



Coordinated Entry Policies and Procedures

Housing Solutions Center

Table of Contents

1. Overview.....	3
2. Purpose	4
3. Program Access and Eligibility.....	4
4. Data Tracking	19
5. Termination of Participation, Applicant Denial, and Grievance.....	19
6. Confidentiality of Client Records.....	22
7. Appendix A – Program Eligibility for Permanent Supportive Housing by Agency.....	23
8. Appendix B - Program Eligibility for Rapid Re-Housing/Transitional Housing/ Permanent Supported Housing by Agency.....	26
9. Appendix C - Program Eligibility for Prevention Assistance by Agency.....	31

1. Overview

The Council for the Homeless' Housing Solutions Center (HSC) is a one-stop access point for people who are experiencing homelessness or are at risk of homelessness to connect with emergency shelter, homelessness prevention and housing programs in Clark County which encompasses the entire Continuum of Care (CoC). Tenant Based Rental Assistance Programs (TBRA) funded through Clark County may serve households who live in the City of Woodland, which crosses into Cowlitz County. Our mission is to identify the shelter and housing needs of all people experiencing homelessness and match clients to available resources and programs; empower clients to reach their goals; and to help clients return to stable housing and give them the tools and skills needed to decrease their likelihood of experiencing homelessness again.

The HSC is accessible to all people with varying levels of physical, mental, or linguistic capabilities. We are able to connect people with auxiliary aids and services, such as interpreters, documents in large type, braille and translated into various languages. Coordinated Entry/Assessment (CE&A) operates in such a way to promote fair housing for all populations and prevents discrimination on the basis of gender identity, disability, race, ethnicity, color, religion, sex, national origin, sexual orientation or familial status. Through our work, we are able to gather valuable data that allows our community partners to identify gaps in homeless services in Clark County.

Households have the right to file a nondiscrimination complaint. This is advertised by posting it conspicuously on the CE & A waiting area wall and shared with all households at the end of their housing assessment by all assessors.

The CoC offers assessments to help clients access many of Clark County's housing programs through a process called Coordinated Entry and Assessment. A Diversion model is utilized for coaching those households that chose it, to quickly exit out of homelessness. Navigation services are provided to help people access other resources they need in the community. This includes: Employment services, clothing and food resources, etc. It also includes working with clients to address their barriers and provide housing search support. Our Housing Hotline places people into shelter, provides basic resource navigation, and conducts in-depth housing screenings. In order to retain CE process accuracy, the staff receives annual reviews and are guided through in person coaching/training opportunities.

Phone screenings are completed by Housing Hotline specialists M-F between 9am-5pm, and weekends and holidays from 11am-2pm (hours may increase in Winter). Housing Assessments and Diversion Intakes are conducted for clients who are literally homeless (HUD definition) on a first come, first served basis for pre-screened clients. These assessments are available Monday, Tuesday, and Thursday from 9am-3pm in the Housing Solutions Center (HSC). The HSC is fully accessible for people of all abilities, has

a bus stop at the front road of the facility and has parking available. In addition to the office assessments, and to ensure our Coordinated Entry & Assessment (CE & A) is covering the entire geographic area claimed by the CoC, including Woodland. Housing Coordinators and other trained outreach staff from partner agencies conduct outreach assessments throughout the week in North and East County along with additional scattered site locations, including on the street, and throughout Clark County.

Prevention services are for those who are unstably housed or are in need of rental assistance. Clients call the Housing Hotline during business hours to see if any programs are available that they may be eligible to enter.

2. Purpose

The purpose of the *Policies and Procedures* is to:

- Provide details on who is eligible for the program and how to access the program;
- Outline program reporting and tracking; and
- Provide a clear understanding of how the program operates.

3. Program Access and Eligibility

Coordinated Entry and Assessment (C E & A) is accessed by calling the Housing Hotline (360-695-9677) M-F between 9am-5pm, and weekends and holidays from 11am-5pm (hours may vary by season). In order to ensure that the C E&A is easily accessible by individuals and families seeking housing or services, households are able to contact the Housing Hotline from any telephone, in addition to text message. If a household has no phone, they are welcome to visit the HSC and use an internal phone. In addition, many service providers in the community provide guidance and access to a telephone or to housing assessment if a household needs this support to access the CE&A system. Those without phones may also access assessments through Share House, working with a local street outreach team or dropping by the HSC and knocking on the door. When a potential participant calls the Housing Hotline, staff and/or volunteers ask the caller a series of screening questions to determine the needs of the individual or family and if they are seeking emergency shelter, housing assistance, and/or prevention resources. The Housing Hotline staff will engage in a short diversion conversation with the client based on the information provided to help orient the client towards additional resources that may be beneficial to their specific situation and to help them begin to formulate a plan for achieving housing.

This conversation during the call is diversion-based coaching to assist the household in reflecting on the resources currently available to them. This process includes asking the client about family, friends, and other social connections that may be able to provide assistance to supplement housing programs. This conversation can include alternative housing options, or how to engage with faith-based or other communities that may be able to help. If the individual needs them, resources can also include agencies that do not provide housing assistance but do help with items that lower barriers and make the housing

search less stressful, such as childcare, medical assistance, credit repair, and food banks. Relevant information will be communicated to the Housing or Diversion Coordinators to assist them in conducting client-driven assessments. Callers may be referred to 211info if extensive information and referral is needed beyond housing assistance.

The diversion conversation between call center staff and client will at all times emphasize the “housing first” model, and while additional resources will be discussed, they will always be discussed in terms of how they relate to an overall housing plan.

Marketing

As a strategy to ensure the C E & A process is available to all eligible persons regardless of their gender identity, sex, age, disability, race, color, ethnicity, religion, national origin, actual or perceived sexual orientation, marital status or familial status. Access to the C E & A is thoroughly advertised throughout the Continuum of Care (Clark County, WA). Post cards and flyers in the four most spoken languages in the area (English, Russian, Chuukese, and Spanish), are regularly and widely distributed to service partners, and information about how to access the Housing Hotline can be found through several access points.

Some of these include: 211, CFTH website, social media, Clark County website, HUD services search, the City of Vancouver website, fliers in buildings in the faith community, state parks, and day centers along with advertisement due to a strong relationship with the school districts within the county along with the county jail system. In addition to these access points, CFTH attends various resource fairs, tabling events, and conducts presentations to any systems partners that interact with folks experiencing homelessness. Also, strong connections with culturally specific and responsive groups such as the NAACP, the Latino Community Resource Group, veteran’s groups, YWCA, schools districts etc. to break down barriers and dispel myths around homelessness. Along with these partners, CFTH participates with the Stable Families Partnership group which exists to serve marginalized populations. Specifically, those who have an adult in the household that identifies and a person of color or as a member of the LGBTQ community. This group meets regularly to provide equity work for these populations.

