



OUT-WAYNE COUNTY

Continuum of Care

COORDINATED ENTRY PLAN

Effective: 10/01/2019
Adapted:

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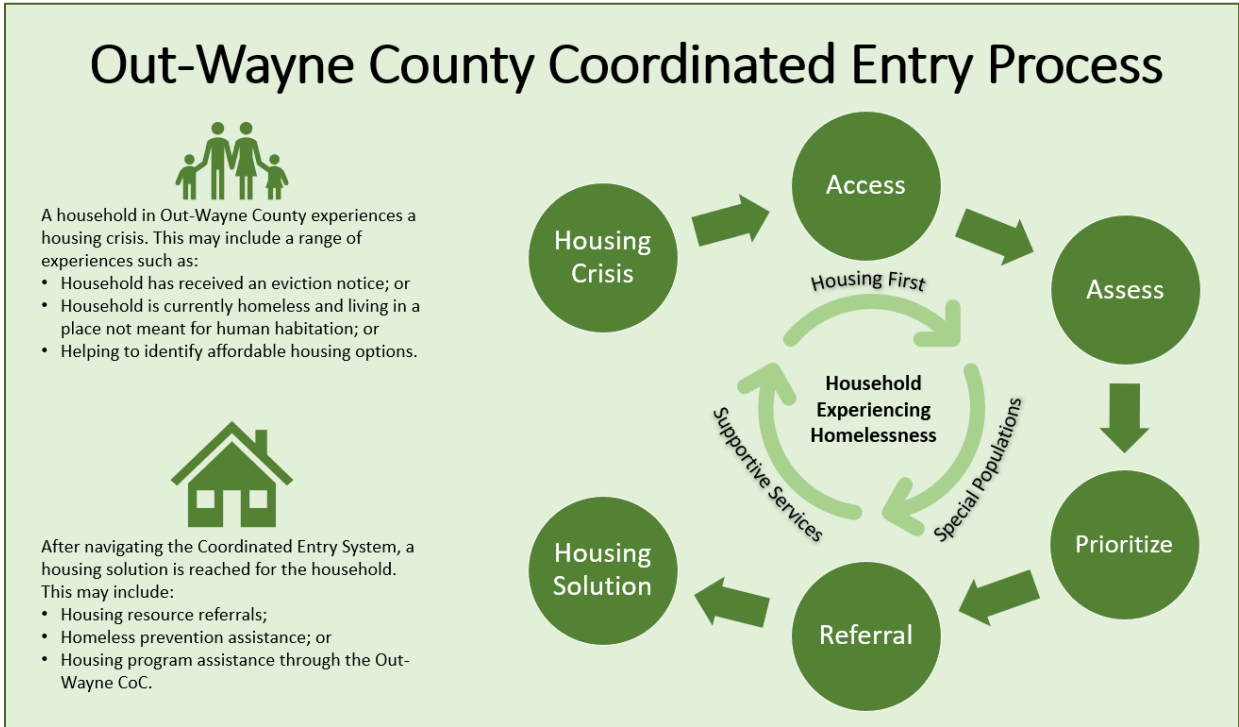
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Coordinated Entry Introduction

The Out-Wayne County Continuum of Care (the CoC) has developed a strategic Coordinated Entry System (CES) for homeless and housing services in Out-Wayne County. This Coordinated Entry Plan was developed in response to and meets the criteria established by the [Interim Rule](#). This document outlines how a household experiencing a housing crisis can access & navigate services within the CoC geographic area of Wayne County, excluding the cities of Detroit, Hamtramck, and Highland Park. Coordinated Entry is available to all eligible persons regardless of race, color, national origin, religion, sex, age, familial status, disability, actual or perceived sexual orientation, gender identity, or marital status.

The CoC has created a Program & Planning Committee to evaluate the CES in addition to any HUD or ESG funded housing programs on a bi-monthly basis. The CoC recognizes the need for a fluid CES document. The CoC Lead Agency, which is Wayne Metropolitan Community Action Agency (WMCAA), can adapt the Coordinated Entry Plan (CEP) to fit changing trends, programmatic funding, or process items as needed. Should it be determined that any system-wide or structural changes are required, the CoC will discuss and follow the governance charter process, which includes CoC Board approval.

Coordinated Entry System Graphic



CoC-Wide Commitments & Policies

The CoC establishes the following Commitments & Policies for all CoC partner agencies.

- **Coordinated Entry Commitment** – The CoC commits to engaging in the Coordinated Entry System. This requires that any CoC recipients and/or subrecipients of HUD or ESG funding agree to participate in the following Coordinated Entry Plan.
- **HUD & ESG CoC Standards** – The CoC will apply [HUD CoC Program Laws, Regulations, and Notices](#) to the Coordinated Entry System. This includes coordination with HUD and [Michigan State Housing Development Authority \(MSHDA\)](#) ESG recipients to ensure the Coordinated Entry Plan allows for access, assessment, prioritization, and referrals for both HUD and ESG funded projects.
- **Housing First** – The CoC commits to following a [Housing First](#) approach within the Coordinated Entry System and housing programs. Households will not be denied access to Coordinated Entry due to

perceived barriers such as sobriety, poor financial history, previous evictions, etc.

