

**KS-505 Johnson County Continuum of Care on Homelessness  
Coordinated Entry System Policies and Procedures**

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## Overview

Background: HUD requires that CoCs establish and operate a “centralized or coordinated assessment system,” hereafter referred to as a coordinated entry system (CES). All projects operated by recipients and subrecipients of CoC or ESG grant funds must participate in the established coordinated entry process. The rule defines coordinated entry as:

*A centralized or coordinated process designed to coordinate program participant intake assessment and provision of referrals. [Such a] system covers the [CoC’s] geographic area, is easily accessed by individuals and families seeking housing or services, is well advertised, and includes a comprehensive and standardized assessment tool. (24 CFR part 578.3)*

A Coordinated Entry System (CES) represents a collaborative and structured approach to coordination and management of a Continuum of Care’s housing crisis response system.

## KS-505’s Coordinated Entry System

The Coordinated Entry System (CES) for Johnson County is led by the Johnson County Continuum of Care on Homelessness (CoC), KS-505. CoC service providers will efficiently and effectively connect people in crisis to interventions that will rapidly end their homelessness. The CES approach also aligns with KS-505’s goals to transform crisis response systems to improve outcomes for people experiencing a housing crisis. The CES uses a no-wrong-door approach. KS-505 identifies agencies to provide advertised Access Points, assessments through street outreach programs, and shelter providers often have an assessor on site. All CoC members receive training on how to triage housing crises and provide appropriate referrals. All CoC- and ESG-funded agencies have trained staff who conduct triage and the CE Screening.

Geographic area: The CE system includes the entire geographic area of the KS-505 CoC. The geographic area covers all of Johnson County, Kansas. The Coordinated Entry Committee, made up of KS-505 leadership and community stakeholders, meets at least quarterly to evaluate the system’s effectiveness and street outreach coverage, assuring that the system is serving the full geographic area and meeting HUD’s guidelines.

## Standardized Assessment Tool

The Coordinated Entry Screening tool (CE Screening) was adapted from a tool created by the Kansas Statewide Homeless Coalition to reflect local needs and services. The CE Committee created the CE Screening tool, made modifications based on feedback from the Lived Experience Advisory Board, and then the CoC Board approved the CE Screening tool during the 11/8/24 CoC Board meeting to replace the previous CE tool and go into effect on 1/1/25. The CE Screening assigns scores to a wide range of vulnerabilities with the goal of prioritizing housing resources to those with the most significant vulnerabilities and barriers.

## Access

### Triage:

Each year, a full CoC membership meeting is dedicated to training on Coordinated Entry triage, diversion, and referrals. Triage involves a staff member asking a series of questions to determine the

person's housing status and making the appropriate referrals to assist the person in either maintaining their current housing or identifying their next housing option. If Triage is conducted or managed by providers who do not receive HUD funds or do not participate in the CoC's HMIS, those providers will still abide by assessment standards and protocols defined by the CoC in conducting the Triage Screen and if appropriate, refer households to CE Access Points for HMIS intake and CE Screening.

Households in a housing crisis can present at social services providers throughout Johnson County. CoC members throughout the county participate in the CoC's triage and referral training. When a service provider identifies a household in a housing crisis, they conduct an initial triage to determine what the household's circumstances are and give them appropriate short-term referrals to maintain their housing, get to a friend or family member's home, or access emergency shelters. The possible referral paths include:

- Household is at imminent risk of homelessness (losing their housing within the next 14 days): referred to prevention resources such as rent assistance, utilities assistance, food pantries, etc. to assist with maintaining their housing
- Household is fleeing or attempting to flee domestic violence: referred to domestic violence programs, and refer to CE Access Point if seeking housing in Johnson County or interested in relocating to Johnson County
- Household is already experiencing HUD Category 1 homelessness and has evidence of connection to Johnson County: referred to short-term services as appropriate including shelters, transitional housing programs, street outreach; refer to CE Access Point.
- Household is already experiencing HUD Category 1 homelessness and has no evidence of connection to Johnson County: determine which county the household is most often staying in and refer to short-term services in their county as appropriate including shelters, transitional housing programs, street outreach, and that county's CE System