Distribution of the Interested Landlord list will occur with each required quarterly update of the list. Quarterly updates include assessing the availability of open waitlists, accuracy of contact information for landlords and apartment management companies and making any necessary changes to said information. Quarterly updates also include outreach to new landlords and management companies and adding new buildings to the list when applicable. Quarterly updates will occur at the beginning of each standard business quarter as follows:

- First quarter, Q1: 1 January – 31 March
- Second quarter, Q2: 1 April – 30 June
- Third quarter, Q3: 1 July – 30 September
- Fourth quarter, Q4: 1 October – 31 December

List distribution for households experiencing homelessness will occur at the Housing Solutions Center (HSC), with each household receiving a copy, alongside other resource lists, when meeting with HSC staff to participate in Diversion, Coordinated Assessment, or Prevention programs. Further, copies of the list will be available to all individuals who visit the HSC both at the front desk and on a curated resource wall that is regularly updated and easily accessible to all HSC visitors. Staff can also offer to email copies to individuals who are not able to physically visit the HSC.

The quarterly updated landlord list is always available on the CFTH website for agencies and households to access.

CFTH also regularly updates the Clark County community resource guide which advertises housing, basic needs and several other community resources inclusive for the needs of all people regardless of their gender identity, disability, race, ethnicity, religion, national origin, sexual orientation or familial status.

Emergency shelter

A caller seeking emergency shelter will be prioritized by vulnerability through a screening embedded in HMIS using the most recent information a client provides to any service provider that enters data into HMIS. The client will be automatically put on a shelter waitlist which is prioritized by vulnerability when any Homeless Crisis Response System staff person indicates there is a need for shelter in HMIS for that household. If the household calls the Housing Hotline, a staff/volunteer will seek a verbal Homeless Management Information System (HMIS) Release of Information from the caller and build a client profile in HMIS that includes universal data elements. The staff/volunteer will ask the caller a number of screening questions to determine their eligibility for emergency shelter services, which include universal data elements, such as housing status, income, and family composition.

Qualifying factors for shelter include that they must meet the HUD definition of literally homeless. This includes

- Living in a place not meant for habitation, including the street, a tent, an uninhabitable RV and a car.
- fleeing or attempting to flee domestic violence, dating violence, sexual assault and/or stalking, having entered a
- Entering a system of care from a literally homeless housing situation and staying for less than 90 days, and then exiting with no other housing support available.

All adults (18 and over) seeking shelter will have names will also be run through a sex offender registry.

Level 1 sex offenders may be placed within Share House. Level 2 and 3 may not be sheltered without Share manager approval. Level 1, 2, or 3 will not be sheltered in the WHO or Share Orchards or Share Homestead.

Survivors

If the individual or family is attempting to flee or flew from any type of violence, they will be referred with a warm hand off to the YWCA Safe Helpline (360-695-0167) to create a safety plan and for access to the YWCA SafeChoice shelter. If there are no spaces available at the YWCA, staff/volunteers from both agencies will work with the caller to identify an alternative safe option. Options may include, a safe shelter in another community or connecting with safe family/friends or faith based facility.

Survivors fleeing an unsafe situation, where there is a real risk the abuser will seek their whereabouts and go to their location, based on information provided, will not be eligible for motel vouchers or residential and nightly shelters due to the safety risk for all involved. Survivors will also not be entered into the HMIS system. Instead a paper file will be established per HMIS guidelines and throughout the household's engagement in shelter and/or the housing referral or Diversion process.

Survivors are eligible for any type of housing program and all efforts are made to conduct an assessment with a survivor whether they are in Clark County or needed to leave Clark County for safety, but intend to come back. Survivors may not be denied access to CE & A because they are a survivor of any type of violence.

Residency

The household must identify as being in Clark County, or having spent last night in Clark County. Those outside the County who spent the night outside the County will be encouraged to pursue shelter in their community and information for resources will be provided, as available. No household from out of Clark County, who did not spend the previous night in Clark County will have a bed held for them until they arrive in the area, based on self-declaration.

Bans

Households may be banned from a specific shelter per agency policies, as indicated through HMIS. Households should be informed of the ban and told they may grieve the decision with the agency instituting the ban. Should the ban be older than three months, the Hotline staff will check with facility director to see if they may re-enter. Any required stipulations identified by the program director will be shared with the shelter seeker. Being excluded from one shelter facility does not equate to all and housing hotline staff should always check with shelter directors, if there is any question, before turning someone away due to a ban.

When a household is referred to shelter the following information will be provided by the housing hotline:

- Shelter address
- Intake time and/or entry timeframe
- What to do if they change their mind (Call back the Housing Hotline)
- General shelter expectations

Winter Hospitality Overflow

Winter Hospitality Overflow (WHO) is a coordinated effort between Council for the Homeless, St Paul Lutheran Church, St. Andrew Lutheran Church, Share, partners within the faith community, and volunteers throughout the county. The WHO is a part of our community's shelter system, and provides additional shelter space from **November 1st through March 31**. Saint Paul hosts 30 single men and St. Andrew has a bed capacity of 50 for single women, couples, and families. Placements into these spaces are filled through the standard shelter placement process.

Women's Housing and Transition

Women's Housing and Transition (WHAT) is a coordinated effort between Council for the Homeless, St Luke's Lutheran Church, Share, partners within the faith community, and volunteers throughout the county. The WHAT is a part of our community's shelter system, and provides additional shelter space year around for 18 single women. Placements into these spaces are filled using shelter screening tool, where the most vulnerable based on their screening score are prioritized for placement

Single Male Spots

Single male placements at Share House are filled as beds become available. Placements into these spaces are filled using shelter screening tool, where the most vulnerable single males (based on their screening score) are prioritized for placement. During the winter months, folks will be placed at St. Paul's Winter Hospitality Overflow as beds are available. If there is no space available, the single males will be asked to check in on a weekly basis and will remain on the shelter wait list based on vulnerability score.

Single Female and Family Spots

If the caller is a single woman, a pregnant (with verification, if early stages), or a family with children under the age of 18, or an emancipated (with verification) or parenting youth under 18 and eligible for emergency shelter, the household will be placed into Share Orchards Inn, Share Homestead, or in the winter months St. Andrew Winter Hospitality Overflow, if space is available. Any needed verification will need to be provided to the shelter staff at entry.

If space is unavailable and it is non-WHO season, the household will be placed on shelter wait list and asked to check in once per week to remain active on the list. If more than one week has passed and the family calls in, they will be put back in the same position as they were when they called originally. Those households awaiting shelter are placed based on a first come, first served basis. As spaces become available, staff will call the client at the top of the list. If space is unavailable and it is during WHO season, the household will be asked to call the following day to check for available shelter spaces.

During the WHO season additional shelter beds may be available through the severe weather shelter provided by various agencies and organizations that vary from year to year. Placement into the severe weather shelters can be through the Housing Hotline on a first come, first served basis or as a walk in basis, depending on the request of the shelter facility.

Emergency Motel Voucher

Emergency Hotel Vouchers are accessed both through the Housing Hotline (360-695-9677) and by police officers. Emergency Hotel Vouchers are granted to clients that are screened with the motel voucher screening tool, are homeless, who have no access to emergency shelter or other resources. Dependent on screening score *and* available funding at that time will determine if a voucher can be provided for that night. Vouchers are granted for one day, but may be extended day to day, for no more than 30 days as a bridge to permanent housing, or to address major health concerns to living unhoused. Households will not be provided more than one week of motel vouchers without meeting one of the above extenuating circumstances, due to funding limitations.

