September 13, 2018, CoC Packet

Prince William Area Continuum of Care

Prince William Area
Continuum of Care

Governance Committee

LoToya Bass
Elijah Johnson, Chair
Allan Jones
Lula Kelly
Ronald King
Debra Rapone

Prince William Area Continuum of Care (CoC)

Date: September 13, 2018
Time: 1:30 p.m.
Location: McCoart Government Complex, Powell's Creek A/B
Facilitator: Elijah Johnson, PWC Deputy County Executive

AGENDA

➢ Registration of Attendance

➢ Welcome and Introductions

➢ Approve August 9, 2018, CoC Meeting Minutes   **ACTION ITEM**

➢ Old Business
  ● *FY 18 CoC Grant Application Update*
    Ranking of Projects
➢ New Business   **ACTION ITEM**
  ● *Committee Reports:*
    o Community Outreach and Relationship Engagement (CORE)
    o Data and Needs Analysis (DANA)
    o Service Continuum
    o Governance
  ● *Coordinated Entry Policies and Procedures*   **ACTION ITEM**
  ● *Update to CoC Policies*   **ACTION ITEM**
    o Prince William Area CoC Community-Based Grants Application Policies, Procedures, and Processes
    o Prince William Area Continuum of Care Reallocation Process
    o Appeals Policy
    o Prince William Area Continuum of Care Model Emergency Transfer Plan for Victims of Domestic Violence, Sexual Assault, or Stalking
  ● *DSS Lead Agency Update*
  ● *Governance Committee Time*
➢ Adjourn

➢ Announcements

Next Meeting: October 11, 2018, 1:30 p.m.
McCoart Government Complex, Powell's Creek A/B

14716 Potomac Mills Rd · Woodbridge, VA 22192 · Phone: 703-792-7549 · Email: homelessservices@pwcgov.org

Meeting Minutes

Prince William Area Continuum of Care

Prince William Area Continuum of Care (CoC)

Date: August 9, 2018
Time: 1:30 p.m.
Location: McCoart Government Complex, Powell's Creek A/B
Facilitator: Elijah Johnson

Meeting Minutes

Voting Member Attendees

1. Action in Community Through Services (ACTS) – Lula Kelly
2. BARN Community Housing – Mary Finnigan
3. Catholics for Housing, Inc. – Karen DeVito
4. City of Manassas Department of Social Services - Ronald King
5. Cooperative Council of Ministries – Becki O'Loughlin
6. Elect Ladies Transitional Home – Patricia Profit
7. Helping Neighbors in Need Outreach Center – Gala Crum
8. Independence Empowerment Center, Inc. – Roberta McEachern
9. Manassas Park Department of Social Services – Randi Knights
10. Mulligan Services, Inc. – Allan C. Jones
11. Northern Virginia Family Service – Kathy Bridgeman
12. Operation Renewed Hope – Katherine Skerl
13. Pathway Homes, Inc. – Sherry Meyers
14. Prince William County Community Services Board – Lynn Fritts
15. Prince William County Department of Social Services – Tony Turnage
16. Prince William County Office of Executive Management – Elijah T. Johnson
17. Prince William County Office of Housing and Community Development – David Watkins
18. Saved Hands, Inc. – Pamela Wright
19. Serving Together – Christy Kenady
20. St. Margaret of Cortona Transitional Housing – Veronica Roth
21. Streetlight Community Outreach Ministries – Rose Powers
22. Unsheltered Homeless Coalition – Dori Cook
23. Virginia Cooperative Extension – Anita Eggleton
24. Virginia Employment Commission – Maria Wells

Organizations with Voting Members not present
1. Good Shepherd Housing Foundation
2. Neighbor's Keeper
3. Occoquan Magisterial District
4. People Incorporated of Virginia
5. Skill Source Group
6. Youth for Tomorrow

Other Attendees

1. BARN Community Housing – Tammy Robertson
2. Elect Ladies Transitional Home – Melissa Beaudoin
3. Homeless Management Information System Administrator – Teresa Giesting
4. Northern Virginia Family Service – Debra Rapone
5. Prince William County Department of Social Services – Courtney Tierney
6. Prince William County Department of Social Services – Jennifer Jablonski
7. Prince William County Department of Social Services – LoToya Bass
8. Prince William County Department of Social Services – Melonie Barrow
9. Prince William County Libraries – Tracy McPeck
10. St. Vincent de Paul – Kathy Miller
11. Project B Green B Thrifty – Adele Pelkey

Meeting called to order at 1:30 p.m.
- *Meeting called to order by Elijah Johnson*
- *Introduction of meeting attendees*

Minutes Approval
Minutes were approved for July 12, 2018: 1) Allan C. Jones, 2) Lynn Fritts.

Old Business
- *No Old Business was discussed.*

New Business
- *Committee Reports were approved* – 1) Randi Knights, 2) Allan C. Jones
  - Community Outreach and Relationship Engagement (CORE)
  - Data and Needs Analysis (DANA)
  - Program Analysis and Ranking (PAR)
  - Service Continuum
  - Governance

- *Data and Needs Analysis (DANA)*
  - Tony Turnage presented the CoC Report Card to the CoC. A motion was made to accept the report card as presented, 1) Allan C. Jones, 2) Lynn Fritts, none opposed, and none abstained. Motion carries.
- *Program Analysis and Ranking (PAR)*
  - HUD CoC Grant Funding Announcement
    - ✓ Karen DeVito presented the PAR Committee's recommendation for the Permanent Housing (PH) Bonus projects that will be included in the FY18 CoC Grant application. PAR committee thanked all applicants for their work.

      Awarded Projects

Pathway Homes	Action in Community Through Service	Action in Community Through Service
Permanent Supportive Housing (PSH) $104,000	Renewal Rapid Housing $203,552	Domestic Violence Rapid Re-housing $173,640

      A motion was put forward to accept the PAR recommendations for bonus funding, 1) Ronald King, 2) Lynn Fritts. All in favor, none opposed, Northern Virginia Family Service, Action in Community Through Services, Pathway Homes, and Cooperative Council of Ministries abstained. Motion carries.
- *DSS Lead Agency Update*
  - Tony Turnage presented that the police went out to the encampment in Manassas on Lomond Drive on the 10th and 24th to alert anyone still on the property that as of August 14th everyone would need to be off the property.
  - The Request for Proposal (RFP) for the Hilda Barg Homeless Prevention Center was released on 7/31/2018. The presentation of the facility is scheduled for 8/14/2018.
  - Elijah Johnson announced that the CoC supported an application for further Permanent Supportive Housing (PSH) funds through Prince William County Community Service Board (CSB).
  - Elijah Johnson also announced that the Prince William County CSB and Office of Housing and Community Development (OHCD) has allocated state funds for PSH.
  - Courtney Tierney presented on Medicaid expansion. Training schedule and flyers will be disseminated to the CoC.

Adjourn

Meeting adjourned at 2:12 p.m.

Next Meeting: September 13, 2018, 1:30 p.m.
McCoart Government Complex, Room Powell's Creek A/B

Committee Summaries

Prince William Area Continuum of Care

Community Outreach and Relationship Engagement Committee

Date: August 9, 2018
Time: After CoC meeting
Location: McCoart Government Complex, Powell's Creek A/B
Facilitator: Courtney Tierney
Governance Representative: Debra Rapone

Meeting Summary

Voting Member Attendees:
1. Action in Community Through Service – Jeffrey Foy
2. Cooperative Council of Ministries – Becki O'Loughlin
3. Independence Empowerment Center – Roberta McEarchern
4. Mulligan Services, Inc. – Allan C. Jones
5. Northern Virginia Family Service – Debra Rapone
6. Prince William County Department of Social Services – Courtney Tierney
7. Saved Hands Foundation – Pamela Wright
8. Virginia Cooperative Extension – Anita Eggleton

Other Attendees:
1. Prince William County Department of Social Services – Jennifer Jablonski
2. Manassas Park Department of Social Services – Rosella Hall

Old Business
- *Room Raiser*
  A flyer for the Room Raiser concept was given out at the CCoM meeting. Moving forward, CORE will look for an opportunity to further discuss the idea with the CCoM.
- *Public Outreach*
  Open floor discussion was held regarding issues occurring between organizations and institutions. The committee discussed the ongoing trouble with Hospitals discharging persons into homelessness and dropping clients on the doorsteps of shelters without any contact or referrals. Discussion also included issues regarding jails releasing persons into homelessness and Prince William County Schools reaching out to providers. Members of the CORE committee will work at re-establishing and strengthening relationships with these target organizations and institutions.

- *Outreach to Non-HMIS Using Homeless Service Providers Event – CCoM July 14th*

  Courtney Tierney presented the update on this event. A favorable initial response was reported and the CCoM would be discussing it further at their next meeting.

New Business

Meeting documentation will be amended to reflect a start time of approximately 2:45 p.m.

Adjourn

Meeting adjourned at 3:36 p.m.

Next Meeting: September 13, 2018, Approx. 2:45 p.m.
McCoart Government Complex, Powell's Creek A/B Room

Data and Needs Analysis Committee

Date: August 21, 2018
Time: 11:00 a.m.
Location: McCoart Government Complex, Occoquan
Facilitator: LoToya Bass
Governance Representative: Vacant

Meeting Summary

Voting Member Attendees:

1. Action In Community Through Services – Lula Kelly
2. Cooperative Council of Ministries – Jimmy Rogers
3. Mulligan Services – Allan Jones
4. Northern Virginia Family Service – Andrew Beverage
5. Prince William County Community Services – Lynn Fritts
6. Prince William County Department of Social Services – LoToya Bass

Other Attendees:

1. HMIS Administrator – Teresa Giesting
2. Prince William County Department of Social Services – Tracey Bland
3. Prince William County Department of Social Services – Jennifer Jablonski
4. Prince William County Department of Social Services – Tony Turnage

Old Business

- *November 2018 Meeting*
  LoToya Bass proposed meeting on an alternative date in November to replace the cancelled meeting for PIT/HIC count preparations and planning. The meeting will take place 11:00a.m., November 13, 2018, in the Powell's Creek A/B Conference room.

New Business

- *Welcome New HMIS Administrator*
  Tracey Bland has joined Prince William County Department of Social Services as the new HMIS Administrator for the PWA CoC.

- *Report card*

  Tony Turnage presented regarding the Report Card tool and the need, moving forward, to incorporate and gather data from prevention services, as well as, the overnight shelter. He presented the following Report Card outcomes goals for Housing Location services and the Coordinated Entry System:
  - Housing Location services outcome goals for the Report Card will be the following:
    - ✓ Number of households served;
    - ✓ Percentage of households placed into permanent housing;
    - ✓ Number of training/workshops provided (staff and clients,);
    - ✓ Number of new landlords engaged; and
    - ✓ Percentage of new landlords engaged from the baseline.
  - Coordinated Entry System
    - ✓ Number of new entries to the system;
    - ✓ Number of exits from the system; and
    - ✓ Number of referrals.
- *Selection of New Governance Committee Representative*

  Lynn Fritts nominated Allan Jones for the position, Lula Kelly seconded the motion. There were no other nominations and Mr. Jones was unanimously approved.

Adjourn

Meeting adjourned at 11:53 a.m.

Next Meeting: September 18, 2018, 11:00 a.m.
Development Services Building, Room 107B

Service Continuum Committee

Date: July 26, 2018
Time: 9:30 a.m.
Location: McCoart Government Center/Cedar Run
Facilitator: LoToya Bass
Governance Representative: Lula Kelly

Meeting Summary

Voting Member Attendees:
1. BARN Community Housing – Fadumo Ahmed
2. Cooperative Council of Ministries – Jimmy Rogers
3. Northern Virginia Family Service – Debra Rapone
4. Prince William County Department of Social Services – LoToya Bass
5. St. Margaret of Cortona Transitional Housing – Veronica Roth
6. Streetlight Community Outreach Ministries – Gabriele Tibbs

Other Attendees:
1. ACTS – Jeffrey Foy
2. BARN Community Housing – Ashley Speaks
3. Northern Virginia Family Service – Kathy Bridgeman
4. Prince William County Department of Social Services – Jennifer Jablonski
5. Prince William County Department of Social Services – Tony Turnage

Old Business
- *RRH current caseload and capacity*
  Tony Turnage reviewed the PWA Household capacity by program type spreadsheet. DSS will update the chart as data is provided and send back out to the committee.
- *Prioritization tool for RRH including Length of Stay report (0216) and service transaction update*
  Providers provided updates on where they are with reviewing and updating the data.
- *Discuss RRH Requirements for Entry/Exit in HMIS*
  LoToya Bass reviewed a recent series of cases highlighting the issue of clients being immediately closed out of RRH after being housed which has caused issues as the clients have since reached back out to Coordinated Entry for further assistance. She reiterated the importance of cases remaining open for the certification period and ensuring that services are being rendered to the client as needed within the three month time period.
  > A motion was made to keep RRH cases open for the initial three-month certification period and prior to the expiration of those three months' all due diligence to complete a recertification assessment with the client should be made and documented before they are closed out of RRH. 1) LoToya Bass, 2) Fadumo Ahmed. All in favor, motion carries.

- *Shelter Capacity/Bedlist*

  Tony Turnage reviewed the numbers on the PWA Household Capacity By Program Type spreadsheet with the providers to ensure data accuracy for what was currently reflected on the report.

New Business

- *Enrollment into RRH/ES*

  Tony Turnage reviewed that enrollment in RRH and emergency shelter should not happen concurrently. Enrollment in ES should be first and a client should not be enrolled in RRH until a RRH provider accepts them into their program. A motion was made that RRH entries will be entered into HMIS when the RRH program has accepted the RRH referral by the RRH provider. 1) Deb Rapone, 2) Fadumo Ahmed. CCoM opposed, no abstentions, motion carries.

