



EASTERN SIERRA CONTINUUM OF CARE (CoC) MEETING

November 13, 2023, 1:00-2:30 PM

Inyo County Health and Human Services

Zoom: **Join on your computer** <https://us06web.zoom.us/j/83070482119>

Meeting ID: **830 7048 2119** Passcode: **547199** Call in: +1-669-444-9171

AGENDA

Public Notice: In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact Inyo County HHS (760) 873-3305. Notification 24 hours prior to the meeting will enable Agency staff to make reasonable arrangements to ensure accessibility to this meeting.

- 1.0 Call Meeting to Order and Introductions**
 - 2.0 Public Comment:** This time is set aside to receive public comment on matters not calendared on the agenda.
 - 3.0 Membership Updates (Informational):** Receive information on Nichole Williamson's resignation from the Governing Board.
 - 4.0 Approval of Minutes (Action Item):** Review and consider approval of draft minutes from September 11, 2023
 - 5.0 FFY 2023 CoC Program Competition (Informational Item):** Receive an update on the 2023 CoC Program Competition grant application.
 - 6.0 ESG Application Submission (Action Item):** Request Board ratify approval and submission of 2023 ESG Balance of State Recommendation Package.
 - 7.0 HHAP 1 and 2 Update (Informational Item):** Receive an update on the transfer of HHAP 1 and 2 funds from IMACA to Inyo County to be administered on behalf of the ESCoC.
 - 8.0 MOU with Stanislaus Regional Housing Authority for Emergency Housing Vouchers (Action Item):** Review and consider approval of MOU.
 - 9.0 Summer 2023 Alpine County PIT Count results (informational Item):** Receive information on the fair-weather PIT count conducted by Alpine County. Discussion regarding the potential use of this data.
 - 10.0 2024 HIC/PIT Count Preparation:**
 - 1. Establish a 2024 HIC/PIT Ad Hoc committee (Action Item)** to set date for PIT count and organize activities in Inyo, Mono and Alpine.
 - 2. PIT Count kits (Action Item):** Review and consider approval for [Kit example](#) and [body wipes](#). Any other suggestions for supplies? HHIP funding is available to support the purchase of these items.
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11.0 HMIS/CES Workgroup update (Informational Item): Review and recommend changes for CES Policy and Procedures by 11/30/23 to [Melissa Best-Baker](#) so a final draft can be considered for approval at the December, 2023 ESCoC meeting.

12.0 Funding news: Bridgeport Indian Colony received an award for Tribal Homeless Housing, Assistance and Prevention (Tribal HHAP) grant program for \$509,293.76. They will have to complete the contract and have until June 30, 2027 to spend the monies.

Bishop Paiute Tribe is one of the 17 eligible tribal entities for HDAP funding for \$100,000. This includes a 1:1 match requirement.

13.0 Roundtable

14.0 Future Agenda Items

1. Governance Charter Workgroup
2. HMIS/CES Update
3. HHIP Implementation
4. Program overview from Stanislaus Regional Housing Authority
5. Accounting of Collaborative Applicant planning grants (2019-present)
6. Accounting of HHAP funds expended (Rounds 1-4)
7. Update on ESCoC Board Vacancies – pending updated Governance Charter

15.0 Next meeting – December 11, 2023 1:00-2:30

16.0 Adjournment



EASTERN SIERRA CONTINUUM OF CARE (CoC) MEETING

Sept 11, 2023, 1:00-2:30 PM

Inyo County Health and Human Services

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1.0 Call Meeting to Order and Introductions

Members: Anna Scott, Amanda Greenberg, Jennifer Kreitz, Kris Kuntz

Absent: Patricia Robertson, Nichole Williamson

Other: Amy Wyatt, Morningstar Willis-Wagoner, Isaura Ocampo, Arlene Brown, Monica Kyle, Isaiah Rich, N Kumar, Melissa Best-Baker, Danielle Murray, Rebecca Samaha, Francie Avitia

2.0 Public Comment: This time is set aside to receive public comment on matters not calendared on the agenda.

Ms. Ocampo relayed a request from Mono County staff members who would like a more in-depth look at the HMS system. They desire to understand how the system works in more detail than they have. There was also an indication that a refresher for the Housing Navigators would be helpful. Ms. Scott asked for clarification- would this be general training or for users who need more in-depth support around technical aspects of the system? Ms. Ocampo clarified a more general training is desired.

Ms. Kyle from the IRS announced her presence and advised she is on the lookout for partnership and outreach opportunities.

Ms. Brown from Crossroads Recovery Center announced her presence.

Ms. Wyatt announced that the 2023 Emergency Solutions Grant was published with a due date of 10/16/23 and that anyone interested in applying should reach out to her. There are several different types of projects that are eligible. Competitive- Emergency Shelter, Rapid Rehousing, Street Outreach. Would be competing against 6 to 11 other COC's. Noncompetitive is for Rapid Rehousing activities.

3.0 Membership Updates (Informational): Receive information on Kathy Peterson's resignation from Governing Board.

Ms. Scott announced that Ms. Peterson has resigned from the governing board and will identify staff to send to meetings in the future. Likewise, Ms. Williamson from Alpine County has found it difficult to attend meetings and has plans to resign as a board member. This is



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not official yet, but she indicated that another Alpine County representative may be available to replace her. Ms. Krietz expressed an interest in having a brainstorming session to investigate ways to connect with stakeholders with lived experience, something that has been a challenge in the past. Ms. Brown indicated that Crossroads is filled with people with lived experience; Ms. Scott will contact her directly.

4.0 Approval of Minutes (Action Item): Review and consider approval of draft minutes from August 14, 2023

Ms. Greenberg made motion to approve and was seconded by Ms. Kreitz

Ayes: Ms. Scott, Ms. Greenberg, Ms. Kreitz, and Mr. Kuntz

Nays: -0-

Absent: Ms. Robertson, Ms. Williamson

5.0 FFY 2023 CoC Program Competition (Informational Item): Receive update on timeline and activities. Request for all ESCoC members to complete the Consolidated Application Survey by end of day on September 11, 2023: <https://www.surveymonkey.com/r/ESCoC2023ConApp>

Ms. Wyatt provided an update on the CoC Competition application. The consolidated application is due 9/28/23 and we have requested that survey responses be completed by today, 9/11/23. Thurmond Consulting will finalize the application and then publicly post it on the Inyo County website. The planning grant award is now \$50,000 vs \$3,000 from previous years. The CoC rating and ranking workgroup met to review two apps, which will be discussed in the next action item. Ms. Wyatt explained that one requirement of the CoC Competition application requires the CoC to provide training for survivors of domestic violence. Wild Iris will be conducting training via zoom that will be recorded, 9/12/23 from 10-11:00.

6.0 Consolidated Application Bonus Funding Applications (Action Item): Review and consider approval of Application Ranking work group's recommendations for funding.

Formally approve working group's recommendation. The first application is from Mammoth Lakes Housing (MLH) with a Supportive Housing Project. The second app is Helping Hands-Supportive Services. Ms. Wyatt explained that the CoC can only recommend one app. Both applicants were strong, but the highest scoring application was from MLH for Innsbruck Lodge and the rating and ranking workgroup recommends approval of the MLH application.