The motel stay is added to the person's HMIS file under Entry/Exits, in the non-confidential notes, and Needs. If the stay was paid for by police voucher, the but/for's in the need consist of the text "Police motel voucher" and the signing officer's badge number. If the person was placed through the Housing Hotline, the but/for's describe what resources the client does and does not have that could be used to provide emergency housing. If they do not have any resources, they could be deemed eligible for the motel voucher.

If a household is not allowed to stay at a motel for any reason a second option will be pursued. If a second option does not work out, the motel voucher will be denied. Should a household cause any type of damage or accrue any type of cost owed to the motel while supported by CFTH, the household will no longer be able to access motel vouchers.

Shelters and ADA Options

Should a household need reasonable accommodations due to a disability the Housing Hotline will work to identify if any reasonable accommodations exist within the shelter facility options. Verification of accommodations needed to a disability may be requested from the households seeking assistance. These verifications are ordinarily provided by a medical professional.

Reasonable accommodations requests should be communicated to the shelter director by the housing hotline staff. Accommodation may include additional blanket, additional sleeping mat, cot (if available), moving from a WHO facility to a residential shelter to sleep on a couch or a space with fewer people or 24/7 professional support. Housing hotline staff should not assume whether a shelter provider can or cannot make an accommodation and should also contact the shelter provider.

Housing Assessment

Housing Assessment Procedure

Clients seeking housing assistance call the Housing Hotline, Monday through Friday, between 9am-5pm, weekends and holidays from 11am-5pm to be pre-screened over the phone by staff or volunteers for basic housing program eligibility (i.e., to determine whether someone is literally homeless, doubled-up/couch-surfing, fleeing domestic violence, has a notice to vacate, etc.). Community outreach staff can

provide housing assessment where the client is at as well as clients being able to come to the Housing Solutions Center to use in-office phones if they do not have one readily available.

If clients meet the HUD definition of literally homeless (or their circumstances are such that they would be eligible for housing programs which serve those who are imminently homeless, but are fleeing domestic violence, they are provided information about when to come in to have a housing assessment or Diversion intake completed. If clients are imminently homeless (e.g., couch-surfing, doubled-up, or have a pay-or-vacate notice from their landlord), clients are referred to Prevention programs as available.

When visiting the HSC, households may also engage with the DSHS WA Connections website through the two facility computers. In addition, a staff member from Work Source, YWCA and the Area Agency on Aging are hosted once per week in the facility to speak with those needing assistance from their supports and break down barriers to their valuable resources.

CE & A households are welcome to freely decide what information they provide during the assessment process, to refuse to answer housing and service options without retribution or limiting their access to forms of assistance unrelated to the assessment. In addition, any household program referral is offered to household as an option and households may not be steered toward any option(s) by staff. The household is not required to accept the option and their placement in the priority pool will not be affected. Households will be continued to be offered program referrals, as they arise and the household may choose to pursue the options. Turning one option down does not guarantee another option will be presented in a timely fashion, nor does it guarantee that the desired option exists based on the household's eligibility.

Clients are asked questions about their ability to access the assessment process in order to determine the best next steps are for the client to receive the housing assessment. Some of those options include: over the phone, through an outreach effort, going to one of our satellite assessment locations or by coming to the Housing Solutions Center within one week after calling the Housing Hotline for an assessment or intake (this is their "screening expiration date"). If they are not assessed before their screening expiration date, they may call to be re-screened, or if they come in and their circumstances are the same as during their original screening, they are given a new screening expiration date.

Clients that choose to access assessment by coming to the HSC are instructed to come in between 9-11:30am or 12:30-3pm on Monday, Tuesday and Thursday for a walk-in appointment. When a client comes in, they are checked against a list of households who have been pre-screened over the phone through the Housing Hotline. If caller specifies they are unable to come in during the normal hours (due to school or work schedules, or issues with transportation), staff can provide an accommodation by meeting them in a mutually safe space within Clark County, as outreach staff capacity allows. In addition, Housing Coordinators and street outreach staff provide outreach assessments in four set locations in various parts of Clark County, two days a week. These are identical assessments to the ones provided at the HSC, either on paper or on a computer. They also conduct assessments wherever there

is a reported need in the community through street outreach, over the phone for those individuals that are currently incarcerated, and will go to a system of care in order to ensure that all populations within the CoC are able to access the Coordinated Assessment/Entry system.

CFTH is also regularly training community providers to conduct housing assessments with their clients, or those they engage with during street outreach. While those trained vary due to staff turnover, Share, Lifeline Connections, Janus Youth, the Veterans Administration, and CSNW staff are usually trained and providing housing assessments. All staff trained to conduct housing assessments are asked to sign a conflict of interest and commitment form, holding them to the same high standards of all HSC staff. Trained staff receive a refresher training at least annually, including a thorough review of their assessments to make sure the strict expectations related to impartiality and administration fidelity is practiced.

The capacity for how many assessments or intakes that can be completed on any given day is dependent upon staff availability (e.g., illnesses, meetings, etc.). If more clients arrive for assessments than what the capacity allows for that day, clients are asked if anyone is willing to come back another day; the clients who volunteer to come back are advised to arrive at either 9am or 12:30 pm to ensure they will be seen that day. If no one is able to come back in the next available assessment timeframe, assessors will schedule a place and time to meet them, or will schedule a phone assessment. If transportation is an issue for clients who have been rescheduled, they can also be provided with bus tickets to get them to/from the appointment, when bus tickets are available.

Clients who are assessed are provided with release of information paperwork to complete. The front desk staff or assessment specialists are able to provide assistance with completing or explaining paperwork when needed. While clients complete paperwork, front desk staff makes note of who is here for an assessment, and prepares a file for the household. Front desk staff photocopies identification for all household members, as well as any other pertinent documents they bring (e.g., income verification, disability verification, etc.). When all paperwork is completed and necessary documents are copied, the file is given to an assessment specialist.

The assessment specialist inputs information from completed ROIs and intake forms into HMIS. Once all information is transferred into the assessment tool, the assessment specialist will meet with the client and will have a conversation with the household about their situation to better determine whether a Diversion intake or a housing assessment would be most appropriate. For housing assessments, the CE & A utilizes a well-established, standardized and comprehensive assessment tool called the VI-SPDAT. This tool is used internationally to determine a household's level of vulnerability while experiencing homelessness. The unified approach is utilized using a standardized decision making process at all points of access. The assessment tool differentiates between families, singles, youth and those that are currently incarcerated. The VI-SPDAT is consistently used at all points of access for all people experiencing homelessness. The tool considers age, physical and mental barriers, current living situation, domestic violence, legal barriers, likeliness of victimization, drug and alcohol use, emergency service utilization, and barriers facing families with children in their household. This ensures that the CE

& A is providing an initial, comprehensive assessment of both individuals and families for housing and services. After the assessment, the client is provided with resource navigation with the assessor based on the needs that the client reported experiencing. The client is provided with a description of the priority pool they are determined eligible for, a document which explains next steps and the grievance policy, and the contact information for their assessment specialist. The client is asked to check in with the HSC monthly to update their contact information or any other major household changes. If the client does not check in for 6 months, a staff member from the HSC will reach out. If contact is unable to be made, the client will be closed out in HMIS and the Priority Pool.