- **Equal Access & Non-Discrimination** – Collectively the CoC will not deny assistance to any person based on their race, color, national origin, religion, sex, age, familial status, disability, sexual orientation, gender identity, or marital status. The CoC will administer programs based on applicable Federal, State, and Local laws, which include:
 - Fair Housing Act, a Federal law which prohibits discriminatory housing practices based on race, color, religion, sex, national origin, disability, or familial status.
 - Section 504 of the Rehabilitation Act, a Federal law which prohibits discrimination on the basis of disability under any program or activity receiving Federal financial assistance.
 - Title VI of the Civil Rights Act, which prohibits discrimination on the basis of race, color, or national origin under any program receiving Federal financial assistance.
 - Title II of the Americans with Disabilities Act, which prohibits public entities, which including State and local governments, from discriminating against individuals with disabilities in all their services, programs, and activities, which include housing, and housing-related services such as housing search and referral assistance.
 - Title III of the Americans with Disabilities Act, which prohibits private entities that own, lease, and operate places of public accommodation, which include shelters, social service establishments, and other public accommodations providing housing, from discriminating on the basis of disability.
 - HUD's [Equal Access in Accordance with Gender Identity Rule](#), which prohibits discrimination based on sexual orientation, gender identity, and marital status. The CoC strives to ensure appropriate services are matched based on client choice.
- **Homeless Management Information System (HMIS) & Data Management** – The CoC commits to collect client data in a safe, secure system. CoC providers will utilize the Michigan Statewide Homeless Management Information System (MSHMIS) for Coordinated Entry. All clients will receive a copy of the Agency's Privacy Notice that explains MSHMIS and their rights and responsibilities. The following information is provided with the [Privacy Notice and MSHMIS Release of Information and Sharing Plan](#):
 - The confidentiality of client records is protected by law. CoC providers will never give client information to anyone outside the agency without specific written consent through a Coordination of Care Sharing Plan or as required by law, including the Federal Law of Confidentiality for Alcohol and Drug Abuse Patients, (42 CFR, Part 2), the Health Insurance Portability and Accountability Act of 1996 (HIPAA, 45 CFR, Parts 160 & 164 as revised by the Health Information Technology for Economic and Clinical Health Act of 2009 aka the HITECH Act), and certain Michigan laws.
 - Clients can withdraw consent to share at any time, but any information already shared with another agency cannot be taken back.
 - Clients have the right to see their information, request changes, and to get a copy of their information by written request.
 - Clients written consent allows a Coordination of Care Sharing Plan to be shared among the CoC providers in the sharing plan. All sharing agencies where a client receives services will update that information new or additional information is provided. The purpose of sharing client information is to better coordinate care for the household.
 - Clients will not be denied services (emergency assistance, outreach, shelter, housing assistance, etc.) if they refuse to share information in HMIS.

Any agency in the CoC that provides services to victims of domestic violence, dating violence, stalking, or sexual assault is not required to use HMIS for data management.

- **Violence Against Women Act (VAWA)** – All CoC providers must comply with the [Violence Against Women Act of 2013 \(VAWA\)](#). CoC providers are prohibited from denying admission, evicting, or terminating assistance to an individual or family solely on the basis that the individual is a victim of domestic violence, dating violence, stalking, or sexual assault. VAWA additionally requires the CoC and all CoC providers offering rental assistance to have an emergency transfer plan which allows households to qualify for a transfer to another unit when, due to domestic violence, dating violence, stalking, or sexual assault, believe they cannot safely remain in their current unit.

See the Out-Wayne County CoC [Emergency Transfer Plan for Victims of Domestic Violence, Dating Violence, Sexual Assault, or Stalking](#) for more details.

- **Limited English Proficiency** – The CoC commits to an inclusive Coordinated Entry System and will make reasonable accommodations for households that are limited in their English proficiency. The CoC Lead Agency provides access to translation services for clients navigating the Coordinated Entry System.
- **Preventing Family Separation** – The CoC recognizes that, if feasible, families experiencing homelessness should not be separated when receiving services. The CoC Lead Agency is a grantee of Wayne RESA and holds McKinney-Vento funding for all Wayne County School Districts. The CoC utilizes these funds to ensure families remain together and that children remain in their school district of origin during an episode of homelessness. Any child under the age of 18 and enrolled in school can remain with their household in shelter or housing programs, regardless of the gender of the child.

The CoC also recognizes a broad definition of a family composition. The CoC will serve households as they present for services, which may range from single parent households, two parent households, and extended families to be served together with their children.

- **Rapid Resolution** – The CoC Lead Agency is a SSVF grantee and as such has engaged in the [Rapid Resolution](#) process with veterans. The CoC commits to expanding this service to all households, but will prioritize intensified Rapid Resolution conversations with the veteran and youth populations to align with HUD Coordinated Entry priority populations.
- **Training** – The CoC recognizes the need for ongoing training for Coordinated Entry Staff to ensure best practices are implemented. Any CoC member that is an ESG and/or HUD recipient and/or subrecipient involved in the Coordinated Entry System agrees to the following training policy:
 - The CoC is trained on the Coordinated Entry Plan yearly
 - New staff will be trained on the Coordinated Entry Plan and SDPAT as part of new hire training. In addition, staff will receive various cultural competence, trauma informed, and participant rights trainings.
 - The following trainings are mandatory for all CoC partners:
 - Recipient Rights
 - HIPPA Basics
 - Cultural Competence
 - Limited English Proficiency
 - HMIS Privacy Trainings (Basic Privacy and Security, Release of Information, and Informed Consent Using the Release of Information)
 - Anti-Discrimination & Equal Access
 - Coordinated Entry Staff are given the opportunity to attend SPDAT meetings and professional development with various topics on a monthly basis.

