Coordinated Entry for All Operations Manual V-6.1

King County

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Overview

Vision

The purpose of Coordinated Entry for All (CEA) is to ensure that prioritized households experiencing homelessness have fair and equal access to housing, regardless of race, color, national origin, religion, sex, age, familial status, disability, actual or perceived sexual orientation, gender identity, or marital status. The system aims to work with these households to understand their strengths and needs, provide a common assessment, and connect them with housing and homeless assistance. Through the use of standardized tools and practices, CEA aims to incorporate the principles of a system-wide housing first approach and prioritize those with the highest service needs.

Coordinated Entry for All is designed to:

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

To achieve these objectives, Coordinated Entry for All includes:

- Offering **Diversion / Path to Home and connections to employment resources** as a first step in progressive engagement to solve the housing crisis.
- A **standard assessment process** to be used for all households who are seeking assistance, and procedures for determining the appropriate next level of assistance.
- Establishment of **uniform guidelines** among homeless housing programs (transitional housing, rapid rehousing, and permanent supportive housing) regarding eligibility for services, screening criteria, prioritized populations, expected outcomes, and targets for length of stay.
- Consistent **referral policies and procedures** from CEA to housing programs and other resources.
- The **Operations Manual** contained herein and detailing the operations of Coordinated Entry for All.

The Seattle / King County CoC has been implementing coordinated entry programs for families since 2012, young adults since 2013, and Veterans since 2015. In June, 2016 King County DCHS became the

Coordinating Entity for CEA. Moving forward, opportunities for improvement and new design implementation will present themselves, and adjustments to processes described in this manual will reflect those changes. Evaluation of quarterly data by stakeholders will provide ongoing opportunities for feedback, supporting continued improvement of CEA.

Requirements of a Coordinated Entry Process

Since the Continuum of Care (CoC) Program interim rule was published in 2012, HUD has learned a great deal about what makes a coordinated entry process most effective and has determined that additional requirements are necessary. Those requirements are outlined in the January 23rd, 2017 **Notice Establishing Additional Requirements for a Continuum of Care Centralized or Coordinated Assessment System.**

In alignment with these requirements and continued HUD guidance, the Seattle / King County Continuum of Care has implemented a coordinated entry system for all households who are experiencing homelessness. CEA, as described in this manual, is designed to meet the Federal and State requirements of a *Centralized or Coordinated Assessment System* which must adopt the following minimum requirements.

1. Cover the entire geographic area claimed by the CoC;

2. Be easily accessed by individuals and families seeking housing or services;

3. Be well-advertised;

4. Include a comprehensive and standardized assessment tool;

5. Provide an initial, comprehensive assessment of individuals and families for housing and services; and,

6. Include a specific policy to guide the operation of the centralized or coordinated assessment system 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.

Participation Requirements

The Departments of Housing and Urban Development (HUD) and Veteran's Affairs (VA) have established guidance that instructs all CoC projects to participate in their CoC's coordinated assessment system. Any project that receives HUD funding (CoC Program, Emergency Solutions Grant, and Housing Opportunities for People with AIDS) or VA funding (Supportive Services for Veteran Families, Grant and Per Diem, Veterans Affairs Supportive Housing) must comply with the participation requirements as established by the corresponding CoC jurisdiction. Similarly, the Washington State Department of Commerce mandates that Consolidated Homeless Grant (CHG) and local homeless housing surcharge revenue (local document recording fees) grantees must maintain a coordinated assessment system where households experiencing homelessness are assessed and referred to the services that will help them obtain and maintain housing stability. Finally, local funders have also required the use of CEA.

In, summary the following funding sources require the use of CEA:

Continuum of Care	Emergency Solution Grant	Supportive Services for Veteran Families
City of Seattle General Funds	Veterans Affairs Supportive Housing	Consolidated Homeless Grant
King County Operating Rental Supports (local document recording fees)	United Way King County	

Seattle / King County Continuum of Care has developed a coordinated entry system with the following expectations:

- CoC projects must publish written standards for client eligibility and screening,
- CoC projects must communicate project vacancies, including bed/unit-specific information to the Coordinating Entity,
- Households experiencing a housing crisis must access CoC services and housing using CEA-defined access points,
- CoC projects must enroll only those clients referred according to the CoC's designated referral process, and
  CoC projects must commit to participate in the coordinating entities' planning and management activities as established by CoC leadership.

Participating Programs

Participating Programs includes all Regional Access Points, agencies participating as Housing Assessors and/or Housing Navigators, as well as housing programs required to participate in CEA due to funding and/or contract requirements.

See Appendix A. List of Participating Agencies

The Coordinating Entity will review and update this list periodically and reserves the right to add or remove agencies.

Given limited resources and to ensure quick access, shelters are not included in the CEA referral process.

See Housing Inventory Maintenance, Exception to Participate, and New Housing Lease Up policies for more details.

*Homeless Management Information System (*HMIS)

The Homeless Management Information System (HMIS) is a database used to record and track client-level information on the characteristics and service needs of homeless persons. HMIS ties together homeless service providers within a community to help create a more coordinated and effective housing and service delivery system.

The U. S. Department of Housing and Urban Development (HUD) and other planners and policymakers at the federal, state, and local levels use aggregate HMIS data to obtain better information about the extent and nature of homelessness over time. Specifically, HMIS can be used to produce an unduplicated count of homeless persons, understand patterns of service use, and measure the effectiveness of homeless programs.

Personal information is not entered in HMIS for people who are 1) receiving services from domestic violence agencies; 2) fleeing or in danger from domestic violence, dating violence, sexual assault or stalking situation; or 3) have disclosed HIV / AIDS status.

Bitfocus, Inc. is the HMIS vendor and System Administrator for King County, and uses Clarity Human Services software. Clarity has a Coordinated Entry function, which is used for CEA, and the HMIS Release of Information is inclusive of CEA, and affiliated processes. Bitfocus' responsibilities include data quality and technical support. The policies and procedures concerning the protection of all data collected for CEA is outlined in the King County HMIS Standard Operating Procedures and HMIS End User Manual.

These documents and additional information can be found on the HMIS website http://kingcounty.hmis.cc

Disclaimer

CEA is designed to coordinate and prioritize access to housing and homeless programs for households experiencing homelessness**. There is no guarantee that the household will meet final eligibility requirements, be referred to a housing resource, or receive a referral to a particular housing option, nor does it ensure availability of resources for all eligible households.**

Access to Emergency Services

The coordinated entry process must allow for people experiencing a housing crisis to access emergency services with as few barriers as possible. HUD expects CoC designated coordinated entry access points to provide "unqualified" emergency access, meaning access is not limited to certain populations. Emergency access point service providers could include all types of emergency services such as homelessness prevention assistance, domestic violence and emergency services hotlines, drop-in service programs, emergency shelters, and other short-term crisis residential programs. Persons must be able to access emergency services independent of the operating hours of the CoC's coordinated entry processes for intake and assessment.

See Accessing Emergency Services policy for more information

See Accessing Emergency Services after Operating Hours policy for more information.

Key Components

Eligibility

As determined by the CoC Coordinating Board, eligibility for CEA and a referral to homeless housing is based on the following criteria.

- Literally homeless (Sleeping outside, in a place not meant for human habitation, or in a shelter
- Fleeing/attempting to flee domestic violence (the individual or family must be fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member; have no other residence; and lack the resources or support networks to obtain other permanent housing)
- Staying in or exiting an institution where you resided for up to 90 days and were in shelter or a place not meant for human habitation immediately prior to entering that institution
- Young adults who are imminently at risk of homelessness within 14 days are also eligible for CEA.

See Eligibility policy for exception to the above criteria.

Assuring *the contractual eligibility for housing is* the responsibility of *the service agency and/or housing provider, in accordance with the programs funding sources.*

Progressive Engagement

CEA is part of a progressive engagement approach in King County. This process includes prevention, diversion, and as needed completing a CEA Housing Triage Tool with a referral to the CEA Community Queue, and as prioritized, a referral to a housing resource when it becomes available. The system prioritizes client choice and provides continual opportunity during the process for a household experiencing homelessness to engage in diversion resources. For example, if an eligible household can be referred to diversion resources for crisis resolution, then they will be referred to such a resource, rather than a housing intervention. Also, if a household denies a housing referral, they will again be offered the opportunity to receive diversion resources, rather than wait for another housing referral. A household will only receive a referral to a program or resource that they have agreed to accept.

Connecting to CEA

Regional Access Points

Regional Access Points (RAPs) are located in five sites across King County. RAPs work with households to solve an episode of homelessness, and when absolutely necessary complete the CEA Housing Triage Tool.

RAPs are accessible by public transportation and are located in an environment where additional community resources can be accessed as needed. In addition, the RAPs are accessible to individuals with disabilities, including accessing physical locations for individuals who use wheelchairs. The best way to access a RAP for a conversation about Diversion / Path to Home or to complete a Housing Triage Tool is to meet with a *Housing Assessor* at the nearest RAP. Hours when a housing triage tool can be completed vary, and both walk-in and scheduled appointments are available. Detailed information is available on the CEA website (www.kingcounty.gov/cea), and by calling 211.

RAPs are responsible for the entirety of the geographic region they are located in. A detailed RAP catchment map is available on the CEA website Coordinated Entry for All - King County

Young adults, single adults, and Veterans can also access assessments through one of the population-specific locations listed on the CEA website. Information about these sites is also available by calling 211.

Mobile Housing Assessors and Outreach

In the event that households are unable to access a Regional Access Point to meet with a Housing Assessor, the Regional Access Point is responsible for deploying staff to meet with households in the community.

Regional Access Points are responsible for outreach within their region to engage households experiencing homelessness who may not be accessing services. Individuals, households, advocates, and other stakeholders should contact their local Regional Access Point directly for more information.

Additional community partners, including schools, jails, detention, libraries, community centers, hospitals, and street outreach workers are aware of the CEA process and can refer households to a Regional Access Point. Community partners and street outreach workers apply triage and conduct housing assessments in compliance with the same guidelines establishes for the Regional Access Point

See Outreach and Community Based Assessor policy for more information.

In the event that emergency services are needed outside of the operating hours of a Regional Access Point, outreach workers and community partners performing housing triage must ensure that those experiencing a housing crisis can connect with emergency services during those non-operating hours.

See Accessing Emergency Services after Operating Hours policy.

Diversion

Diversion / Path to Home is as a first step in a progressive engagement process to solving the homeless housing crisis. Diversion is offered *before* completing a CEA Housing Triage Tool (VI-SPDAT) using client-driven, creative solution to access permanent or temporary housing quickly outside of CEA and the homeless housing system. A Diversion / Path to Home plan must come to fruition with 30-days and last a minimum of 90-days. Diversion / Path to Home is one-time financial assistance and is not a subsidy or ongoing assistance program.

For more information on Diversion / Path to Home, see the CEA Path to Home Manual at http://www.kingcounty.gov/depts/community-human-services/housing/services/homeless-housing/coordinated-entry/providers.aspx

Housing Triage Tool

All Homes Coordinating Board has selected the VI-SPDAT as the housing triage tool to determine a household's vulnerability, and therefore priority for housing. The VI-SPDAT (Vulnerability Index – Service Prioritization Decision Assistance Prescreen Tool), developed by OrgCode Consulting, is an assessment tool that aims to identify a household's level of service need. Population-specific versions of the VI-SPDAT, which include additional questions that support eligibility for local programs, are used in King County's adoption of this tool.

Transition-Aged Youth TAY-VI-SPDAT	Family F-VI-SPDAT	Individual VI-SPDAT
-Use for a single young adult, 17.5-24 -Score transfers for single adult resources	-Use for a pregnant or parenting individual/ family (including YA and Veteran families)	-Use for a single adult/ Veteran

Prioritization

All Home's Coordinating Board has prioritized access to homeless housing resources based on vulnerability (a household's level of service need) to ensure that people who need assistance the most can receive it in a timely and consistent manner.

Housing prioritization is implemented using a 'Banding Order', meaning the households' Housing Triage Tool scores are associated with a band of housing resources ("High", "Medium", or "Low"). Households are prioritized for housing referrals based on their Housing Triage Tool score within their corresponding band. If multiple resources identified for households in the band are available they are given options within their choices in the band.