The CE Access Points are:

- Catholic Charities of NE Kansas – Overland Park office – 913-384-6608
- Catholic Charities of NE Kansas – Olathe Office – 913-782-3640
- Salvation Army – Olathe Corps – 913-782-3640
- Johnson County Mental Health Center – Shawnee office – 913-826-4079
- MLM – Overland Park – 816-285-3129
- KSHC Housing Crisis Counselor - 785-997-7002

Additionally, those who are unable to access one of the CE Access Points described above due to issues related to transportation or safety concerns will be connected to street outreach teams. Together, the household and staff will meet at a place of the household's choice. Finally, the CoC's Lead Agency staff for the CoC is listed on HUD's website as the homeless referral contact and thus received direct calls and emails regarding housing crises. If the CoC Lead Agency receives a direct phone or email contact, trained staff will either conduct the triage screen to assess the household's current crisis and refer as appropriate, or will refer the household to one of the CE Access Points for screening and appropriate referral.

After-hours, households can get resource referrals by calling United Way of Greater Kansas City's 24/7/365 2-1-1 phone line (2-1-1 or toll-free 866-320-5764), where callers will be conferred with regarding their immediate needs and get information about where to go at that time or the next business day based on their current location for assistance and shelter. 2-1-1 staff can provide information in Spanish and through relay services for those who have hearing and/or speech disabilities

(1-800-766-3777).

As part of the triage contact, staff will determine whether the household is currently experiencing homelessness in Johnson County. If there is no evidence of connection to Johnson County, the household will be referred to the Coordinated Entry System in the community where they are accessing services and most often experiencing homelessness. Evidence of connection to, and homelessness in, Johnson County includes:

1. Household has a last housing address in Johnson County
2. Street Outreach and/or co-responders verify that the person is unsheltered in Johnson County
3. Household has current employment in Johnson County
4. Household's children are enrolled in Johnson County school system
5. Households who are currently fleeing or attempting to flee domestic violence, dating violence, sexual assault or stalking do not need to have a connection to Johnson County to be screened

Assessment: Once eligibility and connection to Johnson County has been confirmed, certified CE assessors will administer the JoCo CE Screening to assess the household's level of vulnerability and enter the household into KS-505's By-Name List for eligibility for permanent housing supports. Those organizations that do not have a certified CE assessor in-house will partner with the CE Access Points to arrange for a Screening in a timely manner. The screening process is standardized across the CoC, with all organizations recognizing the CE Screening score as how household vulnerability is assessed and how permanent housing openings for those experiencing homelessness are filled. This is a uniform decision-making across all CE locations and staff.

CE Screenings should be conducted in person either at an agency or at a community location agreed upon by the client and the CE assessor. CE Screenings can only be conducted virtually or by phone in rare circumstances such as extreme weather or long agency history with the client, with notification to the CoC Lead Agency. CES will operate using a client-centered trauma informed approach, allowing clients to freely refuse to answer assessment questions and/or refuse referrals.

To ensure transparency in client care coordination and decision making, all CES participants completing an HMIS intake, subsequent CE Screening, and related referrals to a CoC project are offered written documentation of the screening and referral. This "receipt" of the CE Screening and referral process includes a description of the CE Screening, explaining why the CE Screening was conducted and how KS-505 prioritizes housing resources for those who are most vulnerable.

Non-Discrimination & Equal Access: The KS-505 Johnson County Continuum of Care (CoC) does not tolerate discrimination on the basis of actual or perceived: race, color, national origin, immigration status, ancestry, ethnicity, religion, primary language, age, familial status, veteran status, disability, sex, sexual orientation, gender identity or expression, marital status, experiences of violence (including but not limited to domestic, dating, sexual, or hate violence), source of income, justice system involvement, or any other discrimination prohibited by law, regulation, executive or court order. For more information on the CoC's Anti-Discrimination Policy, see the KS-505 CoC's Written Standards.

