

Coordinated Entry System Plan for Homeless Veterans

Ohio Balance of State Continuum of Care



OHIO

Balance of State
Continuum of Care

Introduction and Background

In 2010, the U.S. Interagency Council on Homelessness (USICH) introduced the first comprehensive federal strategy to prevent and end homelessness. This plan, called *Opening Doors*, outlined a number of goals related to ending homelessness in the U.S. – the first of these committed to ending Veteran homelessness by 2016.¹

In 2015, the USICH, along with the Department of Housing and Urban Development (HUD) and the Department of Veteran Affairs (VA), adopted a vision of what it means to end homelessness and shared specific criteria and benchmarks for ending Veteran homelessness in order to help guide communities as they take action to achieve the goal, with a focus on long-term, lasting solutions.²

In line with the federal goals outlined in *Opening Doors*, the Ohio Balance of State Continuum of Care (BoSCoC) has committed to a goal of ending Veteran homelessness in the CoC by 2017. To that end, the Ohio BoSCoC has focused recent efforts on expanding availability of critical housing resources for homeless Veterans and improving our coordinated system response.

The Ohio BoSCoC has determined that ending Veteran homelessness in our CoC means the following:

Where Veteran homelessness does occur, it is rare, brief, and non-recurring. More specifically, every identified homeless Veteran who is unsheltered, in emergency shelter, or in Transitional Housing (TH) in the Ohio BoSCoC is provided permanent housing, if they want it, within an average of 30 days. To achieve this, the Ohio BoSCoC is committed to the principles of Housing First, which means our system is primarily focused on quick placement into permanent housing, respecting Veteran choice, and targeting our resources to those with greatest needs.

Using the federal criteria and benchmarks as our map, this document, which outlines the Ohio BoSCoC Coordinated Entry (CE) System Plan for identifying and serving homeless Veterans, is a significant step towards our goal of ending Veteran homelessness.

Regional Coordinated Entry Plans

Each Ohio BoSCoC Homeless Planning Region has its own Coordinated Entry (CE) Plan that complies with the CoC's CE System Standards. Those CE plans outline how people in housing crises may access the homeless system, how the system responds to them, assesses for level of need, makes prioritization decisions, and refers to housing resources. This CE System Plan for Homeless Veterans is meant to act as a supplement to those regional CE Plans, outlining some specific system coordination requirements for those working with Veterans experiencing homeless Veterans. Regional CE Plans can be found [here](#).

Target Audience

All homeless assistance projects in the Ohio BoSCoC, regardless of funding source, must abide by the policies and procedures outlined here.

Responsibility for System Coordination and Managing Homeless Veterans Report

The Ohio BoSCoC Homeless Veterans Workgroup, with support from CoC staff, is charged with ensuring that the policies and procedures outlined in this document are implemented appropriately at the local community level, managing the Ohio BoSCoC Homeless Veterans Report and Active List (described below), and regularly monitoring progress towards the ending Veteran homelessness goal.

Ohio BoSCoC Homeless Veterans Workgroup membership includes:

- All Supportive Services for Veteran Families (SSVF) grantees serving Ohio BoSCoC counties

¹ Opening Doors: Federal Strategic Plan to Prevent and End Homelessness - <https://www.usich.gov/opening-doors>

² Achieving the Goal of Ending Veteran Homelessness: Criteria and Benchmarks - <https://www.usich.gov/tools-for-action/criteria-for-ending-veteran-homelessness/>

- All VA-funded Community Contract Emergency Housing providers (HCHV) serving Ohio BoSCoC counties
- All VA-funded Grant and Per Diem (GPD) grantees serving Ohio BoSCoC counties
- Representatives from the U.S. Department of Veteran Affairs (VA)
 - Ohio VA Medical Center representatives (all VAMC's serving Ohio BoSCoC)
 - VISN _ representatives from VISNs 4, 5 and 10.
- Other Ohio BoSCoC shelter, Transitional Housing (TH), Permanent Supportive Housing (PSH) providers who regularly serve homeless Veterans in their programs
- Other Ohio BoSCoC providers and stakeholders who volunteer to participate

The Homeless Veterans Workgroup meets on a monthly basis. Anyone interested in participating in this workgroup may contact CoC staff (ericamulryan@cohhio.org) with their request.

