

HOME FOR GOOD

Santa Barbara County

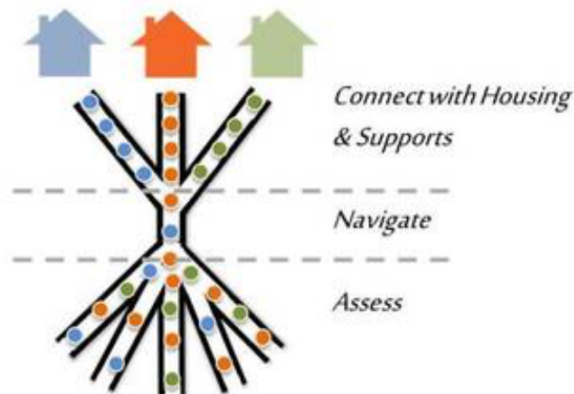
An initiative of the Northern Santa Barbara County United Way in collaboration with the United Way of Santa Barbara County and cross-sector partners.

Coordinated Entry System

Regional Entry Points & Outreach Guidelines

The Coordinated Entry System stitches exiting programs together, connecting individuals and families to the best resources for them.

- Ensuring every individual or family experiencing homelessness is known by name
- Assisting based on their unique needs
- Matching based on the right housing fit



These guidelines are a quick reference of the fundamental components and process flow of the Resource Connect Santa Barbara County Coordinated Entry System. This guide is not meant to be a comprehensive outline of every step involved in housing an individual or family experiencing homelessness, some of which are unique to each community, but rather to serve as an introduction to the shared milestones involved in the Coordinated Entry process. The underlined words are further detailed in a Glossary.

Step #1: Know the Name & Need of our Homeless Neighbors

1. Engagement: CES is a decentralized system, meaning that there are a diverse set of ways to “enter” the system. Clients are identified and engaged through all of the following sites:

- *Street Outreach: Regular Outreaches, Known Locations, Homeless Counts*
- *Walk-In: CES Regional Entry Points (listed on www.HomeForGoodSBC.org)*
- *Services: Shelter, Homeless Programs, Day Centers, Clinics, Local Meal Lines, Shower & Laundry Sites*
- *Institutions: Courts, Hospitals, Jails*
- *Events; Homeless Connect Days, Navigation Centers, Registries, Veterans Stand-Downs*
- *Virtually: 2-1-1, the CES Hotline and www.HomeForGoodSBC.org*

2. Prescreening – Prevention and Diversion: Individuals and families who are literally homeless enter the Coordinated Entry System. Individuals and families who are not literally homeless at the time he/she/they present may be candidates for Prevention, Diversion and Safety protocols and may not be advanced to Surveying.

3. Survey: Once individuals and families are determined to be literally homeless, authorized trained Outreach Staff, Social Workers, Case Managers, and Volunteers administer the CES Survey. The Survey consists of multiple parts – the Standard HMIS Intake (Universal Data Elements), HMIS Omnibus Release of Information, the VI-SPDAT, Family VI-SPDAT or Transitional Age Youth (TAY) VI-SPDAT & Housing Preferences Form. The Survey can be administered in phases. The ultimate goal of this step is to complete the VI-SPDAT or Family VI-SPDAT.

- *Individuals and Families are reminded that completing any portion of the CES Survey does not guarantee housing, but instead gives service providers a better idea of what types of assistance would be the best intervention for the individual or family should it become available.*

3. Interim Supports: Depending on the availability of resources, the individual or family may be offered bridge housing or other social service support referrals that may be immediately helpful.

4. Data Entry: The information gathered is entered into the technology platform database Homeless Management Information System (HMIS), and any copies of the Survey and Release Of Information are locked in adherence with CES Policies and Procedures. See “Santa Barbara User Central” (www.ctagroup.org/santa-barbara-hmis/santa-barbara-user-central) for additional information.

Step #2: Assist Clients in Preparing for Permanent Housing Opportunities

1. Housing Alternatives: The VI-SPDATs may show that the client can succeed in market rate or affordable housing opportunities. In that case, the surveyor may immediately begin helping the client understand and exercise that option.

