

# North Carolina Balance of State Continuum of Care

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## Regional Committee Coordinated Assessment Plan

In June 2016 the BoS CoC Steering Committee adopted a *Regional Committee Restructuring Proposal*, changing the organizational structure of the BoS CoC from 26 Regional Committees to 13 larger Regional Committees.<sup>1</sup> The BoS CoC Steering Committee also adopted written standards for coordinated assessment on September 6, 2016, that outline how coordinated assessment should operate in each region.<sup>2</sup>

Taking into account both the new Regional Committees and written standards, each Regional Committee will be required to submit a coordinated assessment plan that provides coverage for their entire geographic region by April 1, 2017.

### Contact Information

Regional Committee: Piedmont Region

Counties Served: Cabarrus, Davidson, Stanly, Union, Rowan

For the following please provide name and email address.

Primary Authors of the Plan: Ginny Rainwater (girainwater@communitylinknc.org)

Regional Lead: Nicole Dewitt (ndewitt@communitylinknc.org)

Elected Coordinated Assessment Lead: Ginny Rainwater  
(prccoordinatedassessment@communitylinknc.org)

Other Coordinated Assessment Contact(s) for the Region: Anisse Avery (aavery@communitylinknc.org)

### Prevention and Diversion Screen

The prevention and diversion screen is administered when households present in a housing crisis to see if there are any other safe housing options available to them besides a shelter bed. This screen allows communities to prioritize shelter beds for those with no other options. It is recommended that the coordinated assessment system make an initial contact to assess within 2 hours of households presenting for services.

Please use the following chart to list agencies who administer the prevention and diversion screen in your region:

<sup>1</sup> <http://www.ncceh.org/bos/restructuring/>

<sup>2</sup> <http://www.ncceh.org/files/7522/>

Agency	Count(ies) Served	Population Served	Availability to administer screen	Number Staff Trained (recommend more than 1 staff)	Active on HMIS
Community Inn	Stanly	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Days: Monday-Sunday Times: 6p-7a when someone checks in. If someone calls it will be completed via phone.	3	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Rowan Helping Ministries	Rowan	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Days: Monday-Friday Times: 9am-5pm If someone presents for shelter after 5pm it is completed the next business day.	2	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Union County Community Shelter	Union	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Days: Monday-Sunday Times: 24 hours a day	17	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Crisis Ministries of Davidson County	Davidson	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Days: Monday-Friday Times: 8am-5pm. If someone presents for shelter after 5pm it is completed the next business day.	1	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input type="checkbox"/> All	Days: Times:		<input type="checkbox"/> Yes <input type="checkbox"/> No

		<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input type="checkbox"/> All	Days: Times:		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input type="checkbox"/> All	Days: Times:		<input type="checkbox"/> Yes <input type="checkbox"/> No

If your Regional Committee does not have 24-hour availability for the prevention and diversion screen, please describe what happens if a household needs emergency services and shelter outside of the available hours, including what happens if a household presents overnight, on the weekends, or if trained staff is not present. Be sure to address how the household accesses shelter and when the prevention and diversion screen is administered.

Our Regional Committee has several emergency shelters. Some allow shelter entry on a 24 hour basis while others only during a specific timeframe. If a household present for shelter while there is a trained staff member available the screen will be completed at that time. If a household presents for shelter and there is no trained staff available for the prevention and diversion screen the household will still be allowed entry and the next business day of the trained staff member the screen will be completed. Typically for overnight entries, Sunday to Thursday, this will be completed the next morning. For Friday and Saturday evening entries as well as weekend entries this will be completed the following Monday. Our Regional Committee recognizes that some households will not be screened with the prevention and diversion tool; however, due to limited staff this issue has not been resolved.

Cabarrus County has the most limited participation out of our 5 county region. The Coordinated Assessment Lead has spoken with many agencies, either one-on-one or by presentation to large groups, in regards to participating in Coordinated Assessments by completing the Prevention/Diversion Screen and/or the VI-SPDAT. Agency after agency in that county has expressed that they will make referrals but do not have staff capacity to complete these items. Our Regional Committee will reach out directly to the Department of Social Services to see if they can engage. We will also have one of our participating emergency shelters speak directly to the Cabarrus Salvation Army about their experience with the Prevention/Diversion Screen to see if we can encourage participation.

***Domestic Violence Referrals***

While answering questions on the prevention and diversion screen, households may be identified as needing domestic violence services.

If a household indicates they need domestic violence services and/or shelter, please list the agencies your region refers to:

<b>Agency</b>	<b>Count(ies) Served</b>	<b>Participate in Coordinated Assessment</b>
Turning Point	Union	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Family Crisis Council of Rowan County	Rowan	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Family Services of Davidson County	Davidson	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Esther House	Stanly	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Cabarrus Victims Assistance Network (CVAN)	Cabarrus	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Please describe the process by which agencies making referrals make contact with and transfer forms to the domestic violence agency and how the system tracks if a household was successfully placed in a program. Be sure to include if a phone call is made to the agency to inform them of the referral, and/or if forms are sent with households to the agency.

