

# MA BALANCE OF STATE CoC (MA-516) COORDINATED ENTRY

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## Overview

History - Integrating HMIS and CE

Using CE

Moving Forward

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# HISTORY

From Excel Sheet to Online Portal

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MA BoS CoC began using CE in 2017, and it was first funded in 2019

Excel list of applicants

Paper and email applications

Spokane Washington Assessment/Arizona Self-Sufficiency Matrix modification

HUD CE Equity Initiative

BoS Ties

## Before HMIS Integration

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Online portal and alternate portal

Electronic applications (except for DV CE)

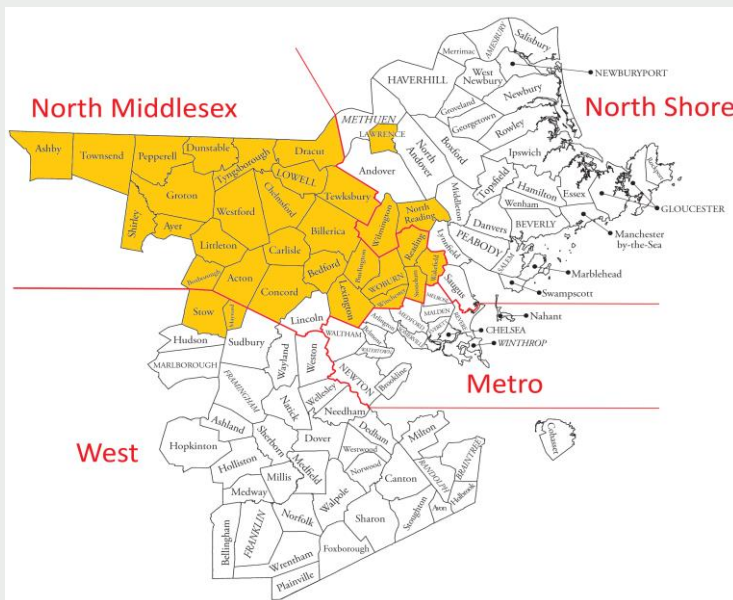
This allows us to better monitor those who have been housed or self-resolved 90-day engagement

Electronic matching of clients and housing opportunities

Regionalization

## After HMIS Integration

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Regional Navigators' responsibilities include:

- Implementing the CE process per the CE Policies and Procedures
- Making timely referrals to housing programs when vacancies are reported
- Screening highest scoring households and collecting necessary eligibility documentation (e.g. documentation proving homelessness or a disabling condition) prior to referring households for openings
- Proactively working with highest scoring households and their case managers to ensure they are ready to move forward with housing opportunities quickly

## Regional Navigation

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## USING CE

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## Process

- Quick Screen – This short questionnaire aims to identify households that are most likely to need Balance of State housing resources. Those more likely to self-resolve will be screened out and won't be added to the CE project. If a household scores 16 or higher on the Quick Screen, they move on to the full CE assessment.
- CE project intake – This intake captures data points that are required by HUD. The information is helpful in determining for which projects households are eligible (e.g. is household chronically homeless, does household have a disabling condition, etc).
- CE Assessment – Questions on this form assign points for different factors contributing to a household's vulnerability. After the assessment is completed, a household is added to the CE project and they are considered for programs in order of score.
- Housing Preference Form – Determines what type of housing programs the household is interested in (e.g. is household interested in a shared living space like an SRO) and what housing needs they have (e.g. needs an accessible unit).

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## Client Access

### **Category 1 homeless households**

Households engaged with a VESTA-participating Street Outreach (SO) project or staying at a VESTA-participating Emergency Shelter (ES) can complete the CE process directly with that provider.

When a homeless household is not engaged with a VESTA-participating SO or ES project, they are added to the CE project through the Alternate Portal.

### **Category 2 homeless households**

In the BoS, Category 2 is only used in our YHDP projects. If a household is between the ages of 18-24, is Category 2 homeless, and has a tie to one of the 32 YHDP communities, they will be connected with a Youth Navigator for further screening. If found eligible, these clients will be entered into CE via the Alternate Portal.

### **Category 4 homeless households**

Can enter DV CE either 1) through a VSP in the Balance of State who will complete a CE packet with them, or 2) through the DV CE Domestic Violence Specialist (based at Somerville Homeless Coalition).

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## Alternate Portal

If a household presents at a homeless provider that doesn't have VESTA access, that provider can reach out to their Regional Navigator who will begin the process to determine eligibility.

If the client scores high enough on the Quick Screen to screen into the CE project, the Regional Navigator will also complete the CE Assessment and Housing Preference form during that same phone call.

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## DV CE

Paper process that is exactly the same, except that it is on paper at a Victim Service Provider (VSP)

Upon completion, the VSP staff member redacts all PII and sends the application to the DV CE Navigator who enters the anonymous information into VESTA using VSP-chosen identifiers

Our DV CE Navigator is specially trained and works with a VSP partner who has been contracted specifically to assist in the DV CE process as needed

When a housing opportunity has been identified, the DV CE Navigator connects the client's case manager with the housing opportunity to continue protecting the identity of the client.

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## Moving Forward

Ongoing Updates

Year One Analysis

Equity Initiative and Equity Impact

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# THANK YOU

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