2. Navigator Attachment: For prioritized individuals and families with greater service and rental subsidy needs, the CES Regional Physical Entry Point (if the individual or family is sheltered) or the CES Lead Agency or an CES Outreach Entry Point (if the individual or family is unsheltered) assigns a

Housing Navigator who begins assisting the client toward permanent housing. This is in the case where the Housing Navigator is available and the original surveyor is unable to continue case managing the individual or family.

3. Case Management: The Housing Navigator is responsible for working with the prioritized individuals and families to secure all necessary documentation to be considered “Document Ready” for the Coordinated Entry System and to complete a housing application with Public Housing Authorities (PHA) and non-profit providers and accompanying them to all related housing appointments. For **Permanent Supportive Housing** this typically includes the Chronic Homeless Certification, Verification of Disability and other identifying documents (see the Permanent Supportive Housing Document Ready Checklist). For **Rapid Re-Housing** this typically includes documentation of homelessness and other identifying documents (see Rapid Re-Housing Document Ready Checklist). If the CES Housing Preferences form was not completed upon initial intake, this must be completed during this time as well. The documents will be kept in a Document Ready File with the Document Ready Checklist. The Housing Navigator will utilize the HMIS Document Ready feature to and if appropriate notify the CES Lead Agency when the client is Document Ready.

4. Coordination: Two major supports are available to Housing Navigators during this time: Housing Navigators gather in the regular CES Case Conferencing meeting to help provide updates on client progress and provide mutual supports to other Housing Navigators. In many regions Flexible Funds (Flexible Housing Subsidy Pool) are also made available to the Housing Navigators to aid them in obtaining these documents.

During this same time, Permanent Supportive Housing Providers are inputting available units into Google Forms using the Permanent Supportive Housing and Rapid Re-Housing Vacancy Form. This form records information unit type & subsidy, eligibility criteria, number of units, and other important information regarding the unit requirements. Rapid Re-Housing Providers are inputting capacity to serve clients in the Permanent Supportive Housing and Rapid Re-Housing Vacancy Form.

5. Data Entry: Housing Navigators document progress using the Document Ready Checklist. Once the Document Read Checklist is complete this is documented in HMIS. Once the Housing Preferences Survey and all required documents have been collected and entered, their client is “Match Ready” (Document Ready) and ready to be considered for Permanent Supportive Housing or Rapid Re-Housing referrals. It is not necessary to be Document Ready for Emergency Shelter or the Transitional Housing/Rapid Re-Housing Joint Component.

Step #3: Refer Clients to Eligible Housing Opportunities

1. Monitor & Match: Submissions on the Permanent Supportive Housing Vacancy Form populate a list of Permanent Supportive Housing and Rapid Re-Housing vacancies that are regularly monitored by the CES Lead Agency. Each listing is then filled by the Lead Agency using Case Conferencing and when necessary the prioritization lists and criteria for between meeting match and referrals.

- The prioritization lists reflect those individuals and families who are in the greatest need of that particular housing type (by virtue of their VI-SPDAT, Family VI-SPDAT or TAY VI-SPDAT score and CES Prioritization) & meet its specific eligibility criteria (by virtue of the answers on their Housing Preferences Form).

2. **Case Conferencing:** Happens on the first and third Tuesday or as necessary at designated County sites connected by secure video conferencing. The purpose of case conferencing is to discuss potential matching options and housing placement plans for participants at the top of the CoC's priority list. The Case Conferencing will be made up of a diverse group of staff such that each client is represented by at least one Housing Navigator, Case Manager or Outreach Worker who has had prior contact with that client; each potentially relevant housing opportunity is represented by staff who understands the eligibility requirements of that housing opportunity; and CES Coordinated Agency staff.

