

Reference Section of Guidelines	Reference Page of Guidelines	Required Policy & Procedure	Status	Notes:
<p>Policy: Describes a management decision.</p> <p>Procedure: Lists the steps a team takes to complete an action.</p> <p><i>All CE policies and procedures required according to Washington Balance of State Coordinated Entry Guidelines (October 2021) must be publicly available, by either posting documents on a website or making documents available upon request.</i></p>				
4	CE participation	pg. 10-11	<input type="checkbox"/> Policy- Local identification of which shelters will participate in CE. <i>Projects that are required to participate in CE must act as an access point or by accepting referrals. Participating projects accepting referrals must fill openings exclusively through the CE system and eliminate all side doors. Additionally, all projects participating in CE must adopt and follow all CE policies and procedures.</i>	
5.1	High Accessibility	pg. 11-12	<input type="checkbox"/> Policy- CE System Access Criteria <input type="checkbox"/> Procedure- Ensuring accessibility for all households <i>The CE system must be highly accessible, and adhere to state, federal and local anti-discrimination laws. Do not use the following criteria to screen out households:</i> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Having too little or no income <input checked="" type="checkbox"/> Having poor credit or financial history <input checked="" type="checkbox"/> Having poor or lack of rental history <input checked="" type="checkbox"/> Having involvement with the criminal justice system <input checked="" type="checkbox"/> Having active or history of alcohol and/or substance use <input checked="" type="checkbox"/> Having a history of victimization <ul style="list-style-type: none"> <i>o Information about a person's history of victimization shall be kept confidential and may not be used against them</i> <i>o CE processes may not require "proof" or documentation to determine whether a person has a history of victimization or not</i> <input checked="" type="checkbox"/> The type or extent of disability-related services or supports that are needed <input checked="" type="checkbox"/> Previous system involvement <ul style="list-style-type: none"> <i>o No turning away of a person regardless of the number of times they have accessed services.</i> <i>o Lacking ID</i> <input checked="" type="checkbox"/> Lacking proof of U.S. Residency Status⁶ <input checked="" type="checkbox"/> Other behaviors perceived as indicating a lack of "housing readiness," including perceived resistance to receiving services/"bad attitude" or lack of ability to demonstrate they will be successful on the program 	
5.2	Accessibility for People with Disabilities	Pg. 12-13	<input type="checkbox"/> Policy- CE System Accessibility <input type="checkbox"/> Procedure- Physical accessibility and reasonable accommodations <input type="checkbox"/> Procedure- Effective communication with individuals with disabilities <i>CE must develop and implement the following accessibility components:</i> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Physical access points must be accessible for people who use wheelchairs or mobility devices, and must provide reasonable accommodations as needed (e.g. a different access point, telephone number, or online access.) Policies and procedures must include steps taken to ensure physical accessibility. <input checked="" type="checkbox"/> To avoid forcing persons in a housing crisis to travel or move long distances to be served. The CE system must ensure accessibility throughout its geographic jurisdiction and must offer variation to the assessment process that includes offering phone or electronic assessments and utilizing mobile outreach to administer assessments. <i>All access points must ensure effective communication with individuals with disabilities, including people who are blind, vision impaired, d/deaf, deaf/blind, hard of Hearing, etc.</i>	

5.4	Marketing	pg.14-15	<input type="checkbox"/> Policy- Marketing Strategy <input type="checkbox"/> Procedure- Marketing to all households <input type="checkbox"/> Procedure- Marketing to households least likely to apply When marketing in any manner, the following information should be included: <input type="checkbox"/> Access point hours of operation <input type="checkbox"/> Languages spoken in house and/or language line availability <input type="checkbox"/> How CE is available, such as by phone, online portal, mobile outreach, etc. The Community CE Governing Entity implemented by the CE access points must develop the following marketing components that will be: <input type="checkbox"/> Develop a marketing strategy to ensure the CE system is available to all people regardless of actual or perceived race, color, national origin, religion, sex, age, familial status, disability, sexual orientation, gender identity, marital status or U.S. residency status. This marketing strategy must be included in policies and procedures. <input type="checkbox"/> Develop marketing strategy to reach households least likely to apply. This should include immigrants, people of color, LGBTQ+, people who are undocumented, etc. <input type="checkbox"/> Advertisement of access points to all mainstream systems of care, and other community partners within the entire CE system's jurisdiction. <input type="checkbox"/> IF the CE access point has the ability to communicate with non-English speaking people: Marketing materials like flyers, brochures, and cards should be available in at least 3 of the top languages spoken in your community. This will likely be English, Spanish, and the third language will vary by location. Please see section 5.3 Language Access for more information on how to develop a language access plan. <input type="checkbox"/> CE marketing materials must be written in plain talk: <input type="checkbox"/> Plain Talk messages are clear, concise and visually easy to read. They contain common words, rather than jargon, acronyms or unnecessary legal language.		