Housing Assessment for Survivors of Domestic Violence

If a client discloses that, they are fleeing or attempting to flee a domestic violence situation they will not be excluded or denied access to the CE & A process. The CE & A will provide them anonymity within the HMIS system. We are able to conduct assessments and intakes on paper and store paper only files for those households who wish to remain anonymous. We are unable to disclose contact with a service recipient unless they have specifically given written or verbal permission to do so, which helps to ensure their abuser cannot track their access to services through the CE&A.

Diversion Intake

Diversion Intake Procedure

Diversion is a culturally responsive process. It provides more equitable access to services because of the client centered basis of providing service delivery. If, at the time of meeting with an assessment specialist, the household chooses to complete a Diversion intake, they will have a strengths based problem solving, coaching conversation with the assessment specialist.

Diversion is a client led and strengths based model. Staff will focus on helping households identify their goals and the best way to achieve those goals. Diversion support is unique to each and every household. This support may include housing navigation and wrap around services. If needed, referrals are made to community agencies, businesses and supports appropriate to household initiated case plans and goals. Housing navigation includes the use of local agencies and resources to support housing case plans. Services can include: budgeting, discussing participant's strengths, as well as moving towards next steps and goals. This may include credit repair, mental and physical health resources, employment options and services, education, parenting classes, and other wrap around services. All services are tracked through HMIS.

As needed, the Diversion coordinator will complete a referral worksheet for participants. This will be included in a participant's case plan. The Diversion coordinator will follow up on engagement with outside agencies to track success in receiving assistance, or if participants have been referred to another

resource. All referrals are tracked through HMIS. Landlord advocacy includes: sharing possible rental options, calling or visiting landlords with the client, creating formal rental agreements, educating landlords on RLTA rules and helping with reasonable accommodation requests and appeals. If formal legal supports would benefit the household, direct referrals will be made to the community free legal aid agencies.

Financial assistance, in the form of move in costs, and assistance with application fees as funding is available, will be provided on an as needed and as available basis and is not an entitlement to the program. If rental assistance will be provided, a check request is submitted with the breakdown of costs and a W-9 from the property manager to CFTH finance staff. Financial assistance will be provided to the landlord only, not the household receiving assistance.

Once a household has been entered into Diversion, they will be supported for 30 days. If they are engaged and progressing with their goals, they will be offered an additional 30 days with services lasting no more than 60 days. Participants who have secured housing, engaged in duplicate services with another agency or have not engaged will be exited from Diversion. Those who have not been able to progress their goals through Diversion will be screened for eligibility for a housing assessment to pursue longer-term housing options.

Program Placement

Housing Program Provider Communication

Housing program providers will submit all program openings on their individual program portal on the CFTH website. The HSC Director will automatically receive an email that contains the number of spots available, the date of the opening(s), and any other notes from the agency. A duplicate of this email is simultaneously sent to the requesting housing program contact as confirmation.

Placement Procedure

The Housing Coordinator will select client files, which meet the eligibility requirements indicated on the form submitted by the referral agency. Each housing program has a priority pool from which their referred households are referred.

- VAT Priority Pool: Housing First Permanent Supportive Housing where households must be Chronically Homeless and score at least a 25 on the VAT assessment tool.
- PSH Priority Pool: Permanent Supportive Housing where households are families or do not need to be chronically homeless. Families must score at least a 13 and individuals must score at least a 12 on the VI-SPDAT assessment tool.
- Rapid Re-Housing/Transitional Housing Priority Pool: Medium Level Needs. Families must score between 7-12, and singles must score between a 6-11 on the VI-SPDAT assessment tool.

Households are first prioritized by their vulnerability score, then their most recent length of time homeless, their overall length of time homeless, and finally the date of their assessment.

The Housing Coordinator reaches out to a minimum of five clients at the top of the list, using all known means of contact for a two week period. In addition, community partners are contacted to help locate households if able. This may be extended for households on the VAT list, knowing outreach to the households may take more time. When contacted, the client's eligibility will be reviewed, and if still eligible, they may be asked to supply supporting documentation, sign updated HSC documents, and/or schedule an appointment to complete a homeless verification with an HSC staff member or other applicable third-party person.

The Housing Coordinator will update the client file with completed documentation and any new information relevant to the client's current situation, and send it to the housing provider, either by physical delivery, fax, or scan/email, depending upon provider preference and confidentiality guidelines. Of the three households contacted, the one with completed paperwork will be referred and others will be sought again for future referrals, if still eligible.

If the client is no longer eligible for the program due to a change in housing status, the client is closed out in HMIS and taken out of the Priority Pool. They are informed that if they experience any future housing crises, they should call the Housing Hotline for information about any possible assistance that could be available to them. If the client is experiencing homelessness and ineligible for the current program, they will remain in the Priority Pool for other potential programs, and the Housing Coordinator will move on to the next client.

When households are presented with a referral options, they are provided with the known information about the information. This includes the referral agency and program, the program type, the entry requirements other messaging provided by the agency to the CE & A to share.

File Acceptance/Denial

After the client's file is sent to the housing provider, that provider has (3) three business days to review the file, verifying the client is indeed eligible and all necessary documentation has been provided. The housing provider will then send the Housing Coordinator the HSC File Checklist with their approval/denial and reason, along with the date and their signature.

If accepted, the Housing Coordinator will close out the file in HMIS, scan and upload the file to HMIS, and take the client out of the Priority Pool. The housing agency then begins working with the client. If denied, the Housing Coordinator will review the reason for the denial and take necessary action. This may include: providing further documentation, making file corrections, investigating the denial, advocating for the client, placing them back on the priority pool, or moving them into a different program.

Placement Guidelines

The Housing Coordinator will move on to the clients with the next vulnerability score after (2) two business days since leaving initial messages and having tried all means of contacting the more vulnerable clients. If there has been initial contact with any of the clients, but they are not bringing in

their documents or otherwise completing the tasks needed for placement, the Housing Coordinator will engage with any supportive services the household may be engaged with and update the partner agency awaiting the referral of the progress of the placement. Dependent on the clients ability to engage will be the primary factor in how long a Coordinator waits to move to the next eligible clients.

In certain cases where the client has difficulty obtaining documentation; is in need of a higher level of assistance; or more documentation is needed than typical, deadlines can be extended at the discretion of the Housing Coordinator.

Clients are informed at the time of assessment that they are expected to make contact roughly every month with the HSC. If they do not make contact for six continuous months, they are closed out in HMIS and removed from the Priority Pool. If they make contact after they have been closed out they are asked to come in and reassess. Regardless as to whether a household has been making contact or not, after six months, the household is asked to come in and update their eligibility with a new assessment. Clients eligible for Permanent Supportive Housing will not be removed from the waitlist unless the HSC determines they are housed or are no longer eligible for programs.

Placement by Program

Specific eligibility criteria are considered for each program. The HSC is notified of these criteria by the housing providers and uses the assessment tool, program eligibility matrix, and potentially other guides to find suitable candidates for each Rapid Re-housing, Transitional Housing, or Permanent Supportive Housing program.

Required documentation for all programs: ID for all members of household (birth certificate, driver's license or state-issued ID, passport, military ID, school ID; and social security cards are acceptable for children under 18); income verification, or self-declaration if no income; homeless verification; signed assessment cover sheet dated within last 90 days; and signed ROI's.