- *Approval of the RRH outline*

  Tony Turnage presented on the process developed for Coordinated Entry and the use of the VI-SPDAT as well as the Emergency Shelter initial eight day timeline of events. The Barrier Assessment tool was clarified to be only a determination of months of provided support/level of service.

  - DSS will send out an updated CES Policies and Procedures with the revised RRH outline included by 7/27/2018.
  - Committee will review and submit back revisions and suggestions back to the committee by 8/6/2018.
  - DSS will revise the CES Policies and Procedures by 8/7/2018 with the suggested corrections and return via email to the committee.
  - 8/9/2018 Committee will meet and discuss the revisions and decide if a vote can take place to move the document forward.

- *Clients in Encampments*

  Tony Turnage spoke regarding the Lomond Drive encampment being closed down and urged anyone who receives a referral to treat it as a priority.

Adjourn

Meeting adjourned at 10:59 a.m.

Next Meeting: August 9, 2018, 9:30 a.m.
McCoart Government Complex, Cedar Run Room

Service Continuum Committee

Date: August 9, 2018
Time: 9:30 a.m.
Location: McCoart Government Center/Cedar Run
Facilitator: Melonie Barrow
Governance Representative: Lula Kelly

Meeting Summary

Voting Member Attendees:
1. Action in Community Through Housing – Lula Kelly
2. Friendship Place – Rachel Goodling
3. Northern Virginia Family Service – Debra Rapone
4. Operation Renewed Hope Foundation – Katherine Skerl
5. Prince William County Department of Social Services – Melonie Barrow

Other Attendees:
1. BARN Community Housing – Carla Valle
2. Prince William County Department of Social Services – LoToya Bass
3. Prince William County Department of Social Services – Jennifer Jablonski
4. Prince William County Department of Social Services – Tony Turnage
5. Virginia Veteran & Family Support – Ahime Harris

Old Business
- *Prioritization tool for RRH including Length of Stay report (0216) and service transaction update*
  Prioritization for RRH was discussed as part of the CES Policies and Procedures and the following was agreed upon for inclusion in the document.
    o Households will be prioritized as follows:
        ✓ First priority: children and families
        ✓ Second Priority: aging households
        ✓ Third Priority: Youth
        ✓ Fourth Priority: households with no income
    o Veterans will stay on the list but will not be weighted due to resources available for them.
    o Providers will pull households off the list after three attempts to make contact have been documented in HMIS. At that point, if no contact has been made an email will be sent to the HMIS Administrator to alert them to remove the family from the list.

- *Reminder entry/exit RRH and Data in HMIS (as of July 1, 2018)*
  Melonie Barrow announced the new HMIS Administrator's start date as August 20th and reminded the committee to ensure all entry/exit RRH and Data in HMIS is completely updated.
- *CES Policies and Procedures review and approval*
  Melonie Barrow led a review of the CES Policies and Procedures document for the committee. Attention was paid to areas where changes had been made to the document. The committee was asked if the document could be approved as amended in the meeting to include the prioritization numbers and termination from the list process. The motion was made to accept the changes made to the CES Policies and Procedures and approve to move forward to the Governance Committee to make any changes as they see fit. 1) Lula Kelly, 2) Katherine Skerl. NVFS Opposed, none abstained, motion carried.

New Business
- *Veterans Report*
  Open floor discussion took place regarding the veterans' status and case conferencing.

Adjourn
Meeting adjourned at 11:10 a.m.

> **Next Meeting: August 23, 2018, 9:30 a.m.**
> **McCoart Government Complex, Cedar Run Room**

Prince William Area
Continuum of Care

Governance Committee

LoToya Bass
Elijah Johnson, Chair
Allan Jones
Lula Kelly
Ronald King
Debra Rapone

Governance Committee

Date: August 23, 2018
Time: 1:00 p.m.
Location: McCoart Government Building, Occoquan
Facilitator: Elijah Johnson

Meeting Summary

Voting Member Attendees:

1. Action and Community Through Service – Lula Kelly
2. Manassas Park Department of Social Services – Ronald King
3. Mulligan Services – Allan Jones
4. Northern Virginia Family Service – Debra Rapone
5. Prince William County Department of Social Services – LoToya Bass
6. Prince William County Office of Executive Management – Elijah Johnson

Other Attendees:

1. Cooperative Council of Ministries – Jimmy Rogers
2. Prince William County Department of Social Services – Tracey Bland
3. Prince William County Department of Social Services – Jennifer Jablonski
4. Prince William County Department of Social Services – Courtney Tierney
5. Prince William County Department of Social Services – Tony Turnage

Meeting called to order at 1:01 p.m.

Old Business
No old business was discussed at this meeting.

New Business
- *Approval of August 9, 2018, CoC Minutes*
  Minutes Approved – 1) Deb Rapone, 2) Lula Kelly
- *Approval of Committee Summaries* – All Committee Reports approved – 1) Deb Rapone, 2) Lula Kelly
  - *Community Outreach and Relationship Engagement (CORE) Committee*
    Debra Rapone presented the CORE Summary for review.
  - *Service Continuum Committee*
    Tony Turnage presented the 7/26/2018 Service Continuum Summary for review. Lula Kelly presented the 8/9/2018 Service Continuum Summary for review.
  - *Data and Needs Analysis (DANA) Committee*
    LoToya Bass presented the DANA Summary for review.

- *Coordinated Entry Policies and Procedures*
  - o Tony Turnage presented the executive summary of the Coordinated Entry System Policy and Procedures. Discussion was held regarding the eviction and leave notice process clients face with a suggestion to provide a presentation to the CoC regarding the matter and how to best help people facing the eviction process. A motion was made to approve the Coordinated Entry System Policy and Procedures. – 1) Ron King, 2) Allan Jones, NVFS Opposed citing new materials having been added that their organization had not had ample time to review. They will also not be able to comply with the inclusion of ID not being required. None abstained, motion carries.
  - o Governance Committee will issue a formal letter to NVFS requesting a copy of the organizations policies and procedures that requires identification for emergency shelter admission. A motion was made to send the letter on CoC Governance letterhead. – 1) Allan Jones, 2) Ron King. Deb Rapone Abstained, none opposed.

- *Update to CoC Policies*
  - o Application Policy and Procedures and Process HUD/State/Other Community Based Grants
    - ✓ Document retitled to: Prince William Area CoC Community-Based Grants Application Policies, Procedures, and Processes. Committee made minimal changes for consistency and comprehension and approved as amended. – 1) Lula Kelly, 2) Allan Jones, all in favor.
  - o Prince William Area Continuum of Care Reallocation Process.
    - ✓ Minimal changes were made to this document in addition to those presented by DSS. – 1) Lula Kelly, 2)
  - o Appeals Policy
    - ✓ Committee made minimal changes for consistency and comprehension and approved as amended. – 1) Allan Jones, 2) Ron King, all in favor.
- *DSS Lead Agency Update*
  Tony Turnage presented the update for DSS.
  - o Tracey Bland was introduced and welcomed as the new HMIS Administrator.
  - o Coordinated Entry calls statistics were given.
  - o Briefly discussed the National Alliance spearhead of investigating reasons behind racial disparities among the homeless population. The Metropolitan Council of Government-Homeless Services Committee is considering conducting a regional research project on racial disparities.
- *Develop and Approve CoC Agenda*
  The Governance Committee developed and unanimously approved the Agenda for the 9/13/2018, CoC Meeting.

Adjourn
Meeting adjourned at 3:02 p.m.

Next Meeting: September 27, 2018, 1:00 p.m.
McCoart Government Complex, Potomac Room

Coordinated Entry Policies and Procedures

Prince William Area Continuum of Care

Overview
- The CES Policies and Procedures includes conceptual ideas and best practices such as Housing First Concept, Low-Barrier, and Progressive Engagement, Case Conferencing.
- Conceptual Ideas are discussed in the introduction; Homeless Services Division believes it is important to be part of the CES because:
  - Many of the concepts are not currently being implemented;
  - There will be training provided to Case Management and Program Management Staff over the next 10-month period and annually.
- Beyond the Introduction section, the policies and procedures are arranged around the key services components provided as part of our system that include:
  - Coordinated Entry, Prevention, Diversion, Emergency Shelter, Housing Location, Rapid Re-Housing, and Permanent Supportive Housing.
- Each program of the components (i.e. Emergency Shelter) include sub-titles that focus on but are not limited to who is eligible, households to be served, recertification, referral process, and termination.

Program Component #1: Coordinated Entry System (CES)
- Component will focus on serving residents of the Prince William Area to include the Cities of Manassas and Manassas Park and Prince William County.
- **Front End of the System:**
  - Focus on assessment and then a referral to identified services to include: Prevention, Diversion, Motel/Hotel Stays and Emergency Shelter.
- **Back End of the System:**
  - Focus on ensuring the coordination of permanent housing options (Housing Location, Rapid Re-Housing and Permanent Supportive Housing) and tracking of households and program availability.
  - Tracking of households and program availability will be done through the referral process, working with the CES Staff and further coordination through the Service Continuum Committee.

Program Component #2: Prevention
- Component will focus on two types of prevention:
  - Households at eviction (14 days from being evicted from the apartment)
  - Households with a 5-Day Notice (Pay or Quit)
- CES Staff will assess and make a determination about the best prevention intervention.
- Households are informed of required documentation if required.
- Referrals for VHSP funding is made via HMIS, while 5-Day Notice are phone calls to individual organizations (i.e. StreetLight).

Program Component #3: Diversion
- CES Staff will try to divert households that request access to emergency shelter.
- Overall goal: To divert about 20% (national average) of the households that request emergency shelter.
  - This will be tracked monthly and reported on the CoC Report Card quarterly.

Program Component #4: Emergency Shelter

- Households that cannot be diverted will be referred to one of four emergency shelters via HMIS (Hi-tech) and a follow-up call will be placed to the shelter provider (Hi-touch).
- Shelter providers are required to accept or deny the referral in HMIS.
  - A reason for a denial may be the household was a no show.
- Key Changes
  - Bed list will be maintained via HMIS.
  - Providers are operating low-demand shelter but can still have expectations for households.
    - Providers should not use ID as a reason to screen out households.
    - Providers should not separate adult children in family households.
  - Providers will continue with diversion up to day eight (8).
  - Providers will complete the Vulnerability Index Service Prioritization Decision Assistance Tool (VI-SPDAT) on day eight (8). This determines the type of "next step" housing (RRH or PSH).

### Program Component #5: Housing Location

- Housing location services will be reserved for households with the greatest challenges.
- Program Capacity: Up to 50 households at a given time.
- Housing locators will be responsible for completing housing quality inspections and conducting landlord marketing (identify new landlords and properties).

Program Component #6: Rapid Re-Housing

- Providers utilize two main concepts: Housing First and Progressive Engagement.
- Eligible Households: Literally Homeless, Imminent Homelessness, Homeless under other Federal Statues, Fleeing Domestic Violence.
- Providers make referrals via HMIS to include the following information:
  - Referral Coversheet (Project Length of Stay, Subsidy Type, Frequency of Case Management Services, Household Strengths and Barriers);
  - Completed VI-SPDAT;
  - The Barrier Assessment Tool; and
  - Prioritization Score.
- CES staff will:
  - Review for completeness;
  - If complete, accept the referral in HMIS (which accepts the household to the RRH Prioritization List);
  - Add the household to the pool based on the Prioritization Score; and
  - Maintain the referrals electronically (HMIS).
- RRH Providers
  - Take the next household off the Prioritization List and sending an email to CES; and
  - The Service Continuum Committee will also be used to coordinate households being taken off the list.

Program Component #7: Permanent Supportive Housing

- An Admissions Committee has been developed to accept households to Permanent Supportive Housing.
- The Committee will meet as necessary but will also maintain an active list of potential households when an opening becomes available.

ALL DOORS LEAD HOME

Prince William Area
Continuum of Care
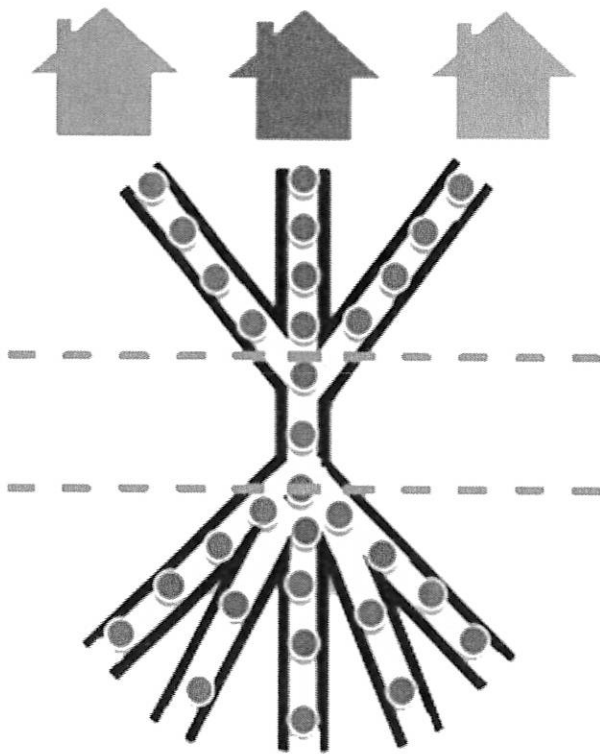
Coordinated Entry System

Policies and Procedures Manual

Version 1.1

(September 1, 2018)

Contents

Section I - Introduction

Background

The Prince William Area (PWA) Continuum of Care (CoC) utilizes best practice models designed to prevent homelessness and to address homelessness for individuals, families, and subpopulations of homelessness (e.g. veterans, youth).