Definition of Veteran

A Veteran is someone who, regardless of discharge status, has served on active duty in the Armed Forces of the United States. This does not include inactive military reserves or the National Guard unless the person was called up to active duty.

Ohio BoSCoC Homeless Veterans Report

The Ohio BoSCoC Homeless Veterans Report and Active List (hereafter called the Homeless Vets Report) is the report used to identify all currently homeless Veterans (in shelters, transitional housing, or unsheltered) in the CoC's area and to report on current housing plans and movement towards permanent housing. The Ohio BoSCoC HMIS is the data source for the Homeless Vets Report and includes a variety of pieces of information. No personally identifying information appears on the report; instead, each homeless Veteran is identified by their HMIS client ID or a unique client identifier. The data in the Homeless Vets Report is further used to regularly report on the CoC's progress in ending Veteran homelessness.

Identifying Homeless Veterans

1. **Policy** – All literally homeless Veterans in the Ohio BoSCoC geography, meaning those experiencing unsheltered homelessness or those residing in emergency shelters or transitional housing programs dedicated to serving homeless persons, are identified
 - a. **Procedure** – SSVF grantees engage in street outreach in the communities within their service areas on a weekly basis, as appropriate, for purposes of identifying all unsheltered homeless Veterans
 - i. In communities where there are dedicated street outreach teams, SSVF staff coordinate with the local street outreach teams to ensure comprehensive coverage and efficient provision of services
 1. SSVF and street outreach must put into place an agreement wherein the street outreach team immediately refers all homeless Veterans to SSVF for housing assistance
 - a. Identified unsheltered homeless Veterans are entered into HMIS via the 'Unsheltered Provider', or once they become SSVF clients via the SSVF provider, whichever happens first
 - b. In cases where the Veteran is identified by VA outreach staff, VA staff contact the local SSVF provider to enter client-level data into the Unsheltered Provider on the VA's behalf. If the SSVF provider identified the Veteran, SSVF enters data directly into HMIS via the Unsheltered Provider
 - ii. In communities where there are VA outreach staff, SSVF staff and VA outreach staff coordinate to ensure comprehensive coverage and efficient provision of services
 1. All identified unsheltered homeless Veterans are either entered into HMIS via the 'Unsheltered Provider', or once they become SSVF clients, whichever happens first.
 2. If the Veteran declines to work with SSVF, the VA outreach staff:
 - a. Contact the CoC Director directly (ericamulryan@cohhio.org) who will assist in the entering client-level data into the Unsheltered Provider in HMIS