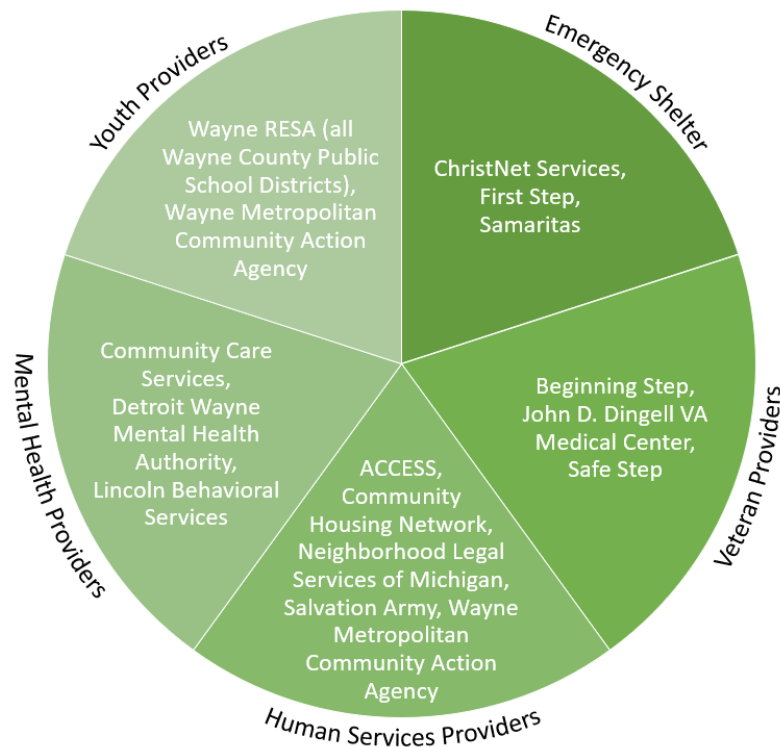
This policy will be monitored by the CoC's Quality Performance and HMIS Committee on a bi-monthly basis. This committee will be responsible for documenting the completion of required trainings for all HUD & ESG recipients and/or subrecipients.

In addition, the CoC Lead Agency provides training to community partners on the Coordinated Entry System. This includes, but is not limited to, local police departments, hospitals, Community Mental Health providers, the Michigan Department of Health and Human Services, food pantries, soup kitchens, and churches on an as needed basis.

Coordinated Entry Planning

Out-Wayne County CoC Planning & Partners

Coordinated Entry planning & oversight is led by Out-Wayne County CoC Lead Agency & HMIS Administrator, Wayne Metropolitan Community Action Agency (WMCAA). CoC meetings occur on a monthly basis and provide an opportunity for CoC partners to provide feedback on the Coordinated Entry System. The CoC also has a Planning & Program Development Committee that meets bi-monthly to evaluate the Coordinated Entry Plan. CoC partners involved in the planning & development of the CES include:



Marketing & Information-Sharing

Information about the CoC and Coordinated Entry System is available to the public in multiple forms. The CoC posts the majority of information on its website: www.outwaynehomeless.org. Here the public will find information about the CoC and CES. Additional information on the website includes CoC partner websites, upcoming events & trainings, NOFA updates & applications, and links to important HUD and ESG updates. The CoC also provides a listserv for important programmatic and funding updates and all listserv updates are posted on the website.

The public also has access to CoC information through Community Events, Partnerships, and Outreach. Community events, such as the annual Point-in-Time Count, Homeless Awareness Month activities, and bi-annual Youth Expo, provide an opportunity for the public to learn about and engage with those experiencing a housing crisis. WMCAA will post press releases and share information on social media about these events. The bi-annual Community Wide Meetings are open to the public and other community stakeholders to learn more about the CoC. Our Street Outreach team is also in the community providing information directly to clients and any community partner they may encounter. Throughout all of these efforts the CoC ensures information is made available to local hospitals, law enforcement, first responders, private shelters, community mental health, private pay & faith-based service providers.

Coordinated Entry System Process

Access





Access points are considered the engagement point for households experiencing a housing crisis. The Out-Wayne County CoC is responsible for providing services to 40 cities and townships in Wayne County, MI. These cities and townships vary from suburban to rural; and public transportation options are not widely available in many of the areas the CoC serves. As such, our Coordinated Entry System calls for robust Access point options for households experiencing homelessness. Households can Access homeless services through one of the options below:

- **Coordinated Entry System Phone Line** – The phone line is the main access point for the Coordinated Entry System. It is housed at the Wayne Metro Community Action Agency's (WMCAA) Connect Center as WMCAA is the Homeless Assistance Resource Agency (HARA) for the CoC. Households can call the line at 734-284-6999 during the hours of 9am – 4:30pm. Any household experiencing a housing crisis is directly connected to the Coordinated Entry Specialist to be screened for potential services, which includes rapid resolution, homeless prevention, shelter needs, veteran services, youth programs, and pre-screening for housing assistance programs. If necessary, a caller can receive a pre-screening for homeless services or a shelter waitlist, which may include the VI-SPDAT.
- **Shelters** – The CoC has three shelters to provide emergency housing. In addition to calling the HARA and being referred to shelter, any person experiencing a housing crisis can present in-person at the shelters at any time of day and be connected to the Coordinated Entry System. Screening for limited shelter space within the CoC occurs mainly through the HARA phone line, but shelters also have the option to refer clients to the HARA should they have the space for the household.
 - Samaritas Family Center (serves families):
Address: 30600 Michigan Ave, Westland, MI 48186
Phone: (734) 721-0590
 - ChristNet (serves single adult households)
Call directly at 734-287-8890 or
Walk-in at 24356 Eureka Rd Taylor, MI 48180
 - First Step (serves households fleeing domestic violence)
Due to safety concerns, call directly at (734) 722-6800
- **Street Outreach** – The Out-Wayne County CoC Street Outreach team was formed to serve households living on the streets (HUD Homeless Category 1 or 2) and who may also have a mental health or substance use disability. The Street Outreach team provides in person access to homeless services six days a week during non-traditional working hours. The outreach team regularly canvases tent cities, drop-in centers, parks, bus stops, and any other reported location of a person living in a place not meant for human habitation. The Street Outreach team is trained on the Coordinated Entry System and can provide:
 - referrals to emergency shelter;
 - access to case management services to help clients move into permanent housing;
 - and access to completing a Coordinated Entry Assessment for housing programs that exist within the CoC.
- **Walk-In Locations** – In addition to Emergency Shelter walk-ins, any household experiencing a housing crisis can present in person at the following locations to receive a screening for shelter, housing services, and/or community resources.
 - Wayne Metropolitan Community Action Agency – Biddle Office
Address: 2121 Biddle Ave Wyandotte, MI 48192