3. **Decision:** Coordinated Entry Staff (Regional Entry Points staff for sheltered individual and families) or Lead Agency or Partner Agency staff (for unsheltered individuals and families) notifies individuals and families of the housing offer. Coordinated Entry Staff are given 5 business days to respond to the offer and schedule an appointment with 5 business days to collect any miscellaneous documents needed to proceed with the housing application. At any point in this process, an individual or family may choose to decline the offer and remain eligible for other matches without penalty.

4. **Documentation:** The Coordinated Entry Staff uses the Location Tracker to document attempts at locating the consumer. And if necessary the Non-Acceptance Form to document that they do not accept an opportunity for Rapid Re-Housing or Permanent Supportive Housing.

5. **Notification:** The Housing Provider who is notified of the match works with Regional Entry Point Staff or the Lead Agency staff to schedule an appointment to verify eligibility information. The CES Lead Agency will email and copy the Housing Navigators working with the individual or family. Housing Navigators work with the individual or family to complete all housing applications required for housing with rental subsidies. They will either hand deliver or fax the Document Ready File to the Housing Provider.

6. **Move-In:** If the Housing Provider approves the individual or family, lease-up occurs and the Housing Navigator works to secure any move-in resources needed. Again, in many regions, CES Local Flexible Funds are available to help with deposit, furnishings, and other potential barriers to the individual or family moving in and retaining their housing. CES should be present for the move-in unless the individual or family declines this.

Scripts for Pre-Screening, Diversion, Referral & Assessment

- Pre-Screening
- Emergency Services
- Prevention
- Diversion
- ROI
- Assessment
- Referral

What Is This?

Explanation of Prioritization For Consumers

The VI-SPDAT and Family VI-SPDAT helps identify who should be recommended for housing and services, moving the discussion from simply who is eligible to who is eligible and in greatest need.

Coordinated Entry is an important process through which people experiencing or at risk of experiencing homelessness can access the crisis response system in a streamlined way, have their strengths and needs quickly assessed, and quickly connect to appropriate, tailored housing and mainstream services within the community or designated region. Standardized assessment tools and practices used within local Coordinated Entry System processes take into account the unique needs of children and their families as well as youth. When possible, the assessment provides the ability for households to gain access to the best options to address their needs, incorporating participants' choice, rather than being evaluated for a single program within the system. The most intensive interventions are prioritized for those with the highest needs.

Pre-Screening

Pre-Screening Interview.

1. Can you please tell me where you slept last night?
2. Do you have a place to sleep tonight?
3. Are you currently in danger?
4. Have you ever been in special education?
5. What is your biggest need today?

Emergency Services

If pre-screening questions determine that a consumer has an emergency need for medical care or shelter, the client will be immediately considered for referral to the appropriate emergency care center, such as a hospital or emergency shelter. See the Resource Guide at www.HomeForGoodSBC.org for resources or call 2-1-1 for free confidentially assistance in multiple languages.

Safety Plan

If pre-screening questions determine that an individual or family is fleeing or attempting to flee domestic violence, entry point staff shall connect the consumer with a victim service provider by the process outlined in the CES Policies and Procedures. If an individual or family wants to use homeless services who will develop a Safety Plan.

You may call 9-1-1 or a local law enforcement non-emergency line. See the Resource Guide at www.HomeForGoodSBC.org for additional resources or call 2-1-1 for free confidentially assistance in multiple languages.

Survivor/Victim Hotlines: The individual should call in a private space on an unmonitored phone.

Domestic Violence Solutions (24-Hour Crisis & Information Hotlines)

Santa Barbara: (805) 964-5245

Lompoc: (805) 736-0965

Santa Maria: (805) 925-2160

Santa Ynez Valley: (805) 686-4390

National Human Trafficking Resource Center: 1 (888) 373-7888

Santa Barbara Rape Crisis 24-Hour Hotline: 1-805-564-3696

North County Rape Crisis and Child Protection Center: 805-736-7273

Prevention

Households that may avoid becoming homeless through the receipt of available housing supports will be referred by Regional Entry Point staff to short-term rental assistance, utility assistance, Legal Aid, landlord conciliation or conflict resolution service's and other homeless prevention services as appropriate.