If the person is in need of domestic violence services the agency completing the prevention diversion screen (or case worker if this information was not provided at the PD screen or if no PD screen was completed) would call the local domestic violence shelter on the household's behalf. Most DV shelters request to speak with the victim to gather information. The agency making the referral maintains a record via the prevention diversion screen of those who are referred to a domestic violence agency. No forms are sent with the household.

If domestic violence agencies are not currently participating in your coordinated assessment process, please describe the engagement plan for these agencies, including goals and timeline.

CVAN in Cabarrus County is the only domestic violence agency in our region who is not participating in Coordinated Assessment. The opportunity was presented to them but due to concerns with confidentiality the agency decided not to participate. The Coordinated Assessment lead spoke with the agency to address their concerns and inform them of what safety measures the Regional Committee is taking, however, they declined to participate. Our goal is to have another DV agency, Turning Point, reach out to them to discuss how Coordinated Assessment is working for them and what has been put in place to keep victims information confidential. Turning Point will try to set up a meeting with them by the end of March.

Does your region need assistance in engaging domestic violence agencies?  Yes  No

If yes, please provide the name, email and phone number of the person to contact: Mary Margaret Flynn- 704-788-2826

### *Diversions*

While answering questions on the prevention and diversion screen, households may be identified as needing diversion services to access a safe housing option.

Does your coordinated assessment system offer mediation services for diversion?  Yes  No

If yes, please describe the mediation services provided: Agencies will make phone call with the household requesting services with which they need mediation. Some agencies will make calls for financial assistance to local agencies if there is not funding available at their shelter. Union County Community Shelter will also provide donated gift cards when available.

Are financial assistance resources available for diversion?  Yes  No

If yes, how much financial assistance and what sources of funding are used for this? Rowan Helping Ministries can provide \$600 CIP from DSS. This is seasonal for utilities. Homes of Hope partners with Stanly Christian Ministries and Crisis Assistance in Stanly County to provide financial assistance to those seeking prevention services.

If households are referred to agencies to receive diversion services, please list agencies in your region:

Agency	Count(ies) Served	Participate in Coordinated Assessment	Services Provided
Union County Community Shelter	Union	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Mediation <input type="checkbox"/> Financial Assistance

Stanly Community Inn	Stanly	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Mediation <input type="checkbox"/> Financial Assistance
Rowan Helping Ministries	Rowan	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Mediation <input checked="" type="checkbox"/> Financial Assistance
Crisis Ministries of Davidson County	Davidson	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Mediation <input type="checkbox"/> Financial Assistance
Homes of Hope	Stanly	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Mediation <input checked="" type="checkbox"/> Financial Assistance

Please describe the process by which agencies making referrals make contact with and transfer forms to the diversion agency and how the system tracks if a household was successfully placed in a program. Be sure to include if a phone call is made to the agency to inform them of the referral, if forms are sent with households to the agency, and/or if referrals are sent via HMIS.

Our Coordinated Assessment agencies currently will call other agencies that may be able to assist with diversion services. Since transportation is limited in several of our counties telephone calls are made to try to identify resources prior to sending a household there for services. We do not have forms to transfer with the household nor is our coordinated assessment system currently operation in HMIS.

### *Referrals to Shelter*

While answering questions on the prevention and diversion screen, households may identify a need for an emergency shelter or access to resources for emergency housing, such as motel vouchers.

If households are referred to shelters and emergency services, please list agencies in your region:

Agency	Count(ies) Served	Participate in Coordinated Assessment	Population Served	Admission Requirements and/or Prioritization Policies	Active on HMIS
Cabarrus County Salvation Army	Cabarrus	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Homeless, Sober	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Community Inn	Stanly	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Homeless, pass breathalyzer, verify place they came from prior. Have ID. Prioritizes families with children, severe mental illness or chronic condition.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Rowan Helping Ministries	Rowan	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Run background check- no sex offenders. Breathalyzer. Have ID. If not from Rowan- 3 day limit in shelter. Prioritizes- contract with VA- specific number of beds allotted for veterans	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Crisis Ministries of Davidson County	Davidson	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	No sex offenders, no previous ban	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Union County Community Shelter	Union	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Homeless no prioritization	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Esther House	Stanly and Cabarrus	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	DV, sexual assault, human trafficking	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Family Crisis of Rowan County	Rowan	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	DV, sexual assault, human trafficking. No prioritization	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Family Services of Davidson County	Davidson	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Fleeing DV	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Turning Point	Union	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	DV, sexual assault, human trafficking. No prioritization	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
CVAN	Cabarrus	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Fleeing DV	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No



Please describe the process by which agencies making referrals make contact with and transfer forms to the emergency shelter and how the system tracks if a household was successfully placed in a program. Be sure to include if a phone call is made to the agency to inform them of the referral, if forms are sent with households to the agency, and/or if referrals are sent via HMIS.