Ms. Kreitz made motion to approve and was seconded by Ms. Greenberg

Ayes: Ms. Scott, Ms. Greenberg, Ms. Kreitz, and Mr. Kuntz

Nays: -0-

Absent: Ms. Robertson, Ms. Williamson

7.0 Roundtable

Ms. Brown announced the Bishop location for Crossroads, 536 W Line Street, will be opening in one week. There is no exact date for the sober living home to open, but it will be located on the Bishop Paiute Reservation and open to anyone 18 years and up. They hope to have a family unit set aside for people in recovery, and will have 4 female and 4 male units.



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Mr. Kuntz indicated that those interested in the ESG grant opportunities should reach out to him as they are trying to build out their CalAIM housing and Ms. Brown indicated interest. Mr. Kuntz also asked for the reason for choosing MLH over Helping Hands. Ms. Wyatt indicated that the primary reason is that there is only \$10,566 available in funds, and that entity requested more than \$140,000 for supportive services, HMIS, and rural costs.

Ms. Krietz announced that there are two upcoming housing community workshops, one is in June Lake on 9/12/23 and one in Lee Vining on 9/12/23. Ms. Greenberg requests Ms. Krietz to provide a summary at the next COC meeting.

Ms. Krietz indicated that 10/9/23 is a county holiday, Ms. Scott will send out a poll to see if the meeting can be moved to the following week.

8.0 Future Agenda Items

1. Governance Charter Workgroup
2. HMIS/CES Update
3. HHIP Implementation
4. Program overview from Stanislaus Regional Housing Authority
5. Accounting of Collaborative Applicant planning grants (2019-present)
6. Accounting of HHAP funds expended (Rounds 1-4)
7. Update on ESCoC Board Vacancies – pending updated Governance Charter

9.0 Next meeting – October 9, 2023 1:00-2:30

10.0 Adjournment

Applicant: Inyo, Mono, Alpine Counties CoC (CA-530) ▼

Submissions

[\[Hide Filters\]](#) [\[Clear Filters\]](#)

Applicant Project Name: CA-530 CoC Competition 2023 ▼

Date Submitted: On ▼

Project Status: Open Projects ▼

Submission Version: Latest Version ▼

Associate Type: All ▼

Filter

Actions	Project Name Project Number	Funding Opportunity Name Step Name	Start Date	End Date	Associate Type	Version	Date Submitted
	CA-530 CoC Competition 2023 COC_REG_2023_204572	CoC Registration and Application FY2023 CoC Review	Jan 10, 2023	Dec 31, 2025	Primary Applicant	1	May 26, 2023, 2:08:12 PM
	CA-530 CoC Competition 2023 COC_REG_2023_204572	CoC Registration and Application FY2023 Registration FY2023	Jan 10, 2023	Jul 2, 2023	Primary Applicant	1	Mar 2, 2023, 1:01:08 PM
	CA-530 CoC Competition 2023 COC_REG_2023_204572	CoC Registration and Application FY2023 CoC Priority Listing FY2023	Jan 10, 2023	Sep 28, 2023	Primary Applicant	1	Sep 27, 2023, 6:55:03 PM
	CA-530 CoC Competition 2023 COC_REG_2023_204572	CoC Registration and Application FY2023 CoC Application FY2023	Jan 10, 2023	Sep 28, 2023	Primary Applicant	1	Sep 28, 2023, 12:35:08 PM



EASTERN SIERRA CONTINUUM OF CARE (ESCoC)

ESCoC Board Membership: Anna Scott, Chair; Patricia Robertson, Vice Chair;
Amanda Fenn Greenberg, Secretary; Jennifer Kreitz; Nichole Williamson; Kristopher Kuntz

Inyo County Health and Human Services
ESCoC Administrative Agency

1360 N. Main Street, Bishop, CA 93514
(760) 873-3305

October 16, 2023

RE: 2023 ESG Balance of State Recommendation Package

In accordance with 24 CFR Parts 91 and 576, 25 CCR 8404(a)(2) and (a)(4), the Eastern Sierra CoC CA-530 coordinated a provider selection process meeting these requirements.

Specifically:

- the process was fair and open and avoided conflicts of interest in project selection, implementation, and administration of funds;
- selection criteria was reasonably consistent with federal and state criteria;
- the process and criteria complied with the requirements of 8408 and 8409;
- reasonable performance standards of the providers were reviewed;
- compliance with federal ESG requirements

On September 11, 2023, the CoC Coordinator announced the availability of funding through the ESG Balance of State Program. This notice was announced at the monthly CoC meetings.

Interested organizations were encouraged to attend a NOFA review meeting on September 22, 2023 and submit a Letter of Intent by 5:00pm, September 14, 2023 by email to SYHC. Agencies that did not submit a letter of intent would not be able to apply for funding in the 2023 competition.

One organizations submitted a letter of intent to apply for the Emergency Solutions Grant:

- Mammoth Lakes Housing, Inc

The deadline for applications to be received by the CoC coordinator was October 10, 2023. Applicants were required to submit their applications via email. An internal review of the project application(s) took place and the following application(s) is/are being recommended for funding:

1. Mammoth Lakes Housing, Inc.

If you have questions, please contact CoC Coordinator, Mr. Scott Thurmond, 916-416-0901 or via email at scott@thurmondconsultingllc.com.



EASTERN SIERRA CONTINUUM OF CARE (ESCoC)

ESCoC Board Membership: Anna Scott, Chair; Patricia Robertson, Vice Chair;
Amanda Fenn Greenberg, Secretary; Jennifer Kreitz; Nichole Williamson; Kristopher Kuntz

Inyo County Health and Human Services
ESCoC Administrative Agency

1360 N. Main Street, Bishop, CA 93514
(760) 873-3305

Regards,

Anna Scott
Inyo County Health and Human Services
Administrative Entity for CA-530

MEMORANDUM OF UNDERSTANDING

This Memorandum of Understanding (MOU) has been created and entered into on November 1, 2023.

*Stanislaus Regional Housing Authority
1612 Sisk Rd, Modesto, CA 95350*

*Inyo, Mono, Alpine Counties Continuum of Care (CA-530)
1360 North Main Street, Bishop, CA 93514*

*Wild Iris Family Counseling and Crisis Support Center
150 N. Main St., Bishop, CA 93515*

I. Introduction and Goals

1. The Stanislaus Regional Housing Authority (Stan Regional), Inyo, Mono, Alpine Counties Continuum of Care (Eastern Sierra CoC), and Wild Iris Family Counseling and Crisis Support Center (Wild Iris) commit to administering the Emergency Housing Vouchers (EHVs) in accordance with all program requirements.
2. PHA goals and standards of success in administering the program.

GOALS/STANDARDS OF SUCCESS:

1. House program participants and ensure services are available in both securing and maintaining housing long term.
2. Utilize all Emergency Housing Vouchers within the HUD specified time frame of 90-180 days.
3. Seek partnerships with agencies, organizations, and public and private entities to enhance program services available to program participants.
4. Develop a marketing and landlord incentive plan to ensure adequate housing units are available for program participants.

Identification of staff positions at the PHA and Continuum of Care (CoC) who will serve as lead EHV liaisons.