CEA Band	VI-SPDAT	TAY-SPDAT	VI-SPDAT Families	Rationale
High (3)	8+	8+	9+	**Permanent-Supportive Housing**
				Transitional Housing with case management and access to behavioral health supports. For YYA only this includes access to 24/7 staff
				Other Permanent Housing with case management and access to behavioral health.
Medium (2)	4-7	4 to 7	4 to 8	Rapid Rehousing
				Transitional Housing with case management and no direct access to behavioral health supports.
				Permanent Affordable Housing without case management.
Low (N/A)	0-3	0 to 3	0 to 3	Diversion. No housing intervention.

CEA is responsible for making referrals to open housing units based on the CoC's decisions on how to prioritize housing resources.

See Prioritization policy for more details.

Data collected from the assessment process is not used to discriminate or prioritize households for housing and services on a protected basis, such as race, color, religion, national origin, sex age, familial status, disability, actual or perceived sexual orientation, gender identify or marital status.

Households with the same score may be eligible for the same resources in CEA. Tiebreakers are implemented in order to determine the next person who will be contacted for available resources to make a referral.

See Tiebreaker policy for more details.

The HTT Disability Accommodation process is designed specifically for households with a developmental disability and/or behavioral health need whose disabilities make them unable to participate in the process to consent and then complete the CEA housing triage tool.

See Housing Triage Tool Disability Accommodation policy for more details.

The Flag Review process is a safety net for individuals where the Housing Triage Tool did not accurately reflect the household's vulnerability or where special circumstances are present that result in additional vulnerabilities that are not represented on Housing Triage Tool. This is not a side door to the process to prioritize households for a housing referral through CEA.

See Flag Review policy for more details.

Finally it is important that the Housing Triage Tool information for any given household is up-to-date and accurate in HMIS for vulnerability, eligibility, and referral purposes, and that the appropriate triage tool matches the household composition.

See the When to Conduct a New Assessment and When to Update an Existing Assessment policies for more details.

In certain circumstances some projects may use disability status or other protected class information to limit enrollment, but only if Federal or State statute explicitly allows the limitation (e.g. HOPWA-funded projects may only serve participants who are HIV+/AIDS).

Case Conferencing

Case Conferencing ensures that the outcomes of the Housing Triage Tool more closely align with the community's prioritization process by accounting for unique population-based vulnerabilities and risk factors. In addition, it provides an opportunity to partner with agency staff that have direct daily contact with people experiencing homelessness.

During weekly conferencing high-priority individuals are matched to Housing Navigators and available housing resources. The Housing Navigators then follow up and facilitate meetings between the individual and assigned housing agency and help collect any documentation needed for a housing placement. Prior to and throughout the housing assignment process, the Navigator may also do regular outreach to an individual in an effort to build rapport with the household.

In order to maintain confidentiality, all associated staff participating in Case Conferencing are required to complete and sign a CEA Case Conferencing Data Use Agreement. Staff that have not signed a CEA Case Conferencing Data Use Agreement are not eligible to participate in case conferencing until the form is signed and dated.

See CEA Case Conferencing Data Use Agreement.

Referrals

Referrals will be made by the Coordinating Entity based on the prioritization policy and the standardized eligibility criteria from the Continuum of Care and contract requirements. For example, programs that serve only male-identified single adults will only receive referrals for male-identified single adults. CEA will follow eligibility and screening criteria based on agreed upon requirements with the agency and funder(s).

See the Housing Referral policy for more details.

A referral may be unsuccessful due to a household refusing the resource, by agency denial, or based on program eligibility requirements with CEA. Any unsuccessful referral must be documented in the database by updating the Program Status. CEA may follow-up with the housing program and the household referred in order to understand the circumstances of the returned referral.

Housing providers are responsible for assuring that a household meets the contractually required eligibility requirements for their program.

See the Unsuccessful Referral policy for more details.

Coordinated Entry for All (CEA) values client choice in the housing process. CEA also strives to maintain low vacancy rates for the variety of housing programs available. In an effort to balance these values, the Refusal Policy, while flexible, has specific constraints to maintain efficiency. Eligible households are not limited in the number of resources they can refuse, but will not be considered for a program that is outside of their vulnerability band. CEA documents refusals in order to better understand why eligible households refuse resources and identify changes that would support the needs of our community.

See the Household Refusal Policy for more details.

Coordinated Entry for All (CEA) promotes housing stability for households and recognizes that circumstances arise which may require an adjustment in a current housing situation. With a mobility request, eligible households are prioritized for transfer to another housing program if they experience an imminent safety issue, require a geographic change, have a change in service need, are aging out of their current program with no other housing options, or if their family size changes.

See the Mobility Request policy for more details.

The External Fill Policy allows a housing provider to fill available housing units' external of a CEA referral when CEA is unable to identify an eligible household. This policy is intended to be the last effort to ensure CEA is making the best use of available housing resources. Communication during an external fill request allows CEA and housing providers to work together to understand challenges of the CEA referral process and support continuous system improvement. External fills are used as an emergency tool after

CEA staff and housing providers have made every attempt to prioritize and house the eligible households through CEA.

See the External Fill policy for more details.

Housing First

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.

Language Support

CEA provides services in the language preferred by the household when completing a Housing Triage Tool and making a housing referral. If staff are unable to provide in-person interpretation, access to interpretation services is also available through a phone service. In addition, households needing hearing and speech disability are supported through 711 for Telecommunications Relay Service.

By having both RAPs and community based housing assessors, the Seattle / King County CoC supports all people that are eligible for CEA to have fair and equal access to the coordinated entry system. This includes:

- sub populations such as households experiencing chronic homelessness, Veterans, families with children, youth, and survivors of domestic violence; and
- households that have perceived barriers to housing or services, including but not limited to, too little or no income, active or a history of substance abuse, domestic violence history, resistance to receiving services, the type or extent of a disability-related services or supports that are needed, history of evictions or poor credit, lease violations or history of not being a leaseholder, or criminal record.

Non-consenting

The non-consenting policy outlines how households that are de-identified in HMIS have equal access to housing resources and can be easily contacted by a CEA Referral Specialist when they become available.

Contacting Households

To ensure the community queue reflects the most current information regarding eligible households who are in need of housing, eligible households may be considered inactive if they cannot be reached by CEA.

See the Inactive Households policy for more details.

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 or by calling 211. Households can also complete a housing triage tool through community based Housing Assessors.

Step 2: Diversion First - *Housing Assessors* at RAPs have access to an array of services and mainstream resources to assist in resolving the immediate needs of a household and potentially end an episode of homelessness such as diversion opportunities, 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: Refer to the CEA Community Queue – Once the household has completed the Housing Triage Tool, the Housing Assessor discusses the intervention identified in HMIS, and as appropriate places, the household on the CEA Community Queue.

Step 5: Offer Crisis Intervention Services – At the time of triage, *Housing Assessors* will connect households with emergency shelter or other crisis response services as appropriate and as available.

Step 6: Housing Referral – Households are referred based on the prioritization policy adopted by the Seattle / King County CoC. Information gathered from the Housing Triage Tool is used to create a vulnerability score which contributes to prioritization for available resources. Households not recommended for housing resources based on the results of the Housing Triage Tool will be offered other services, such as diversion, connections to employment resources, short-term/emergency housing, or referral to other community supports. Households not interested in the programs identified through the Housing Triage Tool as the appropriate level of support for them may also be offered other resources.

Non-Discrimination Requirements

The *Coordinating Entity* takes all necessary steps to ensure that CEA is administered in accordance with the Fair Housing Act by promoting housing that is accessible to and usable by persons with disabilities. CEA complies with the non-discrimination requirements of the Fair Housing Act, which prohibits discrimination in all housing transactions on the basis of race, national origin, sex, color, religion, disability status and familial status. This also includes protection from housing discrimination based on source of income. Additional protected classes under state law include sexual orientation (including gender identity), marital status, military discharge status, age (40+). Agencies cannot preference any protected class unless allowed by statute/regulation, or written waiver from their funding or regulatory body (i.e. U.S. Department of Housing and Urban Development).

All Partner Agencies take full accountability for complying with Fair Housing and all other funding and program requirements. Contracts require the Partner Agencies to use CEA in a consistent manner with the statutes and regulations that govern their housing programs.

The *Coordinating Entity* maintains the CEA Housing Inventory that outlines any funding contract that requires or allows a specific subpopulation of persons to be served. As a result CEA may allow filtered searches for subpopulations while preventing discrimination *against* protected classes.

The Civil Rights and Fair Housing Laws and Requirements are outlines in Appendix C.

Reasonable Accommodations

The Fair Housing Act prohibits discrimination in housing on the basis of race, color, religion, sex, national origin, familial status, and disability. One type of disability discrimination prohibited by the Act is the refusal to make reasonable accommodations in rules, policies, practices, or services when such accommodations may be necessary to afford a person with a disability the equal opportunity to use and enjoy a dwelling. A reasonable accommodation is a change, exception, or adjustment to a rule, policy,

practice, or service that allows a person with a disability to use and enjoy housing, including public and common use areas.

See the Reasonable Accommodations policy for more details.

Conflicts of Interest

In the event that a conflict of interest occurs between a household and CEA staff, RAP staff, or housing provider, the staff must inform their supervisor, who will assign another staff to work with the household as appropriate.

Roles

Housing Assessors

Housing Assessors are staff based at Regional Access Points, and include community based housing assessors (provider outreach workers and case managers). In order to help ensure access for households who face physical or other barriers to accessing Regional Access Points or those who are disconnected from services, additional Housing Assessors are designated outside of Regional Access Points to administer assessments.[1]

Households can have a Housing Triage Tool completed at community-based locations, in addition to the Regional Access Points. Locations are published on the CEA website. The level of need for administering assessments will be periodically evaluated.

Responsibilities - All Housing Assessors have the ability to complete a HMIS intake and the Housing Triage Tool with eligible households. Housing Assessors' responsibilities include, but are not limited to the following:

- Operating as the initial contact for CEA and communicating eligibility criteria,
- Exploring resources other than homeless housing programs, such as diversion or employment/education,
- Administering the Housing Triage Tool and documenting the household's responses into the database,
- Communicating the types of resources the household may be referred to,
- Ensuring information is input into the HMIS system accurately,

[1] Community-Based Agencies with trained assessors include YA Providers offering front-line case management and diversion resources, Emergency Shelters, Mobile Medical Van, Veteran Navigators and Veteran-serving agencies, Outreach teams, and agencies providing culturally tailored services.

- Notifying households about other services/resources/programs they may be eligible for outside of CEA, including housing through BHRD, Section 8, emergency housing, homeless prevention through YFHPI, and other community-based resources (employment services, behavioral health supports, domestic violence services, etc.), and
- Responding to requests by the Coordinating Entity.

Training Requirements- Housing Assessors are trained by the Coordinating Entity or by CEA certified trainers; the training includes the Bitfocus/Clarity General Webinar, VI-SPDAT Training, diversion, language access, how to conduct a trauma-informed assessments, safety planning, and cultural sensitivity training, including Veteran and domestic violence. The CEA training plan can be found in the Assessor Manual located at http://www.kingcounty.gov/depts/community-human-services/housing/services/homeless-housing/coordinated-entry/providers.aspx

Assessor Manual - The CEA Housing Assessor Manual has more details on Assessor roles and responsibilities, the triage tool, the process of conducting and completing the triage tool, training, Release(s) of Information, and HMIS data input requirements. The CEA *Assessor Manual* is located on the CEA website at http://www.kingcounty.gov/depts/community-human-services/housing/services/homeless-housing/coordinated-entry/providers.aspx

Certified Trainer (T-3) Manual – The CEA Certified Trainer Manual has more detail on the training process when training is administered by a County Certified Assessor trainer, including prerequisites, the training process, and roles and responsibilities. The CEA Certified Trainer (T-3) Manual is located on the CEA website at http://www.kingcounty.gov/depts/community-human-services/housing/services/homeless-housing/coordinated-entry/providers.aspx

See Training policy for more detail

Mandatory Reporting - Staff associated with Coordinated Entry and specifically Regional Access Points (RAP) are required to be mandatory reporters. Mandatory reporting ensures that the proper entities are notified when individuals or family members are at risk of neglect or abuse as outlined by the Washington Administrative Codes (WAC) http://app.leg.wa.gov/wac/default.aspx?cite=246-16 Individual or family member can include a dependent child, dependent adult, the elderly, or any member of society. See Mandatory Reporting policy for more details.

See Mandatory Reporting policy for more detail.

