



Coordinated Entry System Policies and Procedures

County of Riverside Continuum of Care

Amended May 20, 2021

Table of Contents

Article I	Overview
Article II	Participation
Article III	Access
Article IV	Assessment
Article V	Prioritization
Article VI	Referral
Article VII	Data Management
Article VIII	Evaluation
Article IX	Structure and Governance
Article X	Appendices

Riverside County Continuum of Care (CoC) Coordinated Entry System (CES) Policies and Procedures

ARTICLE I. OVERVIEW

The Riverside County Continuum of Care (CoC) Oversight Committee has developed the following Riverside County Coordinated Entry System Policies and Procedures (CES PP) in conjunction with the Riverside County Continuum of Care Written Standards (required under Continuum of Care Program interim rule - 24 CFR 578.7(a)(8) and (9); 24 CFR 578.23(c)(9) and (11); and Emergency Solutions Grant (ESG) Program interim rule – 24 CFR 576.400(d)) to operate a Coordinated Entry System (CES) that serves to increase the efficiency of the local crisis response system and improve the fairness and ease of access to resources.

The ***Riverside County Coordinated Entry System Policies and Procedures*** outlines the process and policies for full implementation of the CES, as required of Continuums of Care under 24 CFR 578.7 (a) (8) that are directly providing homeless housing and services, and operating Emergency Shelter (ES), Transitional Housing (TH), Permanent Supportive Housing (PSH), Rapid ReHousing (RRH) and Supportive Services Only (SSO) projects.

SECTION 1.01 GUIDING PRINCIPLES

The Coordinated Entry System (CES) is a part of the Riverside County Continuum of Care's cohesive and integrated housing crisis response system. The CES is designed to coordinate program participant intake, assessment, and referral for resources. In compliance with 24 CFR 578.3 and 24 CFR 578.7(a) (8), the CES will include the following:

- Coverage of the entire geographic area of Riverside County;
- Easy access by individuals and families seeking housing or services;
- Broad advertisement;
- A comprehensive and standardized assessment tool;
- An initial, comprehensive assessment of needs of individuals and families for housing and services; and
- A specific policy to guide the operation of the coordinated assessment system to address the needs of the individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking, but who are seeking shelter or services from non-victim specific providers.

To further the goals of ending homelessness in Riverside County, the CES PP is also guided by:

- USICH/HUD's Opening Doors: Federal Strategic Plan to Prevent and End Homelessness (https://www.usich.gov/resources/uploads/asset_library/USICH_OpeningDoors_Amendment2015_FINAL.pdf)
- HUD's Coordinated Entry Policy Brief that outlines key principles for an effective coordinated entry system (<https://files.hudexchange.info/resources/documents/Coordinated-Entry-Policy-Brief.pdf>)

- HUD’s Notice CPD 17-01 - Establishing Additional Requirements for a Continuum of Care Centralized or Coordinated Assessment System
(<https://files.hudexchange.info/resources/documents/Notice-CPD-17-01-Establishing-Additional-Requirements-or-a-Continuum-of-Care-Centralized-or-Coordinated-Assessment-System.pdf>)
- HUD 2020 HMIS Data Standards Data Manual
(<https://files.hudexchange.info/resources/documents/HMIS-Data-Standards-Manual.pdf>)
- HUD Notices CPD-16-11 and CPD-14-012 on the Prioritizing Persons Experiencing Chronic Homelessness and other Vulnerable Persons in Permanent Supportive Housing and Record Keeping Requirements for Documenting Chronic Homeless Status
(<https://files.hudexchange.info/resources/documents/notice-cpd-16-11-prioritizing-persons-experiencing-chronic-homelessness-and-other-vulnerable-homeless-persons-in-psh.pdf>) (<https://files.hudexchange.info/resources/documents/Notice-CPD-14-012-Prioritizing-Persons-Experiencing-Chronic-Homelessness-in-PSH-and-Recordkeeping-Requirements.pdf>)

SECTION 1.02 MISSION AND PURPOSE

The Riverside County CES (HomeConnect) serves the Riverside County Continuum of Care’s goal to end homelessness and endeavors to streamline the process of prioritizing and connecting persons experiencing housing instability with appropriate housing interventions in a manner that respects client choice in housing and client self-determination. The CES process is intended to help communities identify and prioritize persons for access to housing and services based on severity of need and vulnerability. The process also provides information to CoCs about service needs and gaps to help communities strategically allocate resources. By gathering information through a standardized assessment process, coordinated entry provides a CoC with data that it can use for system and project planning and resource allocation.

The CES is designed to:

- Ensure clarity, transparency, consistency and accountability for persons experiencing housing crisis, referral sources, and homeless service providers throughout the assessment and referral process;
- Ensure that clients gain fair and equal access as efficiently and effectively as possible, in a standardized and consistent way, to the type of intervention most appropriate to their immediate and long-term housing needs;
- Ensure that people who are experiencing a housing crisis the longest and/or are the most vulnerable have priority access to scarce permanent housing resources;
- Facilitate exits from a housing crisis to stable housing in the most rapid manner possible given available resources;
- Adhere to federal regulations and guidelines;
- Ensure full coverage of Riverside County CoC’s geographic area; and
- Provide real-time knowledge about program housing inventories and capacity.

SECTION 1.03 CORE ELEMENTS

Coordinated entry works by establishing a common process to assess the situation of all households who request help through the housing crisis response system. Core elements of the system are:

- **ACCESS:** The engagement point for persons experiencing a housing crisis.
- **ASSESSMENT:** Standardized process to gather information on people's needs, preferences and the barriers they face to regaining housing stability.
- **PRIORITIZATION:** Established policies and procedures to ensure persons with greatest need and vulnerability receive supports they need to resolve housing crisis.
- **REFERRAL:** Linkage to appropriate and available housing and supportive services.



ARTICLE II. Participation

All agencies serving households experiencing homelessness are encouraged to use the CES for referrals regardless of funding source. Agencies receiving Housing and Urban Development (HUD) Continuum of Care (CoC), Emergency Solutions Grant (ESG), and any other program requiring CES must maintain participation by following the requirements listed below:

- Complete a CES/HomeConnect Project Set Up Form;
- Supply written standards for client eligibility and screening;
- Communicate project vacancies, including bed/unit specific information to the CES Lead using the vacancy form (Appendix G);
- Enroll only those clients referred through the Riverside County CES/HomeConnect;
- Provide an update to CES Lead within 5 business days of receiving a referral;
- If unable to locate the referred person/household, return referral to CES Lead within 10 business days;
- If project expired and not renewed, submit CES/HomeConnect Project Termination Form to HHPWS;
- Commit to participate in coordinated entry planning and evaluation activities as established by the Riverside Continuum of Care and CES.

ARTICLE III. Access

The HMIS Administrators Council and CES Oversight Committee has adopted a hybrid “No wrong door”/assessment hotline model of access to the CES, in which a homeless family or individual can present at any homeless housing and service provider in the geographic area. The CES provides the same assessment approach, including standardized decision-making at all access points.

Locations:

Physical access points include the locations of agencies providing housing and services such as Access Centers, emergency shelters, food banks, mental health services, homeless services and social service agencies. These locations offer access, limited assessment, referrals and the standard services of each provider. Each location is independently operated and staffed. The hours of operation vary per provider.

- Every CoC-funded program will participate in CES and will serve as a physical access point (See Appendix A for a listing).
- The CoC has multiple access points to facilitate access, coordinate entry processes, and improve the quality of information gathered for the following subpopulations.
- The CoC has multiple access points, each assigned to a specific sub-region within the CoC.
- The physical CoC access points cover and are accessible throughout the entirety of the geographic area of the CoC.
- CoC has partnered with neighboring CoCs to create a single access point covering the multi-CoC region.
- Each physical access point will serve the following subpopulations, with immediate linkage to the appropriate subpopulation access point:
 - Adults without children;
 - Adults accompanied by children;
 - Unaccompanied youth;
 - Households fleeing or attempting to flee domestic violence;
 - Persons at risk of homelessness.
- Households who are included in more than one of the populations for which an access point is dedicated, can be served at all of the access points for which they qualify as a target population.
- CoC’s access points, if physical locations, are sited in proximity to public transportation and other services to facilitate participant access.
- A CoC or recipient of Federal funds may be required to offer some variation to the process (e.g., a different access point, as a reasonable accommodation for a person with disabilities). For example, a person with a mobility impairment may request a reasonable accommodation in order to complete the coordinated entry process at a different location.

Access through People; Street Outreach

Access is also through contact with outreach workers, agencies and law enforcement personnel. Riverside County CoC CES Lead Agency will identify local street engagement teams and coordinate outreach efforts and access points.

The CES Lead Agency will maintain an Outreach Agency Directory. The directory will include the following information: Agency, address, phone number and subpopulations (See Appendix B for a current directory). The CES Lead Agency and Collaborative Applicant will coordinate the development and maintenance of mapping system for more effective street outreach and engagement as well as system identification of service provision needs in key county geographic areas.

- Street outreach efforts funded under ESG or the CoC program are linked to the coordinated entry process via the referral process with the CES 800 number or via CES email address.
- The process by which all participating street outreach staff, regardless of funding source, ensure that persons encountered by street outreach workers are offered the same standardized process as persons who access coordinated entry through site-based access points.
- Outreach workers will carry paper or electronic versions of all referral and assessment documentation and Release of Information for coordination purposes.
- Outreach workers will submit electronic documentation promptly after meeting with clients when appropriate to facilitate collaboration and access to services.
- Outreach workers and mobile agency access points are to be easily accessed by individual and families seeking homeless or homelessness prevention services via collaboration and referral with prompt follow up by outreach workers.
- Persons seeking access to homelessness prevention services funded with ESG program funds through the coordinated entry process will receive services through an outreach worker or can email or call the CES 800 number found on promotional materials.
- CoC's CE process includes separate access point(s) for homelessness prevention so that people at risk of homelessness can receive urgent services when and where they are needed. If separate access point(s) for homelessness prevention services exist in the CoC, written CE Policies and Procedures describe the process by which persons will be prioritized for referrals to homelessness prevention services.
- The process by which persons are prioritized for referrals to homelessness prevention services is through a triage system with CES where the team lead reviews all referrals and prioritizes referrals for homelessness prevention services within the coordinated entry processes.
- Persons will be prioritized for referrals to these programs via the same triaging process, completed regularly by the CES Team Lead or designated lead for each day.
- CoC-funded outreach workers will enter contacts into the Homeless Management Information System (HMIS). This entry will begin the process of entering homeless persons engaged by street outreach workers into the Coordinated Entry System.

Access through Telephone and Email:

HomeConnect CES operates an 800 number hotline, Monday through Friday from 8:00 a.m. to 5:00 p.m. This virtual access point provides an initial assessment screening. The process is:

- CES Lead operator receives call and provides triage using a form (See Appendix H).
- Operator will refer to the outreach directory and refer by service area and assistance needed.
- Outreach accepts or declines referral within 48 hours. Declined referrals will prompt the operator to call a different outreach team.
- CES referrals are available at the CES 800 number, during business hours and outside of business hours via the afterhours number for HHOPE.
- Outreach will provide same-day contact for referrals taken by CES working the RUHS Medical Center.
- If there are times when someone is not available to take the referral call, callers are prompted to hold, dial 9-1-1 if an emergency or leave a voice message. A designated staff member will promptly return their call when the next staff member is available.
- If necessary, the CES Lead Agency provides persons who call the CES 800 number access to an Interpreter service. CES Lead Agency has bilingual staff who are fluent in English and Spanish.
- CoC's Access Points provide virtual entry where individuals and families experiencing a housing crisis may present for initial assessment screening (e.g. 211 or other hotline system that screens and connects callers directly to appropriate crisis housing and service providers in the area).

Homeless Prevention/Diversion:

Homeless prevention assistance will be targeted to households who are at risk of losing their present housing and are becoming homeless. While there are many people who are housed and have a great need for rental assistance, not everyone will become homeless without assistance. A risk assessment will be used to assess the household's level of crisis and prioritize those who are at greatest risk of becoming homeless (See Appendices H and I for tools).