Any documents acquired for the purpose of program placement do not require disclosure of specific disabilities or diagnoses, unless required by a specific program. Any information that must be obtained is held in the strict confidentiality and used solely for the purpose of determining program eligibility.

See Appendices for program eligibility criteria by level of need and agency.

Prevention

Partner housing agencies update Prevention openings on the CFTH website on a rolling basis. Whether a Prevention program is funded through ESG or another non ESG funding source, the screening and referral process will be prescribed to the program eligibility criteria for that funding source and agency requirements.

Clients call the Housing Hotline during regular business hours, 9am-5pm Monday-Friday, and 11am-2pm on weekends and holidays to access Prevention programs. When clients call the housing hotline and request prevention assistance and there are openings, they will be screened at that time to assess for eligibility by a dedicated Prevention Specialist. If there are not any openings for prevention, the client is provided with other community resources that may be able to provide assistance. The client is also encouraged to call back at any time if they have additional questions or if their situation changes. If the client passes the initial screening and there are available openings, client will continue to the second, in depth, screening process at the time of their initial phone call if the Prevention Specialist is available. If the Prevention Specialist is not available, they will be contacted in no more than 48 hours to complete this step. If the client is deemed eligible at this point in the process, their file will be completed and sent to the requesting agency by their preferred method of delivery.

The prevention assessment is based on Commerce's Targeted Prevention Tool. This tool uses a scoring system that considers a client's barriers to housing as well as risk factors that would indicate a higher likelihood the client would become literally homeless without receiving assistance. Clients must meet a certain point threshold in order to be referred for a Prevention housing program. Other eligibility criteria that must be taken into consideration are the Fair Market Value of the unit they are residing in, and the income level of the household.

At no point is the client told she/he has been approved for rental assistance, as the housing agency is the entity that makes the final decision on approval.

Required documentation for all programs: ID for all members of household (birth certificate, driver's license or state-issued ID, passport, military ID, school ID; and social security cards are acceptable for children under 18); income verification, or self-declaration if no income; signed assessment cover sheet dated within last 90 days; signed ROI's; current lease; and proof of notice to vacate.

Stable Housing Voucher Program and Student Housing Stability Program

The Stable Housing Voucher Program and Student Housing Stability Program is a partnership between Vancouver Housing Authority, Bridgeview, Evergreen & Vancouver Public Schools and Council for the Homeless. The program provides rental assistance (as funding allows), education planning and employment services with the goal of helping families stabilize, achieve self-sufficiency and thereby improve the educational outcomes of their children.

The FCRC identifies potential families in partnership with the Homeless Liaison using simplified eligibility criteria in combination with any educational priorities and provides them with initial program information sheet.

Within 60 days of program entry, the education plan and economic self-sufficiency plan is created and shared with FCRC, VHA and HSC. If not already in housing, the applicant locates housing, with help of

HSC Housing Navigation if needed. Applicant will be required to update HSC at least once per week on progress of housing search.

The HSC will deny applicants if they do not meet program eligibility. Denied families will be notified by letter with an explanation of why they are not admitted to the program as well as directions on how to appeal the decision. If a family feels the HSC has made the wrong decision regarding a denial, they must contact the Housing Solutions Center Director to have their case reviewed.

Homeless Student Stability Program

The Homeless Student Stability Program (HSSP) grant is intended to link both unaccompanied students and families that include homeless students to stable housing located in the homeless student's school district. The goal of the program is to provide educational stability for homeless students by promoting housing stability.

The grant provides dedicated staff (known as "Housing Navigators") from the Council for the Homeless to collaborate with school district staff (McKinney-Vento Homeless Liaisons and Family Community Resource Center Coordinators) in order to support students and their families with assistance to gain stable housing. The Navigators will be primarily based in schools identified in the grant application within the Battle Ground, Evergreen and Vancouver School Districts.

In partnership with the three school districts, Navigators will work in/with schools to support coordinated entry unaccompanied homeless students by connecting them with runaway and homeless youth service providers and use diversion and if diversion is not successful, refer to the local administered (CE & A) system (CFTH Housing Solutions Center) for a housing assessment.

Housing Navigators will be providing assistance using the Diversion model, trauma informed principles, positive youth engagement, progressive engagement, outreach, and family reconciliation with a prioritization toward unsheltered homeless families or youth.

Family Assistance Community Engagement Program

The Family Assistance Community Engagement (FACE) Program is a program designed to serve those in our community who have been historically marginalized. This program targets families with at least one adult that identifies as a Person of Color or as a member of the LGBTQ+ community. Households are identified through referrals from partnering schools, and through Screenings from the Housing Hotline.

The grant provides a dedicated staff from Council for the Homeless to collaborate with several partner agencies that serve these historically marginalized populations, in addition to the Vancouver and Evergreen school districts. This collaboration is necessary to provide support to the families in the FACE program to achieve housing stability due to their increased barriers to housing.

FACE staff will be providing assistance using the Diversion model, trauma informed principles, progressive engagement, outreach, and family reconciliation. For those households that require a more

intensive approach than what Diversion can offer, there is a partner in the collaboration that can provide Rapid Rehousing assistance for a longer term of support.

Housing First

The HSC coordinates assessments and placements for the CoC Housing First Projects within Clark County. Targeting clients for the housing first program is a community effort. Service providers across Clark County are assisting the HSC in locating clients that are chronically homeless, extremely vulnerable, and have a disabling condition that may not seek assistance through our formal coordinated process. Providers who have potential candidates for program call the HSC and request an assessment. An HSC staff member will coordinate an assessment, either at the HSC or through street outreach, depending on client need.

The assessment tool utilized for this project is the Vulnerability Assessment Tool (VAT), which measures a person experiencing homelessness' vulnerability and continued instability. At the conclusion of the assessment, a score is calculated, which can be compared to other completed VAT assessment scores.

Client scores and assessments are reviewed by the HSC Director for consistency and the scores are kept at the HSC on a VAT priority pool. The clients are prioritized into available housing first program openings based on their score with the highest or most vulnerable score being assigned first. In the case of the same vulnerability score, the client that has experienced homelessness for the longest consecutive time will be assigned first.

Service providers will update all program openings on their individual program CFTH website. The HSC Director will automatically receive an email that contains the number of spots available, the date of the opening(s), and any other notes from the agency. The Housing Coordinator will place the client that is the most vulnerable to the available spot.

The Housing Coordinator will deliver a file containing a completed VAT assessment, HMIS ROI, and Program ROI to the provider agency. The additional forms contained in the file are; Income Verification Checklist, Literally homeless verification checklist, Proof of Chronicity Packet, HOP homeless verification form, extent of homelessness checklist, disability verification form, and BVS consent form.

A VAT Referral File Checklist will be included in the file upon placement. This checklist list is filled out by the provider and returned to the HSC to confirm that the client meets the program requirements and is accepted into their program. The time window to send the checklist back to the HSC is 3 days after placement. The checklist can be scanned and emailed the Housing Coordinator.

Resource Navigation

Navigation services are designed to help clients access community resources and to help with the housing search process for clients that can afford housing or are receiving funding from a housing program. Navigation services include, but are not limited to medical insurance sign-up, housing navigation, employment navigation and connecting the client with other agency resources, such as clothing, legal advice, food, bus passes, SOAR (SSI/SSDI Outreach Access and Recovery) referrals. If a

client is missing documents needed for the housing assessment file and needs help getting them, Navigation can assist with this.