Housing Navigators

Housing Navigators are provider staff and may be RAP staff who work with eligible households to prepare for a housing referral once they have completed a Housing Triage Tool in order to expedite the occupancy process once a referral has been made. A Housing Navigator may work with an eligible household from housing triage through the referral and occupancy process, depending on the household's desire for that support. Housing Navigators' responsibilities include, but are not limited to the following:

- Participating in Case Conferencing

- Assisting client in obtaining necessary documentation required for housing,

- Collecting necessary documentation, securing additional financial assistance if needed, providing transportation, accompanying to potential housing options, etc.

- Assisting clients in navigating any challenges related to the housing process (application and/or inspection process, etc.), and

- Responding to requests by the Coordinating Entity.

The Housing Navigator Manual is located at *https://www.kingcounty.gov/depts/community-human-services/housing/services/homeless-housing/coordinated-entry/providers.aspx*

Governance

Coordinating Entity

King County DCHS is the *Coordinating Entity* that manages CEA. The Coordinating Entity is responsible for:

- 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 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 program denials, participant refusals, and flag review of vulnerability score in compliance with the protocols described in CEA Operations Manual;
- Managing an eligibility determination appeals 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 clients, 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.

Policy Advisory Committee

The CEA Policy Advisory Group will meet on a monthly basis and is responsible for:

- Understanding the daily operations of CEA;
- Working with the Coordinating Entity to identify any policy implications in changes to daily operations;
- Approving policy and procedure recommendations from the Coordinated Entity to improve the efficiency and effectiveness of CEA;

- Conducting racial equity analysis when designing policy or when evaluating performance;
- Holding accountability and providing support to the Coordinating Entity for fulfilling CEA vision;
- Advising the Coordinated Entity based on CEA performance data including the 120 day review and stakeholder input; and
- Providing vision and overarching structure recommendations to the All Home Coordinating Board and supports approved solutions to moving forward.

CEA Policy Advisory Committee will include the following seats:

- All Home
- Veteran's Affairs
- King County
- A City of Seattle / Office of Housing
- Suburban Cities
- KCHA
- UWKC
- Access / Navigation Provider
- Access / Navigation Provider
- Housing Provider
- Housing Provider
- RAP Provider

All Home Coordinating Board

All Home is the Seattle/King County Continuum of Care (CoC) and is the local homeless housing task force. All Home is responsible for identifying needs of households experiencing homelessness, planning for resources to end homelessness, and guide system improvement work.

The All Home Coordinating Board determines how homeless housing is prioritized and accessed in the Seattle / King County CoC. The Coordinating Board will receive recommendations from the Coordinated Entry for All Policy Advisory Committee.

Stakeholder Input

Attend regional community based stakeholder meetings and provide monthly opportunities for stakeholder feedback.

People fleeing domestic violence, dating violence, sexual assault, or staking

CEA addresses the needs of individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking.

When a homeless household is identified by CEA to be in need of domestic violence (DV) services, that household is referred to the domestic violence hotline immediately. If the household does not wish to seek DV specific services, the household will have full access to the *CEA,* in accordance with all protocols described in this manual.

If the DV helpline determines that the household seeking DV specific services is either not eligible for or cannot be accommodated by the DV specific system, the helpline will refer the client to a RAP for assessment and referral in accordance with all protocols described in this manual.

Referrals to Homelessness Prevention Services

All services that can support a household to prevent an episode of homelessness are accessible through 211. Some of the services include:

The Youth Family Homeless Prevention Initiative (YFHPI), which is a client-centered approach for youth and families at imminent risk of homeless that couples progressive engagement case management with flexible financial assistance to immediately address the issue placing the household at imminent risk. The YFHPI Providers can be found on the Homeless Prevention Resources Database website.https://kcprevention.weebly.com/uploads/7/0/1/1/70112437/bsk_yfhpi_funding_awards_2016_1_.pdf

Continuous Improvement

The CEA process will be monitored and reported on quarterly to ensure it is operating effectively. Evaluation efforts will be led by the King County Performance Measurement and Evaluation (PME) Unit, with guidance from the All Home System Performance Committee. An evaluation framework is provided in the Appendix.

The quarterly CEA 120 Day review data will be shared with the All Home System Performance Committee and at the monthly All Home Stakeholder Forum where stakeholder feedback and recommendations for adjustments to the design of CEA will be gathered. Through this process funders, providers, and people experiencing homelessness are able to provide input on the efficiency and effectiveness of CEA.

Once participating project and project participants have provided input, the CEA Policy Advisory Group will review the recommendations and propose policy and procedure changes that will improve the efficiency and effectiveness of CEA to the All Home Coordinating Board for approval.

Glossary of Terms

Affordable Housing- Non-time limited housing that is available to households with incomes less than 30%, 50% or 80% of area median income (AMI), also sometimes known as workforce housing. Housing projects may receive tax credits or other incentives in exchange for agreeing to set aside a certain number of units in the development for households with total incomes less than a particular percentage of AMI. Households must meet income requirements to be eligible for the units. Affordable housing may or may not have a rental subsidy.

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

CEA Participating Programs – 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.

Mobile Housing Assessment Teams – Mobile housing staff who are based at Regional Access Points and can travel around their region to complete the housing triage tool with households who are unable to visit a physical Regional Access Point location.

Community Queue – the pool of eligible households for resources in CEA.

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

Eligible Household - CEA serves all young adults, families, Veterans, and single adults who are literally homeless 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.

Emergency Shelter- temporary shelter from the elements and unsafe streets for homeless individuals and families. Emergency shelters typically address the basic health, food, clothing, and personal hygiene needs of the households that they serve and provide information and referrals about supportive services and housing. Emergency Shelters are indoors, and range from mats on the floor in a common space to beds in individual units. Some shelters are overnight only, while others operate 24/7.

ESG (Emergency Shelter Grant) – Grants from HUD that support homelessness prevention, emergency shelter, and related services.

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.

GPD (Grant and Per Diem) – Funding offered through the VA to community agencies that provide supportive services and/or housing for homeless Veterans.

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.

HOPWA (Housing Opportunities for Persons with AIDS) – A Federal program dedicated to the housing needs of people living with HIV/AIDS.

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 and Youth agencies who work with eligible households to prepare for a housing referral once they have completed a housing triage tool. The Housing Navigator role may alternatively be filled by an outreach worker or case manager.

HUD (The United States Department of Housing and Urban Development) – HUD requires Continuums of Care to establish a *Centralized or Coordinated Assessment System* where households experiencing homelessness are assessed and referred

Permanent Supportive Housing- Permanent housing for a household that is homeless on entry, and has a condition or disability, such as mental illness, substance abuse, chronic health issues, or other conditions that create multiple and serious ongoing barriers to housing stability. Households have a long-term high level of service needs in order to meet the obligations of tenancy and maintain their housing. Tenants have access to a flexible array of comprehensive services, mostly on site, such as medical and wellness, mental health, substance abuse, vocational/employment, and life skills. Services are available and encouraged but are not to be required as a condition of tenancy.

Permanent Housing with Supports (i.e. other permanent housing) - Permanent housing for homeless households with a high to medium level of service needs. Services are needed in order for the homeless household to maintain housing stability and services are individualized and targeted based on the housing stability plan. Programs and services may be available on or off-site and the tenant holds a rental agreement.

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

RAP (Regional Access Point) – Regional Access Points provide housing assessments and referrals to community resources. They are located in five sites across King County. Housing assessors and navigators are based at these sites.

SSVF (Supportive Services for Veteran Families) – Rapid Rehousing assistance for Veterans, including single individuals and families.

Subsidized Housing- Non-time limited housing that is supported by a rental subsidy. Generally, the tenant pays a portion of their monthly income towards rent and utilities, and the other portion of the rent is paid by the subsidy, up to a defined reasonable amount

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 17.5-24, 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.

Transitional Housing- A time-limited intervention intended to provide assistance to households who need more intensive or deeper levels of support services to attain permanent housing. Services continue to emphasize housing attainment through a housing-focused assessment and housing stability planning, which includes working with each household to identify resources in the community, to make referrals as needed, and to support on-going family and housing stability.

VA – The Department of Veteran Affairs; provides resources, including housing, for individuals and families who are Veterans

VASH (Veterans Administration Housing Support) – The HUD-VASH program combines Housing Choice Voucher rental assistance for homeless Veterans with case management and clinical services provided by the VA.

VI-SPDAT (Vulnerability Index- Service Prioritization Decision Assistance Tool) – A housing triage 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 18-24 years old. There are programs targeted to serve individuals in this age range. Young adults may also be eligible for single adult programs.

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Title: Housing Inventory Maintenance	Date Approved: 5/25/2016
Related Documents: Not Applicable.	

Rationale

The Housing Inventory and HMIS data information must remain up to date in order for CEA to support a smooth and appropriate referral for eligible households to housing. Each agency has submitted eligibility information and a program description for their housing programs. Programs are required to adhere to the agreed upon criteria.

Policy

Housing Providers must notify the CEA System Manager of any contractual changes to housing programs that impacts program eligibility and referrals through CEA. This may include: starting, adding to, or closing housing programs, a change in the service delivery model, adjustments to program eligibility requirements, pertinent policy change, etc.

Procedures

1. The person identified as the Agency Lead is responsible for updating the Housing Inventory and Screening Tool and should email to the CEA System Manager to notify them of a change and request that the Housing Inventory be updated.

    - Please provide the following information with the request for a change to the Inventory.
        - Name of Program
        - Requested change
        - Reason for change
        - Effective date of change

    - An email response will be sent within 48 hours to either confirm that the change has been made to the Inventory or requesting further information.

2. If the Coordinating Entity would like to change any language on the Housing Inventory and Screening Tool a similar email will be sent to the Agency Lead.

Change in Agency Lead

If the Agency Lead responsible for updating the program inventory needs to change, please email the CEA System Manager at cea@kingcounty.gov with the subject: “Housing Inventory Maintenance”.

Title: Exceptions to Participation	Date Approved: 5/25/2016
Related Documents: Not Applicable.	

The expectation is for programs to participate in CEA. Requests for exception from CEA are sent to the Coordinating Entity. The Coordinating Entity will bring any request to the CEA Funder Group for review.

Title: Housing Triage Tool Disability Accommodation	Date Approved: 3/9/2017
Related Documents: Request for CEA Housing Triage Tool Disability Accommodation	

Rationale
This is a process designed specifically for households with a developmental disability and/or behavioral health need whose disabilities make them unable to participate in the process to consent and then complete the CEA housing triage tool.

Policy
A housing triage tool disability accommodation is an adjustment to the process that allows a person with a disability to complete the CEA housing assessment process, be referred to the CEA Community Queue, and then receive a housing referral based on prioritization.

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 triage tool 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 housing triage tool questions should be reviewed then the case will not be discussed.

Title: Flag Review	Date Approved: 12/04/2016
Related Documents: Not Applicable	

Rationale
To provide a safety net for individuals where the Housing triage tool did not accurately reflect the household's vulnerability or where special circumstances are present that result in additional vulnerabilities that are not represented on Housing triage tool. **This is not a side door to the process to prioritize households for a housing referral through CEA.**

Policy
Housing Assessors will have to demonstrate professional judgment in this process. Those that repeatedly refer a large percentage of individuals needing a triage score review may be subject to additional training and/or other measures.

The Flag Review Panel, made up of the CEA Referral Specialists, will periodically review triage tools for households who are unable or unwilling to complete a housing triage tool or those tools that were flagged by a Housing Assessor as not capturing an accurate vulnerability score.

Procedures

1. A Housing Assessor notes in Clarity that an Flag Review is needed and a household meets on of the following criteria:

    A. A severe medical condition is present that meets one of the following criteria:
        a. Requires a medical device that is used to cure or treat disease that needs electricity to operate.
        b. Medical treatment that requires portable oxygen
        c. Terminal illness
        d. History of Frostbite, Hypothermia, or Immersion Foot
        e. A member of the household is receiving treatment for a life threatening condition
        f. 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. This includes individuals who are unable to complete the VI-SPDAT due to mental health or another concern. **It should be noted that a signed Release of Information is still needed to complete this process**.

    C. Evidence of self-neglect. Observation by the Housing Assessor/case manager/outreach worker is sufficient to meet this condition.

    D. Deaf and/or blind

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 triage tool 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 position on the community queue is correct. In other situations, the flag review panel may determine that a higher score is warranted.

Title: Prioritization	Date Approved: 5/25/2016
Related Documents: Not Applicable.	

