



Snohomish County, WA

Human Services

Coordinated Entry Policies and Procedures

Table of Contents

Overview	1
I. Vision and Background.....	1
II. Governance and Oversight	2
III. General Process	3
IV. Cultural and Linguistic Competence	5
V. Navigation Services	5
VI. Comprehensive Assessment and Response to Housing Crises	6
VII. Uniform Process and Assessment Tools	8
VIII. Data Collection Platform.....	8
Coordinated Entry Policies	10
I. Low-Barrier and Housing First	10
II. Advertising and Marketing	11
III. Fair Housing and Non-Discrimination Requirements	11
IV. Reasonable Accommodations and Modifications.....	11
V. Language and Communication Services	12
VI. Education Services.....	12
VII. Grievance Policy	12
VIII. Emergency Shelter Staff.....	14
IX. Enrollment in Coordinated Entry	14
X. Prevention Navigation	15
a. Prevention Assessment.....	15
b. Prioritization	Error! Bookmark not defined.
XI. Resource Navigation	15
a. Navigator Assessment.....	16
b. Action Plan.....	16
c. Problem-solving and Creative Resolution	16
d. Navigator Active Client List	17
e. Prioritization	17
f. Eligibility Documentation and Verification	17
XII. Homeless Housing Providers	18
a. Filling Homeless Housing Program Openings through Coordinated Entry.....	18
b. Filling Homeless Housing Program Openings outside of Coordinated Entry	21
XIII. Flexible Funds	22

Contact..... 23
Glossary of Terms 24

Attachments

A – Orders of Priority for Homeless Housing Beds

Overview

I. Vision and Background

Since 2009, Snohomish County has led a community-wide strategic planning and implementation process to transform the homeless housing and service system. Through an analysis of data regarding homeless housing and service interventions and the individuals and families they serve, Snohomish County and the Partnership to End Homelessness (PEH) Continuum of Care (CoC) Board have identified goals and strategies to prevent and end homelessness, including the county-wide implementation of a Coordinated Entry (CE) process for residents experiencing a housing crisis.

CE is a process for individuals and families in Snohomish County who are experiencing homelessness or are at imminent risk of homelessness to access needed homelessness prevention, housing, and other services. CE incorporates uniform screening and assessment, prioritization and program matching, and connections to mainstream services to help those in need obtain housing stability more effectively and efficiently.

The CE system is implemented comprehensively across Snohomish County. CE enrollment and access to Navigation services are available at multiple locations throughout the County:

- North Sound 2-1-1 provides telephonic standardized CE enrollment and referral to services, and
- Physical sites provide standardized CE enrollment, assessments, and referral to services, including specialized services appropriate for subpopulations like youth and individuals and families fleeing domestic violence.

In addition to established CE sites, partner agencies also provide services where individuals and families experiencing homelessness are known to live, ensuring that unsheltered individuals and families are enrolled in CE and have support from a Navigator to access needed services.

Every CE site offers information and referral services to any individual or family seeking assistance and refers individuals and families who are experiencing homelessness or are at imminent risk of homelessness to Navigators. Navigators work with individuals and families to not only address their current housing crisis, but their immediate barriers to housing stability by making direct referrals to tailored services offered by CE service partners, including landlord dispute resolution and family mediation, civil legal assistance, behavioral health services, and a range of employment and job training programs. By providing these next-step referrals, Navigators assist individuals and families to identify and resolve their immediate barriers to housing stability and retention, regardless of whether a housing intervention is immediately available.

Coordinated Entry IS a way to help those seeking homeless housing and services access programs more efficiently by:

- Streamlining access and referrals (fewer phone calls and screenings)
- Providing fair and equal access
- Utilizing standardized tools and practices
- Being realistic with individuals and families about their near-term options, giving them the opportunity to assess their situations honestly and identify alternatives to mainstream systems
- Using a Housing First approach
- Identifying and prioritizing individuals and families who are the most in need of assistance

Coordinated Entry IS NOT a stand-alone solution to end homelessness or a solution to the shortage of affordable housing. The CE system supports the purpose of Snohomish County’s CoC and PEH CoC Board: to promote access to and effective and efficient utilization of mainstream programs and to optimize self-sufficiency among individuals and families who are experiencing homelessness or are at imminent risk of homelessness.