All CoC and ESG program-funded projects shall comply with this policy and all applicable equal access, fair housing, and nondiscrimination provisions of federal, state, and local civil rights laws to maintain compliance. Participants are not denied services due to their status of fleeing domestic violence, dating violence, sexual assault, or stalking.

Data collected related to race, color, religion, national origin, sex, age, familial status, disability, actual or perceived sexual orientation, gender identity or marital status will not be used to discriminate for or against households for housing and services. Those projects that use disability status or other protected class information to limit enrollment as allowed by Federal or State statute (e.g. HIV +/-AIDS status), will only use this information to determine eligibility for housing.

If a household feels that they have been discriminated against based on a protected class of characteristics, they may file a complaint; see KS-505 CoC's Written Standards for more information.

Safety Procedures for households fleeing domestic violence, dating violence, sexual assault, or stalking: KS-505 CES provides necessary safety and security protections for persons fleeing or attempting to flee family violence, stalking, dating violence, or other domestic violence situations. Safety planning guidelines and examples of trauma-informed approaches to care coordination were developed via a partnership with Safehome Inc in 2017, KS-505's local domestic violence services provider.

The first question of KS-505's initial triage screen regardless of where the triage screen is conducted asks whether the household is in its current crisis due to domestic violence, sexual assault, and/or stalking. If their answer is yes, the CE Screener will offer to refer the household to Safehome or MOCSA after conducting the screening. This enables CoC members to immediately identify those fleeing domestic violence and offer them a referral to specialized services and supports. Safehome staff practice trauma-informed approaches and offer a wide variety of supportive services in addition to emergency shelter. Access points have capacity to assess all different populations and subpopulations within the geographic area, ensuring fair and equal access to the CES. All CES partner agencies that administer CE Screenings participate in annual safety protocols training for serving households fleeing domestic violence, dating violence, sexual assault, or stalking.

Accessibility: While Johnson County Kansas has extremely limited public transportation, all four CE Access Points are located either on or very near bus lines that service the county, in addition to being located either on or close to main thoroughfares in the cities of Olathe, Overland Park and Shawnee. These factors make these organizations accessible and easy to find in a county that is very spread out with 18+ municipalities. Additionally, these offices have the capacity to offer emergency assistance in-house, support households' applications to mainstream resources, or partner with other organizations. If a household requests ADA accessibility accommodations or language interpretation services, Access Points will make needed accommodations.

## **Street Outreach**

Providers of Street Outreach services funded through ESG or CoC programs seek out unsheltered homeless individuals and families, meaning those with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings. Households are offered the same standardized CE Screening as those who access the CES through the CE Access Points or other homeless service provider organizations. Examples of these types of accommodations not designed for or ordinarily used for regular sleeping include a car, public park, abandoned building, bus or train station, airport, or camping ground.

Geographic Coverage: To ensure that street outreach covers all populated areas of Johnson County, Johnson County Street Outreach regularly outreaches identified hot spots.

Outreach Mapping & Coordination: the CoC Lead Agency and Johnson County Mental Health Street Outreach Team will host a Johnson County Outreach Coordination meeting at least twice per year to map out where and what kind of services are happening across the county to identify any gaps in outreach coverage. The CoC Lead Agency will invite homeless outreach programs, mental health co-responders, the Health Department, MED-ACT, church groups that do outreach, and agencies that offer drop-in services that serve unhoused and low-income households in Johnson County. Johnson County Mental Health Street Outreach receives alerts from Co-Responders embedded within law enforcement organizations throughout the county, housing crisis line calls, and contacts from other organizations and individuals in the county. The Street Outreach team uses these alerts to plan street outreach locations to look each day and have a weekly strategy meeting. There are staff assigned during business hours to respond to those alerts and assign outreach to those individuals experiencing homelessness.