- iii. Outreach includes, at minimum, visiting locations commonly frequented by persons experiencing unsheltered homelessness, including encampments, public parks, libraries, and other locations as appropriate.
 - b. **Procedure** – SSVF grantees identify all homeless Veterans residing in local non-HMIS participating ES and TH projects, including victim services provider agencies
 - i. SSVF grantees engage in weekly in-reach to non-HMIS participating ES and TH projects in their service area for purposes of identifying homeless Veterans
 - 1. SSVF grantees may develop formal referral relationships and protocol with local non-HMIS participating ES and TH providers. But if local ES/TH providers cannot maintain regular referrals, weekly in-reach to those projects should happen.
 - a. All identified sheltered homeless Veterans are entered into HMIS once they become SSVF clients. See the HMIS workflow here: <http://hmis.cohhio.org/index.php?pg=kb.page&id=151>
 - b. If Veteran declines SSVF assistance, but SSVF grantees are aware that they are residing at a non-HMIS provider agency, the SSVF grantee should contact the CoC Director (ericamulryan@cohhio.org) to determine how to account for the Veteran in the Homeless Veterans Report
 - c. **Procedure** – Ohio BoSCoC homeless assistance providers immediately, meaning within 2 business days, refer literally homeless Veteran to their local SSVF provider for assistance obtaining permanent housing
 - i. SSVF grantees will determine if the Veteran is eligible and if the Veteran desires to accept an offer of assistance.
 - 1. If not eligible, SSVF providers contact the referring agency to inform them
 - ii. If Veteran is not eligible for SSVF or declines SSVF assistance, the homeless assistance project in which the Veteran is currently residing should strive to complete the VI-SPDAT assessment tool with the Veteran, according to the Homeless Planning Region's Coordinated Entry (CE) Plan. Homeless providers should then strive to prioritize the Veteran for local housing assistance they are eligible for, according to local processes outlined in CE documents
 - d. **Procedure** – SSVF grantees and other Responsible Providers run the Homeless Vets Report at least weekly, for purposes of identifying newly homeless Veterans in their service area and ensuring overall data quality
 - i. SSVF grantees conduct outreach to the newly homeless Veterans appearing on the Homeless Vets Report as needed
 - e. **Procedure** – VA staff identifying and/or assisting literally homeless Veterans may ensure those Veterans get added to the Homeless Vets Report in one of the following ways:
 - i. VA staff refer the homeless Veteran to the local SSVF provider who, in turn, enters the client data into HMIS (that client-level data is then pulled into the Homeless Vets Report)
 - ii. VA staff with Ohio BoSCoC HMIS licenses may check HMIS to see if the homeless Veteran is already in HMIS
 - 1. If so, the Veteran is already on the Homeless Vets Report
 - 2. If not, VA staff may make a referral to the local SSVF provider
 - 3. If the Veteran declines SSVF assistance or cannot be located, VA staff may enter client-level data into the 'Unsheltered Provider' if Veteran is remaining unsheltered
 - 4. In cases where it is unclear where to enter client-level data in HMIS and/or which agency should enter it, VA staff should contact the CoC Director directly (ericamulryan@cohhio.org)
- 2. **Policy** – All literally homeless Veterans identified in the Ohio BoSCoC are reported on the Ohio BoSCoC Homeless Veterans Report and Active List (called Homeless Vets Report)
 - a. **Procedure** – Ohio BoSCoC staff run the Ohio BoSCoC Homeless Vets Report bi-weekly and share with Ohio BoSCoC Homeless Veterans Workgroup members
 - i. The report includes data on all literally homeless Veterans in the CoC (Vets in ES, TH, and unsheltered)

- ii. The Homeless Vets Report assigns an *Ohio BoSCoC Provider Responsible* for assisting the homeless Veteran to move into permanent housing and reporting on progress on the housing plan in HMIS
 - 1. In most cases, the identified responsible provider is the SSVF grantee serving the county in which the Veteran is identified.
 - 2. In cases where the homeless Veteran is residing in an ES or TH project and not dually enrolled in SSVF (or declined SSVF assistance), the provider primarily assisting the homeless Veteran must report out all required data for the Veteran on a bi-weekly basis
 - a. You can find relevant HMIS workflows and guidance documents here:
<https://cohhio.org/member-services-2/boscoc/veteran-homelessness/>
- b. **Procedure** – Ohio BoSCoC Responsible Providers assigned to a homeless Veteran on the Homeless Vets Report provide updates on housing plans, offers of permanent housing, etc. on a bi-weekly basis
 - i. Updates are made via the Homeless Veterans Assessment in HMIS
 - a. You can find relevant HMIS workflows and guidance documents here:
<https://cohhio.org/member-services-2/boscoc/veteran-homelessness/>
- c. **Procedure** – The Homeless Vets Workgroup reviews the Homeless Vets Report on a monthly basis
- d. **Procedure** – VA-funded providers and VA staff use the Homeless Vets Report in their regular Case Coordination meetings to review housing plans, ensure all local homeless Veterans are identified, etc. See Policy #11 below.

