

Coordinated Entry Protocols

Juneau Coalition on Housing and Homelessness

March 1, 2019

revised December 1, 2020

# Non-Discrimination

The participants in the Juneau Coalition on Housing and Homelessness commit to providing programs and services for all clients regardless of actual or perceived race, color, religion, national origin, age, gender identity, pregnancy, citizenship, familial status, household composition, disability, Veteran status, or sexual orientation. No client will be turned away from crisis response services or homeless designated housing due to lack of income, lack of employment, disability status, or substance use. If you feel any of our participating organizations have violated the intent of this declaration, we encourage you to talk to them. If you are not comfortable talking to them, please contact:

The Alaska Coalition on Housing and Homelessness, Board of Directors

Executive Director: Brian Wilson

Phone: (907) 523-5660

E mail: director@alaskahousing-homeless.org

Post: 319 Seward Street, Suite 7

 Juneau, AK 99801

It is the policy of the City and Borough of Juneau to eliminate unlawful discrimination based on race, color, age, religion, sex, familial status, disability, sexual orientation, gender identity, gender expression, or national origin. The ordinance also prohibits discrimination in housing, employment, or public accommodations. The ordinance specifically prohibits intimidation or retaliation based on the factors above. For details, refer to:

Ordinance of the City and Borough of Juneau, Alaska

Serial No. 2016-23(d)

An Ordinance amending the City and Borough of Juneau Code to Add a New Title on Equal Rights

<https://beta.juneau.org/manager/anti-discrimination>

# Participants

Coordinated Entry (CE) is a community wide approach to housing the most vulnerable. Participation in CE enrollments is encouraged by all applicable community members. Any projects funded by Continuum of Care (CoC), Emergency Services Grants (ESG) and Basic Homeless Assistance Program (BHAP) are required to fill open slots from the priority list.

Organizations not required to participate have signed a Memorandum of Understanding (MOU) to follow case conferencing policies and procedures.

Participating organizations as of this publication date are listed below. A current list of participating organizations can be found on the City and Borough of Juneau’s web site:

[**https://beta.juneau.org/housing/ce\_participants**](https://beta.juneau.org/housing/ce_participants)

|  |
| --- |
| *Alaska Coalition on Housing and Homelessness* |
| *Alaska Housing and Finance Corporation* |
| *Alaska Housing Development Corporation* |
| *AWARE* |
| *Bartlett Regional Hospital* |
| *Capital City Fire & Rescue (CCFR)* |
| *City and Borough of Juneau* |
| *Family Promise* |
| *Gastineau Human Services* |
| *Glory Hall* |
| *Juneau Housing First Collaborative (JHFC)* |
| *JAMHI Health and Wellness* |
| *Polaris House* |
| *Saint Vincent de Paul Juneau* |

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# Acronyms

AHFC Alaska Housing & Finance Corporation

AKCH2 Alaska Coalition on Housing and Homelessness

BHAP Basic Homelessness Assistance Program

BoS Balance of State

CBJ City and Borough of Juneau

CE Coordinated Entry

CES Coordinated Entry System

CCT Case Conferencing Team

CoC Continuum of Care

DLO Designated Lead Organization

DV Domestic Violence

ESG Emergency Services Grant

AKHMIS Alaska Homeless Management Information System

HUD United States Department of Housing and Urban Development

ICA Institute of Community Alliances

JCHH Juneau Coalition on Housing and Homelessness

MOU Memorandum of Understanding

PO Participating Organization

PPI Protected Personal Information

PSH Permanent Supported Housing

RRH Rapid Rehousing

TH Transitional Housing

VI-SPDAT Vulnerability Index - Service Prioritization Decision Assistance Tool 2.0

# Summary

"*Coordinated entry is an important process through which people experiencing or at risk of experiencing homelessness can access the crisis response system in a streamlined way, have their strengths and needs quickly assessed, and quickly connect to appropriate, tailored housing and mainstream services within the community or designated region. Standardized assessment tools and practices used within local coordinated assessment processes take into account the unique needs of children and their families as well as youth. When possible, the assessment provides the ability for households to gain access to the best options to address their needs, incorporating participants’ choice, rather than being evaluated for a single program within the system. The most intensive interventions are prioritized for those with the highest needs*." Opening Doors, p. 57

These protocols outline how the Juneau Coalition on Housing and Homelessness (JCHH) implements its Coordinated Entry System in compliance with the Alaska Coalition on Housing and Homelessness (AKCH2) [Coordinated Entry Policies and Procedures](http://www.alaskahousing-homeless.org/coordinated-entry/) (adopted 1/22/2018).

