

# Grand Rapids Area Coalition to End Homelessness (Continuum of Care)

## Centralized Intake Committee Coordinated Assessment and Referral System

Policy and Procedures  
Adopted on August 28, 2014

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## Preamble

The 2004 Vision to End Homelessness, Kent County's 10 year plan, helped to shape the structure of Kent County's response to individuals and families experiencing homelessness. Through the coordinated efforts of the Continuum of Care (CoC) partners, the community moved towards a greater focus on the creation of permanent housing solutions.

This shift has led to many positive, permanent outcomes for households receiving services and has allowed the community to better examine both needs and available resources. As part of this process, the CoC has also examined how systems might change to support this new emphasis. Initiated by elected leadership of the CoC, partners with services tied to Centralized Intake were engaged to provide input in the redesign process.

The changes suggested by this group are significant; not only in scope, but in their potential impact toward ending homelessness. CoC members who had previously developed their own methods to connect households to services will be encouraged to examine how this emerging community vision of a coordinated intake and assessment plan might affect their existing procedures to assist households experiencing homelessness to secure permanent housing. Because of the variety of complex, often overlapping and sometimes conflicting policies of funders, investors, lenders and governmental agencies with regards to housing programs, implementation of this new systems model may be challenging, requiring some adaptation as we move towards full implementation. However, with full knowledge of and commitment to the work ahead, the committee members propose adoption by the CoC of this new set of policy guidelines as outlined in the following pages.

# Guiding Principles

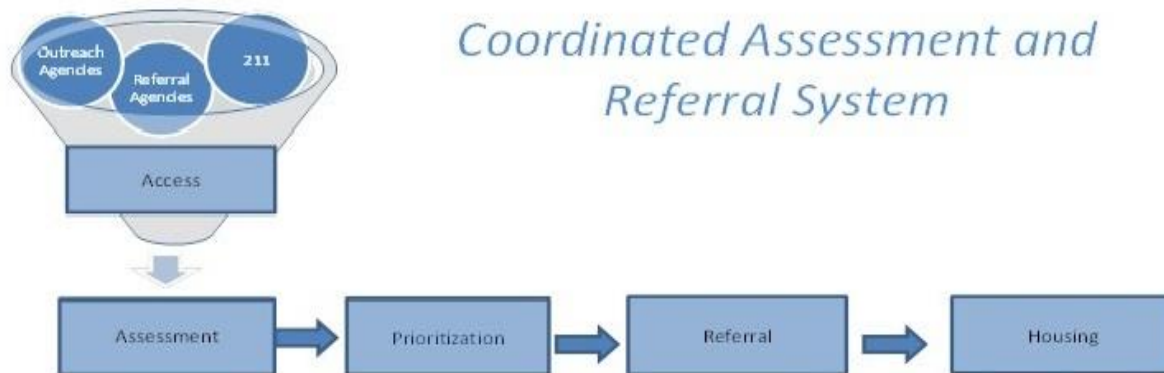
## 2. Guiding Principles

- 2.1. The Coordinated Assessment (CA) System recognizes the strength and resilience of individuals and families experiencing homelessness, and is designed to offer them support and choice in their lives.
- 2.2. The CA System is an integral part of the CoC's plan to end homelessness.
- 2.3. The CA System is intended to maximize positive outcomes for households.
- 2.4. The CA System is intended to maximize efficient use of limited housing and services resources.
- 2.5. The CA System will be established in accordance with federal and state laws, rules, and regulations.
- 2.6. The CA System will be established in accordance with federal and state priorities and noted best practices, such as:
  - 2.6.1. Targeting outreach and prioritizing housing opportunities for those who need it the most.
  - 2.6.2. Implementation of Housing First principles.
  - 2.6.3. Moving households who are homeless into Rapid Re-Housing, and Permanent Supportive Housing, as quickly as possible.
  - 2.6.4. Minimize the need for emergency shelter by helping households to secure permanent housing within 30 days.
- 2.7. A Coordinated Assessment and Referral System that includes all individuals and families who are homeless is needed to offer appropriate housing and services choices.
  - 2.7.1. The CA System should identify those who are experiencing homelessness, as defined by HUD (Department of Housing and Urban Development), assess their housing and service needs, and make appropriate referrals for permanent or temporary housing.
  - 2.7.2. Those who report housing needs but who are not homeless should be directed to Heart of West Michigan United Way's 211 Program or other community resources for assistance with housing or services.
- 2.8. Coordinated Assessment and Referral refers to the overall system of accessing housing resources through the system from initial screening to housing placement. Centralized Intake is the model utilized for assessment, prioritization and referral.