Providing Immediate Shelter to Unsheltered Homeless Veterans

- 3. **Policy** – The Ohio BoSCoC provides shelter immediately to any Veteran experiencing unsheltered homelessness who wants it
 - a. **Procedure** – All state and federally funded Ohio BoSCoC ES projects must comply with the Ohio BoSCoC Homeless Program Standards, which require system-wide housing first orientation, including removing barriers to shelter entry
 - b. **Procedure** – SSVF grantees and, where applicable, VA outreach staff and local dedicated street outreach teams assist in moving unsheltered homeless Veterans into local emergency shelters
 - i. SSVF and/or outreach staff work with Veterans to contact local Coordinated Entry (CE) Access Points in order to have Veterans screened for possible diversion
 - 1. SSVF providers are CE Access Points and can conduct diversion screening
 - 2. See regional CE Plans for details
 - ii. If local shelters are full, SSVF providers may pay for a temporary stay in a local hotel/motel for the unsheltered homeless Veteran, where the Veteran is eligible
 - iii. If unsheltered Veterans decline the shelter offer because of excessive barriers to entry (ie, barriers that do not comply with the Ohio BoSCoC Homeless Program Standards), SSVF or other program staff working with the Veteran will contact CoC staff to report the issue and CoC and SSVF/other staff will advocate on behalf of the unsheltered homeless Veteran
 - 1. If the issues with local shelter barriers to entry cannot be immediately resolved, SSVF grantees may pay for a temporary stay in a local hotel/motel for the unsheltered homeless Veteran, where the Veteran is eligible and following SSVF requirements
 - c. **Procedure** – If an unsheltered homeless Veteran declines a shelter offer for reasons other than excessive barriers to entry, SSVF grantees and, where applicable, local dedicated street outreach teams will make offers of shelter to the unsheltered homeless Veteran on a bi-weekly basis, at minimum.
 - i. In extreme weather situations, shelter offers must be made every three-days, at minimum
 - ii. Either the SSVF provider or VA staff must enter Veteran client-level data into the 'Unsheltered Provider', if not already enrolled in SSVF or another HMIS-participating project
- 4. **Policy** – Ohio BoSCoC homeless services providers assisting unsheltered homeless Veterans will document offers of shelter

- a. **Procedure** - SSVF grantees and, where applicable, VA outreach staff and local dedicated street outreach teams or other providers assisting unsheltered homeless Veterans, document the offers of shelter they make to veterans
 - i. Documentation is made via the client-level Homeless Veterans Assessment in HMIS and includes identifying the date of the shelter offer, whether the veteran accepted or declined, and reasons for a decline
 - ii. Offers of shelter, and documentation of offers, are made on a bi-weekly basis, at minimum.
 - iii. When unsheltered Veterans cannot be located, documentation of attempts to contact are provided in the client-level Homeless Veterans Assessment in HMIS by noting that the Veteran was not found with outreach efforts

Housing Focused Systems and Providers

5. **Policy** – The Ohio BoSCoC is committed to immediately providing permanent housing (PH) to all homeless Veterans who desire it, regardless of perceived needs or issues
 - a. **Procedure** – Ohio BoSCoC emergency shelter providers immediately, meaning within 2 business days, refer any presenting homeless Veteran to their local SSVF provider for assistance obtaining permanent housing
 - i. Referral to SSVF does not necessarily mean that a Veteran will be assisted with SSVF resources. SSVF grantees must determine if the Veteran is eligible and if the Veteran desires to accept an offer of assistance.
 1. SSVF providers will only decline to provide RRH assistance to homeless Veterans if they are not eligible per SSVF program requirements or if the Veterans decline SSVF-RRH assistance
 2. For those Veterans who have higher housing barriers and may require, and choose Permanent Supportive Housing, providers (SSVF or the current shelter provider) will coordinate with PSH providers as soon as possible and potentially provide bridge housing in the short term
 3. For Veterans who are not eligible for SSVF assistance, SSVF will work with their current residential provider to ensure they are assessed with the VI-SPDAT according to CE protocol, and are quickly referred to the local non-Veteran dedicated Rapid Re-housing (RRH) provider for assistance.
 - a. Referral to RRH means that SSVF confirms that either the current emergency shelter refers to RRH or SSVF. SSVF then follows-up after the referral is made to ensure the Veteran received RRH assistance if he/she desired it and was eligible
6. **Policy** – The Ohio BoSCoC prioritizes the use of Transitional Housing (TH), including VA Grant and Per Diem (GPD), as a short-term bridge to PH. Note: To be accepted for Grant and Per Diem, a Veteran must meet program eligibility, be accepted by a GPD Provider and be administratively approved by VHA.
 - a. **Procedure** – Homeless Veterans residing in emergency shelters are immediately offered assistance to move into permanent housing (PH)
 - i. In accordance with Policy 4 above, all homeless Veterans are immediately, within two business days, referred to SSVF for eligibility determination, assessment, review of available housing options, and possible Rapid Re-housing (RRH) assistance
 - b. **Procedure** - Homeless Veterans are only assisted with TH in the following situations:
 - ii. The Veteran is currently unsheltered or in emergency shelter and has gone through the CE Access Point for diversion screening
 - iii. The Veteran has explicitly declined an offer of RRH assistance because of a self-identified need for supportive and/or clinical services that the Veteran believes can be provided by a particular TH project
 1. If a homeless Veteran requests to move into a TH bed provided by an Ohio BoSCoC Grant and Per Diem (GPD) provider, and has declined SSVF RRH assistance, the emergency shelter provider may contact GPD providers directly for possible referral.
 2. VHA staff may contact a GPD Provider directly for possible referral if Veteran refuses referral to SSVF, refuses referral to emergency shelter, or is enrolled in HUD-VASH and in need of TH as a bridge.