If the person is in need of emergency shelter the agency that has identified this need with the household would provide the person with the address information of the closest shelter. That agency would typically call the shelter to see if beds are available or a reservation can be made for that evening prior to sending a household. If the agency making the referral is participating in coordinated assessment they would maintain a record of those who are referred and connected to an emergency shelter.

If there are no shelters in your region or a particular population does not have access to a shelter, how do households access an emergency bed in your Regional Committee?

Each of our 5 counties has an emergency shelter and domestic violence shelter for individuals and families.

If a household does not meet the admission requirements of a shelter and/or the shelter is full, please describe how the household accesses an emergency bed.

The emergency shelters in the counties below make the following accommodations:

Stanly- uses cots as back-ups and expands shelter into dining room. If that is full they will provide blankets to household and invite them back tomorrow to check availability. Resource numbers are provided to households and the shelter will make calls, if warranted, to locate a safe place for the household.

Rowan- Give a resource paper or try to find other shelter. They will provide blankets to household and invite them back tomorrow to check availability. PRC Coordinated Assessment team has reached out to the Executive Director of the shelter and will be scheduling a meeting to discuss options for households who are turned away, for whatever reason, for a warm handoff to another agency, calling a relative, or any other option to ensure this household has shelter.

Davidson- Tries to find other shelters by calling other counties.

The domestic violence shelters make the following accommodations:

Rowan, Davidson, Stanly- will put household in a hotel and look for other DV agencies

Union- Will invite households to their office to provide case management while trying to identify another agency that may have space availability.

## VI-SPDAT

The VI-SPDAT screen identifies housing barriers for households and assists to identify and prioritize households for housing programs. It is recommended that communities administer the VI-SPDAT screen between 12 and 15 days from shelter entry in order to allow households the time to try to find housing without a referral to a housing program.

Please use the following chart to list agencies that are administering the VI-SPDAT in your region:

Agency	Count(ies) Served	Population Served	Availability to Administer the VI-SPDAT	Number Staff Trained (recommend more than 1 staff)	Active on HMIS
Crisis Ministries of Davidson County	Davidson	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	For Shelter Residence Days: M-F Times: 8am-5pm by apt For Non-Shelter Res. Days: Every Tuesday Times: 1pm-4pm Note: If someone walks in M-F from 8-5 they will not be turned away for an assessment	1	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Family Services of Davidson County	Davidson	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	For Shelter Residence Days: M-F Times: by appointment	2	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Rowan Helping Ministries	Rowan	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	For Shelter Residence Days: M-F Times: by appointment For Non-Shelter Residence Days: Tuesday and Thursday Times: 12pm-1pm or per appointment	2	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Family Crisis of Rowan County	Rowan	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	For Shelter Residence Days: Every Thursday Times: 8am-5pm by appointment	2	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Community Link	Cabarrus	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	Non-Shelter Site Days: Every Wednesday Times: 10am-12pm	7	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Stanly Community Inn	Stanly	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	For Shelter Residence Days: M-Sunday Times: 6am-7pm by appointment For Non-Shelter Res. Days: The second Thursday of every month-or by appointment Times: 11:30am-12:30	3	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Esther House	Stanly	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	For Shelter Residence Days: M-Sunday Times: 8am-5pm by appointment	1	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Union County Community Shelter	Union	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	For Shelter Residence Days: M-F Times: 9am-5pm For Non-Shelter Res Days: M-F Times: By appointment Outreach Assessments Days: When available	4	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Turning Point	Union	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	For Shelter Residence Days: M-F Times: 8am-5pm	1	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

If shelters do not administer the VI-SPDAT, please describe how the system identifies who in shelter needs the assessment and follows up with these households to complete the VI-SPDAT.

The only shelters in our region who do not participate in Coordinated Assessment is the emergency and domestic violence shelter in Cabarrus County. Community Link administers the VI-SPDAT at the Opportunity House, who provides homeless services for those in need. Community Link has created flyers and information sheets to advertise this in Cabarrus County.

How long will your community wait to administer the VI-SPDAT? All of the participating emergency and domestic violence shelters complete the VI-SPDAT after 14 days of the household being in shelter. The only exception is with the Union County shelter which completes assessments after 3 days for families.

If not between 12 and 15 days from shelter entry, why? The Union County Emergency Shelter is the only shelter who completes VI-SPDATS outside of this timeframe. The families have a shorter time period they can receive shelter since they are utilizing hotel rooms. Therefore, they complete the VI-SPDATS sooner in hopes of getting them connected with housing prior to their exit date. Completing it after 3 days allows the case manager to know if the household will score for housing and make a plan in a short period of time. Regardless if the household scores for housing with Coordinated Assessment or the case manager needs to go another route, the household is connected with the case manager who will help find them options and assists them with identifying a safe place to stay. That may be calling relatives of the family or seeking out another shelter.