5.4.1	Emergency Services	pg. 15	<input type="checkbox"/> Procedure- Access to emergency services The CE system must ensure people are able to obtain information about how to access emergency services outside of the CE operating hours. Emergency services may include domestic violence and emergency services hotlines, drop-in service programs, emergency shelters, including domestic violence shelters and other short-term crisis residential programs. Procedures must describe how people obtain information about accessing emergency services outside of the CE operating hours. This should include: <input type="checkbox"/> Voicemail recordings <input type="checkbox"/> Website/social media <input type="checkbox"/> Signage on doors <input type="checkbox"/> Listed on marketing materials		
5.5.1	Subpopulation Dedicated Access Points	pg. 15-16	<input type="checkbox"/> Procedure- Referrals to subpopulation designated access point The CE system designates separate and distinct access points for the following subpopulations: <input type="checkbox"/> Households with children <input type="checkbox"/> Individual adults (households without children) <input type="checkbox"/> Households fleeing violence (domestic violence, dating violence, sexual assault, stalking, trafficking, or other dangerous or life-threatening conditions) <input type="checkbox"/> Youth under the age of 18 and young adults up to age 24 <input type="checkbox"/> Households at-risk of homelessness <input type="checkbox"/> By and for/culturally specific access points <input type="checkbox"/> Tribal community access points <input type="checkbox"/> HEN eligible households <input type="checkbox"/> Veterans Access points that do not assess certain populations must immediately refer those households to an appropriate CE access point. Procedures must include steps taken to ensure immediate and complete referral to the appropriate access point, meaning staff take steps beyond providing CE access point information to the household. A meaningful referral includes: <input type="checkbox"/> Follow-up with household <input type="checkbox"/> Communication with provider receiving referral <input type="checkbox"/> Assisting household with transportation to an appropriate access point as needed Households included in more than one population for which an access point is dedicated. They can choose whichever access point they want, so long as they qualify as a target population.		
5.5.2	Street Outreach	pg.16	<input type="checkbox"/> Policy- Linking Street Outreach Efforts <input type="checkbox"/> Procedure- Outreach staff CE role Street outreach efforts must be linked to CE. Examples of approaches to link street outreach efforts to CE include designating street outreach as a defined access point, or training outreach staff to provide referrals to CE. Policies and procedures must describe how street outreach efforts are linked to CE.		