Clients who present at any access point are triaged with a screening tool for shelter diversion or entry into the Coordinated Entry System. If it is determined that shelter diversion is not possible, the access point staff will refer the client to emergency shelter or CES Lead Agency for referral to an outreach worker/Navigator. The Collaborative Applicant and CES Lead Agency will coordinate the development and maintenance of a directory of resources for homeless prevention (See Appendix C for directory).

Marketing:

The Riverside County CoC will affirmatively market housing and supportive services to eligible participants who are least likely to apply in the absence of special outreach regardless of race, color, national origin, religion, sex, age, familial status, disability, actual or perceived sexual orientation, gender identity, or marital status.

Marketing materials will convey access to the Riverside County CES and may be conducted using:

- Promotional items (e.g. Bracelets, lanyards, bags, hygiene items)
- Direct outreach
- Brochures/flyers
- Social media/websites
- Discussion/announcement at public housing authorities

CES marketing will be designed to ensure that people in different populations and subpopulations in the Riverside County CoC's geographic area – including people experiencing chronic homelessness, veterans, families with children, youth and survivors of domestic violence – have fair and equal access to the coordinated entry process.

Non-Discrimination:

Riverside County CES Policies and Procedures complies with the Nondiscrimination and Equal Opportunity Provisions of Federal Civil Rights Laws, including:

- Fair Housing Act
- Section 504 of the Rehabilitation Act
- Title VI of the Civil Rights Act
- Title II of the Americans with Disabilities Act
- Title III of the Americans with Disabilities Act

The Riverside County Continuum of Care Nondiscrimination Policy, regarding the U.S. Department of Housing and Urban Development (HUD) final rule regarding equal access to Community Planning and Development (CPD) funded programs regardless of sexual orientation, gender identity and marital status, will ensure that individuals are aware of their rights to equal access to CPD funded programs.

Emergency Service Access:

CoC's CE process allows utilization of emergency services, including all domestic violence and emergency services hotlines, drop-in service programs, and emergency shelters, including domestic violence shelters and other short-term crisis residential programs, to operate with as few barriers to entry as possible. People are able to access emergency services, such as emergency shelter, independent of the operating hours of the system's intake and assessment processes via the afterhours number for 24/7 access.

Persons presenting for emergency assistance at an access point at times when the CES intake and assessment process are not operating will be referred to the CES 800 number. If the person is presenting in the RUHS Medical Center, the Substance Use Navigation Teams can operate as Navigators for CES. They receive referrals for substance use treatment, homelessness and domestic violence during business hours and some evening hours.

Any person presenting for assistance at any access point that is identified as a victim of domestic violence, dating violence, sexual assault or stalking will not be denied access to the crisis response system. The operator of the CES 800 number transfers the call from any person who identifies as fleeing domestic violence to supervisory clinical staff who will provide immediate intervention and referral to law enforcement and/or domestic violence shelters in the CoC. Outreach workers refer persons to Law Enforcement Outreach Teams who support and protect.

Safety Planning:

CoC has a specific written CE Policy and Procedure to address the needs of individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking, but who are seeking shelter or services from non-victim service providers.

People fleeing or attempting to flee domestic violence and victims of trafficking have:

- Safe and confidential access to the coordinated entry process and victim services,
- Including access to the comparable process used by victim service providers, as applicable, and
- Immediate access to emergency services such as domestic violence hotlines and shelter.

Victim service providers funded by CoC and ESG program funds are not required to use the CoC's coordinated entry process, but CoC and ESG-funded victim service providers are allowed to do so.

The CES Lead Agency will include safety planning and trauma-informed care into its annual training for staff who provide initial access and assessment. To ensure privacy, the CES Lead Agency maintains completed assessment forms in secure cabinet with limited access by staff.

Participants may not be denied access to the coordinated entry process on the basis that the participant is or has been a victim of domestic violence, dating violence, sexual assault or stalking.

ARTICLE IV. ASSESSMENT

Assessment is the process of gathering information about a person presenting to the crisis response system. Assessment includes documenting information about the barriers the person faces to being rapidly housed and any characteristics that might make him or her more vulnerable while homeless.

Assessment Process:

CoC consistently applies one or more standardized assessment tool(s), applying a consistent process throughout the CoC in order to achieve fair, equitable, and equal access to services within the community. CoC uses a valid, tested, and reliable assessment process which gathers only enough participant information to determine the severity of need and eligibility for housing and related services.

CoC uses a phased approach to assessment which progressively collects only enough participant information to prioritize and refer participants to available CoC housing and support services. The phased approach consists of:

1. **Initial Triage** – Resolving the immediate housing crisis; identification of the CoC crisis response system as the appropriate system to address the potential participant's immediate needs.
2. **Diversion and/or Prevention Screening** – Examination of existing CoC and participant resources and options that could be used to avoid entering the homeless system of care.

3. **Crisis Services Intake** – Information necessary to enroll the participant in a crisis response project such as emergency shelter or other homeless assistance project.
4. **Initial Assessment** – Information to identify a participant’s housing and service needs with the intent to resolve participant’s immediate housing crisis.
5. **Comprehensive Assessment** – Information necessary to refine, clarify, and verify a participant’s housing and homeless history, barriers, goals, and preferences. Assessment information supports the evaluation of participant’s vulnerability and prioritization for assistance.
6. **Next Step/Move On Assessment** – Information revealed or known after an initial assessment is conducted when that new information may suggest a revised referral strategy. Or, re-evaluating participants who have been stably housed for some time and who may be ready for less intensive housing and service strategies.

CoC uses locally specific assessment approaches and tools that reflect the characteristics and attributes of the CoC and CoC participants. CoC’s Written Policies and Procedures describe the standardized assessment process, including assessment information, factors, and documentation of the criteria used for uniform decision-making across access points and staff.

CoC employs a Housing First oriented assessment process which is focused on rapidly housing participants without preconditions (e.g. Sobriety, medication compliant, etc.). In addition to identifying a person’s overall needs and preferences, the assessment also must appropriately triage the person by asking about immediate needs (e.g., “Are you safe where you are right now?” “Do you need medical services?”), accurately evaluating his or her vulnerability and barriers to housing, and providing information to support accurate referrals.

Riverside County CES incorporates a client-centered approach to the assessment process, including the following:

- Assessments are based in part on participant’s strengths, goals, risks and protective factors.
- Tools and assessment processes are easily understood by participants.
- Assessments are sensitive to participants’ lived experiences.
- Participants are offered choice in decisions about location and type of housing.
- Participants are able to easily understand to which program they are being referred, what the program expects of them, what they can expect of the program and evidence of the program’s rate of success.

Assessment questions are adjusted according to specific subpopulations (i.e. Youth, Individuals, Families, and Chronically Homeless) and responses to questions. Assessment questions and instructions reflect the developmental capacity of participants being assessed.

CoC maintains Written Policies and Procedures that prohibit the coordinated entry process from screening people out of the coordinated entry process due to perceived barriers to housing or services, including, but not limited to:

- Too little or no income;
- Active or a history of substance abuse;

- Domestic violence history, resistance to receiving services;
- Type or extent of disability-related services or supports that are needed;
- History of evictions or poor credit;
- Lease violations or history of not being a leaseholder; or
- Criminal record.

A coordinated outreach and engagement effort ensures that all CES participating agencies are using a universal approach to CES assessment.

Assessment Tool

This assessment approach includes the use of a community assessment tool (See Appendix I). A common assessment tool is a standard set of questions used by outreach and engagement workers to quickly assess people based on need and eligibility. The tool is used to understand the needs of a person experiencing homelessness, identify prioritization by vulnerability and to refer to the most appropriate housing or service intervention based on the need. The assessment applies a standardized scoring system to assist our community in determining the most appropriate level of intervention for an individual or family.

CoC allows Veteran Affairs (VA) partners to conduct assessments and make direct placements into any homeless assistance program, with the method for doing so included in the CoC's Coordinated Entry Policies and Procedures and Written Standards for affected programs.

Assessors will submit the completed community assessment tool form (see Appendix I) electronically to the HMIS system or if pre-arranged, via a paper copy to the CES Lead Agency or approved certified assessor.

Training

The CES Lead Agency provides training opportunities at least once annually to organizations and/or staff persons at organizations that serve as access points or administer assessments. CoC updates and distributes training protocols at least annually. The purpose of the training is to provide all staff administering assessments with access to materials that clearly describe the methods by which assessments are to be conducted with fidelity to the CoC's Coordinated Entry Written Policies and Procedures.

The CES Lead Agency will train staff at CES access points in the administration of the screening and assessment tools and describe the process for administering and completing the surveys. These annual trainings for assessors conducting assessments using the community assessment tool (Appendix I) will provide clear guidance on CoC-approved policies and procedures.

CoC's coordinated entry process training curricula includes the following topics for staff conducting assessments:

- Review of CoC's written CE policies and procedures, any adopted variations for specific subpopulations;

- Requirements for use of assessment information to determine prioritization; and
- Criteria for uniform decision-making and referrals.

All staff administering assessments use culturally and linguistically competent practices, including the following:

- CoC incorporates cultural and linguistic competency training into the required annual training protocols for participating projects and staff members; and
- Assessments use culturally and linguistically competent questions for all persons that reduce cultural or linguistic barriers to housing and services for special populations.

The CES Lead Agency will maintain a roster of persons who have completed the assessment training and certify persons as CES assessors. CES assessors will be encouraged to attend and participate in group sessions to share best practices and to learn from each other. These sessions could occur at the biweekly Navigation Review Council meetings or at other scheduled times. The CES Lead Agency will incorporate the use of web-based technology for these training sessions.

All assessment staff are trained on how to conduct a trauma-informed assessment of participants. Special consideration and application of trauma-informed assessment techniques are afforded victims of domestic violence or sexual assault to help reduce the chance of re-traumatization. All Riverside University Health System—Behavioral Health (RUHS-BH) employees are required to take a one-time mandatory training known as Trauma Informed Systems 101.

Assessment staff are trained on safety planning and other next step procedures if safety issues are identified in the process of participant assessment. All RUHS-BH employees are required to take Nonviolent Crisis Intervention (NCI) training every two years which trains staff on how to manage an individual experiencing an emotional crisis.

Client-Centered, Autonomy and Privacy Protection

Physical assessment areas are made safe and confidential to allow for individuals to identify sensitive information or safety issues in a private and secure setting. Participants must be informed of the ability to file a nondiscrimination complaint.

CoC coordinated assessment participants are freely allowed to decide what information they provide during the assessment process, to refuse to answer assessment questions and to refuse housing and service options without retribution or limiting their access to other forms of assistance. Written Policies and Procedures specify the conditions for participants to maintain their place in coordinated entry prioritization lists when the participant rejects options.

CoC has established written Policies and Procedures concerning protection of all data collected through the CE assessment process.

CoC has established written Policies and Procedures establishing that the assessment process cannot require disclosure of specific disabilities or diagnosis. Specific diagnosis or disability information may only be obtained for purposes of determining program eligibility to make appropriate referrals.

During the engagement and assessment process, assessors will inform participants that they may file a nondiscrimination complaint by calling the CES 800 number or emailing CES Lead Agency at HomeConnect@ruhealth.org. Assessors will also inform participants that they have full autonomy (1) to decide what information they provide during the assessment process, (2) to refuse to answer assessment questions, and (3) to refuse housing and service options without any limitation on access to other forms of assistance.

Participants cannot be required to disclose any specific disability or diagnosis unless that disclosure is required for determining program eligibility to make appropriate referrals. Any participant data collected during the engagement and assessment process will be protected according to applicable privacy protection rules and regulations.

Mainstream Services

CoC includes relevant mainstream service providers in the following activities:

- Identifying people at risk of homelessness;
- Facilitating referrals to and from the coordinated entry process;
- Aligning prioritization criteria where applicable;
- Coordinating services and assistance; and
- Conducting activities related to continual process improvement.

