

## COORDINATED ENTRY (CE) PROCESS FOR EMERGENCY HOUSING VOUCHERS (EHVs)

### Emergency Housing Voucher (EHV) Program Background & Federal Eligibility

In July 2021, the Contra Costa Continuum of Care (CoC) and the Housing Authority of Contra Costa County (HACCC) were allocated 201 [Emergency Housing Vouchers](#) (EHVs). The U.S. Department of Housing and Urban Development (HUD) requires that EHV-participating households meet the following criteria:

- Eligibility for at least one of the HUD homelessness categories:
  - Homeless
  - At risk of homelessness
  - Fleeing or attempting to flee domestic violence, dating violence, sexual assault, stalking or human trafficking
  - Recently homeless and for whom providing rental assistance will prevent the family's homelessness or having high risk of housing instability
- Be a U.S. citizen or hold an eligible immigration status, and
- No member of the household may have been convicted of drug-related criminal activity for the manufacture or production of methamphetamine on the premises of federally assisted housing OR be subject to a lifetime registration requirement under State sex offender registration program.

In August 2021, the Council on Homelessness and CoH Oversight Committee convened an EHV Working Group to guide Continuum of Care's implementation of the local EHV program. The EHV Working Group includes eight individuals, including representatives from affordable housing developers; emergency shelter, rapid re-housing, permanent supportive housing providers; a victim services provider; and individuals with lived experience of homelessness.

### Emergency Housing Voucher (EHV) Local Eligibility

With the support of a HUD Technical Assistance provider, the CoC and HACCC worked collaboratively to develop a MOU that identified two populations to be prioritized for this housing resource:

- Category 1: Permanent Supportive Housing (PSH) Move On
- Category 2: Homeless/Sheltered Long-Term Stayers





In partnership with the EHV Working Group, H3 and HACCC identified the following local eligibility criteria by category:

	Category	Eligibility Requirements
1	Permanent Supportive Housing Move On	<ul style="list-style-type: none"> <li>• Interest in participating in the program</li> <li>• Currently residing in a permanent supportive housing program participating in HMIS for 36 months or more (at the time of application)</li> </ul>
2	Homeless/Sheltered Long-Term Stayers	<ul style="list-style-type: none"> <li>• Interest in participating in the program</li> <li>• Currently enrolled for 180 consecutive days or more in an emergency shelter participating in HMIS or STAND (at the time of application)</li> </ul>

Emergency Housing Voucher (EHV) Local Prioritization

Within the Permanent Supportive Housing Move On and Homeless/Sheltered Long-Term Stayers categories, applicants will be prioritized in the order of their current length of consecutive enrollment in a permanent supportive housing or emergency shelter program. In the case of a tie within categories and length of time homeless, clients will be considered based on their prioritization scores, using the following criteria:

- Current or previous experience of domestic violence (including dating violence, sexual assault, stalking, and/or human trafficking) (5 points);
- Previous experience of eviction and/or involuntary displacement from applicant’s primary place of residence (1 point);
- Poor (below 600) or no credit (1 point); and
- Previous experience with the criminal legal system (e.g., detention by law enforcement, arrest, prosecution, incarceration, community supervision) (1 point).

	Category	Prioritization Criteria
1	Permanent Supportive Housing Move On	<ul style="list-style-type: none"> <li>• <u>Primary Consideration</u>: Length of most recent consecutive enrollment in HMIS-participating permanent supportive housing program</li> <li>• <u>Tie Breaker</u>: The applicant with the highest score out of 8 will be prioritized:</li> </ul>





