# Chittenden County Homeless Alliance (CCHA) Coordinated Entry System (CES)

**Policies and Procedures**

Housing Committees

There are two Housing Review Committees: the Housing Review Team (HRT) and the Community Housing Review Committee (CHRC).

The HRT is required to meet every week to manage and evaluate referrals to financial RRH and homelessness prevention assistance resources. The CHRC is required to meet every week to explore housing options: including mainstream resources, PSH, and RRH, for households enrolled in Coordinated Entry.

Regarding the CHRC:

*The following descriptions in this next section apply only to the CHRC. The HRT functions as a decision-making body for the administration of RRH and homelessness prevention financial assistance. This role may be reevaluated through the formal evaluation process by the CCHA Coordinated Entry Committee.*

The Community Housing Review Committee (CHRC)

The CHRC meets every week with case managers and housing navigation providers for case conferencing and reporting on updates. The CHRC will be composed of various service providers and housing providers. The CES Administrator attends all CHRC meetings and manages the Master List.

CHRC is responsible for:

1. Making referrals to particular housing programs based on Order of Priority, eligibility, and goodness of fit.
2. Reviewing and tracking progress household progress towards housing.
   1. Including tracking household progress in completing all necessary applications and documentation for navigation providers on completing next steps to move client to document ready status.
3. Case conferencing with housing navigators to identify and address barriers to access and maintain housing.
4. Reporting to the CCHA Coordinated Entry Committee and Steering Committee as needed.

The CHRC is responsible for reviewing status and tracking progress for households. The agenda for committee meetings is structured to incorporate the following tasks:

1. Checking in on and updating status for assigned households who have contacted housing navigation providers.
2. Checking in on and updating status for assigned households who are actively engaged but have not yet attained document ready status.
3. Checking in on and updating status for assigned households who are actively engaged but have not yet attained document ready status.
4. Checking in on and updating status for assigned households who have attained document ready status and are awaiting available housing.
5. Making referrals from the document ready list to available housing programs and providers following the established Order of Priority.

At each meeting, the committee works through the above tasks in order of Vulnerability Assessment Priority, ensuring that if time is limited, the committee is prioritizing according to vulnerability. In other words, if time or capacity is limited, the committee will work through the list in order of Vulnerability Assessment score for each of the items listed above (1 through 5) to ensure the committee attends to each of the above items (1 through 5) during each committee meeting.

In order to ensure that the CCHA is adequately prioritizing based on vulnerability/severity of service need, the CHRC will utilize case conferencing among providers as needed, including housing navigators, case managers, and outreach workers to review cases in which the Vulnerability Assessment score is not an adequate measure of a given household’s vulnerability/severity of service need. In specific cases, if the CHRC determines a household to be more vulnerable and higher priority for PSH referral than households with higher VI- SPDAT scores, the CHRC must document the reasons that justify the prioritization decision when making the referral.

Mainstream Resource Referrals at the CHRC:

The CHRC makes referrals to mainstream housing providers according to the established Order of Priority,[1](#_bookmark0) but mainstream housing providers are not mandated to take referrals through the CE Process – only CoC and HOP/ESG-funded programs are required to take referrals exclusively through the CE Process according to the relevant Order of Priority.

PSH Referrals at the CHRC:

The CHRC is in charge of making referrals to PSH programs for all individuals and families who have been assessed and placed on the Master List and who score at least 8 for individuals or 9 for families on the Vulnerability Assessment. The CHRC includes all PSH Housing Providers to monitor upcoming vacancies in PSH programs. The CHRC makes referrals directly to specific PSH programs either at the committee meetings or via email with HMIS client ID. All PSH Housing Providers are expected to report upcoming program vacancies as soon as they become aware of them. All PSH Programs must take referrals exclusively from the CHRC.

The CHRC works with housing navigators and case managers to move households to “document ready” status. For PSH, document ready status includes: 1) BHA preliminary application; 2) Disability status verification; and 3) third party verification/documentation of chronic homelessness. Regarding 3), it is the responsibility of the Housing Navigation provider to begin gathering the chronic homelessness documentation. Once 1), 2), and 3) are completed, the household will be added to the “document ready” list.

The CHRC maintains a document ready list of persons who are ready to be housed and are just awaiting a vacant unit, ranked by PSH Order of Priority. When a unit comes available, the CHRC first looks at the broader Review List according the established PSH order of priority. If there are households on the Review List who are higher priority than the first person on the Document Ready list, the CHRC refers that household to the next available opening if they have both 1) and 2) already completed and they can complete 3) within one week. If there is no household on the Review list that can complete the move to document ready status within one week, the CHRC refers the first person on the Document Ready list to the next program vacancy regardless of whether there are households on the broader Review List who are higher priority.

The Housing Review Team (HRT)

The HRT meets weekly to allocate RRH and prevention resources according to the established Order of Priority. The HRT takes referrals exclusively from the CE process. The HRT takes referrals from the Master List according to the RRH Order of Priority. The HRT removes households from the Master List once they are assisted in an RRH program; the HRT updates the other two Review Committees on all persons assisted through the HRT.

Coordinated Entry System Administrator

Key responsibilities of the Coordinated Entry Administrator include:

* + Manage the Master List in collaboration with the HMIS Lead and Non-HMIS List Holder
  + Attend all Housing Committee meetings
  + Monitor and support referral process from Access Points to Assessment Hubs
  + Work with Housing Committees in facilitating Housing Navigation assignment
  + Be the point of contact for information and general questions regarding the CCHA CES
  + Report to the CCHA Steering Committee

Order of Priority

There is an established order of priority for PSH, TH and RRH resources.[2](#_bookmark1) Programs and housing providers outside of CoC-funded, ESG-funded and HOP-funded PSH, RRH, and prevention will be encouraged but not required to follow any order of priority for referrals.