The CoC aligns with the federal Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act. HEARTH has established goals and objectives targeted at ending chronic homelessness and reducing all homelessness. Additionally, all Coordinated Entry System (CES) processes shall align with HUD's Centralized Assessment System (CPD 17-01) released January 23, 2017. To achieve success, the CoC has aligned resources at the federal, state, and local levels with CPD 17-01 that include:

- Coverage of the geographic area (Prince William County and Cities of Manassas & Manassas Park);
- Easy accessibility for individuals and families seeking housing and/or services;
- Well-advertise prevention and homeless services;
- An initial, standardized assessment of individuals and families seeking housing; and
- A specific policy to guide the operation of the CES to address the needs of individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking, but who are seeking shelter or services from non-victim specific providers.

According to the National Alliance to End Homelessness, coordinated assessment, (also known as coordinated entry, centralized intake process, or coordinated intake), paves the way for more efficient homeless assistance systems by:

- Helping people move through the system more efficiently (by reducing the amount of time people spend moving from program to program before finding the right match);
- Reducing new entries into homelessness (by consistently offering prevention and diversion resources upfront, reducing the number of people entering the system unnecessarily); and
- Improving data collection and quality and providing accurate information on what kind of assistance consumers need.

The CoC's will use the following guiding principles to aid in the system's planning and design, implementation processes, and ongoing management of the CES process. The system will:

- Allow anyone who needs assistance from the homeless services system to know where to go to access services, be assessed in a standard and consistent way, and to connect with the housing/services that best meet their needs;
- Ensure clarity, transparency, consistency, and accountability for homeless households, referral sources, and homeless service providers throughout the assessment and referral process;
- Facilitate exits from homelessness to stable housing in the most rapid manner possible given available resources;
- Ensure that households gain access as efficiently and effectively as possible to the type of intervention most appropriate to their immediate and long-term housing needs and preferences;

- Ensure that people who have been homeless the longest and/or are the most vulnerable have priority access to scarce emergency shelter and permanent supportive housing resources;
- Establish standard, consistent eligibility criteria and prioritization standards;
- Retain program flexibility to the extent possible; ensure that all programs will operate within compliance of all funding guidelines and eligibility criteria;
- Incorporate provider discussion in enrollment decisions;
- Promote collaboration, communication, and sharing of knowledge regarding resources among providers;
- Leverage HMIS data and infrastructure whenever possible to expedite processes;
- Limit data collection to that which is relevant to the process;
- Ensure staff are trained and competent in conducting assessment.

The CES plays an essential role and the data generated from CES intake describes who is getting what they need from our system, who is not, and where we need to invest our resources to realize our shared goal of ending homelessness.

Purpose

The purpose of the CES is to provide a coordinated process for households (individuals and families) to use when they believe they are at risk of becoming homeless or they are currently deemed homeless according to HUD's definition. Via the CES, a household can be screened for eligibility for specific housing options that include Prevention, Housing Location, Rapid Rehousing, Permanent Supportive Housing, and Emergency Shelter. The optimum goal of CES is to assess a household and then determine the intervention that best matches their unique needs.

Housing Options

The PWA has a goal to prevent homelessness whenever possible. The feasibility of current housing or an assessment of housing options must be made prior to placing a household in emergency shelter. PWA seeks to provide emergency shelter for households with no other housing options. This practice will ensure that homelessness is prevented whenever possible and households with few or no options are placed in emergency shelter.

Through the intake process, the exploration of housing options is key and will serve as the primary component to avoiding shelter. Housing options are also imperative for quickly exiting shelter. Therefore, case managers will focus on affordable housing options that include: rapid rehousing, permanent supportive housing, room rentals, and shared housing accommodations (living with relatives or friends).

Homeless Management Information System (HMIS)

The PWA will utilize the Homeless Management Information System (HMIS) to collect data about households that are provided services in any program dedicated to serving the homeless, or households at risk of homelessness (prevention/diversion). The data obtained via HMIS will be used to help further guide and develop policy as it relates to CES and better inform the CoC of how programs designed for

homeless households or households at risk of homelessness (prevention/diversion) are meeting the goals and objectives established at the federal, state, and local levels.

Low Barrier/Housing First

The PWA will use best practice models that include implementing low barriers for emergency shelter systems and implement a housing first model as it relates to housing options that are specific to Rapid Re-Housing (RRH) and Permanent Supportive Housing (PSH). Our shelter systems will strive to reduce all barriers to accessing emergency shelter, including criminal history. The PWA will also implement Housing First, a recovery-oriented approach to ending homelessness that centers on quickly moving people experiencing homelessness into independent and permanent housing and then providing additional supports and services as needed. The five core principles of housing first include:

- **Immediate access to permanent housing with no housing readiness requirements:** Housing First involves providing households with assistance in finding and obtaining safe, secure, and permanent housing as quickly as possible.
- **Consumer choice and self-determination:** Housing First is a rights-based, client-centered approach that emphasizes client choice in terms of housing and support. Households are able to exercise some choice regarding the location and type of housing they receive (e.g. neighborhood, congregate setting, scattered site, etc.). Choice may be constrained by local availability and affordability.
- **Recovery orientation:** Housing First practice is not simply focused on meeting basic client needs, but on supporting recovery. A recovery orientation focuses on individual well-being and ensures that households have access to a range of supports that enable them to nurture and maintain social, recreational, educational, occupational and vocational activities.
- **Individualized and client-driven supports:** A client-driven approach recognizes that individuals are unique, and so are their needs. Once housed, some people will need minimum supports while other people will need supports for the rest of their lives (this could range from case management to assertive community treatment). Individuals should be provided with "a range of treatment and support services that are voluntary, individualized, culturally-appropriate, and portable.
- **Social and community integration:** Part of the Housing First strategy is to help people integrate into their community and this requires socially supportive engagement and the opportunity to participate in meaningful activities. If people are housed and become or remain socially isolated, the stability of their housing may be compromised.

Progressive Engagement

Progressive engagement refers to a strategy of providing a small amount of assistance to everybody who enters your homelessness system, then waiting to see if that works. If it doesn't, you provide more assistance and wait to see if that works. If not, you apply even more, until eventually you provide your most intensive interventions to the few people who are left. Progressive Engagement has primarily been used in Rapid Re-Housing, but the principles apply to Prevention, Shelter, and Diversion services as well.

Progressive engagement requires a change in culture, and at its core requires:

- Doing the least for each household, rather than the most;
- Believing people can make it without us; and

- Empowering people to make it on their own.

The progressive engagement model starts by offering a fairly basic level of assistance across the board. For example, a shelter might provide all households who enter with help preparing a housing plan, lists of units or landlords to contact, assistance preparing applications, and access to limited resources for fees and deposits or local transportation. For households unable to exit homelessness with this level of help, the program provides a greater level of housing search assistance, tied to short-term rental assistance and case management. For most households, this will be sufficient to stabilize in housing in the community within a fairly short period. If however, the situation is still highly unstable after three or four months, the program can reassess the household and continue to provide assistance with the same or another resource for the medium- or longer-term. Reassessment at this stage is frequent, and assistance typically continued for a month at a time.

This approach is responsive to the needs of the household while ensuring that interventions are right-sized to provide the greatest efficiency for the agency, and the households assisted do not have to move, or even change programs or case managers along the way.

Gradual decline in assistance is one key component of Progressive Engagement. At any given time, the least amount of assistance is provided. This could mean that based on a client's resources, the program initially pays a large portion of the rent. However, based on changes in resources or improved management of resources, over time the household is able to increase how much he/she can pay towards rent. As a result, the subsidy gradually declines and the program still provides the least amount of assistance needed.

Case Conferencing

Households with ongoing housing needs are facing complex challenges. Often, comprehensive plans involving multiple stakeholders will yield the best outcomes. Case Conferencing is a collaborative approach to discussing the progress of households enrolled in any homeless service programs who are having difficulty achieving service plan goals aimed at helping the household obtain or maintain stable housing. Individuals and families receiving prevention, diversion, emergency, rapid re-housing, or permanent supportive housing services can be involved in case conferencing.

When issues arise that involve program participation and/or adherence to program guidelines, the program staff should first work directly with the household to determine a plan to address the issues. Action steps for both the program participants and staff should be outlined. This plan should be in writing and specify S.M.A.R.T goals that are clearly explained to all household participants. Within 30 days, if the challenges have not been resolved, a phone consultation with the CES staff should take place to determine if a case conference is warranted.

If the documentation indicates a significant need for a case conference program, the manager/case manager should do the following:
- Make a referral via the HMIS system;
- Attach the case conference request form and supplemental documentation in HMIS;
- CES will schedule a case conference upon review of all required documentation;
- If amenable to continued participation with services, an updated housing plan with measureable objectives will be created; and

- If the household is still not compliant with the updated housing plan, the household may be discharged from the program with notification to CES.

Section II – Coordinated Entry System (CES)

Overview & Purpose

The mission of the CES is:

> To create a coordinated entry process that mutually empowers households and providers to **effectively** and **efficiently** move households to the best housing option based on their individual needs.

This policy and procedure manual will serve as the key source document detailing the CES. A key to the CES is to reduce new incidents of homelessness. The CES will provide a clear a method in which persons at risk of becoming homeless can be (1) assessed and (2) determined eligible for housing programs within the CoC.

The CES **WILL**:

- Assess households for their strengths and work with the households in identifying needs;
- Assess and screen households for **prevention services** (rental assistance and intensive case management services) and various housing options;
- Assess and screen households for **diversion services, brief motel/hotel placement, emergency shelter, and housing location services**; and
- Match households to programs based on their assessed needs.

In addition to preventing homelessness, the CES will also serve as the access portal for households currently deemed as homeless and provide a path to housing options that include:

- Emergency Shelter;
- Rapid Re-Housing programs;
- Permanent Supportive Housing programs; and
- Alternative Living Arrangements (joint living arrangements, room rental).

The CES **WILL NOT**:

- Create new housing in our system;
- Guarantee a placement in a housing program and/or financial rental assistance; nor
- Provide case management.

The CES is a powerful tool designed to ensure that homeless persons and persons at risk of becoming homeless are matched, as quickly as possible, with the intervention that will most efficiently and effectively prevent or end their homelessness.

This policy and procedure manual has been developed based on the following priorities:

- A **uniform and standard assessment process** to be used for all those seeking housing assistance, and procedures for determining the appropriate next level of assistance to resolve the homelessness of those admitted to shelter or other temporary housing accommodations;
- **Uniform written guidelines** among components of housing assistance (e.g. emergency shelter, rapid re-housing, and permanent supportive housing) regarding: eligibility for services, priority populations to be served, expected outcomes, and targets for length of stay;
- **Priorities for accessing prevention and homeless assistance** based on consumer need and assistance;
- **Referral policies and procedures** to guide the process from assessment of need to accessing assistance from homeless services providers; and
- A **policies and procedure manual** detailing the operations of the CES.

Households To Be Served:

The CES will serve households with a critical housing need that places the household at risk of becoming homeless and who may have barriers that prolong their episode of homelessness. The following households are to be served:

- Individuals and families at risk of homelessness or experiencing a housing crisis currently residing in PWA.

The PWA will work with eligible households to meet their housing needs regardless of race, color, religion, creed, sex, sexual orientation, pregnancy and pregnancy related conditions, gender identity, national origin, ancestry, age, veteran status, disability, genetic information, military service, or other protected status.

Procedures

The CES will streamline access to programs that aid households at risk of becoming homeless or those households that are literally homeless within the PWA. Programs include:

- Prevention Services
  - Short-term rental assistance (typically one-time assistance)
  - Medium-term rental assistance (includes case management)
  - Medium- to long-term rental assistance (includes case management)
- Diversion Services
- Hotel/Motel Services
- Emergency Shelter Services
- Rapid Re-Housing Services
  - Short-term
  - Medium-term
  - Long-term
- Permanent Supportive Housing

CES is the First-Level Screening Service for CoC programs. This means CES conducts the initial screening, eligibility, and service matching, while the receiving program makes final admissions decisions.

Prioritization standards for prevention, diversion, emergency shelter, rapid re-housing, and permanent supportive housing has been established for each program component type. These standards will be consistent with the Guiding Principles outlined above.

Providers

The PWA CoC and the Lead Agency, Prince William County Department of Social Services (DSS) partners with a number of agencies that provide prevention services, emergency shelter, rapid-re-housing, and permanent supportive housing.

Access to Services

The PWA CoC has chosen a coordinated call center model with one phone number to address calls specific to households at risk of becoming homeless and households currently homeless. The CES will be available to households in crisis seven days a week (including holidays) from 9:00am to 9:00pm. Households can start the assessment process by calling 703-792-3366 to talk with a staff person between the hours mentioned above.

Households will also be informed of the appropriate documentation that will be needed in order to qualify for various programs within the CoC at the conclusion of an intake call. The CES Information & Referral Specialists will:

- Complete intake paperwork via the HMIS System; and
- Make a referral to an identified program to address the housing crisis and needs.

After Hours and Holiday procedure:

The CES recognizes that a households' emergency may not take place during regular business hours. Emergency needs can arise after-hours. For any household that calls after hours, they will have the ability to leave a voicemail message and a CES Information & Referral Specialist will give them a call back within a 24-hour period. However, if after hours, an emergency shelter provider will temporarily accept households into an emergency shelter program. The next business day, the program will connect the household to CES for an assessment.

Screening/ Assessment:

The CES is the main entity responsible for ensuring that all households experiencing homelessness and at-risk of homelessness are promptly screened and assessed.

When a household presents with a housing crisis (e.g. a household is identified as literally homeless or at imminent risk of homelessness), the following steps will be taken:

- **Complete Initial Assessment:** One of five CES Information & Referral Specialists will assess the household's needs and identify the appropriate level of housing and/or support needed. For any households referred to a program, they will be informed of the required documentation needed for that program.

