

Prioritization from Coordinated Entry System

Prioritization Fundamentals

By Name List

The By Name List is a list of all community members who have a completed Coordinated Entry assessment. This List is then filtered based on population type.

Registry

The Registry is a filtered By Name list that is population-specific and is prioritized based on the population's prioritization schema. The Registry is used to ensure that those at the top of the list, i.e., the most vulnerable, are prioritized for limited resources. We have Registries for the following sub-populations:

- Chronically homeless individuals
- Veterans
- Families, with children under the age of 18
- Transitional-Aged Unaccompanied Youth and Young Adults (18-24 years of age) (YYA)
- Survivors of Domestic Violence and Human Trafficking (Survivors)

At any given time the CoC may acquire funding that is meant to target a population not encompassed in the above sub-populations. When this is the case, a new Registry is created to account for the additional program (e.g., during COVID the CoC had funding to serve non-chronic homeless individuals so there was a corresponding Registry of this population).

Prioritization Schema Based on Population

Population	Prioritization Schema
Chronically homeless individuals	Ranked length of time homeless + ranked VI-SPDAT score
Homeless Veterans (SSVF – Rapid Rehousing)	<ol style="list-style-type: none">1. Families who are unsheltered or individuals with high needs¹ who are unsheltered;2. Individuals who are unsheltered;

¹ “High needs” to include mental health diagnosis, substance use, fixed income, age

	<ul style="list-style-type: none"> 3. Families who are in shelter or individuals with high needs who are in shelter; 4. Individuals in shelter
At-Risk Veterans (SSVF – Homelessness Prevention (HP))	<ul style="list-style-type: none"> 1. HUD VASH referrals; 2. Households with court-issued eviction notices; 3. Households in hotels that are not able to pay for their stay that night; 4. All other households eligible for HP
Families (Rapid Re-housing)	Ranked length of time homeless score + ranked F-SPDAT score
Youth and Young Adults (Rapid Re-housing (Including the Youth Homelessness Demonstration Project (known as Brighter Days))	<ul style="list-style-type: none"> 1. Category 1 unsheltered²: Prioritized by VI-SPDAT score, highest to lowest; 2. Category 1 Sheltered³: Prioritized by VI-SPDAT score: highest to lowest; 3. Category 2 Sheltered⁴: Prioritized by VI-SPDAT score: highest to lowest <p>Deviations from this will be:</p> <ul style="list-style-type: none"> 1. If a youth is 30 days or less from turning 25, we will fast track them for assignment, when capacity allows. 2. If a youth is identified as being pregnant they will be moved to the top of the list. If there are more than one pregnant youth they will be prioritized by VI-SPDAT score: highest to lowest.
Survivors of Human Trafficking (HT) or Domestic Violence (DV) (HT or DV specific Rapid Re-housing	Project Imagine tool or Human Trafficking assessment tool

² Category 1 Unsheltered: Place not meant for Habitation: Examples: Streets, car, abandoned building, sheds, garage, ect.

³ Category 1 Sheltered: Emergency Shelter: Examples: Coalition, Rescue Outreach Mission, Salvation Army or a Bridge Hotel provided by an charitable agency

⁴ Category 2 : In own housing, hotel or staying with friends or family but essentially housed. At risk of losing within 14 days.

Under no circumstances will prioritization be based upon diagnosis or disability type, nor otherwise be determined in any manner that would violate the non-discrimination requirements of federal civil rights laws.

Assignment to Supportive Housing

If/when a household reaches the top of their respective registry they move on to the Navigation process.

Navigation

Up until this point, the only information being used to prioritize a household is based on self-report. However, before a household can be enrolled in a supportive housing program, the household’s eligibility must be verified. This is done through the Navigation process.

The CES team meets periodically, frequency dependent on program capacity, to review the Registries. The households with the highest combined scores are then assigned to designated community providers for navigation. A Navigator’s main role is to help a household find the most appropriate service intervention(s) needed to end their homelessness. This can include referring to a variety of community resources, relocation to natural supports, or assisting a household with obtaining the documents needed to verify their eligibility for a supportive housing program, i.e., getting “document ready.” This typically involves assisting a household with obtaining ID, Social Security card, homeless verification, and proof of income. Once the household is “document ready” the Navigator will inform the Coordinated Entry team by emailing systems-coordination@hsncfl.org.