II. Governance and Oversight

The PEH CoC Board, which has broad stakeholder representation and includes agencies participating in the CoC and CE system, is tasked with governance and oversight, including advising and informing the CE improvement process. Day-to-day operational management of the CE system is performed by Snohomish County’s Office of Community and Homeless Services (OCHS).

SYSTEM EVALUATION

The County and PEH conduct ongoing reviews and assessments of the CE system by evaluating CE data and soliciting feedback from homeless housing and service providers and from individuals and families who are experiencing homelessness or are at imminent risk of homelessness. This information is used to address the quality and effectiveness of CE, and to identify system gaps and barriers to access. The evaluation process ensures that stakeholders, including direct service providers, managers, directors, and local government, have input into these CE Policies and Procedures.

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

Frequency	Coordinated Entry Evaluation Methodologies
Ongoing, no less than quarterly	Snohomish County uses performance dashboards that pull CE data from the Snohomish County Homeless Management Information System (HMIS) to illustrate performance and help identify system gaps.
Ongoing, no less than quarterly	The County facilitates a Coordinated Entry Advisory Committee to provide oversight of the Coordinated Entry system. The committee is comprised of 10-15 individuals representing a variety of perspectives. Committee membership is representative of race/ethnicity and includes people who have lived experience of homelessness and various service partners. The committee reviews community feedback, policies, and changes to the system.
Ongoing, no less than annually	The County conducts in-person and telephonic interviews with a representative sample of individuals and families who have accessed the CE system to ascertain causes of homelessness and reasons for returns to homelessness. Information is gathered from

Frequency	Coordinated Entry Evaluation Methodologies
	individuals and families, particularly those who are disproportionately (under)represented, on their experiences with the CE system to improve the system’s accessibility and functionality for the community’s most vulnerable.
	The County solicits feedback via monthly navigator meetings from Navigators , ensuring diverse geographic representation.
	The County solicits feedback via quarterly community information meetings from homeless housing and service providers , including both providers that participate in CE as well as those that do not to determine reasons/barriers hindering participation.
	The County solicits feedback via monthly community information meetings from other community-based organizations that provide advocacy and/or services to ascertain barriers to access for subpopulations of individuals and families who are experiencing homelessness or are at imminent risk of homelessness.
	The PEH updates the Governance Charter, including the CE Policies and Procedures, and approves proposed changes or ratifies the existing Governance Charter no less than annually. A summary report of information collected via the methods described above will be provided to the PEH for review and consideration in updating or revising these Policies and Procedures.

III. General Process

The CE process begins with the standardized Enrollment Assessment, which determines whether individuals and families are eligible to work with a Navigator and determines the appropriate referral site for navigation services. Enrollment Assessments are administered via North Sound 2-1-1 and at established core sites throughout the county. The Enrollment Assessment is the first step for all individuals and families seeking housing and/or services. The Enrollment Assessment is comprised of standardized questions that are designed to gather basic household characteristics as well as to determine their next-step referral needs.

Individuals and families who are unstably housed but not experiencing literal or imminent homelessness are served on-site at established core sites or via telephone by North Sound 2-1-1 staff, who identify resources and provide information and referrals to address their immediate barriers to housing retention or to meet other service needs. Individuals and families who are experiencing literal or imminent homelessness are referred to Navigators, the staff responsible for providing Navigation services. **Prevention Navigators** serve individuals and families who are at imminent risk of homelessness while **Resource Navigators** serve individuals and families who are literally homeless. Navigators utilize best practices when working with individuals and families to resolve their housing crises and meet assessed needs. To ensure consistency of services across sites and fidelity to best practices, North Sound 2-1-1 staff and Navigators are required to conform to service delivery policies and procedures incorporated into these CE Policies and Procedures.

CE Site	Enrollment Assessment	Prevention Assessment & Prevention Navigators	Navigator Assessment & Resource Navigators
Cocoon House	Yes	Yes	Yes
Domestic Violence Services of Snohomish County	Yes	Yes	Yes

CE Site	Enrollment Assessment	Prevention Assessment & Prevention Navigators	Navigator Assessment & Resource Navigators
Lutheran Community Services Northwest	Yes	No	Yes
Volunteers of America – East County	Yes	No	Yes
Snohomish County Office of Community and Homeless Services (OCHS)	Yes	Yes	Yes
Snohomish County Veterans Assistance	Yes	No	Yes
Volunteers of America – Dispute Resolution Center	No	Yes	No
Volunteers of America – North Sound 2-1-1	Yes	No	No
YWCA of Seattle, King County, Snohomish County	Yes	No	Yes

VETERANS

Veterans and their families access the CE system through the general process described above. In addition, Veterans Affairs (VA) partners also administer the Enrollment Assessment and Navigator Assessment and provide referrals to VA programs on-site. VA partner staff determine whether veterans are already connected with the VA to establish eligibility for VA benefits and programs, such as HUD-Veterans Affairs Supportive Housing (VASH) and Supportive Services for Veteran Families (SSVF).