- iv. The Veteran accepted an offer of PH, either Permanent Supportive Housing or RRH, but the PH unit is not immediately available.
 - 1. In this situation, a Veteran may be moved into a TH unit while waiting for the PH unit to become available, rather than remaining in the emergency shelter or in an unsheltered location
- 7. **Procedure** – Where a homeless Veteran has chosen to move into a TH project because of the desire for intensive and/or clinical services, as described in procedure 6b above, the TH provider must make new offers of assisted PH to the Veteran on a bi-weekly basis. The dates of the PH offer and the Veterans' acceptance or decline of that offer must be reported in HMIS
 - i. The Ohio BoSCoC TH provider responsible for assisting the homeless Veteran will report on the status of the housing plan in HMIS
- 8. **Policy** – Ohio BoSCoC providers provide support, information, and targeted assistance to previously assisted Veterans to help minimize returns to homelessness
 - a. **Procedure** – Ohio BoSCoC housing providers, including SSVF and other RRH grantees, will provide information, including contact information, to assisted homeless Veterans to ensure they know whom to contact if they become at risk of homelessness after housing assistance ends
 - b. **Procedure** – Ohio BoSCoC providers make follow-up contact with all clients at least once after the client's exit from the program and into housing
 - i. Follow-up contact occurs between one and six months after the termination of financial assistance
 - ii. If initial attempts at contact are unsuccessful, Ohio BoSCoC providers make multiple attempts at contact, using multiple methods (e.g., phone, email, letter, in-person visits)
 - c. **Procedure** – Ohio BoSCoC providers will provide swift assistance to those homeless Veterans who have been assisted in the past and are eligible for assistance again.
- 9. **Policy** – Veterans at risk of homelessness who contact Ohio BoSCoC CE Access Points (non SSVF APs) are first screened for possible diversion, and then may be further screened for SSVF homelessness prevention assistance, if needed
 - a. **Procedure** - Ohio BoSCoC CE Access Points refer homeless Veterans at risk of homelessness to local SSVF providers for screening for homelessness prevention assistance, if needed
 - i. Veterans who are not eligible for SSVF assistance are immediately referred by SSVF to the local HCRP-HP provider for assistance, where SSVF believes that assistance is necessary to prevent homelessness.
 - 1. Referral to HCRP means that the SSVF provider contacts the HCRP provider on behalf of the Veteran (with consent) and follows up after the referral to ensure the Veteran received HCRP-HP assistance if they desired it and were eligible