Please describe how your Regional Committee provides outreach to unsheltered households to complete a VI-SPDAT and provide a housing referral.

The participating emergency shelters complete VI-SPDATS to unsheltered households either during specific times during the week or by appointment. The Union County shelter does outreach by visiting tent communities and will complete assessments and make referrals with those unsheltered households.

If your community does not currently provide outreach to unsheltered households, please describe the Regional Committee's plan to develop an outreach effort, including goals and timeline.

Our regional committee always aims to improve and better serve the homeless population. With limited staff and no funding for outreach at agencies this is a challenge. Our coordinated assessment system is completing VI-SPDATS on unsheltered individuals when they present to shelter, either during a specific time period, by appointment, or walk-in, depending on the agency. In order to inform unsheltered households our agencies make a point to attend meetings with community partner to inform them about the Coordinated Assessment. We also have flyers to post in areas where unsheltered households may frequent.

Are local domestic violence agencies participating in administering the VI-SPDAT and making housing referrals?  Yes  No

If so, how is the safety and confidentiality of households taken into account? Domestic Violence agencies use a code in place of the person's name when making a referral. When housing is available for that person the housing agency will contact the case worker with the domestic violence agency to notify them. The domestic violence agency will then inform the household who will make contact with the housing agency.

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

## Housing Referral and Waitlist

VI-SPDAT scores provide guidance as to which housing program would be best able to meet the needs of households. The goal of coordinated assessment is to provide a clear and transparent referral process for the people being served and for agencies within the region.

### Housing Referral

Orgcode Consulting, Inc., which created the VI-SPDAT assessment tool, recommends the following score ranges for housing referrals:

Individual VI-SPDAT Score	
0-3	No Housing Referral/Basic Information Provided
4-7	Rapid Rehousing
8-17	Permanent Supportive Housing
Family VI-SPDAT Score	
0-3	No Housing Referral/Basic Information Provided
4-8	Rapid Rehousing
9-22	Permanent Supportive Housing

Does your Regional Committee follow these recommendations for scoring?  Yes  No

If not, please describe the score ranges the region uses for housing referrals and why.

Individual and Family VI-SPDAT Score

0-5 No Housing Intervention

6-10 Rapid Rehousing

11+ Permanent Supportive Housing

Due to the large number of homeless households in our system the oversight committee decided to increase the threshold for each housing intervention. Our goal in doing this was to ensure we are serving those with the highest need in our community first.

Please list the housing programs that households are referred to once assessed with the VI-SPDAT:

Agency	Count(ies) Served	Type of Housing Programs	Population Served	Active on HMIS
Community Link	Cabarrus, Rowan, Davidson, Stanly, Union	<input checked="" type="checkbox"/> PSH <input checked="" type="checkbox"/> RRH <input type="checkbox"/> TH <input type="checkbox"/> Other:	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Cardinal Innovation	Cabarrus, Rowan, Davidson, Stanly, Union	<input checked="" type="checkbox"/> PSH <input type="checkbox"/> RRH <input type="checkbox"/> TH <input type="checkbox"/> Other:	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Union County Community Shelter	Union	<input type="checkbox"/> PSH <input checked="" type="checkbox"/> RRH <input type="checkbox"/> TH <input type="checkbox"/> Other:	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Crisis Ministry of Davidson County	Davidson	<input type="checkbox"/> PSH <input checked="" type="checkbox"/> RRH <input type="checkbox"/> TH <input type="checkbox"/> Other:	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Family Endeavors	Cabarrus, Rowan, Davidson, Stanly, Union	<input type="checkbox"/> PSH <input checked="" type="checkbox"/> RRH <input type="checkbox"/> TH <input type="checkbox"/> Other:	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
United Way of Forsyth	Davidson	<input type="checkbox"/> PSH <input checked="" type="checkbox"/> RRH <input type="checkbox"/> TH <input type="checkbox"/> Other:	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> PSH <input type="checkbox"/> RRH <input type="checkbox"/> TH <input type="checkbox"/> Other:	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input type="checkbox"/> All	<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> PSH <input type="checkbox"/> RRH <input type="checkbox"/> TH <input type="checkbox"/> Other:	<input type="checkbox"/> Families Only <input type="checkbox"/> Single Men <input type="checkbox"/> Single Women <input type="checkbox"/> All	<input type="checkbox"/> Yes <input type="checkbox"/> No

Please describe the process by which agencies making referrals make contact with and transfer forms to the housing program and how the system tracks if a household was successfully placed in a program. Be sure to include if a phone call is made to the agency to inform them of the referral, if forms are sent with households to the agency, and/or if referrals are sent via HMIS.