- **Prevention:** If Prevention is identified as a need, the household will be referred to the CoC prevention provider via HMIS and the household will be given the contact number to call to follow up regarding eligibility for services.
- **Diversion:** If Diversion is identified as a viable option to shelter, the household will discuss with a CES Information & Referral Specialists to explore: (1) if the current housing can be successfully maintained or (2) if another housing options (e.g. living with relative, friends, family) is plausible.
- **Emergency Shelter:** If the household cannot be diverted, a referral for emergency shelter will be made to one or more of the emergency shelter providers via HMIS.

Documentation

There are several forms of documentation that could be requested from a household to complete the assessment to access prevention and supportive services connected to permanent housing. Households seeking prevention assistance may have to provide:

- Proof of Income (e.g. paystubs, SSI or Social Security letter indicating receipt of benefit, Child support verification, etc.);
- Documentation of assets (401K, recent bank statements, etc.);
- Proof of being at risk of becoming homeless (e.g. Eviction notice from Court, 5 Day Pay or Quit, Late Notice); and
- Copy of current lease.

Households seeking access to emergency shelter, diversion services, and/or rapid re-housing must provide:

- Proof of Homelessness (letter from current provider or relative or information gathered from the HMIS system); and
- Documentation of imminent eviction from housing.

Vacancy Tracking

CES is responsible for tracking all aspects of the coordinated system. Therefore, it is imperative that CES track placements and exits of households into and from programs to know the availability of housing and service options. Program providers will inform the CES about future openings via an email and established meetings. Providers will provide as much lead time as possible for potential openings.

The Service Continuum Committee/CES will manage a centralized vacancy tracking system for all of the following programs:

- Prevention;
- Diversion;
- Hotel/Motel Assistance;
- Emergency Shelter;
- Housing Locations Services;
- Rapid Re-housing; and
- Permanent Supportive Housing.

The CES/Services Continuum Committee will track all beds designated to serve households at risk of becoming homeless and households deemed literally homeless. Referrals will be made to appropriate vacant beds and program slots when available.

To the extent possible, the CES will use HMIS to manage the vacancy tracking system. Programs will be required to post vacancies for designated beds in HMIS within twenty four (24) hours of unit/bed availability. If providers know of an impending vacancy, they will be required to post the anticipated availability date within two business days of being made aware of such availability and updating HMIS with the actual availability date once the bed becomes vacant. Programs must update vacancy information in HMIS within twenty-four hours of a unit/bed being filled.

Prioritization

Prioritization standards have been established for each program component of the CES. All households will be assessed accordingly and determined if eligible for programs that prevent homelessness that include:

- Prevention eviction services;
- Diversion services; and
- Housing Locations services;

Households that are currently homeless will be assessed to determine if they are eligible for permanent housing programs that include:

- Rapid re-housing;
- Permanent Supportive Housing; and
- Other Permanent Housing Options.

Referrals

Preliminary eligibility for all programs will be determined by CES according to standards set by CoC partners and be based upon the intake/assessment completed. Therefore, referrals for each program component will be made by or to CES. The referrals will take place via the HMIS system and additional conversations will take place by phone.

Homeless programs may accept households into their programs (e.g. Prevention, Diversion, Housing Location, Emergency Shelter, Rapid Re-Housing, and Permanent Supportive Housing) based on referrals made, reviewed, or completed by CES. No provider may admit households to beds designated for literally homeless people unless referred/reviewed by the CES. However, if after hours, program providers can temporarily accept households into emergency shelter program until the opportunity to refer to CES becomes available.

Section III – Prevention

Overview & Purpose

When applicants seek to maintain their existing housing (i.e. valid leased apartments, a valid sub-lease or room rentals with a valid lease), the CES process will assess the household and determine which program the household may qualify for to become a program participant.

Through the CES process, in conjunction with the household, a minimum amount and duration of assistance needed to achieve housing stability will be recommended. If it becomes clear at a later date that the amount and/or duration are not enough, the household will be reassessed by the prevention program currently working with them, and the amount and duration of assistance may be adjusted by the prevention provider. Typically, participating households are recertified at three month intervals throughout their program participation. The guiding principal for all Prevention funds is: If not for the financial assistance intervention, the household would be literally homeless.

The PWA has three categories of prevention assistance to meet the needs of households at risk of becoming homeless.   Please reference Tabl3 3.1 for specific policies and procedures concerning Prevention Services.

Table 3.1 – Prevention Assistance Program Types

Category 1	One- Time Rental Assistance/Short-Term	Designed for households in which a temporary set-back occurred (e.g. temporary injury, loss of hours) and this setback has placed the household at risk of becoming homeless. Assistance will maintain the household's current permanent housing. **Length of Time:** One to two months of financial services. Worker will verify if at the end of the assistance the client will return to work or regain income and can maintain housing. Most households would need a maximum of two month's assistance.
Category 2	Medium Term Rental Assistance	Program is designed to assist households that appear to need three or more months of rental assistance. The barriers (e.g. poor money management, low income/wages, under-employment) the household presents will require financial assistance coupled with case management stabilization services. **Length of time:** Three to six months of overall assistance. The financial assistance can cover a portion of rent. The determination of how the financial assistance is provided depends on the Housing Plan (HP) drafted by the case manager and household. The rent assistance can be stepped down in nature (gradual decrease in the amount of funding provided over a period of time).
Category 3	Intensive Case Management	Program is designed to assist households that appear to need intensive case management services in the home. Financial

	Services/Long Term	assistance exceeds six months. The barriers (e.g. poor money management, low to no income/wages) are extensive and may have more than one critical barrier.
		Length of time: Seven to twelve months of overall assistance. The financial assistance can cover a portion of rent. The determination of how the financial assistance is provided depends on the Housing Plan (HP) drafted by the case manager and household. The rent assistance can be stepped down in nature (gradual decrease in the amount of funding provided over a period of time).

Households Accessing Prevention Services

Prevention services are designed to work with households that, after completion of the intake paperwork, demonstrate that they are clearly at risk of becoming homeless if assistance is not provided to the household. The level of services provided to a household will be based on the assessment by CES and/or the provider.

Procedures

To access Prevention Services the following procedures will be followed:

- CES will complete the assessment. Upon completing the assessment, if it appears that the household is in need of prevention services CES Staff will submit a referral to the partnering agency (via HMIS and/or via phone/email). The method of referral depends upon the program.
- Upon the referral being made, the Information and Referral Specialist will inform the household of all required documents needed when meeting with the Prevention provider.
- The staff will also be provided a specific point of contact to include phone number, physical address, and email.
- An email detailing this information can be sent to all households seeking prevention services if requested.
- The Partnering Agency may review the referral request and clarify questions with the CES.
- Should the Prevention program accept the household, the program will complete all necessary paperwork and assessments and develop a housing plan for the household.

Providers

Prevention Services can be provided by non-profits, faith based organizations, outreach providers, or other local entities.

Screening/Assessment

The CES is the main entity responsible for ensuring that all households at-risk of becoming homeless are promptly screened and assessed. When a household presents with a housing crisis (e.g., Impending Court Eviction, Late Notice, 5 Day Pay or Quit), the following steps will be taken:

- **Assessment:** One of five Information & Referral Specialists will determine the household's needs and identify the projected level of prevention. Households will be required to provide supporting documentation to the referring agency with respect to their need for assistance (See documentation under this section).
- **Prevention Services:** For households that appear to be eligible for prevention services, the Information and Referral Specialist will submit information to the receiving agency.

Documentation

All households will provide the following:

- Proof of Income (paystubs, SSI or SSDI letter indicating receipt of benefit, Child support verification, etc.).
- Documentation of assets (401K, recent bank Statements, etc.).
- Proof of being at risk of becoming homeless (Eviction notice from Court, 5 Day Pay or Quit, Late Notice).
- Copy of current lease.

Financial Resource Tracking

DSS in conjunction with the PAR committee will monitor expenditures of financial assistance by state funded programs only in order to assess availability of resources on an on-going basis and to prevent unexpected or rapid depletion of resources. Quarterly meetings will be held with all Partnering Agencies receiving state funding to review program and financial data.

Prioritization

There are no identified priority populations with respect to Prevention Services. The main purpose of prioritization is to assess and determine what is the next best course of action to assist a household in maintaining their existing housing.

Referrals

Determination for Prevention Services will be initially made by CES (state funded) based upon the Assessment. Therefore, referrals for prevention funds and services will be made by CES to the respective program. The referrals will take place via the HMIS system, email, and additional conversations will take place by phone. The CES will make the referral through HMIS (when plausible) indicating the need for prevention services to the appropriate agency. Prevention programs funded with state funds may only accept households into their programs based on referrals made by the CES.

Re-certifications

Households receiving Prevention assistance (state funded only) must be recertified every three months for program eligibility. Such reviews will determine if the household meets income guidelines and still needs program assistance. Assistance beyond each recertification should be provided using progressive engagement, and clearly conveyed to household. If the household no longer meets program eligibility at time of re-certification, case management should provide referrals to other services if needed and follow procedures to close the case.

Program Acceptance Notification

All households accepted to Prevention services (state funded) must be provided a program acceptance letter noting the case management information, program entry date and relevant assistance priorities.

Termination/Grievance

Any individuals seeking and/or receiving prevention assistance must receive written notification of the agency's grievance policy. Grievance policies must provide specific procedures to be followed for any disputed prevention program decision impacting the participant's financial assistance.

The agency may terminate assistance to a program participant who violates program requirements. Agencies may resume assistance to a program participant whose assistance was previously terminated. In terminating assistance to a program participant, the agency must provide: (1) Written notice to the program participant containing a clear statement of the reasons for termination; (2) A review of the decision, in which the program participant is given the opportunity to present written or oral objections before a person other than the person (or a subordinate of that person) who made or approved the termination decision; (3) Prompt written notice of the final decision to the program participant and (4) Document outcome via the HMIS system.

Closure Notification

All households being closed to program services regardless of the reason, must be provided a program closure letter noting the exact closure date, reasons for closure and the grievance policy related to case closure. Partner Agencies must document outcome via the HMIS system.

Section IV – Diversion

Overview & Purposes

Diversion is a strategy that prevents homelessness for people seeking shelter by helping them identify immediate alternate housing arrangements and, if necessary, connecting them with services and financial assistance to help them return to or keep their existing permanent housing. Diversion services will play a critical role in reducing the number of households entering emergency shelter for single adults and families with children.

The PWA Diversion program can:

- Reduce the number of individuals and families becoming homeless;
- Reduce the demand for shelter beds; and
- Eliminate the need for program wait lists.

Diversion programs can also help the PWA community achieve better outcomes and be more competitive when applying for federal and state funding.

Any household seeking access to emergency shelter services will be assessed to determine if the household can be diverted from shelter. Diversion services will be located within the CES (responsible for conducting initial intakes for households). All households seeking shelter or at imminent risk of homelessness will receive an initial assessment to determine need and best intervention for the current housing situation.

Households To Be Served

Within PWA, any household (individual or family) seeking to access emergency shelter will be eligible to meet with the CES Information & Referral Specialists who can determine if diversion services are appropriate. National statistics state that approximately 25% of households seeking emergency shelter can be diverted.

Procedures

To access Diversion Services the following procedures will be followed:

- A CES Information & Referral Specialists will complete the Initial Assessment.
- If it appears that the household may benefit from Diversion Services, the household will be enrolled in the Diversion Service program.
- The CES Information & Referral Specialist will work with the household to identify housing options to include family, friends, co-workers, and other natural supports.
- The CES Information & Referral Specialist will complete any additional assessment if necessary.
- The CES Information & Referral Specialist will document information in the HMIS record.

Providers

Diversion begins at the Coordinated Entry System; however, emergency shelters will continue to work with households to quickly resolve their homelessness.

Screening/Assessment

The initial assessment explores possible housing options to avoid shelter entry and assesses the type of intervention that is most appropriate to meet a household's immediate and long-term housing needs. Trained staff will conduct the Initial assessment. These households must be assessed via the CES.

Documentation

There is no specific documentation needed for Diversion Services. However, a conversation does need to take place with the CES Information & Referral Specialists.

Prioritization

The priority populations for Diversion services are those who, with staff support, can be diverted from entering the emergency shelter system by exploring other alternatives of housing (temporary and permanent) that can be maintained or located.

The main goal is to appropriately assess and identify households that can be prevented from entering shelter.

Section V – Emergency Shelter

Overview & Purpose

CES will complete an assessment with households that request access to emergency shelter. However, priority is given to Prince William Area residents, including Prince William County and the cities of Manassas and Manassas Park. Emergency shelter is reserved for households that appear to meet the US Department of Housing and Urban Development (HUD) definition of homelessness. Additionally, the household appears to have no other viable living arrangements or housing options.

CES serves as the first screening level and works with the emergency shelter providers to make the final admission decision. The possible eligibility for each service will be made by CES based upon the intake/assessment completed. Therefore, referrals for emergency shelter will be made by CES to the respective programs. The referrals will take place via the HMIS system and additional conversations will take place by phone.

CES is responsible for several aspects of the coordinated system. Therefore, CES will track entries and exits to emergency shelter. All shelter providers will routinely update the emergency shelter bed lists. CES Information & Referrals Specialists will routinely check the HMIS bed list for availability.

Households To Be Served

If the household cannot be diverted, a referral for emergency shelter will be made to one of the emergency shelter providers. All households meeting the HUD definition of homelessness, and with no other viable housing options, will be referred.

