended for housing resources based on the results of the prioritization will be offered other services, such as diversion, short-term/emergency housing, employment, social services or referral to other community supports. Households not interested in the programs identified through the prioritization process as the appropriate level of support for them may also be offered other resources.

Low Barrier Policy

CEA participating programs will make enrollment decisions based on standardized eligibility criteria determined by program funding. No client may be turned away from crisis response services or homeless designated housing due to lack of income, lack of employment, disability status, or substance use. Exceptions include instances when the project's primary funder requires the exclusion, or a previously existing and documented neighborhood covenant/good neighbor agreement has explicitly limited enrollment to clients with a specific set of attributes or characteristics. Funders restricting access to projects based on specific client attributes or characteristics will need to provide documentation to the Coordinating Entity providing a justification for their eligibility policy.

Coordinated Entry for All (CEA) – Tips & Resources Guide
CEA: (206) 328-5796 | CCS RAP: (206) 328-5900

Frequently Asked Questions about Coordinated Entry for All (CEA)
I have completed a CEA Housing Triage Tool— is there a waitlist for housing? How long does it take for me to get housing?
There is no waitlist for housing. The number of people and families experiencing homelessness changes every day. The list of available resources also changes every day. There is no way for us to know how much time it will take to match you with the right housing, and a housing resource is not a guarantee.

What happens after I complete the triage tool?
You now have an active housing triage tool for CEA. CEA staff will contact you when you are the next eligible household for housing. They will try to reach you using all the contact information you gave us today. Once contacted, please make sure you respond as quickly as you can. CEA will not contact households with updates until a housing resource becomes available.

When should I call the CEA information line?
You can call CEA at (206) 328-5796 when you need to update your contact information or if anything you mentioned in your triage tool has changed. Note: Due to the volume of calls, it will take 5-10 business days for CEA staff to respond to message left on the information line. You can also call any Regional Access Point (RAP) site to update your information.

RAP Information:
Location: ____
Phone number: ____________________________________

I have completed the housing triage tool, but my situation has changed. What should I do? To update your contact information or any other information related to your housing assessment, please call or any of the Regional Access Point (RAP) sites, or the CEA Information Line at (206) 328-5796.

Please call to update if any of the following changes:
✓ Where your household is staying
✓ If there are changes in family members
✓ If the number of people in your household changes
✓ Contact information (email, telephone number, secondary telephone number, etc.)
✓ Change to income (employment, SSI, TANF, child support, etc.)
✓ Change in payment plan to an old landlord or debt collector ✓ Criminal background or warrant

Next Steps
When you are called for a housing resource, the housing program may ask you to turn in these items. Please start working on getting these documents if you do not have them:

Resources

Resources that help pay for photo ID:

- *Department of Social and Health Services (DSHS)*: Current clients may walk into any DSHS office to start the process. For details, call (206) 501-2233 or (877) 501-2233 ? *Solanus Casey Center*: (206) 223-0907 **Payment Planning & Credit Reports:**
- Free credit reports at www.annualcreditreport.com ? Start a payment plan with a Housing Authority: ○ *King County Housing Authority*: www.kcha.org ○ *Seattle Housing Authority*: www.seattlehousing.org **Criminal Background & Warrant Status:**
- *Washington State Courts*: www.courts.wa.gov ? Quash active warrants: ○ Go to any *King County District Court* location or call at (206) 205-9200.
  ○ Free legal advice: www.washingtonlawhelp.org **Social**

Security card:

- www.ssa.gov/forms

Birth Certificates:

- www.usa.gov/replace-vital-documents

Employment Navigation
If you are not working, it is a chance to get work. If you are currently working, this is a chance to look for another job or reduce any barriers that may get in the way of working.

1) When you are ready, the assessor will give your name and contact information to an employment navigator.
2) The Employment Navigator will try to contact you within 2 days to help you with your employment goals.

Possible things to work on with an Employment Navigator:

- Talk to you about your work history, and your strengths and barriers

- Create a plan for your employment goals
- Connection to employment openings through WorkSource or other employment services
- Help with interviewing or making a resume
- Refer you to job openings or job fairs
- Information about services such as childcare, access to transportation, or work clothes

Appendix VI Messaging –Closing Script for Housing Triage Tool

Example of closing script:

Thank you [client name] for completing the CEA Housing Triage Tool with me today. When your household is added to the priority pool a CEA Referral and Operations Specialist or Housing Navigator will contact you. It's very important that you return the Referral and Operations Specialist's call immediately as they can't hold resources and will need move on and offer the resource to the next eligible person/household if they don't hear back.