CoC has established Written CE Policies and Procedures describing how each participating mainstream housing and service provider will participate, including the process by which referrals will be made and received.

Street outreach activities incorporate the assessment process, in part or whole, into street outreach activities or separate the assessment process so that it is only conducted by assessment workers who are not part of street outreach efforts.

Navigation

Navigation is defined as intensive supports, case management and engagement in development of a housing plan. Persons who require this additional support that access the CES through contact and assessment by street engagement staff will be navigated by the individual or program completing the initial assessment. If the assessed individual is not assigned a Navigation Team prior to placement on the By Name List (BNL), the CES Lead Agency will assign a Navigator to assist with elimination of barriers to housing and work closely with the individual to develop a housing plan.

The CES Lead Agency will email the organization contacts in the Navigator Directory to solicit staff for assignment as Navigators. The CES Lead Agency will assign Navigators based on any prior involvement with the CES participant. If no organization offers for the assignment, the CES Lead Agency will look to their staff for assignment. If the CES Lead Agency staff are unable to accept the assignment, the CES Lead Agency will make an assignment from the list of organizations that are funded to conduct street outreach and case management prior to entering permanent housing.

If the participant remains on the By Name List for a period longer than 10 business days, the CES Navigation Council will conduct a Navigation Council Review of the case to identify and discuss solutions to any barriers to housing for the individual.

The individuals or families with the highest priority are assigned a Housing Navigator from the community to assist them in preparing to be referred to an available housing resource. This Housing Navigator provides support throughout the process, which may include accompanying them to all housing-related appointments and other necessary social service or benefit acquisition appointments, until such time that they are permanently housed.

The Housing Navigator serves as the primary point of contact for an individual or family after they have been assessed, and provides assistance in obtaining the program eligibility documents needed for that individual or family to enter housing. Program eligibility documents may include chronically homeless verification and disability documentation. Common documents needed are:

- ID
- Birth Certificate
- Social Security Card
- DD214 (for Veterans).

As Riverside County CoC has identified itself as a Housing First model, selection for housing identification does not wait until all the documents are acquired.

Additional duties of a Housing Navigator might include securing bridge or emergency housing, applying for financial or medical benefits and assisting in the housing search if a client is issued a housing voucher rather than referred to a site-based unit.

If the Navigator has not been in contact with a client of 90 days, they will be placed on the inactive list.

ARTICLE V. PRIORITIZATION FOR HOUSING

Prioritization is based on and aligns with the **HUD Prioritization Notice CPD- 16- 11** and **Riverside County CoC Written Standards** for permanent supportive housing, rapid rehousing, emergency shelter and street outreach criteria.

Prioritizing Chronically Homeless

Permanent Supportive Housing (PSH) is not a one-size-fits-all approach and should only be offered to those households that truly need that level of support. Thus, in order to use our limited resources in the most effective means possible, the Riverside County CoC is committed to prioritizing those most in need through an established order of priority. Within that order of priority, all CoC PSH-funded programs are required to ensure compliance with the “chronically homeless” definition and to fill vacant beds with chronically homeless individuals (CPD-16-011 (7/25/16)).

The Riverside County CoC has developed an order of priority to establish a uniform process for prioritizing placement into PSH through the CES. Initially, the CES would consider a consumer based on the community assessment tool score (see Appendix I). In the case that the scores match on the

assessment for two different consumers, then the length of homeless would be the second factor to consider for priority to determine placement in PSH. The overarching intent of this order of priority is to ensure that chronically homeless persons with the longest lengths of time homeless and the most severe service needs are prioritized for housing.

If there are no chronically homeless persons within the CoC, then prioritization will be:

1. First Priority:

Homeless individuals and families with a disability with long periods of episodic homelessness and severe service needs (Meets one of the following criteria).

a. Severe Medical Conditions:

- i. Requires a medical device that is used to cure or treat a disease that needs electricity to operate.
- ii. Medical treatment that requires portable oxygen
- iii. Terminal illness
- iv. A member of the household is receiving treatment for a life-threatening condition
- v. A life-threatening medical event has occurred in the last 30 days

b. Severe behavioral health condition that presents barriers to daily functioning and housing that were not captured in assessment using community assessment tool (see Appendix I). This includes individuals who are unable to complete the assessment due to mental health or another concern. (Housing Assessors should complete and bring the Disability Accommodation for the CEA-BHRS Housing Assessment Process Form to the Flag Review Panel meeting).

c. Evidence of self-neglect. Observation by the Housing Assessor/case manager/outreach worker is sufficient to meet this condition.

2. Second Priority:

Homeless individuals and families with a disability with severe service needs.

3. Third Priority:

Homeless individuals and families with a disability coming from places not meant for human habitation, safe haven, or emergency shelter without severe service needs.

4. Fourth Priority:

Homeless individuals and families with a disability coming from transitional housing.

Prioritizing Rapid Rehousing

The Riverside County CoC will prioritize the following subpopulations:

1. Families with children
2. Domestic violence survivors
3. Single adults
4. Veterans that can exit homelessness with little or no assistance, those who experience chronic homelessness and who need permanent supportive housing, and households who are seeking a therapeutic residential environment, including those recovering from addiction.

Prioritizing Transitional Housing (TH)

The Riverside County CoC prioritizes transitional housing as follows (2015 HUD CoC NOFA):

1. Domestic violence survivors and youth ages 18-24 will be prioritized for transitional housing if they are not assessed as chronically homeless.
2. All chronically homeless individuals and families will not be served through transitional housing unless other housing is not available (Coordinated Entry Brief, pg. 5). Such households will be served by permanent supportive housing through a Housing First approach.

Emergency Shelter

Access and entry to emergency shelter will not be subject to prioritization based on severity of service need or vulnerability, allowing for an immediate crisis response. Essential services provided by emergency shelters will be targeted to individuals/families that cannot be diverted from the crisis response system, are literally homeless, can be safely accommodated in the shelter, and are not in need of emergency medical or psychiatric services or are a danger to self or others.

The CES Lead Agency will determine initial prioritization by length of time homeless and score on the community assessment tool form.

The certified Assessor completes assessment using the community assessment tool and Prioritization Request Form with the client, following the completion of a prescreening tool (See Appendix H). The prescreening tool identifies diversion from the crisis response system or the need for assessment and prioritization. The Prioritization Request Form may include the following factors:

- Death-related illness
- High use of public resources (e.g. law enforcement, emergency department, psychiatric facilities)
- Significant health challenges or functional impairments, including mental health symptoms
- Vulnerability to illness or death
- Vulnerability to victimization and human trafficking
- Youth at risk, especially children 0-3 living on the street
- Advanced age of 75+ years

Process for Special Prioritization Review

1. Navigator/Advocate emails Prioritization Request Form to CES Lead Agency
2. Demonstration of need based on:
 - a. Narrative on the form
 - b. If medical or mental health component,
 - i. Initial professional assessment documentation
 - ii. Secondary verification in addition to the presenting Navigator/Advocate
3. CES Lead Agency will review and seek additional documentation or consultation if needed.
4. CES Lead Agency will make determination and communicate to referring party
5. CES Lead Agency will make all such special requests available for review upon request of HMIS Administrators Council and CES Oversight Committee

By Name List (BNL)

Riverside County CoC CES has established a CoC-wide list of all known homeless persons who are seeking or may need CoC housing and services to resolve their housing crisis. This list generated during the prioritization process is referred to as a By Name List (BNL). The CES Lead Agency maintains the By Name List.

- This Active list is a client “by-name” list of various demographics and groups of individuals that are currently homeless (See Appendix E for sample of client record fields).
- The Active list is generated as an output from the CES data base system.
- The data tracking system will track a client’s return to homelessness (recidivism), and the reasons for those ongoing events.
- Filtered “by- name” lists include veterans, individuals, families, disability, and vulnerability level.
- The BNL will be emailed on a weekly basis to agencies who have signed a CES Participating Agency Agreement.

ARTICLE VI. REFERRAL

The housing linkage phase is a process by which housing provider programs and other available resources are connected with individuals/families experiencing homelessness that have been prioritized for specific housing interventions through the CES process. CES Lead Agency will maintain an internet-based database of housing linkages, tracking the date of referral and referral outcome and provide monthly reports to the HMIS Administrators Council and CES Oversight Committee to assist agencies with addressing any barriers to housing clients. CES Lead Agency processes referrals on a daily basis.

CoC’s CE process includes uniform and coordinated referral process for all beds, units, and services available at participating projects within the CoC’s entire geographic area for referral to housing and services.

All CoC-funded, ESG-funded, and Riverside County funded housing and service providers are required to participate in CES as a condition of their funding and will only accept referrals from CES to fill all their housing vacancies. Each participating program must execute a CES Participating Agency Agreement, which includes providing eligibility criteria for their housing units or vouchers (See Appendix F). The agencies/organizations that provide homeless housing and services are referred to as Housing Providers.

When filling housing program openings through coordinated entry, housing providers must complete and submit the Housing Vacancy Form (Appendix G) that includes the intervention type and target subpopulation (i.e., Permanent supportive housing dedicated to chronically homeless individuals and families, etc.). A form shall be completed separately for each available opening (e.g., Unit) and emailed to the CES Lead Agency. The Housing Referral Coordinator refers individuals and families to fill these openings in accordance with the Prioritization for Housing Policy. The CES Lead Agency maintains a housing vacancy list by date and time of receipt of email from housing provider. Based on housing program eligibility criteria, CES Lead Agency matches the household with the highest priority to the housing provider within 24-48 business day hours of receipt of notification of unit availability assuming a qualified household exists. Once a referral is made, if the housing provider is unable to locate the

participant within three business days, the housing provider may return the referral. If there are no eligible referrals available, the CES Lead will notify the requesting agency immediately and work on getting eligible participants.

A CES Participating Agency may decline a referral for good cause, such as safety concerns for staff or participants. The CES Lead Agency will track the number of housing referral refusals and report on a quarterly basis to the HMIS Administrators Council and CES Oversight Committee. The Riverside County CoC and all participating projects never screen out potential project participants out for assistance based on perceived barriers related to housing or services.

Each participant may refuse or deny any Home Connection referral as a part of their choice for housing options. He/she will remain on the By Name List with the notation of the specific concerns and preferences. The outreach worker or Navigator will counsel the participant after any refusal. After the second refusal, the participant is marked as a Long Engagement on the By Name List. Continued outreach will be documented in the HomeConnect system. The CES Lead Agency will maintain the individual/family on the Active list until the individual is willing to accept a housing opportunity.

If a Home Connection has been issued and the client has not been housed within 30 days of issuance, the agency must email a status update on the Home Connection to the CES Lead Agency. The barriers identified in the status update form (Appendix G) will be shared at the Navigation Council to assist with resolving the barriers. The CES Lead Agency shall submit a monthly report to the HMIS Administrators Council and CES Oversight Committee on the number of Home Connections issued in the last quarter, number of outstanding Home Connections and reasons for Home Connections that have exceeded 30 days and number of completed Home Connections. Upon housing unit availability, each housing provider completes the Housing Vacancy Form (Appendix G) and submits the information to the CES point of contact via email.

If housing homeless providers fail to fill an available opening through CES, the CoC and CES Lead Agencies will be notified of the policy violation which may affect the agency's ability to obtain future funding and the agency will not be eligible for CoC Letters of Support. All CES Participating Agencies will comply with the equal access and nondiscrimination provisions of Federal civil rights laws and Fair Housing laws.

The Riverside County CoC referral process is informed by Federal, State, and all local Fair Housing laws and regulations. The CoC ensures its participants are not "steered" toward any particular housing facility or neighborhood because of race, color, national origin, religion, sex, disability, sexual orientation, gender identity or the presence of children. Housing vacancies are provided to the CES Lead Agency by calling 1-800-498-8847 or emailing HomeConnect, HomeConnect@ruhealth.org.

Housing providers may re-locate housed households or eligible individuals within households that have been referred through CES within the geography of the Riverside County Continuum of Care without re-submitting that household to the CES for subsequent prioritization and housing referral.