Procedures

CES will complete the initial assessment and then conduct the sex-offender registry check for all households before they are referred to shelter. All shelter providers operate under a low barrier policy which means no household will be excluded from shelter due to substance abuse history, criminal history, or previous history with any shelter provider. Shelter providers do not conduct any additional background checks for shelter admission. Additionally, CES and emergency shelter providers will do their best to ensure that no member of a household is separated from their family.

Once a referral has been made, the shelter provider will contact the household to discuss specific shelter policy and schedule an intake time. Once a household is admitted to an emergency shelter that provider will:
- Welcome the Household to the shelter;
- Discuss with the household when appropriate to think of ways to solve their homelessness (review resources, family, friends, etc.);
- Complete the Shelter Intake Form, verify household identity, and if necessary assist the household with securing a state issued ID;
- Complete the VI-SPDAT (Vulnerability Index Service Prioritization Decision Assessment Tool (VI-SPDAT) with the household by day eight of their shelter stay, if the household was unable to solve their homelessness; and

- Develop a Housing Services Plan to include making a referral to RRH or PSH based upon the review of the VI-SPDAT.

Provider

There are four emergency shelter programs in the PWA operated by three providers. Currently, The Department of Social Services contracts with two local providers to provide emergency shelter services to the PWA.

Screening/ Assessment

Households eligible for shelter will be screened and identified by the CES Information & Referral Specialists.

Documentation

Although Photo ID is not required for shelter admission, all households must be willing to quickly work towards obtaining identifying information for all members of the household. Shelter providers will work closely to assist with obtaining their ID.

Referrals

All referrals for emergency shelter will originate from the CES via HMIS and shelter providers must complete the outcomes sections of the referral via HMIS. If referrals are denied, shelter providers must provide an explanation in the comments section.

Termination/Discharge

Upon entry into the shelter program, households must receive written notification of the provider's grievance policy. The grievance policies must provide specific procedures to be followed for any disputed shelter decision impacting the household's shelter stay. Behaviors that present significant health and safety risks will not be tolerated at the shelter. The agency may terminate a program participant who violates program requirements only after written notice of corrective action has been given to the household and a CES case conference has been convened.

If a termination is based on an immediate health and safety risks, the program participant will be terminated but provided the grievance policy for that provider specifically outlining the appeals process. *Involuntary discharge guidelines can be found in the appendix section of this document.

Please note: Households that are involuntarily discharged from one Prince William Area shelter will not be prohibited from gaining access to another Prince William Area shelter.

Section VI – Housing Location Services

Overview & Purpose

PWA has implemented a best practice model called Housing Location Services that is an integral component of the CES. Housing Location services, can help households in three specific ways:

- **Barriers to Housing:** For households that have one or several barriers to housing (e.g. poor credit, criminal history, poor or no rental history), the housing locator will work with the client, the referring party, and potential landlords to identify housing options within the PWA;
- **Housing negotiation:** When some households seek eviction prevention services, it may be necessary for the Housing Locator to talk to the property manager/landlord on behalf of the households to determine if there is a possibility of remaining in the housing; and
- **Housing Inspections**- the Housing Locator will perform Lead Paint and Habitability inspections.

Housing Location services are specifically designed to assist households that have demonstrated an inability to secure their own permanent housing. This also includes households that have applied and been denied for housing within the past six months. In summary, the Housing Locator has an important role to help prevent persons from becoming homeless; another goal is to identify a viable housing option for the households with barriers.

Households To Be Served

Housing Location services are designed to work with households that, after completion of the intake paperwork, demonstrate that there are higher barriers to securing or maintaining their existing housing. In some cases the household has been denied access to housing (e.g. lease for an apartment) within the past six month period.

The requests for Housing Location Services will be based on the Assessment completed by the Housing-Focused Case Manager. If there is a need for this service, the housing focused case manager will make a referral for Housing Location Services to the CES via the HMIS System.

Procedures

To access Housing Location services the following procedures will be followed:

- The Housing-Focused Case Manager will complete the Initial Assessment.
- The Housing-Focused Case Manager makes the referral via the HMIS System.
- The Housing Locator reviews the referral request and clarifies questions with the Housing-Focused Case Manager.
- The Housing Locator then works with case management services to identify the most appropriate housing option.
- The Housing Locator will send rental unit opportunities that address the household's barriers to the case manager.

- Households will follow up with landlords within 24 hours of being informed of the rental opportunity.
- Should there be a need for additional assistance, the Housing-Focused Case Manager can request a case conference with the Housing Locator.
- The Housing Locator will conduct all applicable inspections if a client is approved for tenancy.

Provider

Currently, the Department of Social Services contracts with a local provider to provide Housing Location Services to the PWA.

Screening/Assessment

Households eligible for services from the Housing Locator will be screened and identified by the CES Information & Referral Specialists and by the housing focused Case Manager in an emergency shelter.

Documentation

To better serve households referred for Housing Location services, the Housing Locator may request additional information that will link households with the most appropriate housing option (i.e. Property Management Company). These documents may include:

- Credit Report; and
- Criminal History if applicable.

Referrals

All referrals for housing locations services will originate from the CES or the Housing-Focused Case Manager via HMIS.

Housing Quality Standards

When households are moved into a new unit. The rent must meet two standards:

- Rent Reasonableness – rent is equal to or less than other like units in the area.
- Fair Market Rent (FMR) – rent (including utilities) is at or below the HUD established FMR for the unit size in the area.

All units that a participant moves into must be deemed habitable. A **Habitability Standards** form must be completed and included in the program participant records in all applicable cases. Housing that is occupied by families with children and that was constructed before 1978 - must also comply with Lead Based Paint inspection requirements, per the Lead Based Paint Poisoning Prevention Act. A Lead-Based Paint Visual Assessment form must be completed and included in program participant records in all applicable cases.

Landlord Marketing

Successful marketing efforts often use the following selling points to explain the "win-win" for landlords in partnering with social service programs:

- Households are provided individualized case management before and after the move that can include tenant education, budgeting, household management, employment assistance, and crisis intervention.
- Services are often provided on-site through regular home visits (as often as needed).
- Landlords have access to dedicated points of contact responsive to their concerns and needs, and can provide intervention with tenants when requested.
- Program participants, and sometimes other tenants in the same buildings, have access to or can be linked to intervention programs to address issues or crises (e.g., rent-to-prevent eviction assistance).
- Double security deposits can be paid on behalf of tenants.

Section VII – Rapid Re-Housing

Overview and Purposes

Based on national research and best practices, the PWA has committed to investing the CoC funding provided through the HUD CoC Grant, Virginia Homeless Solutions Grant (VHSPP), private funds, and Prince William County Community Partner funds in rapid re- housing assistance for homeless households. All Partnering Agencies or Providers must follow all regulations and guidelines as stipulated with each of the funding sources identified.

In addition, to the funding sources listed above, Prince William County Office of Housing & Community Development (OHCD) administers the Emergency Solutions Grant (ESG) that is funded through an allocation from the U.S. Department of Housing and Urban Development (HUD). OHCD has allocated a portion of the federal grant award for Rapid Re-Housing activities. Sub- recipients that are awarded Rapid Re-Housing funds must follow all regulations and guidelines as stated within the Prince William County ESG Grant Agreements. In addition, The ESG Grant is subject to the terms, guidelines and regulations set forth in the Prince William County Emergency Solutions Grant Operating Manual.

Rapid re-housing is a set of strategies that permanently houses individuals and families as quickly as possible with a level and duration of support that is tailored to meet the needs of each household. The household has a lease in their name and is connected to mainstream self-sufficiency services in the community. Partner Agencies are expected to remain engaged with the households from first contact to program exit, using a progressive engagement approach and tailoring services to the needs of the household to maintain permanent housing. Additionally, providers will engage in efforts to reconnect with households after they exit from the program in order to determine housing stability beyond short-term subsidies.

The PWA has implemented the following Best-Practice Rapid Re-Housing Strategies:

- Housing First.
- Short-term, Moderate-term, and Long-term Rental assistance.
- Flexible funding for security and utility deposits.
- Housing focused Case Management in the home to help access needed services to move to self-sufficiency, including:
  - Employment Services.
  - Budgeting.
  - Public Benefits such as child care, SNAP, tax credits, Medicaid, and TANF.
- An organized housing search strategy including landlord mediation

Households must be able to live independently and not need assistance with everyday tasks. They must also sign a program agreement that details their responsibilities as a tenant and participant in the program, including agreeing to meet with a case manager at a minimum of once per month, and developing a Housing Plan.

The program agreement does not mandate participation in any of the services offered by a rapid re-housing provider. The program does not require families to be employed; however, they must be willing

to work toward increasing their self-sufficiency, so they can pay for housing when the time-limited subsidy ends.

Rental assistance payments are not made to program participants, but only to third parties, such as landlords. In addition, an assisted property may not be owned by the grantee or the parent, subsidiary or affiliated organization of the grantee, their relatives, or employees. **No staff participating in these programs may benefit from them.**

Rapid re-housing assistance requires that the program participant (head of household) have the valid lease in their name. A copy of this lease must be included in the program participant's record. The identified housing unit must meet and/or exceed the Habitability Standards of each funding source's requirements.

Providers must have written agreements with both the program participant and the landlord that identify the terms of the Rapid Re-housing assistance. This should specifically provide the landlord with guidance for addressing issues that could impact housing stability.

Households To Be Served

The Rapid Re-Housing program targets PWA households who are homeless. These include the following households:

- Individuals and families who lack a fixed, regular, and adequate nighttime residence including those residing in a shelter or a place not meant for human habitation and those exiting an institution where they resided temporarily.
- Individuals and families who will imminently lose their primary nighttime residence.
- Unaccompanied youth under 25 years of age, who have not had a lease and have moved 2 or more times in the past 60 days and are likely to remain unstable because of special needs or barriers.
- Individuals and families who are fleeing or attempting to flee domestic violence.
- Veterans- who will be served through veteran specific RRH providers.

Eligibility Populations

Table 7.1– Categories of Homelessness that Qualify for Rapid Re-Housing

Category 1	Literally Homeless	Includes those households who are literally homeless and includes those households living temporarily in a hotel/motel being paid for by limited local, state, or federal funded assistance. It also includes individuals exiting institutions where they resided temporarily(less than 90 days). In these cases, the institution's discharge planning has resulted in no identified resources (including homeless prevention assistance) and the individual has no other resources. In all cases, these households are eligible for shelter services and Rapid Re-housing.

		Regardless of the intervention employed, a housing barrier assessment (Full SPDAT) must be completed at program entry with an immediate focus on housing stabilization.
Category 2	**Imminent Homelessness**	Includes those households who are currently housed whether in their own unit or living in someone else's unit. These households must be screened immediately for prevention assistance eligibility. All household's eligible for prevention assistance must be diverted when possible from shelter. Partnering agencies must work with the CES and homeless prevention providers to identify and divert all appropriate households. Where shelter assistance cannot be avoided, a housing barrier assessment must be completed at program entry with an immediate focus on housing stabilization.
Category 3	**Homeless under other Federal Statutes**	Homeless Under Other Statutes: Unaccompanied youth under 25 years of age, or families with children and youth, who do not meet any of the other categories but are homeless under other federal statutes, have not had a lease and have moved 2 or more times in the past 60 days and are likely to remain unstable because of special needs or barriers.
Category 4	**Fleeing Domestic Violence**	Includes households fleeing or attempting to flee a domestic violence or other physically threatening living situation. Where possible, these households must be screened immediately for prevention assistance eligibility. All households screened for assistance will be diverted where possible. Partnering agencies must work with CES and homeless prevention providers to identify and divert all appropriate households. These households are eligible for shelter and repaid re-housing assistance. Regardless of intervention employed, a housing barrier assessment must be completed at program entry with an immediate focus on housing stabilization.

Rapid Re-housing assistance beyond three months requires recertification of eligibility; this recertification must be completed every three months.

Re-certifications:

Program Recertification requires agency certification and evidence of the following:

- Program participant household income must be below 30 percent area median income (AMI).
- The household lacks the financial resources and support networks needed to remain in existing housing without rapid re-housing assistance.
- Housing stabilization services are being appropriately implemented.
- Household has no more than $500 in assets (includes all checking, savings, retirement accounts, a second vehicle, stocks, bonds, mutual funds, and real estate). This does not include primary, appropriate, and reasonable transportation, pension or retirement funds that cannot be accessed.

While income eligibility is not required when households first access Rapid Re-housing because they are literally homeless, it is required when recertifying to show continued need for Rapid Re-housing assistance.

Grantees should use HUD's Section 8 income eligibility standards for Rapid Re-Housing programs. Income limits are available on HUD's web site at: www.huduser.org/DATASETS/il.html.

Procedures

To access Rapid Re-Housing Services the following procedures will be followed:

- ES staff will continue to work with the household, discussing options for potential diversion from shelter.
- If the household cannot be diverted, on day eight, ES staff will complete the Vulnerability Index-Service Prioritization Decision Assessment Tool (VI-SPDAT). The VI-SPDAT score will be used as a guide to determine the best housing approach for the household.
- If the household is determined an appropriate fit for RRH, the ES staff will consult with the household regarding the tenets of RRH, being clear about what RRH is and what it is not.
- If the household agrees RRH is the next best step, the shelter case manager will electronically forward the household's assessment and application to CES via the HMIS System.
  - **SPECIAL NOTE:** The referral will be made regardless of RRH availability. A pool of household candidates will be maintained by the CES Staff. Households are placed in order of critical housing need and may be admitted to any RRH program within the PWA CoC.
- ES Staff will attach all required paperwork to the household's file in HMIS that includes the following:
  - Referral Coversheet (Projected Length of Stay, Subsidy Type, Frequency of Case Management Services, Household Strengths and Barriers).
  - Completed VI-SPDAT.
  - The Barrier Assessment Tool.
  - Prioritization Score.