Required Documents Based on Program

	HUD/ ESG TH or RRH	Orange County RRH	PSH	YHDP	SSVF	Project Imagine/ HT Bonus Project
Valid Identification	X	X	X		X	X
Social Security Number	X	X	X		X	
Income Information	X	X	X		X	X
Disability Verification			X			
Verification of current housing status	X	X	X	X	X	X
History of homelessness			X			

Proof of Residency		X ⁵				
--------------------	--	----------------	--	--	--	--

Valid Identification

All household members 18 and older must have a valid government issued ID.

Proof of Social Security Number

All household members 18 and older must have one of the following:

- A copy of their Social Security card;
- Proof they have applied for their Social Security card; or
- Tax documents that show the individual’s Social Security number.

Income Information

Proof of all income or a Zero Income Affidavit is required for all clients 18 and over in household.

Documentation of Income:

The following documents are used to calculate a household’s income:

- Current year SSI/SSDI award letter
- Zero Income Affidavit
- Last 30-60 days of Paystubs, Child Support, etc.
- New Hire letter providing anticipated work hours, pay and frequency of pay.
- Current TANF benefit letter, Unemployment, etc.
- Self-Declaration of income (Last resort)

Income Eligibility at Project Onset:

SSVF

Up to 80 percent of the area median income (AMI).

HUD/ESG TH or RRH (HUD, Orange County, Project Imagine, and HT Bonus Project)

Up to 50 percent of the area median income (AMI).

YHDP

No income restrictions at project onset.

PSH

⁵ Orange County requires proof of 9 months of residency in Orange County.

Up to 50 percent of the area median income (AMI).

Disability Verification

The disability verification must be completed by a qualified professional who is licensed by the State to diagnose and treat the qualifying condition.

“Disability” means as follows:

- A physical, mental, or emotional impairment, including an impairment caused by alcohol or drug abuse, post-traumatic stress disorder, or brain injury that:
 - Is expected to be long-continuing or of indefinite duration;
 - substantially impedes the individual's ability to live independently; and
 - could be improved by the provision of more suitable housing conditions; OR
- A developmental disability, as defined in section 102 of the Developmental Disabilities Assistance and Bill of Rights Act of 2000 (42 U.S.C. 15002); OR
- The disease of acquired immunodeficiency syndrome (AIDS) or any condition arising from the etiologic agency for acquired immunodeficiency syndrome (HIV).

Housing and Homelessness Information

Verification of Current Housing Status

A household’s current housing status is determined based on where they stayed the night prior. There must be evidence of the household’s current housing status in HMIS. This may look like the following:

- Enrollment in Shelter project in HMIS;
- Service transactions;
- Case notes;
- Bridge housing enrollments; and/or
- Service provider verification form.

History of Homelessness

Permanent Supportive Housing is the only project that requires documentation of a household’s history of homelessness. In order to be eligible for PSH, the head of household must have lived in any of the following places for 12 or more months in the last 3 years:

- Emergency shelter or safe haven;
- Place not meant for human habitation; or
- Institutional care facility for 89 days or less and had entered directly from place not meant for human habitation or emergency shelter.

The head of household must have been living in any of the above situations *either* continuously for at least 12 months *or* with 4 or more separate episodes of homelessness in last 3 years that total 12 months.

Episodes of homelessness are considered distinct episodes when there is a break of homelessness between the episodes. A “break of homelessness” is defined as of the following:

- Staying 7 continuous nights or more in non-homeless settings (e.g., self-pay hotel, doubled-up, residential treatment programs, transitional housing); or
- Staying 90 days or more in institutional care facilities (e.g., jail, hospital, mental health facility).

Standards on verifying History of Homelessness

HUD requires Third party documentation of homelessness from reliable sources. At least 9 months must be documented from 3rd party service providers. One “touch” per month covers the entire month.