1. Are you safe in your current living situation?

Yes No

If no, and the household is in immediate danger, refer them to law enforcement and/or the appropriate local domestic violence provider.

2. Do you believe you will become homeless within the next seven (7) days?

Yes No

3. If you are currently housed, what type of assistance would you need to stay there?

Food Assistance Rental Assistance Utility Assistance
 Tenant/Landlord Mediation Tenant/Landlord Legal Assistance

4. Have you ever been to a shelter or another homeless assistance program before?

Yes No

5. If you answered yes to the previous question, what was the name of the program?

When were you last there? ____/____/____

6. I would like to refer you to _____ service. May I ask you a few questions to facilitate the referral?

If yes, continue onto HMIS Universal Data Elements Intake Form.

Diversion

If pre-screening questions determine that a consumer is not literally homeless, Regional Entry Point staff shall connect the consumer with prevention resources. Diversion resources might also be appropriate for individuals and families.

All people requesting shelter are screened for other safe and appropriate housing options (temporary or permanent) and resources to obtain/maintain their housing. People who have other safe and appropriate housing options or resources are diverted from emergency shelter and instead offered problem-solving assistance and immediate linkage to homeless prevention assistance, as needed, desired and available.

Diversion questions.

1. Are you safe in your current living situation?

Yes No

If no, but household is otherwise eligible for diversion, divert them to a location other than where they are currently staying and make sure that it is somewhere where the household feels safe.

2. Is there anyone else you and your family could stay with for at least the next three to seven days if you were able to receive limited services such as (list services available in community such as case management services/transportation assistance/food pantry/limited financial support/other referrals)?

Yes No

Help family think through potential places – with family, friends, co-workers. Have them identify what barriers they think exist to staying in a certain location and how they might overcome.

If answer to this question is yes, household qualifies for diversion assistance. Skip to Concluding Questions.

If answer to this question is no and shelter diversion has therefore been ruled out, go to Referral Questions.

Consent Form for Release of Information

“We collect this information to help us figure out which housing and services you are eligible for, and so that we can contact you to let you know about housing opportunities. HMIS is a database that stores information about people who need housing, shelter, and services. This can include information about your health and income, and a brief history of your homelessness. It also includes personal data like date of birth and social security number. Your data may be shared with social workers, outreach workers, and agencies that provide housing and support services in Santa Barbara County. Your data will not be shared with the police without a Court order or your consent. Partner agencies can only use the data to benefit you. By signing this form, you consent to share your data with current and future partner agencies. You may review the complete Consent Form for Release of Information before signing it.”

Assessment

If pre-screening questions determine that a consumer is literally homeless, Regional Entry Point staff shall walk the consumer through the following process.

1. Offer the consumer an overview of Coordinated Entry and the assessment, prioritization, and matching process.
2. If the consumer agrees to proceed, Regional Entry Point staff shall have the individual or family fill out an HMIS Omnibus Release of Information Form. The completed form shall be maintained in a locked file cabinet following all CES Policies and Procedures.
3. Regional Entry Point staff shall then collect Universal Data elements intake questions and enter the individual or families answers into HMIS (or arrange to have the data entered into HMIS)
4. Once the Universal Data Element information and Housing Preferences information is collected, Regional Entry Point staff shall begin a VI-SPDAT interview, as detailed below). The VI-SPDAT shall be rendered in a private room/space if possible. All available contact information shall be collected from the consumer.
5. At the end of the VI-SPDAT, Regional Entry staff shall remind the consumer that the VI-SPDAT is not a guarantee of housing.
6. Upon the completion of the VI-SPDAT or Family VI-SPDAT, Entry Point staff may begin to address any immediate wrap around needs.
7. All consumers shall be given Coordinate Entry System contact and evaluation information before they leave.

Assessment introduction.

“My name is (_____) and I work for an agency called (_____).

“I have a 10-minute interview that I would like to complete with you. Your answers tell us how we can start supporting you.