6	Prioritization of Policy & Process	pg. 17	<input type="checkbox"/> Policy- Prioritization <i>CE must have a prioritization policy that describes who is considered in priority status. Prioritization identifies which households will receive accelerated assistance to available housing resources.</i>		
6.2	Subpopulation Prioritization	pg. 18-19	<input type="checkbox"/> Policy- Subpopulation Specific Prioritization (if applicable) <i>The following subpopulations' prioritization are not required by the mandatory criteria identified in Section 1, but may have their own prioritization policy:</i> <ul style="list-style-type: none"> <input type="checkbox"/> <i>Persons fleeing violence (domestic violence, dating violence, sexual assault, stalking, trafficking or other dangerous or life-threatening conditions)</i> <input type="checkbox"/> <i>Youth under the age of 18 and young adults up to age 24</i> <input type="checkbox"/> <i>Households at-risk of homelessness</i> <i>If a community decides to have a separate prioritization process for the above subpopulations, the community must adopt the following for each subpopulation:</i> <ul style="list-style-type: none"> • <i>Persons fleeing violence: the community must work with the local victim service provider to develop a prioritization process.</i> <ul style="list-style-type: none"> o <i>It is imperative that the CE system connect with victim service providers to develop a prioritization policy that meets the safety needs of survivors.</i> • <i>Youth under the age of 18 and young adults: the community must work with young people with lived expertise to develop a prioritization process OR communities must use the Youth Homelessness Demonstration Program (YHDP) developed policy and tool.</i> <ul style="list-style-type: none"> o <i>YHDP Policy:</i> <ul style="list-style-type: none"> <input type="checkbox"/> <i>The Balance of State Continuum of Care prioritizes youth and young adults with safety and health needs.</i> <input type="checkbox"/> <i>A points converter tool has been developed in order to ensure young people are not doing multiple assessments and for easy integration/matching to existing scores.</i> o <i>Working with young people means the process and tool is youth-created by five or more young people, for which they are compensated for their time and expertise.</i> <input type="checkbox"/> <i>This is achieved by working with your local Youth Action Board or panel of young people.</i> • <i>Households at risk of homelessness: Commerce acknowledges that many housing prevention programs have prioritization requirements built into funding or are not using CE. If your community has many adults and families at imminent risk of homelessness, the following factors are recommended:</i> <ul style="list-style-type: none"> o <i>People who are at imminent risk of losing housing within 14 days,</i> o <i>People who are least likely to self-resolve their housing crisis, and</i> o <i>People experiencing network impoverishment. Network impoverishment (pg. 24) is not just that the person is experiencing poverty — everyone they know is experiencing poverty as well.</i> 		
7.1	Assessment Standards	pg. 19-20	<input type="checkbox"/> Policy- Assessment Standardization <input type="checkbox"/> Policy- Prohibiting assessment denial <input type="checkbox"/> Procedure- Household assessment process <i>The assessment process gathers all of the information necessary to make prioritization decisions, and the basis is based on the prioritization criteria as defined by the CE prioritization policy.</i> <ul style="list-style-type: none"> <input type="checkbox"/> <i>Prioritization as a process separate from determination of eligibility, including:</i> <ul style="list-style-type: none"> o <i>Consideration of all projects available to each household in relation to each participating project's unique eligibility criteria.</i> o <i>Consideration of each subpopulation's unique prioritization criteria.</i> <input type="checkbox"/> <i>Persons fleeing violence, youth and young adults, and households at risk of homelessness may have their own prioritization tools.</i> o <i>These types of considerations ensure access to all services available through CE for all subpopulations.</i> <input type="checkbox"/> <i>The assessment processes, including use of assessment and prioritization tools, must be implemented consistently at each access point in order to achieve fair, equitable and equal access to services. Procedures must include documentation of uniform assessment processes and tools across access points and staff. Section 4.1 identifies variations allowed in the assessment process based on subpopulation.</i> <input type="checkbox"/> <i>Households seeking assistance and households' service providers must have an opportunity to provide additional information for consideration in prioritization decisions. Assessment tools alone may not capture all the information necessary to determine priority status. However, only information relevant to the CE system's prioritization policy may only be used to make prioritization decisions.</i> <input type="checkbox"/> <i>A CE system will not deny assessment or services to a household if the household refuses to provide certain pieces of information.</i> <ul style="list-style-type: none"> o <i>Additionally, the assessment and prioritization process cannot require disclosure of specific disabilities or diagnoses. Specific diagnosis or disability information obtained is only used for purposes of determining program eligibility to make appropriate referrals, and should not be documented in HMIS.</i> <input type="checkbox"/> <i>If street outreach workers administer assessments, policies and procedures must describe how households encountered by street outreach workers were offered the same standardized assessment process as households who access the CE system through other access points.</i> 		