CES Staff will:
- Upon receipt of the referral (via email from the HMIS System), the CES Staff will review the RRH referral for completeness.
  - If the referral is not complete, a Referral Disposition Form will be emailed to the referring organization that includes the referring case manager and the program manager of the shelter or street outreach organization.
- If the referral is complete, CES Staff will accept the referral in HMIS. Acceptance of the referral does not mean acceptance to a designated RRH Provider. It signifies the referral paperwork is complete and the household has been added to the RRH Pool Listing.
- Based upon the Prioritization Score, households will be added to the RRH Pool Listing using an Excel Spreadsheet. Households will be listed by date, and their Prioritization Score provided.
- Referrals will be maintained in an excel spreadsheet that includes the following:
  - HH's first and last name, HMIS #, Referral date, VI-SPDAT Score, Prioritization Score.
  - HHs will be listed in order of Prioritization and referral date in the event that the Prioritization Score is the same.
  - The Spreadsheet will be shared via email with RRH providers.

- RRH Partnering Agencies will take the next HH on the RRH Pool Listing when an opening becomes available.
    - An email will be sent from the RRH Provider to the CES. The email informs CES staff when a household has been taken from the RRH Pool Listing.
- The RRH Partnering Agency will keep the CES Supervisor informed should the household neglect to follow through or meet on the scheduled basis agreed upon.
    - RRH partners will make three attempts to contact a household for services, if the household does not respond, the RRH will document the attempts in HMIS and notify the CES Supervisor of such attempts. The RRH partner will move on to the next household on the list
    - The CES Supervisor and/or the HMIS Administrator will remove that household from the list.

Partnering Agencies

There are four partnering agencies that offer various levels of rapid re-housing services to households through ESG, HUD – CoC, VHSP, PWA CoC, and PWC Community Partner funding.

Note: All programs will accept eligible households to the extent funding sources permit and space is available.

Screening/Assessment

To be eligible for Rapid Re-Housing a household must meet the HUD definition of being homeless described in Table 6.1. Households that have been screened and determined to be eligible to receive Rapid Re-Housing, will be informed about the level of assistance that will be provided. Reference Table 6.2 below regarding the varying levels of services to be provided.

Table 7.2 - Type of Rapid Re-Housing Assistance

Level 1	Short-Term Rental Assistance	Household will need minimal assistance to obtain and retain housing, including: • Housing search assistance. • Financial Assistance for housing start-up (e.g. first month's rent, security deposit, utility deposit. • Time-limited rental assistance, per client housing plan • Home visits after move-in. • Offer of services for up to 3 months. **Length of time: up to 3 months**
Level 2	Medium Term Rental Assistance	Household will need routine assistance to obtain and retain housing, including: • Housing search assistance. • Financial assistance for housing start-up. • Time limited rental assistance, per client housing plan.

		• Weekly home visits for first two months, then reduced to bi-weekly or monthly as most housing plan goals are met. • Services available for up to 6 months, depending on housing issues and progress toward housing goals. **Length of time: up to 6 months** The determination of how the financial assistance is provided is guided by the recommendations of the CAS RRM and the on-going work with the case management services. The rent assistance can be stepped down (gradual decrease in the amount of funding provided over a period of time).
Level 3	**Medium-long Rental Assistance**	The household will need more intensive and/or longer assistance to obtain and retain housing. Including: • Housing search assistance. • Financial assistance for housing start-up. • Time-limited rental assistance, per client housing plan. • Ongoing housing focused case management. • Weekly home visits for first two months, then reduced to bi-weekly or monthly as most housing plan goals are met. Unannounced drop-in visits to be considered by case manager • Services available for up to 9 months, depending on the housing issues and progress toward housing goals. **Length of time: up to 9 months** The program is designed to assist households that appear to need intensive case management services in the home coupled with financial assistance. The barriers (e.g. poor money management, low income wages) are extensive and may have more than one critical barrier. The determination of how the financial assistance is provided is guided by the recommendations of the CAS intake RRM and the on-going work with the case management services. The rent assistance can be stepped down (gradual decrease in the amount of funding provided over a period of time).
Level 4	**Long-term rental assistance**	Household will need intensive and longer assistance to obtain and retain housing, including: • Housing search assistance. • Financial assistance for housing start-up. • Time-limited rental assistance, per client housing plan. • Ongoing housing focused case management. • Weekly home visits for first two months, then reduced to bi-weekly or monthly as most housing plan goals are met. Unannounced drop-in visits to be considered by case manager

		• Services available for 12-18 months with extensions after case conferences, depending on the housing issues and progress toward meeting the housing goals. **Length of time: 12-18 months** Program is designed to assist households that appear to need intensive case manage services in the home, coupled with financial assistance. The barriers (e.g. poor money management, low income wages) are extensive and may have more than one critical barrier. The determination of how the financial assistance is provided is guided by the recommendations of the CAS intake and the on-going work with the case management services. The rent assistance can be step down (gradual decrease in the amount of funding provided over a period of time).
Level 5	**Long-Maximum financial assistance**	Household needs longer or more intensive services; may need staff with more professional training, including: • Housing search assistance. • Financial assistance for housing start-up. • Rental assistance, per client housing plan. • Ongoing housing focused case management. • Weekly home visits for first two months, then reduced to bi-weekly or monthly as most of the housing plan goals are met. Unannounced drop-in visits to be considered by case manager • Services available for up to 24 months, depending on the housing issues and progress toward meeting the housing goals **Length of time: 18-24 months**

Documentation

To be eligible for RRH, households must provide proof of the following:
- Proof of household composition.
- Proof of Income (if applicable).
- Proof of Homelessness.
- Proof of assets, if applicable (401K, recent bank statements, etc.).

Vacancy Tracking

To the extent possible, the CES will use HMIS to manage the vacancy tracking system. Programs will be required to post vacancies in homeless designated beds in HMIS within twenty four (24) hours of unit/bed availability. If providers know of an impending vacancy, they will be required to post the anticipated availability date within two business days of being made aware of such availability and updating HMIS with the actual availability date once the bed becomes vacant. Programs must update vacancy information in HMIS within twenty-four hours of a unit/bed being filled. Exceptions to HMIS requirements and related processes for referrals to and from other systems not using HMIS will be defined in the Policies and Procedures Manual.

Prioritization

The PWA has established the following priority populations and ranking score for all Rapid Re-housing programs. Households that fall into the following categories rank highest in priority for this housing strategy.

- Families with children with greatest service need (4pts).
- Aging households over 62 with medical need or disability (3 pts).
- Youth- aged 18-24 (2 pts).
- Households without income (1 pt).
- Veterans (regardless of discharge status) will be served by veteran specific RRH providers.

PWA has chosen to use the VI-SPDAT score in combination with the priority population ranking score to determine a priority listing for households to receive RRH services. The strategy shall also incorporate a lower barrier, Housing First model. This means households do not have participation requirements or pre-conditions to entry, such as sobriety or minimum income threshold, and prioritizes rapid placement and stabilization in permanent housing.

Terms of Assistance

Rental assistance is tenant-based rental assistance that can be used to allow households to obtain and remain in rental units.

- No program participant may receive more than 24 consecutive months of assistance (including any rent arrears).
- Agencies must provide the appropriate level of case management in order to assure housing stability on leaving the program.
- Participants may be required to share in the costs of rent and utilities.

The PWA Rapid Re-Housing programs has a level of flexibility to provide households with rental assistance that includes:

- **Income-based Subsidy**: Under an income-based model, a household pays a specific percentage of its income towards rent and utilities (e.g. 30 percent, 40 percent, or 50 percent).
- **Graduated/Declining Subsidy:** The subsidy would decline in "steps" based upon a fixed timeline or when the individual has reached specific goals, until the household assumes full responsibility for monthly housing costs. The steps are known in advance and act as deadlines for increasing income.
- **Bridge Subsidy:** A bridge subsidy provides temporary assistance for household to help them obtain/maintain housing until a longer-term or even permanent subsidy becomes available. Bridge subsidies are often used for persons who have severe housing barriers and are on waiting lists for their long-term subsidies.

When partnering agencies are using the income-base subsidy, the household's rent should be calculated using **HUD's Rent Calculation Form** to determine the portion of the households rent to be paid.

Referrals

Most referrals for Rapid Re-housing are initiated by the Emergency Shelter programs. Households shall not be housed with RRH funds prior to this meeting.

Termination

Any individual seeking and/or receiving rapid-rehousing assistance must be provided written notification of the agency's grievance policy. Grievance policies must include specific procedures to be followed for any disputed Rapid Re-housing program decision impacting the participant's financial assistance.

The agency may terminate assistance to a program participant who violates program requirements only after written notice of corrective action has been given to household and a CES case conference has been convened. In terminating assistance to a program participant, the agency must:
   (1) Provide written notice to the program participant containing a clear statement of the reasons for violation/termination.
   (2) Provide a review of the decision in which the program participant is given the opportunity to present written or oral objections before a person other than the person (or a subordinate of that person) who made or approved the termination decision.
   (3) Request and attend a case conference if issues are not resolved.
   (4) Provide prompt written notice of the final decision to the program participant. The aforementioned documentation must also be submitted to the CES.

HMIS Reporting and Program Reporting Requirements

Rapid Re-Housing Partner Agencies are required to meet all funding source reporting requirements, including report program participant-level data such as the number of persons served, demographic information, and financial assistance provided in the Homeless Management Information System (HMIS) database. Partner Agencies will also complete the monthly CoC Report Card Report and financial report. All Partnering Agencies or Providers must follow all regulations and guidelines for financial management, financial reporting, and reimbursement requests for allowable expenditures as stipulated by each of the funding sources.

Please note that domestic violence assistance providers may, in lieu of HMIS, use a comparable system. Such providers are responsible for meeting all HMIS data standards and reporting requirements regardless of the data collection system used.

Outcome Measures

The PWA CoC has adopted the National Alliance to End Homelessness (NAEH)/ Virginia Department of Housing and Community Development (DHCD) RRH Benchmarks and Standards. The standards are based on what is currently considered promising practice by the National Alliance to End Homelessness, the U.S. Department of Veteran Affairs (VA), the U.S. Department of Housing and Urban Development (HUD), U.S. Interagency Council on Homelessness (USICH), Abt Associates and other federal technical assistance providers, and nationally recognized, high-performing RRH providers. These program standards will be updated as RRH practices continue to evolve.

Performance Benchmarks

Ultimately the effectiveness of a RRH program is determined based on a program's ability to accomplish the model's three primary goals. They are:

(1) Reduce the length of time program participants spend homeless.
(2) Exit households to permanent housing.
(3) Limit returns to homelessness within a year of program exit.

Section VIII – Permanent Supportive Housing
Overview & Purpose

Based on national research, the PWA has committed to using funds to operate the best practice model of the Permanent Supportive Housing Programs (PSH) for persons identified as chronically homeless. PSH is a strategy that permanently houses individuals and families as quickly as possible. All of the CoC's PSH Programs use a "Housing First" model that means that households are moved into housing despite barriers to accessing housing (e.g. criminal history, poor credit, etc.) and no requirements are placed on the household to access the program.

The PSH program is designed to provide a rental subsidy in conjunction with the household paying 30% of their income toward rent. Each household will have a program agreement, or the program will use a corporate lease with program participants.

The program also provides housing-focused case management services that assist the household in maintaining their housing. Rental assistance payments are not made to program participants, but only to third parties, such as landlords. In addition, an assisted property may not be owned by the grantee or the parent, subsidiary or affiliated organization of the grantee. **No staff participating in these programs may benefit from them as well**.

Typically, households have demonstrated a clear need for supportive services and without these supportive services, once placed they will be unable to maintain their housing. Supportive services are expected to remain engaged with the households for the entire time the household is enrolled in the program. In some circumstances, households may be required to enlist the services of a representative payee that will be responsible for ensuring that the household's monthly rent and other expenditures are paid. PSH programs also connect households to mainstream benefits and services in the community. The program agreement does not mandate participation in any services. The program does not require households to be employed; however, they are encouraged to work toward increasing their self-sufficiency to maintain their housing.

The PWA has implemented the following Best-Practice PSH Strategies:
- Housing Location Services for persons with high barriers to securing housing.
- Long-term Rental assistance.
- Flexible funding for security and utility deposits.
- Supportive services in the home that can help with but not limited to:
  - Landlord/Tenancy resolution.
  - Budgeting.
  - Medication management.
  - Connection to public benefits such as childcare, SNAP, tax credits, Medicaid TANF, etc.

Households to be served

Notice CPD-14-12 suggests four levels of priority for CoC Program-funded PSH that is either dedicated or prioritized:

1. First priority is for those who have severe service needs and who were chronically homeless for at least 12 months, either continuously or on at least four separate occasions that add up to 12 months over the last three years.
2. Second priority is for those who do not have severe service needs, but who were chronically homeless for the above time periods.
3. Third priority is for those who have severe service needs and who were chronically homeless on at least four separate occasions that add up to less than 12 months over the last three years.
4. Fourth priority is for those who do not have severe service needs, but who were chronically homeless for at least 12 months, either continuously or on at least four separate occasions that add up to less than 12 months over the last three years.

The order of priority for CoC Program-funded PSH that is not dedicated or prioritized is as follows:

1. First priority is for individuals or families with a member with a disability and severe service needs, and who were homeless for any length of time, including those who are exiting an institution where they lived for 90 days or less but who were homeless before entering the institution.
2. Second priority is for individuals or families with a member with a disability who were homeless either continuously for six months or on at least three separate occasions that add up to six months over the last three years. This includes those exiting an institution where they lived for 90 days or less, but who were homeless either continuously for six months or on at least three separate occasions that add up to six months over the last three years before entering the institution.
3. Third priority is for individuals or families with a member with a disability who are homeless, including those exiting an institution where they lived for 90 days or less, but who were homeless before entering the institution.
4. Fourth priority is for individuals and families with a member with a disability who are:
   a. Coming from transitional housing, but who were homeless before living in transitional housing.
   b. Fleeing or attempting to flee domestic violence, dating violence, sexual assault, or stalking who are living in transitional housing, even if they were not homeless before entering transitional housing.

