

Regional Access Point (RAP) Field Manual V2



King County

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Purpose Statement

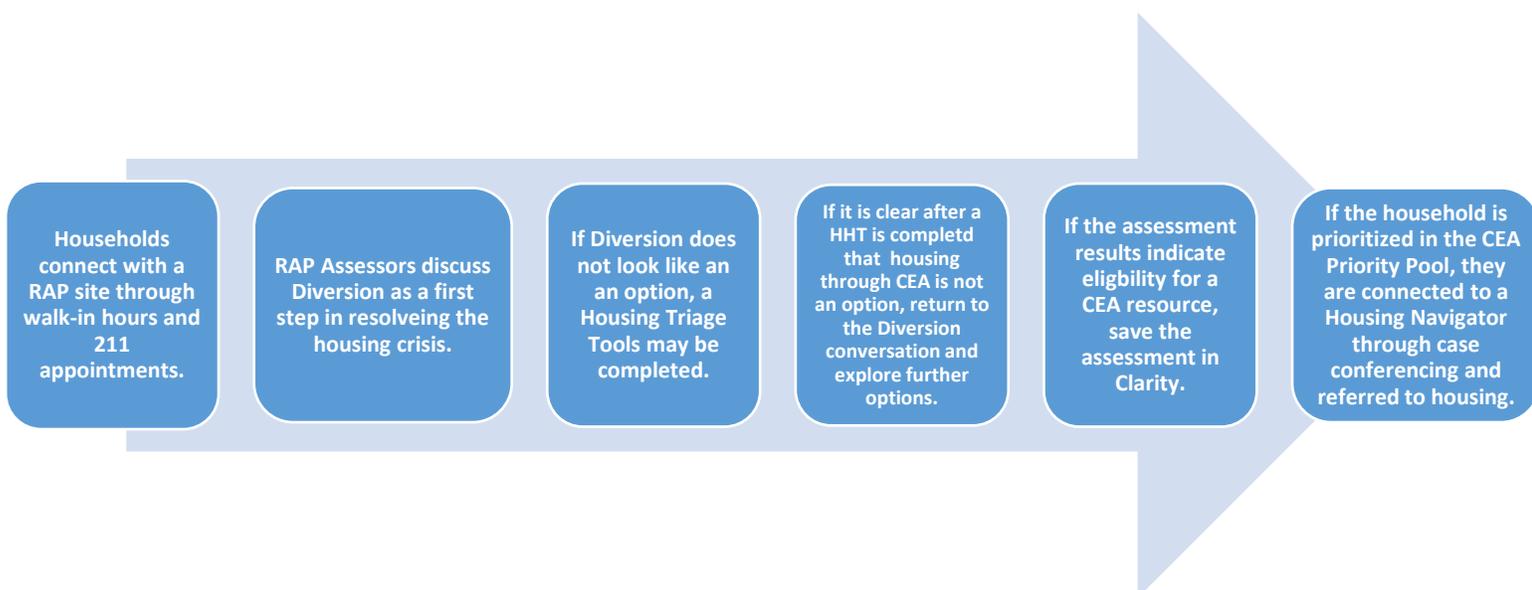
The purpose of Coordinated Entry for All (CEA) Regional Access Points is to ensure that prioritized households experiencing homelessness have fair and equal access to the housing assessment process, regardless of race, color, national origin, religion, sex, age, familial status, disability, actual or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

RAP Mission Statement

Coordinated Entry for All Regional Access Points provide a safe environment where households experiencing homelessness can feel empowered to explore a path to housing while making connections to the additional services they need. We encourage participants to self-advocate while providing assistance with dignity, respect, and a commitment to equity and social justice.

Program Description

Process Flow



RAP Role in Coordinated Entry for All:

RAPs function as the “front door” to accessing homeless resources and CEA. The RAP recognizes that King County is the coordinating entity for CEA and understands that CEA is a county wide system for homeless households and must be operated in a consistent and standardized manner as outlined by King County.

RAP Work Statement:

RAP sites provide households with support by providing diversion, connections to employment navigation, assistance in connecting to needed resources, and when determined appropriate, completing a Housing Triage Tool (HHT) for possible connection to homeless housing accessed through CEA. RAPs will operate in a manner which fully complies with all applicable federal, state and local laws, statutes, rules and regulations, and with a commitment to equity and social justice and the King County Equity and Social Justice Strategic Plan located at <https://www.kingcounty.gov/elected/executive/equity-social-justice.aspx> as are now in effect or may be hereafter amended, and in accordance with the terms and conditions described hereinafter.