Rationale

The Seattle/ King County CoC has limited housing resources available for people experiencing homelessness, and therefore must prioritize access to the resources.

Policy

Based on All Home's Coordinating Boards decision, CEA helps refer people experiencing homelessness to housing based on vulnerability and severity of service needs to ensure that people who need assistance the most can receive it in a timely and consistent manner. Housing prioritization is implemented using a 'Banding Order' using the CEA Triage Tool. Banding levels are associated with different types of levels of support of resources.

Procedure

1. Using Banding Order, households' CEA Triage Tool scores are associated with a band of housing resources ("High", "Medium", or "Low"). Households are prioritized for housing referrals based on their CEA Triage Tool score within their corresponding band. If multiple resources identified for households in the band are available they are given options within their choices in the band.

CEA Band	Family VI-SPDAT	TAY VI-SPDAT (for young adults)	VI-SPDAT (for single adults)	Housing Type/Rationale
High	11-22	8-17	8-17	Permanent-Supportive Housing (PSH)
				Other Permanent Housing with case management and access to behavioral health.
				Rapid Rehousing
				Transitional Housing Programs with case management and access to behavioral health supports. *For young adult housing programs this includes 24/7 staffing*
Medium	4-10	4-7	4-7	Transitional Housing with limited staffing and no on site case management or behavior health supports. May include scattered site programs.
				Permanent Housing (not PSH) Rental assistance and case management
				Rapid Rehousing
Low	0-3	0-3	0-3	No long-term housing intervention (emergency shelter)
				Diversion

Title: Tiebreaker	Date Approved: 5/25/2016
Related Documents: CEA Housing Assessment	

Rationale

Households with the same score may be eligible for the same resources in CEA. Tiebreakers are implemented in order to determine the next person who will be contacted for available resources to make a referral.

1. Highest vulnerability score
    - CEA will start with the highest VI-SPDAT score and work down in order of score.
2. Length of time homeless
    - *How long has it been since you lived in permanent stable housing?*
3. Length of time since triage
    - *How long it has been since the household completed the Housing Triage Tool?*

Title: Housing Referral	Date Approved: 10/12/2017
Related Documents: Not applicable.	

Rationale
CEA refers eligible households based on the CEA prioritization policy, unique population-based vulnerabilities and risk factors raised at case conferencing, and program eligibility.

Policy
Referral Specialists identify the next eligible household for an open unit in CEA based on the prioritization policy and tiebreakers, then a referral is made to a housing program based on:

a) Appropriate / Best Match - Unit eligibility and available services are right fit to client need
b) Client choice – Households have the right to reject housing and service options without retribution or limiting their access to additional housing options.
c) Client availability (document ready / nearly ready to move in so as to reduce vacancy times)

Case Managers are authorized to accept a housing referral for their client.

Specialized programs serving unique populations follow the same prioritization guidelines as other CEA programs.

a) Program eligible households that answer yes to "are you interested in being referred to programs that specialize in serving [specific population]" will be prioritized for the open, specialized resource.
b) If there is no match with a household that is interested in a particular specialized program, the next eligible households will be offered the resource.

Procedures

1. All referrals take place within the vulnerability band that corresponds with the households' score.
2. Referrals are prioritized from the Community Queue in the following order:
    1. Highest score- vulnerability
    2. Tiebreakers

3. The CEA referral specialist contacts the next eligible household to offer the available housing resource. If the household or case manager accepts the referral, the referral specialist makes the referral to the provider via HMIS. The referral specialist outlines the procedure the provider will follow to make contact with the household and inform them of the next steps. If the household refuses the referral, they are kept in the Community Queue until another eligible resource becomes available.

4. When a housing provider receives a referral, the status of the referral will show in Clarity as "pending". The housing provider needs to acknowledge they have received the referral and plan to contact the household by switching the status of the referral to "pending in process".

5. The housing provider should make initial contact with the household within 24 hours of receiving the referral trying all contact information listed in Clarity. The housing provider should at minimum make two unique attempts to reach the household within 48 hours before denying the referral. Households with higher vulnerability scores may be more difficult to reach. Housing providers can continue to attempt to reach a household past 48 hours to accommodate any barriers the household may have.
6. Households are expected to return call/email/etc. within 48 hours, to set the intake appointment.

7. Once a household is accepted to a program, they should schedule a move-in date with the housing provider.

Title: Shelter Referrals	Date Approved: 11/27/2017
Related Documents: Not Applicable	

Rationale
Given limited resources and to ensure quick access, shelters are not included in the CEA referral process.

Policy

Young adult and single adult shelters are accessed outside of the system.

Family Shelter is also not accessed through CEA. Families experiencing literal homelessness and are in need of shelter on the same day, can call the Family Emergency Shelter Access Ling every day they are in need of shelter beginning at 9:00 AM. The Family Emergency Shelter Intake Line can be accessed by calling 206.245.1026.

Title: When to Conduct a New Assessment/Triage Tool	Date Approved: 2/22/2018
Related Documents: CEA Triage Tool	

Rationale

To ensure information for any given household is up-to-day and accurate in HMIS, and that the appropriate triage tool matches the household composition.

Policy

New assessments/triage tools are to be conducted when certain circumstances change for a household. This includes:

A. When a young adult turns 24.5 and ages out of the YYA system, conduct a SA VI-SPDAT
B. When a single female becomes pregnant regardless of age, conduct a FAM-SPDAT.
C. When a child under the age of 18 joins a household that previously had no children, conduct a FAM-SPDAT.
D. When a family composition changes and there are no longer children in the household, conduct a SA VI-SPDAT on each household member and link them in HMIS.
E. When a households experiences a new episode of homelessness after being housed, conduct a new Housing Triage Tool appropriate to the household composition.

Procedures

1. CEA Housing Assessors will inform households that have completed a triage tool to notify them directly if a there has been a change in household situation or composition that is reflected in the list above.
2. The Housing Assessor will connect with the household and conduct a new assessment/triage tool appropriate to the household composition based on the list above.
3. If it is not an option for the housing assessor to connect with the household, the household will be directed to call 211 and arrange to be seen at a RAP either through a scheduled appointment or by utilizing walk-in hours.
4. After the assessor completes the new assessment, they must contact Bitfocus via a help ticket http://kingcounty.hmis.cc/ or by phone 206.444.4001, Ext 2 and request that the referral from the ORIGINAL assessment to be pulled from the Community Queue, but leaving the original assessment itself in place. This is to ensure that the referral in the Community Queue will be associated with the correct assessment, and that the household will be eligible for the appropriate corresponding housing resource when it becomes available.

Title: When to Update an Existing Assessment / Triage Tool	Date Approved: 2/22/2018
Related Documents: CEA Triage Tool (Specific to client)	

Rationale
To ensure client information is up-to-date for vulnerability and eligibility purposes.

Policy
Ensuring assessments are accurate and up-to-date in HMIS is essential to ensuring eligibility for available resources. If information captured in the CEA assessment/triage tool is not reflective of the current situation, CEA Referral Specialists are unable to make appropriate referrals which could result in the denial of a housing resource, or the inability to match a homeless household to a resource that will best meet their needs.

Procedures

5. When a triage tool is conducted by RAP staff or a community based assessor, they will direct the household to contact them directly for an update if there are any changes in the household situation. This may include.
    A. A significant change in income.
    B. A change in physical or mental health that would make a person more vulnerable, or multiple trips to the E.R. that was not captured in the previous update.
    C. Developing legal issues.
6. If connecting with the original assessor is not an option, the household will be directed to contact CEA either by email CEA@kingcounty.gov or by phone at 206.328.5796 to make the needed updates. The household is informed that due to the volume of calls, it will take 5-10 business days to return calls. CEA does not have information on when a housing resource will become available.
7. After completing the updates, the household will be informed that they are still on the Community Queue (unless the update results in a revised score from 0-3) and that when/if a housing resource becomes available, they will be contacted by a CEA Referral Specialist. It will always be emphasized that resources are scarce and that if the household believes they may have housing options outside of CEA, to contact a RAP to develop a potential diversion plan.
8. If it is clear that performing a new assessment rather than updating the existing assessment is required, perform the population specific assessment with the household (see Policy-When to Conduct a New Assessment).

Title: Sending Non-Consenting Household Information to CEA for Purposes of Offering a Referral	Date Approved: 2/23/2018
Related Documents: Not Applicable	

Rationale

To ensure that households that are de-identified in HMIS have equal access to housing resources and can be easily contacted by a CEA Referral Specialist when they become available.

Policy

Records that are de-identified in HMIS contain no information that can identify the household for contact. CEA and the CEA Referral Specialists must have contact and eligibility information about the household in order to ensure equal access and to offer a housing resource when it becomes available. If household information is not received, CEA will be unable to offer a housing resource.

Procedures

9. A household (family, single adult, young adult) by need or request is de-identified by a housing assessor when entering a profile and triage tool/assessment in HMIS.
10. After entry into HMIS and de-identification is complete, the assessor will follow the following steps:
    A. Print the profile page from HMIS that has the Head of Household's unique identifier number listed.
    B. At the bottom of the page list the name, date of birth, gender, and contact information for each household member. If a family, list all family members on one page so the CEA Referral Specialist knows it's a family unit.
    C. Send by Fax to 206.205.6565, or via **secure** email to cea@kingcounty.gov

Instructions on how to create a de-identified profile in HMIS can be found in the Complete Seattle: King County HMIS End User Training Manual found at http://kingcounty.hmis.cc/wp-content/uploads/2015/09/King-County-End-User-Training-Manual.pdf on page 6.

Title: New Housing Program Lease Up	Date Approved: 10/21/2016
Related Documents: Not Applicable.	

Rationale

Lease Up is a critical time for new housing programs and usually involves a number of agencies including the homeless services provider and asset manager. It is important for all partners to be consistent in their understanding of the lease up requirements and have agreements in place before lease up begins to ensure a smooth process and occupancy rates are not impacted .

Policy

Housing Providers must notify the CEA System Manager of an upcoming lease up process.

Procedures

1. The Agency Lead is responsible for notifying the CEA System Manager about a lease up and scheduling a time for all parties to meet and establish a plan for an upcoming lease up process.
2. The agency lead should notify the CEA System Manager a minimum of 90 days in advance.

    - Meeting participants should include all parties involved in the lease up process. For example:
        - Property Manager
        - Service Provider
        - CEA System Manager

3. At this lease up meeting participants should agree to the timeline for CEA Referrals, number of referrals provided, eligibility criteria, screening criteria, and ongoing lease up meetings.

Title: Unsuccessful Referrals (Agency Denials)	Date Approved: 5/25/2016
Related Documents: Denial Reason.	

Rationale
CEA promotes access for all eligible households in need of housing by overseeing an objective referral process in which all eligible households are treated in a consistent manner.

Policy
A referral may be unsuccessful due to a household refusing the resource, by agency denial, or based on program eligibility requirements with CEA. Any unsuccessful referral must be documented in the database by updating the Program Status. CEA may follow-up with the housing program and the household referred in order to understand the circumstances of the returned referral.

Housing providers are responsible for assuring that a household meets the contractually required eligibility requirements for their program.

Procedures

1. Housing providers must accept a household who is referred and meets established eligibility criteria.
2. The housing provider must enter the reason for the unsuccessful referral in the Clarity database according to the program status definitions and include details regarding the reason the referral was unsuccessful in the notes section.

    Program Status Definitions

    a. *Client did not call or show up* – the housing provider is unable to reach the household for at least 48 hours and has attempted to reach them through any of the identified means
    b. *Lack of Eligibility* – a referral was made based on the household's apparent eligibility, but due to overlooked or undisclosed information, the household is not eligible for the program. [i.e. additional information was disclosed/discovered impacting program eligibility]
    c. *Full capacity*- the housing program is at full capacity and does not have an available resource for the referral that was sent.
    d. *Client out of jurisdiction*- a referral was made and the housing provider discovered that the household is no longer in King County.
    e. *Client refused services*- a referral was made and a household refused the available resources after speaking with the housing provider and learning more about the program.
    f. *Disagreement with rules*-the household previously resided in the housing program they were referred to re-enrollment in the program would result in a significant health and safety risk.
    g. *Self-resolved*- household has found permanent housing outside of the CEA system.
    h. *Falsification of documents*-household falsified documents such as a housing application, failing to disclose information that makes them ineligible for the program.

i. *Otherwise Denied* – the program is denying the person/family for some other reason not described above

3. The housing provider must inform the household of the reason the referral was unsuccessful.
4. CEA staff may follow-up with the housing program and the household referred in order to understand the circumstances of the returned referral. If a referral is returned outside of agreed upon eligibility requirements, CEA will not provide another referral to the housing provider until the current referral issue is resolved with funders and program staff.
    a. If funders determine an unsuccessful referral was appropriate, CEA will provide a new referral for the unit.
    b. If funders determine an unsuccessful referral was inappropriate, the housing provider must proceed with accepting the original referral or file a formal grievance with the funding entity. CEA will not provide a new referral until resolution has been reached.