Lead HCV Liaison:

Marissa Black, Rental Subsidy Division Manager, Stan Regional

Lead CoC Liaison, Eastern Sierra CoC:

Melissa Best-Baker, Deputy Director of Fiscal Oversight and Special Operations, Inyo County Health & Human Services (HHS), CoC Administrative Entity, Collaborative Applicant, and HMIS Lead

3. Responsibilities of the CoC EHV liaison:

1. Communicate with Stan Regional bi-weekly or as needed to ensure implementation of CoC support activities for EHV individuals and families.
2. Coordinate services to EHV participants with other CoC service providers; and
3. Collaborate with Stan Regional to provide appropriate incentives to landlords that agree to participate in the program.

II. Populations eligible for EHV assistance to be referred by CoC.

In order to be eligible for an EHV, an individual or family must meet one of four eligibility criteria:

1. Homeless as defined in 24 CFR 578.3;
2. At risk of homelessness as defined in 24 CFR 578.3;
3. Fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking (as defined in Notice PIH 2021-15), or human trafficking (as defined in the 22 U.S.C. Section 7102); or
4. Recently homeless and for whom providing rental assistance will prevent the family's homelessness or having high risk of housing instability as determined by the CoC or its designee in accordance with the definition in Notice PIH 2021-15.
 - a. As applicable, the CoC or referring agency must provide documentation to the PHA of the referring agency's verification that the family meets one of the four eligible categories for EHV assistance. The PHA must retain this documentation as part of the family's file.

III. Services to be provided to eligible EHV families.

1. CoC service providers shall support individuals and families in completing applications and obtaining necessary supporting documentation to support referrals and applications for assistance while aiding households in addressing barriers.
2. CoC service providers shall support PHAs in ensuring appointment notifications to eligible individuals and families and shall assist eligible households in getting to meetings with the PHA.
3. PHAs shall establish windows of time for EHV applicants to complete intake interviews for EHV.
4. CoC service providers shall provide housing search assistance for eligible individuals and families. Additionally, HHS shall conduct outreach to landlords and, in collaboration with Stan Regional, offer appropriate incentives including, but not limited to, a signing bonus, additional security deposit to cover damage by a EHV participant, and guaranteed rent payments for a specified period.

5. CoC service providers shall provide counseling on compliance with rental lease requirements.
6. CoC service providers shall assess individuals and families who may require referrals for assistance on security deposits, utility hook-up fees, and utility deposits.
7. CoC service providers shall assess and refer individuals and families to benefits and supportive services, where applicable.

IV. PHA Roles and Responsibilities

1. Coordinate and consult with the CoC in developing the services and assistance to be offered under the EHV services fee.
2. Accept direct referrals for eligible individuals and families through the CoC Coordinated Entry System.
3. Commit a sufficient number of staff and necessary resources to ensure that the application, certification, and voucher issuance processes are completed in a timely manner.
4. Commit a sufficient number of staff and resources to ensure that inspections of units are completed in a timely manner.
5. Designate a staff to serve as the lead EHV liaison.
6. Comply with the provisions of this MOU.

V. CoC Roles and Responsibilities

1. The lead EHV liaison to communicate with the PHA is. Melissa Best-Baker, Deputy Director of Fiscal Oversight and Special Operations, Inyo County Health & Human Services (HHS),
2. The CoC shall refer eligible individuals and families to PHA using the community's coordinated entry system.
3. CoC service agencies shall support eligible individuals and households in completing and applying for supportive documentation to accompany admissions application to the PHA (i.e., self-certifications, birth certificate, social security card, etc.).
4. The lead liaison or designated staff shall attend EHV participant briefings when needed.
5. The CoC shall assess all households referred for EHV for mainstream benefits and supportive services available to support eligible individuals and families through their transition.
6. The CoC shall identify and provide supportive services to EHV families.

7. The CoC shall comply with the provisions of this MOU.

VI. Wild Iris Family Counseling and Crisis Center

1. Wild Iris offers free and confidential support for victims of domestic violence, sexual assault, or child abuse and their families. Callers to our hotline, available 24 hours a day, 365 days a year (including holidays) can expect support, understanding, crisis intervention, and information and referral to programs and agencies.
2. Wild Iris shall refer eligible individuals and families to PHA using the community's coordinated entry system.
3. Wild Iris Housing advocates shall support eligible individuals and households in completing and applying for supportive documentation to accompany admissions application to the PHA.
4. Wild Iris Housing advocates shall provide supportive documentation that client is eligible for EHV's as fleeing or attempting to flee domestic violence, dating violence, sexual assault, stalking, or human trafficking.
5. Wild Iris shall comply with the provisions of this MOU.

VII. Program Evaluation

The PHA, and CoC or designated CoC recipient agree to cooperate with HUD, provide requested data to HUD or HUD-approved contractor delegated the responsibility of program evaluation protocols established by HUD or HUD-approved contractor, including possible random assignment procedures.

VIII. General Terms

1. Terms. This agreement shall become effective November 1, 2023 , and end on October 31, 2024 ("initial term") or until all EHV vouchers have been leased. The agreement shall remain in full force and effect unless otherwise amended in writing by parties to the agreement and executed by a duly authorized representative of the parties, or superseded by law or regulation or policy, upon discovery of which parties shall amend the agreement. The agreement will automatically renew annually unless either party serves advanced written notice of its intention not to renew within ninety (90) days of the expiration of the initial term or any subsequent renewal period.
2. Termination. Either party may terminate this agreement by providing the other party notice in writing at least ninety (90) days prior to the effective date of termination.
3. Confidentiality. The parties warrant that confidential information related to services provided to clients shall be handled with discretion and judgment. The parties agree to adhere to relevant ethical and legal standards related to safeguarding clients' health care and financial information.

4. Indemnification. Parties agree to defend, indemnify, and hold each other, their officers, employees, agents and volunteers harmless from any and all liability, loss, expenses, attorney's fees, or claims for injury or damages arising out of the performance of this Agreement; but only in proportion to and to the extent such liability, loss, expense, attorney's fees, or claims for injury or damages are caused by or the result from the negligent or intentional acts or omissions of the other party, its offices, agents, volunteers, or employees.
5. Relationship of Parties. This is an agreement by and between the parties and is not intended to, and shall not be construed to be, nor create the relationship of agent, servant, employee, or any similar relationship.
6. Entire Agreement. This Agreement contains all the terms and conditions agreed upon by The Inyo, Mono, Alpine Counties Continuum of Care (CA-530), the Stanislaus Regional Housing Authority, and Wild Iris Family Counseling and Crisis Center. No other understanding regarding this agreement, oral or otherwise, shall be deemed to exist or to bind the parties.
7. Severability. In the event any provision of this Agreement shall be found to be invalid, illegal, or unenforceable in any respect, such invalidity, illegality, or unenforceability shall not affect the validity, legality, and enforceability of the remainder of the Agreement.
8. Amendment. This Agreement shall be amended only in writing and only as authorized by the designated representative of the parties to the Agreement.