Because there are limited housing resources, there is no way to tell when a housing resource will become available. It's all dependent on what resources open up and your eligibility for available housing resources. I also want to be very honest and transparent with you. The amount of housing connected to CEA is extremely limited with few resources becoming available each month and is inadequate to meet the needs of our community. The chances of an opening in CEA is low, so I'll mention again that if you can think of a plan outside of CEA that can get you housed, please contact me and we can discuss it.

In the meantime, I'm providing you with information on the next steps and how to keep your information up to date that you can take with you. I'm also giving you a list of other resources that might be helpful [explain the resources provided, or if providing a warm hand-off, explain the process].

I wish you the best in your housing search, again if your situation changes, please refer to the CEA Tips and Resource Guide for Consumers that I just gave you.

Appendix VII CEA Frequently Asked Question

1. What is Coordinated Entry for All (CEA)?

CEA ensures that people experiencing homelessness can get help finding stable housing by identifying, assessing, and connecting them to housing support services and housing resources. CEA uses a standardized housing triage tool that matches the right level of services and housing resources to people experiencing homelessness. CEA does not create more available housing. It matches eligible people to the current limited resources.

2. How does CEA work?

CEA uses a housing triage tool, called the VI-SPDAT, to gather information about the needs of each homeless family or homeless individual. In general, the triage tool asks a series of questions about the household or individual, your health, how you are experiencing homelessness, and what other needs you might have.

3. Who does CEA serve?

CEA serves all populations (single adults, young adults*, couples, families, and Veterans) who are experiencing literal homelessness and are residing in King County. Additionally, young adults* who are at risk of homelessness within 14 days can also receive CEA services.

Being homeless means you are:

- Living and sleeping outside or in places not meant for human habitation,
- Fleeing or attempting to flee domestic violence**,
- Staying in an emergency shelter or,
- Exiting an institution*** where you stayed for up to 90 days and were homeless before entering that institution.

* **Young adult** means a person between 17.5 years old through 23.5 years old.

****Domestic violence** means the person or family is afraid to return to their home or is experiencing dangerous or life threatening conditions at home, usually due to abuse, stalking, dating violence, sexual assault or other physical assault. Persons who have experienced human trafficking or sexual exploitation may also be served by CEA.

*****Institution** means a jail, prison, a psychiatric hospital, medical hospital, or a drug/alcohol treatment program.

4. How can I get connected to CEA?

You can get connected by calling our Regional Access Point offices. https://www.kingcounty.gov/depts/community-human-services/housing/services/homeless-housing/coordinated-entry/access-points.aspx

5. **I do not meet any of the conditions described in Question 3, where can I go for help?**

CEA can only serve people or families who meet at least one of the conditions described in Question 3. If you or your family do not meet any of the conditions listed, please call 211, or visit http://crisisclinic.org/ to get connected with other services. For Prevention Resources see:https://www.kingcounty.gov/depts/community-human-services/housing/services/homeless-housing/homeless-prevention.aspx

6. I do not speak English very well. Will I be able to be triaged?

Yes. Workers at the Regional Access Point offices can speak several different languages. When you call the RAPS, please let the person answering your phone call know what language you are most comfortable speaking. If no workers at the location where you are meeting speak the same language as yours, the person answering your phone call will make sure an interpreter will be available during your appointment.

7. **I have young children. Can I bring them to my housing meeting?**

Yes. You are welcome to bring your children with you to your appointment.

8. **I have work or school during the daytime hours. Will I be able to complete a triage tool?**

Yes. Regional Access Point offices can offer evening and weekend hours by appointment. When you call the RAPS, please let the person answering your phone call know about your work or school schedule.

9. **What if I am currently in a jail or a prison, can CEA help me?**

If you were homeless before being in a jail or prison AND stayed in jail or prison for 90 days or less, then CEA can help. Contact your Jail Release Planner for help with assessments before leaving jail.

If you are a young adult (17.5 through 23.5 years old), CEA can help if it is at least two weeks before you leave a jail or prison. For a young adult, there is no requirement that you were homeless immediately before entering the jail or prison. There is also no requirement that you were in the jail or prison 90 days or less.

10. I have completed a CEA Housing Triage Tool is there a waitlist for housing? How long does it take for me to get housing?

There is no waitlist for housing. The number of homeless people and families needing housing change every day. The number and types of available housing resources also change every day. There is no way for us to know how much time it takes to match you with the right housing, and there is no guarantee that a resource will become available.