Title: Household Refusal	Date Approved: 5/25/2016
Related Documents: Not Applicable.	

Rationale

Coordinated Entry for All (CEA) values client choice in the housing process. CEA also strives to maintain low vacancy rates for the variety of housing programs available. In an effort to balance these values, the Refusal Policy, while flexible, has specific constraints to maintain the CEA system.

Policy

Eligible households are not limited in the number of resources they can refuse, but will not be considered for a program that is outside of their vulnerability band.

CEA will document refusals in order to better understand why eligible households refuse resources and identify changes that would support the needs of our community.

Procedures

Refusal Prior to housing referral

1. When contacted by the CEA Referral Specialist, the household can refuse the resource without it impacting their status in the community queue.
2. The CEA Referral Specialist must enter the refusal in the Clarity database including a note specifying the reason for the refusal.

Refusal post housing referral

3. If the household has already received a referral to the housing program and determines that they do not want to proceed with the referral at any point in the process, they can notify the program and/or CEA.
4. The CEA Referral Specialist must enter the refusal in the Clarity database including a note specifying the reason for the refusal.
5. Upon each refusal, the referral specialist thoroughly explains types of programs the household is eligible for to affirm that the household is interested in the resources they may be offered in the future. The household may change their decision at any time and may call CEA to update their preferences, though a referral to the resource may or may not still be available at that time. The household will be returned to the community queue.

Title: Mobility Policy	Date Approved: 5/25/2016
Related Documents: Mobility Request Form	

Rationale

Coordinated Entry for All (CEA) promotes housing stability for households and recognizes that circumstances arise which may require a change in a current housing placement.

Policy

Households eligible for a Mobility Transfer are prioritized for referral to another housing program if they experience an imminent safety issue, require a geographic change, have a change in service need, are aging out of their current program with no other housing options, or if their family size changes.

Procedures:

1. The housing provider must send the completed Mobility Request form to the CEA Housing Referrals Supervisor, documenting the reason for Mobility Transfer in detail. The household also needs to have a completed CEA Housing Triage Tool assessment entered into Clarity. If the household is assessed and scores 0-3, the mobility request will not be approved. **Mobility Request documentation must indicate steps taken by housing staff to support the household and seeking options that would keep the household housed within their program if possible, or if ineligible exit them to a safe place.**

   Basis for Mobility Transfer:

   a. IMMINENT SAFETY ISSUE – An imminent safety issue that cannot be resolved through safety planning within the current placement. A household should contact 911 if they feel they are unsafe. CEA will not approve a mobility request for safety if there is a severe safety risk that could endanger those in the new program. Safety issues related to domestic violence should be referred to domestic violence resources.
   b. GEOGRAPHIC CHANGE – Travel burden that results from a household's resource location (employment, education, child care) such that it leads to housing instability.
   c. CHANGE IN SERVICE NEED – As demonstrated by change in assessment score that results in a Band.
   d. EXITING PROGRAM DUE TO AGE LIMITS WITHOUT A SAFE PLACE TO GO – Aging out of a CEA participating program OR aging out of an under 18 shelter or TLP program without a safe housing option available.
   e. CHANGE IN FAMILY SIZE – A change in the number of household members that impacts the eligibility of current housing placement.

2. CEA staff will follow-up within one business day when there is a safety issue, and within three business days when the mobility request does not involve a safety issue. CEA staff will facilitate conversations with the household and housing provider to understand both perspectives of the mobility request, and ensure the household wants to transfer programs.
3. CEA staff will make a determination regarding eligibility for mobility and inform the housing provider and eligible household within three business days (one business day if an imminent safety issue exists). CEA staff may also contact funders to understand implications of a transfer for program funding.

4. CEA staff will update necessary information in the database regarding the mobility request. Upon approval for mobility transfer, the eligible household will be reactivated in the community queue and will be prioritized for the next referral within their corresponding band, regardless of where their score falls within that band. The eligible household will be contacted by a referral specialist when the next appropriate housing resource is available.
    a. Households who have been approved for mobility for safety reasons will be prioritized within mobility requests, followed by households losing their housing first.
    b. CEA staff will work with the household and housing provider to develop a housing plan until a referral is available. The housing provider will be asked to continue to provide housing until another placement is secured, if this is a safe and viable option.
    c. If a household turns down more than one housing resource, the mobility request will be returned to the housing provider and will no longer be approved.
    d. If denied for mobility through CEA, the housing situation will be determined between the housing provider and the household.

Title: Reasonable Accommodations	Date Approved: 10/21/2016
Related Documents: Not Applicable	

Rationale

The Fair Housing Act prohibits discrimination in housing on the basis of race, color, religion, sex, national origin, familial status, and disability. One type of disability discrimination prohibited by the Act is the refusal to make reasonable accommodations in rules, policies, practices, or services when such accommodations may be necessary to afford a person with a disability the equal opportunity to use and enjoy a dwelling.

A reasonable accommodation is a change, exception, or adjustment to a rule, policy, practice, or service that allows a person with a disability to use and enjoy housing, including public and common use areas. Examples of reasonable accommodations provided by rental management include:

- providing rental forms in large print
- providing a reserved accessible parking space near a dwelling
- allowing a service animal in a "no pets" building
- granting a move to the ground floor when someone can no longer climb stairs
- offer to move a resident to a different (more accessible) unit instead of allowing a modification in the person's current unit (but cannot insist that the person moves)
    - If a housing provider can accommodate someone's needs by moving them to another housing unit, the housing provider has permission to move the resident within their own housing portfolio. The housing provider is expected to post the housing unit the resident moves out of as an open unit for the CEA system to fill.

Policy

A reasonable accommodation is a change, exception, or adjustment to a rule, policy, practice, or service that allows a person with a disability to use and enjoy housing, including public and common use areas.

1. An applicant or resident with a disability that needs either a reasonable accommodation or a reasonable modification, or both, in order to have an equal opportunity to use and enjoy a dwelling, including public and common use spaces should submit requests to the housing program / agency where they currently live.

2. Any reasonable accommodation requests received by CEA will be redirected back to the housing program to follow policies and procedures of that organization.

3. If the housing program / agency is unable to meet the reasonable accommodation request the program may submit a mobility request to CEA. See mobility request policy.

Fair Housing Grievance – Grievances about a participating program's efforts to act in response to a reasonable accommodation request or discriminatory impact:

a. Contact the Seattle office of Civil Rights ; more information is available at http://www.seattle.gov/civilrights/
b. Contact the King County office of Civil Rights; more information is available at http://www.kingcounty.gov/exec/CivilRights.aspx
c. Washington State Human Rights Commission, more information is available at http://www.kingcounty.gov/exec/CivilRights.aspx

Title: External Fill	Date Approved: 07/12/2018
Related Documents: External Fill Form	

Rationale

The External Fill policy allows housing providers to fill available housing resources without having to go through the CEA system, which will only occur after CEA has attempted to make a referral to the resource. This policy is intended to be the last effort to ensure CEA is making the best use of available housing resources. Communication during an External Fill request allows CEA and housing providers to work together to understand challenges of the CEA referral process and support continuous system improvement.

Policy

External Fills occur after CEA Referral Specialists have made every attempt to prioritize and house the eligible households through CEA. An External Fill will be approved when an eligible household cannot be identified in the CEA system for an available housing resource after six full business days.

Procedures

1. Housing providers are encouraged to post any available housing resources in Clarity HMIS by 3:00PM the day before each population's case conferencing (i.e. Families, Youth & Young Adult, Single Adults, & Veterans).
2. CEA makes referrals according to established referral and prioritization policies. When CEA is unable to identify a household for an available housing resource, CEA will approve and release the resource to the housing provider to fill external of CEA.
3. The housing resource may not be filled until CEA approves it for an External Fill.
4. The open unit should remain posted in Clarity HMIS. The CEA Referral Specialists will update the existing posting to designate that the unit was approved for an External Fill.
5. When a household has been identified to either move-in, or enroll, in an available resource, the housing provider will email the Head of Household's Clarity Unique Identifier to the CEA team at cea@kingcounty.gov or directly to the population specific Referral Specialist.
6. A CEA Referral Specialist will refer the identified household to the available resource in Clarity HMIS. This will allow the housing history to be captured in the household's profile and will remove the available unit posting from Clarity HMIS.
7. The housing provider will then enroll the household into their program.

Title: Inactive Households	Date Approved: 5/25/2016
Related Documents: Not Applicable.	

Rationale
To ensure the community queue reflects the most current information regarding eligible households who are in need of housing, eligible households may be made inactive if they cannot be reached by CEA.

Policy
Eligible households are made inactive after they have been contacted for two (2) unique attempts to make a housing referral with no response from the household. If a household is made inactive and later reestablished contact with CEA and are still eligible for CEA, they will be given the opportunity to make updates to their assessment and be referred to the community queue again.

Procedures

1. Each contact attempt is recorded in Clarity.
2. Eligible households should be contacted for resources no sooner than one week of the prior attempt.
3. The household will be removed from the community queue after two unique attempts for housing referrals without contact.

Title: Grievance Policy	Date Approved: 5/25/2016
Related Documents: Grievance Policy Description for Clients	

Rationale

Client concerns and grievances should be resolved promptly and fairly, in the most informal and appropriate manner. Agencies should inform clients of the following process for filing a grievance. Clients will be free from Agency interference, coercion or reprisal should they choose to file a complaint.

Policy

CEA will respond to grievances in the following manner, depending on the nature of the concern or grievance.

A. **Housing Program Grievance** – Grievances about experience(s) with homeless housing programs will be redirected back to the program to follow grievance policies and procedures of that organization. Agencies should maintain internal documentation of all complaints received. This information should not be sent to CEA unless requested, either by the client or by CEA. The foregoing procedures are in addition to, and not in lieu of, the anti-discrimination policies of Seattle/King County Continuum of Care.

   If you are not satisfied with the housing program's response to your grievance, contact King County Coordinated Entry for All to request that CEA review the grievance, and if needed, schedule a grievance hearing. You may make your request by telephone or in writing.

B. **Fair Housing Grievance** – Grievances about a participating program's screening or program participation practices which appear to have a discriminatory impact:

   1. Contact the Seattle office of Civil Rights ; more information is available at http://www.seattle.gov/civilrights/
   2. Contact the King County office of Civil Rights; more information is available at http://www.kingcounty.gov/exec/CivilRights.aspx
   3. Washington State Human Rights Commission, more information is available at http://www.kingcounty.gov/exec/CivilRights.aspx

C. **Program Grievance** – Grievances about CEA policies and procedures should be sent to CEA following the procedures below. A grievance is an expression of dissatisfaction about any aspect of CEA service delivery. It is an informal process that can be initiated orally or in writing. Upon receipt of an informal complaint, reasonable assistance will be provided by the Agency staff involved and may include supervisory or administrative staff to help obtain a satisfactory resolution to the concern.

Procedures

1. Please send your grievance letter to King County Coordinated Entry for All at 401 5th Avenue, Suite 500, Seattle, WA 98104, or by email to cea@kingcounty.gov, or by calling the Coordinating Entity at 206-328-5796.

   For all grievance letters, please include:
   1. Your name

2. The date
3. Your contact information
4. The best times and ways you can be reached
5. An explanation of your concern/grievance
6. What action you believe would solve the problem
7. Your signature

CEA will respond to your grievance in writing within 14 days. If you are not satisfied with CEA's response to your grievance, you can schedule a grievance hearing with King County.

- See "King County Community & Human Services – CEA grievance form" in the forms section of this manu

Title: Mandatory Reporting Policy	Date Approved:10/12/2017
Related Documents: Not Applicable	

Rationale

Staff associated with Coordinated Entry and specifically Regional Access Points (RAP) are required to be mandatory reporters. Mandatory reporting ensures that the proper entities are notified when individuals or family members are at risk of neglect or abuse as outlined by the Washington Administrative Codes (WAC) http://app.leg.wa.gov/wac/default.aspx?cite=246-16 Individual or family member can include a dependent child, dependent adult, the elderly, or any member of society.