SPECIALIZED SERVICE PATHWAYS FOR SUBPOPULATIONS

Youth and persons fleeing domestic violence who are experiencing literal or imminent homelessness are referred to a specific site for Navigation and customized services. CE sites tasked with serving an identified subpopulation were selected for their experience and expertise in serving the specific subpopulation. In addition to administering the uniform assessment tools and providing standardized CE services, these sites also use customized assessments that are geared toward determining services and referrals that best meet the specific needs of the subpopulation. While the CE system includes specialized pathways for youth and young adults, and individuals and families fleeing domestic violence, these subpopulations may be served at any CE site.

Youth under 18 & Young Adults 18-24
<ul style="list-style-type: none"> • Staff assess for prevention, family reunification, or emergency shelter options for youth and young adults who are experiencing literal or imminent homelessness. • Specialized assessments are used in conjunction with the Navigator Assessment to connect youth and young adults with appropriate housing and services.
Individuals and Families Experiencing Domestic Violence
<ul style="list-style-type: none"> • Staff determine the safety needs of individuals and families who are fleeing or attempting to flee domestic violence or are at imminent risk of harm. • Specialized assessments are used in conjunction with the Navigator Assessment to connect individuals and families with appropriate housing and services.

**ADDRESSING THE NEEDS OF INDIVIDUALS AND FAMILIES
WHO ARE FLEEING OR ATTEMPTING TO FLEE DOMESTIC VIOLENCE**

Navigators and Homeless Housing Providers must prioritize safety and equitable access to housing and services for individuals and families who are fleeing or attempting to flee domestic violence, dating violence, sexual assault, or stalking, while ensuring that client choice is upheld. While victim service providers operate specialized housing and services targeted to individuals and families who are experiencing domestic violence, dating violence, sexual assault or stalking, these individuals and families have access to the full range of housing and services available. For this reason, Navigators must offer homelessness prevention and resource navigation services to all those individuals and families who are eligible. Navigators use a unique identifier and confidential methods of communication to coordinate services and housing placement for these individuals and families.

For help for victims of domestic violence, dating violence, sexual assault, or stalking, call:

Domestic Violence Services of Snohomish County
24-hour crisis hotline: 425-25-ABUSE (425-252-2873)

IV. Cultural and Linguistic Competence

Cultural and linguistic competence involves understanding and appropriately responding to unique cultural variables, including age, ability, beliefs, ethnicity, experiences, gender identity, gender, linguistic background, national origin, religion, sexual orientation and socioeconomic status. Navigators are expected to be culturally and linguistically competent and are strongly encouraged to engage in training opportunities to build these skills. As part of this process, Navigators are advised to explore how their own values, biases, and beliefs influence their communication and service delivery. This self-reflection will help ensure that Navigators are respectful of the different cultural backgrounds, preferences and practices of individuals and families, and incorporate this information into their action plans.

Navigators continually build cultural and linguistic competence knowledge and skills as part of their everyday work and have many opportunities to share what they learn with their peers. They are also expected to draw upon their experiences and growing knowledge of cultural and linguistic competence to assess the cultural and linguistic competency of tools, assessments, and strategies, and to develop referral partnerships with culturally and linguistically competent partners.

V. Navigation Services

INDIVIDUALS AND FAMILIES WHO ARE AT IMMINENT RISK OF HOMELESSNESS are eligible to work with a Prevention Navigator. Prevention Navigators administer the Prevention Assessment to determine a plan to stabilize housing. Prevention Navigators provide direct services to help prevent individuals and families from becoming homeless, either by preventing loss of current housing or by assisting individuals and families to access other appropriate housing. Prevention Navigators advocate for individuals and families to access any appropriate (even temporary) housing as an alternative to homelessness and connect individuals and families to needed services such as employment assistance, legal assistance, behavioral health services, healthcare, etc. The goal is to increase housing stability and retention.