## **Placement on the Coordinated Entry & By Name Lists, Prioritization, Referrals**

### Definitions:

- Coordinated Entry List (“CE List”): The list of every household who has completed a CE Screening and is available for referral to a CoC housing program.
- By-Name List: The full count of everyone who has a current enrollment in at least one homeless services program or Coordinated Entry in KS-505’s HMIS. This list does not include enrollments in homelessness prevention programs. The By Name List is used to track Built for Zero goals and CoC system trends, including Inflow, Outflow, and progress towards functional zero homelessness for different populations.

### Placement on the By Name List:

Inclusion of all sheltered individuals on the By Name List:

- The CoC encourages all emergency shelter, transitional housing, safe haven, and motel/hotel accommodation providers to contribute data to the By-Name List while recognizing that participation cannot be mandated for agencies whose funding sources do not require HMIS or CES use.
- Victim Service Providers will assign a dedicated staff member who has completed all required privacy and data access trainings to view HMIS client records in a read-only capacity. This staff person will not input any client information into HMIS but will be responsible for:
  1. Checking each homeless client currently served by the VSP to determine if they are already enrolled in any HMIS-based housing or homeless services.
  2. If a client is not found to be enrolled in HMIS, the VSP should:
    - a) Record this client (without personally identifying information) on an internal list of currently unhoused clients not enrolled in HMIS.
  3. On a monthly basis, within the first week of each month, the VSP will:
    - a) Submit a count of unhoused individuals on this internal list to the Statewide BfZ Place Based Coach.
    - b) This submission will be in aggregate format only, and will include breakdowns into categories such as: Veterans, Chronic, Families, Single adults, Youth, Other demographic groupings as identified by KS 505 or Built for Zero (BFZ) protocols

Inclusion of all unsheltered individuals on the By Name List: The CoC is responsible for ensuring that at least 90% of the unsheltered population is represented on the By Name List through consistent, reliable outreach and inreach efforts. Homeless service providers contributing to the By-Name List (BNL) are

expected to capture approximately 90-100% of single adults experiencing homelessness within their programs. Policies governing data monitoring are outlined in the HMIS Monitoring Policy. If an individual is unwilling to participate in a CE Screening and placed on the CE List, they are still counted on the By Name List by being enrolled in another homeless services program in HMIS.

#### Placement on the CE List:

CE assessors enter the CE Screenings into the CoC's HMIS database in accordance with the HMIS Policies and Procedures. Victim Service Providers are not allowed to enter data into HMIS according to the Violence Against Women Act. Victim Service Providers will enter their CE Screenings into their internal database and submit non-personally identifying information to UCS prior to each CE List Meeting that includes the CE score and minimum data needed to provide referrals to housing programs. If a shelter or outreach program is unable to enter data into HMIS directly but conducts CE Screenings, the CE Committee will create an alternative method for adding CE Screenings to the CE List similar to the method used by Victim Service Providers.

Outreach teams are responsible for identifying and documenting unsheltered individuals in HMIS in alignment with federal and CoC data standards. While individuals have the option to decline entry into HMIS/CES, which would exclude them from the BNL, providers are encouraged to offer anonymous entry when possible. Individuals may be entered into HMIS without personally identifiable information (PII) to ensure their inclusion in the By-Name List. If an individual declines to be entered into HMIS or the Coordinated Entry, even anonymously, they will not be included in the By-Name List. Currently, there is no alternative method for tracking individuals outside of HMIS due to security and confidentiality considerations.