Policy

Staff associated with CEA RAP locations including mobile assessment staff will respond to suspected abuse or neglect that may require mandatory reporting **based upon the internal policies and procedures unique to each agency**. All agencies that operate a RAP are required to have a mandatory reporting policy.

- The criteria for reporting vary significantly based on jurisdiction. Typically, mandatory reporting applies to people who have reason to suspect the abuse or neglect of a child, but it can also apply to people who suspect abuse or neglect of a dependent adult or the elderly, or to any members of society. For more information on mandatory reporting in Washington State go to http://app.leg.wa.gov/wac/default.aspx?cite=246-16

Procedures

The Housing Assessor will notify their direct supervisor when there is suspected neglect or abuse that may require the agency to report. The agency will then follow their internal mandatory reporting policy to ensure the proper agencies are notified.

The Housing Assessor will notify CEA if a report is made that will potentially impact housing eligibility using **secure** email or fax to 206-205-6565.

Title: CEA Assessor Training	Date Approved: 2/23/2018
Related Documents: CEA Housing Assessor Manual Appendix VIII, Train the Trainer (T-3) Manual	

Rationale
To ensure uniform application of the Housing Triage Tool throughout the CoC Coordinated Entry System through established and standardized training practices.

Policy
Housing Assessors throughout CEA are to be trained in the standardized application of the CEA housing assessment / triage tool (VI-SPDAT). Agencies that perform triage and employ assessors are responsible for ensuring that triage staff are proficient in all aspects of triage application including privacy, when to de-identify participants, flagging, transparency regarding housing resources, reporting client information accurately, and data accuracy.

Procedures

Housing Assessor Training

1. Housing Assessors are trained by their agency designated Train the Trainer (T-3) following specific guidelines outlined by the County in the T-3 Manual.

2. Assessor must successfully complete the following to be eligible to perform assessments and to have access to the assessment tab in HMIS.

D. Watch the CEA Overview webinar located on the CEA website at http://www.kingcounty.gov/depts/community-human-services/housing/services/homeless-housing/coordinated-entry/providers.aspx
E. Participate in the Clarity General webinar at http://kingcounty.hmis.cc/training/schedule-a-training/
F. Successfully complete a CEA Assessor Quiz.
G. Participate in an in-person training with a CEA Certified Trainer.
H. Completed training materials must be emailed to the CEA Contract Monitor stan.brownlow@kingcounty.gov to confirm training before assessor access is granted in HMIS.
I. After 30-days of initial training, participate in a County facilitated Assessor Refresher training session. A schedule of Assessor Refresher trainings can be located at https://www.kingcounty.gov/depts/community-human-services/housing/services/homeless-housing/coordinated-entry/providers.aspx
J. Housing Assessors are required to attend two Refresher Trainings in a 12-month period.

CEA Certified Trainer (T-3)

1. Agencies performing triage are required to identify staff that can provide assessor training to new assessors.

2. Staff identified to train must be existing assessors that have completed all assessor requirements and display expertise in accurately inputting client data into HMIS.
3. After an agency identifies an existing assessor to provide training, they will contact the County with the staff's name and contact information.
4. The nomination will be reviewed, and if accepted based on historical performance, will be registered for the next T-3 training session conducted by the County.
5. The nominated staff is required to complete the three-hour, County sponsored T-3 training and pass a certification quiz.
6. After successful completion of T-3 training, the T-3 is eligible to train new assessors.

Title: Framework for Community Based Housing Assessors	Date Approved: 3/9/2017
Related Documents: CEA Assessor Manual, CEA Operations Manual	

Rationale
To ensure proper Assessor coverage throughout the service area and to identify and fill any potential gaps in connections to triage while not duplicating or overleveraging existing coverage.

Policy
Assessors are a critical front door to triaging homeless individuals, families, and youth / young adults for potential referral to a CEA resource. The number and proficiency of assessors impact the CEA system including data quality, client and community expectations, and connections to resources that are available through CEA. Assessors are required to be trauma-informed, knowledgeable about CEA, fill a specific need to reach under-served or hard to reach populations, and to be transparent about the limitations of housing resources through the Coordinated Entry System.

1. Community Based Housing Assessors are existing staff associated with a program or agency within the CoC that serves or provides outreach to at risk homeless Individuals, families, and youth / young adults and have been trained to perform housing triage under the training guidelines established by the County.

2. Community Based Housing Assessors are selected by their home program or agency to perform triage / assessments to the specific population they serve and / or the homeless population at large.

3. Community Based Housing Assessors must undergo and successfully complete a training program designed and approved by King County and complete a minimum of two County hosted Assessor Refresher trainings within a 12-month period (See Policy CEA Assessor Training).

4. Community Based Housing Assessors must fill a specific need that is not otherwise captured within the CoC or by a Regional Access Point, such as culturally tailored programs, rural areas or after-hours programs where other assessors are not available, or other gaps where there is a lack of assessment capability.

5. Community Based Housing Assessors must be forthright about the limitations of CEA and provide alternatives when it is clear that a housing resource through CEA is unlikely.

6. Community Based Housing Assessors must thoroughly and accurately input all triage data into HMIS **as reported by the client**. If a flag of the assessment is required, or if the client is de-identified, the assessor is required to follow the CEA polices for flagging an assessment and / or f or de-identifying clients, or risk losing assessor privileges (see CEA Assessor Manual).

7. Community Based Housing Assessors must perform a minimum of at least one assessment per month or risk losing assessor privileges.

8. Community Based Assessors must follow the policies and procedures of assessing as outlined in the CEA Operations Manual and the CEA Assessor Manual or risk losing Assessor privileges.

9. Agencies can request new assessor access from CEA as they experience staff turnover. Any additions to the assessor inventory must be approved by CEA and only under specific circumstances such as coverage of a new program or population, or closing gaps in assessment accessibility.

10. CEA holds sole authority to approve access to the assessments tab in HMIS. Access is granted based upon the process established by CEA and outlined in the CEA Assessor Manual and the CEA Operations Manual.

11. CEA maintains the Master List of Assessors for the CoC and holds singular authority to manage the number of assessors in the community, approve new assessors, and remove assessor access.

Title: Accessing Emergency Services	Date Approved: 2/23/2018
Related Documents: None	

Rationale
To ensure access to emergency services when households experiencing a housing crisis are triaged throughout the King County CES including from outreach teams, mobile assessors, community based assessors, and Regional Access Points.

Policy
Households must have equal and low barrier access to emergency services at any time of day that will meet their current needs. Staff providing triage throughout the CoC are required to provide assistance and/or information to households on how to access the emergency services that will assist the household in staying safe and providing for basic needs.

Procedures

Accessing Emergency Services

1. Operating hours for CEA are M-F 8:00 AM- 5:00 PM with some Regional Access Point hours extending later into the evening. There are also designated walk-in times and mobile locations. A list of Regional Access Points, ancillary locations, and walk-in hours can be located at https://www.kingcounty.gov/depts/community-human-services/housing/services/homeless-housing/coordinated-entry/access-points.aspx

2. Outreach teams and community based assessors are located throughout the CoC and provide triage at numerous locations including culturally tailored programs, shelters, and places where homeless households gather.

A. Work with the household to help identify and prioritize the emergency services that are currently needed for the household to stay safe and that will meet their current basic needs.
B. During operating hours, assist the household with making connections to the identified services by directly contacting the household with the provider, or provide written information on how to connect to those services.
C. Provide the household with your contact information so you can be reached if other services are identified and help connect to other services is needed.
D. Provide information on how to access emergency services after normal operating hours (see Accessing Emergency Services After Hours policy).
E. If the households believes that they are experiencing a life threatening emergency direct them to call 911.

Title: Accessing Emergency Services After Operating Hours	Date Approved: 2/23/2018
Related Documents: None	

Rationale
To outline the processes which ensures people have access to emergency services independent of the operating hours of CEA Regional Access Points.

Policy
Households that need access to emergency services outside the operating hours of the CEA Regional Access Points must have equal and low barrier access to meet their emergent needs. Staff providing triage throughout the CoC are required to provide information to households on how to access after hour services as listed below:

Procedures

Accessing Emergency Services Outside of the CEA Regional Access Point Operating Hours

1. Operating hours for CEA are M-F 8:00 AM- 5:00 PM with some Regional Access Point hours extending later into the evening. There are also designated walk-in times and mobile locations. A list of Regional Access Points, ancillary locations, and walk-in hours can be located at https://www.kingcounty.gov/depts/community-human-services/housing/services/homeless-housing/coordinated-entry/access-points.aspx

2. When connections to services are needed outside of the regular operating hours of the CEA system including Regional Access Points.

A. Call 211 M-F up to 6:00 PM
B. If it is past 6:00 PM, call the 24-hour crisis line at **866.4.CRISIS (866.427.4747).**
C. For 24/7 help with mental health, substance use and problem gambling call **866.789.1511.**
D. If you are a teenager seeking teen specific help, call **866.833.4564 evenings (6-10 PM)** if after 10 PM, call the 24-hour crisis line at **866.4.CRISIS (866.427.4747).**
E. If you are experiencing domestic violence and are in immediate danger, call 911. If you need connections to resources, call **800.799.7233.**
F. When CEA Regional Access Points and 211 reopen for operations at 8:00 AM on the next business day, households can contact either 211, or the Regional Access Point directly to receive help connecting to emergency services. Twenty-four-hour numbers listed above are also still available.
G. If there is a life-threatening emergency households should always be directed to call 911.

Title: Outreach and Community Assessors	Date Approved: 2/22/2018
Related Documents: None	

Rationale

To ensure that street outreach workers and community based assessors are applying the same standardized assessment process as assessors that provide triage at a Regional Access Point.

Policy

Street outreach staff and community based assessors will follow the standardized CEA guidelines for providing triage in a way that is consistent throughout the CoC and in compliance with CEA Housing Assessor guidelines as outlined in the Housing Assessor Manual.

Procedures

1. Street outreach staff and assessors not associated with a Regional Access Point will:
    A. Administer the Housing Triage Tool in the standardized manner as outlined in the CEA Housing Assessor Manual and in compliance with all training requirements established by CEA.
    B. Discuss options outside of the homeless housing system such as diversion and provide information on how to connect to such services including services offered at CEA Regional Access Points.
    C. Assess for other service needs and make connections to services such as food, shelter, and other identified emergent needs.

Title: Inactive Policy	Date Approved: 9/15/2018
Related Documents: None	

Rationale
To ensure accuracy and dynamic maintenance of a CEA Community Queue that prioritizes the most vulnerable households that are literally homeless or fleeing domestic violence without a safe housing option for available CEA resources, and to ensure an efficient and equitable referral process when a CEA housing resource becomes available.

Policy
Households that do not interact with the King County homeless system in a 90 day period as evidenced by documented activity (see section 5 below) in the Homeless Management Information System (HMIS) or are unreachable, will be considered "inactive" and currently not eligible for referral to a CEA housing resource. If a household interacts with the homeless system as documented in HMIS after moving to an inactive status, they will return to an active status on the Community Queue.

A household experiencing homelessness will be considered inactive and not currently eligible for a CEA housing resource based upon the following criteria:

5. There has been no documented activity in HMIS in the previous 90 days.

6. There have been a minimum of three unique attempts to contact a household by homeless system providers (including CEA) utilizing all available contact methods within a period of five workdays, and the household is unreachable. After all attempts have failed, the provider will note the household's inactive status and manually transfer the household to an inactive status in the HMIS database.

3. An "Inactive" dashboard will be provided to case conferencing participants on a weekly basis to assist in identifying any households on the Priority Pool that will move to an inactive status in 21 days or less due to no HMIS activity, but are otherwise known to meet eligibility for CEA (literally homeless, fleeing DV without a safe housing option).

4. Inactive status is determined by activities documented in HMIS and unique attempts to contact households. In order to ensure households are not inadvertently moved to an inactive status, it is critical that services are promptly and consistently documented in HMIS.

5. Inactive status will be changed to active for CEA purposes when a homeless service is documented in HMIS within the last 90-days. Documented HMIS activity includes:

    - The household is currently enrolled in any Day Shelter, Emergency Shelter, Diversion, Safe Haven, or Street Outreach (and for Night-by Night shelters and street outreach projects, the household has received a bed night service or contact service in the past 90-days).

