**Regional Committee Plan**

Regional Committees within the NC Balance of State CoC (NC BoS) will design coordinated assessment plans using this form. Plans are due to the Coordinated Assessment Council of the BoS Steering Committee in fall 2014 (firm deadline to be established once ESG and CoC application timelines are known).

Regional Committee: Counties served:

Elected Coordinated Assessment Lead: Regional Lead:

Chatham Chatham Asia Elzein Asia Elzein

# ACCESS TO SYSTEM

Regional Committees within the NC BoS will use one of two approved coordinated assessment models. Please indicate your Regional Committee model below (choose one):

 **Designated agency(s)** administer both emergency response screening and VI-SPDAT assessment tool and make program referrals for the system

 **All agencies** will uniformly administer both emergency response screening and VI-SPDAT assessment tool and make program referrals

List of agencies administering emergency response screening:

## Family Violence and Rape Crisis Services; Chatham County Housing Authority; Chatham County Department of Social Services; Chatham County Housing Initiatives

Agencies acting as coordinated assessment sites within Regional Committee:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Agency** | **Administering the Emergency Response Screening** | **VI-SPDAT for families, individuals or both** | **Number of staff for coordinated assessment** | **Time/week for staff to do coordinated assessment** | **Schedule of staff available for coordinated assessment (example: Mon-Fri, 8 am****– 5 pm)** |
| FVRC | **YES****NO** | **Families only Individuals only Both****Neither** | 1 | 5 hours | Mon, Tues, Fri, 9-5 |
| Housing Authority | **YES NO** | **Families only Individuals only Both****Neither** | 1 | 5 hours | Tue & Thur 9-5 |
| Dept. of Social Services | **YES NO** | **Families only Individuals only Both****Neither** | 1 | As needed | 8-4:30Mon-Fri |
| Schools | **YES NO** | **Families only Individuals only Both****Neither** | 1 | As needed | 8-4:30Mon-Fri (?) |
| Housing Initiatives | **YES NO** | **Families only Individuals only Both****Neither** | 1 | 5 hours | Mon & Wed 9-5 |
|  | **YES NO** | **Families only Individuals only Both****Neither** |  |  |  |
|  | **YES NO** | **Families only Individuals only Both****Neither** |  |  |  |

How will individuals access homeless programs in your community? (Should correspond to diagram for individual access in Appendix C)

## There will be four main access points for services. Chatham County Housing Authority/Chatham Housing Initiatives, Chatham County Public Schools, Chatham County Department of Social Services and Family Violence and Rape Crisis Services. Each agency will be trained and prepared to screen, assess and make appropriate referrals for homeless individuals and families. If a household presents as homeless after 5 pm, and is fleeing domestic violence or sexual assault, FVRC staff will assist these people in finding emergency shelter and other services. Households not fleeing DV/SA after business hours can access emergency services using existing resources, for example people in mental health crisis can call Cardinal’s 24 hour access line. FVRC will refer households needing shelter that are not fleeing DV/SA to shelters out of county. To formalize the process for out-of-county referrals, FVRC will contact staff at the Family Violence Prevention Center of Orange County and the Durham Crisis Response Center for DV clients and FVRC will contact staff at Allied Churches of Alamance County and Urban Ministries in Durham for non-DV clients. .

## With no in-county shelter that accepts referrals, agencies will administer the VI-SPDAT within 7 days of a household entering emergency services. Households will be referred to Rapid Rehousing or Permanent Supportive Housing programs based on their score on the VI-SPDAT.

How will families access homeless programs in your community? (Should correspond to diagram for family access in Appendix C)

## Same as above – Chatham County Schools employees will only administer the prevention and diversion screen for households that meet the HUD homeless definition.

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

 Yes No

If yes, what happens if a household is unable to access transportation?

## Partners will work together to help provide transportation as needed. Chatham Transit will be used when possible. Only limited funds are available, based on eligibility of client. Agencies may provide transportation as staffing permits.