Program participant eligibility must be based on the category and documentation of chronically homeless status as evidenced from the initial intake through a centralized intake, and/or screening for street outreach and shelter workers. In either case, the program must have documentation of the household's chronic homeless status (i.e. HMIS documentation) and the household's disability (i.e. history of mental illness documented by hospital stays, official DSM diagnosis, etc.).

Re-certifications

There are no re-certification periods for households that participate in CoC PSH programs. While there are no re-certifications processes, programs should continuously evaluate a household's needs to determine if the household still needs permanent supportive housing. In many cases, households may need the program long-term and in other cases the households may stabilize and not require this level of program intervention after some time in the program.

Admissions Committee

The PWA PSH Admission's Committee (AC) has been established to review and make final admission decisions regarding households that have been referred to PSH. The AC has the following responsibilities:
- Establish the criteria upon which all chronically homeless persons will be evaluated, scored, and ranked. The ranking will determine which household should secure the next available unit.
- Review CoC PSH referrals to determine which households will be placed in PSH.
- Meet when there are program vacancies to determine how to prioritize the PSH pool to fill those vacancies.

The Admissions Committee shall be comprised of one member from each the following organizations/programs from the PWA CoC:

- Good Shepherd Housing Foundation
- PWC/Homeless Services Division
- PWC/Community Services Board
- StreetLight Ministries

The AC uses the following weighted measure criteria to impartially determine the household that will receive the next opening slot for PSH programs within the CoC. The weighted measure will be based on the Full SPDAT score (37 or higher) and the following criteria:

- History of service in Armed Services (Army, Navy, Marines, Air Force, Coast Guard).
- Length of chronic homelessness (Households that have been homeless the longest).
- Physical Health (Severity).
- Mental Health (Severity).

Other considerations can include:

- Heavy user of system services (hospital, jail, mental health hospitalizations, etc.).
- Chronic Homelessness (based upon HUD's definition).

Providers/Partnering Agency

There are three distinct providers that deliver PSH services to eligible households.

Screening/Assessment

To be eligible for PSH programs a household must meet the HUD definition of chronically homeless described in Table 7.1. Households that have been screened and determined to be eligible to receive PSH must follow these steps:

- Make a referral via the HMIS system. The referrals shall be routed to CES and must include all required documentation (e.g. verification of chronic homelessness, disability, etc.)
- The CES Team will review the referral within 10 business days for completeness and chronically homeless requirements.
- The CES team will establish a time for the case to be presented before the PSH Admissions Committee.
- The PSH Admission Committee will discuss, accept, or deny the household and rank the household according to the CoC Priority Prioritization Criteria.
- If accepted, the referral source will be informed via email of acceptance to the PSH Pool.
- Case management services of a specific PSH program will then work closely with Case management services of the emergency shelter and/or street outreach program to successfully transition the household into housing.
- If needed, the household can be referred to Housing Location Services via the HMIS system.

Documentation

To be eligible for PSH, households/providers must provide the following documentation:
- Full SPDAT; Proof of Income (if applicable);
- Chronic Homeless Checklist and
- Proof of Homeless Chronicity
- Proof of disabling condition
- Proof of Veteran Status (if applicable); and
- HMIS Program History.

Vacancy Tracking

To the extent possible, the CES will use HMIS to manage the vacancy tracking system in conjunction with the PSH Admission Committee. Programs will be required to post vacancy beds in HMIS within 24 hours of unit/bed availability. If providers know of an impending vacancy, they will be required to send an email to CES of availability date within two business days of being made aware of such availability, and updating HMIS once the bed becomes vacant. Programs must update vacancy information in HMIS within 24 hours of a unit/bed being filled. Exceptions to HMIS requirements and related processes for referrals to and from other systems not using HMIS are defined in the Policies and Procedures Manual.

Terms of Assistance

Households entering a PSH program have no term limit. However, all CoC PSH program have the following standards:

- Households should be identified as **chronically homeless** prior to entering the program.
- Additionally, the household demonstrates a need for supportive services that can assist the household, once placed, in maintaining their housing.
- All households with income are responsible for paying 30% of their income towards the monthly rental costs.
- Rental assistance is tenant-based rental assistance that can be used to follow individuals and families as long as they are still identified as participants in the designated PSH program.
- Programs must provide the appropriate level of case management in order to assure housing stability.
- At no time are participants required to engage in specific services.

A hallmark of Permanent Supportive Housing (PSH) programs is Income-based Subsidy. Under an income-based model, a household pays a specific percentage of its income towards rent and utilities (e.g. 30 percent). When partnering agencies are using the income-based subsidy, the household's rent should be calculated using **HUD's Rent Calculation Form** to determine the portion of the households rent to be paid.

Termination

Any households participating in a CoC PSH Program must be provided written notification of the agency's grievance policy. Grievance policies must describe specific procedures to be followed for any disputed PSH program decision impacting the participant's financial assistance.

The agency may terminate assistance to a program participant who violates program requirements. However, barring any safety issues or concerns, the household should be discussed via a case conference that includes members of the PSH Admissions Committee.

PSH Providers will:
   (1) Provide written notice to the program participant containing a clear statement of the reasons for violation/termination.
   (2) Provide a review of the decision, in which the program participant is given the opportunity to present written or oral objections before an organizational representative other than the person (or a subordinate of that person) who made or approved the termination decision.
   (3) Provide prompt written notice of the final decision to the program participant. The aforementioned documentation must also be submitted to DSS/Homeless Services/CES.

HMIS Reporting

PSH agencies are required to report program participant-level data, such as the number of persons served, demographic information and financial assistance provided in the Homeless Management Information System (HMIS) database.

Please note that domestic violence assistance providers may, in lieu of HMIS, use a comparable system. Such providers are responsible for meeting all HMIS data standards and reporting requirements regardless of the data collection system used.

Outcome Measures

Partnering agencies should meet the outcome measures established in the CoC Report Card.

Veterans

The CoC is committed to ending Veteran homelessness. If/when a veteran is identified at CES for Prevention, Diversion, Rapid Rehousing, or Permanent Supportive Housing, the worker must update the HMIS record. This provides the basis for a robust service response that includes: Coordination with Veterans Administration (VA) for HUD-VASH and SSVF and prioritizing non-VA eligible Veterans for CoC assistance.

APPENDIX A.

KEY COORDINATED ENTRY DOCUMENTS

Case Conference Request Form

Client Name: _____ Case Manager: _____

Person requesting Conference: _____ Title: _____

Who needs to attend	Agency/Phone	In-Person/Phone

Client Notified of Case Conference: Date_____ Time_____ By Whom_____

Is there a signed release for all agencies listed above? Y or N (Circle one and attach the signed form)

Purpose of Case Conference

_____

_____

_____

_____

_____

Overall assessment of client's status and needs; Include progress in Service Plan areas:

_____

_____

_____

_____

_____

Signature of Requestor: _____   Signature of Program Manager: _____

Date: _____   Date: _____

Case Conference Disposition:

Case Conference Request Approved: Y / N

Reason:

_____

_____

_____

Case Conference Approver's Name: _____

Case Conference Approver's Signature: _____

Date Signed: _____

Case Conference Summary

Client Name: _____   Case Manager: _____

Person requesting Conference: _____   Title: _____

Case Conference Date/Time: _____

Participants	Agency/Phone	In-Person/Phone

Client Present? Y or N (Circle one)

Is there a signed release for all agencies present? Y or N (Circle one)

Purpose of Case Conference

_____

_____

_____

_____

_____

Action Steps (please include Housing plan with SMART goals and submit to Coordinated Entry within 48 hours):

_____

_____

_____

_____

_____

Requester signature: _____   Program Manager Signature: _____

Date:_____   Date:_____

APPENDIX B.
Involuntary Shelter Discharges Guidelines

Behaviors that present significant health and safety risks will not be tolerated inside the shelter. At time of orientation, new guests will be briefed that illegal behavior will not be tolerated and that guests are required to interact with one another in a civil and positive manner. Aggressive behavior intended to bring harm to self or others is not acceptable. Guests who have been using alcohol and/or drugs will be admitted to shelter only if they agree to follow established health and safety rules. All Guests coming into shelter will be notified of the items prohibited from entering the shelter (i.e.: alcohol, controlled substances, illegal drugs, and weapons). Approved medications will be stored by the shelter and will be made available to individuals as prescribed.

There are other behaviors that may not warrant immediate dismissal, but cannot be tolerated over the long term. The Shelter Director must use good judgment when applying a corrective action for such infractions; taking into account the primacy of protecting the health and safety of shelter staff and Guests. The corrective action will typically be a progressive disciplinary action (i.e. verbal warning, behavior contract, dismissal, etc.) as well as implementation of strategies to curb the behavior (case conferencing, etc.).

Below is a grid of inappropriate behaviors and the actions that may be taken if a shelter guest exhibits the behavior. Any involuntary discharges should be noted in the alert section of HMIS upon discharge, indicating length of 'do not admit' status.

Violation	Action	Readmission Guidelines
Possession of an prohibited item: Weapon (with the intent to cause harm to self or others)	Immediate dismissal- notify police	30 to 60 day stay-away/behavior contract (may be longer, determined by circumstance).
Illegal controlled substances and/or illegal drugs/paraphernalia	Immediate dismissal and follow destruction protocol if staff are in possession of it	30 to 60 day stay-away/behavior contract
Legal mind/mood altering substances (i.e. alcohol, K2, bath salts etc.) and/or paraphernalia	Progressive disciplinary action.	30 to 60 day stay-away/behavior contract.
Assault	Immediate dismissal-call police if warranted	90 day stay-away/behavior contract

Threats Direct-Verbal (threat posing an immediate danger to self or others)	Immediate dismissal	30 to 60 day stay-away/behavior contract
In-direct Verbal	Progressive disciplinary action.	30 to 60 day stay-away/behavior contract
Other criminal behavior	Immediate dismissal call police if warranted	30 to 60 day stay-away/behavior contract
Destruction of property (facility)	Immediate dismissal call police if warranted	30 to 60 day stay-away/behavior contract
Destruction of property (guest)	Immediate dismissal call police if warranted	30 to 60 day stay-away/behavior contract

Please note: Partner Agencies should document all incidents using their agencies incident reporting process.

Case Conference:

Households that are not doing well in conjunction to their housing plan, a case conference must be held with coordinated entry prior to discharge.

CoC Policies

Prince William Area Continuum of Care

Governance Committee

Elijah Johnson, Chair
LoToya Bass
Allan Jones
Lula Kelly
Ronald King
Deb Rapone

Prince William Area CoC
Community-Based Grants
Application Policies, Procedures, and Processes

To ensure a fair and competitive process and the best projects are funded, community based grants will be handled in the following manner.

1. Prince William County Department of Social Services (PWC DSS) will annually announce that the funds are available for HUD, State, and Other Community Based Grants. The announcements will be posted on the CoC webpage, and e-mails will be sent to all CoC stakeholders and to the Washington D.C. Metropolitan Council of Governments.

2. The Program Analysis and Ranking Committee (PAR) and DSS will develop an application for new projects to include a scoring tool. In addition, the PAR committee will evaluate the performance of projects eligible for renewal.

3. The PAR Committee must be comprised of reviewers that do not have an application in the competition. All members of the PAR Committee must sign the conflict of interest, confidentiality, and non-disclosure statements.

4. Applicants will submit the new project application to the Collaborative Applicant by the established deadline. The Collaborative Applicant will submit all applications to the PAR Committee for review and ranking. All applicants must sign the lobbying and truth statement on the new project application. The PAR Committee will determine the new project application submission deadline. Any applications submitted after the established deadline will **NOT** be considered for funding.

5. Renewals projects will be evaluated and ranked using the following steps.
   - The PAR committee will review the evaluation criteria with renewal projects.
   - Renewal projects will have the opportunity to discuss the proposed performance standards.
   - Renewal applicants will follow the submission timeline.
   - The objective evaluation tool will score the renewal project.
   - The Collaborative Applicant will send scores to all renewal projects for review.
   - Renewal applicants may appeal the results.
   - The PAR committee will rank the renewal projects.

6. The PAR Committee will make a final recommendation to the CoC At Large for final approval. If the CoC does not approve the applicants recommended by the PAR Committee, the disapproved applicant(s) will be dropped and the next eligible applicant will be funded. If no additional eligible applicants exist, DSS will submit an application on behalf of the CoC.

Governance Committee
Elijah Johnson, Chair
LoToya Bass
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Prince William Area Continuum of Care Reallocation Process

Summary:

- *WHAT: Reallocation* refers to the process by which a CoC shifts funds in whole or in part from existing CoC-funded projects that are eligible for renewal to create one or more new projects.
- *WHY*: Reallocating funds is one of the most important tools by which CoCs can make strategic improvements to their homelessness system.
- *WHEN*: Guided by an overall strategic plan, in which the CoC assesses existing projects for their performance and effectiveness in ending homelessness.
- *HOW:* CoCs should strive to match their inventory of projects to the needs of people experiencing homelessness within the CoC.

Source: http://usich.gov/resources/uploads/asset_library/FINAL_Reallocation_Tool_09_30_14.pdf

Preface:

The Program Analysis and Ranking Committee (PAR) will take the lead in this process and identify subcommittees needed to address specific assessment areas. The PAR Committee and the Lead Agency- Prince William County Department of Social Services will develop a timeline for the process to assure progress.