Navigation is accessed through the HSC and supports those on the waitlist for housing programs as well as those that are doubled up or imminently in danger of losing their housing. Navigation is accessed in a number of ways. A client may call to schedule an appointment with a navigator, they may fill out a navigation request (see Appendix for Navigation Referral) before her assessment, the assessment specialist may determine a need and make a referral to the navigator, or staff may determine a client is in need at any point during the wait for placement and refer to navigation.

When a household is referred to our navigation services, a navigator will meet one-on-one with the client(s) and discuss their individual needs and the level of assistance they would like in helping meet those needs. Assistance can range from one-time help such as an address and phone number, advocating on their behalf, assistance to linking to a specific service, helping someone buy eyeglasses, signing up for health insurance, to ongoing support like employment and housing searches.

4. Data Tracking

Housing Hotline staff/volunteers ask for permission to enter the household's information in the Homeless Management Information System (HMIS). If permission is granted, information obtained during the screening is entered into HMIS. If permission is refused, a paper file is started. When the client comes in for the assessment, the HSC will obtain written permission to update the household's information and to create an Entry/Exit in HMIS (see Appendix for all Release of Information forms). If a client declines to be entered into HMIS, a paper file will be kept for the household. The client must still complete all ROIs, but will select the "opt-out" option on the HMIS ROI (see HMIS ROI).

When the proper releases are obtained, HMIS is used to track data for the Housing Hotline, assessment, and navigation portions of our services. Referral forms (see Appendix) are kept in a paper file for clients referred to navigation.

Upon approved placement, a referral is made by the HSC to the housing provider in HMIS. This referral system allows the HSC to track placement outcomes in order to better serve returning clients and make programmatic changes/suggestions.

5. Termination of Participation, Applicant Denial, and Grievance

Written grievance and denial policies are available to applicants and participants in the Coordinated Assessment Program, and each client who has an assessment completed will be provided with an eligibility determination (see Appendix for eligibility determination forms).

Termination of Participation

Clients who are on the housing priority pool are asked to check in with the HSC once a month to keep their information current and active. If the client has not contacted the HSC for a period of 6 months, an HSC staff member will reach out, and if there is no contact made the client will be moved to a “Closed” list and their case will be closed in the HMIS system.

If clients get back in contact with the HSC after the 4 month period, they can have their case re-opened. If the client has not been housed since the original assessment, the client will be placed back on the waitlist based on the date of the original assessment. If the client has been housed since the original assessment, the client will be treated as a new case and will be placed on the waitlist based on the date of the re-assessment.

Clients who are on the waitlist for Permanent Supportive Housing are never moved off of the waitlist and their file is never closed.

Denial

If a household is denied assistance, the CE & A will:

- Notify the household that they are being denied;
- Inform the household of the reason for the denial.
 - Receive the CFTH grievance policy and form (or similar if non-CFTH primary program)

Grievance

If a household expresses verbally or in writing that they have a grievance of any sort with the CE & A Program to any Council for the Homeless employee, the household will be provided the opportunity to fill out the grievance form orally with the help of an uninvolved staff member or in writing.

Council for the Homeless Grievance Process

The Council for the Homeless (CFTH) hopes to resolve disputes with people receiving services either in person or by phone. We want to work through any challenges and provide excellent assistance to our community.

If CFTH makes a decision that you do not agree with, you may file a grievance which gives you the chance to explain why you disagree, and what you would like to see happen instead. This form is included in the paperwork you received during your initial intake visit. If you need a document translated or an interpreter, you may request it at any point.

If you have question about submitting a grievance, or need a replacement copy you may ask for assistance from *any* CFTH staff member at the Housing Solutions Center (HSC). The grievance form should be completed and turned back into the Council for the Homeless by dropping it off to the HSC front desk, e-mailed or mailed (please contact information below).

You may also request assistance filling out a grievance form verbally by asking *any* CFTH staff member for assistance at the Housing Solutions Center. You would then sit down with a staff member of your choice, and verbally share what to write on the form.

When a grievance is submitted, the CFTH HSC Director will review the grievance and may contact you for additional information. The grievance decision will be provided based on your chosen communication method and within 15 business days from when you turned in your grievance form to HSC staff.

If the CFTH HSC Director responds to the grievance and you disagree, you have 30 calendar days to request (through e-mail or in-person) that the grievance be considered by the CFTH Executive Director. The Executive Director will make the final decision regarding the situation within 10 days of the submitted final grievance. The final decision will be provided in the preferred communication method and language chosen on the grievance form.

Council for the Homeless Grievance Form

Date: _____

Client(s) Name(s): _____

Phone Number: _____

E-mail Address: _____

Mailing Address: _____

How would you like to learn about the grievance decision (circle one)?

Telephone Call

E-mail

Mailed Letter

Name of HSC Staff Involved: _____

Do you need interpretation assistance or this document in another language? Yes No

What CFTH/Housing Solutions Center decision do you disagree with and why?

What do you think should have happened and why?*

Please submit this form to the HSC front desk or mail to CFTH. Your concerns are taken seriously and the HSC Director will respond within 15 business days of the receipt of the completed grievance form.

CFTH ONLY:	Date of Receipt:	Program:
------------	------------------	----------

7. Confidentiality of Client Records

The Coordinated Assessment Program maintains client records in a confidential manner as per RCW 43.185C.030 and written files pertaining to households are kept under lock and key with designated staff granted access to those files.

Coordinated Entry/Assessment Evaluation

The Coordinated Entry/Assessment agency conducts annual evaluations which include how project participants and programs will be selected to participate and provide feedback. This evaluation will inform Coordinated Entry/Assessment about the needs for updates to existing policies and procedures, and will be used to guide those changes.

Appendix A – Permanent Supportive Housing

Community Services Northwest; The Way Home Too/III (CoC/HUD)

- Client must be chronically homeless; AMI 30% or lower; singles men or women only.
- Must have chronic alcohol use/dependency.
- Must have a verifiable disability.
- Must have a completed VAT
- Client pays 30% of their income towards rent.

Program can assist to pay for: security deposits, application fees, transportation assistance (bus passes), and utilities.

Community Services Northwest; Family Housing Northwest (CoC/HUD)

- Client must be chronically homeless; under 20% AMI; families only.
- Must have a verifiable mental health diagnoses and be enrolled (or be eligible for services and willing to enroll) in CSNW mental health or co-occurring services.
- Client pays 30% of their income towards rent.

Program can assist to pay for: application fees, security deposits, transportation assistance, and other activities based on participant need.

Community Services Northwest; Foundational Community Supports (Medicaid/Amerigroup)

- Client must be literally homeless at the time of assessment.
- Must score into Permanent Supported Housing.
- Must not have a sex offense on their criminal background.
- Must have Medicaid as their only insurance coverage.

Impact NW; HUD Permanent Supportive Housing Homes for Good

- Client must be chronically homeless; AMI 30% or lower; singles men or women only.
- Must have chronic alcohol use/dependency.
- Must have a verifiable disability.
- Must have a completed VAT
- Client pays 30% of their income towards rent.