How is coordinated assessment advertised in your community? (check all that apply)

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✔ All agencies aware Posters Billboards Media stories

\_\_

\_\_

\_\_

\_\_

✔ Flyers

Stickers Community Forum ✔ Other (Please describe:

\_\_

\_\_

\_\_

 Meetings, word of mouth )

How does your community connect coordinated assessment to existing systems? Please describe what is available locally and how the systems overlap and interact.

Prevention services:

DSS emergency funds, Salvation Army, JOCCA and community churches routinely provide prevention services and emergency funds for rent, utilities, transportation. All funds are available on a limited basis. Clients will be referred to appropriate agency for assistance based on screening and assessment. The homeless education liaison will administer the prevention/diversion screen for households that meet the HUD homeless definition.

Veterans Affairs:

## The Chatham County Housing Authority (through a partnership with the Durham VA Hospital) and Family Endeavors provide specialized services for homeless prevention and housing services. The Chatham County Housing Authority only takes referrals from the VA hospital. Family Endeavors will accept referrals from any agency.

Faith-based poverty programs:

## Numerous community churches and community food banks provide emergency assistance. Clients will be referred to churches if they are requesting emergency assistance. FVRC assist clients with obtaining vouchers and making appointments to CORA, a community food bank.

Mental health services:

Permanent supportive housing is available through our local mental health entity. We also network with UNC hospitals when some need hospitalization for mental health needs. Other mental health providers may make referrals for services. Cardinal Innovations require service providers work with the applicant on documenting eligibility and providing verification needed to submit an application because of the documentation and clinical nature of the referral application.

Legal/judicial system, including law enforcement and prisons:

Law enforcement/legal and judicial systems make referrals to domestic violence shelter. Law enforcement will contact domestic violence shelter--when they respond to or encounter a person who is fleeing a dv or sa situation--to help find and transport that person to a domestic violence shelter. If there are children involved, law enforcement will contact the child protective service department of DSS to do screenings and assessments and make arrangements for the children and the family.

Department of Social Services (if multiple DSS agencies within Regional Committee, please discuss each agency):

## Chatham County DSS through their work first and child protective services programs, have emergency funds for at-risk and homeless families in Chatham co. They will assess the needs of the family and refer them to the appropriate program.

**REFERRALS**

Please describe how the referral process will work in your community. If clients need to transfer agencies in the referral process, please describe how this will be done.

## The four contact agencies will be available to screen, assess clients and make referrals. Referring agency will contact referral with information with permission of client.

With no in-county shelter that accepts referrals, agencies will administer the VI-SPDAT within 7 days of a household entering emergency services. Households will be referred to Rapid Rehousing or Permanent Supportive Housing programs based on their score on the VI-SPDAT.

Are transportation funds/resources provided?

Yes No

If yes, please describe resources, to whom they are available, and how and when they are accessed.

## Partners will work together to help provide transportation as needed. Chatham Transit will be used when possible. Only limited funds are available, based on eligibility of client. Agencies may provide transportation as staffing permits.

Are forms sent with clients and/or included in HMIS?

Yes No

If yes, please describe:

Agencies will transmit information from the client forms by phone or by secure email to other agencies.

Does your Regional Committee use real-time bed availability?

Yes No

If yes, please describe:

What is the process for agencies that do not want to accept referrals coming from coordinated assessment?

## Agencies will share their criteria for accepting referrals. When an agency cannot accept a referral, they will notify the referring agency so that the referring agency can explore other options with the client.

What is the grievance process for individuals who do not agree with their referral?

## Individuals can file a grievance orally or in writing with the Coordinated Assessment Lead. The situation will be reviewed by a committee of at least three members of the regional committee and will respond to the individual within 3-10 days. If the Regional Committee is unable to resolve a grievance locally, the Coordinated Assessment Lead will forward the grievance to the BoS Coordinated Assessment Council (CAC) for review.

How does your Regional Committee handle waitlists for programs? Please include information for how this waitlist is created, stored, and updated and the agency/person responsible.

Agencies do not currently maintain or have need for waitlists for most programs.

The Chatham County Housing Authority (CCHA) has a waitlist for Housing Choice Voucher (Section 8) program.