Program Indicators:

- A. Fair and equal access to services, resources, and triage for those experiencing homelessness.
- B. The number of households who receive connections to employment and/or diversion services at initial appointment or contact.
- C. The number and percent of households receiving navigation assistance.
- D. The number of households that receive timely, culturally competent housing assessment utilizing the standardized HHT when a diversion plan is not an option.
- E. The number of services hours provided per quarter including meeting minimum walk-in hour requirements.

Program Requirements

Overview:

-The RAP shall comply with and administer the RAP site in accordance with the CEA Policy and Procedures and associated Manuals located at <https://www.kingcounty.gov/depts/community-human-services/housing/services/homeless-housing/coordinated-entry/providers.aspx>

-The RAP shall provide services to all eligible homeless populations including single adults, families, and young adults based on the following criteria:

<ul style="list-style-type: none"> • Literally Homeless (Sleeping outside, in a place not meant for human habitation, or in a shelter (funding sources vary, be sure the funding source can assist households in shelter when providing financial assistance).
<ul style="list-style-type: none"> • Fleeing / attempting to flee domestic violence, (the individual must be fleeing, or is attempting to flee, domestic violence, dating violence, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or family member; have no other residence, and lack the resources or support networks to obtain other permanent housing).
<ul style="list-style-type: none"> • Staying in or exiting an institution where you resided for up to 90 days and were in a shelter or a place not meant for human habitation immediately prior to entering the institution.
<ul style="list-style-type: none"> • Young adult 17.5-24 who are imminently at risk of homelessness within 14 days are also eligible for CEA (YA at risk are potentially eligible to complete a triage too, but must be literally homeless to be eligible for diversion).
<ul style="list-style-type: none"> • Households that present as homeless prevention will be referred to prevention services.

Path to Home/diversion will be offered first as a means to resolve the housing crisis before determining if completing a CEA HHT is appropriate.

-The RAP shall complete in person screenings with households who schedule an appointment or are accommodated as a walk-in. The first step in triaging households is a conversation around Employment Navigation, diversion / Path to Home, and options and services outside the Coordinated Entry Homeless Housing system before conducting a HHT. The Path to Home Manual is located at <https://www.kingcounty.gov/depts/community-human-services/housing/services/homeless-housing/coordinated-entry/providers.aspx>

-The RAP shall provide sufficient mobile capacity for households with limited or no physical ability to come to the RAP offices or for homeless households that may have limited or no connection to human service systems.

-If it is determined that a HHT will be conducted, the RAP shall complete the applicable VI-SPDAT triage tool, according to the household composition (i.e. single adult, households with children, young adult) and enter the results into HMIS within 24 hours of assessment. Staff conducting the HHT will do so in compliance as outlined in the CEA Housing Assessor Manual <https://www.kingcounty.gov/depts/community-human-services/housing/services/homeless-housing/coordinated-entry/providers.aspx> and HMIS guidelines <http://kingcounty.hmis.cc/> For additional assistance visit the Bitfocus Help Site <https://get.clarityhs.help/hc/en-us>

-RAP staff shall prioritize housing navigation services for households who lack the resources or are not supported by another provider agency to gather documentation needed to secure housing.

-The RAP will maintain ongoing communication and regularly update County staff on activities including staffing levels and walk-in hours. County staff must be notified within five business days of a RAP position vacating.

-The RAP agrees to collaborate as needed with other County initiatives and efforts, including but not limited to, Best Starts for Kids, behavioral health integration, etc., and provide linkages to all other needed services through direct connection, warm hand-off, or referral.

-The RAP shall ensure adequate service coverage of the designated catchment area, but shall assess all eligible households that contact the agency.

-The RAP shall ensure that the needs of special populations (including survivors of domestic violence, limited or non-English speakers, and immigrants and refugees) are met, and that the provision of services that are culturally and linguistically appropriate (including language translation and interpretation services).

-The RAP shall collaborate with County staff to ensure overall alignment with regional priorities.