Signed by:

Jim Kruse, Executive Director,
Stanislaus Regional Housing Authority

Date

Anna Scott, CA-530 CoC Chair

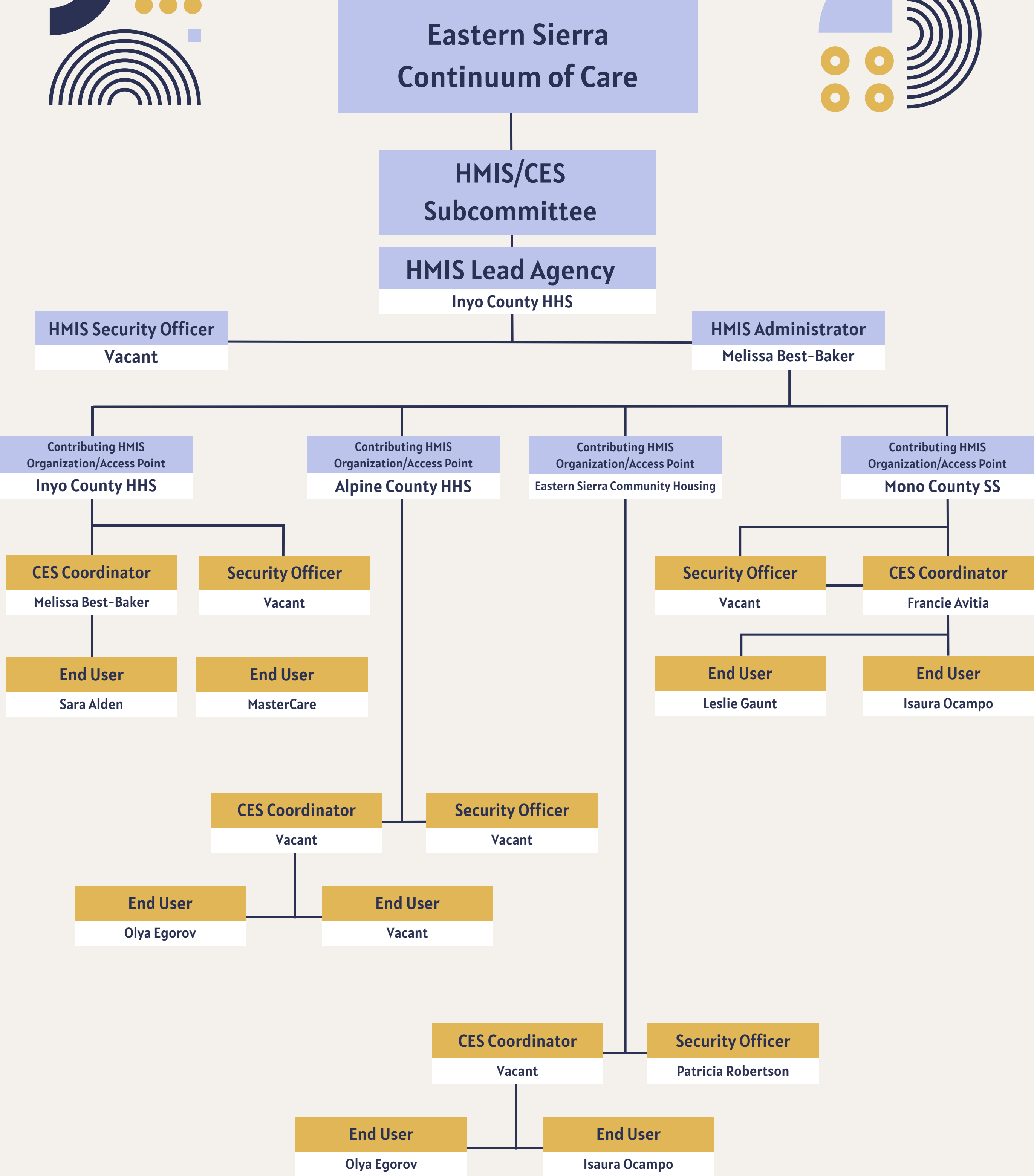
Date

Vanessa Hays, Executive Director, Wild-Iris

Date

Agency Structure

Eastern Sierra Continuum of Care





Eastern Sierra Continuum of Care

Policies and Procedures

Coordinated Entry System

Updated November 2023

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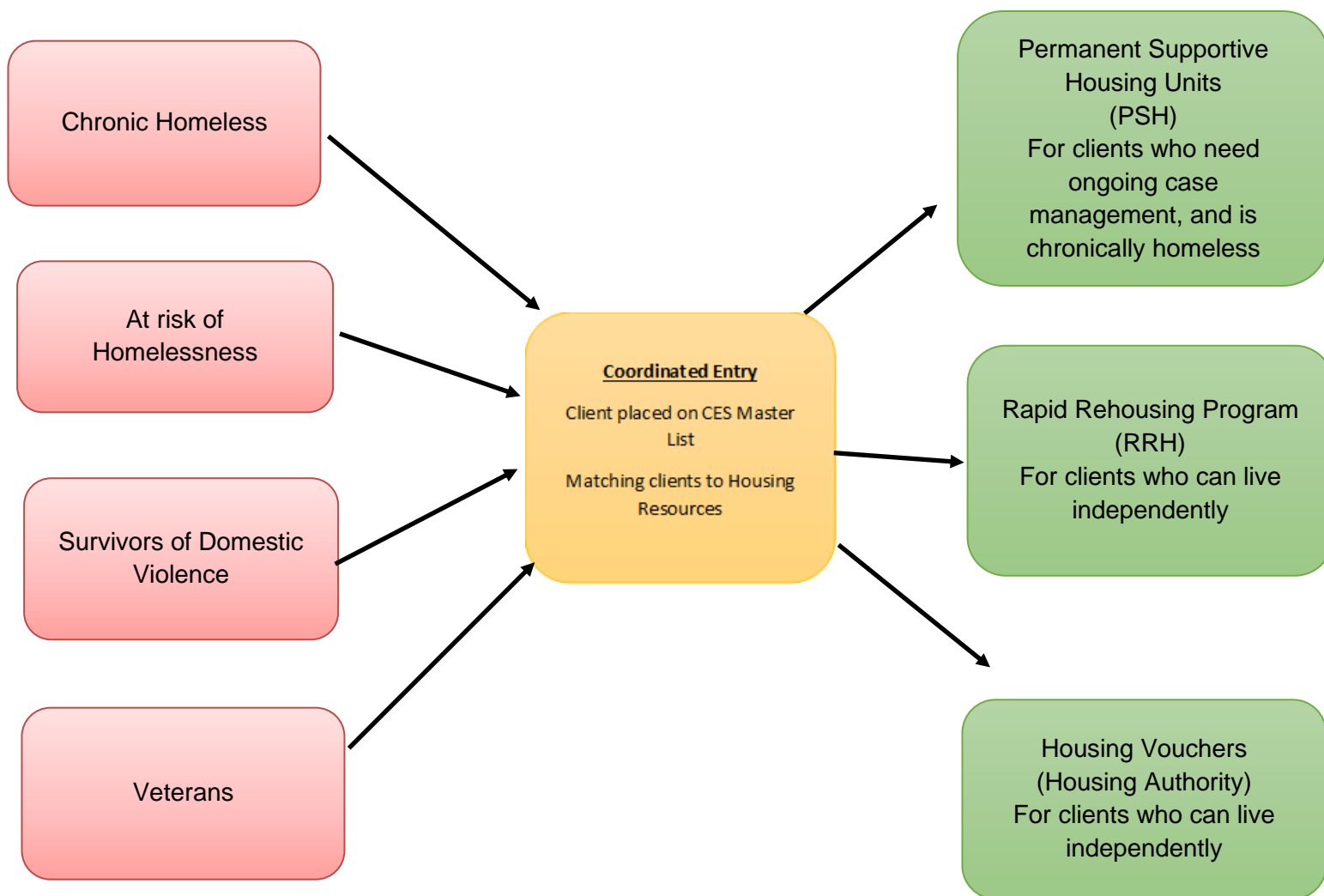
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Introduction

The Eastern Sierra Continuum of Care established a Coordinated Entry System (CES) under the Homeless Information Management System (HMIS) to ensure that Housing Projects/Programs and mainstream services are prioritized based on vulnerability to increase access amongst those who need it most.