#### CE List Prioritization:

All CoC-funded and ESG-funded rapid rehousing and permanent supportive housing for households experiencing literal homelessness in Johnson County, Kansas can only be accessed through the KS-505's CE List. The CE List will sort households by their CE Screening scores – from highest to lowest – prioritizing housing referrals for households with the most significant vulnerabilities. KS-505 uses the following protocols to prioritize households for housing options available as follows:

1. The CE Assessment has an enrollment form and 55 questions including vulnerability factors and demographic data. The vulnerability questions have scores assigned to each answer. These are added up for a total score.
2. The household is added to the CE List by entering the CE Screening into HMIS except in cases where the agency is a Victim Services Provider and is mandated to use a comparable database outside of HMIS. The CE List is sorted by vulnerability score with the highest scores at the top of the List.
3. If more than one household has the same CE Screening score, KS-505 will prioritize those with equal scores by the length of the current homelessness episode with those with the longest length of time at the top.

Households will be referred to available CoC and ESG permanent housing programs (RRH and PSH) as they become available and for which they are eligible.

#### Referrals:

Once a CoC and ESG permanent housing provider receives a referral off the CE List, they reach out to the clients within 3 business days by all means available to them including but not limited to: phone, email, and street outreach. If a client is not responsive, local databases are reviewed to determine if the client has recently engaged with local agencies or organizations to determine if they are still in the area.

If so, the housing provider can contact those agencies to ask for assistance in connecting. Following referral, the subsequent practices are implemented if the client cannot be contacted or is not responsive to caseworkers' contacts:

- In general, if in the 30 days since receiving a referral, contact is initially made and appointments set up at an agreed upon time and place BUT meetings are not attended and follow up phone calls and emails are not answered, the organization may request the household be returned to the list and receive another referral.
- In general, if in the first two weeks of a referral, all attempts to contact the household (multiple phone calls and left messages, texts, emails, tracking through the HMIS, street outreach if appropriate) get no response at all, the organization may request the household be returned to the list and receive another referral.
- By request, if a household decides after an initial case management meeting that they are not ready for permanent housing and/or have challenges or opportunities they plan to explore first, the client can request they be returned to the list.
- ALL reasons to return a household to the BNL other than by their own request can be set aside by an organization if they state that they would like to continue working with the household to get housed.

Participants in the CE List meetings will staff the households scoring highest on the list to determine if their disabling conditions indicate a need for Permanent Supportive Housing or if they can be referred to Rapid Rehousing. Households towards the top of the list who are currently fleeing domestic violence will be referred to DV-specific Rapid Rehousing if a spot is available or be referred to regular Rapid Rehousing if not.

## **Coordinated Entry Case Staffing & List Maintenance**

### Case Staffing – CE List Meetings:

Case conferencing as defined in HUD's Coordinated Entry Core Elements is "a meeting of relevant staff from multiple programs and agencies to discuss cases; resolve barriers to housing; and make decisions about priority, eligibility, enrollment, termination, and appeals. As the priority list grows and persons wait longer for referrals, the case conferencing approach is best equipped to adjust prioritization so that persons are offered other, potentially less intensive interventions rather than waiting for inordinate periods of time for more intensive interventions that might not exist or be available."

CoC agencies providing CE Screenings, CoC- or ESG-funded housing, or both meet two times per month at the CE List meeting to staff cases and accept referrals for housing programs. Bi-monthly case conferencing meetings among those organizations who offer permanent housing and CE assessors provide an opportunity to regularly discuss the status of those households who have been referred to housing, make new referrals, and continually refine the efficiency and effectiveness of the CE List referral system and share lessons learned.

### Maintaining the Active CE List:

Prior to each CE Meeting, UCS staff downloads the current CE List and highlights rows that are in active referral or temporarily inactive because the household was recently returned to the list.

During the CE Meetings, CE representatives from participating agencies case staff households who are currently referred to a housing program. After that, they staff households who are available for referral

and in the top several rows of the list. CE partners discuss each household's most significant barriers to housing impacting their CE Screening score to determine if the household needs Permanent Supportive Housing or can be referred to a Rapid Rehousing Program. UCS staff adds these case staffing notes to the downloaded list. These notes are used to make housing program referrals.