- Hours: Monday through Friday from 9am – 4:30pm
- Wayne Metropolitan Community Action Agency – Westland Office (for Homeless Youth)
Jefferson Barns Community Vitality Center
32150 Dorsey St Westland, MI 48186
Hours: Monday through Thursday from 9am – 5pm
- ACCESS
Address: 2651 Saulino Court Dearborn, MI 48120
Hours: Monday through Friday from 9am – 5pm
- **Community Referrals** – The CoC recognizes that even with multiple access sites there may be households that are unsure where or how to access our services. A [Community Partner Referral Form](#) was created so that any non-CoC affiliated agency representative, such as a social worker, hospital staff, first responders, etc. could refer a person to the Coordinated Entry System. All community referral forms are submitted to Coordinated Entry via email at out-wayne_ces@waynemetro.org. Each community referral is assigned to a Coordinated Entry Specialist within two business days to complete further screening for any potential housing programs or referrals to community resources should the household not meet program criteria. The Out-Wayne County CoC has relationships with and has accepted referrals from:
 - Department of Education & Wayne County School Districts
 - Community Care Services Housing Resource Team
 - Community Mental Health Providers
 - Neighboring CoCs
 - Local Government Agencies
 - Hospitals & Federally Qualified Health Centers
 - Juvenile Justice, Mental Health, & Drug Court Systems
 - Out-Wayne County First Responders

Below is a handout available to the community describing the multiple ways households can access the Coordinated Entry System:

Out-Wayne County Coordinated Entry Access Points

<p style="text-align: center;">By Phone</p> <p style="text-align: center;"></p> <p>Call the Wayne Metropolitan Community Action Agency Connect Center at 734-284-6999 and press option #1 to speak with someone regarding your housing crisis.</p>	<p style="text-align: center;">In Person</p> <p style="text-align: center;"></p> <p>We have walk in locations available as needed:</p> <p><u>WMCAA</u> 2121 Biddle Ave, Wyandotte, MI 48192</p> <p><u>ChristNet</u> 24356 Eureka Rd, Taylor, MI 48180</p> <p><u>ACCESS</u> 2651 Saulino Ct, Dearborn, MI 48120</p>	<p style="text-align: center;">Street Outreach</p> <p style="text-align: center;"></p> <p>Our team will come to you! If you are living on the streets and have a mental health or substance use diagnosis you can call us at 734-284-6999, press option #1 and we will have our team meet you where you're currently living.</p>	<p style="text-align: center;">Community Referral</p> <p style="text-align: center;"></p> <p>If you are already connected to services through another agency and you are homeless, your case manager can complete our Community Referral form for us to follow up with you.</p>
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Assessment

The assessment process ensures households receive similar screening to determine eligibility for any program funding. Coordinated Entry Staff complete a robust Coordinated Entry Assessment with households that include: a VI-SPDAT tool for singles, families, and transitional aged youth to determine vulnerability, a MSHMIS HARA Screening Assessment, and an Eligibility Screening Checklist that provides the Coordinated Entry Manager the necessary information & documents to determine basic program eligibility.

Once a Coordinated Entry Assessment has been completed, the household will be referred to the appropriate resource if funding is available and no other households are on the By-Name List. If funding is not immediately available, then the household will be placed on the Coordinated Entry By-Name List for prioritization.

As each Access Point has different capabilities, described below is the Assessment process for each way a household may access services:

- **Coordinated Entry System Phone Line** – All callers receive a “MSHMIS HARA Screening Assessment” to obtain household demographic data, determine eligibility criteria, and provide information on appropriate services for the household. Coordinated Entry Staff are also trained in utilizing the VI-SPDAT should any household require this assessment to be completed to enter shelter or obtain any other assistance. Based on the content discussed in the MSHMIS HARA Screening Assessment, multiple options are available to callers:
 - **Emergency Shelter (includes motel)** – If a household identifies as HUD Homeless Category 1, 2, or 4 they are offered a shelter referral. Families can be placed directly on the Samaritas Family Center waitlist. Single adults will be provided the information for ChristNet to present in person. Any household fleeing domestic violence is referred directly to First Step as they manage their own hotline and waitlist due to working with those fleeing domestic violence. If there is no shelter available, households may be screened for motel to provide emergency shelter for one week. If shelter & motel funds are not available, the household is referred to shelters in nearby CoC's.
 - **Homeless Prevention** – The Out-Wayne County CoC receives prevention funding that can assist in paying rental arrearages. If funding is available, households at imminent risk of homelessness (HUD Homeless Category 2) receive an additional screening to ensure the household meets income and Fair Market Rent (FMR) eligibility criteria. Prevention resources are limited, therefore the CoC targets households who would otherwise become homeless if not for this funding. The CoC utilizes the Prevention / Re-Housing Vulnerability Index to determine if households may require financial assistance or if they are able to self-resolve. Once a screening is completed & it is determined that a household may qualify for prevention, they are referred to the Homeless Prevention Specialist who will schedule an intake within 2 business days of the referral. If homeless prevention funding through CoC funds are not available, households are given community resources to contact for potential assistance.
 - **Veteran Programs** – All veterans receive a basic screening and are then referred directly to the Veteran Housing Specialist. This staff member contacts the veteran within 2 business days to complete a “MSHMIS SSVF Intake” over the phone. Should the household qualify for SSVF or any other veteran program funding, they are referred to the SSVF Coordinator for program assistance. If SSVF rapid rehousing or prevention funding is not available, the veteran is given additional area resources and can be referred to the general Coordinated Entry list for non-veteran specific housing programs.
 - **Street Outreach** – Any household identifying as living in a place not meant for human habitation (i.e. sleeping in a car, on the streets, tent, bus stop, abandoned home, etc.) and may report having a mental health and/or substance use disability will be referred to the Street

Outreach team. Referrals are checked at least daily to ensure the Street Outreach team responds within one business day. Any community member may also call the Coordinated Entry line to report witnessing someone living on the streets. This type of caller may not be able to provide all information needed in the “MSHMIS HARA Screening Assessment,” however the Coordinated Entry staff will obtain as much specific information about the person, location, and other information to refer to the Street Outreach team for follow up.