Please submit proposed changes or corrections to:

Jesse Perry, Housing and Homelessness Services Coordinator

City and Borough of Juneau

jesse.perry@juneau.org

AND

Scott Ciambor, Chief Housing Officer

City and Borough of Juneau

scott.ciambor@juneau.org

# Geographic Area

Juneau is located in the Southeast region of Alaska and is accessed by air or ferry service. There are no roads connecting Juneau to the contiguous United States.

***Figure 1: The Juneau Coalition on Housing and Homelessness Coordinated Entry location and geographic boundary.***

The Juneau Coalition on Housing and Homelessness (JCHH) initial boundary for coordinated entry corresponds to the City and Borough of Juneau’s (CBJ’s) road service area #9 (**Figure 1**), facilitating service provision and client access.

Future expansion considerations include Borough boundaries, or could consider partnership with smaller communities in the area, such as Gustavus, Hoonah, Kake, Skagway, Haines, and Sitka. Expansion would require analysis of transportation costs and service access.

# Data Sharing and Data Privacy

Participating organizations (PO) commit to using the Alaska Homeless Management Information System (AKHMIS) or a comparable database for Victims Service Providers for the purposes of Coordinated Entry (CE) data entry and CE prioritization and reporting. Utilizing AKHMIS for CE data entry and CE reporting provides:

* Standardized intake procedures and data collection across the Coalition
* Comprehensive and consistent vulnerability prioritization
* Statistical analysis to support funding requests and programmatic changes
* Data sharing protocols and rules

A checklist of documents required for AKHMIS data collection and data sharing among PO’s is provided in:

* **Appendix A** for agencies entering data into AKHMIS and/or comparable database(s) and participating in case conferencing
* **Appendix B** for agencies who are participating in case conferencing only

These documents are available at:

<https://juneau.org/housing/coordinated-entry>

[The Alaska CoC Statewide Privacy Policy](https://static1.squarespace.com/static/54ca7491e4b000c4d5583d9c/t/5c38b7daaa4a995e380058b6/1547220955109/Data%2BSharing%2BOne-Page%2BDocument%2B-%2B2019.pdf) does not require a Release of Information (ROI) for participation in the Alaska Balance of State (BoS) CES in AKHMIS. Participating Organizations and staff must present the Alaska CoCs Consumer Notice to clients before sharing data within AKHMIS (Reference: [Alaska CoCs Consumer Notice](https://static1.squarespace.com/static/54ca7491e4b000c4d5583d9c/t/5c38b9ab21c67cd3157ba62d/1547221420044/Alaska%2BCoC%2BStatewide%2BConsumer%2BNotice%2B2019.pdf)). Clients have the right to refuse to answer any questions and to access CE without sharing their data in AKHMIS.

Juneau’s Victims Service Provider (VSP), AWARE, maintains data in a separate system comparable to the AKHMIS in accordance with HUD’s guidance on the protection of VSP data. A separate prioritization list with de-identified client information matching the Prioritization specifications set forth on page 8 will be provided as needed by AWARE for CE case conferencing.

# Designated Lead Organization

The designated lead organization (DLO) is the City and Borough of Juneau through the Housing and Homelessness Coordinator. The DLO will:

* Manage prioritization list.
* Encourage fidelity of local access points.
* Coordinate marketing efforts.
* Monitor system performance.
* Relay information between AKCH2 and the JCHH CCT.
* Maintain current points of contact, and provider contact info for community.
* Provide hour changes to AKCH2 within 24 hours, and make sure 211 (statewide information line) has the most current info.
* Communicate access point or target population changes to the statewide and local CE entities.