The diagram below illustrates the many pathways to housing stability for those experiencing homelessness. {Needs to be updated by HMIS/CES Committee}.



Geographic Coverage

The service area of the Coordinated Entry System covers the entire geographic area of Alpine, Inyo, and Mono counties. Individuals and families experiencing or at-risk of homelessness can

present for services at any Housing and Service Providers that directly serves the population experiencing homelessness in these counties. For a list of active CHOs and Access Points, please see Appendix A.

Note: Not all Housing and Service Providers serve as an Access Point for CES, but providers may direct households to an Access Point.

Public Awareness

The Coordinated Entry System Intake process, Housing Projects/Programs, and mainstream services are affirmatively marketed to and available to persons regardless of race, color, religion, national origin, sex, marital status, age, sexual orientation, and disability with focus on those who are least likely to apply in the absence of targeted outreach to specific subpopulations.

Resources and marketing materials will be placed at each Contributing HMIS Organization (CHO) that serve populations experiencing or at-risk of homelessness, or that serve specific sub-populations, including but not limited to severely mentally ill, chronic substance abuse, veterans, victims of domestic violence, unaccompanied and/or parenting youth (under 18 and 18-24), and those who are experiencing chronically homeless. The Eastern Sierra Continuum of Care and Contributing HMIS Organizations (CHOs) strives to reduce or eliminate obstacles for individuals experiencing communication, physical, policy, programmatic, transportation, social, and attitudinal barriers. To reduce or eliminate such barriers, resources will be posted online, translation will be available upon request, and free or low-cost transportation options will be identified. Materials may also be posted at police departments, parks, schools, and religious institutions to maximize potential reach.

Resources and marketing materials may include:

- Posters that list the location and phone number of Access Points.
- Flyers with information on Access Points and the Coordinated Entry System Intake process.
- Business cards with the location and phone number of Access Points.

HMIS and CES Management

The HMIS Lead Agency manages HMIS and CES Intake process. The HMIS Administrator is responsible for ensuring that each Contributing HMIS Organization (CHO) and their CES Coordinator:

- Identifies and trains a CES Coordinator at each respective CHO.
- Monitors performance of CES, including CES Coordinators and End Users' compliance with Policies and Procedures.
- Reviews referrals between CHOs and Housing Providers to ensure that the Housing Connection List is kept current.

- Raises awareness of CES through the creation, circulation, and update of resources and marketing materials.
- Monitors and updates the CES Master List.

Each Contributing HMIS Organization (CHO) will assign a CES Coordinator who:

- Reviews recent referrals to Housing Projects/Programs and mainstream services on a weekly basis.
- Moves households on the Housing Connection List to inactive after 90 days of no activity after End Users have attempted to make contact.
- Monitors performance of CES, including End Users' compliance with these Policies and Procedures.
- Raises awareness of CES through the creation, circulation, and update of resources and marketing materials.

Accessibility

All people in different populations and subpopulations in Alpine, Inyo and Mono Counties, including but limited to severely mentally ill, chronic substance abuse, veterans, victims of domestic violence, unaccompanied and/or parenting youth (under 18 and 18-24), and those who are experiencing chronically homeless must have fair and equal access to the Coordinated Entry System and associated Housing Projects/Programs.

The Eastern Sierra Continuum of Care and Contributing HMIS Organizations (CHOs) have adopted a “No Wrong Door” approach to the CES Intake process. All households experiencing or at-risk of homelessness will be entered into CES and will be offered appropriate referrals to Housing Projects/Programs and mainstream services. The same assessment approach and standardized decision-making process is offered at all CHOs and Access Points. Access Points are available to those experiencing or at-risk of homelessness, regardless of permanent residency. For a list of active CHOs and Access Points, please see Appendix A.

Specialized Access Points are accessible for individuals or families who are fleeing domestic violence and/or are victims/survivors of domestic violence, dating violence, sexual assault, or stalking. For a list of active Specialized Access Points, please see Appendix A.

All CHOs and Access Points have completed a Memorandum of Agreement with the Eastern Sierra Continuum of Care reflecting their understanding of these CES Policies and Procedures and their commitment to fulfilling the roles and responsibilities associated with serving as an Access Point.

Emergency Services

Emergency Services, including all domestic violence service providers and emergency service hotlines, drop-in domestic violence service programs, safe houses and/or shelters for those experiencing domestic violence, and other short-term crisis residential programs must operate with as few barriers to entry as possible. Households in the service area must be able to access Emergency Services independent of the operating hours of Contributing HMIS Organizations (CHOs). There will be no pre-screening required under such circumstances to enter Emergency Services and related programs. It is recommended that the household is screened by the end of the next business day.

Domestic Violence

Households will not be denied services at any Access Point or access to CES on the basis that the family or individual is fleeing domestic violence and/or are victims/survivors of domestic violence, dating violence, sexual assault, or stalking. These households, even if seeking shelter or services from non-domestic violence service providers, must have safe and confidential access to the CES Intake process, domestic violence service providers, and Emergency Services such as hotlines and shelters. A referral to a domestic violence service provider will be pursued at the household's discretion.

Non-Discrimination

Contributing HMIS Organizations (CHOs) that are recipients of Federal and State funds must comply with the Civil Rights Act and Fair Housing Act, and their related-State statutes. Steering households toward particular housing facilities or neighborhoods based on race, color, religion, national origin, sex, marital status, age, sexual orientation, and disability is strictly prohibited and subject to lawsuit. All individuals and families entered in the Coordinated Entry System must be informed of the ability to file a discrimination complaint through any CHO. For more information on this item, please visit HMIS Policies and Procedures.

Persons with Disabilities

Access Points will be accessible to households with disabilities, including those who use wheelchairs. The Eastern Sierra Continuum of Care and Contributing HMIS Organizations (CHOs) strives to reduce or eliminate obstacles for individuals experiencing communication, physical, policy, programmatic, transportation, social, and attitudinal barriers. To reduce or eliminate such barriers, resources will be posted online, translation will be available upon request, and free or low-cost transportation options will be identified. CES Intake Overview

The first step of the CES Intake process involves determining an individual or family's housing status, helping the Eastern Sierra Continuum of Care ensure that only those experiencing or at-risk of homelessness are entered into the database. The Department of Housing and Urban Development (HUD) requires that households must fall under one of the following four categories to be entered into CES:

- Category 1 – Homeless.
- Category 2 – At imminent risk of losing housing.
- Category 3 – Homeless under other federal statutes.
- Category 4 – Fleeing domestic violence.