- **Homeless Youth** – Any household that meets the McKinney-Vento definition of “[homeless children and youth](#)” is given a referral for shelter, if needed. All households are referred directly to the Homeless Youth Services Coordinator for further screening and connection to any needed school resources. This includes school supplies, transportation to and from school, clothing, and any other school related needs. If an unaccompanied youth presents to Coordinated Entry in need of shelter, they will be referred to Covenant House, Alternatives for Girls, and Ruth Ellis Center. If those shelters do not have openings available, then referrals are made to surrounding CoCs.
- **Project Based Vouchers** – The CoC has a relationship with three Project Based Sites that provide vouchers to households experiencing homelessness, a long-term disability, and/or chronic homelessness. Should a caller meet the criteria for either of the Project Based Sites and there is a unit available, the Coordinated Entry Staff can schedule a time to complete the application with the caller.
- **Shelters (Samaritas, First Step, ChristNet)** – The Out-Wayne County CoC has Coordinated Entry Staff located at each shelter to complete Coordinated Entry Assessments. Households that enter shelter and are experiencing homelessness for the first time will receive a Coordinated Entry Assessment on (or after) day 14, which allows time for households to either solve their homeless episode or become document ready. Households that enter shelter and have a history of homeless episodes can be referred to Coordinated Entry immediately if they are document ready. The Coordinated Entry Assessment includes the following items:
 - Picture ID for all household members over the age of 18
 - Social Security cards for all household members
 - Birth certificates for all household members
 - Income documents, including mainstream benefit documents (proof of income or self-certify zero income)
 - HMIS ROI
 - Homeless Verification
 - DHHS Statement (if applicable)
 - VI-SPDAT
 - MSHMIS HARA Screening Assessment

This Coordinated Entry Assessment is then submitted to the CES Agency Lead via email at out-wayne_ces@waynemetrol.org. The Coordinated Entry Assessment is reviewed by the Coordinated Entry Manager for program eligibility. Coordinated Entry Staff at shelter sites are notified by the Coordinated Entry Manager if the household will be referred to a housing program, be placed on the By-Name List, or the household is ineligible for any programs.

Coordinated Entry Staff located at the shelters can also complete Housing Choice Voucher (HCV) & Project Based Voucher (PBV) Applications after 14 days in shelter, which includes:

- Picture ID for all household members over the age of 18 (if available)
- Social Security cards for all household members (if available)
- Birth certificates for all household members (if available)

- HCV or PBV Application
- Release of Information
- Verification of Homelessness
- Verification of Income

The HCV Applications are submitted to the CES Agency Lead via email at out-wayne_ces@waynemetrol.org. The PBV Applications require original signatures, which require the applications to be delivered in person or mailed. All HCV or PBV applications are processed within 3 business days of submission.

- **Street Outreach** – As street outreach targets chronically homeless, individuals with co-occurring disorders, or anyone living in a place not meant for human habitation a Coordinated Entry Assessment is immediately initiated once a client is engaged in street outreach services. The Coordinated Entry Assessment includes the same list of documentation items submitted for clients staying in shelter. If a household is missing these documents, outreach staff will assist them in obtaining said documents. Due to the nature of working with the unsheltered population, the household will be immediately assessed for all appropriate services including CoC HUD & ESG funded housing programs, HCV & PBV Applications, and any other available community resources.
- **Community Referrals** – Community partners who complete the “Community Partner Referral Form” will have their household assigned for a Coordinated Entry Assessment to be completed. These requests will be assigned to Coordinated Entry staff on a rotating basis. Coordinated Entry staff will complete the Coordinated Entry Assessment that will include the same list of documentation items Shelter staff submit. Households will then be referred to a housing program, be placed on the By-Name List, or informed they are ineligible for programs.

Prioritization

After a Coordinated Entry Assessment has been completed the household is prioritized for eligible programs throughout the Out-Wayne County CoC. The VI-SPDAT is utilized to determine a household’s acuity. Historically, the CoC has had a higher demand for services than what our funding allows. Utilizing a dynamic prioritization approach will enable the CoC to account for changes as new households present through the Coordinated Entry System.

Dynamic Prioritization

Dynamic prioritization allows for all available housing resources to be offered to the households who need them most acutely in that moment, regardless of whether the individuals might be better-served in the future by a type of program not presently available to them. Utilizing a prioritization process of this kind will ensure that higher acuity households are provided with some level of immediate support, rather than wait on a list for a higher-intensity intervention that will likely become available for only a small percentage of households. This also allows for a determination of what programs may be the best fit for households, as many programs within the CoC have different eligibility criteria that may not align with a household’s acuity.

Once a household has a completed Coordinated Entry Assessment and they are identified as HUD Homeless Category 1 or Category 4, they will be placed on the Out-Wayne County CoC By- Name List. This list is housed in a protected Google Spreadsheet and is managed by the CoC Lead Agency, specifically the Coordinated Entry Manager. The list is divided into families, single adult, and veteran households and is first prioritized based on VI-SPDAT acuity. The CoC has monthly By-Name List meeting for families, singles, and veterans to ensure that shelter staff, Coordinated Entry staff, and housing case managers have the opportunity to discuss prioritized households when program openings become available. Topics of discussion at these meetings include Coordinated Entry list updates, case conferencing for difficult to place households, and discussion of prioritization and potential referrals for households.