“Most questions only require a Yes or No. Some questions require a one-word answer. Some questions also are personal in nature. You can skip or refuse any questions you don’t want to answer for any reason. We can also stop whenever you want. We’ll do our best to help you with whatever amount of information you are willing to share with us now or any time in the future. But the more information we have about your situation, the better we may be able to help you.

“If you do not understand a question for any reason, let me know. I would be happy to clarify. I would be happy to get an interpreter in a different language or do my best to make other adjustments that might make you more comfortable with understanding and answering any questions.

“The information you share with me will go in to a Homeless Management Information System, which is a shared database that only shelters and housing providers in Santa Barbara County can access. Once your information is in there, you should not have to complete this survey again in Santa Barbara County.

“Completing this interview is not a guarantee that we will be able to find housing for you. We’ll do our best, but there are a number of challenges that we’ll have to address first. This is a marathon, not a sprint. This is just the first of many steps we’ll have to take.

“One last thing – what’s nice about this interview is that you get to tell me whatever you think is right. Don’t tell me what you think I want to hear. This survey is meant to find resources for you, in your exact, unique situation. It’s up to you, but the more open you are, the more likely it will be that we can figure out how best to support you.

“Would you like to proceed with a verbal conversation in English, here, right now?”

“Thank you for your time. Let’s get started.”

Translation, American Sign Language and Reasonable Accommodation Assistance Requests

Contact Emily Allen: Emily@liveunitedsbc.org

Referral

As Part Of The CES Process

- To homeless service providers
- To mainstream resources

Resource Guides are available on the www.HomeForGoodSBC.org website “Resources for Clients” page and on the [Santa Barbara County 2-1-1](#)

Dial 2-1-1 to get connected to a specialist for personalized assistance.

Free, Confidential, 24/7. Available in multiple languages.

If out of the area or unable to connect to 2-1-1, try 800-400-1572.

As An Outcome Of The CES Process

- Permanent Supportive Housing
- Rapid Re-Housing

See Step #3: Refer Clients to Eligible Housing Opportunities

Glossary of Terms

- **2-1-1:** is a phone number and a website (www.211santabarbaracounty.org) that connects people to health and human service information. It is free, confidential, 24/7 and available in multiple languages.
- **Assessment:** See VI-SPDAT and Family VI-SPDAT bellow.
- **Bridge Housing:** Temporary housing resources offered while working with clients with permanent supportive as the final goal.
- **Care and Referral Locations:** Are non-profits, community centers or public spaces (such as parks) where meals and services are provided to individuals and families experiencing homelessness.
- **Case Conferencing:** The weekly conferencing of Housing Navigators and Service providers for the purpose of client updates, resources and kneeled sharing and matching.
- **CES Core Elements:** A HUD publication on the core elements of CES. See www.HomeForGoodSBC.org "Resources For Providers" page.
- **CES Guide:** Guidelines for CES. See www.HomeForGoodSBC.org "Resources For Providers" page.
- **CES Hotline:** 805-450-3558
- **CES Lead Agency:** The Northern Santa Barbara County United Way.
- **CES Partner Agencies:** Agencies that participate in CES in a variety of ways documented in an MOU with the CES Lead Agency.
- **CES Policies and Procedures:** The CoC policies and procedures for CES. See www.HomeForGoodSBC.org "Resources For Providers" page.
- **CES Regional Entry Points:** At specific locations and times provide diversion, referral and assessment of individual sand families experiencing homelessness. Provide Housing Navigator services to sheltered individuals. Participate in Case Conferencing. Agencies that provide PATH Santa Barbara for the South and Good Samaritan for the MID and NORTH CES Regions (see CES Regions bellow).
- **CES Regions:** Santa Barbara County is divided into South, Mid and North. Lists are maintained for the region but individuals may move to different regions.
- **CES Survey:** The universal intake packet for CES. It consists of two parts that can be administered simultaneously or separately depending on the circumstances. Part 1 consists of HUD elements and the VI-SPDAT (Vulnerability Index Service Prioritization and Decision Assistance Tool) and Part II is the Housing Preference Survey. The packet also includes a cover sheet with tips for surveys, a checklist as well as instructions to read to the client upon administering the survey.
- **Contact Sheet:** All individuals and Families should be given a contact sheet so they can be in contact with the Physical our Outreach Entry Point about their CES status.
- **Change of Status Online Form:** A Google Form to report changes in status. See www.HomeForGoodSBC.org "Resources For Providers" page.
- **Chronic Homeless Documentation Checklist:** Developed by the Santa Maria/Santa Barbara County Continuum of Care to assist in certifying Chronic Homelessness. See www.HomeForGoodSBC.org "Resources For Providers" page.
- **Chronic Homelessness HUD Flow Chart:** Developed by HUD to assist in certifying Chronic Homelessness.