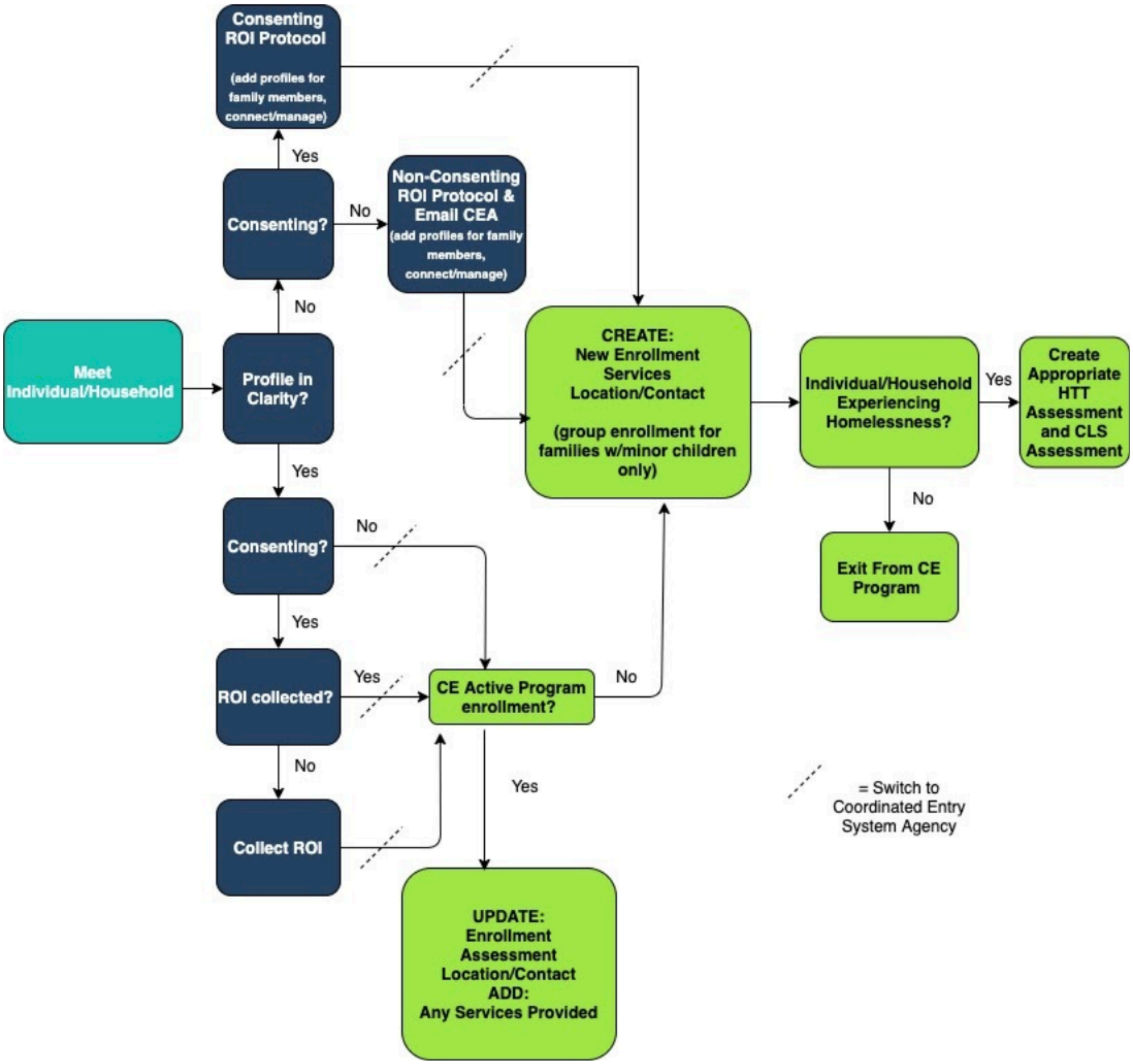
11. I have completed the CEA Housing Triage Tool but my situation has changed. What should I do?

If you want to update your contact information or any other information related to your housing assessment, you may call a Regional Access Point, or the CEA Information Line at 206-328-5796. Note: Due to the volume of calls it will take CEA staff approximately 5-10 business days to follow-up on any messages left.

12. I have a concern about CEA policies and procedures, who do I talk to?

If you have a concern about CEA policies and procedures, you may leave a message at 206-328-5796 or email cea@kingcounty.gov.