# Access Points

Access refers to how people experiencing a housing crisis learn that coordinated entry exists and access crisis response services (***Coordinated Entry Core Elements***, p.14). In consultation with the CCT the DLO will identify Access Points that provide intake and initial assessment services for clients. Access Points may or may not provide housing, but they can provide clients with access to housing resources.

**Appendix D** illustrates the access points and intake process. POs will try to route individuals to an organization with appropriate support services.

These are the Access Points in our CES:

* Adults without Children
	+ St. Vincent de Paul
* Adults with Children
	+ Family Promise of Juneau
* Unaccompanied Youth
	+ Shéiyi X̱aat Hít
* Households fleeing domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions (including human trafficking)
	+ AWARE

# Assessment

Through uniform assessments clients’ immediate housing situation, needs, barriers, and priority for homeless services can be determined. All Access Points use the same assessment tool and process, and staff conducting assessments will be trained to maintain consistency in assessments. Physical assessment sites should provide a private and secure setting to allow for the identification of sensitive personal information.

Long assessment processes can be traumatic for clients, but the inability to complete assessments will not bar a client from receiving services. Combining assessments is sometimes warranted: For instance, a provider may be able to provide initial triage, intake, and assessment in one sitting.

Juneau’s Gruening Park manages rental assistance and can be an early part of prevention and diversion efforts. Alaska Legal Services can provide legal assistance for those facing eviction or other legal challenges to their housing.

**Intake:** CE intake is required for all clients seeking access to Juneau’s CES. Intake assessments are completed using the [**Alaska Balance of State (BoS) Coordinated Entry (CE) Intake Assessment**](https://juneau.org/housing/coordinated-entry)forms prior to making vulnerability assessments. Separate intake forms are available for adult individuals, for families, and for youth.

**Vulnerability Assessment:** Client vulnerability is assessed using the [**Vulnerability Index – Service Prioritization Decision Assistance Tool 2.0 (VI-SPDAT 2.0)**](https://juneau.org/housing/coordinated-entry). The VI-SPDAT should be given only for those who are currently experiencing literal homelessness (i.e., in a place not meant for habitation, emergency shelter, etc…).

**Case Management:** Assessment is continuous throughout a client’s period of homelessness and residence in supported housing. The cases of hard to place clients will be regularly reviewed in Case Conferencing in order to develop alternate service options and to identify ways to mitigate a client’s barriers to housing.

# Prioritization

The Juneau CES will follow the AKCH2 Coordinated Entry Policies and Procedures for prioritization. The local “tie breaker” criterion will be the length of time on the prioritization list. Additionally, the Juneau CES would like to stress that prioritization does not change program eligibility requirements. For example, if an RRH bed specifically funded for DV were to open, a non-DV client could not take that bed. Regardless of the housing intervention type, the order of priority will always be based on length of time homeless and the severity of the service need. The severity of the service need is determined by the VI-SPDAT, so all clients seeking housing should have a VI-SPDAT score.

A person’s vulnerability or need level may be impacted by their lived experience of having a disability, and to the extent that a person’s disability has impacted their vulnerability or need level, the prioritization process may consider those factors ([**HUD**](https://www.hudexchange.info/faqs/programs/continuum-of-care-coc-program/program-requirements/coordinated-entry/my-coc-needs-to-prioritize-households-to-meet-the-requirements-of-hud/)).

Changes to these standards must be approved by the DLO and the AKCH2.

# Referrals

The Juneau CES will follow the AKCH2 Coordinated Entry Policies and Procedures for making referrals. The JCHH Case Conferencing Team (CCT) convenes monthly to identify available housing units, to refer prioritized clients to participating projects, and to identify housing options for clients who are not eligible for available housing. Members of the CCT will include case managers from participating organizations, and other PO staff who are particularly knowledgeable about clients.

CCT meetings include the following agenda items:

* Updates—Review referrals and case management plans.
* Open Units—PO’s inform the DLO of open units ahead of each meeting.
* Referrals—Referring clients highest on the priority list for open units.
* Case Management—Finding pathways to housing for individuals ineligible for open units.
* Reviewing CES Performance—Especially related to outreach and access.