- **Chronically Homeless:** Homeless individual with a disability who lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and has been homeless continuously for at least 12 months or on at least 4 separate occasions in the last 3 years where the combined occasions must total at least 12 months.
- **Chronically Homeless Certification:** Use this form with the Flowchart of HUD’s Definition of Chronic Homelessness and the Chronic Homelessness Documentation Checklist to certify chronic homeless status. See www.HomeForGoodSBC.org “Resources For Providers” page.
- **Coordinated Entry Staff:** Regional Entry Points staff for sheltered individuals and families and Lead Agency staff for unsheltered individuals and families.
- **Coordinated Entry System:** Home For Good Santa Barbara County supports a Coordinated Entry System, a no-wrong door, countywide system that engages and connects individuals and families experiencing homelessness to the optimal resources for their needs.
- **Countywide Resource Guide:** Resource Guides have been developed and are available at the CES website www.HomeForGoodSBC.org. 2-1-1 Santa Barbara County also offers access to countywide resources.
- **Disability Certifying FAQ:** Guidance on certifying disability for Permanent Supportive Housing. See www.HomeForGoodSBC.org “Resources For Providers” page.
- **Disability Verification Form:** Used to certify disability for Permanent Supportive Housing. Is sufficient but not necessary for certifying disability for Rapid Re-Housing. See www.HomeForGoodSBC.org “Resources For Providers” page.
- **Diversion:** Diversion *is* a service. It is not the absence or denial of service. It is the art and science of finding safe and appropriate alternatives to shelter use. It is about empowering the front end of the system to try and resolve problems through natural supports and progressive engagement of “lighter touch” solutions before providing a more intensive response through the shelter system or any other homeless service. A “strategy that prevents homelessness for people seeking shelter by helping them identify immediate alternate housing arrangements and, if necessary, connecting them with services and financial assistance to help them return to permanent housing.” Source: USICH
- **Document Ready Check List:** The checklist with all of the required documents for a consumer to become “document ready.”
- **Document Ready File:** All Physical Points of Entry and the CES Lead Agency will keep a file on consumers with the necessary documents for them to be “document ready”
- **Emergency Shelter:** “Any facility, the primary purpose of which is to provide temporary or transitional shelter for the homeless in general or for specific populations of the homeless.” Source: Glossary of HUD Terms
- **Entry Points:** Entry points are the paces –either virtual or physical – where an individual or family in need of assistance access the Coordinated Entry process
- **Evaluation Form (or CES Evaluation Form):** An Evaluation Form to be given to consumers after completing the VI-SPDAT assessment.
- **Family VI-SPDAT:** For households with a minor child. See VI-SPDAT for additional detail about the assessment tool.
- **Fleeing/Attempting to Flee Domestic Violence:** Any individual or family who is fleeing, or is attempting to flee, domestic violence, has no other residence; and lacks the resources or support networks to obtain other permanent housing. ¹

¹ Fleeing or attempting to flee their housing or the place they are staying because of domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions related to violence that has taken place in the house or has made them afraid to return to the house, including: Trading sex for housing, Trafficking, Physical abuse, Violence (or perceived threat of violence) because of sexual orientation. Additionally, must have no safe, alternative housing, resources or support networks to maintain or obtain permanent housing