Individuals and families work with Prevention Navigators to stabilize their housing situations and reduce their barriers to housing retention. If the individual or family becomes literally homeless while working with a Prevention Navigator, the Prevention Navigator will first assist the individual or family to find

housing outside of the homeless housing system. If the individual or family needs the assistance of a homeless housing program to stabilize, they will be referred to a Resource Navigator.

INDIVIDUALS AND FAMILIES WHO ARE EXPERIENCING LITERAL HOMELESSNESS are eligible to work with a Resource Navigator. Resource Navigators administer the Navigator Assessment to determine eligibility and prioritization for homeless housing programs. Resource Navigators assist individuals and families to obtain market-rate housing, if appropriate, and work with individuals and families to reduce barriers to housing access and retention, in addition to providing direct referrals to mainstream resources such as employment assistance, legal assistance, behavioral health services, healthcare, etc.

Individuals and families work with Resource Navigators to obtain housing and reduce their barriers to housing access and retention. If the individual or family cannot be immediately served with an available housing resource or assisted to obtain housing in the private market, they will be referred to homeless housing programs they are eligible for if/when an opening is available. Rapid Rehousing (RRH), Permanent Supportive Housing (PSH), and Other Permanent Housing (OPH) openings are filled through the Coordinated Entry system. Rapid Rehousing assists individuals and families to move quickly into their own housing unit by providing housing search assistance, short-term rental assistance, tailored services and supports. Permanent Supportive Housing is a housing intervention that offers permanent housing and supportive services to assist chronically homeless persons with disabilities or families in which one adult or child has a disability. Other Permanent Housing provides housing with or without supportive services to assist homeless persons to live independently but does not limit eligibility to individuals with disabilities or families in which one adult or child has a disability.

The **FLEXIBLE FUND** was developed to meet the unique needs of individuals and families in a timely, individualized manner. As needed to obtain and maintain safe and stable housing, the Flexible Fund may be used to help the most vulnerable individuals and families with their specific needs that cannot be addressed in a timely fashion through other means. Prevention and Resource Navigator use of the Flexible Fund must be customized to the needs of each individual and family.

VI. Comprehensive Assessment and Response to Housing Crises

The Prevention Assessment and Navigator Assessment determine the most appropriate response to the individual's or family's housing crisis.

The **PREVENTION ASSESSMENT** is the uniform prevention tool used by all prevention navigation sites. Prevention Assessments:

- ✓ Assess the sustainability of current housing; and
- ✓ Collect necessary information to assist the individual or family with the creation of an action plan to either stabilize current housing or obtain new housing.