VI-SPDAT Prioritization Criteria

Households in need of housing assistance programs and case management will first be prioritized by acuity and then by program specific prioritization. The VI-SPDAT acuity ranges are shown below:

VI-SPDAT Score			Housing Intervention	Description
Families	Individuals	Transition Aged Youth		
0-3	0-3	0-3	Affordable Housing	No Housing Intervention; Provide resources to affordable housing options
4-8	4-7	4-7	Rapid Re-Housing (RRH)	Assessment for time based supportive housing services & case management
9+	8+	8+	Permanent Supportive Housing (PSH)	Assessment for intensive, permanent housing rental assistance & case management supports

Prioritization by Program

Permanent Supportive Housing (PSH) *

1. Current households who qualify for an Emergency Transfer under VAWA when no safe unit is immediately available (see the Out-Wayne County Emergency Transfer plan on page 6)
2. VI-SPDAT score (highest to lowest)
3. [Chronic Homelessness Status](#)
4. Households with a Verifiable Disability Status (i.e. SSI or HUD Verification of Disability (form signed by a licensed doctor or mental health provider)
5. Unsheltered Status (i.e. Unsheltered sleeping location is prioritized over emergency shelter)
6. Households receiving RRH and have been identified for PSH (**see note below)
7. Behavioral or physical vulnerability, as diagnosed by a medical professional, which makes it impossible for them to stay safely outside or in a shelter
8. Length of time homeless: Priority to those experiencing the longest histories of homelessness, based on the date of VI-SPDAT and/or additional homelessness history present within HMIS will also be utilized to document this length of time

* If there are no households on the Coordinated Entry list that meet chronicity or have a verified disability, but meet the acuity for PSH, then Out-Wayne County CoC PSH providers can accept a referral for this household.

** In order for the CoC to align with a dynamic prioritization process, many households that score for PSH are matched to RRH programs due to the limited PSH funding within the CoC. Households nearing the end of RRH assistance that are determined to need more intensive supports (i.e. full SPDAT continues to score in PSH range, disability supports required, etc.) will receive priority for PSH openings before new clients (regardless of VI-SPDAT assessment scores).

HUD Rapid Rehousing (HUD RRH)

1. Current households who qualify for an Emergency Transfer under VAWA when no safe unit is immediately available (see the Out-Wayne County Emergency Transfer plan on page 6)
2. VI-SPDAT score (highest to lowest)
3. Unsheltered Status (i.e. Unsheltered sleeping location is prioritized over emergency shelter)
4. Behavioral or physical vulnerability, as diagnosed by a medical professional, which makes it impossible for them to stay safely outside or in a shelter
5. Length of time homeless: Priority to those experiencing the longest histories of homelessness, based

on the date of VI-SPDAT and/or additional homelessness history present within HMIS will also be utilized to document this length of time

ESG Rapid Rehousing (ESG RRH)

1. Current households who qualify for an Emergency Transfer under VAWA when no safe unit is immediately available (see the Out-Wayne County Emergency Transfer plan on page 6)
2. VI-SPDAT score (highest to lowest)
3. Income & Work History: Households must be at or below 30% AMI; If a household has zero income, those with work history will be prioritized due to the short-term assistance of the program
4. Unsheltered Status (i.e. Unsheltered sleeping location is prioritized over emergency shelter)
5. Behavioral or physical vulnerability, as diagnosed by a medical professional, which makes it impossible for them to stay safely outside or in a shelter
6. Length of time homeless: Priority to those experiencing the longest histories of homelessness, based on the date of VI-SPDAT and/or additional homelessness history present within HMIS will also be utilized to document this length of time

If funding is available & a household is eligibility for homeless prevention, prioritization for this funding will follow as shown below:

Homeless Prevention VI Score		Housing Intervention	Description
Families	Individuals		
0-10	0-10	No Assistance Provided	Provide referral to mainstream resources if needed.
11-15	11-15	As Resources Allow	May consider financial and/or case management supports
16-21	16-21	Provide Assistance	Recommended for financial assistance and/or case management supports
22+	22+	Highest Priority to Provide Assistance	Strong recommendation for financial assistance and case management supports

Prioritization Considerations

When a housing resource becomes available, program eligibility and unit specific criterion needs to be weighed against the household's acuity. This may mean that a household at the top of the By-Name List may not receive the referral to the available program based on the unit size or household specific needs. Information to consider regarding program availability may include:

- Unit or voucher size
- Criminal background restrictions (if applicable)
- Accessibility
- Other program restrictions

When a household's VI-SPDAT score is not reflective of the severity of vulnerabilities, Coordinated Entry Staff may complete a full SPDAT to determine if there is a change in vulnerability in comparison to the VI-SPDAT.

This is decided on a case-by-case basis, but some standards in guiding this decision would include:

- Household has a change in medical, physical, and/or mental health vulnerability;
- Household has an extended stay in emergency shelter;
- Household has a high utilization of crisis or emergency services to meet basic needs, including emergency rooms, jails, psychiatric facilities, emergency shelter, etc.; or
- Household did not disclose information on VI-SPDAT that may be captured on a full SPDAT.

Referrals

When space in any program becomes available, the first household on the Coordinated Entry By-Name List (CE-BNL) that meets the eligibility & prioritization criteria for that program will be referred to the program. All CoC housing providers report program openings to the Coordinated Entry Manager. The Coordinated Entry Manager will complete a referral letter to the matched program for the household within two business days of being notified of a program opening. If there is not a household on the CE-BNL that matches with the program, the Coordinated Entry Manager will notify the Housing Program Manager. The program opening will be filled once a household is screened that matches the program criteria.

Once the Housing Program Manager receives the referral their program staff will complete a program determination briefing within three business days. The briefing is meant to complete any program specific documentation still required and to ensure the household is still eligible for the program they have been matched to (i.e. current verification of homelessness if original letter is outside 30 days from referral date, income limits, etc.).