After an agency completes a VI-SPDAT the agency logs the information into our google document. The agency enters the name, score, contact information, family size, housing intervention, veteran status, and the prioritization score. The google form then automatically places this information on our systems wait-list spreadsheet. The wait-list is sorted by highest score first then prioritization level in each housing intervention. When a housing agency has availability they notify the Coordinated Assessment Lead. The Coordinated Assessment lead then provides the housing agency with the information of top person on the waiting list. The housing agency contacts the referring agency to request eligibility documentation. If the household is no longer in shelter the housing agency will contact the household directly. The housing agency notifies the Coordinated Assessment Lead the outcome of the referral who then documents it. Our google spreadsheet is viewable by one lead at each participating coordinated assessment agency in order to keep the process as transparent as possible. The spreadsheet has up-to-date information on those on the waiting list, those referred along with the outcome of the referral.

### *Waitlist*

If more referrals are received than the agencies that provide that service type can serve, community waitlists should be developed. These waitlists should be shared amongst key partners for community accountability and should prioritize households based on need rather than on a first-come-first-served basis. All households who are homeless (both sheltered and unsheltered) and have completed a VI-SPDAT should be on the community waitlist. Households should remain on the waitlist until a housing referral is accepted, the household disappears for a designated period of time, or the household moves to an institutional setting (jail, prison, etc.). Please see the posted example template of a community waitlist here: <http://www.ncceh.org/bos/coordinatedassessment/>.

Where is your Regional Committee's waitlist stored? **Google Sheets**

Who manages the Regional Committee's waitlist? **Ginny Rainwater and Anisse Avery**

Who has access to the Regional Committee's waitlist? **An individual from each agency participating in Coordinated Assessment has visibility access to the waitlist.**

Please describe how your community will obtain consent from participants to share and store their information for coordinated assessment. Please indicate how participants will be educated about how their information will be used and how a release of information will be obtained and stored. A sample release of information is here <http://www.ncceh.org/bos/coordinatedassessment/>.

The Piedmont Region created and release of information that we provide to all households completing a VI-SPDAT. Households are informed that their information will be placed on a waitlist that all the agencies listed will see. Households in domestic violence shelters are informed that their names will not be listed on this waitlist-only a code.

How will the Regional Committee track participants on the waitlist and prioritize them for housing if they refuse to have their personal information shared through the coordinated assessment process?

If a household refuses to share their personal information then we can still submit a hold referral with their score and exclude any identifying information. The person will be informed that we will need to

have a way to contact them if a housing agency has availability. We will work with this household to create a contact plan to make sure we are still able to assist.

How will the Regional Committee confidentially and safely track survivors of domestic violence on the waitlist and prioritize them for housing? Four of the five domestic violence agencies in our community participate in Coordinated Assessment and complete VI-SPDATS. On the waitlist codes are used in place of names and the agency is listed. Our Regional Committee created a scoring system for prioritizing domestic violence victims. If a victim is identified they will automatically get 2 out of 3 on the prioritization score. The last point will depend on if they have minor/s in the household.

Coordinated assessment written standards require that Regional Committees use a case conferencing committee to review the waitlist and oversee the housing referral process. Please describe how your Regional Committee utilizes a case conferencing committee to aid housing placement.

Case Conferencing happens on an as needed basis. When an agency has a challenging or unique situation with a person they email the Coordinated Assessment Lead. The Lead emails the oversight committee about the situation for feedback and options. The Lead then presents that information to the agency.

We recognize the need to strengthen our system in this area. We have planned to hold a conference call twice a month with one member from each participating agency on the call.

How does the Regional Committee ensure that the most vulnerable households get housing resources first? The Piedmont Region increased the scoring system for each housing intervention. This was due to the fact that our PSH program has limited availability and we were receiving a lot of referral for that intervention. By increasing the score we are able to assist those with higher needs faster through our Rapid Rehousing program. We prioritize the waitlist by highest score. Since we maintain such a long waitlist many individuals and families have the same score. In order to ensure we are assisting those with the highest needs first within that score range we created a prioritization system. We prioritize based upon three criteria (families with children under 18, high utilization of emergency services, and vulnerability to illness or death).

Programs should rarely reject referrals. If they do reject a referral, providers are expected to submit a written reason for the denial to the following agency: Ginny Rainwater. Please outline the specific criteria under which a program may reject a referral (refer to the [CA Written Standards](#) for more information). Each housing agency has informed the Coordinated Assessment Lead of what their eligibility is for their program. The only way a housing agency would reject a referral would be if that household did not meet eligibility criteria at the time of the referral. The eligibility requirements for each housing agency are listed below:

Community Link (RRH)- Homeless

Community Link (PSH)- Homeless, documented disability

Community Link (SSVF)- At least one day of active duty, homeless or at risk of being homeless

Cardinal Innovations (PSH)- Homeless, documented disability (SMI, Substance Abuse, HIV/AIDS)

Union County Community Shelter (RRH)-Homeless in Union County

Crisis Ministries of Davidson County (RRH)- Homeless in Davidson County

Family Endeavors (SSVF)- At least one day of active duty, homeless or at risk of being homeless

United Way of Forsyth (SSVF)- At least one day of active duty, homeless or at risk of being homeless

Eligibility for any of these programs does not require income, look at criminal records, or consider anything other than what is listed above.