Appeals

Anyone who wishes to appeal the referral process may do so by submitting a verbal or written request to the HomeConnect phone number, email, or any member of the Review Council or the CoC to request an appeal for reconsideration of the Home Connection process. The information provided must include the concern, specific reason the Home Connection was not in alliance with the Home Connection prioritization process and the desired resolution. The CES Lead Agency will present the appeal at the next scheduled meeting of the Navigation Review Council for discussion. The CES Lead Agency will present the Navigation Review Council's recommendation at the next HMIS Administrators Council and CES Oversight Committee for review and action.

ARTICLE VII. DATA MANAGEMENT

The HomeConnect system is maintained with Homeless Management Information System (HMIS) quality security standards. All documents and Active lists are maintained with HIPAA level security. Active Lists are available for review during the Navigation Review Council meetings through a screen projection. Active lists are not to be printed or exchanged outside of the Navigation Review Council meetings. Each member of the Navigation Review Council has signed a confidentiality notice (Appendix F) and it is reviewed in each Council meeting to ensure the highest level of confidentiality.

As the CES transitions to the Riverside County HMIS, all data collection and data sharing will comply with CoC-approved HMIS policies and standards. HUD requires that all CoC Programs, especially those that house homeless individuals and are identified on the HMIS Housing Inventory Count (HIC), collect universal data and program specific information on all clients served by CoC Programs regardless of whether the program participates in the HMIS.

CoC's written CE policies and procedures include protocols for obtaining participant consent to share and store participant information for purposes of assessing and referring participants through the coordinated entry process. Victim service providers and legal service providers are exempt from entering data directly into a CoC's HMIS because of privacy and confidentiality considerations. Victim service providers are prohibited by law to directly enter or provide client-level data to an HMIS, and legal service providers may choose not to enter client-level data into an HMIS. While they may be exempt from direct client-level data entry into HMIS, CoC recipients that are victim service providers or legal service providers still must keep required data in a comparable database.

Prior to intake and assessment, participants must receive and acknowledge a "Participant Consent" form prior to the collection of data for CE. The form identifies what data will be collected, where those data will be stored/managed, how those data will be used for the purposes of helping the participant obtain housing and assistance, what data will be shared with others and for other administrative purposes. A participant's information is not shared when the information is not necessary for the coordination or delivery of these services (See Appendix G for Release of Information form). Participants may request to have all their information restricted. This request will not affect their status on the Active list if they wish to remain active and receive any HomeConnect referral for which they could be eligible.

All vulnerability assessments are treated with secure confidentiality. Participants are not required to disclose disability or diagnosis.

Individuals are allowed to submit a complaint either verbally or in writing to the CES Lead Agency regarding their concerns around a disability discrimination situation. Each complaint submitted will be reviewed by the CES Lead Agency. Any necessary actions and additional trainings will be handled on a case-by-case review status.

The CES Lead Agency reviews the data quality each day in the system to determine the need for re-training of assessors on issues around data entry, reliability, and entry timeliness.

ARTICLE VIII. EVALUATION

The HMIS Administrators Council and CES Oversight Committee will ensure that evaluation processes are guided by the Riverside County Continuum of Care, its stakeholders, and the homeless individuals and families it serves by conducting a survey of the CES system's functionality at least once annually. The evaluation process will include feedback from focus groups and individual interviews with enough participating providers and households to approximate the diversity of participating households. Feedback will be solicited addressing the quality and effectiveness of the entire coordinated entry experience for both participating projects and households. All feedback collected will be private and will be protected as confidential information.

The following methods will be used to evaluate the CE system:

Coordinated Entry Evaluation Methodologies	
Ongoing, no less than quarterly	HHPWS to utilize performance dashboards that pull CE data from the Homeless Management Information System (HMIS) to illustrate performance and help identify system gaps.
Annually	HHPWS to conduct in-person and/or telephone interviews with a representative sample of individuals and families who have accessed the CE system to ascertain causes of homelessness and reasons for returns to homelessness. Information is gathered from individuals and families, particularly those who are disproportionately (under) represented, on their experiences with the CE system to improve the system's accessibility and functionality for the community's most vulnerable.
	HHPWS to solicit feedback via focus group, interview, and survey from stakeholders, ensuring diverse demographic representation.
	HHPWS solicits feedback via focus group interview, and survey from homeless housing and service providers, including both providers that participate in CE as well as those that do not determine reasons/barriers hindering participation.
	HHPWS solicits feedback via interview and survey from other community-based organizations that provide advocacy and/or services to ascertain barriers to access subpopulations of individuals and families who are experiencing homelessness or are at imminent risk of homelessness.

This annual evaluation of the intake, assessment, and referral process will consult with program participants as well as participating projects. The evaluation results will be included in the informed process for documenting CES system gaps and updating CES policies and procedures. The CES Policies

and Procedures documents will be reviewed on a quarterly basis to ensure compliance and/or any changes in legislation.

HHPWS and the HMIS Administrators Council and CES Oversight Committee shall assign a designee to prepare and administer the evaluation, decide on the evaluation criteria, evaluation tool, and how the evaluation results will be reported to the CoC Board of Governance.

As part of its evaluation responsibility, the HMIS Administrators Council and CES Oversight Committee will request certain data and reports from the CES Lead Agency. Examples of these reports may include the following:

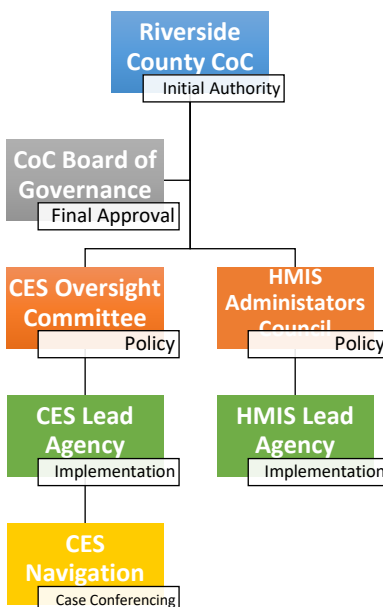
- Number of calls per day to CES 800 number
- Number of referrals to Navigators/self-resolve/emergency shelter/DV shelter
- Number of referrals by Navigator
- Average case load by Navigator
- Average housing vacancy count by project type and by housing provider
- Average number of days on Active list before referred/before housed
- Number of homeless on Active list
- Issues Log location of where the client was engaged and housed

Upon completion of the evaluation period, the Coordinated Entry System liaison and and/or his or her designees will present the final evaluation with recommendations to the CES Advisory Committee.

ARTICLE IX. STRUCTURE AND GOVERNANCE

The Governance of the Riverside CoC Coordinated Entry System shall be comprised of four main entities

- The CoC Membership, the Board of Governance (BOG), HMIS Administrators' Council, and the HMIS Administrators Council and CES Oversight Committee. The CoC Collaborative Applicant serves as a funder, grant administrator and HMIS Lead Agency.



CONTINUUM OF CARE (CoC)

The Riverside County CoC is the planning body that coordinates the community's policies, strategies and activities toward ending homelessness.

KEY DUTIES

Duties of the CoC are stated in section 5.04 of the County of Riverside Continuum of Care Board of Governance Charter. Regularly scheduled meetings are announced in compliance with the Brown Act.

CoC Board of Governance (BOG)

The Board of Governance is comprised of elected members who advocate for and provide information and/or recommendations to the County of Riverside Board of Supervisors, local government and other elected officials that will monitor the overall effectiveness of the CoC planning processes and activities.

KEY DUTIES

Duties of the BOG are stated in section 6.06 of the County of Riverside Continuum of Care Board of Governance Charter. Regularly scheduled meetings are announced in compliance with the Brown Act.

HMIS Administrators Council & CES Oversight Committee

The HMIS Administrators Council and CES Oversight Committee consists of a council of HMIS agency administrators, HMIS and CES lead staff and others gathered to provide oversight, guidance and data quality assurance within the chosen HMIS and CES systems, on behalf of the Riverside County CoC. The Council is also responsible for developing, monitoring the progress and impact of, and periodically recommending any necessary revisions to an implementation plan, a coordinated access and assessment system for all homeless and prevention resources.

Membership is comprised of:

- Designated HMIS Administrators of CoC programs (required participation)
- HMIS Lead Agency Staff
- Participating Agency staff
- Others as deems appropriate by Council/CoC

KEY RESPONSIBILITIES

The HMIS and CES Oversight Committee has the following key responsibilities:

- Holds regularly scheduled meetings;
- Determines of policies/procedures governing the HMIS system for CoC;
- Provides oversight to HMIS lead agency; Governs and oversight of HMIS planning, participation, coordination of resources, coordination of data and data integration;
- Oversees of the security policies which supports and protects the rights and privacy of clients;
- Oversees of development and maintenance of a coordinated data system;
- Oversees of determination of the software application used in HMIS system;
- Reviews HMIS data for accuracy, reporting and compliance on a regular basis;
- Ensures HMIS lead agency provides regular training on ethics and client confidentiality;
- Ensures HMIS is governed in accordance with CoC and HUD expectations;
- Monitors HMIS lead agency on a regular basis;
- Ensures monitoring is conducted by lead agency of participating agencies for compliance;

- Ensures agencies are collecting all necessary data to produce required reporting;
- Ensures agency participation;
- Ensures accuracy of CoC NOFA and AHAR reporting;
- Develops and regular updating the HMIS charter;
- Assists in the CoC Lead agency planning of the Point-in-Time count;
- Provides education about the HMIS system to the COC and others as needed.

ROLE

The HMIS Administrators Council and CES Oversight Committee will ensure compliance with all applicable Federal and State laws regarding protection of client privacy and confidentiality regulations, user conduct, security and ongoing functionality and stability of services used to support the CES in the HMIS system.

VOTING

Each member of the HMIS Administrators Council and CES Oversight Committee is a voting member and may vote on any actionable item that is presented to the HMIS and CES Oversight Committee for a vote. Each member shall designate a delegate and an alternate delegate who would be present to cast the member's vote.

Any member who has a financial interest in any outcome of any voting must declare a conflict of interest and not cast a vote, in accordance with 578.95 of the CoC Program Interim Rule for Conflict of Interest.

CoC Collaborative Applicant & HMIS Lead Agency

ROLE

The Department of Housing, Homeless Prevention and Workforce Solutions (HHPWS) is the HUD grantee responsible for administering the Continuum of Care (CoC) Program grants, the State Emergency Solutions Grant (State ESG), the CoC Planning Grant, and the CES Project Grant. HHPWS also serves as the HMIS Lead Agency for the CoC.

KEY DUTIES

The Collaborative Applicant is the eligible applicant designated by the Continuum of Care (CoC) to:

- Complete and submit the CoC Registration;
- Submit the CoC Consolidated Application (Which includes the CoC Application and CoC Priority Listing);
- Apply for CoC Planning funds on behalf of the CoC during the CoC Program Competition;
- Apply for HMIS Lead Agency funds on behalf of the CoC during the CoC Program Competition;
- Apply for CES Project funds on behalf of the CoC during the CoC Program Competition; and
- Serve as the HMIS Lead Agency with duties and responsibilities outlined in the Memorandum of Understanding (MOU) with the CoC.

CES Lead Agency

ROLE

The CoC will designate a lead agency to serve as the CES administrator.