After CE Meetings, UCS staff enter the notes from the meeting into the JoCo Coordinated Entry project in Clarity (HMIS).

#### CE List Inactive Status:

If a household is referred to a housing program and program staff makes multiple attempts but is unable to contact the household, the household is returned to the list. The household will be marked "inactive". Households marked as "inactive" are eligible to be referred out again after 60 days. If the household is contacted/located before the 60 days is over, they can be returned to active status. If a household is referred a second time and is unresponsive for two weeks a second time, they will be removed from the active list. If the household reengages with a Case Manager from any CE agency after that second time and is still experiencing homelessness, they can be returned to active on the list.

A CE participant will also be marked "inactive" on the CE list if there is no contact, after several continued, documented efforts to locate and communicate with a CE participant, with no response after 90 days. The CES team may determine an exception to this on a case-by-case basis. CE list inactivation will not delete the CE assessment record, and it can be reactivated once contact is reestablished. While the CE participant is inactivated, they maintain their place on the CE list, but they will be skipped until they become active again. If the participant remains inactive for 90 days after inactivity period starts, the household will then be exited from Coordinated Entry in HMIS. The participant may reenter the CE in the future, without preconditions or retribution. In Clarity, the Check In button will reset the count if there has been contact.

#### Removal from the active CE List:

Households currently on the CE List will be exited from the JoCo Coordinated Entry project in HMIS under the following circumstances:

- The household requests that they be taken off of the list. In this case, the case manager must attempt to determine household's current housing status and report out at the CE List meeting before exiting household.
- The household becomes permanently housed either with CoC or ESG support or independently
- The household has been out of contact for an extended time and their CE Screening was completed over 12 months ago. Households still on the CE List after 12 months will be sought out to be re-screened for their current housing needs and do a new CE Screening if they are still experiencing HUD Category 1 or Category 4 homelessness in Johnson County.
- The person enters jail, prison, or inpatient healthcare facility with a stay anticipated to be 90 days or longer
- The person passes away
- It becomes clear that the household misrepresented their living situation and is not eligible for the CE Screening or PH supports (e.g. they were not literally homeless by HUD's definition).

#### By Name List Inactive Policy:

Definitions

- *Inactive*: A person is considered inactive when they have been exited from the By-Name List (BNL) after 90 days of no system engagement following an exit from a program to a non-permanent destination. Inactive individuals are no longer counted as actively homeless but can be re-added if they return to homelessness.
- *Pending inactive*: A person is considered pending inactive when they have been exited from a program in HMIS to a non-permanent destination but remain on the Active List for 90 days before being fully inactivated. During this period, the individual is still counted as active.

This policy establishes a standardized process for determining when an individual experiencing homelessness is marked as inactive on the By-Name List (BNL). An individual will be moved to inactive status under the following conditions:

- Automatic Pending Inactive Status (90-Day Rule)
  - When an individual is exited from a program in HMIS to a non-permanent destination, they are automatically marked as "pending inactive" but remain on the Active List for 90 days before full inactivation.
  - If the individual re-engages with the system during this period, their pending inactive status is removed.
- Monitoring and Quality Control
  - The inactive list is automatically managed through a Dashboard.
  - A Community Solutions data quality check is conducted monthly to ensure accuracy and proper tracking of pending inactive cases.

A person's status is automatically counted as inactive before the standard 90-day period only when they are exited from a program in HMIS as deceased.

An individual exited from a program to a facility (e.g., jail, hospital) is marked pending inactive but remains on the Active List for 90 days. If the individual remains active in a program during their institutional stay, they are not marked pending inactive.

#### CE Reassessment:

Households that have completed the CES Assessment previously may be reassessed due to any of the following situations:

- Significant Life Changes: Major life changes or events have occurred since the last CES Assessment was conducted (e.g., serious health events, change in housing status, loss of income).
- Change in Household Composition: Household members have changed since the previous CES Assessment was completed (e.g., birth of a child, separation, reunification).
- Time Since Last Assessment: It has been 12 months or more since the last CES Assessment was completed.
- Updated Assessment Tool: A new or revised assessment tool has been formally adopted, and it has been at least 3 months since the household's last CES Assessment.