Below is a grid of Out-Wayne County CoC housing programs with basic eligibility criteria:

Program Type	VI SPDAT Score (for Prioritization)	Full SPDAT Score (if required to determine Prioritization)	Additional Requirements
Safe Haven	8+	35-60	Single adult; chronically homeless; SPMI; unwilling/uninterested in engaging in services
			Program assistance: supportive services as needed/wanted, apartment setting, no financial obligation, no time limit
Transitional Housing	4+	20-34	Single adult; in recovery from substance abuse
			Program assistance: supportive services, up to 24 months housing in shared living, no financial obligation
HUD Rapid Rehousing for Singles (HUD RRS)	4-7	29-34	Single adults and/or couples with no children
			Program assistance: supportive services and rental assistance based on vulnerability, assistance is capped at program regulation, scattered site, clients pay 30% of adjusted gross income
HUD Rapid Rehousing for Families (HUD RRF)	4-8	40-53	Families with minor children
			Program assistance: supportive services and rental assistance based on vulnerability, assistance is capped at program regulation, scattered site, clients pay 30% of adjusted gross income
ESG Rapid Rehousing (ESG RRH)	4-8 Families	27-39 Families	Singles and families with income under 30% AMI
	4-7 Individuals	20-28 Individuals	Program assistance: supportive services and rental assistance based on vulnerability, assistance is capped at program regulation, scattered site, client pays 30% of adjusted gross income
Permanent Supportive Housing (PSH)	9+ Families	54-80 Families	Verified disability, some programs prioritize chronic, singles and families
	8+ Individuals	35-60 Individuals	Program assistance: supportive services and rental assistance based on vulnerability, scattered site, clients pay 30% of adjusted gross income
Supportive Services for Veteran Families (SSVF)	4-8 Families	27-53 Families	Veteran households with income under 50% AMI
	4-7 Individuals	20-35 Individuals	Program assistance: rent assistance up to 9 months in a 12 month period with income under 30%, up to 6 months in a 12 month period with income between 31-50% AMI, supportive services

Homeless Verification

The Out-Wayne County CoC will accept the following forms of homeless verification for clients during the intake process:

- **Category 1: Literally homeless households** (1 proof required):
 - Written referral by another housing or services provider (such as a shelter) on agency letterhead; or
 - Written observation by an outreach worker or other professional on agency letterhead; or
 - Self-certification by the individual or head of household seeking assistance stating that (s)he was living on the streets or in shelter, preferably accompanied by a third-party verification (which will be verified by outreach worker or Coordinated Entry staff).
- **Category 1: For individuals exiting an institution**, one of the forms of evidence above and:
 - Discharge paperwork; or
 - Written record of Coordinated Entry Staff's due diligence to obtain above evidence and certification by individual that they exited an institution.
- **Category 2: Households at imminent risk** (2 proofs required):
 - A court order resulting from an eviction action; or
 - A dated letter from the homeowner or leaseholder that the household in question must leave within 24 hours AND certification by the individual or head of household seeking assistance stating that (s)he will become homeless within 24 hours; and
 - Self-certification of no subsequent residence; or
 - Self-certification or other written documentation that the household lacks the financial resources.
- **Category 3: Homeless Under other Federal Statutes** (4 proofs required):
 - Certification by a nonprofit or state or local government that the household seeking assistance met the criteria of homelessness under another federal statute; and
 - Certification of no permanent housing in the last 60 days; and
 - Certification by the household, and any available supporting documentation, that they have moved more than two times in the past 60 days; and
 - Documentation of special needs or two more barriers.
- **Category 4: Fleeing or Attempting to Flee Domestic Violence** (1 or 3 proofs required)
 - For victim service providers: An oral statement by the household seeking assistance which states: they are fleeing, they have no subsequent residence, and they lack resources. Statement must be documented by a self-certification or certification by the intake worker.
 - For non-victim service providers: Oral statement by the household seeking assistance that they are fleeing. This statement is documented by self-certification or certification by the intake worker. Where safety of the household is not jeopardized, the oral statement must be verified; and certification by the household that no subsequent residence has been identified; and self-certification, or other written documentation, that the household lacks the financial resources and support networks to obtain other permanent housing.

Once the program determination briefing is completed, the Housing Program Manager will determine program approval within one business day. When a household is approved for a program, they are given 30 days to locate housing from the date of the approval meeting. If the household is unable to locate housing within 30 days, an extension can be granted if it is evident that the household is actively searching for housing and/or encountering common barriers within the CoC (i.e. landlords not willing to accept a subsidy, criminal or credit background checks, etc.).

Returned Referrals

If it is determined that a household is ineligible for a matched program after a program determination briefing, the Housing Program Manager will return the referral to the Coordinated Entry Manager within one business day. If the household is still able to provide homeless verification, then they will be placed back on the Coordinated Entry By-Name List with a note documenting specific program ineligibility. If a household should decide to not accept a housing referral, the household would be placed on the CE-BNL according to their most recent VI-SPDAT score. As long as homeless verification can be obtained, a household can remain on the CE-BNL until a program match occurs again. This includes households leaving Out-Wayne County shelters and entering other CoC shelters, living on the streets, or any other situation that would meet HUD Homeless Category 1 or 4.

Special Population Referrals

Veteran Referrals

All veterans entering Coordinated Entry are directly referred to the Veteran Housing Specialist to be screened for veteran specific programming. All eligible veterans are first referred for Supportive Services for Veteran Families (SSVF). Referrals are also received from the Detroit VAMC and VCRRC, GPD providers, Coordinated Entry partners, Community Agencies, and the Coordinated Entry phone line.

Should a veteran not meet eligibility criteria for SSVF or other veteran programs, the household can be referred to the Coordinated Entry Manager to be placed on the Coordinated Entry By-Name List for families or singles. This can occur via email, but usually occurs at the Veteran By-Name List meeting as all stakeholders are gathered to discuss veteran households. Those veterans that are determined to be eligible and want permanent housing through a HUD VASH voucher are discussed and referred to the program at the BNL meeting.