- The household is currently enrolled in ONLY homelessness prevention, services only, or other project types; STARTED their enrollment in 2018; *and* were a literally homeless family or single adult household at the time of program enrollment, or imminently homeless youth or young adult at the time of program enrollment.
- The household exited an HMIS program within the past 90-days.
- The household was added to the Community Queue within the past 90-days.
- The household had CEA referral activity within the last 90-days.
- The households' Housing Triage Tool was updated within the last 90 days.

NOTE:

- Although homeless under HUD definitions, enrollments in transitional housing (other than Grant Per Diem) are not considered *literally* homeless for CEA eligibility purposes and will not move to "active status" while enrolled in a transitional housing program.
- Households enrolled in rapid re-housing or permanent supportive housing programs are not considered *literally* homeless for CEA purposes and will not move to "active status" while housed under these programs.

Title: CEA Eligibility	Date Approved: 9/25/2017
Related Documents: None	

Rationale

To ensure consistent eligibility criteria for households experiencing homelessness throughout the CoC for CEA purposes.

Policy

As determined by the CoC Coordinating Board, eligibility for CEA and a referral to homeless housing is based on the following criteria.

- Literally homeless (Sleeping outside, in a place not meant for human habitation, or in a shelter
- Fleeing/attempting to flee domestic violence (the individual or family must be fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member; have no other residence; and lack the resources or support networks to obtain other permanent housing)
- Staying in or exiting an institution where you resided for up to 90 days and were in shelter or a place not meant for human habitation immediately prior to entering that institution
- Young adults who are imminently at risk of homelessness within 14 days are also eligible for CEA

Note: Due to extremely limited resources, households residing in transitional housing are not eligible for a CEA assessment, or CEA housing resources. Transitional housing providers are expected to work with clients residing in in their programs to obtain housing prior to the end of transitional residency (see exceptions to this policy below).

Exceptions:

- If a transitional housing placement no longer meets the needs of the household, a Mobility Request can be submitted to request a move to a housing resource that better meets the clients' needs such as an imminent safety issue, aging out of a program, a required geographic change, etc. Due to the lack of resources, CEA cannot guarantee that a resource will be available when a mobility request is submitted (see Mobility Transfer policy for details).
- The eligibility criteria for households residing in transitional housing does not apply to Veteran households living in Grant and Per Diem (GPD) programs, or Veteran households residing in other transitional housing if the Veteran household is eligible for VA funded housing programs or opportunities (HUD-VASH, SSVF, etc.). Veteran households that are in GPD funded programs/beds remain eligible for a CEA assessment and potential referral to a CEA housing resource. Veterans in other types of transitional housing remain eligible for permanent housing under any VA funded program.

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King County

CEA Participating Family Programs

Agency	Family Program
Attain Housing	HAC
Attain Housing	Salisbury Court
Catholic Community Services	Alder Crest
Catholic Community Services	Katharine's Place Apartments
Catholic Community Services	Santa Teresita
Catholic Community Services	Rapid Rehousing for Families
Compass Housing Alliance	Ronald Commons
Compass Housing Alliance	Cascade Women's Program
El Centro de La Raza	Homeless Assistance Program
El Centro de La Raza	Transitional Housing Program Ferdinand/Shelton Houses
First Place School	Stabilization Housing Program
Friends of Youth	Supportive Housing
Friends of Youth	NG-Bothell
Friends of Youth	NG-Sandpoint
Friends of Youth	NG-Avondale Park
GD Association	Aridell Mitchell
Hopelink	Duvall Place
Hopelink	Heritage Park
Imagine Housing	Imagine Stability Program
Imagine Housing	IMA Francis Village
Imagine Housing	IMA Velocity Housing Stability Program
Kirkland Interfaith Transitions in Housing (KITH)	Peter Court Transitional Housing
Kent Youth and Family Services	Watson Manor
Low Income Housing Institute	Columbia Court Supportive Housing
Low Income Housing Institute	Martin Court Supportive Housing

King County

CEA Participating Family Programs (cont.)

Agency	Family Program
Kirkland Interfaith Transitions in Housing (KITH)	Peter Court Transitional Housing
Low Income Housing Institute	Columbia Court Supportive Housing
Low Income Housing Institute	Martin Court Supportive Housing
Muslim Housing	Rental Assistance Case Management
Muslim Housing	City Transitional Housing
Neighborhood House	Working for Housing Stability
Refugee Women's Alliance	REW Refugee and Immigrant Rapid Re-Housing
Solid Ground	Brettler Place
Solid Ground	Journey Home
Sound Mental Health	Project Homestead
St. Stephen Housing Association	SSH Nike Manor
St. Stephen Housing Association	SSH City Park
Valley Cities Counseling and Consultation	Families First
Valley Cities Counseling and Consultation	Homeless Services Enhancement
Valley Cities Counseling and Consultation	Pathways First
Wellsprings	Intervention
Wellspring Family Services	Rapid Rehousing
YMCA of Greater Seattle	Family Housing Program
YWCA Seattle – King – Snohomish	Family Village Redmond
YWCA Seattle – King – Snohomish	Permanent Housing Stability
YWCA Seattle – King – Snohomish	Rapid Rehousing Stability Program
YWCA Seattle – King – Snohomish	Auburn Transitional
YWCA Seattle – King – Snohomish	Family Village Issaquah

King County

CEA Participating Youth Programs

Agency	Youth Programs
Compass Housing	HomeStep/Self-Managed Housing Program
Community Psychiatric Clinic	Cedar House
Friends of Youth	New Ground Totem Lake
Friends of Youth	Supportive Permanent Housing
Friends of Youth	Sea/King RRH for YYA-FOY
Friends of Youth	New Ground Kirkland
Navos	Independence Program
Nexus Youth and Family	ACE
Nexus Youth and Family	Severson
Therapeutic Health Services	Sea/King RRA for YA-THS
United Indians of All Tribes Foundation	Labateyah
Valley Cities	Phoenix Rising
YMCA	Bergan Place Apartments
YMCA	Home At Last
YMCA	West Seattle Shared Home
YMCA	McGrath Shared Home
YMCA	Bellevue Shared Home
YMCA	Shared Home-Central House
YMCA	YMCA Shared Home-Shoreline
YMCA	YMCA Shared Home-Auburn
YMCA	YAIT (Young Adults in Transition)
YMCA	Independent Youth Housing Program
YMCA	Sea/King for YA-YMCA
YouthCare	Catalyst
YouthCare	University Commons / Marion West
YouthCare	ISIS House
YouthCare	Home of Hope
YouthCare	Open Doors Project
YouthCare	Passages

Agency	Youth Programs
YouthCare	Sea/King RRA for YA-YC



CEA Participating Single Adult Programs

Agency	*Single Adult Programs*
Catholic Community Services	Dorothy Day House
Catholic Community Services	Rose of Lima
Catholic Community Services	Patrick Place Apartments
Catholic Community Services	Noel House
Catholic Housing Services	Ozanam-McKinney
Catholic Housing Services	Westlake
Community Psychiatric Clinic	Valor Apartments
Compass Housing Alliance	Compass on Dexter
Compass Housing Alliance	Nyer Urness
DESC	1811 Eastlake
DESC	Aurora House
DESC	Canaday House
DESC	Cottage Grove
DESC	Interbay
DESC	Kerner Scott Clean and Sober Housing
DESC	Rainier House
DESC	Evans House
DESC	Lyon Building
DESC	Union Hotel
DESC	Morrison
LIHI/Sound Mental Health	Gossett Place
LIHI/Sound Mental Health	McDermott Place
Low Income Housing Institute	Ernestine Anderson Apts
Plymouth Housing Group	Scargo
Plymouth Housing Group	Humphrey
Plymouth Housing Group	Lewiston
Plymouth Housing Group	Plymouth on Stewart



CEA Participating Single Adult Programs (Cont.)

Agency	*Single Adult Programs*
Plymouth Housing Group	St. Charles
Plymouth Housing Group	Plymouth of First Hill
Plymouth Housing Group	Pacific Hotel
Plymouth Housing Group	Simons
Plymouth Housing Group	Plymouth Place
Transitional Resources	Avalon Way
Valley Cities	Homeless Services Enhancement
Valley Cities	United Permanent Supported Housing
Valley Cities	VCC Landing

Metrics for 120 day Quarterly Review

ACCESS: *Where do people access CEA?*

1) How many households were triaged at Regional Access Points?
    - By regional access point
    - By type of appointment: scheduled, walk-in, or mobile
    - By population: Families, Single Adults, Young Adults, Vets
    - HoH Race/ethnicity
    - HoH Age Group
    - HoH Gender
    - Band/Score

2) How many households were triaged by Community-Based Assessors?
    - By population: Families, Single Adults, Young Adults, Vets
    - HoH Race/ethnicity
    - HoH Age Group
    - HoH Gender
    - Band/Score

ASSESSMENT: *What happens when households access CEA?*

3) How many households attempted diversion at Regional Access Points?
4) How many households who attempted diversion at Regional Access Points were successfully diverted?
5) What percent of households who were successfully diverted required some type of financial assistance?
6) What was the average cost of each successful diversion?

Each of the above assessment metrics will be disaggregated by the following:

- By population: Families, Single Adults, Young Adults, Vets
- HoH Race/ethnicity
- HoH Age Group
- HoH Gender
- Band/Score

PRIORITIZATION: *Who is making it onto the prioritized list?*

7) How many housing resources became available during this timeframe?
    - By population: Families, Single Adults, Young Adults, Vets
    - By Housing Type

8) How many households were prioritized during this timeframe?

- By population: Families, Single Adults, Young Adults, Vets
- HoH Race/ethnicity
- HoH Age Group
- HoH Gender
- Band/Score

REFERRED AND HOUSED: *Who is being housed through coordinated entry?*

9) Who is being referred through CEA?
10) Of those referred, who enrolled in housing through CEA?
11) On average, how many days do households appear on the prioritized list before enrolling in housing?
12) On average, how many referrals did households receive before enrolling in housing?
13) What percent of referrals were successful? What were the reasons for unsuccessful referrals?

Each of the above assessment metrics will be disaggregated by the following:

- By population: Families, Single Adults, Young Adults, Vets
- HoH Race/ethnicity
- HoH Age Group
- HoH Gender
- Band/Score

OPERATIONS

14) On average, how many days after a unit is posted until it is filled?
15) What percent of referrals are ever acknowledged that they have been received by the provider?
16) Of referrals that are acknowledged by the provider, how many days on average does it take once the referral is sent for it to be acknowledged?
17) Of referrals that are either accepted, denied, or refused, how many days on average does it once the referral is sent for a decision to be made?
18) Of households who are housed through CEA, how many days on average does it take after the referral is sent for a household to be housed?