If a household does not accept a referral, or if a provider declines a referral, the provider and the community should work to refer the client to the next appropriate housing provider and/or emergency shelter to ensure that the household has a safe place to sleep that night. The Regional Committee should also maintain the client's place on the waitlist for housing. How will the Regional Committee work to connect the household with a more suitable program?

If a household does not accept a referral or if a provider declines a referral the Regional Committee would help the household get connected with other resources. They would provide a list of emergency shelters as well as other housing resources when available. The referral agency would also speak with the household regarding their concerns with entering the program to see if it may be misunderstanding of program information that could be clarified to help this household feel more comfortable with accepting the referral.

For those on the waitlist who remain in a shelter or transitional housing program, how often is follow-up made with the household to ensure that information stays up-to-date? Follow-up calls are conducted every 90 days to ensure the information is up-to-date and the household is still in need of services. However, many households may relay updated information to their shelter case manager on a more regular basis.

In order to be in contact on a more frequent basis we will begin to implement that each agency contacts individuals they assessed on a monthly basis. These calls will primarily target those who are not residing in shelter which would be in frequent communication with their case managers.

For those on the waitlist who are unsheltered, it is recommended that follow-up happen at least every 30 days. How often is follow-up made with these households in your region to ensure information stays up-to-date? Follow-up calls will be conducted every 30 days to ensure the information is up-to-date and the household is still in need of services. Households are welcome to re-visit a coordinated assessment site if their information changes prior to these follow-ups.

What is your policy for taking a household off of the list? During the follow-ups that are conducted every 30 days the household is asked if they are currently homeless and if they are still desire housing assistance. If they answer no to either of these question they are removed from the list. Additionally, if an agency notifies the Lead that the housing has been identified for the household while at their shelter, the person will be removed from the list.

How many attempts do you make to contact? Each month each agency will select a day to contact via phone or email everyone they assessed. If the agency makes contact with the household they will follow up again in a month. If the agency does not make contact with the household that week they will continue to try on a weekly bases. If 4 attempts are made over the month and no contact is made that household will be highlighted on our list for agencies to keep their eye out.

What are the procedures if a household is unable to be found? Is there are certain amount of time that they must be lost to the system before being taken off the waitlist? If a household is unable to be found then they will be highlighted on the list so participating agencies in the region can keep their eye out for them. Households will be removed from the waitlist after 1 year of no contact. Additionally, households will be removed if they are no longer in a homeless situation.

## System Management and Oversight

### Transportation

Are people required to travel to different locations to access programs and services in your community?

Yes  No

Are transportation funds/resources provided?  Yes  No

If yes, please describe resources, to whom they are available, and how and when they are accessed. If a household is identified by a participating emergency shelter to meet criteria for a domestic violence shelter during a prevention diversion screen that household may need transportation from the emergency shelter to the domestic violence shelter. In that case the domestic violence shelter will use a taxi, if funding is available. If the Shelter does not have funding for a taxi they will call a police escort. The Union County emergency shelter does have their own transportation services for their guests

What happens if a household is unable to access transportation resources or any other transportation? If a household is unable to access transportation in order to complete a VI-SPDAT they can call the Coordinated Assessment Lead to complete over the telephone. An appointment will be made to complete the VI-SPDAT via telephone. We aim to complete these within two working days of the initial call.

### Advertisement

Please explain the strategies the Regional Committee uses to educate agencies and other community systems about coordinated assessment. (Please attach any materials the Regional Committee uses in these efforts, like flyers, slides, posters, handouts, etc.) Agencies who participate in Coordinated Assessment attend community meetings, meet with school social workers, mental health agencies, Department of Social Services, local businesses and many more to inform the community about Coordinated Assessment, who can get an assessment, and when they can complete it. We use an information sheet to pass out to community agencies with the information.

Please explain the strategies the Regional Committee uses to educate households who are risk of homelessness or experiencing homelessness about coordinated assessment. (Please attach any materials the Regional Committee uses in these efforts, like flyers, slides, posters, handouts, etc.) The Union County emergency shelter conducts outreach in the community. They target places homeless household may reside or visit. Some of these locations include libraries, tent cities, and non-participating shelters. Rowan Helping Ministries offers educational classes to the public. During these classes information regarding Coordinated Assessment is discussed to inform those in need who qualify. Several agencies use flyers with information on Coordinated Assessment to post in public places where homeless household may visit.