KEY RESPONSIBILITIES

The CES Lead Agency is responsible for the day-to-day administration of the CES, including but not limited to:

- Reinforces common purpose, guidelines, and shared process to assist all populations;
- Designing and executing ongoing quality control activities to ensure clarity, transparency, and consistency to remain accountable to the homeless clients served, the Riverside County Continuum of Care and its stakeholders, the CoC's Collaborative Applicant and Grant Recipient, referral sources, and homeless service providers throughout the coordinated entry process. This includes:
 - Report generating, as specified by the HMIS Administrators Council and CES Oversight Committee
 - Communicating to user agencies and outreach coordinators
 - Deactivating/Reactivating client records
 - Responding to requests for client deletions
 - Responding to system data inquiries in a timely manner
- Create and regularly update a CES training curriculum for initial and ongoing training of partner staff to ensure uniform application of screening, assessment and referral protocols. Creating a training delivery schedule that ensures training at least annually to all stakeholder agencies. This schedule should be produced each calendar year and submitted to the HMIS Administrators Council and CES Oversight Committee for approval;
- Create, and submit for review and approval to the HMIS Administrators Council and CES Oversight Committee, a CES marketing plan that conforms to 24 CFR 578.93(c) and 24 CFR 5.105(a)(2) for CoC-funded projects and 24 CFR 576.407(a) and (b) for ESG-funded projects;
- Create and submit for review and approval to the HMIS Administrators Council and CES Oversight Committee, a proposed CES Budget plan that conforms with CoC Interim Rule 578 and 578.3 for Supportive Services Only (SSO) grants;
- Widely distribute marketing materials regarding homeless services available through the CES and how to access those services;
- Ensure that pertinent information is entered into HMIS for monitoring and tracking the process of referrals including vacancy reporting and completion of assessments;
- Convene local collaboration and partnership meetings in the CES Navigators Council to review and resolve rejection decisions by receiving programs and refusals by clients to engage in a housing plan in compliance with receiving program guidelines;
- Manage an eligibility determination appeals process in compliance with the protocols described in the Riverside County Continuum of Care Written Standards;
- Manage the manual processes as necessary to enable participation in the CES by providers not participating in HMIS;
- Provide reasonable accommodation assessments for individuals with a mobility impairment;
- Participate in periodically evaluating efforts to ensure that the CES is functioning as intended and serves the purposes of the Riverside County Continuum of Care, its stakeholders and the homeless clients it serves;
- Participate in the evaluation and adjustment processes informed by the Riverside County HMIS Administrators Council and CES Oversight Council; and

- Ensure that all requirements (programmatic and fiscal) for CoC sub-recipient grant funds received to underwrite any part of expenses associated with the continued development and implementation of the CES are met.

Memorandum of Understanding (MOU) with the CoC

In accordance with CoC Interim Rule 578.7, Responsibilities of the Continuum of Care, the role and responsibilities of the CES Lead Agency should be incorporated in a written Memorandum of Understanding between the CES Lead Agency and the CoC. The HMIS Administrators Council and CES Oversight Committee is tasked with reviewing and updating the MOU not less than once annually to ensure compliance with all Federal and State regulations governing the CoC and ESG Programs.

CES Project Application for the CoC Consolidated Application

To ensure that all programmatic and fiscal requirements are met for the continued development and implementation of the CES, the HMIS Administrators Council and CES Oversight Committee shall review and recommend for inclusion the CoC Project Renewal Application before it can be submitted with the CoC Consolidated Application. The HMIS Administrators Council and CES Oversight Committee will work with the Collaborative Applicant to ensure that the CES renewal application meets the guidelines for the annual CoC Notice of Funding Availability (NOFA) and the local review panel process for renewing project applications.

CES Project Budget

To ensure that all fiscal requirements for CoC sub-recipient grant funds received to underwrite any part of expenses associated with the continued development and implementation of the CES are met, the HMIS Administrators Council and CES Oversight Committee will review the CES project budget included with the renewal project application not less than once annually, and prior to the inclusion of the renewal application with the CoC Collaborative Application in response to an open NOFA. The HMIS Administrators Council and CES Oversight Committee will also review and approve budget amendments on behalf of the CoC prior to expenditure authorization.

CES Marketing Plan

To ensure that all Federal and State regulations housing laws are met, and to ensure that the CoC is affirmatively and proactively marketing HUD-assisted housing and supportive services that are inclusive of non-discrimination and equal opportunity laws, the HMIS Administrators Council and CES Oversight Committee will review and approve the CES marketing plan that conforms to 24 CFR 578.93(c) and 24 CFR 5.105(a)(2) for CoC-funded projects and 24 CFR 576.407(a) and (b) for ESG-funded projects.

CES Navigation Review Council

The CES Navigation Review Council is an integral part of the CES. The CES Council is responsible for:

- Case conferencing;
- Providing support in implementing the Continuum of Care's Coordinated Entry System; and
- Following the prioritization process established by the Continuum of Care for its membership, stakeholders and homeless clients served within the CoC's entire geographic area.

The Navigation Review Council serves as a vehicle to open dialogue for different types of housing resources available to meet a broader range of needs and supporting outreach workers, Navigators and social workers with more comprehensive solutions beyond the scarce resources available through the CES.

ARTICLE X APPENDICES AND FORMS

Appendix A: CES Access Sites

Appendix B: Outreach Agency Directory

Appendix C: Homeless Prevention Resource Directory

Appendix D: Housing Providers Listing with Program Eligibility

Appendix E: By Name List

Appendix F: CES Participating Agency Agreement

Appendix G: Forms

- Homeless Verification Form
- Disability Documentation Form
- Release of Information
- Navigation Review Council Membership Request
- Prioritization Review Recommendation
- Housing Vacancy
- Home Connection
- Status Update

Appendix H: Screening Tool

Appendix I: Community Assessment Tool

- VI-SPDAT Families Form Version 3.0
- VI-SPDAT Single Adults Form Version 3.0
- VI-SPDAT Transitional Aged Youth (TAY) Form Version 2.0

Appendix A
CES Access Sites

Organization	Address	Phone Number
Banning/Beaumont Outreach	63 S. 4 th St. Beaumont, CA 92220	(951) 922-7200
City of Riverside Outreach	2880 Hulen Pl. Riverside, CA 92507	(951) 826-3938
CityNet	2880 Hulen Pl. Riverside, CA 92507	(951) 390-3567
Coachella Valley Rescue Mission	47470 Van Buren St. Indio, CA 92201	(760) 347-3512
Community Mission of Hope	41760 Rider Way. Temecula, CA 92590	(951) 444-1404
Riv County HHPWS - Housing Authority	5555 Arlington Ave. Riverside, CA 92505	(951) 351-4228
Indio Police Department: Quality of Life Team	46800 Jackson St. Indio, CA 92201	(760) 391-4057
Jewish Family Service	400 S. Farrell Dr. #B205 Palm Springs, CA 92262	(760) 327-4394
Lighthouse Social Service Center	1003 E. Cooley Dr. #205 Colton, CA 92324	(951) 571-3533
Lutheran Social Services	4162 Rubidoux Ave. Riverside, CA 92506	(951) 689-7847
LYNC project	1240 Palmyrita Ave. Ste A Riverside, CA 92507	(951) 827-1012
Martha's Village and Kitchen	83791 Date Ave. Indio, CA 92201	(760) 347-4741
Operation SafeHouse	9685 Hayes St. Riverside, CA 92503	(951) 351-4418
Palm Springs: Quality of Life Team	46800 Jackson St. Indio, CA 92201	(760) 391-4057
Path of Life Ministries	2530 Third St. Riverside, CA 92507	(951) 462-9822
Riv County - Adult Protective Services	4060 County Circle Dr. Riverside, CA 92503	(951) 491-7123
Riv County - Code Enforcement	4080 Lemon St. #12 Riverside, CA 92501	(951) 955-2004
Riv County HHPWS – CoC Unit	5555 Arlington Ave. Riverside, CA 92505	(951) 351-4228
Riv County - EDA Housing	5555 Arlington Ave. Riverside, CA 92505	(951) 343-5410
Riv County Justice Outreach	3900 Orange St. Riverside, CA 92501	(951) 955-6100
Riv County - Office on Aging	3610 Central Ave. Riverside, CA 92506	(951) 867-3800

Riv County - Probation Department	14327 Frederick St. Moreno Valley, CA 92553	(951) 443-2250
Riv County - Public Health	4065 County Circle Dr. Riverside, CA 92503	(951) 358-5000
Riv County Sheriff Homeless Outreach (HOT) team	4095 Lemon St. Riverside, CA 92501	(951) 955-2400
Robert Presley Detention Center	4000 Orange St. Riverside, CA 92501	(951) 955-4500
RUHS-Behavioral Health	9990 County Farm Rd. #5 Riverside, CA 92503	(951) 715-5050
Step Up on Second	600 N. Arrowhead Ave. San Bernardino, CA 92401	(909) 963-5355
Street Life Project	39575 Washington St. Ste 105 Palm Desert, CA 92211	(760) 702-4944
SWAG (Social Work Action Group)	28497 Hwy 74 B-113 Lake Elsinore, CA 92532	(833) 792-4674
TruEvolution	4164 Brockton Ave. Ste A Riverside, CA 92501	(951) 888-1346
US Vets	15305 6 th St. March Air Force Base, CA 92518	(951) 656-6893
Valley Restart Shelter	200 E. Menlo Ave Hemet, CA 92546	(951) 766-7476
Veteran's Affairs	4360 Orange St. Riverside, CA 92501	(951) 955-3060

Appendix B
Outreach Agency Directory

Agency	Address	Phone Number	Service(s)	Sub-population(s)
Cathedral City Police Department	68700 Ave Lalo Guerrero Cathedral City, CA 92234	(760) 770-0300	Street outreach, housing navigation services	<ul style="list-style-type: none"> • Chronically homeless individuals • Severely mentally ill • Chronic substance abuse • Veterans • HIV/AIDS • DV victims
Catholic Charities	23623 Sunnymead Blvd., Ste E Moreno Valley, CA 92556	(951) 924-9964	Housing navigation services	<ul style="list-style-type: none"> • Families • Veterans • HIV/AIDS • DV victims
City of Blythe	235 N. Broadway Blythe, CA 92225	(760) 922-6161	Does not provide street outreach or housing navigation services	<ul style="list-style-type: none"> • Serving the City of Blythe
City of Lake Elsinore	130 S. Main St. Lake Elsinore, CA 92530	(951) 674-3124 x314	Street outreach services	<ul style="list-style-type: none"> • Chronically homeless families/individuals • Families • Severely mentally ill • Chronic substance abuse • Veterans • HIV/AIDS • DV victims • Minor youth • TAY • Persons on verge of homelessness
City of Riverside	4900 Main St, 5 th Floor Riverside, CA 92252	(951) 826-5743	Street outreach, housing navigation services	<ul style="list-style-type: none"> • Chronically homeless families/individuals • Families • Severely mentally ill • Chronic substance

				<ul style="list-style-type: none"> abuse • Veterans • HIV/AIDS DV victims • Minor youth • TAY
City of Palm Springs	3200 E. Taquitz Canyon Way Palm Springs, CA 92262	(760) 322-8321	Street outreach services	<ul style="list-style-type: none"> • Chronically homeless families/individuals • Families • Severely mentally ill • Chronic substance abuse • Veterans • HIV/AIDS DV victims • Minor youth • TAY • Elderly
Coachella Valley Resume Mission	47470 Van Buren, Indio, CA 92202	(760) 347-3512	Street outreach, housing navigation services	<ul style="list-style-type: none"> • Chronically homeless families/individuals • Families • Severely mentally ill • Chronic substance abuse • Veterans • HIV/AIDS DV victims • TAY
EDA – Housing Authority	5555 Arlington Ave. Riverside, CA 92506	(951) 343-5410	Housing navigation services	<ul style="list-style-type: none"> • Chronically homeless individuals/families • Families • Severely mentally ill • Chronic substance abuse • Veterans • HIV/AIDS DV victims • TAY
FIND Food Bank	83775 Citrus Ave. Indio, CA 92201	(760) 775-3663	Street outreach services	Food bank for: <ul style="list-style-type: none"> • Chronically homeless individuals/families