For additional information on definitions, please view Appendix D.

If an individual or family falls under one of the four categories, the End User should pursue the CES Intake process. If prevention or other mainstream services can address the housing needs of the individual or family, a referral to these services must be offered during this step. In cases of fleeing domestic violence or sexual abuse, an individual or family can choose to be immediately referred to a domestic violence service provider; the CES Intake process should continue at the provider's facility.

The first step must occur when an individual or family makes contact in-person with an Access Point/Contributing HMIS Organization (CHO). Phone and video appointments will also be made available upon request. In an emergency or after-hours situation, the individual or family should be contacted as soon as possible by the End User.

Note: The CES Coordinator may pursue the role and responsibilities designated to the End User and is equipped to do so under special circumstances.

CES Intake Process

The Eastern Sierra Continuum of Care uses a virtual standardized questionnaire created by the Department of Housing and Urban Development (HUD) during the CES Intake designed to:

- Screen for housing needs.
- Establish family unit (if unaccompanied).
- Identify barriers to housing.
- Collect the necessary client information for entry, including address history, income, and medical insurance.

Based on the information gathered during the interview, the End User may offer referrals to prevention or mainstream services at the household's discretion. Individuals or families who voluntarily seek entry into CES are allowed to decide what information is given to the End User at their own discretion. Households may refuse to answer questions and decline Housing Projects/Programs or mainstream services without retribution and will not be restricted from other forms of assistance based on the information provided (or not provided) during the CES Intake process.

Note: Certain Housing Projects/Programs may require the collection of specific information to determine eligibility.

VI-SPDAT Survey Overview

If the CES Intake indicates that an individual or family may be a potential candidate for a Housing Project/Program placement, the Housing Assessment tool, also known as a VI-SPDAT Survey, must be conducted within three (3) days upon entry into CES. The VI-SPDAT Survey is a prioritization tool created by the Department of Housing and Urban Development (HUD) and approved by the Eastern Sierra Continuum of Care. End Users will use their discretion to determine whether a VI-SPDAT Survey should be pursued and will use the most current instrument available in HMIS to conduct the VI-SPDAT Survey. In the unlikely event that a permanent housing unit is vacant, households deemed as potential candidates for that housing placement should be assessed immediately. End Users will consult the CES Coordinator at the respective Contributing HMIS Organization (CHO) if uncertain with how to proceed.

Note: The VI-SPDAT Survey will be reviewed, adapted, or updated annually as needed or required by HUD by the HMIS Lead Agency, HMIS Administrator, and the Eastern Sierra Continuum of Care.

Housing First Approach

The Eastern Sierra Continuum of Care adopts and commits to Housing First principles in its approach to homelessness prevention. All counties, agencies, organizations, and individuals involved in the CES Intake and VI-SPDAT Survey process will ensure that households are asked about their preferences regarding location and type of housing; level and type of services; and other project characteristics where they may be referred. These preferences will be considered by the CES Coordinator and End User when offering referrals to prevention or mainstream services, and when offering enrollment to available Housing Projects/Programs. The Eastern Sierra Continuum of Care and Contributing HMIS Organizations (CHOs) strives to reduce or eliminate obstacles for individuals experiencing communication, physical, policy, programmatic, transportation, social, and attitudinal barriers. To reduce or eliminate such barriers, resources will be posted online, translation will be available upon request, and free or low-cost transportation options will be identified.

The VI-SPDAT Survey Tool

After completion of the CES Intake, End Users from the different Contributing HMIS Organizations (CHOs) will use the VI-SPDAT Survey that is approved by the Eastern Sierra Continuum of Care. End User(s) who administer the VI-SPDAT Survey are required to have successfully completed HMIS and CES Training offered by the Eastern Sierra Continuum of Care.

CES Coordinators and/or End Users who administer the VI-SPDAT Survey are prohibited from denying households entry in the CES based the following perceived barriers, including but not limited to: too little or no income; history of active or past substance use disorder (SUD); history of domestic violence or sexual abuse; the type or extent of disability-related services or supports that are needed; history of evictions, poor credit, lease violations, and/or the absence of previous leases/landlord referrals; and/or history or record of criminal activity.

CES Coordinator and End User Training

The Eastern Sierra Continuum of Care conducts HMIS and CES Training for CES Coordinators and End Users on an as needed basis. The purpose of the training is to ensure that Contributing HMIS Organizations (CHOs), CES Coordinators, and End Users clearly understand and can fully comply with HMIS Policies and Procedures and subsequent CES Policies and Procedures. The training includes:

1. Review of HMIS and CES Policies and Procedures, including any variations for specific populations or subpopulations.
2. Instruction on how to perform a CES Intake and conduct the VI-SPDAT Survey when applicable.
3. Establish criteria for uniform referral and decision-making process across the service area of the Eastern Sierra Continuum of Care.
4. Use recommended language and best practices based in Trauma-Informed Care (TIC).
5. Client confidentiality and best practices for in-person or virtual visits/appointments.

Note: HMIS and CES Training will be reviewed, adapted, or updated annually as needed or required by HUD by the HMIS Lead Agency, HMIS Administrator, and the Eastern Sierra Continuum of Care. Contributing HMIS Organizations (CHOs) will receive updated protocols and materials at least once per year.

VI-SPDAT Survey Administration

As noted above, the VI-SPDAT Survey must be pursued within three (3) days of entry into CES. While three types of assessments exist for Individuals, Families, and Youth, each Housing Needs Assessment collects:

- History of Housing and Homelessness
- Vulnerability and Risk of Harm
- Socialization, Daily Functioning, and Wellness

The End User will select the proper assessment type (Individual, Family, or Youth) and conduct the VI-SPDAT Survey. Upon completion, the household will receive an Assessment Result/Score based on individual responses to questions in the VI-SPDAT Survey. The score is generated automatically and is used to determine placement on a Housing Connection List that spans across the entire Eastern Sierra Continuum of Care. Scores will not exceed 15. A

household's VI-SPDAT Survey must be updated annually to reflect a score that best represents a household's circumstances. If an individual or family experiences a life-altering event in which housing or other circumstances have changed before a year has passed, the End User will conduct a second VI-SPDAY Survey. The circumstance should be noted in the household's profile(s).

All individuals and families entered into CES must be informed of the ability to file a discrimination complaint through any Contributing HMIS Organization (CHO). For more information, please visit HMIS Policies and Procedures.

Eligibility Determination

Information collected during the CES Intake and VI-SPDAT Survey may be used to determine eligibility for certain Housing Projects/Programs and mainstream services in the Eastern Sierra Continuum of Care and respective counties. Certain Housing Projects/Programs serve a protected class, such as disability, that may restrict enrollment for the general public. Housing Projects/Programs designated for a protected class, like disability, are permitted by Federal and State statutes that detail such requirements. For example, the Housing Disability Advocacy Program (HDAP) under the California Department of Social Services (CDSS) may require an active Social Security Income (SSI), Social Security Disability Income (SSDI), or Cash Assistance Program for Immigrants (CAPI) application.