Appendix VIII Housing CEA HMIS Assessor Workflow



Appendix VIIII CEA Housing Assessor Training Materials

HOUSING ASSESSOR TRAINING PLAN

Training Checklist and Verification for New Assessors

Organization Name:____

Trainer Name: ____

Trainer Email: ____

Trainee Name:____

Trainee Email: ____

CEA Liaison Name: ____

New Assessor training plan:

The following is a step-by-step guide for T3 trainers to use when training new Assessors. Each step must be completed in order to have access to HMIS and complete CEA Housing Triage Tools. When each step is complete check the appropriate box. When all steps are completed both parties sign and the training plan is placed in the employee file for verification of training completion.

Step 1

☐**Watch the CEA Overview webinar -** This is an overview of CEA system and processes located at http://www.kingcounty.gov/depts/community-human-services/housing/services/homelesshousing/coordinated-entry/providers.aspx

Date Completed: _________________

Step 2

☐**Participate in the Clarity General Training webinar-** this live webinar is required to get a Clarity log in Follow this link to register for an upcoming webinar http://kingcounty.hmis.cc/training/clarity-general-training/

Date Completed: __________________

☐Once the assessor has completed the webinar, the HMIS lead from their agency must contact the Bitfocus helpdesk at (206) 444-4001 extension 2 to request a username and password for the new assessor.

Date completed: _________________

Step 3

☐ **In-person training with a certified CEA trainer** (see training checklist below)

Date completed: ___________________

Step 4

☐ **New Housing Assessor reviews the Housing Assessor Manual**

Date completed: _________________

Step 5

☐**Refresher training-** all assessors are required to attend the next available refresher training administering the CEA Housing Triage Tool. This training will be hosted by a member of the CEA team.

Refresher trainings are scheduled to occur monthly. All Refresher trainings are one-hour in length and are located at 401 5th Ave, Seattle, King County Chinook Building or online webinar. Access to a monitor is required for attending online. Dates for training can be found on the CEA website: https://www.kingcounty.gov/depts/community-human-services/housing/services/homeless-housing/coordinated-entry/providers.aspx

Date completed: ____________

I certify that all training requirements have been completed:

Trainer Name: ___________________________ **New Housing Assessor Name: __________________**

Trainer Signature: ________________________ **New Housing Assessor Signature: _______________**

Today's Date: ___________________________

CEA HOUSING ASSESSOR QUIZ

Name: ________________________ **Email:** __________________________

Agency: ________________________ **Date:**__________________________

1. Can I change the questions on the triage tool to clarify more information? Yes/No

2. What box should an Assessor never check anywhere in HMIS?

   A. Have you ever been in foster care?
   B. Where do you sleep most frequently?
   C. The "Private" box.

3. If the household being triaged identifies as a Veteran, what additional document would you direct the new assessor to upload into HMIS?

   A. A signed statement from the household declaring they served in the U.S. military.
   B. A letter from the Veterans Administration proving they served in the U.S. military.
   C. A Veterans Administration Release of Information.

4. Households are prioritized in the Priority Pool by which method.

   A. How long they've resided in King County.
   B. How well they self-advocate.
   C. By vulnerability.

5. Which is an appropriate example of when to flag a triage tool?

   A. When the household specifies that they'd like to live in a certain area of the County.
   B. When the assessment questions do not catch the true and verifiable vulnerability of the household.
   C. When the assessor knows for certain there is a disparity in what the household reported, and what they know as fact, and that the score of the assessment would be significantly impacted with an accurate report.
   D. Both B and C.

6. Which example is best when writing a flag note?

A. Write a brief description of the situation.
B. Cite each question not congruent with the situation including specific reasons/examples of why the answers are not reflective of the households' situation and that would significantly impact a score or vulnerability not captured in the assessment.
C. Indicate where CEA can reach the household for more information.

7. Which is the most accurate description of Diversion?

A. It's available to people living in a shelter with no other place to go.
B. It can be used for people that are unsheltered or living in a shelter that have a housing plan that can be executed within 30-days, and with a housing outcome lasting at least 90-days.
C. It can be used for homeless prevention, keeping people from entering into homelessness.

10. What is the best response when someone being triaged asks where they will be on a wait list?

A. I don't know, you can call me once a month to check.
B. The Priority Pool is not a waitlist, but more like a pool of applicants we are currently working with to house. Because resources are so limited it could take weeks, months, or much longer for a resource to open.
C. You will get housing as soon as something opens.

11. When do I complete a Current Living Situation Assessment?

A. When a new CE Program Enrollment is created
B. When a new HTT is completed or Updated
C. When a CE Service is recorded
D. All above scenarios warrant a new Current Living Situation Assessment

12. When should Contact and Location information be updated?

A. Never
B. Review and update at each interaction
C. At program intake only
D. Only when updating assessments