- The RAP shall comply with all contractual agreements outlined in associated Program Contract Exhibits executed by King County and the Provider including reporting requirements, direct service requirements, collaboration on associated County initiatives, and invoicing requirements.

Equity and Social Justice (ESJ):

The RAP is required to carry out operations with a commitment to equity and social justice as outlined in their contract with King County focusing on accessibility, relevance, and commitment and with King County ESJ initiatives. RAP staff are required to attend training on ESJ topics such as Implicit Bias, Race-the Power of Illusion, or other applicable trainings that specifically address Equity and Social Justice.

Hours of Operation:

The RAP shall hold regular, evening and weekend operating hours, as well as regularly scheduled mobile assessment hours, to be established in coordination with the County. Any changes to established office hours must first be approved by the County. The RAP shall notify the County immediately if any unexpected changes to regular offices hours occur. The RAP shall accept scheduled appointments, walk-in clients, and offsite (mobile) triage.

Progressive Engagement:

The first phase when screening a household is to explore connections to employment navigation, diversion / Path to Home, and other resource that can assist the household in diverting the homeless housing system. For households that clearly do not have the resources to utilize an employment or diversion resource, a HHT can be conducted. RAP staff are required to be open and transparent about the limited resources through CEA. If it is clear after conducting the HHT, that a resource is unlikely, staff shall return to the conversation about diversion / Path to Home and other resources and explore options in more depth. For Triage prioritization see the CEA Assessor Manual at <https://www.kingcounty.gov/depts/community-human-services/housing/services/homeless-housing/coordinated-entry/providers.aspx> For guidelines on diversion / Path to Home, see the Path to Home Manual at <https://www.kingcounty.gov/depts/community-human->

[services/housing/services/homeless-housing/coordinated-entry/providers.aspx](#) Services are to be delivered in a Progressive Engagement model, utilizing the least amount of resources to solve the current crisis and reserving the most intensive services and housing resources for the most vulnerable households.

Wrap-around Connections to Services:

Functioning as the “front door” to CEA, RAPs operate in King County as a “one stop shop” to accessing employment navigation, Diversion / Path to Home, and assisting in making connections to any service households may need to address their housing crisis. These connections are made preferably on site whenever possible, but also through warm hand-offs and direct referral. For information on connecting to additional support services, see the ‘Service Linkages’ section of this manual.

Working in Tandem with YYA Providers:

The RAP will work closely with its paired Youth and Young Adult agency which functions as an extension of the RAP site to provide referrals for housing navigation and to coordinate diversion funding if no diversion funding is available at the young adult agency. See Diversion / Path to Home section of this manual for more information.

Agency	Catchment Areas	RAP
TBD	South King County	YWCA, MSC
Friends of Youth	East King County	East County CCS
New Horizons Ministries	Seattle Downtown	Seattle CCS
YouthCare- Orion Center	Seattle Downtown	Seattle CCS
YouthCare-UDYC	North King County	Solid Ground

RAP catchment map:

<https://drive.google.com/open?id=11FKOoESxtKo1WoSZrJ3H8a7Ko0Q&usp=sharing>

Transparency:

RAP staff will practice transparency and provide accurate information about the limited housing resources available through CEA and offer connections to resources such as connections to employment navigation, diversion / Path to Home, and prevention services such as Best Start for Kids to assist in solving the housing crisis in the most expeditious way possible.

Homeless Management Information System (HMIS):

The RAP shall participate in HMIS and collect and enter all household data required for system entry into Clarity. Requirements for Contractor participation in the Homeless Management Information System are specified on the King County Department of Community and Human Services web site. The web site address is: <http://www.kingcounty.gov/operations/DCHS/contracts/CSDReq.aspx>

Reporting Requirements:

Supplemental Reports:

Quarterly Reporting Requirements: In addition to reporting elements derived from HMIS, each RAP is required to submit the following supplemental reports on a quarterly basis. Report templates will be provided by the County.

- CSD Services and Activities Report documenting the number of scheduled appointments and office hours cataloged each month per quarter.
- Quarterly Language Request Report, documenting the type and number of language translation requests each quarter.
- Employment Referral Report as requested.

Invoicing:

Monthly Invoicing: Payment reimbursement requests are made on a monthly basis by submitting a CEA Contract Exhibit Form and all supporting documentation as requested by the County. Reimbursement is contingent upon program eligible expenses and expectations outlined in the RAP contract.