# Overview of the Coordinated Assessment and Referral System

## 3. Overview of the Coordinated Assessment and Referral System (CA System)

### 3.1. System Diagram

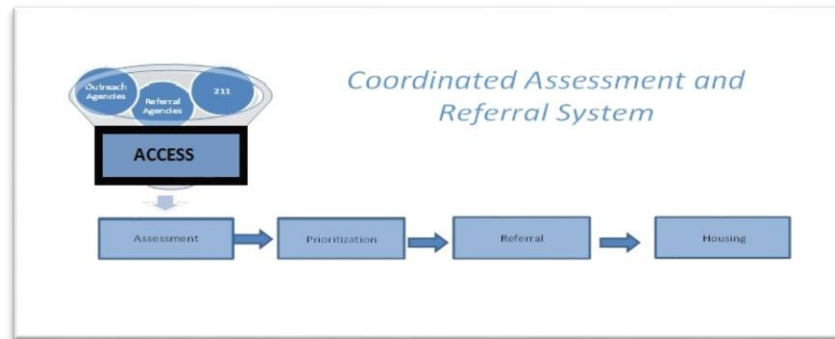


### 3.2. System Component Descriptions

- 3.2.1. Access – The Access component of the CA system begins when an individual or family household, has initial contact with 211, a designated Outreach Agency, or a designated Referral Agency; an initial determination of homelessness is made, through a quick screen to determine homelessness status, and the household is referred to the HAP (Housing Assessment Program - the designated Centralized Intake Agency) if homeless status is determined, to seek housing assistance.
- 3.2.2. Assessment – Once a household arrives at the HAP their homeless status is verified, an HMIS (Housing Management Information System) Assessment is completed. Households who are homeless due to domestic violence may be referred to the Domestic Crisis Center. Households at risk of homelessness are referred to Prevention/Diversion resources. Households who meet the definition of homelessness (see 3.2.2.1.) will have a SPDAT (Service Prioritization Decision Assistance Tool) Pre-Screen conducted. Households may then be referred for temporary housing, and a full SPDAT will be conducted with households receiving a pre-screen score of five or more, usually within two weeks.

- 3.2.2.1. Homeless Status Verification – The HUD definition of Homelessness, as put forth in the HEARTH (Homeless Emergency Assistance and Rapid Transition to Housing) Act Regulations, will be used to determine homeless status in most cases. Categories 1, 2 and 4 are currently approved for use. Specific funder definitions or requirements may also be considered for use in special circumstances.
- 3.2.3. Prioritization – A Central Registry of Households waiting for housing will be maintained by the HAP. Households will be ranked according to their SPDAT score for a permanent housing option.
- 3.2.4. Referral – Households will be offered their choice of available RRH or PSH, for which they meet the housing eligibility requirements, and based on their placement on the Registry prioritized by SPDAT scores and their appropriateness for the placement considering available services and security needs.
  - 3.2.4.1. A Directory of Housing Resources with permanent and temporary housing opportunities will be maintained by the HAP.
- 3.2.5. Housing – Households will be referred by the HAP to the chosen RRH or PSH housing option. Housing providers are encouraged to minimize barriers to acceptance, and provide assistance with the application, rent-up and orientation process. Households may be referred for temporary housing while the permanent housing application is being processed and verified for eligibility or in cases where no permanent housing options are immediately available.

# Access



## 4. Access

4.1. Role of the 211 System – 211 will become the Grand Rapids Area’s primary point of access for all households seeking assistance in need of housing services. Only those households initially determined to be homeless and referred directly to the HAP by a designated Outreach or Referral Agency, or those households that go directly to the HAP offices on their own, will bypass an interview with 211.

## 4.2. Responsibilities

4.2.1. The 211 System will market its services to the general public as the Information and Referral agency for housing assistance of all types.

4.2.2. 211 will refer those not homeless to mainstream housing and services providers for assistance.

4.2.3. 211 will refer those initially determined to be homeless, due to Domestic Violence, to either the Domestic Crisis Center or the HAP for assistance.