		<ul style="list-style-type: none"> <li>○ Current or previous experience of domestic violence (including dating violence, sexual assault, stalking, and/or human trafficking) (5 points);</li> <li>○ Previous experience of eviction and/or involuntary displacement from applicant’s primary place of residence (1 point);</li> <li>○ Poor (below 600) or no credit (1 point); and</li> <li>○ Previous experience with the criminal legal system (e.g., detention by law enforcement, arrest, prosecution, incarceration, community supervision) (1 point).</li> </ul>
2	Homeless/Sheltered Long-Term Stayers	<ul style="list-style-type: none"> <li>● <b>Primary Consideration:</b> Length of most recent consecutive enrollment in HMIS-participating emergency shelter program or STAND</li> <li>● <b>Tie Breaker:</b> The applicant with the highest score out of 8 will be prioritized:             <ul style="list-style-type: none"> <li>○ Current or previous experience of domestic violence (including dating violence, sexual assault, stalking, and/or human trafficking) (5 points);</li> <li>○ Previous experience of eviction and/or involuntary displacement from applicant’s primary place of residence (1 point);</li> <li>○ Poor (below 600) or no credit (1 point); and</li> <li>○ Previous experience with the criminal legal system (e.g., detention by law enforcement, arrest, prosecution, incarceration, community supervision) (1 point).</li> </ul> </li> </ul>

Information about federal and local eligibility, as well as prioritization criteria, is collected from the applicant by the current case manager in the Emergency Housing Voucher Screening Tool. This information is reviewed by the Housing Placement Committee, which is responsible for approving clients for referral to the EHV Program.





*Please note, from July to September 2021, the Coordinated Entry Team piloted a Long-Term Stayers EHV Program Pilot with 30 vouchers, which used slightly different eligibility and prioritization criteria, as well as a different set of tools (described in detail below).*

Maximum Voucher Distribution by Categories:

To ensure the community’s goals are met in the distribution of the EHV’s, the EHV Working Group developed a maximum number of vouchers to be distributed by category:

	Category	Voucher Allocation
1	Permanent Supportive Housing Move On	121 vouchers (60%)
2	Homeless/Sheltered Long Stayers	80 vouchers (40%)*

*\*Includes the 28 vouchers used in the EHV Pilot.*

If there have been five or fewer eligible EHV program applications for a single category within a 30 day period, the H3 Coordinated Entry Team may use their discretion to shift available vouchers between categories to ensure the vouchers are distributed in a timely manner. If there have been five or fewer eligible EHV program applications within each category within a 30 day period, the H3 Coordinated Entry Team may use their discretion to convene the Oversight Committee to identify additional eligible populations and/or other next steps as needed.

Coordinated Entry Process by Category

As a federal funding requirement for this funding stream, referrals for vouchers must come through the Coordinated Entry System. With input from the EHV Working Group, the H3 Coordinated Entry Team developed the following process for prioritizing and referring eligible EHV program applicants.

Category 2: Long-Term Stayers Pilot Coordinated Entry Process

In July 2021, the Council on Homelessness authorized the Coordinated Entry System to pilot a process for distributing 28 EHV’s to individuals in the Long-Term Stayers Category, while the local oversight process (EHV Working Group) was set up.

For the pilot process, eligibility criteria included the federal requirements (detailed above), as well as 180-day consecutive stay in an HMIS-participation shelter or STAND, interest in participating in the program, age at 62+ years, and current or previous experience of domestic violence. Within the pilot, length of time in shelter and current or past experience of domestic violence was used to prioritize applicants.

Once the 28-voucher pilot was authorized:





1. H3's Research, Data and Evaluation (RED) Team ran a report to capture all households with 180-day consecutive stay in an emergency shelter in Contra Costa County.
  - The list only included shelters that participate in HMIS.
  - This list consisted of 120 households who were 62 and older and had a 180-day or longer consecutive stay in emergency shelter.
2. The Coordinated Entry Team then held a separate case conference meeting with STAND (a local Victim Service Provider (VSP)) to determine if any households had experience with domestic violence and otherwise met federal and local eligibility criteria for an EHV.
3. Using de-identified information, the attached Emergency Housing Voucher Pilot Screening Tool was used to screen for eligibility with STAND. As a group, STAND and the Coordinated Entry Team decided if eligible clients would move forward in applying for an EHV.
  - If found initially eligible, the Coordinated Entry Team asked discussion questions to determine if eligible clients were a good fit for an EHV.
4. If approved, the CE team sent the EHV Pilot Screening Tool to the Referring Provider, along with a list of additional documents required for the referral and sets a deadline to receive the referral.
5. The Coordinated Entry Team then convened a Housing Placement Committee meeting with providers whose clients had the longest stays in shelter. Providers were asked to complete the EHV Pilot Screening Tool in advance of this meeting.
6. The Housing Placement Committee and Coordinated Entry reviewed each client's eligibility for EHV using the EHV Pilot Screening Tool. As a group, the providers and the CE team determine if approved to move forward and the name of the household is flagged as approved and moved to the approved list.
  - Clients with past or current experiences of domestic violence were prioritized in the discussion.
7. Once clients were approved, the Coordinated Entry Team sent the provider the EHV Application packet, along with a list of additional documents required for the referral and set a deadline to receive the referral.
8. Once the EHV Application packet was completed, the Coordinated Entry Team sent the packet and HACCC Authorized Referral Form to HACCC.