Supplemental reports and invoices with accompanying documentation are due within 10 days of the last business day of the month. Submit completed reports to stan.brownlow@kingcounty.gov

Staff Meeting Requirements:

The RAP agrees to regularly participate in related RAP all-staff and management meetings, learning circles, case conferencing, etc. Monthly All RAP meetings facilitated by the County are required for all RAP direct service staff and at least one RAP supervisory staff.

Training Requirements:

The RAP shall ensure that all housing triage, navigation, and other staff providing direct client services at the RAP have completed all required HMIS and CEA Assessor training requirements. When experiencing staff turnover of assessors, the RAP will notify CEA so that assessor access in HMIS is removed. The addition of assessors to the existing assessor inventory at the RAP is contingent upon approval by the County. For questions email stan.brownlow@kingcounty.gov

New triage staff including AmeriCorps volunteers must complete training with their County Certified Train the Trainer (T-3). For information on the training process and (T-3) guidelines see the Train the Trainer (T-3) Manual at <https://www.kingcounty.gov/depts/community-human-services/housing/services/homeless-housing/coordinated-entry/providers.aspx>

Along with initial CEA and triage training, staff are required to attend trainings provided by the RAP agency, King County or other appropriate training entity in the following areas:

- Equity and Social Justice / Implicit Bias
- Progressive engagement
- Trauma Informed Care
- Motivational Interviewing
- Housing First and Harm Reduction
- Diversion
- YFHPI Monthly trainings
- CEA Assessor Refresher sessions (30-days after initial assessor training and twice in a twelve-month period).

Provider / RAP Input

RAPs are encouraged to provide CEA with input regarding the design, execution, and ongoing improvement and enhancement of how services are delivered at RAPS and how the RAPs are integrated in the broader CEA system throughout the community.

CEA Manuals

RAPs are required to follow the policies and procedures outlined in the CEA Policies and Procedures Manual and all associated manuals including:

- CEA Policy and Procedures Manual
- CEA Path to Home Manual
- CEA Assessor Manual
- CEA Young Adult Housing Navigation Manual
- Train the Trainer (T-3) Manual
- CEA RAP Field Manual

All CEA manuals are located at <https://www.kingcounty.gov/depts/community-human-services/housing/services/homeless-housing/coordinated-entry/providers.aspx> and are updated regularly.

Site Monitoring

RAPs are subject to periodic site monitoring. A monitoring visit will be scheduled with your King County Contract Monitor and County Business Finance Officer. Site monitoring will include, but not limited to:

- Review of financial records associated with RAP operations including invoicing and review of General Ledgers.
- Review of client files where financial assistance was provide for diversion / Path to Home.
- Staff interviews reviewing how services are provided including how employment navigation, Path to Home, and connections to other resources are provided.
- Program assessment
- Cultural Competency and Social and Economic Justice policies

- Training records

Contract Adherence

RAP sites are required to comply with all aspects of their CEA contract and all of its elements including Work Statement, Program Description, Program Requirements, Compensation and Method of Payment, Reporting Requirements, and any other requirements set forth by the County. For specific details of contract elements outside of the information contained in this field manual refer to you agency's specific RAP contract with King County.

Diversion / Path to Home

The RAP will deliver Diversion / Path to Home services by offering the following:

1. Assess immediate housing barriers and identify options for alternate housing arrangements; initiate with household the steps needed to secure stable housing.
2. Direct services to include:
 - A. Crisis counseling, planning and support resulting in timely resolution of housing crisis and relief from trauma associated with housing instability.
 - B. Mediation and dispute resolution services with landlords, family and friends to secure and stabilize housing.
 - C. Advocacy, referral and service coordination with mainstream services and resources including Department of Social and Health Services (DSHS); civil legal assistance; financial counseling; community resources such as food and clothing banks, household items through available vouchers; emergency assistance/utilities and referrals to mental health/chemical dependency treatment.

See the Path to Home Manual for details on Path to Home services and criteria

https://www.kingcounty.gov/depts/community-human-services/housing/services/homeless-housing/coordinated-entry/~media/depts/community-human-services/housing/documents/cea/Path_to_Home_Manual_v2_Updated_9,-d-,8,-d-,17.ashx?la=en

Ongoing Quality Improvement

King County and the RAPs will review operations and RAP design for on-going quality improvement. This will be informed through client feedback, RAP personnel experience, funder and HUD requirements, community input, etc.