4.2.4. 211 will refer those initially determined to be homeless to the HAP for assistance with housing.

4.3. Definition and Role of Outreach Agency -- The CA Committee can recommend one or more organizations to be a designated Outreach Agency of the CA System for the purpose of actively seeking the engagement of households who are homeless. The CoC Steering Committee can approve the designation, which becomes official upon execution of a Memorandum of Understanding (MOU) between the Agency, HAP, and the CoC, specifying roles and responsibilities.

4.3.1. Responsibilities of the Outreach Agency include:

4.3.1.1. Maintaining good standing as a Member of the CoC.

- 4.3.1.2. Participating in outreach coordination meetings scheduled by the CoC and the HAP.
- 4.3.1.3. Participating in training on engagement strategies and the use of CA System Homeless Verification and other Referral forms.
- 4.3.1.4. Providing outreach to those who are experiencing homelessness community in a manner consistent with CoC strategies. Potential sites include:
  - 4.3.1.4.1. Streets, viaducts, etc.
  - 4.3.1.4.2. Camp sites
  - 4.3.1.4.3. Day/warming sites
  - 4.3.1.4.4. Shelters
  - 4.3.1.4.5. Agencies providing services to those who are homeless
  - 4.3.1.4.6. Meals programs
- 4.3.1.5. When assistance with housing and services is requested, the Outreach Agency will make an initial determination as to a household's homeless status. Homeless Verification and other Referral Forms will be completed. Households who are homeless will be referred to the HAP. Others will be referred to 211.

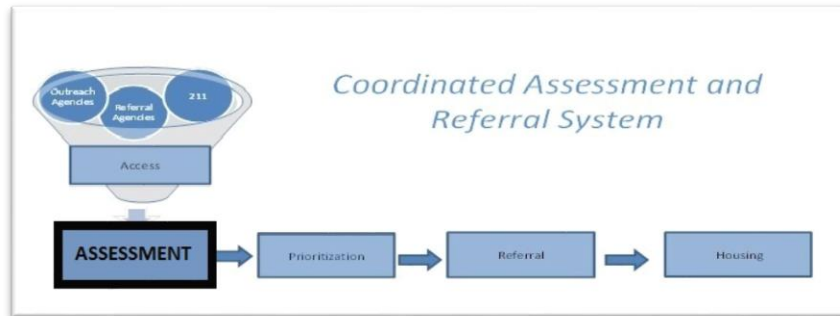
4.4. Definition and Role of Referral Agency – In order to streamline the referral process experienced by households who are homeless, the CA Committee can recommend one or more organizations to be a designated Referral Agency of the CA system, for the purpose of making an initial determination of homelessness and referring a household directly to the HAP. It is assumed that Referral Agencies will be those who work extensively with households who are homeless, are familiar with HUD definitions of homelessness, and are a provider of housing or services to the homeless community. No agency will be expected or required to be a Referral Agency. All agencies, other than Referral Agencies, will refer all households seeking housing and services to 211. . The CoC Steering Committee can approve the designation of Referral Agency, which becomes official upon execution of a MOU between the Agency, HAP, and the CoC, specifying roles and responsibilities.

4.4.1. Responsibilities of the Referral Agency include:

- 4.4.1.1. Maintaining good standing as a Member of the CoC.
- 4.4.1.2. Participating in training on the use of CA System Homeless Verification and other Referral forms.
- 4.4.1.3. When assistance with housing and services is requested, the Referral Agency will make an initial determination as to a household's homeless status. Households who are homeless will be referred to the HAP. Others will be referred to 211.



# Intake and Assessment



## 5. Intake and Assessment

5.1. Definition and Role of Centralized Intake Agency – The CoC will designate an agency, currently The Salvation Army Housing Assessment Program (HAP), to perform the duties of an HMIS assessment, VI-SPDAT (Vulnerability Index – Service Prioritization Assistance Tool), prioritization, and referral to housing for those households who have accessed the CA system and have been initially determined to be homeless. Households will be directed to the centralized HAP location by 211, Outreach and Referral Agencies. It is also expected that some households will initially access the CA system by going directly to the HAP.