### Accessibility

How will the Regional Committee ensure that the Coordinated Assessment process is accessible to people with disabilities? Please indicate which communication services will be available, such as Braille, audio, large type, assistive listening devices, and sign language interpreters. Please indicate any other accommodations that will be available to help people with disabilities access the coordinated assessment system.

The majority of our participating agencies do not have staff that could provide these services; however, they do have an access line to call to help with communication services. If a household is unable to

travel to a VI-SPDAT site, that can be conducted via telephone within 2 business days, or as scheduled. If there is a Spanish speaking household that presents at a location for an assessment and the household cannot or does not want to proceed in English and the Shelter does not have a Spanish speaking staff member an appointment can be made with the Coordinated Assessment Lead to complete the assessment in Spanish.

As needs are identified in the community more services and resources will be identified as well so we can ensure everyone who is homeless has access to coordinated assessment. We recognize that material need to be translated to other languages such as advertisement brochures about Coordinated Assessment and grievance forms and ROIs. We will begin to look at the needs and gaps in our community to ensure services are accessible to all in need.

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

If there is not, or if the access point is difficult to get to, please describe how you will provide outreach that is accessible to people with disabilities. All the participating agencies in coordinate assessment are wheelchair accessible. If someone is having a challenge with getting to a site, we are happy to complete the VI-SPDAT via telephone.

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

If a household has limited English Proficiency we will try to use an interpreter services via telephone to translate. Currently we do review and read through forms with everyone so with someone who has difficulty reading it may be sending extra time with them and reading it at a slower pace to ensure they understand all the information.

### *Local Oversight*

Coordinated assessment provides community-wide accountability for housing anyone who is experiencing homelessness as quickly as possible. It is recommended that each Regional Committee have a coordinated assessment subcommittee to oversee the system, report out to the Regional Committee, address system grievances, educate and outreach non-participating agencies, and collect and submit outcomes to the CoC.

What is your plan for providing coordinated assessment across the entire Regional Committee? This could be either by merging systems into one large system or overseeing several smaller, county-based coordinated assessment systems.

Our Regional Committee provides Coordinated Assessment across our 5 county region. However, Cabarrus County does not currently participate in Prevention/Diversion Screens. Our Regional Committee will reach out directly to the Department of Social Services to see if they can engage. We will also have one of our participating emergency shelters speak directly to the Cabarrus Salvation Army about their experience with the Prevention/Diversion Screen to see if we can encourage participation

Why is this the best plan to cover the Regional Committee? The housing agencies provide services to the

five counties in this region. The system works best with all five counties collaborating together with Coordinated Assessment

If you are maintaining multiple coordinated assessment systems within your Regional Committee, how will these systems interact with each other? Can referrals be made across boundaries? We maintain one coordinated assessment system.

Please describe how you foresee the Regional Committee's coordinated assessment process changing in the future, including timelines and finding grantees who will cover the entire region. Our committee does not foresee any process changes.

If the Regional Committee includes communities that have been inactive with the BoS CoC, please describe the region's plan to engage leaders and agencies in these communities in the coordinated assessment process.

N/A

### *Coordinated Assessment Outcomes*

How will outcome data be gathered for quarterly reports to the CoC? The lead gathers outcome data from the google document every quarter for information regarding the VI-SPDAT. Emergency Shelters who conduct Prevention/Diversion screens submit their results to the lead on a monthly basis.

Who will be in charge of submitting, correcting, and reviewing outcomes? Ginny Rainwater

How are finalized coordinated assessment outcome reports presented to the community? The Lead emails the results to the participating coordinated assessment agencies.

Please describe how your Regional Committee will use coordinated assessment outcome data, including identifying gaps, changing processes, setting goals, advocating for resources, funding new ESG and CoC grantees, etc.

We have used this first year to collect data. Regional Committee will begin to strategize data. Family Crisis of Rowan County is considering applying for funding to help their clients with housing.

### *Grievances*

#### Agency Grievance Policy

*Please complete the following policy with details from your Regional Committee:*

If a provider declines a client referral, that provider should work with the community to refer the client to the next appropriate housing provider and/or emergency shelter to ensure that the household has a safe place to sleep that night.

Programs should only reject referrals in rare instances. Providers may decline 1 out of 10 referrals in a month without a meeting. However, if a program declines more referrals than this they will need to meet with the oversight committee to discuss the issue(s) that result in referrals being declined.

Providers are expected to submit a written reason for the denial to Ginny Rainwater. Providers may decline 1 out of 10 referrals in a month without a meeting. However, if a program declines more referrals than this they will need to meet with the oversight committee to discuss the issue(s) that result in referrals being declined.

For all other grievances, providers must email a detailed grievance to Ginny Rainwater within 14 days of the adverse action/decision. The Coordinated Assessment Lead will schedule a hearing within 7 days of receiving the grievance and render a decision within 7 days following the hearing. If grievances cannot be resolved at the local level, they may be referred to the CAC for review.