Prioritization in Eligibility Determination

The Eastern Sierra Continuum of Care uses the approved VI-SPDAT Survey in HMIS to place households on the Housing Connection List and prioritize referrals to mainstream services. The following factors based on vulnerability and risk of harm are used to determine connection to Housing Projects/Programs and mainstream services:

- Risk of harm, as evidenced by recent encounters with healthcare and crisis services; law enforcement and the criminal justice system; and legal issues and/or risk of exploitation.
- Issues with socialization and daily functioning, such as money management, meaningful daily activity, self-care, and social relationships.
- Wellness, as reflected by status of physical health and mental health, history of substance uses disorder (SUD), prescribed medication and use, tri-morbidity, domestic violence or sexual abuse, and/or other trauma.

The Assessment Result/Score produced by the VI-SPDAT Survey also considers length of homelessness and a household's entry to CES which consequently factors into the individual or family's placement on the Housing Connection List.

Data collected during the CES Intake and VI-SPDAT Survey must not be used to prioritize households by protected class defined by Federal and State of California statutes, including race, color, religion, national origin, sex, marital status, age, sexual orientation, and disability.

Housing Connection List

The Housing Connection List is maintained in real-time in HMIS. It is crucial that households are added to the Housing Connection List as soon as their VI-SPDAT Survey is completed, and that households are removed from the Housing Connection List when the household is permanently housed or have been exited from the Coordinated Entry System.

The Housing Connection List is monitored on a monthly basis by the HMIS Lead Agency and HMIS Administrator to ensure proper housing placement and referral activity amongst the Eastern Sierra Continuum of Care and Contributing HMIS Organizations (CHOs). Client information disclosed in the Housing Connection List is covered by the privacy and security protections prescribed by the Department of Housing and Urban Development (HUD) for HMIS practices in the HMIS Data and Technical Standards. For more information, please visit HMIS Policies and Procedures.

Households who become inactive for longer than 90 days will be removed from the Housing Connection List by closing the VI-SPDAT Survey project in CES. End Users must attempt to make contact before the household is removed. Inactivity may be characterized by those who are no longer utilizing services through HMIS or the Eastern Sierra Continuum of Care; those who have identified other permanent housing opportunities, including moving out of the service area; and those who have indicated they are no longer interested in Housing Projects/Programs and mainstream services. When a household's VI-SPDAT Survey project is closed by the End User, the cause should be noted in the household's profile in Coordinated Entry System.

Clients may re-enter the Housing Connection List in which a new Housing Needs Assessment or VI-SPDAT Survey will be conducted by the End User. A household may be added at any time to the Housing Connection List upon completion of the VI-SPDAT Survey; in no circumstances will a household be declined access or re-entry to CES due to past inactivity.

Referral Overview

The Eastern Sierra Continuum of Care practices a person-centered approach to its Referral Process. Households will always have the right to decline a referral to a Housing Project/Program or mainstream services if they feel that it does not meet their needs.

Referral Process

Housing Project/Program participants must be selected through the Housing Connection List. When a vacancy occurs, the household presenting the highest score will be selected as a

Housing Project/Program participant. Unless the Housing Project/Program serves a protected class or a household declines the referral (as noted by the End Users), there will be no exceptions to this rule.

Additionally, perceived barriers to housing or mainstream services will not be used to reduce or eliminate a household's housing opportunities. Barriers may include too little or no income; history of active or past substance use disorder (SUD); history of domestic violence or sexual abuse; the type or extent of disability-related services or supports that are needed; history of evictions, poor credit, lease violations, and/or the absence of previous leases/landlord referrals; and/or history or record of criminal activity.

Contributing HMIS Organizations (CHOs) and/or Housing Providers who serve the Eastern Sierra Continuum of Care shall:

- Accept referrals using CES.
- Consider and prioritize the household's housing preferences.
- Use the Assessment Result/Score as the only means to fill vacancies in Housing Projects/Programs in the service area unless a Housing Project/Program serves a protected class.
- Locate clients in ten (10) business days when a referral is made to a project/program in collaboration with the CHOs.
- Verify client eligibility with documentation collected by CHOs.
- Document if/when a client declines a referral to a Housing Project/Program in HMIS and notify the respective CHO that serves the client most directly.
- Notify the CHO if a referred client is not eligible for a Housing Project/Program.

CHOs and Housing Providers have the right to delay referrals if a household:

- Displays aggressive behavior toward staff.
- Gives verbal threats to staff.
- Vandalizes property.
- Making sexual advances to staff.

CHOs and Housing Providers use practices based in Trauma-Informed Care (TIC) to interact with households. Annual HMIS and CES Training will provide best practices and guidance for those interacting with directly with households, including the CES Coordinators, End Users, and Housing Providers.

Note: Housing Projects/Programs and Housing Providers may have Policies and Procedures independent of CES Policies and Procedures. Please contact the respective counties to inquire about Policies and Procedures for specific Housing Projects/Programs.

Data Management

HMIS

Contributing HMIS Organizations (CHOs), with the exception of domestic violence service providers, are required to use HMIS to collect and report data on persons served in CES. CHOs that access HMIS must participate and abide by CES Policies and Procedures. Domestic violence service providers may use a comparable database (as defined in HUD's HMIS Data and Technical Standards) and may choose not to link its database to HMIS of the Eastern Sierra Continuum of Care. For more information, please visit HMIS Policies and Procedures.

Privacy Protections

To protect the personal privacy of participants, CES Coordinators and Ends Users should collect only enough household information to make referrals to available Housing Projects/Programs and mainstream services. Disclosure of specific disabilities or diagnosis will not be required unless needed to determine specific project/program eligibility.

Personal information will not be shared between Contributing HMIS Organizations (CHOs) who participate in the CES Intake and Housing Needs Assessment Process unless the participant has provided written consent to information sharing. The consent must be properly documented by a Consent to Release of Information. Services will not be denied to participants who refuse to allow their data to be shared unless Federal or State statutes require the collection, use, storage, and reporting of a household's personally identifiable information as a requirement of program participation.

Secure Document Management

Physical documents that contain personal information (printed assessments, Housing Connection Lists, referral forms, etc.) must follow the best practices outlined below. This includes all documents created during the CES Intake and VI-SPDAT Survey process.

Limited Access

Access to these documents will be granted only to CES Coordinators and/or End Users who need the information contained in these documents to adequately pursue referrals.

Secure Storage

These documents, when not in use, must be securely stored and protected either in locked cabinets or a locked room.

Retention and Destruction

These documents must be destroyed (shredded or burned) when they are no longer needed or when the document retention period adopted by the organization that holds the documents expires, whichever is longer.

Other Standards and Requirements

Where a conflict arises between a CES privacy protection and statutes, or licensing requirement or professional standard, the most stringent of the two applies.

Evaluation

The Eastern Sierra Continuum of Care and its Contributing HMIS Organizations (CHOs) continuously work to evaluate and enhance the CES Intake and Housing Needs Assessment process to adapt it to changing community needs. A formal evaluation of the performance metrics will be pursued annually.

Performance metrics and related information is compiled in a formal evaluation report that is delivered to the Eastern Sierra Continuum of Care, which may approve changes to CES Policies and Procedures, and processes based on the report's recommendation.