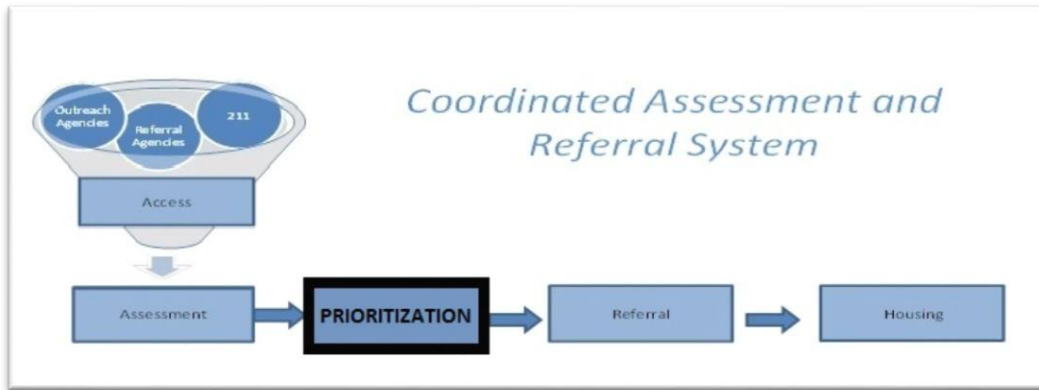
### 5.1.1. Responsibilities of the HAP include:

- 5.1.1.1. Maintaining good standing as a Member of the CoC.
- 5.1.1.2. Participating in training on the use of CA System Homeless Verification and other Referral forms.
- 5.1.1.3. Participation with the coordination of community outreach strategies.
- 5.1.1.4. Conduct intake and assessments. Participate in trainings on the use of the HMIS system and SPDAT assessment tools.
- 5.1.1.5. Maintain a Centralized Registry of Households who are homeless, and are seeking housing.
- 5.1.1.6. Maintain a list of temporary and permanent housing opportunities for households who are homeless.
- 5.1.1.7. Make referrals of households to their choice of available RRH or PSH for which they are eligible. Referrals are made in priority order based on the Centralized Registry of Households.
- 5.1.1.8. Fully participate in the meetings and activities of the CA Committee.
- 5.1.1.9. Track status and results of referrals

5.2. Initial intake and assessment of households at the HAP office.

- 5.2.1. A verification of homeless status will be made. Households determined not to be homeless will be referred to 211 or other mainstream housing and service provider agencies.
- 5.2.2. Households determined to be homeless due to domestic violence may be referred to the Domestic Crisis Center.
- 5.2.3. An HMIS and VI-SPDAT assessment will be done, with household data entered or updated in the system.
- 5.2.4. Households determined to be at Imminent Risk will be referred by the HAP to Prevention/Diversion resources. Households may also be referred to Temporary Housing.
- 5.2.5. A VI-SPDAT will be conducted for households determined to be literally homeless.
- 5.2.6. Households with a SPDAT pre-screen score of five or higher, or under five if there are determined to be extenuating circumstances, will be scheduled for a full SPDAT assessment to be administered within two weeks (prioritized based on VI-SPDAT score). Households may be referred to Temporary Housing.
- 5.2.7. Based on the full SPDAT assessment score, households will be added to a Centralized Registry of Households for prioritization and referral to housing.

# Prioritization



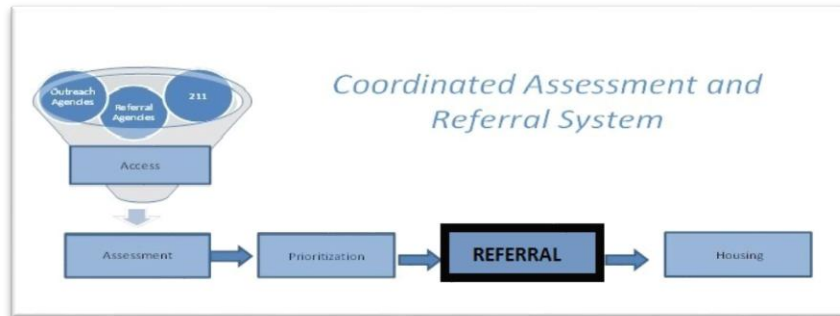
## 6. Prioritization

6.1. The HAP will maintain a prioritized Centralized Registry of Households who are homeless, and are seeking housing.

6.1.1. A registry, prioritized based on SPDAT score and existing HUD priorities, will be maintained for referrals to Rapid Re-Housing and Permanent Supportive Housing opportunities.