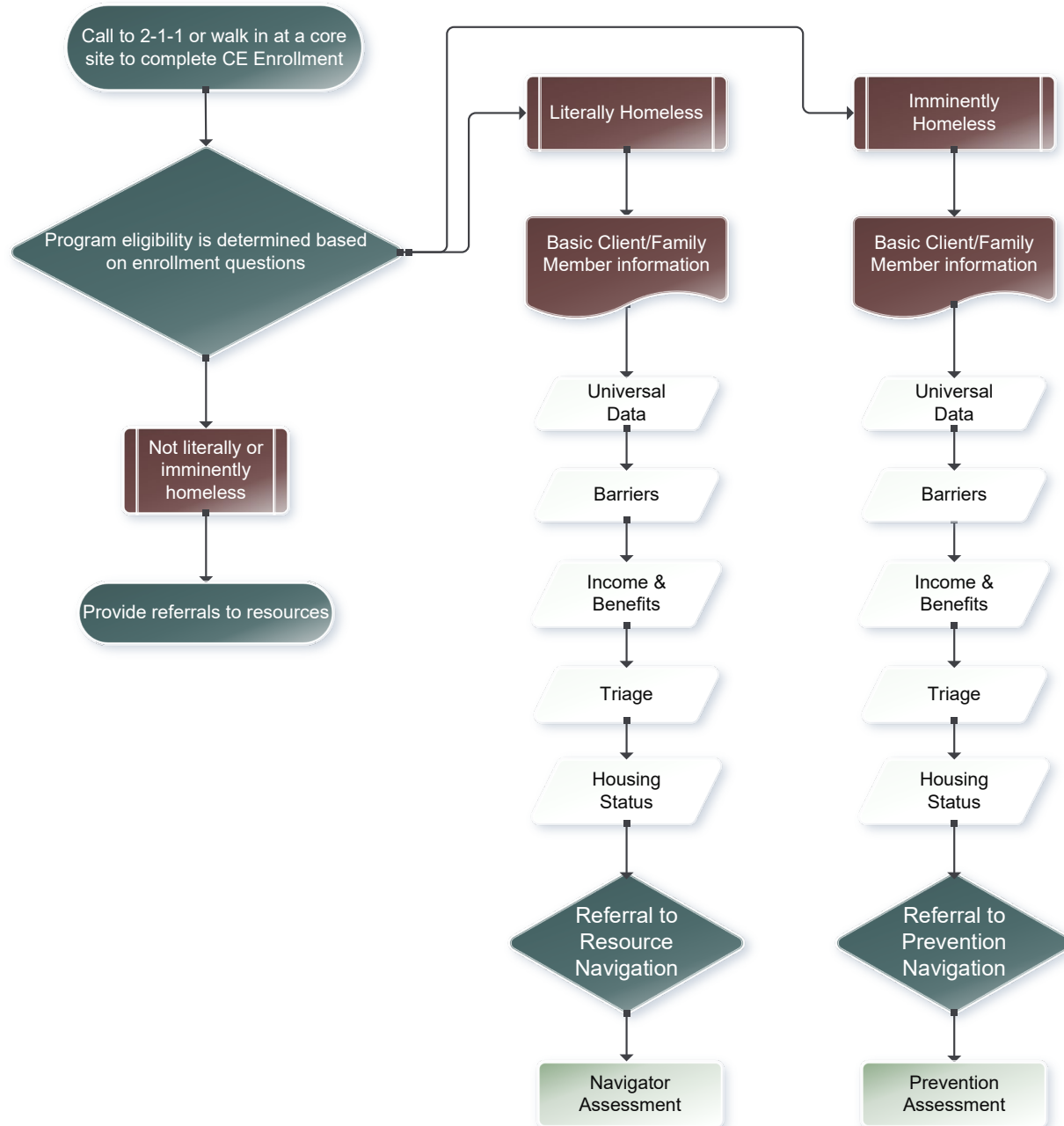
The **NAVIGATOR ASSESSMENT** is the uniform navigator tool used by all resource navigation sites. Navigator Assessments:

- ✓ Assess the current situation to determine appropriate housing interventions;
- ✓ Determine prioritization for homeless housing programs; and
- ✓ Collect necessary information to assist the individual or family with the creation of an Action Plan to obtain and address barriers to obtaining housing.

The ***FENN-JORSTAD SELF-SUFFICIENCY MATRIX®*** assists Navigators and other providers track individuals' and families' progress toward self-sufficiency. The tool includes sixteen life domains, ranging from safety to substance use. Navigators assess all individuals and families who access the CE system using the Matrix initially during action planning, intermittently as their situation changes, and at exit for Prevention. Navigators input the Matrix results into the Data Collection Platform.

VII. Uniform Process and Assessment Tools

The CE system uses the same assessment process and standardized assessment tools at all access points to ensure equal access to services and resources.



VIII. Data Collection Platform

The Data Collection Platform is utilized by the CE system to store participant demographic data and information on program services and enrollments so that individuals and families do not have to endure duplicative assessments by providers. It is also used to provide data on participant outcomes, which are

routinely entered by Navigators, homeless housing and service providers, and emergency shelter staff in the course of their work.

Navigators use the Data Collection Platform as a referral platform to homeless housing and services providers. The Data Collection Platform also provides a communication platform for CE sites to view participant assignments and share information on the individuals and families they are serving, which promotes greater coordination of services and reduces unnecessary duplication.

DATA COLLECTION PLATFORM AND HMIS
<p>The Data Collection Platform is not a separate database from the Snohomish County Homeless Management Information System (HMIS). It is a collection of different menu items, screens, forms, and workflows under the “Coordinated Entry” workgroup in the database.</p> <p style="text-align: center;">REMINDER</p> <p style="text-align: center;"><i>Agencies may not use the HMIS system, participation, or data as a reason to deny services or housing to an individual or family.</i></p>

PRIVACY PROTECTIONS

Refer to the **Coordinated Entry Data Entry Manual** for information on privacy protections and obtaining consent to share and store participant information for purposes of assessing and referring individuals and families through the CE process.

Coordinated Entry Policies

This section establishes policies for the operation of the Coordinated Entry (CE) system.