Each of the above assessment metrics will be disaggregated by the following:

- By population: Families, Single Adults, Young Adults, Vets
- Project type

Denial Reason		Category	When to Use This Reason	Example
Client did not show up or call		No Contact	Provider is unable to contact client after two unique attempts, OR Provider made initial contact with client but client did not show to appointment or call to *cancel/reschedule*	*"12/3 contacted client and scheduled intake for 12/6. 12/6 client did not show and did not call to inform staff. Staff attempted to call client but their phone is not in service. 12/16 called again and phone is still not in service."* *"Made two separate contact attempts via all contact options over the last week but have not heard back."*
Client out of jurisdiction		Other	Client informed provider that they are no longer in King County and no longer need or are eligible for housing	*"Client reported that they had moved to St. Louis"* *"Client is not in King County and won't return to King County until June of next year"*
Client previously received service		Denial	Provider verifies that this client has previously been served by this program and **per program policy,** is no longer eligible to receive services at this time. If client's level of care exceeds what program is able to provide, or client presents an imminent health and safety risk, select "Needs could not be met by program"	*"Per our policy, families are only eligible for housing at [agency's] owned and operated sites once."*
Client refused service		Refusal	Provider is able to contact client and client informs provider that they are no longer interested in enrolling in the housing program for reasons such as: they want to live in a different geographic location, they	*"Client declined location at intake"* *"Client decided the commute to work would be too difficult from this location"* *"Client decided it is best if they were placed at their preferred location."*

			don't want to share a room, or they prefer a different type of housing resource at this time. If client refuses the resource because they do not agree with the housing rules then select "Disagreement with rules."	*"Client doesn't feel like this is a good fit for their family"*
Denied by landlord/property manager		Denial	*Only applicable when housing provider does NOT own the building.* Provider confirms that client is eligible to enroll in housing program but landlord or property manager of unit denies the client's application.	*"Property manager at [Apartment Name] denied client because they have an eviction on their record."*
Disagreement with rules		Refusal	Provider is able to contact client and client informs provider that they are no longer interested in enrolling in the housing program because they do not want to adhere to housing rules or policies, including: guest policies, curfew.	*"Client refused to engage in employment search, which is a policy for all clients in this program."*
Falsification of documents		Other	Provider verifies that the documents they initially received have been falsified. If client is unable or unwilling to provide documents, select "Lack of eligibility"	*"Family was not truthful in their intake documents"*
Full capacity/no availability		Denial	Provider no longer has housing unit available due to reasons such as: - The unit was posted in error - The unit needs repair	*"Referred to unit that is occupied. This unit needs to be removed from Clarity."*
Lack of eligibility		Denial	Provider verifies that the client does not meet the housing program's eligibility criteria. This may be due to: referral sent in error by the referral specialist,	*"Client is not literally homeless"* *"Client is not disabled"* *"Client is 10K over income eligibility"*

			incorrect eligibility criteria was posted, client did not disclose accurate information at the time of the assessment, client is unable to provide documents necessary for the intake or application process, or client's circumstances changed making them ineligible for the program. If client is ineligible for housing because they are no longer in King County, select "Client out of jurisdiction"	*"Could not obtain Social Security cards for the children"* *"Client does not have children.* *Husband and child are separated from this client."*
Needs could not be met by program		Denial	Provider determines that the housing program is unable to meet the health or safety needs of the client. If client refuses the resource due to reasons such as geographic preference, discomfort with shared living spaces, or preference for a different resource select "Client refused service." If client refuses the resource because they disagree with housing rules then select "Disagreement with rules."	*"Client says that they need an ADA unit. This is not an ADA unit."*
Other		Other	Provider completes text field with details regarding circumstances leading to the unsuccessful referral.	
Referral time expired		Other	**DO NOT USE**	**N/A**
Self Resolved – Client Housed		Self-Resolved (Housed Outside of CEA)	Provider is able to contact the client and finds that the client is housed.	*"Client housed in non-HMIS participating program"* *"Client moving back home to live with family"* *"Client was housed through [program] and has a move in date of 5/18/17"*

Civil rights and fair housing laws and requirements

Recipients and sub recipients of CoC Program and ESG Program funded projects must comply with applicable civil rights and fair housing laws and requirements, including the nondiscrimination and equal opportunity provisions of Federal civil rights laws as specified at 24 C.F.R. 5.105(a), including, but not limited to the following:

- Fair Housing Act prohibits discriminatory housing practices based on race, color, religion, sex, national origin, disability, or familial status;

- Section 504 of the Rehabilitation Act prohibits discrimination on the basis of disability under any program or activity receiving Federal financial assistance;

- Title VI of the Civil Rights Act prohibits discrimination on the basis of race, color or national origin under any program or activity receiving Federal financial assistance; and

- Title II of the Americans with Disabilities Act prohibits public entities, which includes state and local governments, and special purpose districts, from discriminating against individuals with disabilities in all their services, programs, and activities, which include housing, and housing-related services such as housing search and referral assistance. Title III of the Americans with Disabilities Act prohibits private entities that own, lease, and operate places of public accommodation, which include shelters, social service establishments, and other public accommodations providing housing, from discriminating on the basis of disability.

In addition, HUD's Equal Access Rule at 24 CFR 5.105(a)(2) prohibits discriminatory eligibility determinations in HUD-assisted or HUD-insured housing programs based on actual or perceived sexual orientation, gender identity, or marital status, including any projects funded by the CoC Program, ESG Program, and HOPWA Program.

The CoC Program interim rule also contains a fair housing provision at 24 CFR 578.93. For ESG, see 24 CFR 576.407(a) and (b), and for HOPWA, see 24 CFR 574.603.

In certain circumstances some projects may use disability status or other protected class information to limit enrollment, but only if Federal or State statute explicitly allows the limitation (e.g. HOPWA-funded projects may only serve participants who are HIV+/AIDS).

King County

Mobility Transfer Form

Today's Date: Click here to enter a date.	Client Date of Birth: Click here to enter a date.
Client Name: Click here to enter text.	Client Preferred Name: Click here to enter text.
Clarity ID #: Click here to enter text.	
Current Housing Program: Click here to enter text.	Month/Year Client Moved In: Click here to enter text.
Name of staff completing form: Click here to enter text.	Staff Contact Information: Click here to enter text.

Reason for Mobility Request: Click here to enter text.

Please complete the section below that corresponds with the reason for the request.
You do not need to complete all sections.

IMMINENT SAFETY ISSUE

1. Is a program transfer required to assure safety of the resident? Yes ☐ No ☐
2. Were safety concerns discussed with the resident at the time of intake? Yes ☐ No ☐
   Please explain: Click here to enter text.
3. What region is unsafe for the resident to live in? Click here to enter text.
4. Do the resident and housing provider agree a move is necessary for the resident's safety? Yes ☐ No ☐
5. If a transfer is achieved, are there ways to avoid a similar safety concern in the future? Yes ☐ No ☐
   Please explain: Click here to enter text.
6. Does the resident require a confidential housing resource? Yes ☐ No ☐
7. Is the resident able to remain in the current program until another resource is identified? Yes☐ No☐

If no, what other housing options have been identified until housing is available through coordinated entry? Click here to enter text.

GEOGRAPHIC CHANGE

1. Location or region requested: Click here to enter text.
2. Reason for requested change: Click here to enter text.
3. Have the resident and housing provider discussed how a geographic change may be necessary for a higher likelihood of success? Yes ☐ No ☐
4. Is this change a temporary or long-term solution for the resident's geographic needs? Please explain: Click here to enter text.
5. What other housing options have the resident and provider reviewed in the desired region? Click here to enter text.

CHANGE IN SERVICE NEED (INCREASE OR DECREASE)

1. Have the resident and housing provider discussed the change requested? Yes ☐ No ☐
2. Is the resident requesting an increased or decreased level of support? Increased ☐ Decreased ☐
3. How is the current level of support not meeting the resident's needs?
4. Was the resident's level of service need accurately captured during the initial housing triage? Yes ☐ No ☐
    a. If no, what was inaccurate or omitted? Click here to enter text.
5. What other options have the resident and provider reviewed? Click here to enter text.
6. What options have been considered so the resident can maintain their current residence? Click here to enter text.
7. Did a specific incident initiate this request? Yes ☐ No ☐

    If yes, please explain: Click here to enter text.

EXITING DUE TO AGE RESTRICTIONS

1. Will the resident age out of the program within the next two months? Yes ☐ No ☐
    a. If yes, what is the date they must exit your program? Click here to enter a date.
2. What other housing options have the young adult and provider reviewed? Click here to enter text.

CHANGE IN FAMILY SIZE

1. Is the resident pregnant?
    a. What is their due date? Click here to enter a date.
2. Is the resident reuniting with their child(ren)? Yes ☐ No ☐
    a. What is the number of adults who will need housing? Click here to enter text.
    b. What is the number of children who will need housing? Click here to enter text.

King County

External Fill Verification

Agencies should use this form when granted an external fill by CEA.

Agency/Program Name	
Date Resource Available for Occupancy	
Date Notified by CEA System Manager to fill externally	
Date Resource was Occupied	
Unit Name/Description	
Head of Household Name	
Head of Household DOB	
Clarity ID Number	
Where was the household staying prior to coming to your program?	
How did the household get connected/referred to your program? (List referral source, if possible)	

Has the household completed an assessment for CEA?

□ Yes □ No □ Not Sure

If no, what was the reason?

□ Household didn't know about CEA

□ Household was not eligible for CEA

□ Barriers for household to access a CEA assessment:

This statement serves as a confirmation that the household that has been working with our agency is currently housed. I understand by providing this information the household's CEA profile will be made inactive. The information provided has been gathered from the household directly.

Signature_____ Date _____

King County

Disability Accommodation for the CEA Housing Triage Tool

A Disability Accommodation Request is used to place a household in the CEA community queue that was unable to participate in the HMIS Client Consent Form and the CEA Housing Triage Tool due to a disability. This accommodation should be used sparingly and must include evidence that at least three documented attempts have been made to complete the triage tool with the household. Please fill out this form entirely.

Please refer to the CEA Operations Manual for steps on how to complete and flag the assessment in HMIS.

Date:	
Person Completing Assessment/Agency	
Client Unique Identifier/ Name:	

Questions	Staff Responses
How many attempts have been made to offer this individual an assessment for CEA? When did these attempts occur?	
What are the barriers or disabilities this individual is experiencing?	
Why does the individual need this accommodation?	
Did the assessor enter the assessment in HMIS including knowledge of the household's circumstances for each question on the assessment that wasn't completed?	
What date was the assessment entered into HMIS?	

I certify that the information I have provided is accurate to the best of my knowledge.

Agency Contact Signature	Date
Print Name	Position Title
Phone Number	Email

Approving Staff's Name _____ Date_____

King County

You have a right to file a grievance about Coordinated Entry for All.

A grievance is an expression of dissatisfaction about any part of Coordinated Entry for All service delivery. It can be made verbally or in writing.

If your grievance is about an assessment site or housing program, please contact a staff at that program to follow that organization's policies. If you are not satisfied with the housing program's response to your grievance, contact King County Coordinated Entry for All to request a review of your grievance.

If your grievance is about screening or program participation practices

If your grievance is about Coordinated Entry for All (CEA), please send your grievance letter to King County Coordinated Entry for All at 401 5th Avenue, Seattle, WA 98104 or call 206-477-7748.

For all grievance letters, please include:

1. Your name
2. The date
3. Your contact information
4. The best times and ways you can be reached
5. An explanation of your concern/grievance
6. What action you believe would solve the problem
7. Your signature

CEA will respond to your grievance in writing within 14 days.

No retaliation, threats, or discrimination should occur from agency staff after you have made a complaint and we hope that you will contact the CEA System Manager if concerns about this ar

King County Community & Human Services – CEA grievance form

NAME:	
DATE:	
CONTACT INFORMATION:	
BEST TIME/WAY TO REACH YOU:	
EXPLANATION OF YOUR CONCERN/GRIEVANCE:	
WHAT ACTION YOU BELIEVE WOULD SOLVE THE PROBLEM:	

CEA will respond to your grievance in writing within 14 days. If you are not satisfied with CEA's response to your grievance, you can schedule a grievance hearing with King County.

Signature _____ **Date** _____

Return your signed form to

King County Coordinated Entry for All

401 Fifth Avenue, Suite 500

Seattle, WA 98104-2391

Questions? Contact CEA at 206-328-5796,
or e-mail CEA at CEA@kingcounty.gov.

King County

Coordinated Entry for All - Case Conferencing Data Use Agreement

Coordinated Entry for All (CEA), uses a case conferencing model to ensure that the outcomes of the CEA Housing Triage Tool more closely align with the community's prioritization process by accounting for unique population-based vulnerabilities and risk factors. In addition, it provides an opportunity to partner with agency staff that have direct daily contact with people experiencing homelessness. During weekly conferencing high-priority individuals are matched to Housing Navigators and available housing resources. In order to participate in case conferencing, Housing Navigators are provided confidential information about clients in HMIS.

This agreement will allow for the parties involved in CEA case conferencing to locate program participants to link with services, verify occasions of homelessness through third party verification, and refer to additional community resources and programs, and other scenarios to assist the program participant in resolving their housing crisis.

USER CONFIDENTIALITY AND DATA USE AGREEMENT

I understand that I will be allowed access to confidential information and/or records from the King County Homeless Management Information System (HMIS) for the sole purpose of participation in the Coordinated Entry for All case conferencing process. I understand that this is not an agreement to gain a user ID for HMIS.

I further understand and agree that I will not disclose such confidential information and/or records to third parties for any purpose.

At no time will I allow or cause confidential information and/or records to be accessed or released except as allowed by the applicable HMIS Release of Information.

I agree to use appropriate safeguards to prevent the unauthorized use or disclosure of the protected information.

I agree to notify the CEA Referral Specialist when I terminate my participation in CEA case conferencing and I understand that this will signify an end of my access to HMIS data under this agreement.

By signing this document I acknowledge that I have been informed of the relevant laws concerning access, use, maintenance and disclosure of confidential information and/or records available to me from HMIS.

Printed Name

_____

Title

_____Organization_____

Email_____

Signature _____

Date_____