6.1.1.1. The HAP will utilize current standards established by OrgCode (the developer of the tool) for use with the SPDAT, or as otherwise modified with the approval of the CA Committee.

# Referral



## 7. Referral

7.1. Directory of Housing Resources – The HAP will maintain the Directory of Housing Resource opportunities -- housing units or rental subsidies, owned, managed or administered by designated Housing Providers (see 9.1.2.) participating in the CA System, in the following categories:

- 7.1.1.1. Rapid Re-Housing.
- 7.1.1.2. Permanent Supportive Housing.
- 7.1.1.3. Temporary Housing, such as Transitional Housing or Emergency Shelters.

7.1.2. Directory of Housing Resources Information will include:

- 7.1.2.1. The name and contact information for each Housing Provider.
- 7.1.2.2. A description of sites or subsidies, number and types of units, eligibility requirements, and application requirements for all housing included on the Directory.

7.2. List of Affordable and Subsidized Housing – The HAP will maintain a list of affordable and subsidized housing available in the Grand Rapids area, but not exclusively linked to referrals from the CA system.

7.3. Vacancy List – The HAP will maintain an updated list, based on information supplied by Housing Providers, of vacancies that have or will soon occur in units or subsidies listed on the Central Housing Registry.

7.4. Matching households to housing – On an ongoing basis, the HAP will review the Centralized Registry of Households who are homeless, review the Directory of Housing Resources vacancies, and match households to housing opportunities on a prioritized basis:

- 7.4.1. The highest ranked household from the Rapid Re-Housing or Permanent Supportive Housing Centralized Registry of Households will be contacted and offered the opportunity to apply for one of the current vacancies for which they are eligible.
  - 7.4.2. A referral to temporary housing may be made by the HAP if no vacancies exist in housing for which the household is eligible.
  - 7.4.3. Information from the List of Affordable and Subsidized Housing will also be made available to households if no vacancies exist in housing for which the household is eligible.
  - 7.4.4. If housing is available at the time of a VI-SPDAT pre-screen and there are no households on the Centralized Registry of Households, the referral will not need to wait until a full SPDAT is completed.
- 7.5. Referring households– Once a household has chosen a housing opportunity offered by the HAP a referral will be made to the Housing Provider.
- 7.5.1. The household may be referred to a service provider if one is designated to assist with the application process.
    - 7.5.1.1. Documents and information provided by Outreach and Referral agencies, or acquired by the HAP, and which could assist the household with the application process, will be forwarded as part of the referral for housing.
    - 7.5.1.2. The household may be referred for temporary housing for the duration of the application process.

# Housing



## 8. Housing

8.1. Definition and Role of designated Housing Provider – The CA Committee can recommend one or more organizations to be a designated Housing Provider of the CA System, for the purpose of providing housing opportunities for households who are homeless. The CoC Steering Committee can approve the designation, which becomes official upon execution of a Memorandum of Understanding between the Provider and the CoC, specifying roles and responsibilities.

8.1.1. The types of housing opportunities that may be provided for households that are homeless include:

- 8.1.1.1. Rapid Re-Housing – A combination of affordable housing and services. While rental subsidies and services are provided for a period of limited duration, the household retains their housing on an ongoing basis.
- 8.1.1.2. Permanent Supportive Housing – A combination of affordable housing and services provided as a permanent housing opportunity.
- 8.1.1.3. Temporary Housing – Emergency Shelter which offer housing and services as a temporary solution until a permanent housing opportunity is acquired by the household.

8.1.2. Responsibilities of the Housing Provider include:

- 8.1.2.1. Maintaining good standing as a Member of the CoC.
- 8.1.2.2. Participating in CA Committee meetings and activities.
- 8.1.2.3. Placing all housing units supported with CoC funds (with the exception of Domestic Violence specific housing), and additional housing units if possible, on the Directory of Housing Resources maintained by the HAP.