- **Flexible Funds or Flexible Housing Subsidy Pool:** A flexible pool of money available to regions for document collection, transportation, move-in costs, furnishings, property keeping measures and other such costs that may not be covered elsewhere to successfully house and retain clients.
- **HMIS Omnibus Release of Information Form:** The Release of Information developed by the County of Santa Barbara for the CoC to be used with HMIS. Found on User Central of the Santa Barbara County HMIS Portal (<https://ctagroup.org/santa-barbara-hmis>)
- **HMIS:** A local information technology system used to collect client-level data and data on the provision of housing and services to homeless individuals and families and persons at risk of homelessness. Each Continuum of Care is responsible for selecting an HMIS software solution that complies with HUD's data collection, management, and reporting standards.
- **Homeless Certification:** Used for certifying homelessness when certifying chronic homelessness is not necessary. See www.HomeForGoodSBC.org "Resources For Providers" page.
- **Homeless Management Information System (HMIS):** A local information technology system used to collect client-level data and data on the provision of housing and services to homeless individuals and families and persons at risk of homelessness. Each Continuum of Care is responsible for selecting an HMIS software solution that complies with HUD's data collection, management, and reporting standards.
- **Housing First:** "An evidence based best practice designed to end homelessness and support recovery by housing individuals as quickly as possible and then wrapping services around them as needed. This housing model has proven effective in housing a wide variety of homeless population subsets including chronically homeless households and families and the general homeless population. Within this model, housing is not contingent upon participation in services or eligibility screening and services provided are designed to promote housing stability." Source: USICH
- **Housing Navigator:** A client's primary point of contact, often a social worker, case manager, outreach worker or volunteer. While they have many functions, their primary functions in CES are to 1) assist clients in collecting the necessary documents to successfully complete a housing application, 2) and to accompany them to housing appointments.
- **Housing Provider/Housing Resource Holder:** The entity that operates the housing unit or voucher and is responsible for tenant selection. Housing providers are responsible for submitting PSY Vacancy Forms (see below)
- **Housing Preferences Form:** A form submitted by Housing Providers to request an eligible tenant for their housing resources through the CES. This form provides necessary information to match a client (subsidy type, eligibility criteria, availability, location, etc.). See www.HomeForGoodSBC.org "Resources For Providers" page.
- **Imminent Risk of Homelessness:** Will imminently lose their primary night time residence, provided that residence will be lost within 14 days; no subsequent residence has been identified; and lacks resources or support networks needed to obtain other permanent supportive housing.
- **Literally Homeless:** Lacks a fixed, regular and adequate nighttime residence.
 - Has a primary nighttime residence that is a public or private place not meant for human habitation;
 - Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); or
 - Is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.