Homeless Youth Referrals

Youth identified by Coordinated Entry Staff are referred to the Homeless Youth Service Coordinator for further assessment. If the homeless youth is with a family that meets HUD defined homelessness, then they are provided a Coordinated Entry Assessment to be prioritized for housing programs. If it is determined that a minor unaccompanied youth may need RRH or PSH rental assistance, a Transitional Aged Youth (TAY) VI-SPDAT assessment is completed. Then they are referred to neighboring homeless youth service providers for potential housing assistance. The Out-Wayne County CoC currently does not have any youth emergency shelter providers. However, partnerships have been established and youth emergency shelter referrals are made to Detroit CoC resources such as Alternatives for Girls, Covenant House, and Ruth Ellis Center.

Wayne Metropolitan Community Action Agency also holds the McKinney Vento Homeless Education Assistance grant through Wayne RESA. All households with a homeless youth can be referred to this program for additional educational and community supports. Referrals come through Coordinated Entry partners, but the main referral source are the Wayne County Public School Districts. When a referral comes through a public school district, the household is linked with Coordinated Entry to shelters, Coordinated Entry Staff to complete a Coordinated Entry Assessment, or to the Homeless Youth Service Coordinator for other community resources as needed.

Domestic Violence Referrals

Domestic violence survivors identified by the Out-Wayne County CoC are referred directly to domestic violence specific providers for emergency shelter, safety planning, and may continue to seek housing and services through the CoC following the Coordinated Entry System. Domestic violence providers are not required to utilize HMIS due to privacy and confidentiality surrounding Domestic Violence cases, but should have a comparable system. If a survivor chooses housing services through a non-DV provider the survivor will be given the choice to have their information entered into HMIS.

Moving Up Opportunities

Move Up Voucher Process

When a client housed in a CoC PSH program for at least one year and has demonstrated they are able to maintain their housing (i.e. paying rent portion on time, paying utility bills, have steady income, etc.) they may be considered for a MSHDA Move Up Voucher. PSH Program Managers may complete a Move Up Voucher Request form and submit it to the Moving Up Committee. This committee is managed by Wayne Metropolitan Community Action Agency's Permanent Housing Manager.

Upon submission of a request for a PSH household to be considered for a Move Up Voucher, the Moving Up Committee will meet within three business days to discuss the request. A written response will be provided within two business days of the meeting. If a household is approved for a Move Up Voucher, the assigned case manager will be provided a Move Up Application to complete with the client and submit to the Coordinated Entry Manager for placement on the MSHDA Move Up waitlist.

PSH Transition Process

To ensure the CoC is utilizing the permanent housing resources the best way we are utilizing a dynamic prioritization process. This means that a household screened at the time of the Coordinated Entry Assessment may be matched to a program with less supports than a program they may need at that point in time due to program availability. There may also be households whose acuity scores in the RRH range and are matched to a RRH program, but there are significant changes over the course of case management that justify a household needing PSH assistance.

In order to be considered for a PSH transition, the household must be receiving RRH case management supports for at least one year. The household's situation must have significantly changed since the Coordinated Entry Assessment (i.e. significant change in medical or behavioral disability status, documentation of households increased acuity while declining appropriate case management services, etc.). The Housing Case Manager must demonstrate a progression of increased acuity while providing intensive case management supports and documentation such as case plans, progress notes, SPDAT Assessments, etc. may be requested to review.

A RRH Program Manager can complete a PSH Transition Request Form and submit it to the Coordinated Entry Manager for review. The request will be reviewed and a written response will be provided within two business days.

Grievance Process

Out-Wayne County CoC Program Grievance Procedure

The Out-Wayne County CoC has implemented a grievance process for households if they disagree with a decision made by the Coordinated Entry Process. Grievances are understood to be any client concerns that have been raised using an agency's formal process for resolving complaints. If a client feels they have been discriminated against or treated unfairly, they should follow the process outlined to file a grievance.

The CoC Lead Agency, reviews all grievances submitted by clients. Should the grievance be with WMCAA, it will be monitored by a CoC Chair member not employed by WMCAA. The Out-Wayne County CoC grievance process and forms are publicly available on the CoC website and can be viewed [here](#).

HMIS Grievance Procedure

If a client has questions or concerns about their HMIS privacy, they are encouraged to first contact the agency from which they are receiving services. They may also request a copy of their client record as stated in the MSHMIS Client Release of Information and Sharing Plan. If a client feels that incorrect information has been recorded in HMIS, they may file a grievance following the Out-Wayne County CoC process. Any grievances that are not Coordinated Entry or HMIS related can be filed with the agency where the incident occurred.

Evaluation

The Out-Wayne County CoC conducts ongoing evaluation of the Coordinated Entry System. This ensures that the Coordinated Entry System is operating as intended, but also that the process is positively affecting the

overall system performance. Evaluation creates an opportunity to modify Coordinated Entry related practices and procedures in order to achieve positive outcomes. HUD suggests that the "effectiveness and efficiency of the Coordinated Entry process, feedback...from persons experiencing a housing crisis, and an assessment of referral outcomes should all inform the annual update to the CoC's policies and procedures."

The Out-Wayne County CoC feedback is gathered through multiple methods, including reports from Coordinated Entry partners, client satisfaction surveys, and CoC subcommittees. The Coordinated Entry Plan is reviewed at least annually, with focus on the quality and effectiveness of the entire Coordinated Entry experience, including intake, assessment, and referral processes, for both participating projects and clients.

HMIS data is also utilized to evaluate the effectiveness of the Coordinated Entry Plan. The Data Quality, Performance, and HMIS Committee, a subcommittee of the CoC, is responsible for monitoring [HUD System Performance Measures](#), annual compliance with [HUD Data Standards](#), and overseeing CoC HMIS operations. Any relative HMIS data reports will be reviewed by the Data Quality, Performance, and HMIS Committee at least quarterly and will provide feedback and technical support to CoC partners to ensure compliance with HUD Data Standards and System Performance Measures.