HUD requires CCHA to place all families that apply for assistance on a waiting list. CCHA maintains a clear record of all information required to verify that the family is selected from the waiting list according to CCHA’s selection policies [24 CFR 982.204(b) and 24 CFR 982.207(e)]. The family must submit an application that provides CCHA with information needed to determine the family’s eligibility. The completed application will be dated and time stamped upon its return to the Housing Authority. Placement on the waiting list does not indicate that the family is, in fact, eligible for assistance. A final determination of eligibility will be made when the family is selected from the waiting list.

CCHA will close the waiting list when the estimated waiting period for housing assistance for applicants on the list reaches 24 months for the most current applicants.

CCHA will announce the reopening of the waiting list at least 10 business days prior to the date applications will first be accepted. CCHA will give public notice by publishing the relevant information in suitable media outlets.

The waiting list will be updated annually to ensure that all applicants and applicant information is current and timely. To update the waiting list, CCHA will send an update request via first class mail to each family on the waiting list to determine whether the family continues to be interested in, and to qualify for, the program. This update request will be sent to the last address that CCHA has on record for the family. The update request will provide a deadline by which the family must respond and will state that failure to respond will result in the applicant’s name being removed from the waiting list.

As vouchers become available, families on the waiting list must be selected for assistance in accordance with the policies indicated above. This waitlist is not shared with other agencies.

No other agency has a waitlist. FVRC's shelter, Garden Place, is first-come-first-serve, and crisis takes priority. Advocates check in with the shelter's director for bed availability as requests for shelter are made. If there is no availability in Garden Place, then the advocates will check for availability at other dv shelters in the surrounding counties. There has been no need for a waitlist for PSH or RRH thus far.

As the need for waitlists arise, the Chatham Regional Committee will appoint a person, or a position, to oversee the local waitlist and waitlist process.

Please include the full list of program rules for each agency participating in coordinated assessment in Appendix A. Please indicate below which rules are specifically required by funders.

FVRC's shelter only provides emergency shelter to victims of domestic and sexual violence. The Rapid Rehousing program only provides services to persons who are currently homeless

Rules and regulations regarding the CCHA's Housing Choice Voucher program are found in 24 CFR Part 982. DSS Program Rules

200% program under work first. This program can assist clients in paying up to $600 towards costs that help maintain self-sufficiency.

Emergency Assistance program—will also help with costs to help clients maintain self-sufficiency, this program will not however cover rent or mortgage costs.

\*Clients must be able to prove they can maintain the cost/expense after receiving the assistance. \* Permanent Supportive Housing Eligibility

In order to be considered for the Permanent Supportive Housing Program, a person must be homeless, disabled, and have a very-low income. In the case of a homeless household, at least one member must be disabled. Because of the documentation and clinical nature of the referral application Service Providers work with the applicant on documenting eligibility and providing verification needed to submit an application.

Permanent Supportive Housing Eligibility

In order to be considered for the Permanent Supportive Housing Program, a person must be homeless, disabled, and have a very-low income. In the case of a homeless household, at least one member must be disabled. Because of the documentation and clinical nature of the referral application Service Providers work with the applicant on documenting eligibility and providing verification needed to submit an application.

Coordinated assessment will help communities to identify gaps in services. How will your community address these gaps as they become apparent?

## As agencies encounter individuals who we are unable to refer for services in the county, we will discuss those gaps during our monthly regional committee meeting; and a strategy will be developed among the partners to address the gaps. Churches will be asked to help with some gaps because they have the most flexibility in some circumstances because they do not have restrictions from funders. We may also consider applying for grants that would address the gaps and delegating the task to the agency most suitable for managing it.

**OVERSIGHT**

The Coordinated Assessment Lead will be tasked with reporting about coordinated assessment on measures set by the Coordinated Assessment Council. Will your Regional Committee engage in further measures (e.g. including weekly case management meeting to case conference, monthly provider meeting to assess system flow, elected group to monitor local grievances)? Please describe below.

## Monthly meeting will assess flow and identify strategies for addressing gaps. A subset of the group will monitor local grievances. The Chatham Regional Committee will discuss coordinated assessment at the monthly Regional Committee meeting. The Committee will submit quarterly coordinated assessment outcome reports to the CAC.