- 8.1.2.4. Notifying the HAP of vacancies that have or will soon occur in housing opportunities listed on the Directory of Housing Resources.
- 8.1.2.5. Notifying the HAP as soon as possible when vacancies in housing listed on the Central Registry have been filled or no longer exist.
- 8.1.2.6. Utilize the CA System as the sole source of referrals of applicants for vacancies in units listed on the Directory of Housing Resources and do everything possible to reduce barriers to housing and accept referrals meeting program eligibility requirements, without violating covenants with local investors, lenders or to otherwise become non-compliant with federal, state or local ordinances or contractual agreements.
- 8.1.2.7. Utilize Housing First principles, to the greatest extent possible, to minimize barriers for households to access housing units.
- 8.1.2.8. Follow national standards and best practices in the offering of affordability and support services for households acquiring housing as part of the CA System.
- 8.1.2.9. Housing Providers will provide the result of the referral to HAP as permitted.

8.2. Applicant Referrals from the HAP – In an effort to streamline the referral and application process, and increase the likelihood that applicants will be approved by the Housing Provider, the following information should be provided for housing opportunities listed on the Directory of Housing Resources:

- 8.2.1. A designation of the type of housing, such as Rapid Re-Housing or Permanent Supportive Housing.
- 8.2.2. A description of the actual housing units, or type of subsidies, available.
- 8.2.3. Eligibility requirements for the housing, such as requirements for homelessness, chronic homelessness, and persons with disabilities.
- 8.2.4. Requirements for documentation of eligibility requirements.
- 8.2.5. Specification as to where applicants should be referred – such as the property management office, or an affiliated service provider who will assist with the application process.

8.3. Processing applications and approvals – Housing Providers are solely responsible for processing and approving applications for housing, in accordance with their property management plan and internal procedures. Collaboration with the HAP and other components of the CA System, such as Outreach Agencies and other service providers, is highly encouraged – to find ways to expedite the application process and find reasons to approve household access to housing.

# System Transparency and Governance

## 9. System Transparency and Governance

9.1. Definition and Role of the Centralized Intake (CI) Committee – It is recommended that the CI Committee, as currently constituted by the CoC, continue its efforts, with the following additions to its mandate:

9.1.1. The Committee will be named the Coordinated Assessment and Referral Committee; informally called the CA Committee.

9.1.2. In addition to members appointed by the CoC, each designated Centralized Intake Agency (currently the HAP), Outreach Agency, Referral Agency, and Housing Provider, will have a representative appointed to the Committee, if the organization is not already represented. In addition, a representative from the local Fair Housing agency will maintain a seat on this committee.

9.1.3. In addition to those already assigned by the CoC, the CA Committee's responsibilities will include the following:

9.1.3.1. Ongoing review of the CA System and its operations. Making recommendations for changes as needed.

9.1.3.1.1. Formulating recommendations on the designation of Outreach Agencies, Referral Agencies, and Housing Providers, or the addition or revision of roles and responsibilities assigned to them.

9.1.3.1.2. Reviewing the Centralized Registry of Households who are homeless – Number of households entering the system, number of referrals for housing, and the current number on the registry.

9.1.3.1.3. Reviewing the Directory of Housing Resource – Number and types of housing opportunities listed on the Registry, number of vacancies reported and filled, and the current gap between demand and supply of housing for households who are homeless.