In all reassessment scenarios, a new Coordinated Entry enrollment must be created in HMIS to document the updated assessment. This separate enrollment ensures that the reassessment is distinct from the original CES enrollment, allowing for:

- Accurate documentation of the reassessment date and circumstances,
- Preservation of historical assessment data,

- Clear identification of changes in household composition or vulnerability over time, and
- Enhanced reliability of data used for prioritization and system performance monitoring.

Creating a new enrollment for each reassessment is critical for maintaining data quality, ensuring transparency in the prioritization process, and supporting compliance with HUD’s expectations for standardized and timely documentation within the Coordinated Entry system.

Individuals fleeing domestic violence who were previously assessed in the presence of or alongside their abuser must be offered the opportunity to complete a separate, confidential reassessment to protect their safety and privacy.

## **Affirmatively Marketing the Availability of CES**

KS-505 affirmatively markets housing and supportive services to eligible persons regardless race, color, national origin, immigration status, ancestry, ethnicity, religion, primary language, age, familial status, veteran status, disability, sex, sexual orientation, gender identity or expression, marital status, experiences of violence (including but not limited to domestic, dating, sexual, or hate violence), source of income, or justice system involvement. KS-505 targets street outreach efforts to unsheltered individuals who are least likely to come in contact with CES in the absence of special outreach. This includes materials in English and Spanish. CES is available to all eligible persons residing at shelters or in unsheltered locations in Johnson County through Street Outreach. Outreach and screening are conducted by all CoC and ESG recipients, and through CoC emergency assistance partners. All people in different populations and sub-populations have fair and equal access to KS-505’s CES.

The CES system is advertised through:

- websites
  - United Community Services of Johnson County (CoC Lead Agency): <https://ucsjoco.org/homelessness/>
  - United Way 211: <https://search.unitedwaygkc.org/>
  - My Resource Connection: <http://ims.jocogov.org/rc/default.aspx>
  - Johnson County Government: <https://www.jocogov.org/department/aging-and-human-services/information-and-community-resources/homeless-resources>
- provider outreach, flyers and posters displayed at CoC, ESG and DV provider sites
- outreach to mainstream service providers
- coordination with marketing efforts in contiguous CoCs

To ensure transparency in client care coordination and decision making, all CES participants completing an HMIS intake, subsequent CE Screening, and related referrals to a CoC project are offered a CE Pamphlet. This “receipt” of the CE Screening and referral process includes a description of the CE Screening and indicate how the CES participant’s prioritization for the referral intervention is offered, explaining why the screening tool was conducted and how KS-505 prioritizes housing resources for those who are most vulnerable.

No household presenting for housing may be denied entry into the CES because of active or a history of domestic violence or sexual assault.

## **Data Management & Confidentiality**

KS-505’s CoC and ESG recipients and subrecipients use HMIS to manage CE data for those households

meeting a HUD category of homeless. The household is informed about how and why information is collected about their household, how it will be used, and asked if they are willing to sign a release of information to enter that data into a community-wide homeless management information system (HMIS). The CoC only shares household information and documents if the head of household has provided written consent. KS-505's HMIS is both secure and confidential and enables local organizations to work together to best meet households experiencing homelessness' needs on a timely basis. KS-505 HMIS users agree to follow data quality and timeliness policies as written in the HMIS Policies and Procedures.

Any household presenting with a housing crisis to a CoC organization can be referred to a domestic violence agency after answering yes to the first question in the KS-505 Triage Screen (Are you experiencing your housing crisis because of domestic violence, sexual assault, and/or stalking? And if yes, would you like to be screened by Safehome staff?). Domestic violence providers participate in the Coordinated Entry list by registering all households who complete a CE screening with certified CE assessors housed at Safehome with only a numeric code, CE Screening score, and contact person.