If a PO does not take the highest prioritized individual or family from the Prioritization Lists to fill an available spot, the DLO shall document the reason in AKHMIS. Clients may also deny referrals. Whether denied by the PO or the client, the client will remain on the Prioritization List until the next housing opportunity is available.

**Project Eligibility:** Each CoC-, ESG-, and BHAP-funded project shall establish specific eligibility criteria that the project will use to make enrollment determinations and make these criteria available to the public. The CCT may consider project eligibility requirements when making referrals, as long as no one is screened out due to perceived barriers related to housing or services, including, but not limited to:

* little or no income
* active or past substance abuse
* domestic violence history
* resistance to receiving services
* the type or extent of a disability
* the services or supports that are needed because of a disability, a history of evictions or of poor credit
* a history of lease violations
* a history of not being a leaseholder
* a criminal record
* sexual orientation or gender identity and expression ([HUD](https://www.hudexchange.info/resource/5208/notice-establishing-additional-requirements-for-a-continuum-of-care-centralized-or-coordinated-assessment-system/))

Exceptions are state, local, or funder restrictions that prohibit projects from serving people with certain criminal convictions or other specified attributes. Eligibility requirements beyond those required by the funder will be reviewed and a plan to reduce or eliminate them will be explored by the CCT.

# Grievances

Clients should complain directly to a Participating Organization (PO) if they have concerns about:

* Discrimination
* How they were treated by PO staff
* PO conditions
* Possible violation of confidentiality agreements

Additional complaints should be routed in writing to:

The Alaska Coalition on Housing and Homelessness (ACH2), Board of Directors

Executive Director: Brian Wilson

Phone: (907) 523-5660

E mail: director@alaskahousing-homeless.org

Post: 319 Seward Street, Suite 7

Juneau, AK 99801

In a complaint the client should include details on any steps taken to resolve the issue locally. The AKCH2 Executive Director will make a determination on the validity of the grievance and next steps. Anyone who disagrees with the Executive Director’s determination may file a grievance with the Board Chair.

Board Chair: Chris Kolerok

Bering Straits Regional Housing Authority

 City and Borough of Juneau, Chief Housing Officer

 Phone: (907) 443-5256

 E mail: ckolerok@bsrha.org

# Evaluation Plan

The DLO will collaborate annually with the CCT, PO’s, AKCH2, ICA, and clients to evaluate Juneau’s CES and to complete an update these Protocols as appropriate by December, 2021.

# Training

Training for AKHMIS begins with the DLO. Prior to submitting CE data entry training requests to the HMIS Lead Organization, the DLO will train CE intake staff on the following:

* what CE is
* what the eligibility criteria are to enroll in CE
* what the employee's role is as it relates to CE
* how CE is implemented in Juneau and in the BoS
* how to complete an intake for different household types
* what the different VI-SPDAT assessments are
* how to complete a VI-SPDAT assessment with an adult individual/household/transition aged youth
* how CE and HMIS interact with one another for the purposes of case conferencing, prioritization on the different housing type lists, and referrals
* an overview of how case conferencing works in Juneau

The Trainee is then referred to the HMIS Lead Organization, Institute for Community Alliances (ICA), for additional training and access to AKHMIS. Training and access to AKHMIS is provided free to Juneau providers through a statewide grant from Alaska Housing & Finance Corporation (AHFC).

AKHMIS users train annually regarding Data Privacy and Security.

# Marketing

To ensure a comprehensive, community wide CES, efforts to market the CES will be made in as many ways possible including, but not limited to:

* Service Provider Websites
* Local Coalition Websites
* Newsletters
* Social Media
* Flyers at Known Locations Where Potential Clients Might Congregate, Including at Social Service Agencies
* Street Outreach
* Discussion at Public Events or Town Hall Meetings
* Television
* Media Releases

Additionally, he CCT in collaboration with the DLO will affirmatively market housing and supportive services to eligible persons regardless of race, color, national origin, religion, sex, age, familial status, disability or likelihood of accessing services in the absence of special outreach.