System and Project Level Coordination between the CoC and the VA

- 10. **Policy** – VA-funded SSVF and VASH projects and providers coordinate with non-VA-funded RRH and PSH providers to ensure homeless Veterans enter permanent housing swiftly and in a way that most efficiently uses community resources
 - a. **Procedure** - When literally homeless Veterans are identified by an Ohio BoSCoC homeless assistance provider, the provider immediately, within two business days, refers to the local SSVF provider
 - i. Local HCRP-RRH providers, in particular, only provide assistance to homeless Veterans when they are not eligible for VA-funded programs, such as SSVF, or have declined SSVF assistance
 - b. **Procedure** - In line with the *Ohio BoSCoC Homeless Program Standards*, Ohio BoSCoC RRH and PSH providers will prioritize for their services eligible, literally homeless Veterans who are not eligible for VA-funded assistance, such as that provided by SSVF or VASH
- 11. **Policy** –SSVF, GPD, and HCHV-ES providers participate in regular meetings with local VA staff for purposes of identifying all literally homeless Veterans in the shared service area and collaborating in the development

of housing plans and provision of housing assistance to local homeless Veterans. These are called *Case Coordination Meetings (CC Meetings)*

- a. **Procedure** – Meetings between VA staff and local providers assisting homeless Veterans occur at least monthly. Case Coordination and By-Name List Review meetings may be combined or separate meetings.
- b. **Procedure** – VA staff and SSVF providers are responsible for ensuring no Veterans or geographies are unaccounted for in local meetings
- c. **Procedure** – Each BNL Meeting includes the following:
 - i. Identify all homeless Veterans known to all providers and ensure they appear on the Homeless Vets Report
 - ii. Verify/Document Veteran Eligibility status for all newly identified Veterans or Veterans with Unknown status – VHA Eligible, GPD/SSVF eligible, only, or Ineligible Veteran.
 - iii. Review offers of permanent housing intervention to be sure newly identified Veterans and Veterans who have not yet accepted a permanent housing intervention have a documented offer date initially and every two weeks after initial offer.
- d. **Procedure** – Each CC Meeting includes the following:
 - i. Review housing plans for all homeless Veterans in the geographic/service area and ensure that progress on the housing plan is being made. CC meeting agenda may prioritize newly identified Vets, Vets who have declined an offer of permanent housing intervention, Vets who have a date of *accepted an offer of permanent housing intervention* over 60 days and Vets who have been identified with high barriers to housing.
 - ii. Review housing plans for any Veterans who have moved to another CoC but intend to move back to the Ohio BoSCoC geography
 - iii. Review Veterans enrolled in SSVF RRH and eligible for VHA healthcare services who are not known to VHA Homeless services. This review should at minimum include a review of VHA enrollment and access to services.
 - iv. Review any ongoing needs for Veterans who were recently rehoused with SSVF RRH, but may be demonstrating need for more intensive case management assistance to maintain tenancy.
 1. These cases will be actively enrolled in SSVF RRH with intent to permanently house with SSFV assistance, but are transferred to HUD-VASH as part of a progressive engagement approach. Veteran cases are reviewed as early as increased case management needs are identified and not simply because Veteran lacks financial resource to maintain housing when SSVF rental assistance ends.

Monitoring System and Provider Capacity to End Veteran Homelessness

12. **Policy** – The Ohio BoSCoC monitors provider and system capacity to ensure the CoC maintains resources to move homeless Veterans into PH quickly
 - a. **Procedure** - On an annual basis at minimum, CoC staff will survey SSVF grantees to ensure ongoing ability and capacity to serve all eligible, literally homeless veterans
 - b. **Procedure** - On a quarterly basis at minimum, CoC staff will review and share data about the CoC's progress on the federal benchmarks demonstrating ending Veteran homelessness
13. **Policy** – The Ohio BoSCoC monitors progress on the federal benchmarks for ending Veteran homelessness to ensure the sustainability of the CoC's system response and identify any problems or issue areas
 - a. **Procedure** – On a quarterly basis at minimum, CoC staff will monitor and report on the following data:
 - i. Federal Benchmarks (per the federal specifications)
 1. Number of Actively Homeless Veterans (not having declined PH)
 2. Number of Chronically Homeless Veterans
 3. Average length of time to house Veterans
 4. Number of Veterans exiting to PH vs. number of Veterans entering homelessness