Performance Metrics

Reports on key CES success metrics will be published and made available on a quarterly basis to the Contributing HMIS Organizations (CHOs). Metrics will include:

- The number of individuals and families on the Housing Connection List for the respective counties and Eastern Sierra Continuum of Care.
- The average length of time on Housing Connection List for the respective counties and Eastern Sierra Continuum of Care.
- The number of individuals and families placed in housing for the respective counties and Eastern Sierra Continuum of Care.
- The average and median assessment scores for the respective counties and Eastern Sierra Continuum of Care.
- The number of households removed due to inactivity for the respective counties and Eastern Sierra Continuum of Care.

Appendix A – Contributing HMIS Organizations (CHOs), Access Points, and Specialized Access Points

(Updated November 2023)

Contributing HMIS Organizations (CHOs)

Inyo County Department of Health and Human Services

{Contact name, email, phone number and general phone number}

Mono County Department of Social Services

{Contact name, email, phone number and general phone number}

Eastern Sierra Community Housing (formerly Mammoth Lakes Housing)

{Contact name, email, phone number and general phone number}

Access Points

Inyo County Department of Health and Human Services

{Contact name, email, phone number and general phone number}

Mono County Department of Social Services

{Contact name, email, phone number and general phone number}

Eastern Sierra Community Housing (formerly Mammoth Lakes Housing)

{Contact name, email, phone number and general phone number}

MasterCare

{Contact name, email, phone number and general phone number}

Specialized Access Points

Wild Iris Family Counseling & Crisis Center

{Contact name, email, phone number and general phone number}

Appendix B – Action Plan

(Updated November 2023)

The Eastern Sierra Continuum of Care continuously seeks to develop and adapt the Coordinated Entry System Intake process during its first year of operation. Suggest action items include:

Weekly

- The CES Coordinator and End Users at each Contributing HMIS Organization (CHO) will review Housing Project/Program referrals.

Monthly

- The CES Coordinator will review Housing Project/Program referrals between counties and follow-up if needed.
- The CES Coordinator will review the list of active households and inactive any households who are no longer utilizing services through HMIS or the Eastern Sierra Continuum of Care; those who have identified other permanent housing opportunities, including moving out of the service area; and those who have indicated they are no longer interested in Housing Projects/Programs and mainstream services.

Quarterly

- The CES Coordinator will review Quarterly Performance Metrics and System Performance Measure.
- The CES Coordinator will report to Eastern Sierra Continuum of Care Performance Measures.
- The CES Coordinator will work with the HMIS Administrator to clean the CES Master List.
- The HMIS Administrator will share marketing materials with Contributing HMIS Organizations and Access Points as well as other community spaces.

Annually

- The HMIS Administrator will review and adapt HMIS and CES Training materials.
- The HMIS Administrator will offer HMIS and CES Training to CES Coordinators and End Users.
- The HMIS Administrator will review the CES Policies and Procedures and propose necessary changes to the Eastern Sierra Continuum of Care.
- The HMIS Administrator will review and adapt marketing materials.
- The HMIS Administrator will review and adapt assessment parameters based on local needs and priorities.
- The HMIS Administrator will review the VI-SPDAT Survey tool and propose necessary changes to the Eastern Sierra Continuum of Care.

Appendix C – Agency Structure

(Updated November 2023)

(Sent as an attachment)

Appendix D – *At a Glance – Criteria and Recordkeeping
Requirements for Definition of Homeless*

(Sent as an attachment)

Appendix E – Innsbruck Lodge Policies and Procedures

(TBD)



Homeless Definition

CRITERIA FOR DEFINING HOMELESS	Category 1	Literally Homeless	<p>(1) Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:</p> <ul style="list-style-type: none"> (i) Has a primary nighttime residence that is a public or private place not meant for human habitation; (ii) Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); <u>or</u> (iii) Is exiting an institution where (s)he has resided for 90 days or less <u>and</u> who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution
	Category 2	Imminent Risk of Homelessness	<p>(2) Individual or family who will imminently lose their primary nighttime residence, provided that:</p> <ul style="list-style-type: none"> (i) Residence will be lost within 14 days of the date of application for homeless assistance; (ii) No subsequent residence has been identified; <u>and</u> (iii) The individual or family lacks the resources or support networks needed to obtain other permanent housing
	Category 3	Homeless under other Federal statutes	<p>(3) Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who:</p> <ul style="list-style-type: none"> (i) Are defined as homeless under the other listed federal statutes; (ii) Have not had a lease, ownership interest, or occupancy agreement in permanent housing during the 60 days prior to the homeless assistance application; (iii) Have experienced persistent instability as measured by two moves or more during in the preceding 60 days; <u>and</u> (iv) Can be expected to continue in such status for an extended period of time due to special needs or barriers
	Category 4	Fleeing/ Attempting to Flee DV	<p>(4) Any individual or family who:</p> <ul style="list-style-type: none"> (i) Is fleeing, or is attempting to flee, domestic violence; (ii) Has no other residence; <u>and</u> (iii) Lacks the resources or support networks to obtain other permanent housing



Homeless Definition

RECORDKEEPING REQUIREMENTS



RECORDKEEPING REQUIREMENTS	Category 1	Literally Homeless	<ul style="list-style-type: none"> Written observation by the outreach worker; <u>or</u> Written referral by another housing or service provider; <u>or</u> Certification by the individual or head of household seeking assistance stating that (s)he was living on the streets or in shelter; For individuals exiting an institution—one of the forms of evidence above <u>and</u>: <ul style="list-style-type: none"> discharge paperwork <u>or</u> written/oral referral, <u>or</u> written record of intake worker's due diligence to obtain above evidence <u>and</u> certification by individual that they exited institution
	Category 2	Imminent Risk of Homelessness	<ul style="list-style-type: none"> A court order resulting from an eviction action notifying the individual or family that they must leave; <u>or</u> For individual and families leaving a hotel or motel—evidence that they lack the financial resources to stay; <u>or</u> A documented and verified oral statement; <u>and</u> Certification that no subsequent residence has been identified; <u>and</u> Self-certification or other written documentation that the individual lack the financial resources and support necessary to obtain permanent housing
	Category 3	Homeless under other Federal statutes	<ul style="list-style-type: none"> Certification by the nonprofit or state or local government that the individual or head of household seeking assistance met the criteria of homelessness under another federal statute; <u>and</u> Certification of no PH in last 60 days; <u>and</u> Certification by the individual or head of household, and any available supporting documentation, that (s)he has moved two or more times in the past 60 days; <u>and</u> Documentation of special needs <u>or</u> 2 or more barriers
	Category 4	Fleeing/ Attempting to Flee DV	<ul style="list-style-type: none"> <i>For victim service providers:</i> <ul style="list-style-type: none"> An oral statement by the individual or head of household seeking assistance which states: they are fleeing; they have no subsequent residence; and they lack resources. Statement must be documented by a self-certification or a certification by the intake worker. <i>For non-victim service providers:</i> <ul style="list-style-type: none"> Oral statement by the individual or head of household seeking assistance that they are fleeing. This statement is documented by a self-certification or by the caseworker. Where the safety of the individual or family is not jeopardized, the oral statement must be verified; <u>and</u> Certification by the individual or head of household that no subsequent residence has been identified; <u>and</u> Self-certification, or other written documentation, that the individual or family lacks the financial resources and support networks to obtain other permanent housing.