The Coordinated Entry List is managed by the CoC Lead Agency and extends the same HMIS data privacy and security protections prescribed by HUD for HMIS practices in the HMIS Data and Technical Standards. The Coordinated Entry List is maintained in HMIS and a separate, password-protected List is maintained on a secure server to track households screened through Victim Services Providers that does not include Personally Identifying Information.

CE Assessors enter CE Screening information into the CoC's HMIS database, see HMIS Policies and Procedures for more information. CE Assessors and housing providers who don't use HMIS but participate in the CE List meetings sign a separate Confidentiality Agreement.

## CE Training Plan

CoC member organizations who serve those who are in a housing crisis will be trained annually on the KS-505 CES Triage and Diversion Protocol including the process by which households presenting in a housing crisis are triaged, diverted or prevented from homelessness if possible, and if not, entered into HMIS intake, safely stabilized and then assessed for vulnerability with the CE Screening in order to be placed on the by-name list for permanent housing options. This will be done to ensure that all persons involved in responding to households in need will clearly understand the methods by which triage, diversion and subsequent assessments of vulnerability will be progressively used to move households most quickly to permanent housing. The CE Committee will host an annual CE Triage, Diversion, and Referral Training at a CoC membership meeting and then additional trainings as needed throughout the year for new staff and organizations.

Triage, Diversion & Referral Training	Training hosted by the CE Committee for all CoC members on how to triage, divert, and offer consistent referrals for households experiencing a housing crisis. Includes identifying households who qualify for a CE Screening.
CE Screening Training	Training on administering the CoC's Coordinated Entry Screening including identifying households who qualify for the screening, trauma-informed approach, domestic violence safety protocols, and how to enter the screening into HMIS to be added to the Coordinated Entry list.
DV Safety Protocols	Safehome offers annual training at KS-505 meetings on DV related issues

Training	and provides safety plan training to CE assessors and CoC and ESG housing providers.
HMIS User Training	Training hosted by the HMIS Lead Agency on using the CoC's HMIS database to track program enrollments and services.

## Evaluation

KS-505 is committed to ongoing quality improvement efforts around its Coordinated Entry System (CES) to assure that the CES and participating CoC organizations can effectively and efficiently meet the needs of households in a housing crisis. The CoC's Coordinated Entry Committee meets at least quarterly to evaluate the CES and uses feedback from CoC agencies, CE participants/clients, and the CoC's Lived Experience Advisory Board.

Evaluation input is regularly gathered from these three sources:

- Annual CoC Feedback Survey for all members
- Annual CoC Outcomes Analysis including analysis of CE data
- CE Client Feedback Surveys sent to every household added to the CE List at enrollment and exit; CE Committee analyzes feedback survey results at least annually

If the Coordinated Entry Committee recommends changes to this document or the CE Screening tool, the recommendations are brought to the CoC Board for final approval.

## CE Documents and Forms

Triage & Diversion Screening	The CoC's standardized tool used to determine if the household qualifies to get a CE Screening
JoCo Resources List	A list of resources available in Johnson County and shelters in neighboring communities, provided to households at Triage and CE Screening as applicable
CE Screening	The CoC's standardized tool used to measure vulnerabilities and assign a score used on the By Name List for service prioritization
CE Pamphlet	A document provided to clients who have received the CE Screening to remind them what the CE Screening is and what next steps they should take
HMIS Release of Information	A release signed by the CE client indicating whether we're able to enter them into HMIS.
CE Access Points Flyer	A flyer that gives the contact information and locations of CE access points in Johnson County
CES & BNL Confidentiality Agreement	If an agency does CE Screenings and participates in the Coordinated Entry List meetings but does not use HMIS, they must sign a KS-505 CES Confidentiality Agreement to protect private information discussed at the meetings.