				<ul style="list-style-type: none"> • Families • Severely mentally ill • Chronic substance abuse • Minor youth • TAY
Housing Authority	5555 Arlington Ave. Riverside, CA 92506	(951) 343-5421	Housing navigation services	<ul style="list-style-type: none"> • Families • DV victims
Indio Police Department	46800 Jackson St, Indio, CA 92201	(760) 501-5623	Street outreach services	<ul style="list-style-type: none"> • Chronically homeless individuals/families • Families • Severely mentally ill • Chronic substance abuse • Veterans • Minor youth • TAY
Jewish Family Service	400 South Ferrell Dr. #B205 Palm Springs, CA 92262	(760) 774-5374	Food assistance program, financial assistance program, transportation (60+)	<ul style="list-style-type: none"> • Families • Individuals • Elderly
Lighthouse Social Service Center	1003 E. Cooley Dr. #204 Colton, CA 92324	(951) 689-7847	Street outreach, housing navigation services	<ul style="list-style-type: none"> • Chronically homeless individuals/families • Families • Veterans
Lutheran Social Services	3772 Taft St. Riverside, CA 92530	(951) 689-7847	Street outreach services	<ul style="list-style-type: none"> • Chronically homeless individuals/families • Families • Veterans • TAY
Moreno Valley Unified School District	13563 Heacock St. Moreno Valley, CA 92553	(951) 571-7500 x46137	Does not provide street outreach or housing navigation services	<ul style="list-style-type: none"> • Chronically homeless individuals/families • Families • Severely mentally ill • Veterans • DV victims

				<ul style="list-style-type: none"> • TAY
Navarro	1003 E. Cooley Dr. #205 Colton, CA 9234	(951) 571-3533	Street outreach, Housing navigation services	<ul style="list-style-type: none"> • Chronically homeless individuals/families • Families • Veterans
Pass Job Connect	1433 Snead St. Banning, CA 92220	(909) 240-0422	Employment services	<ul style="list-style-type: none"> • Unemployed individuals
Path of Life	1240 Palmyrita Ave. Ste A Riverside, CA 92507	(951) 462-9822	Street outreach, Housing navigation services	<ul style="list-style-type: none"> • Chronically homeless individuals/families • Families • Severely mentally ill • Chronic substance abuse • Veterans • HIV/AIDS • DV victims • TAY
Riverside County EDA	5555 Arlington Ave. Riverside, CA 92503	(951) 343-5482	Does not provide street outreach or housing navigation services	<ul style="list-style-type: none"> • Chronically homeless individuals/families • Families • Severely mentally ill • Chronic substance abuse • Veterans • HIV/AIDS • DV victims • Minor youth TAY
Riverside Sheriff's Homeless Outreach Team	7477 Mission Blvd. Jurupa Valley, CA 92509	(951) 955-2660	Street outreach, Housing navigation services	<ul style="list-style-type: none"> • Chronically homeless individuals/families • Severely mentally ill • Chronic substance abuse • Veterans • HIV/AIDS • DV victims • Minor youth • TAY
Riverside University Health System –	9990 County Farm Rd. #5	(951) 715-5050	Street outreach, Housing	<ul style="list-style-type: none"> • Chronically homeless

Behavioral Health	Riverside, CA 92503		navigation services	individuals/families <ul style="list-style-type: none"> • Families • Severely mentally ill • Chronic substance abuse • Veterans • HIV/AIDS • DV victims • Minor youth • TAY
Shelter from the Storm	73550 Alessandro Dr. #103 Palm Desert, CA 92260	(760) 674-0400	Emergency shelter and supportive services for DV victims	<ul style="list-style-type: none"> • DV Victims
Starting Over, Inc.	1390 W. Sixth St. #100 Corona, CA 92882	(951) 898-0962	Housing navigation services	<ul style="list-style-type: none"> • Chronically homeless individuals/families • Chronic substance abuse • DV victims • TAY • Formerly incarcerated individuals
The Salvation Army	3695 First St. Riverside, CA 92501	(951) 784-4490	Street outreach services	<ul style="list-style-type: none"> • Chronically homeless individuals • Families • Veterans
U.S Vets Inland Empire	15105 6 th St. Riverside, CA 92518	(951) 269-1119	Street outreach, Housing navigation services	<ul style="list-style-type: none"> • Chronically homeless individuals/families • Families • Veterans
University Homeless Women Center	2711 9 th St. #F127 Riverside, CA 92507	(951) 224-9438	Street outreach, Housing navigation services	<ul style="list-style-type: none"> • Chronically homeless individuals/families • Families • Chronic substance abuse • DV victims
Valley Restart Shelter	200 E. Menlo Ave. Hemet, CA 92543	(951) 766-7476	Street outreach, Housing navigation services	<ul style="list-style-type: none"> • Chronically homeless individuals/families • Families

Appendix C
Homeless Prevention Resource Directory

Riverside County Homelessness Prevention & Housing Resource List							
Call HomeConnect 800-498-8847 or Call 211 any time, any day							
Homelessness Prevention							
Agency Name	ADDRESS	CITY	Zip Code	EMAIL	PHONE	HOURS	
Catholic Charities: Coachella Valley Regional Center	52-555 Oasis Palm Ave	Coachella	92236	communications@csbriv.org	760-342-0157	M-Th: 8:30am-4:30pm Friday: 8:30am - 12:00 pm Closed daily 12pm-1pm	
Catholic Charities: Moreno Valley	23623 Sunnymead Blvd, Suite #E	Moreno Valley	92553	communications@csbriv.org	951-924-9964	M-Th: 8:30am-4:30pm Friday: 8:30am - 12:00 pm Closed daily 12pm-1pm	
Catholic Charities: Riverside Regional Center	3020 Madison Street	Riverside	92504	communications@csbriv.org	951-689-1803	M-Th 8:30am-4:30pm Fr 8:30am-12pm	
Catholic Charities: Riverside	7209 Arlington #C	Riverside	92503	communications@csbriv.org	951-689-1803	M-Th: 8:30am-4:30pm Friday: 8:30am - 12:00 pm Closed daily 12pm-1pm	
Community Connect Riverside County	1835 Chicago Avenue, Suite B	Riverside	92507	info@connectriverside.org	(951) 686-4402	M-F: 8am - 5pm	
Corona Norco Settlement	507 S. Vicentia Avenue	Corona	92882	settlementhouse@Hotmail.com	951-737-3504	M-F: 10am - 5:30pm	
Galilee Center-Mecca	66101 Hammond Road	Mecca	952254	info@galileecenter.org	760-396-9100	M-F: 9am - 4:30pm	
Inland SoCal United Way	None	N/A	N/A	www.UnitedLift.org to complete application	2-1-1-	Online or Call 211. 24 hours a day, 7 days a week	
Jewish Family Services of the Desert	490 South Farris Drive, Suite C-208	Palm Springs	92262	info@jfsdesert.org	760-325-4088	M-Th: 8:30am - 5:00pm. Friday: 8:30am - 4:00 pm	
Lutheran Social Services	4162 Rubidoux Avenue	Riverside	92506	rcinfo@LSSSC.org	951-689-7847	M-F: 11am-3pm	
Life to Rise	Online only	NA	N/A	www.UnitedLift.org to complete application	2-1-1-	Online or Call 211. 24 hours a day, 7 days a week	
Path of Life Ministries	1240 Palmyrita Ave. Suite A	Riverside	92507	info@thepathoflife.com	951-462-9822	M-F: 8am - 5pm	
Path of Life Ministries	610 S. Belardo Road	Palm Spring	92264	info@thepathoflife.com	760-601-5424	M-F: 8am - 5pm	
Salvation Army: Riverside Emergency Assistance	3695 First Street	Riverside	92501	Keith.Bottien@usw.salvationarmy.org	951-784-4490	M-F: 8am - 5pm	
Salvation Army: Hemet	340 S Palm Avenue	Hemet	92543	james.fleming@usw.salvationarmy.org	951-791-9495 x100 Utilities info. x107	M-F:12pm - 3pm	
Salvation Army: Corps Community Center Moreno Valley	14068 Graham Avenue	Moreno Valley	92553	Jen.Liggett@usw.salvationarmy.org	951-653-9131	M-F: 8:30am - 4:30pm	
Salvation Army: Corps Community Center Murrieta	40270 Los Alamos Road	Murrieta	92562	john.birks@usw.salvationarmy.org	951-677-1324	M/W/F: 9am - 4pm; T/Th: 4pm - 7pm	
Salvation Army: Dick and Beverly Davis Corps Community Center Cathedral City	30-400 Landau Boulevard	Cathedral city	92234	james.parks@usw.salvationarmy.org	760-324-2275	M-F: 9am - 4:30pm	
Valley Community Pantry	191 S. Columbia Street	Hemet	92544	None	951-929-1101	M-Th: 9:30am -12:00 pm	
Valley Restart	200 E. Menlo Avenue	Hemet	92543	valleyrestart.susan@yahoo.com	951-766-7476	M-F: 9am - 5pm; Walk-ins 9am - 12pm	

RUHS - Behavioral Health						
Agency Name	ADDRESS	CITY	Zip Code	EMAIL	PHONE	HOURS
Banning Mental Health Clinic	1330 West Ramsey Street, Suite 100	Banning	92220	None	951-849-7142	M-Fri: 8am - 5pm
Blaine Street Adult Clinic	769 Blaine Street, Suite B	Riverside	92507	None	951-358-4705	M-Th: 8am - 5:30pm; Fri: 8am - 4:30pm
Blythe Mental Health Clinic	1297 West Hobson Way	Blythe	92225	None	760-921-5000	M-F: 8am - 4:30pm
Hemet Mental Health Clinic	650 North State Street	Hemet	92543	None	951-791-3300	M-Th: 8am-5:30pm; Fri: 8am - 4:30pm; Triage: 8am - 12pm via phone
Indio Mental Health Clinic	47-825 Oasis Street	Indio	92201	None	760-863-8455	M-Th: 8am-5pm; Fri: 8am - 4:30pm
Lake Elsinore Adult Mental Health Clinic	31764 Casino Drive	Lake Elsinore	92530	None	951-471-4645	M-Th: 8am-5:30pm; Fri: 8am - 4:30pm
The Lehman Center Adult Services	9990 County Farm Road, Suite #5	Riverside	92503	None	951-358-4625	M-F: 8am - 5:30pm
Corona Wellness & Recovery Center	2813 S. Main Street	Corona	92882	None	951-273-0608	M-F: 8am - 5:30pm
Perris Valley Community Health Ctr	450 E. San Jacinto Avenue	Perris	92570	None	951-443-2200	M/T: 8am - 7:30pm; W/Th/F: 8am - 6pm; Sat: 8am -
Temecula Mental Health Adult Services	40925 County Center Drive, Suite 200	Temecula	92591	None	951-600-6300	M-Th: 8am - 5:30pm; Fri: 8am - 4:30pm

Riverside County - DPSS: Family Stabilization Services (FSS) - Eviction Prevention Assistance

DPSS District Office	ADDRESS	CITY	Zip Code	EMAIL	PHONE	HOURS
Banning	63 South Fourth Street	Banning	92220	MAdkins@RIVCO.ORG	(951) 922-7000	Vary due to COVID19
Blythe	1225 West Hobson Way	Blythe	92225	MAdkins@RIVCO.ORG	(760) 921-5700	Vary due to COVID19
Cathedral City	68-615 Perez Road, Ste. 5	Cathedral City	92234	MAdkins@RIVCO.ORG	(760) 773-6800	Vary due to COVID19
Coachella	1283 6th Street	Coachella	92236	MAdkins@RIVCO.ORG	(951)922-7681	Vary due to COVID19
Desert Hot Springs	14-201 Palm Drive, Ste. 110	Desert Hot Springs	92240	MAdkins@RIVCO.ORG	(760) 329-2797	Vary due to COVID19
Hemet	541 N San Jacinto Avenue	Hemet	92543	MAdkins@RIVCO.ORG	(951) 791-3000	Vary due to COVID19
Indio	44-199 Monroe Street, Ste. C	Indio	92201	MAdkins@RIVCO.ORG	(760) 863-2900	Vary due to COVID19
Lake Elsinore	1400 W. Minthorn Street	Lake Elsinore	92530	MAdkins@RIVCO.ORG	(951) 245-3100	Vary due to COVID19
Moreno Valley	12625 Heacock Street	Moreno Valley	92553	MAdkins@RIVCO.ORG	(951) 413-5200	Vary due to COVID19
Norco	517 Parkridge Avenue	Norco	92860	MAdkins@RIVCO.ORG	(951) 272-5400	Vary due to COVID19
Perris	201 Redlands Avenue	Perris	92571	MAdkins@RIVCO.ORG	(951) 940-6600	Vary due to COVID19
Riverside/La Sierra	11060 Magnolia Avenue	Riverside	92505	MAdkins@RIVCO.ORG	(951) 358-3400	Vary due to COVID19
Riverside/ Jurupa	5961 Mission Blvd. Ste. 100	Riverside	92509	MAdkins@RIVCO.ORG	(951) 509-8000	Vary due to COVID19
Temecula	43264 Business Park Drive, Ste. B-1	Temecula	92590	MAdkins@RIVCO.ORG	(951) 600-6500	Vary due to COVID19