The H3 CE Team first started receiving referrals for the long term stayers at the beginning of September 2021. Out of the 28 referrals identified in the long term stayer category, 26 have been processed and sent to HACCC as of 9/30/21.

### Category 1: Permanent Supportive Housing Coordinated Entry Referral Process

The following process will be used to identify candidates for the Permanent Supportive Housing Move On Category (category 1) beginning November 1, 2021.

1. The H3 RED and Coordinated Entry Teams pull a list of individuals residing in HMIS-participating permanent supportive housing for 36 months or more. This list will be sorted with individuals that have been residing in permanent supportive housing for the greatest length of time placed at the top of the list.
2. The H3 Coordinated Entry Team will then reach out to the provider points of contact for the 150 individuals with the greatest length of stay in the permanent supportive housing.
3. The provider will then connect with the clients that have been prioritized and provide information about this opportunity. The provider and client will then decide if the Emergency Housing Voucher Program would be an appropriate fit for the client's needs.
  - If the client is uninterested in the Emergency Housing Voucher Program, the provider should contact Natalie Siva, CE Specialist (Natalie.Siva@cchealth.org) to let them know the specific client will not be moving forward with the process.
4. If the client is interested in the Emergency Housing Voucher Program, the provider should work with the client to complete the EHV Applicant Interest Form in HMIS. Then, the provider should complete the EHV Screening Tool and EHV Permanent Supportive Housing Move On Certification in HMIS.
5. Four weeks after initial outreach is conducted with provider points of contact (Step 2), the H3 Coordinated Entry Team will pull a list of individuals that have resided in HMIS-participating permanent supportive housing programs for 36 months or more AND have completed the EHV Screening Tool, EHV Permanent Supportive Housing Move On Certification, and EHV Applicant Interest Form in HMIS,
  - This list will be sorted by the number of consecutive days the client has been residing in permanent supportive housing.
  - If there are any clients that have been residing in permanent supportive housing for the same number of days, the EHV Screening Tool's prioritization criteria will be used as a tie breaker to determine which client will be considered first.
6. The Housing Placement Committee will convene to review the EHV Screening Tool through a case conferencing process and approve or deny specific clients to move forward with a Coordinated Entry referral to the Emergency Housing Voucher Program.



- All providers with clients being considered should attend the Housing Placement Committee meeting.
- 7. If the applicant is approved to move forward with the Coordinated Entry referral:
  - The H3 Coordinated Entry Team flags the head of household as approved and moves them to the Approved List.
  - The H3 Coordinated Entry Team will send the provider the Emergency Housing Voucher HACCC Authorized Referral Forms.
  - Once the HACCC Authorized Referral Forms are completed, the H3 Coordinated Entry Team will send these forms to HACCC.

#### Category 2: Homeless/Sheltered Long Stayers Coordinated Entry Referral Process

The following process will be used to identify candidates for the Sheltered/Homeless Long Stayers category (category 2) beginning November 1, 2021.