9.1.3.2. Ongoing review regarding the assessment tool utilized by the CA System.

9.1.3.2.1. Data on the number of households assessed.

9.1.3.2.2. Training requirements and procedures.

9.1.3.2.3. Implementation procedures.

9.1.3.2.4. Potential revisions of the existing assessment tool.

9.1.3.2.5. Analysis of alternative or supplemental assessment tools.



9.1.3.3. Monitoring CA System Future Implementation Steps.

9.1.3.4. Overall CA System Evaluation.

9.1.3.4.1. Is the system functioning efficiently?

9.1.3.4.2. Is the system producing the intended outcomes?

9.1.3.4.3. Are there gaps and unmet needs not being addressed by the system?

## Future Implementation Steps

### 10. Future Implementation Steps

- 10.1. Incorporate or strengthen the process for referring those experiencing homelessness due to Domestic Violence to permanent housing options.
- 10.2. Develop a tool to prioritize households eligible for Prevention/Diversion resources.
- 10.3. Develop a Marketing/Communications strategy for telling the general public about changes in the Access point.
- 10.4. Develop a policy for determining and prioritizing which households will be referred to Transitional Housing.
- 10.5. Develop standards for determining the type and amount of housing and support services households will receive in RRH.
- 10.6. Develop recommendations for designations of Outreach Agencies, Referral Agencies, and Housing Providers.
- 10.7. Develop and execute MOUs between the CoC and 211, Outreach Agencies, Referral Agencies, and Housing Providers.
- 10.8. Develop and implement training to 211 on assessing homelessness status by HAP.
- 10.9. Develop a plan and timetable to phase in full participation of all Housing Providers for sole utilization of the HAP for household referrals.
- 10.10. Develop recommendations regarding expansion of SPDAT assessment responsibilities to specific Outreach or Referral agencies.
- 10.11. Develop a system for the HAP to make housing referrals using the HMIS system.
- 10.12. Develop a system for managing the Directory of Housing Resources and the Central Registry of Households.
- 10.13. The CA Committee, 211, and the HAP, will develop a process for sharing information to insure that each is aware of the full array of housing and services, including Prevention/Diversion, available in the Grand Rapids area.

- 10.14. Formulate a recommendation to the CoC Steering Committee (Continuum of Care) that community funders offer their funding support, for housing opportunities targeting household who are homeless, to those using the CA System.
- 10.15. Develop a plan that includes the schedule and scope for ongoing monitoring and evaluation of the CA system.

# Summary of the Planning Process

## 11. Summary of the Planning Process

- 11.1. Authorized by the Grand Rapids Area Coalition to End Homelessness (Continuum of Care or CoC) Steering Committee – The CoC Steering Committee approved the creation of the Centralized Intake Committee in October 2013, to develop and recommend standards for individuals experiencing homelessness to be referred to housing programs, including rapid rehousing, transitional housing, and permanent supportive housing programs. The committee was also asked to serve in an advisory capacity to the assessment program.
- 11.2. Committee Members were appointed and met a total of ten times between October 2013 and August 2014:
  - 11.2.1. A combination of presentations and discussion produced a detailed record of the existing system of how households who are homeless are identified and connect with housing and services in the Grand Rapids area.
  - 11.2.2. A document was developed that contained Key Considerations for the development of recommendations for an assessment and referral system.
  - 11.2.3. The Committee formed a Work Group to incorporate the Key Considerations documents, and notes from earlier meetings, to produce a draft set of recommendations to forward to the Steering Committee.
  - 11.2.4. The CoC procured the services of CSH (Corporation for Supportive Housing) to facilitate the Work Group planning process, and to produce a draft Policy and Procedures document.
  - 11.2.5. The Work Group recommendations were reviewed and revised by the Committee, and forwarded to the Steering Committee in August 2014.
- 11.3. The Work Group met a total of four times between April and June 2014:
  - 11.3.1. Key Considerations and Notes from the Committee, some national standards and best practices, and a brainstormed list of additional items were reviewed, discussed, and combined into a Policy Development Worksheet.
  - 11.3.2. Work Group members were asked to review, vote, and/or comment on each of the 106 items in the Worksheet.
  - 11.3.3. A majority of the items were accepted by unanimous consent. Contested items were discussed, some in great detail, until agreement on a set of recommendations was reached. It should be noted that this does not mean unanimous support in all cases.
  - 11.3.4. The Work Group forwarded its recommendations to the Committee, for their review and action, prior to forwarding them to the Steering Committee.  
Highlights and priorities during the planning process:

- 11.3.5. The Committee sought to design a system that encompassed all referrals for housing and services provided to households who are homeless within Kent County.
- 11.3.6. The recommendations deliberately incorporate federal and state priorities for housing and service delivery approaches for those who are homeless.
- 11.3.7. The Committee, recognizing the strength of the CoC's existing system, built on the existing structure as much as possible, rather than starting over.

11.4. Implementation will include:

- 11.4.1. A partial list of implementation steps is found in Section 9 of this document. Others will be identified, and will need to be added, as the system is expanded.
- 11.4.2. As the system is implemented, it is anticipated that some policies may need further development or revisions.

## Resources

The following websites, and links to specific documents, provide background information regarding best practices and national priorities consulted and referenced in the development of this Policy and Procedures document.