Family Reunification Services

Agency Name	ADDRESS	CITY	Zip Code	EMAIL	PHONE	HOURS
Valley Restart Shelter	200 E Menlo Ave	Hemet	92543	staff.valleyrestart@gmail.com	(951) 766-7476	M-F: 9am - 5pm

Housing Opportunities for Persons With AIDS (HOPWA)

Agency Name	ADDRESS	CITY	Zip Code	EMAIL	PHONE	HOURS
Desert AIDS Project	1695 N. Sunrise Way	Palm Springs	92262		760-323-2118	M-F: 8am - 5pm
Foothill AIDS Project	5750 Division Street, Suite 101 & 102	Riverside	92506	info@fapinfo.org	951-742-7660	M-F: 9am - 5pm
Catholic Charities	52-555 Oasis Palm Ave	Coachella	92236	communications@csbriv.org	760-342-0157	M-F: 8:30am - 4:30 pm

Veteran Services								
Agency Name	ADDRESS			CITY	Zip Code	EMAIL	PHONE	HOURS
Airman & Family Readiness Center	1261 Graeber St, Bldg 2313, Suite 1A			March ARB	92518	Contact: Oliver Freeman	951-655-5350	M-F: 7:30am - 4:30pm
LightHouse Social Service Centers – Grant Per Diem (GPD) Program	1003 E. Cooley Drive, Suite #205			Colton	92324	Heatherb@lighthouse-ssc.org	(951) 616-0347	M-F: 8:30am-5:00pm
LightHouse Social Service Centers – Supportive Services for Veteran Families (SSVF)	1003 E. Cooley Drive, Suite #205			Colton	92324	Susank@lighthouse-ssc.org	(951) 488-6078	M-F: 8:30am-5:00pm
RIVERSIDE COUNTY HOUSING AUTHORITY SPECIAL PROGRAMS								
(If you have additional questions regarding the programs below please contact our Intake Specialist, Linda Herrera 951-343-5435.)								
Program	Assistance Provided			Target Population	Residency Requirements	Housing Status Requirements		Program Contact
Name of Program	Security Deposit	Relocation Assistance	Rental Arrears	Target Population	Please Indicate eligible cities	Literally Homeless	Three Day/ Eviction Notice	Name of Housing Authority assigned Housing Specialist
HUD-VASH	No	Yes	No	Chronically Homeless Veterans	Riverside County	Yes	N/A	<u>Tenant Based Vouchers</u> Shae Estrada (951) 343-5458 (A-Z) <u>Project Based Vouchers</u> Saira Aguiar (951) 343-5603 (A-Z)
Housing First Program (ESG County)	Yes	Yes; up to 6 months	Yes	ALL	Riverside County	Yes	N/A	Linda Herrera (951)343-5435
Project HOME (CDBG County)	Yes	Yes; up to 3 months	Yes	ALL	Riverside County	Yes	Yes	Jasmin Sanchez (951) 343-5447 Linda Herrera (951)343-5435
CalWORKs Housing Support Program	Yes	Yes	No	Homeless Cash-aid eligible Families	Riverside County	Yes	N/A	Jasmin Sanchez (951) 343-5447 Melissa Reyes (951) 34-5477
HOPWA	Yes	Yes	Yes	HIV+ individuals	Riverside County	N/A; program accepts households under 80% AMI	Yes	Lindsay Sisti (951) 343-5605 Joshua Tomasewski
Shelter Plus Care (CoC)	Yes	Yes	No	Chronically Homeless Households	Riverside County	Yes	N/A	Gina Marasco (951) 343-5416
Section 8 Special Program Preference	No	Yes	No	First Level Preference to households within Riverside County: 1. Eligible veteran families or widow of a veteran 2. Families whose head of household		No	No	HACR Main Line (951) 351-0700
Desert Rose Ripley Apartments	No	No	No	ALL	Riverside County	N/A; program accepts households under 120% AMI	N/A	Ofelia Romero (760) 863-2839
Mainstream	No	No	No	Non-Elderly between 18-61 with	Riverside County	No	N/A	Saira Aguiar (951) 343-5603
APS Home Safe	Yes	No	Yes	Homeless and Unstably housed APS clients	Riverside County	No	N/A	Ricardo Briceno 760-863-8192 Liliana Fravel 951-245-3028
U.S.VETS- SSVF	Yes	Yes	Yes	Homeless and "at risk" Veteran Households	Riverside County	Accepts Households under 50% AMI	Accepts Households under 50% AMI	Pedro Juaregui 951-269-1119 Raushanah Walker 951-293-2591
LightHouse-SSVF	Yes	Yes	Yes	Homeless and "at risk" Veteran Households	Riverside County	Accepts Households under 50% AMI	Accepts Households under 50% AMI	Susan Kershner (951) 488-6078
LightHouse GPD	No	Yes	No	Transitional Living for Homeless Male Veterans	Riverside County	Yes	N/A	Heather Burroughs (951) 616-0347
Catholic Charities	No	No	Yes	At Risk of Homelessness Households	Riverside County	Yes, only with 1st month's Rent	Yes, only one month in arrears	Coachella Valley (760) 342-0157 Western Riverside County (951) 689-1803

Appendix D
Housing Providers Listing with Program Eligibility

Appendix E
BY NAME LIST
Client Record Field Names

- Name
- VI-SPDAT Score
- Tags
- Navigator
- Chronically Homeless
- Date Added to Priority List
- Status – Active, Home Connection, Inactive
- City
- Date Housed/Inactivated
- Region
- Date of Birth
- Location Zip Code
- Long Eng
- Proof of Chronic Homelessness
- Proof of Disability
- Family
- Doc Ready
- Veteran
- Possible HIV
- HMIS Client

Appendix F
CES Participating Agency Agreement



**HomeConnect Navigation Review Council
Confidentiality Agreement**

Some of the information discussed in HomeConnect Navigation Review meetings is client protected personal identifying information, and is for authorized use only. Your attendance and access to this information is necessary in order for you to assist with housing services and placement during this meeting, as allowable under the privacy notices released to clients.

Any information viewed and shared is confidential and is not to be utilized outside of the scope of housing and placement services, and shall not be disclosed to any unauthorized individual.

Navigators assigned to clients will have access to the designated individual's information. This information includes personal and other sensitive information provided for official and authorized use only. You are responsible for ensuring that your access to and use of all information obtained comports with all applicable laws and policies.

Unauthorized use of, or access to, client protected personal identifying information is prohibited. Any use of this information that is inconsistent with policy, violates law, or is obtained or used for personal gain is prohibited. See California Welfare and Institutions Code Section 5328 and Health Insurance Portability and Accountability Act (HIPAA)

By signing this acknowledgement and attending HomeConnect Navigation Review Council meetings, I confirm that I understand and consent to this confidentiality agreement.

Signature: _____ Date: _____

Print Name: _____

Agency: _____

Email Address: _____

Phone: _____

☐ I would like to receive email updates regarding HomeConnect Navigation Review and Riverside County Coordinated Entry System

Update 10/2018

Appendix G
Forms

Homeless Verification Form



Reply to: HHOPE
(951) 715-5050
1405 Spruce Street, Suite A
Riverside, CA 92507

Click or tap to enter a date. ▼

To Whom It May Concern:

Client Name has been continuously homeless for the last twelve consecutive months. They have been homeless since ENTER Month, Year until the present date. During this time, I have witnessed them continuously living in places not meant for human habitation. They has been living in CITY at ENTER the actual location and situation here.

If you have any questions, please call me at 951-715-5050.

Sincerely,

Name, Title

[Email](#)

Disability Documentation Form

Disability Verification Form

Agency Providing Supportive Services and assessment: _____

NAME: _____ SSN: _____

The above named person is applying for participation in the Permanent Housing program. To determine the applicant's eligibility, we must verify that he/she is disabled as defined by the U.S. Department of Housing and Urban Development (HUD). To verify this status, please complete this form and return it to the sponsor named below:

Check one of the 3 boxes below:

- ☐ The person is disabled and is on SSI (current SSA award letter attached).
- ☐ The person has a physical, mental or emotional impairment that is:
- a. Expected to be long-continued and indefinite duration;
 - b. Substantially impedes his or her ability to live independently; and
 - c. Of such a nature that ability to live independently could be improved by more suitable housing conditions.
- ☐ The person has a developmental disability which is a severe, chronic disability that is:
- a. Attributable to a mental or physical impairment or combination of mental and physical impairments;
 - b. Manifested before the person attained age 22;
 - c. Likely to continue indefinitely;
 - d. Results in substantial functional limitations in three or more of the following major life activities:
 - i. self-care
 - ii. receptive and responsive language
 - iii. learning
 - iv. mobility
 - v. self-direction
 - vi. capacity for independent living
 - vii. economic self sufficiency
 - viii. Reflects the person's need for a combination and sequence of special, interdisciplinary, or generic care, treatment, or other services which are of lifelong or extended duration and are individually planned and coordinated.

Complete the following information:

1. Describe disability(ies) – attach additional pages, if necessary:-

2. Does this person need a live-in aide to provide supportive services essential to his/her care and well being?
Yes no if yes, explain

IN MY PROFESSIONAL OPINION, I CERTIFY THAT THE INFORMATION LISTED ABOVE IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE.

Type or print name of professional:

Name of Licensed Certifying Provider

Qualification:

- Licensed Clinical Social Worker
- Psychiatrist
- Clinical Nurse Specialist
- Licensed Professional Counselor
- Physician
- Psychologist

Signature of Licensed Certifying Professional

Provider Contact information - phone/email

Professional License Number

Date

This form is invalid without applicable license number
Confidential Information - See California Welfare and Institutions Code Section 5328

Release of Information Form



County of Riverside Continuum of Care Homeless Management Information System (HMIS) Consent for Release of Information

The County of Riverside Continuum of Care Homeless Management Information System (HMIS) is an electronic database that securely records information (data) about clients accessing housing and homeless services within Riverside County. This organization participates in the HMIS database and shares information with other organizations that use this database. This database helps us to better understand homelessness, to improve service delivery to the homeless, and to evaluate the effectiveness of services provided to the homeless. The information you provide for the HMIS database helps us coordinate the most effective services for you and your household members.

What information is shared in the HMIS Database?

- Your Name
- Your Date of Birth
- Your Social Security Number
- Your Gender
- Your Ethnicity
- Your Race
- Your Veteran Status
- Your history of homelessness and housing (including your current housing status, and where and when you have accessed services)
- Your household composition
- Your self-reported medical history (including any physical disability, developmental disability, chronic health condition, HIV/AIDS, mental health problem or substance abuse)
- Your disability status
- Your health insurance
- Your income and sources; and non-cash benefits
- Any history of domestic violence

Who can have access to your information?

Your information will be shared with other County of Riverside Continuum of Care HMIS participating agencies (both public and private) that agree to maintain the security and confidentiality of the information. These organizations may include homeless service providers, housing groups, healthcare providers and any other appropriate service providers. A list of participating agencies within the County of Riverside Continuum of Care HMIS is available upon request.

How is your personal information protected?