8.2	Community Based CE Training	pg. 23	<input type="checkbox"/> Policy- Training Curricula <i>The Community CE Governing Entity must ensure the development of community based CE training curricula to CE staff/assessors and that all CE staff receive training annually. Training may be in person, a live or recorded online session or reading material.</i> <i>The training curricula must include the following topics for CE staff:</i> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Review of local processes, including CE policies and procedures, and any adopted variations for specific subpopulations <input checked="" type="checkbox"/> How to administer properly an intake/assessment <input checked="" type="checkbox"/> How to use assessment information to determine prioritization <input checked="" type="checkbox"/> Criteria for uniform decision-making and referrals 		
9.2	Prioritization Lists	pg.24-25	<input type="checkbox"/> Policy- Referral Rejections by Projects <input type="checkbox"/> Policy- Conditions to maintain list placement <input type="checkbox"/> Procedure- Additional referral if rejected by project <input type="checkbox"/> Procedure- Maintaining up-to-date information on project capacities, vacancies, and eligibility criteria <i>CE must specify the conditions for households to maintain their place on CE prioritization lists (i.e. By Name lists)</i> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Unacceptable conditions include: remaining in daily contact, 24 hours to respond, "bad behavior" <input checked="" type="checkbox"/> Households have the right to reject housing and service options without retribution or limiting their access to other forms of assistance. <input checked="" type="checkbox"/> Additionally, CE must develop a process for follow up with households on prioritization lists. 		
10.1	Grievance and Appeal Process	pg. 25	<input type="checkbox"/> Policy- Grievance and Appeal <input type="checkbox"/> Procedure- Grievance and appeal submission <input type="checkbox"/> Procedure- Grievance and appeal reviews <input type="checkbox"/> Procedure- Communicating outcomes of grievance and appeal <i>Notify Households of their right to submit grievances and how to submit grievances including nondiscrimination and equal access complaints. The CE grievance and appeal procedures must include processes by which:</i> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Households may appeal prioritization decisions. <input checked="" type="checkbox"/> Households may appeal referral decisions. <input checked="" type="checkbox"/> Households may present grievances and appeals to staff not involved in the grievance or decision. <input checked="" type="checkbox"/> Grievances and appeals are reviewed by staff not involved in the grievance or decision. <input checked="" type="checkbox"/> Households are notified of the outcome of the grievance or appeal. <input checked="" type="checkbox"/> Includes a policy that does not specify the grievance to be filed by a certain date. <input checked="" type="checkbox"/> All CE grievance and appeal processes must be implemented consistently at all CE access points. <input checked="" type="checkbox"/> All grievance and appeal processes must be made publicly available. Publicly availability means persons can easily access this information in a public manner. This can include: <ul style="list-style-type: none"> <input type="checkbox"/> Online <input type="checkbox"/> Signage in office <input type="checkbox"/> Hand out at intake or in lobby/reception area 		
10.2	Privacy	pg. 25-26	<input type="checkbox"/> Procedure- Obtaining household consent <input type="checkbox"/> Procedure- Secure confidential storage of records <i>CE must develop and implement policies and procedures for obtaining household consent to share and store household information for purposes of assessing and referring households.</i> <i>If CE maintains prioritization lists (i.e. By-Name lists) outside of HMIS, they must extend the same HMIS data privacy and security protections prescribed by HUD for HMIS practices in the HMIS Data and Technical Standards.</i> <i>CE must adopt the following privacy protections:</i> <i>CE must not deny assessment or services to a household if the household refuses to provide certain pieces of information.</i> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> If the information is necessary to establish or document program eligibility per the applicable program regulation, and a household refuses to provide the information, a problem-solving conversation should still occur. <input checked="" type="checkbox"/> CE must not deny services to households if sharing data is refused unless federal statute requires collection, use, storage and reporting of a household's personally identifiable information as a condition of program participation. <input checked="" type="checkbox"/> Records containing personally identifying information must be kept secure and confidential. <input checked="" type="checkbox"/> CE must do everything in their power to protect the confidentiality and privacy of persons fleeing violence and their children, and must also refrain from engaging in activities that compromise their safety. 		