Process:

1. Prince William Area's CoC reallocation process will begin with a needs/gaps analysis.
2. The analysis will look at beds available, PIT data, homeless demographics, HIMIS data and other local data to determine the needs of the homeless in the community.
3. Based on the needs in the community, funds will be reallocated from lower priority HUD-funded projects to higher priority projects that meet a larger need/gap.
4. The CoC will reallocate funds for the following reasons:
   a. To support higher priority projects consistent with The U. S. Department of Housing and Urban Development recommendation for creating new projects.
   b. Poor or underperforming programs: The CoC will evaluate federal, state, and local projects against the CoC agreed upon outcomes. Programs that fail to meet the required outcomes after given a chance to improve will have funds reallocated to another higher performing project or to a new higher priority project.

Prince William Area
Continuum of Care

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c. Voluntarily giving up HUD funds: If a Sub-recipient can no longer provide CoC funded services to the community for any reason, the funds will be available for competition to higher priority programs. The programs will compete for funds through an open competition and will be ranked based on objective criteria. The program with the highest score will be added to the CoC project application.

d. Regardless of how funds are reallocated, a plan will be put into place to ensure clients served by the program losing HUD funds will have access to appropriate services.

e. CoC approved Reallocation of funds will happen prior to the due date of the Grant Inventory Worksheet.

Prince William Area
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Prince William Area Continuum of Care

Appeals Policy

For applications not recommended for funding by the PAR Committee or the CoC, the applicants will have two business days from the date of the CoC meeting in which funding decisions were made to submit an appeal to the Collaborative Applicant, Prince William County-Department of Social Services (DSS) via email (by COB). For example; Monday (meeting) – Wednesday (appeal submitted); Tue-Th; Wed-Fri; Th-Mon; and Fri-Tue.

The PAR Committee presents projects not selected for funding with a written notice. The notice details general information regarding the PAR Committee's decision not to fund the project. Applicants may request more detailed information regarding the PAR Committee decision in writing.

Within two business days of receiving the appeal request, DSS will organize an Appeals Panel. The Appeals Panel will consist of three persons of whom two will be from the DSS Advisory Board and at least one from the PWC Office of Management and Budget. If necessary, one Appeals Panel member may be present via conference call. At least two panel members must be physically present.

The Appeals Panel will review the letter(s) of appeal and meet with the applicant(s) and a member of the PAR Committee. A DSS designee will be present during the appeal to address any questions regarding the grant requirements. The letter of appeal should clearly demonstrate the reason for appeal and desired outcome. Each applicant and PAR Committee member will have no more than ten minutes to present their appeal or decision not to fund to the panel. DSS will have one business day after the appeal hearing to inform the applicant(s) of the Appeal Panel's decision.

If the decision of the CoC is upheld by the Appeals Panel, the grant application timeline resumes. If the Appeals Panel overturns the decision of the CoC, the Collaborative Applicant will execute any needed administrative duties and responsibilities.

Prince William Area Continuum of Care

Model Emergency Transfer Plan for Victims of Domestic Violence, Dating Violence, Sexual Assault, or Stalking

Emergency Transfers

The Prince William Area (PWA) Continuum of Care (CoC) is concerned about the safety of its tenants, and this concern extends to tenants who are victims of domestic violence, dating violence, sexual assault, stalking, or human trafficking. In accordance with the Violence Against Women Act (VAWA),[1] the PWA CoC has developed this emergency transfer plan that allows tenants of permanent supportive housing and rapid re-housing projects that receive federal, county, or state funds who are victims of domestic violence, dating violence, sexual assault, stalking, or human trafficking to request an emergency transfer from the tenant's current unit to another unit. All recipients and subrecipients of federal, county, or state funds for permanent supportive housing and rapid re-housing projects must follow this plan. All recipients and subrecipients of federal, county, or state funds for permanent supportive housing and rapid re-housing projects must follow the CoC's Emergency Transfer Plan, must ensure that the CoC's Emergency Transfer Plan contains no information regarding individual clients and is publicly available whenever feasible (e.g. by posting the plan in a publicly visible location at project sites and making the plan available to participants and community partners upon request. The housing

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[1] Despite the name of this law, VAWA protection is available to all victims of domestic violence, dating violence, sexual assault, and stalking, regardless of sex, gender identity, or sexual orientation.

(Adopted: xx/x/xx)

provider must also ensure that refusal of a transfer unit is not a basis for terminating a tenant from assistance. Providers are encouraged, when possible, but not required to bear moving costs related to emergency transfers. As necessary, providers are encouraged to work with survivors to identify ways to pay for moves associated with emergency transfers – note that moving costs are an eligible Supportive Service Expense under the CoC Program.

The opportunity to request a transfer is available regardless of sex, gender identity, or sexual orientation.[2] The ability of the PWA CoC to honor such requests for tenants currently receiving assistance, however, may depend upon a preliminary determination that the tenant is or has been a victim of domestic violence, dating violence, sexual assault, stalking or human trafficking; and on whether the PWA CoC has another dwelling unit that is available and is safe to offer the tenant for temporary or more permanent occupancy.

This plan identifies tenants who are eligible for an emergency transfer, the documentation needed to request an emergency transfer, confidentiality protections, how an emergency transfer may occur, and guidance on safety and security. This plan is based on a model emergency transfer plan published by the U.S. Department of Housing and Urban Development (HUD), the Federal agency that oversees that the PWA CoC is in compliance with VAWA.

Eligibility for Emergency Transfers

A tenant who is a victim of domestic violence, dating violence, sexual assault, stalking, or human trafficking, as provided in HUD's regulations at 24 CFR part 5, subpart L is eligible for an emergency

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[2] Housing providers cannot discriminate on the basis of any protected characteristic, including race, color, national origin, religion, sex, familial status, disability, or age. HUD-assisted and HUD-insured housing must be made available to all otherwise eligible individuals regardless of actual or perceived sexual orientation, gender identity, or marital status.

PWA CoC Emergency Transfer Plan – Based on Form HUD-5381
Based on U.S. Department of Housing and Urban Development
OMB Approval No. 2577-0286

(Adopted: xx/x/xx)

transfer, if: the tenant reasonably believes that there is a threat of imminent harm from further violence if the tenant remains within the same unit. If the tenant is a victim of sexual assault, the tenant may also be eligible to transfer if the sexual assault occurred on the premises within the 90-calendar-day period preceding a request for an emergency transfer.

A tenant requesting an emergency transfer must expressly request the transfer in accordance with the procedures described in this plan.   Tenants who are not in good standing may still request an emergency transfer if they meet the eligibility requirements in this section.

Emergency Transfer Request Documentation

To request an emergency transfer, the tenant shall notify the management office of the permanent supportive housing, or rapid re-housing project where they are residing and submit a written request for a transfer to:

Current Housing Program Provider

Projects will provide reasonable accommodations to this policy for individuals with disabilities. The tenant's written request for an emergency transfer should include either:

1. A statement expressing that the tenant reasonably believes that there is a threat of imminent harm from further violence if the tenant were to remain in the same dwelling unit assisted under the relevant permanent supportive housing or rapid re-housing program; or

2. A statement that the tenant was a sexual assault victim and that the sexual assault occurred on the premises during the 90-calendar-day period preceding the tenant's request for an emergency transfer.

Housing providers must retain records of all emergency transfer requests and outcomes.

Confidentiality

The housing provider will keep confidential any information that the tenant submits in requesting an

(Adopted: xx/x/xx)

emergency transfer, and information about the emergency transfer, unless the tenant gives the housing provider written permission to release the information on a time limited basis, or disclosure of the information is required by law or required for use in an eviction proceeding or hearing regarding termination of assistance from the covered program. This includes keeping confidential the new location of the dwelling unit of the tenant, if one is provided, from the person(s) that committed an act(s) of domestic violence, dating violence, sexual assault, or stalking against the tenant. See the Notice of Occupancy Rights under the Violence Against Women Act For All Tenants

(form HUD 5380 is available by scrolling down for the form in the list provided at this link

https://www.hud.gov/program_offices/administration/hudclips/forms/hud5a) for more information about housing providers' responsibility to maintain the confidentiality of information related to incidents of domestic violence, dating violence, sexual assault, or stalking.

Emergency Transfer Timing and Availability

The PWA CoC cannot guarantee that a transfer request will be approved or how long it will take to process a transfer request. The Housing Provider will, however, act as quickly as possible to secure an internal emergency transfer (i.e., to move a tenant who is a victim of domestic violence, dating violence, sexual assault, stalking or human trafficking to another unit, subject to availability and safety of a unit available within that provider agency's portfolio). If a tenant reasonably believes a proposed transfer would not be safe, the tenant may request a transfer to a different unit. If a unit is available, the transferred tenant must agree to abide by the terms and conditions that govern occupancy in the unit to which the tenant has been transferred. The housing provider may be unable to transfer a tenant to a particular unit if the tenant has not or cannot establish eligibility for that unit. At the tenant's request, the Housing Provider will also assist tenants in contacting ACTS Domestic Violence Services (ACTS), the local organization offering assistance to victims of domestic violence, dating violence, sexual assault,

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stalking, or human trafficking. ACTS DV's hotline services are available 24 hours per day, seven days per week by calling 703-221-4951 - Hot Line   Prince William Area: 703-368-4141

If the housing provider has no safe and available units for which a tenant who needs an emergency transfer is eligible, the housing provider will refer the tenant to INFOLINE (888-887-3418) and the local Coordinated Entry System (CES) 703-792-3366, which will assist the tenant in identifying other housing providers who may have safe and available units to which the tenant could move. At the tenant's request, INFOLINE and the local CES will also assist tenants in contacting ACTS and CES will retain records for all the emergency transfer requests they receive and the outcomes of those requests.

For individuals and families who qualify for an emergency transfer but a safe unit is not immediately available for an internal emergency transfer, the CES shall ensure that the individual or family receives priority over all other applicants for permanent supportive housing and rapid rehousing projects provided that the individual or family meets all eligibility criteria required by federal, state, or CES Policies and Procedures or the terms of the source through which the project is funded; and the individual or family meets any additional criteria or preferences established for specific subpopulations in accordance with fair housing and equal opportunity requirements. The individual or family shall not be required to meet any other eligibility criteria or preferences for the project. The individual or family shall retain their original homeless or chronically homeless status for the purposes of the transfer.

In accordance with the CoC Program Interim Rule, CoC Tenant-based Rental Assistance program participants who have complied with all program requirements during their residence and who have been a victim of domestic violence, dating violence, sexual assault, or stalking, and who reasonably believe they are imminently threatened by harm from further domestic violence, dating violence, sexual assault, or stalking (which would include threats from a third party, such as a friend or family member of the perpetrator of the violence), if they remain in the assisted unit, and are able to document the violence

(Adopted: xx/x/xx)

and basis for their belief, may retain the rental assistance and move to a different Continuum of Care geographic area if they move out of the assisted unit to protect their health and safety. Recipients and subrecipients of CoC funds must maintain the documentation related to transfers to a different CoC as required by the CoC Program Interim Rule.

Non-transferring Family Members

If the family separates in order to effect an emergency transfer, and the person vacating the unit was the person who qualified the family for assistance, unless otherwise prohibited by the terms of a federal, county, or state funding stream the housing provider must provide the remaining tenant(s) until lease expiration to establish eligibility to remain in the unit or find alternative housing. In accordance with VAWA, all housing providers, except those receiving CoC program funds, must provide the remaining tenant(s) at least ninety calendar days, or until lease expiration, with a possible 60-day extension to establish eligibility for the existing program, establish eligibility for another program, or find alternative housing. In accordance with the CoC Program Interim Rule, all CoC funded projects must provide housing to the remaining tenant(s) until lease expiration to establish eligibility to remain in the unit or find alternative housing. In all cases, remaining tenants are obligated to pay rent based on the usual program requirements.

Safety and Security of Tenants

Pending processing of the transfer and the actual transfer, if it is approved and occurs, the tenant is urged to take all reasonable precautions to be safe. Tenants who have been victims of any form of interpersonal violence (domestic violence, dating violence, sexual assault, stalking, human trafficking) are encouraged to contact providers who specialize in safety planning and access to protections from ongoing abuse. In the Prince William Area, ACTS is the comprehensive access point for these services (as well as survivor and family counseling services) 703-221-4951 - Hot Line; Prince William Area: 703-

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368-4141 or learn more about services online at https://www.actspwc.org/get-help/domestic-violence or by calling the Virginia Statewide Hot Line 800-838-VADV (8238) or the Virginia Sexual and Domestic Violence Action Alliance at http://www.vsdvalliance.org/

If tenants prefer to seek assistance outside of local resources (not ACTS), they are encouraged to reach out to national hotlines that can direct them to possible assistance. These hotlines may refer victims back to their local provider, however, they may be of assistance to some who seek services in other areas. These hotlines or resource centers include:

- Virginia Statewide Hot Line 800-838-VADV (8238)

- Virginia Crime Victim Assistance – INFOLINE 888-887-3418

- Virginia Sexual and Domestic Violence Action Alliance at http://www.vsdvalliance.org/

National Resources include:

- National Domestic Violence Hotline at 1-800-799-7233. For persons with hearing impairments, the national hotline can be accessed by calling 1-800-787-3224 (TTY). (domestic violence)

- Rape, Abuse & Incest National Network's National (RAINN) Sexual Assault Hotline at 800-656-HOPE, or visit the online hotline at https://ohl.rainn.org/online/. (sexual assault or incest)

- National Center for Victims of Crime's Stalking Resource Center at https://www.victimsofcrime.org/our-programs/stalking-resource-center.

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