1. The H3 RED and Coordinated Entry Teams will pull a list of 70 individuals residing in HMIS-participating emergency shelters for 180 consecutive days or more.
  - This list will be sorted with individuals that have been residing in emergency shelters for the greatest length of time at the top.
2. The H3 RED and Coordinated Entry Teams will also reach out to STAND to pull a list of individuals residing in emergency shelter for 180 days or more.
  - This list will be sorted with individuals that have been residing in emergency shelters for the greatest length of time at the top.
3. The H3 RED and Coordinated Entry Teams will then combine the list from HMIS and STAND to identify the 70 individuals with the greatest length of stay in emergency shelter.
4. The H3 Coordinated Entry Team will then reach out to the provider points of contact for the 70 individuals with the greatest length of stay in emergency shelter.
5. Provider points of contact will be responsible for connecting with the appropriate client with information about this opportunity and determining if the Emergency Housing Voucher Program would be an appropriate fit for the client's needs.
  - If the client is uninterested in the Emergency Housing Voucher Program, the provider should contact Natalie Siva, CE Specialist ([Natalie.Siva@cchealth.org](mailto:Natalie.Siva@cchealth.org)) to let them know the specific client will not be moving forward with the process.
6. If the client is interested in the Emergency Housing Voucher Program, the provider should work with the client to complete the EHV Applicant Interest Form in HMIS.



Then, the provider should complete the EHV Screening Tool and EHV Homeless/Sheltered Long Stayers Certification in HMIS.

7. Two weeks after initial outreach is conducted with provider points of contact (Step 2), the H3 Coordinated Entry Team will pull a list of individuals residing in HMIS-participating emergency shelters for 180 consecutive days or more AND have completed the EHV Screening Tool, EHV Homeless/Long Stayers Certification, and EHV Applicant Interest Form, sorted by number of consecutive days the client has been residing in shelter.
  - If there are any clients that have been residing in an emergency shelter for the same number of days, the EHV Screening Tool's prioritization criteria will be used as a tiebreaker to determine which client will be considered first.
8. The Housing Placement Committee will be convened to review the EHV Screening Tool through a case conferencing process and approve or deny specific clients to move forward with a referral to the Emergency Housing Voucher Program.
  - All Providers with clients being considered should attend the Housing Placement Committee meeting.
9. If the applicant is approved to move forward with approval:
  - The H3 Coordinated Entry Team flags the head of household as approved and moves them to the Approved List.
  - The H3 Coordinated Entry Team sends the provider the Emergency Housing Voucher HACCC Authorized Referral Forms.
  - Once the HACCC Authorized Referral Forms are completed, the H3 Coordinated Entry Team sends these forms to HACCC.

### Complaint Process

All grievances regarding the Continuum of Care's EHV Program will be handled within the grievance procedures outlined in the Continuum of Care's Written Standards. Any grievances regarding denial to participate or termination of assistance in the EHV Program shall be addressed through the HACCC Administrative Plan for the Housing Choice Voucher Program.

### Oversight of the Continuum of Care EHV Program

The CoH Oversight Committee is the group primarily responsible for providing oversight to the Continuum of Care EHV Program with additional oversight from the Council on Homelessness as needed. The EHV Working Group members guided the development of the EHV Coordinated Entry Policies and Forms.

As of September 2021, the EHV Working Group includes eight individuals, including representatives from affordable housing developers; emergency shelter, rapid re-housing,



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permanent supportive housing providers; victim service providers; and individuals with lived experience of homelessness.

#### Housing Placement Committee Description

The Housing Placement Committee (HPC) is convened when there are at least five housing vacancies in the Coordinated Entry System. The HPC includes the H3 Coordinated Entry Team, housing providers, CORE Team staff, case managers whose clients have risen to the top of a By-Name-List, and other providers who know the applicants. Meetings typically run for 2 hours.

#### Attachments:

- EHV Screening Tool
- EHV Permanent Supportive Housing Certification Form
- EHV Homeless/Sheltered Long Stayers Certification Form
- EHV Candidate Interest Form
- EHV Standards of Practice for Transition
- EHV HACCC Authorized Referral Form
- Long-Term Stayers Emergency Housing Vouchers (EHV) Pilot Screening Tool