- **Location Tracker:** A form used to document attempts to find a consumer who has received and offer of housing or rental assistance. See www.HomeForGoodSBC.org “Resources For Providers” page.
- **Match Ready:** An individual has completed the VI-SPDAT and is “Document Ready” (see above)
- **Non-Acceptance Form:** A form used for a consumer to indicate that they do not accept a referral or for a provider to indicate a consumer is refusing a referral that has been made. See www.HomeForGoodSBC.org “Resources For Providers” page.
- **Outreach:** “Essential Services related to reaching out to unsheltered homeless individuals and families, connecting them with emergency shelter, housing, or critical services, and providing them with urgent, non-facility-based care. Eligible costs include engagement, case management, emergency health and mental health services, transportation, and services for special populations.” Source: ESG Requirements
- **Outreach Entry Point:** Has completed and HMIS MOU with the County of Santa Barbara and a MOU with the CES Lead Agency to serve as an Outreach Entry Point using the CES Process.
- **Pre-Screening:** Questions to ask before determining if diversion, referral or assessment is appropriate. It will be kept in the Document Ready File (see above).
- **Permanent Supportive Housing:** “Permanent housing with indefinite leasing or rental assistance paired with supportive services to assist homeless persons with a disability or families with an adult or child member with a disability achieve housing stability.” Source: CoC Program Eligibility Requirements
- **Permanent Supportive Housing Vacancy Form:** A form submitted by Housing Providers to request an eligible tenant for their housing resource through the CES. this form provides necessary information to match a client (subsidy type, eligibility criteria, availability, location etc.)
- **Physical Entry Point:** Has completed and HMIS MOU with the County of Santa Barbara and a MOU with the CES Lead Agency to serve as a Physical Entry Point using the CES Process.
- **Prevention:** The practice of providing short to medium-term supportive services and rent assistance to households at-risk or at imminent risk of homelessness. Prevention connects people with the care and support needed to maintain their housing and achieve a better quality of life. All prevention programs will provide targeted prevention, an approach where households are strategically prioritized to receive homeless prevention assistance based on a standardized, evidence-based assessment that identifies households who are at highest risk of becoming homeless. Successful targeted prevention reduces the number of households who actually become homeless. The length of assistance 4-6 months on average, but can extend to 24 months. Source: HUD Performance Training
- **Rapid Re-Housing:** “Help those who are experiencing homelessness to be quickly re-housed and stabilized. Rapid re-housing is an intervention designed to help individuals and families that don't need intensive and ongoing supports to quickly exit homelessness and return to permanent housing. While enrolled individuals and families maintain their homeless status.” Source: USICH
- **Referral:** Helping a consumer connect with a service or benefit. 2-1-1 and the resource guides developed for CES can help you in making an appropriate referral.
- **Risk of Homelessness:** Annual income below 30% of median family income for the area and does not have sufficient resources or support networks immediately available to prevent them from becoming literally homeless. And there are other characteristics associated with instability and an increased risk of homelessness.
- **Safety Plan (Category Four):** If pre-screening questions determine that a consumer is fleeing or attempting to flee domestic violence, entry point staff shall connect the consumer with a victim service provider by the process outlined in the CES Policies and Procedures. If the consumer chooses to access homeless services a Safety Plan will be developed)

- **Transitional Age Youth TAY VI-SPDAT:** OrgCode Consulting, Inc. and Community Solutions joined forces with the Corporation for Supportive Housing (CSH) to combine the best parts of products and expertise to create one streamlined triage tool designed specifically for youth aged 24 or younger. See VI-SPDAT for additional detail about the assessment tool.
- **Transitional Housing:** “Designed to provide homeless individuals and families with the interim stability and support to successfully move to and maintain permanent housing. Transitional housing may be used to cover the costs of up to 24 months of housing with accompanying supportive services. Program participants must have a lease (or sublease) or occupancy agreement in place when residing in transitional housing.”² Source: CoC Program Eligibility Requirements
- **Transitional Housing/Rapid Re-Housing Joint Component:** A new type of project that combines the activities of a transitional housing project with those of a rapid re- housing project. They provide a new way to meet some of the pressing challenges that communities are facing. They provide a safe place for people to stay – crisis housing – with financial assistance and wrap around supportive services determined by program participants to help them move to permanent housing as quickly as possible. Stays in the crisis housing portion of these projects should be brief and without preconditions, and participants should quickly move to permanent housing.
- **User Central:** Community Technology Alliance page with information about HMIS <https://ctagroup.org/santa-barbara-hmis/santa-barbara-user-central/>
- **Universal Data Elements:** The demographic information needed for HMIS. Found on User Central of the Santa Barbara County HMIS Portal (<https://ctagroup.org/santa-barbara-hmis>)
- **VI-SPDAT:** The core of the Santa Barbara County’s universal assessment. It is a holistic triage tool that assesses 1) housing & homeless history, 2) risks, 3) socialization and daily functioning, and 4) wellness. It can be used by all populations types and recommends the best fit permanent housing. Found on www.HomeForGoodSBC.org

² Persons coming from transitional housing are not considered chronically homeless. Source: HUD Exchange.