Program can assist to pay for: security deposits, application fees, transportation assistance (bus passes), and utilities.

Share; Bridges to Housing (CoC/HUD)

- Client must be chronically homeless; AMI 30% or lower; singles men or women only.
- Must have a verifiable disability.
- Must have a completed VAT
- Client pays 30% of their income towards rent.

Program can assist to pay for: security deposits, application fees, transportation assistance (bus passes), and utilities.

Share; Step Forward (CoC/HUD)

- Client must be chronically homeless; AMI 30% or lower; singles men or women only.
- Must have a verifiable Disability.
- Must have a completed VAT
- Client pays 30% of their income towards rent.

Program can assist to pay for: security deposits, application fees, transportation assistance (bus passes), and utilities.

Share; Story Street (HUD/CoC)

- Client must be chronically homeless; AMI less than 50%; any household composition.
- At least one household member must have a documented disability.
- Housing First program model
- Client pays 30% of their income towards rent.

Program can assist with Rental assistance, security deposit, and utility deposit.

Share; Lincoln Place (Contract)

- Facility based housing project.
- Housing First model program.
- Client must be chronically homeless; AMI 30% or lower; singles men or women only.
- Must have a verifiable disability.
- Must have a completed VAT
- Client pays 30% of their income towards rent.
- No S.O.'s

Program can assist with: security deposits, application fees, transportation assistance (bus passes), on site case management.

Share; ASPIRE Permanent Supportive Housing (CHG)

- Client must meet the HUD definition of homelessness and score into PSH level of vulnerability.
- Serves all household types.

- Income must be under 30% AMI.

Program can assist with Rental assistance, security deposit, and utility deposit.

Janus; Connections (CoC/HUD)

- Client must be chronically homeless; AMI 30% or lower; youth singles or couples ages 18-24.
- Must have a verifiable Disability.
- Must have a completed VAT
- Client pays 30% of their income towards rent.

Program can assist to pay for security deposits, application fees, transportation assistance (bus passes), and utilities.

Lifeline Connections Permanent Supportive Housing for Recovery (CHG)

- At or below 30% AMI
- Tenants must be residents of Clark County, working in Clark County, or have a bona fide job offer in Clark County. Documentation may include driver's license, utility bills, or copies of benefit or banks statements.
- Level one and level two sex offenders may be approved on a case by case basis by the housing team
- Single adults or families
- Sheltered or unsheltered homelessness
- Must include at least one member who has a disability expected to be long continuing or of indefinite duration and substantially impedes the household member's ability to live independently
- No income required
- high need

Appendix B – Transitional Housing/ Rapid Rehousing/ Permanent Supported Housing

TRANSITIONAL HOUSING

Second Step Housing- Transitional Housing (Community Funds)

- Client must be medium need, CH, LH, IH Flee DV, IH Sys Care individuals. S
- Single women with children, or single men with children.
- Household AMI of 50% or under.
- No criminal histories with arson, domestic violence, sex offenses, or the manufacture of methamphetamine are allowed.
- Client must be willing to live in shared housing.

RAPID RE-HOUSING

Share; ASPIRE HOME City (TBRA)

- Client must be medium need, CH, LH, IH Flee DV, IH Sys Care, individuals or families.
- Must have an AMI of 50% or under.
- Client must have documentation of ties to Vancouver (i.e.: shelter stay record, ID, income statements, school verification, or recent utility statements).
- Level 1 or 2 sex offenders are determined eligible by Share on a case-by-case basis.
- Those convicted of arson are ineligible.

Share ASPIRE HOME County (TBRA)

- Clients must be medium need, CH, LH, IH Flee DV, IH Sys Care, individuals or families.
- Must have an AMI of 60% or under.
- Client must have documentation of ties to Clark County (i.e.: shelter stay record, ID, income statements, school verification, or recent utility statements).
- Level 1 or 2 sex offenders are determined eligible by Share on a case-by-case basis.

- Those convicted of arson are ineligible.

Share ASPIRE Women's House (Contract)

- Client must be medium need, CH, LH, IH Flee DV, IH Sys Care, single women.
- Household AMI of 60% or under.
- Client must have documentation of ties to Clark County (i.e.: shelter stay record, ID, income statements, school verification, or recent utility statements).
- Level 1 or 2 sex offenders are determined eligible by Share on a case-by-case basis.
- Those convicted of arson are ineligible.
- Client must be willing to live in shared housing.

Share ASPIRE Men's House (Contract)

- Client must be medium need, CH, LH, IH Flee DV, IH Sys Care, single men.
- Household AMI of 60% or under.
- Client must have documentation of ties to Clark County (i.e.: shelter stay record, ID, income statements, school verification, or recent utility statements).
- Level 1 or 2 sex offenders are determined eligible by Share on a case-by-case basis.
- Those convicted of arson are ineligible.
- Client must be willing to live in shared housing.

Share ASPIRE Veteran's House (Contract)

- Client must be medium need, CH, LH, IH Flee DV, IH Sys Care, single men.
- Household AMI of 60% or under.
- Client cannot have a dishonorable or undesirable discharge status.
- There is no requirement for length of time served.
- Client must have documentation of ties to Clark County (i.e.: shelter stay record, ID, income statements, school verification, or recent utility statements).
- Level 1 or 2 sex offenders are determined eligible by Share on a case-by-case basis.
- Those convicted of arson are ineligible.
- Client must be willing to live in shared housing.

Share ASPIRE Single Family 5 Bedroom (Contract)

- Client must be medium need, CH, LH, IH Flee DV, IH Sys Care, Family.
- Household AMI of 60% or under.
- Client must have documentation of ties to Clark County (i.e.: shelter stay record, ID, income statements, school verification, or recent utility statements).
- Level 1 or 2 sex offenders are determined eligible by Share on a case-by-case basis.
- Those convicted of arson are ineligible.
- Client must have enough dependent children to fill a 5 bedroom house.

Share ASPIRE FAST RRH (CHG)

- Those determined eligible for this program are low to medium need.
- Individuals, families, and couples.
- Household must have less than 30% AMI requirement for this program.
- Client must have documentation of ties to Clark County (i.e.: shelter stay record, ID, income statements, school verification, or recent utility statements).
- Level 1 or 2 sex offenders are determined eligible by Share on a case-by-case basis.
- Those convicted of arson are ineligible.

Share HEN/ABD

- Eligibility for this program is determined through the Department of Social and Health Services.
- Once determined eligible, households must be literally homeless for a housing assessment.
- Documentation of eligibility is required through the Benefit Verification System.

Community Services Northwest - CHEC (TBRA)

- Those determined eligible for this program are medium need CH, LH, LH Sys Care, IH Flee DV.
- Families or individuals with a household AMI of 50% or under.
- Client must have documentation of ties to Clark County (i.e.: shelter stay record, ID, income statements, school verification, or recent utility statements).
- Client must have a verifiable mental health diagnoses and/or co-occurring disorder.

Janus Youth - Alliance (CHG)

- Those determined eligible for this program are low, medium, or high need (on a case-by-case basis)
- CH, LH, IH Flee DV families who are on TANF and in good standing with DSHS.
- Household must have income of less than 30% AMI.
- At least one adult in the household must be between the ages of 18-25.
- Client must have documentation of ties to Clark County (i.e.: shelter stay record, ID, income statements, school verification, or recent utility statements).
- An IRP from DSHS is obtained by the Housing Coordinator to verify the allowable time left on TANF and that at least one adult in the household can be, or is currently, engaged in a work program.