#### Individual Grievance Policy

*Please complete the following policy with details from your Regional Committee:*

If a household does not agree with a referral or the assessment process, the coordinated assessment site will attempt to make another appropriate referral based on the household's needs and the housing resources available.

If the household remains unsatisfied, they may file a grievance with Ginny Rainwater, \_\_\_\_\_, or Nicole Dewitt, either verbally or in writing, within 14 days of the attempted referral. Ginny Rainwater or Nicole Dewitt will respond within 7 days. If the household does not agree with this local decision, an appeal will be submitted to the CAC for review.

### **Subpopulations**

Describe the process by which your Regional Committee addresses the special resources/issues for the following subpopulations.

#### **Chronically Homeless**

These households are prioritized for Permanent Supportive Housing.

#### **Unaccompanied Youth (up to age 24)**

We currently do not have special resources for this population. We plan to start reaching out to agencies who work with youth aging out of foster care and DSS. We would like to engage these agencies more with Coordinated Assessment. We recognize that all youth are not connected with services. We plan to inform other community partners such as school systems and hospitals about Coordinated Assessment.

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

Households Present as Homeless



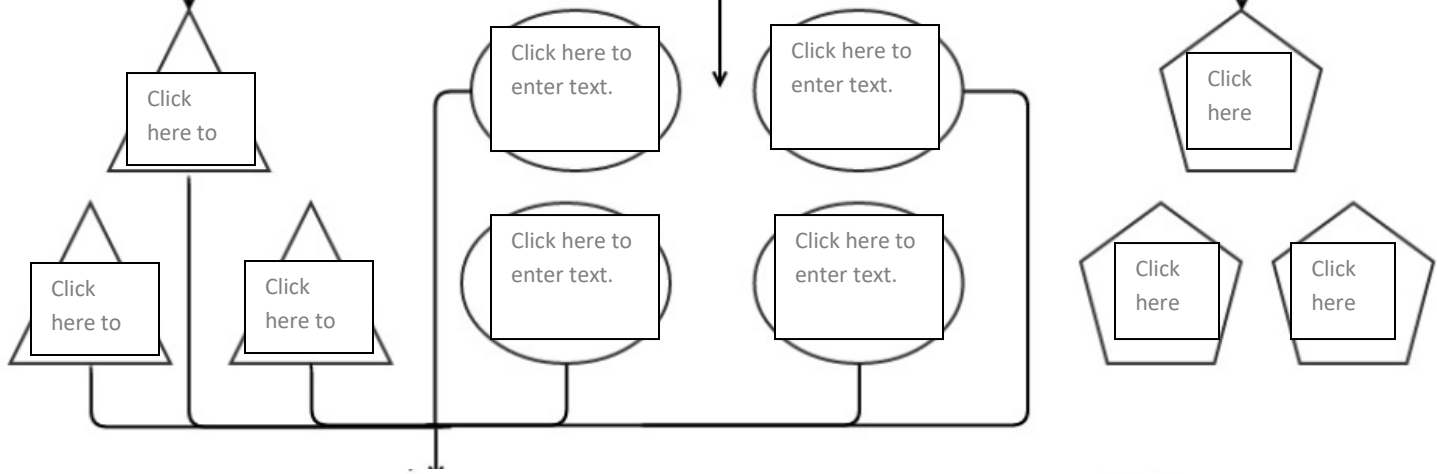
Initial Access Points Complete the Prevention and Diversion Screen

Click here to enter text. Click here to enter text. Click here to enter text. Click here to enter text.

Referral to DV Shelters

Referral to Shelter and/or Emergency Services Agencies

Referral to Prevention Services



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Agencies that Complete VI-SPDAT

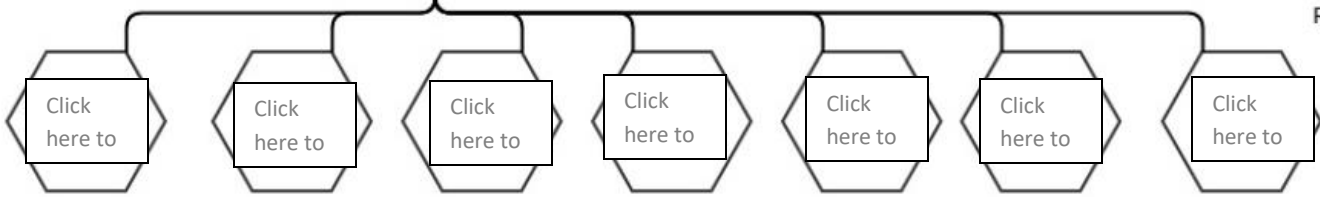


Outreach Programs that Complete VI-SPDAT for Unsheltered

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Describe Process for Community Waitlist and Referral Decisions



Referred to Housing Programs