The information that is collected in the HMIS database is protected by limiting access to the database and by limiting with whom the information may be shared, in compliance with the standards set forth of federal, state, and local regulations governing confidentiality of client records. Each person and agency that is authorized to read or enter information into the database has signed an agreement to maintain the security and confidentiality of the information. HMIS data is secured by passwords and encryption technology.

BY SIGNING THIS FORM, I UNDERSTAND AND AGREE THAT:

- The information gathered and prepared by this agency will be included in a HMIS database of participating agencies (list available), and only shared with participating agencies, who have entered into an HMIS Agency Participating Agreement.
- You have the right to receive services, even if you do not sign this consent form.
- You have a right to receive a copy of this consent form.
- You have the right to revoke your consent, in writing, at any time. The revocation will not apply to information that has already been shared or until the provider receives the revocation. Upon receipt of your revocation, we will remove your Personal Protected Information (PPI) from the shared HMIS database.
- This consent and release is valid for seven (7) years after the date of signature below, unless I revoke my consent in writing.
- You have the right to file a grievance with any HMIS participating agency.

SIGNATURE AND ACKNOWLEDGEMENT

Your signature below indicates that you have read (or been read) this client consent form, have received answers to your questions, and you freely consent to have your information, and that of your dependent children (if any), entered into the HMIS database. You also consent to share your information with other participating organizations as described in this consent form.

CLIENT NAME	SIGNATURE OF CLIENT	DATE
-------------	---------------------	------

SPOUSE NAME	SIGNATURE OF SPOUSE	DATE
-------------	---------------------	------

List all dependent children under 18 in household (if any):

☐ I DO NOT WISH TO PARTICPATE IN HAVING MY PERSONAL INFORMATION SHARED IN THE HMIS SYSTEM

NAME OF ORGANIZATION STAFF	ORGANIZATION NAME	DATE
----------------------------	-------------------	------

TO REVOKE CONSENT:

I, _____ revoke consent as of _____
SIGNATURE OF CLIENT DATE

Organization Staff: _____ Date: _____

County of Riverside Department of Public Social Services Website: <http://dpss.co.riverside.ca.us/homeless-programs>

County of Riverside CoC – HMIS Consent for Release of Information – Approved 11/15/17

Page 2

Navigation Review Council Membership Request Form

CES NAVIGATION REVIEW COUNCIL

Membership Request

I, _____, have been designated as a potential participant in the CES Navigation Review Council, representing _____ (Organization). This Organization is a member of the Riverside County Continuum of Care (CoC).

I understand and agree to abide by the guidelines set forth in the Riverside County CoC CES program guide.

I agree to maintain strict confidentiality of information obtained through participation in CES Navigation Review Council. Information obtained will be used only for legitimate client services and administration of the above named organization. Any breach of confidentiality will result in the immediate termination of my membership and participation with the CES Navigation Review Council.

Signature

Date

Approval:

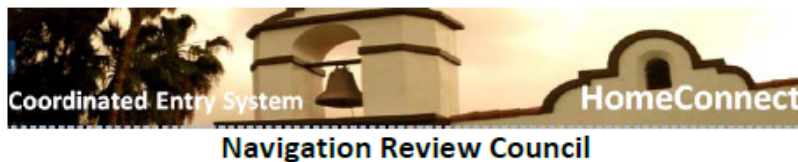
Reviewed and approved by

Date

Reviewer Signature

CES Navigation Review Council
Membership Request
Approved 5/31/2016

Prioritization Review Recommendation Form



Prioritization Review Recommendation

Today's date: _____ Case Worker/Navigator name: _____

Client Name: _____

VI-SPDAT Score: _____ VI-SPDAT date: _____

Client currently resides: _____

☐ I am recommending this individual's housing need be prioritized

Demonstration of need is based upon severe impairment related to:

- | | |
|---|--|
| <input type="checkbox"/> Medical Deterioration | <input type="checkbox"/> Disability Risk |
| <input type="checkbox"/> Significant Mental health Symptoms | <input type="checkbox"/> Veteran Status |
| <input type="checkbox"/> Youth at Risk | <input type="checkbox"/> Chronic Homeless Status |
| <input type="checkbox"/> Human Trafficking Risk | <input type="checkbox"/> Length of Homelessness |
| <input type="checkbox"/> Abuse/Trauma | <input type="checkbox"/> PSH (grant ending) |
| <input type="checkbox"/> Underage family members | <input type="checkbox"/> Other: _____ |

☐ If Medical or Mental health – related need:

- | | |
|---|--------|
| <input type="checkbox"/> Is the initial professional assessment available? | Yes No |
| <input type="checkbox"/> Has the need been documented? | Yes No |
| <input type="checkbox"/> Secondary verification available beyond case worker/navigator? | Yes No |

Explanation/Justification:
Navigation Review Council Discussion
Navigation Review Council Recommendation
Navigation Review Council Action

CES Navigation Review Council
Prioritization Review Recommendation

Housing Vacancy Form



Housing Vacancy

**Please complete
& return to**

HomeConnect@ruhealth.org

Date: _____

Agency _____

Agency Contact Name _____

Agency Contact email _____

Agency Contact Phone _____

☐ PSH ☐ RRH ☐ CH ☐ Disability

Number of units available _____ Bedrooms _____

Area / Location Criteria: _____

Type of Vacancy:

☐ Shared ☐ Individual ☐ Other _____

☐ Male ☐ Female ☐ Family

Other Specific criteria:

return to HomeConnect@ruhealth.org

800-498-8847

Confidentiality Acknowledgement

Some of the information provided through CES HomeConnect is protected client personal identifying information, as well as other sensitive information, which is for official and authorized use only. Any information obtained is confidential and is not to be utilized outside of the scope of housing and placement services, and shall not be disclosed to any unauthorized individual. CES HomeConnect agency participants agree to maintain strict confidentiality of information obtained through participation in CES HomeConnect. Information obtained shall be used for legitimate client housing and placement services and administration only.

Form update 11/20/2017

Home Connection Form



Home Connection

Date: _____

Dear _____ :
Housing Provider agency name

We are very pleased to award your program with a **Home Connection** for the _____ household to your program vacancy!

Prospective Tenant Information:

Client Name _____ DOB _____

CES ID# _____ Client phone: _____

Navigator _____ Navigator email _____

Nav Phone _____ Nav Alternate Phone _____

Notes:

Housing Provider - Please complete outcome and return

Date of initial contact: _____

Date of outcome returned: _____

- ☐ Client has been successfully housed
 - ☐ Lease /move in date: _____
- ☐ Client was declined by agency due to _____
- ☐ Client has declined housing offer
 - ☐ The following tenant accommodations were offered but declined:

☐ Reason given for decline of housing offer:

☐ Upon decline, the client was given the following linkage to other housing:

Confidentiality Acknowledgement

Some of the information provided through CES HomeConnect is protected client personal identifying information, as well as other sensitive information, which is for official and authorized use only. Any information obtained is confidential and is not to be utilized outside of the scope of housing and placement services, and shall not be disclosed to any unauthorized individual. CES HomeConnect agency participants agree to maintain strict confidentiality of information obtained through participation in CES HomeConnect. Information obtained shall be used for legitimate client housing and placement services and administration only.

Revised 2/24/2021

Status Update Form

CES Navigation Review Council

Status update - Housed

Please change the status of this client to Housed

Client _____ **UID#** _____

Navigator/Case Manager _____

Move in Date _____ **Lease Date** _____

Type of Permanent Housing:

- | | |
|--|---|
| <input type="checkbox"/> Rental by Client, No Subsidy | <input type="checkbox"/> Living with Family, Permanent |
| <input type="checkbox"/> Rental by Client, Ongoing Subsidy | <input type="checkbox"/> Living with Friends, Permanent |
| <input type="checkbox"/> Other _____ | |

Is this Permanent Supportive Housing?

- ☐ Yes ☐ No ☐ Unknown

Previous Residence type:

- ☐ Emergency shelter, including hotel or motel paid for with emergency shelter voucher
- ☐ Place not meant for habitation (e.g. a vehicle, an abandoned building, bus/train station/airport or anywhere outside)
- ☐ Transitional housing for homeless persons (including homeless youth)
- ☐ Other _____

Notes

Appendix H Screening Tool

Riverside County Coordinated Entry System - HomeConnect Referral Request

Date of call: _____ Time: _____ Received by (staff name): _____

Request Received by: ☐ Call ☐ Email ☐ In person ☐ Other _____

Received from: ☐ Self-referral ☐ Private party referral ☐ Agency referral

Name of private party / agency: _____ phone: _____

How did you hear about HomeConnect? _____

Caller Name: _____ Date of birth: _____

What is a safe number to reach you? _____ Soc Sec # _____

*******IF CLIENT REPORTS SUSPECTED ELDER OR CHILD ABUSE OR DESIRE TO HARM SELF OR OTHERS-NOTIFY SUPERVISOR ASK CALLERS NAME, NUMBER, AND LOCATION*****
*****ENCOURAGE CALLER TO CALL 911. FOLLOW SUPERVISOR'S FURTHER INSTRUCTIONS*******

If a medical institution seeking discharge for a COVID19 patient, refer them to HA Transportation line (800) 909-0079 (and end call). ☐

Is this a life-threatening emergency? YES ☐ If yes, instruct to hang up and call 911 (and end call) NO ☐

If sick or seeking COVID testing? YES ☐ if yes, instruct to contact PCP or Community Health Center (800) 720-9553

If NO, and seeking housing, proceed with screening form below:

Because difficult relationships can cause housing and homelessness problems, we are asking all callers the following question: Does a partner, or anyone in your household, hurt, hit or threaten you? Yes ☐ No ☐

If YES, link to DV service provider.

If no: In the last 6 months have you fled a relationship where you were being hurt, intimidated, threatened, or stalked?

Yes ☐ No ☐ If yes: Do you believe you are still in danger at this time? Yes ☐ No ☐

If YES, link to DV service provider. If NO, proceed to the rest of the screening:

Are there any other adult family members with you age 18+ _____ Name/DOB? _____

Any minor children currently with you _____ If yes, what are their ages? _____

Are you, or is anyone with you pregnant? Yes ☐ No ☐

What city are you in? _____ How long have you been in that area? _____

What is the location where you can be found? _____

Are you currently homeless? Yes ☐ No ☐ Homelessness Prevention (includes couch surfing) ☐

How long have you been homeless? _____ Are you a Veteran? Yes ☐ No ☐

Where did you sleep last night? _____ Where do you plan to sleep tonight? _____

What is your income? \$ _____ Source: _____

Do you have a serious health condition: No ☐ Yes ☐ Explain _____

Do you have a condition that compromises your immune system? No ☐ Yes ☐

**Riverside County Coordinated Entry System - HomeConnect
Referral Request**

Are there any Special Circumstances or Information that we should be aware of?

BH/MH Concerns ☐

Hearing/Vision/Mobility Impairment ☐

Physical Illness ☐

Notes: _____

Do you have active CalFresh, Medi-Cal or CalWorks case? Yes ☐ No ☐

Do you want to apply for these benefits? Yes ☐ No ☐

Why are you struggling to find safe and appropriate housing?

☐ Affordability

☐ Size of household

☐ Registered sex offender

☐ Lack of income

☐ Poor credit

☐ Transportation

☐ Don't know where to look

☐ Past evictions

☐ Other _____

☐ Household instability

☐ Criminal history

Why are you seeking assistance today? _____

Do I have your verbal consent to share this information with other service agencies that may be able to assist you?

☐ YES

☐ NO

Save file as:

- Smith John GEN 032620
- Smith John HA 032620
- Smith John HSP 032620

File in appropriate network drive:

- N:\HHope\Coordinated Entry System- CES\REFERRALS FOR GENERAL FOLLOWUP
- N:\HHope\Coordinated Entry System- CES\REFERRALS FOR HOUSING AUTHORITY
- N:\HHope\Coordinated Entry System- CES\REFERRALS FOR HSP

If no network drive access, email files to HomeConnect@ruhealth.org

Internal Use Only

Assigned to: _____ Assigned on date: _____

Outcome: _____