- 12.1. **CSH (Corporation for Supportive Housing) Website** – Information Regarding Preventing and Ending Homelessness <http://www.csh.org/>
  - 12.1.1. CSH Search Engine for Resources <http://www.csh.org/resources/>
- 12.2. **NAEH (National Alliance to End Homelessness Website)** – Information Regarding Preventing and Ending Homelessness <http://www.endhomelessness.org/>
  - 12.2.1. Recommendations for Effective Implementation of the HEARTH Act Continuum of Care Regulations  
<http://www.endhomelessness.org/library/entry/recommendations-for-effective-implementation-of-the-hearth-act-continuum-of>
  - 12.2.2. Prevention Targeting 101  
<http://www.endhomelessness.org/library/entry/prevention-targeting-101>
  - 12.2.3. Coordinated Assessment Toolkit  
<http://www.endhomelessness.org/library/entry/coordinated-assessment-toolkit>
  - 12.2.4. One Way In: The Advantages of Introducing System- Wide Coordinated Entry for Homeless Families <http://www.endhomelessness.org/library/entry/one-way-in-the-advantages-of-introducing-system-wide-coordinated-entry-for->
- 12.3. **USICH (United States Interagency Council on Homelessness) Website** – Information on Federal Collaborative Campaign to End Homelessness <http://usich.gov/>
- 12.4. **SAMSHA (Substance Abuse and Mental Health Services Administration) Website** – Information on Effective Clinical and Treatment Approaches, Including Those Used in Conjunction with Ending Homelessness <http://www.samhsa.gov/>
  - 12.4.1. SAMSHA National Registry of Evidenced-based Programs and Practices  
<http://www.nrepp.samhsa.gov/>

- 12.5. **HUD Website** – Information on HUD Programs, Including Those Targeted to Prevent and End Homelessness <https://www.onecpd.info/>
  - 12.5.1. SNAP (Supplemental Nutrition Assistance Program) Weekly Focus <https://www.onecpd.info/homelessness-assistance/snaps-weekly-focus/>
  - 12.5.2. HPRP (Homeless Prevention and Rapid Rehousing) and Centralized Intake [https://www.onecpd.info/resources/documents/HPRP\\_CentralizedIntake.pdf](https://www.onecpd.info/resources/documents/HPRP_CentralizedIntake.pdf)
  
- 12.6. **100,000 Homes/Community Solutions Website** – Information on Targeting Those Homeless Households Who Are Most Vulnerable Through Assessment and Prioritization for Referrals <http://100khomes.org/resources>
  - 12.6.1. SPDAT and VI-SPDAT Evidence Brief <http://100khomes.org/resources/spdat-and-vi-spdat-evidence-brief>
  - 12.6.2. The VI-SPDAT <http://100khomes.org/resources/the-vi-spdat>

## Definitions

**Coordinated Assessment (CA) System Definition** -- A streamlined system for households experiencing homelessness to access housing and services, exiting into permanent housing consistent with their level of need for resources.

1. CA System policies may be formulated by the Coordinated Access and Referral Committee (CA Committee), as recommendations to the Grand Rapids Area Coalition to End Homelessness (the CoC) Steering Committee, for adoption.
2. The CoC Steering Committee may also directly formulate CA System Policies for adoption.
3. Access begins with household contact with 211, outreach teams, shelters, housing or service providers, or the Centralized Intake Agency.
4. The CA system may incorporate appropriate pre-screening components for use by CoC members and other referral agencies who may be the first point of contact with a household reporting housing needs.
5. Household assessment for households experiencing homelessness is conducted by the Centralized Intake Agency, currently the Housing Assessment Program (HAP) of The Salvation Army Social Services, following a centralized intake model.
6. The SPDAT Pre-Screen and Assessment tools, developed and offered by Org Code, will be utilized to prioritize household needs for housing and services
7. The HAP will refer households for temporary and permanent housing opportunities.
8. The CA Committee will review data and conduct an ongoing evaluation of the system, making recommendations for revisions as warranted.

**Central Registry of Households**—A centralized, prioritized listing of households experiencing homelessness in need of housing assistance.

**Directory of Housing Resources**—A centralized listing of community housing resources available for HAP to refer households, including all pertinent eligibility criteria.

**Permanent Supportive Housing** – A combination of affordable housing and services provided as a permanent housing opportunity.

**Rapid Re-Housing** – A combination of affordable housing and services. While rental subsidies and services are provided for a period of limited duration, the household retains their housing on an ongoing basis.

**Temporary Housing** – Emergency Shelter and/or Transitional Housing which offer housing and services as a temporary solution until a permanent housing opportunity is acquired by the household.