Janus Youth- Nest II (TBRA)

- Those determined eligible for this program are low need literally or chronically homeless individuals, couples, or families between the ages of 18-25.
- Client must have documentation of ties to Clark County (i.e.: shelter stay record, ID, income statements, school verification, or recent utility statements).
- A household AMI of 50% or under.

- Those convicted of arson are ineligible.
- Households are identified through the Perch.

Janus Youth- Nest (CHG)

- Those determined eligible for this program are low need literally or chronically homeless individuals, couples, or families between the ages of 18-25.
- Client must have documentation of ties to Clark County (i.e.: shelter stay record, ID, income statements, school verification, or recent utility statements).
- A household AMI of 30% or under.
- Those convicted of arson are ineligible.

Impact NW- TANF RRH (CHG)

- Those determined eligible for this program are low, medium, or high need (on a case-by-case basis)
- CH, LH, IH Flee DV families who are on TANF and in good standing with DSHS.
- Household must have income of less than 30% AMI.
- Client must have documentation of ties to Clark County (i.e.: shelter stay record, ID, income statements, school verification, or recent utility statements).
- An IRP from DSHS is obtained by the Housing Coordinator to verify the allowable time left on TANF and that at least one adult in the household can be, or is currently, engaged in a work program.

Impact NW – RRH (CHG)

- Those determined eligible for this program are low to medium need.
- Individuals, families, and couples.
- Household must have less than 30% AMI requirement for this program.
- Client must have documentation of ties to Clark County (i.e.: shelter stay record, ID, income statements, school verification, or recent utility statements).

Impact NW- HUD-VASH (SSVF)

- Those determined eligible for this program are low to medium need.
- Veterans must be chronically homeless.
- Veteran Individuals who have a HUD VASH housing voucher.
- Veterans will be identified by their HUD VASH VA case worker.
- Household must have less than 30% AMI requirement for this program.
- Client must have documentation of ties to Clark County (i.e.: shelter stay record, ID, income statements, school verification, or recent utility statements).

Impact NW – SSVF RRH (SSVF)

- Those determined eligible for this program are low to medium need.
- Households must be LH, IH, IH fleeing DV.
- Households can be men, women, singles, or families.
- Must have one adult veteran in the household.
- Veteran must have received a discharge status of anything BUT Dishonorable.
- Household must be under 50% AMI.
- Client must have documentation of ties to Clark County (i.e.: shelter stay record, ID, income statements, school verification, or recent utility statements).

Lifeline Connections Supported Housing (HOME TBRA City/County)

- Less than 60% AMI
- Tenants must be residents of Clark County, working in Clark County, or have a bona fide job offer in Clark County. Documentation may include driver's license, utility bills, or copies of benefit or banks statements.
- Level one and level two sex offenders may be approved on a case by case basis by the housing team
- Single adults or families
- Households must be homeless or at imminent risk
- Must be a current Lifeline Connections patient (City only)
- No minimum level of income
- Medium level of need

Vancouver Housing Authority Section 8

- Households must be literally homeless at the time of housing assessment.
- Must score into the Rapid Rehousing Priority Pool.
- Must be a family, a person with a disability, or a senior.
- Vancouver Housing Authority determines final eligibility, and completes the voucher process.

Note: All eligibility requirements are provided to the HSC by each housing agency and may not fully include all criminal history or program stipulations. An ongoing effort is being made to accurately determine funding, agency, and program requirements.

Appendix C – Prevention

Share- ASPIRE FAST (CHG)

- Clients access the Share FAST program by calling in to the Housing Hotline during regular business hours, 9-5pm Monday – Friday and 11-2 on weekends and holidays.
- Clients must be imminently homeless to access this program. If they are in a rental, they must have a 3-day pay-or-vacate notice.
- Clients must be less than 30% AMI.
- Households must screen through using the Targeted Prevention Screening tool scoring at least 15 points.
- Client households must be residing within Clark County.
- Clients who secure one of the openings will complete the screening process over the phone with a Prevention Specialist. Clients who are still eligible at the end of the assessment will be instructed to bring their supporting documentation to the housing agency at the time of their appointment.
- The housing agency makes the final determination of eligibility.

Impact NW – SSVF Prevention (SSVF)

- Clients access the Impact NW Prevention program by calling in to the Housing Hotline during regular business hours, 9-5pm Monday – Friday and 11-2 on weekends and holidays.
- Clients must be imminently homeless.
- Household must have one veteran with a discharge status of anything *other than dishonorable*.
- Household must be under 50% AMI.
- Household must pass the SSVF Homelessness Prevention Targeted Screening form with a score of at least 30 points.
- Once referred, the housing agency makes the final determination of eligibility.

City of Vancouver Prevention Consortium – (City)

- Client must be LH, IH, IH fleeing DV to be eligible.

- Household must be less than 50% AMI.
- Living within Vancouver city limits or willing to relocate within Vancouver city limits.
- Score 15 points or less on the Target Prevention screening tool.
- If retaining current housing, rent and utility allowance must be at or under 110% FMR.
- If moving into new housing, rent and utility allowance must be at or under 100% FMR.
- Once referred, the housing agency makes the final determination of eligibility.

Janus County Bridges Prevention as Diversion Program

- Age restriction: Head of household must be between the ages 18 and 25.
- Households served by the program must be at imminent risk of homelessness as defined by current WA Department of Commerce SDG Guidelines.
- Households will be in Clark County and outside the Vancouver city limits.
- Households must be at or below 30% area median income (AMI), at entry and recertification, as dictated by WA Department of Commerce SDG Guidelines.

Council for the Homeless Prevention as Diversion

- **Housing Status Eligibility**
Household must be at imminent risk of losing their housing, which includes:
 - Doubled-up or couch-surfing temporarily and needing to leave within 14 days.
 - Have received an unlawful detainer (eviction paperwork/court summons)
 - Have a writ of restitution (post court) and legally need to be out by a certain day
- **Imminent risk**
Households at imminent risk of homelessness if they will lose their primary nighttime residence (including systems of care or institutions) within 14 days of the date of application for assistance, AND no subsequent residence has been identified, AND the household lacks the resources or support networks needed to obtain other permanent housing.
- **Income Eligibility**
Income must be at or below 30% area median income (AMI) at program entry.
- **The following populations will be prioritized using a local predictability factors form:**
 - Youth exiting foster care
 - Households receiving child welfare services
 - Households who have been previously evicted
 - Household with a history of previous homelessness (including couching or staying with friends or family)
 - Households exiting incarceration, hospitalization, other systems of care, or are engaged with the court system
 - Household who have experienced chronic homelessness
- **Residency**

- County Funds: Households served must be residing within Clark County per the lease/rental agreement or address of the couch-surfing/doubled-up location.

(Households are at imminent risk of homelessness if they will lose their primary nighttime residence [including systems of care or institutions] within 14 days of the date of application for assistance, AND no subsequent residence has been identified, AND the household lacks the resources or support networks needed to obtain other permanent housing.)