What Counts as Third Party Verification or a homeless “touch”?

- *HMIS enrollments into emergency shelters or bridge housing*
- Updates/ service transactions by Street Outreach indicating unsheltered status
- *Shower/ laundry services in HMIS from drop in centers*
- Written or verbal verification from Service Providers not in HMIS (shelter, medical provider, police, educator, etc.) who have encountered the person while working in their official role
- Written or verbal verification from Community Members who have physically observed where the person sleeps (shop owners, church staff, residents, etc.)
- Self-Certification for PSH *only and as a last resort* – 3 months max

All documentation must be tracked and/ or uploaded in HMIS.

Record Keeping Review

The CE team will review a household’s HMIS profile upon receiving notice from a Navigator that the required eligibility documents have been obtained and uploaded to HMIS. During this Record Keeping Review, the CE team completes a thorough review of the HMIS profile to determine the household’s eligibility for available programs. The eligibility determination is documented by the CE team and uploaded to the household’s HMIS profile. The CE team will then move the household to an “Approved List,” much like the Registry mentioned above.

Approved List

This list is again prioritized based on the prioritization schema for their specific population. The Approved List, like the Registry, is fluid as the population we serve is constantly changing.

Additions to the Approved List

A household who has previously been removed from the Approved List but who is still within their eligibility period may be re-added by CES staff upon request with justification (e.g., outreach re-establishment of contact, participant returns from out-of-town, and CES-approved termination of participant from project).

Removals from the Approved List

A household may be removed from the Approved List by CES staff under any of the following circumstances:

- The household was assigned for case management;
- The household is otherwise housed or has reliably indicated that they are no longer in need of housing;
- No contact has been made with the household for a period of at least 90 days, no further information is available about the household's whereabouts, and no outreach worker or navigator has specifically requested that the household remain on the Approved List; or
- More than 12 months have elapsed since the household has started the navigation process, and efforts to complete the eligibility process have proven unsuccessful.

Assignment to Case Management

The prioritized approved list is used to make assignments to case managers. Assignments are dependent on case manager case load capacity and available rental assistance dollars. Unless one of the following scenarios apply, households will be assigned to case managers according to their order on the Approved List.

Bypassing Households for Assignment

The following individuals may be bypassed for case management assignment without being removed from the Approved List, regardless of their initial priority level:

- The household's whereabouts are currently unknown;

- The head of household is currently in jail or other institutional setting for at least seven (7) and not more than 90 days (with status updates to be provided by the assigned Navigator whenever possible); or
- An outreach worker has identified the household as currently unwilling to accept housing and indicated that they are a target for extended engagement efforts.

Exceptions to Assignment Based on Initial Prioritization

After the initial prioritization process has been completed, a household may only be selected for assignment to case management in the Registry Management process over another household with a higher initial priority under one of the following conditions:

- The household is the highest priority individual eligible to access a specific, available case management or housing slot, for example, with respect to county of homelessness (i.e., from Seminole or Osceola Counties), household composition (i.e., families with children).
- The household is determined by a consensus of participants in the respective Registry Management meeting to have a greater severity of need than one or more households despite their higher initial priority, by virtue of the fact that they meet one or more criteria listed on the Extenuating Circumstances Checklist described in section below. Households who meet more than one of the criteria will be prioritized over households who meet a single criterion.

Extenuating Circumstances Checklist

The following criteria are considered extenuating circumstances that would allow a household with a lower initial priority to be assigned to case management before one or more households with higher initial priority, as described in section above:

- An outreach worker or navigator has reported within the past week or reports at the Registry Management meeting that the household is at considerable, imminent risk of suffering irreparable harm or death due to health conditions arising from their homelessness; or
- An outreach worker or navigator has reported within the past week or reports at the Registry Management meeting that the household is at considerable, imminent risk of violence or victimization arising from their homelessness; or
- A participant in the Registry Management process has reported or reports at the Registry Management meeting that the household has previously been bypassed for assignment due to short-term incarceration or institutionalization, is expected to be discharged to homelessness within the next 7 days, and will remain supportive housing-eligible upon discharge.