Service Linkages

The Contractor shall maintain sufficient linkages to service partners, and conduct outreach to other system and service provider agencies and networks to ensure that the RAP site offers any and all services need to assist in solving the household's housing crisis and ongoing housing stabilization.

Behavioral Health

King County behavioral Health and Substance Use Services: 206.263.8997, 1.800.790.8049
<https://www.kingcounty.gov/depts/community-human-services/mental-health-substance-abuse.aspx>

Child Care

Child Care Aware: <http://www.childcareaware.org/state/washington/>

Multi-Cultural Hope Center 253.593.6641 (open 7 days): http://mcfhc.org/?page_id=22

Seattle Milk Fund (for students with child care needs): 206.526.7944 <https://www.seattlemilkfund.org/>

Working Connections Child Care: 1.877.501.2233 <https://del.wa.gov/parents-family/getting-help-paying-child-care/working-connections-child-care-wccc>

Civil Rights

Seattle Office for Civil Rights: 206.684.4500 <http://www.seattle.gov/civilrights>

King County Office of Civil Rights 206.263.2466: <https://www.kingcounty.gov/elected/executive/equity-social-justice/civil-rights.aspx> <https://www.kingcounty.gov/elected/executive/equity-social-justice/civil-rights/civil-rights-commission.aspx>

Clothing Resources

King County and Seattle Clothing Closets

http://www.needhelppayingbills.com/html/king_county_free_clothing_clos.html

World Relief-Salvation Army <https://worldreliefseattle.org/free-clothes-salvation-army>

Seattle Crisis Resource Directory <http://seattlecrisis.org/clothing.html>

County Resources-King, Clothing <http://4people.org/reentry/king.pdf>

Domestic Violence

Broadview: 206.374.8757 <http://www.socialventurepartners.org/seattle/profiles/broadview/>

LifeWire: 425.746.1940 1.800.827.8840 <https://www.lifewire.org/>

National DV Hotline: 1.800.799.7233 1.800.787.3224 (TTY) <http://www.thehotline.org/>

WA Coalition Against Domestic Violence: 1.800.799.SAFE <https://wscadv.org/get-help-now/>

Energy Assistance

King County Energy Assistance Program: 1.800.756.5437

<https://www.kingcounty.gov/depts/health/locations/health-insurance/access-and-outreach/energy-assistance.aspx>

St. Vincent de Paul Utility Assistance: 206.767.6449 <http://svdpseattle.org/utility-assistance/>

Food Banks

Asian Counseling and Support (food bank): 206.695.7510 <https://acrs.org/services/aging-services-for-older-adults/acrs-food-bank/>

Auburn Food Bank: 253.833.8925 <http://www.theauburnfoodbank.org/>

Ballard Food Bank: 206.789.7800 <http://www.ballardfoodbank.org/>

Byrd Barr Place Food Bank: <https://byrdbarrplace.org/programs-services/food-bank/>

Family Works (Wallingford and Greenwood food bank locations): 206.694.6727

<http://www.familyworksseattle.org/>

Food Lifeline: 1.877.404.7543 <https://foodlifeline.org/>

Jewish Family Services (Kosher): 206.861.3174 <http://www.jfsseattle.org/event/kosher-food-bank-2018/>

Maple Valley Food Bank: http://www.northwestharvest.org/maple-valley-food-bank-client?gclid=CjwKCAjw8r_XBRBkEiwAjWGLiEd0u6NpYtgXCiCl4Lcp8d3tNoIsh1BfBfVXZeisg-DoTw1jD0bIIBoC5UMQAvD_BwE

North Helpline: 206.367.3477 <http://www.northhelpline.org/get-help/food-bank/>

Northwest Harvest, resources throughout the state: <http://www.northwestharvest.org/statewide-network>

Pike Market Food Bank: 206.626.6462 <http://www.pmfbo.org/>

PSLA Food Bank: 206.448.9277 <http://www.pugetsoundlaboragency.org/food-bank.html>