5. Number of Veterans entering TH (having declined PH offers) vs. number of Veterans entering homelessness
 - ii. VASH utilization rates
 - iii. VASH time to house homeless Veterans (average days)
 - iv. Number of homeless Veterans entering our system (per month)
 - v. Number of homeless Veterans exiting to PH (per month)
 - vi. PSH and VASH turnover rates
 - vii. Returns to homelessness across all project types
 - viii. Number/rate of homeless Veterans served by non-VA funded programs (including HCRP)

Implementation of and Compliance with Policies and Procedures

All Ohio BoSCoC homeless assistance providers, regardless of funding source, must comply with these policies and procedures.

Monitoring for provider compliance with these policies and procedures will be done primarily via check-ins and reporting in the monthly Homeless Veterans Workgroup meetings, and through informal surveys of providers across the Ohio BoSCoC. Over time, monitoring for compliance with these policies and procedures will be incorporated into a standard tool and process.

Common Terminology and Definitions

- Continuum of Care (CoC)
 - CoC refers to both the planning body that coordinates the provision of housing and services for homeless families and individuals in a defined geographic area, as well as the geographic area itself.
 - The Ohio Balance of State Continuum of Care is comprised of the 80 rural and suburban counties in the State of Ohio. These policies and procedures apply to programs, providers, and stakeholders in those 80 counties only.
- Homeless Management Information Systems (HMIS)
 - The CoC's data system that houses client-level data on all persons assisted by HMIS participating homeless assistance providers in the CoC
- U.S. Department of Housing and Urban Development (HUD)
 - In addition to providing for numerous affordable housing programs and resources, HUD administers the primary federal resources for homeless assistance projects, including:
 - CoC Program
 - Provides funding to CoCs to support a wide variety of homeless assistance projects
 - Emergency Solutions Grant Program (ESG)
 - Provides funding to communities to assist in the operation of emergency shelters and the provision of rapid re-housing assistance
- U.S Department of Veteran Affairs (VA)
 - The VA provides for a wide range of programs and services for people who have served in the military as well as their families
 - The VA funds several projects that are targeted specifically to homeless Veterans and their families including:
 - Supportive Services for Veteran Families (SSVF)
 - VA-funded project that provides homelessness prevention and rapid re-housing assistance to homeless Veterans and their families
 - Healthcare for Homeless Veterans Emergency Housing (HCHV/EH)
 - VA funded emergency shelter beds for homeless Veterans
 - VA Grant and Per Diem program (GPD)
 - Community-based transitional housing for homeless Veterans
 - HUD-VA Supportive Housing (VASH)
 - Permanent Supportive Housing (PSH) for homeless Veterans and their families
- Emergency Shelter
 - Any facility for which the primary purpose is to provide a temporary shelter for the homeless in general or for specific populations of the homeless and which does not require occupants to sign leases or occupancy agreements. Homeless status is an eligibility requirement and homelessness is documented.
- Rapid Re-Housing
 - A homeless assistance project type that quickly moves households out of homelessness and into permanent housing through the provision of case management services and limited financial assistance as needed. Homeless status is an eligibility requirement and homelessness is documented.
- Transitional Housing
 - A homeless assistance project type that provides households with up to 24 months of housing and services assistance. Homeless status is an eligibility requirement and homelessness is documented.
- Permanent Supportive Housing
 - Permanent supportive housing is 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. Homeless status is an eligibility requirement and homelessness is documented.

Changelog

- Document Approved July 2016
- Revised October 2016
- Revised November 2018
- Revised May 2019
 - PP2: Added section about Regional Coordinated Entry Plans
 - Policy 1c2: Revised to included updated protocols related to completion of common assessment with homeless Veterans
 - Policy 2bia: Added links for accessing HMIS guidance materials for using Homeless Veterans Assessment
 - Policy 3bi: Added requirement related to diversion screening
 - Policy 3cii: New procedure
 - Policy 6bii: New procedure
 - Policy 11: Fully revised