Queen Anne Food Bank: 206.216.4102 <https://www.qafb.org/>

Rainier Valley Food Bank: 206.723.4105 <http://www.rvfb.org/>

St. Vincent de Paul: 206.767.6449 <http://svdpseattle.org/our-services/food-bank/>

St. Mary's: 206.324.7100 x18 <https://www.thefbsm.org/services>

University District: 206.523.7060 <http://www.udistrictfoodbank.org/>

West Seattle: 206.932.9023 <http://www.westseattlefoodbank.org/>

White Center: <https://www.whitecenterfoodbank.org/>

White Center, S.A.: 206.767.3150 <http://www.tsawhitecenter.org/help.html>

Outside of Seattle, call 206.461.3200 for a listing of nearby food banks.

Homeless Prevention

Best Start for Kids: 206.263.9600

<https://www.kingcounty.gov/elected/executive/constantine/initiatives/best-starts-for-kids.aspx>

Wellspring: 206.826.3050 <https://wellspringfs.org/community-services/housing-services>

Solid Ground-Tenant Services and Information: 206.694.6700 <https://www.solid-ground.org/get-help/housing/for-tenants/>

Solid Ground Renters' Resources: 206.694.6700 <https://www.solid-ground.org/get-help/housing/for-tenants/renters-resources/>

Washington Tenants Union: <http://tenantsunion.org/en>

For additional Prevention Resources, call 211 or visit their website at <https://crisisclinic.org/>

Legal Help

ACLU-Legal: https://www.aclu.org/know-your-rights/what-do-if-youre-stopped-police-immigration-agents-or-fbi?redirect=files/kyr/kyr_english.pdf

Consumer Credit: 1.866.826.7177

https://debthelp.consumercredit.com/video?odkwid=consumer%20credit%20counseling&odengid=GoogleSearch&odplaid=&odkwidmatchid=Phrase&oddevid=null&gclid=CjwKCAjwllvXBRBjEiwATWAQIro0YjUWT8gIRiKi7wiLS1AS1K2gWM1etNBBP26ZxOFbEJj3XhtMJRoCs48QAvD_BwE

Credit Repair, WA Attorney General: 360.753.6200 <http://www.atg.wa.gov/debt-relief-credit-counseling>

Eastside Legal assistance Program: 425.747.7174 <http://www.elap.org/>

Fair Housing Center of Washington: 253.274.9523 <https://fhcwashington.org/>

King County BAR Association, Legal Assistance: 206.296.7662 <https://www.kcba.org/For-the-Public/Free-Legal-Assistance>

King County Office of Civil Rights: 206.263.2446 <https://www.kingcounty.gov/elected/executive/equity-social-justice/civil-rights.aspx>

King County BAR Resource Materials: <http://www.kcba.org/For-the-Public/Free-Legal-Assistance/Neighborhood-Legal-Clinics/Clinic-Resource-Box-Materials>

King County Website Legal Resources (also available in Spanish): 206.296.7662
<https://www.kingcounty.gov/courts/public-defense/legal-resources-for-king-county-residents.aspx>

King County, Fair Housing: 206.263.2446 <https://www.kingcounty.gov/elected/executive/equity-social-justice/civil-rights/fair-housing.aspx>

Legal Action Center: 206.324.6890 <http://ccsww.org/get-help/specialized-services/legal-action-center/>

Seattle Office of Civil Rights: 206.684.4500 <https://www.seattle.gov/civilrights>

Washington Law Help: <https://www.washingtonlawhelp.org/>

Mediation/Dispute Resolution

Dispute Resolution Center: 206.443.9603 <https://kcdrc.org/>

Bellevue Mediation Program: 425.452.6800 <https://planning.bellevuewa.gov/community-development/conflict-assistance>

Seattle Resources: <http://www.seattle.gov/affordable>

Transportation

Hopelink: <https://www.hopelink.org/need-help/transportation>

Metro Access Van: <http://metro.kingcounty.gov/tops/accessible/programs/access.html#fares>

Veterans

Apply VA Healthcare: <https://www.vets.gov/health-care/apply/>

King County Veterans Programs: 206.263.9010 <https://www.kingcounty.gov/depts/community-human-services/veterans.aspx>

Request for DD-214: <https://www.archives.gov/veterans/military-service-records>

VA Puget Sound: 206.762.1010 1.800.329.8387 <https://www.pugetsound.va.gov/>

Washing State Dept. of Veteran Affairs: 1.800.562.2308 <http://www.dva.wa.gov/>

Other Resources:

“Obama” Phone”: <https://www.obamaphone.com/>

211 website: <https://crisisclinic.org/education/2-1-1-community-resources/>

Printable Brochures from 211 including emergency shelters, support service by area, health services, reentry assistance, and food: <https://crisisclinic.org/education/emergency-services-brochures/>

DSHS: <https://www.dshs.wa.gov/>

Help Paying Bills: http://www.needhelppayingbills.com/html/king_county_assistance_program.html

Social Security Administration: <https://www.ssa.gov/>

Definitions

- Behavioral health: a term that covers the full range of mental and emotional well-being – from day-to-day challenges of life, to the treatment of mental illnesses, substance use disorders and other addictive behaviors.
- Community Outreach Team / Mobile Assessors: Mobile housing assessors who are based at Regional Access Points and can travel around their region to complete the housing assessment with households who are unable to visit a physical Regional Access Point location.
- Coordinated Entry for All (CEA): The process where any eligible household can complete an assessment to be considered for homelessness assistance through King County.
- Culturally competent services / Social and Economic Justice: In order to effectively operate and provide services with cultural competency, RAPs maintain a defined set of values and principles, and demonstrates behaviors, attitudes, policies, and structures that enable them to work in cross-cultural situations. As such, the three following components must exist:
 - a. Accessibility: Each RAP evaluates and modifies the way in which its services are accessible (language, location, delivery style) to populations whose modes of engagement are different than the majority population.
 - b. Relevance: Each RAP identifies specific culturally-based needs of populations and modifies the services delivered in order to meet those needs, including acquiring and institutionalizing cultural knowledge.
 - c. Commitment: Each RAP periodically conducts a self-assessment and reviews its cultural competency, including obtaining input from client and non-client culturally diverse populations and key stakeholders and uses this feedback in policy making, contractor administration, and service delivery.
- Diversion: A flexible short-term intervention that assists homeless households with innovative solutions to overcome their housing crisis and avoid entering the shelter system whenever possible, moving families quickly from the streets to housing.
- Family Service Prioritization Decision Assistance Tool (F-SPDAT): 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.
- Family: An individual or couple who is pregnant or parenting.

- Household Eligibility: 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 according to the Category 4 HUD definition, and single young adults (ages 18-24) who are imminently at risk of homelessness within the next 14 days. See Homeless definition below.
- Health care services: Medical and health related services that may include health screening, health education and illness prevention, testing, and treatment.
- Homeless: The definition can be found at the King County Department of Community and Human Services web site. The web site address is:
<http://www.kingcounty.gov/operations/DCHS/contracts/CSDReq.aspx>
- Housing Assessor: Staff based at Regional Access Points and other identified individuals who administer the assessment tool with individuals and families who are eligible for CEA.
- Housing Navigator: Staff based at Regional Access Points who work with eligible households to prepare for a housing referral once they have completed an assessment. The Housing Navigator role may alternatively be filled by an outreach worker or case manager.
- Employment Navigator: Staff specialized in employment services and employment navigation.
- Service Linkages: The provision of contact information and referrals to housing and needed services and resources in the community to clients. The responsibility for following up on these referrals typically lies with the client, unless they are unable to on their own.
- Mobile assessment: Housing assessments completed by a Housing Assessor with households who are unable to visit a physical Regional Access Point location.
- Transition-Aged Youth Vulnerability Index- Service Prioritization Decision Assistance Tool (TAY-VI-SPDAT): An assessment tool developed and owned by OrgCode and Community Solutions that is utilized for single young adults 17.5-24. The tool recommends 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.
- Treatment services: Therapeutic health, mental health, or substance abuse services that are provided by a licensed person/agency to a client. Services are geared towards the individual needs of the client and may be provided in housing, a treatment facility, or in a community health/mental health care setting.
- VI-SPDAT (Vulnerability Index- Service Prioritization Decision Assistance Tool): An assessment tool developed and owned by OrgCode and Community Solutions that is utilized for single individuals, including veterans, to recommend the level of housing supports necessary to resolve the presenting crisis of homelessness. Within those recommended housing interventions, the VI-SPDAT allows for prioritization based on presence of vulnerability.