These policies apply to the following CE system partners:

Coordinated Entry System Partners		
Emergency Shelter Staff	Homeless Housing Providers	Housing Referral Coordinator
North Sound 2-1-1 Staff	Navigation Site Administrators	Navigators

I. Low-Barrier and Housing First

The CoC operates the CE system using a low-barrier and housing first approach. Low-barrier and housing first are approaches that allow individuals and families who are experiencing literal or imminent homelessness to enter the CE system without barriers, such as income or sobriety requirements, or service participation requirements. The CE system, including Homeless Housing Provider application and admission policies, must be as streamlined and short as possible to move eligible individuals and families into permanent housing as quickly as possible.

LOW-BARRIER
<p>CE system partners, including Homeless Housing Providers, must <i>not</i> screen out applicants based on perceived barriers related to housing or services, including, but not limited to:</p> <ul style="list-style-type: none"> - Having too little or no income; - Active or history of substance use; - History of victimization (e.g., domestic violence, sexual assault, childhood abuse); - Resistance to receiving services; - The type or extent of disability-related services or supports that are needed; - History of evictions or poor credit; - Lease violations or history of not being a leaseholder; or - Having a criminal record* with exceptions for state or local restrictions that prevent projects from serving people with certain convictions.
<p>* Criminal Records: Arrests versus Convictions</p> <p>Criminal records, as referenced above, refers to criminal convictions. Records of arrests, by themselves, should not be used as a basis for screening out applicants. It is important to note that an arrest is different from a conviction.</p> <p>“[t]he mere fact that a [person] has been arrested has very little, if any, probative value in showing that [(s)/he] has engaged in any misconduct. An arrest shows nothing more than that someone probably suspected the person apprehended of an offense.” Schware v. Bd of Bar Examiners, 353 U.S. 232, 241 (1957).</p>

Homeless Housing Providers are expected to use a strengths-based approach, including embracing harm reduction practices and adjusting intake policies, procedures, and requirements wherever necessary to ensure that highly vulnerable, high-barrier individuals and families have a meaningful opportunity to access programs. Likewise, Navigators facilitate successful referrals by supporting Homeless Housing Providers’ efforts to engage individuals and families.

II. Advertising and Marketing

The CoC updates CE advertising and marketing materials at least annually to ensure that all individuals and families in need know how to access the CE system. CE system partners must post these materials in locations at their agency that are accessible to the public. The CoC also makes these materials available to other community-based organizations and at events that provide advocacy and/or services, such as organizations that serve refugees and immigrants, and at the annual Project Homeless Connect event. CE information is also available via the Snohomish County website and the websites of other organizations that provide referral information and services, such as North Sound 2-1-1.

III. Fair Housing and Non-Discrimination Requirements

Comprehensive and coordinated outreach, including to encampments, other unsheltered locations, and to community-based organizations, ensures that individuals and families in need have access, through the CE system, to safe, stable, and affordable housing, regardless of race, color, national origin, religion, sex, age, familial status, disability, actual or perceived sexual orientation, gender identity or marital status.

All CE system partners must comply with fair Housing and civil rights laws, including, as applicable, the Fair Housing Act, Section 504 of the Rehabilitation Act, Title VI of the Civil Rights Act, Title II of the Americans with Disabilities Act, and HUD’s Equal Access Rule (24 CFR 5.105(a)(2)). Navigators and Homeless Housing Providers must provide individuals and families with information, in writing, on their rights and remedies under applicable federal, state, and local fair housing and civil rights laws.

Responsible Party	Required Action(s)	Timeframe for Completion
Navigators Homeless Housing Providers	Provide the household with information, in writing, on their rights and remedies under applicable federal, state, and local fair housing and civil rights laws.	<i>Must</i> provide immediately upon working with any household

NON-DISCRIMINATION REQUIREMENTS
Individuals and families may not be discriminated against based on race, color, religion, sex, national origin, disability, familial status, actual or perceived sexual orientation, gender identity, or marital status.
In addition, the age and gender of a child under age 18 may not be used as a basis for denying any family’s admission.

If the County encounters a condition or action that impedes fair housing choice, the County shall work with the applicable jurisdiction(s) that provided the Certification of Consistency with the Consolidated Plan to address and remedy the violation(s).

IV. Reasonable Accommodations and Modifications

Navigators and Homeless Housing Providers must provide reasonable accommodations and modifications to persons with disabilities to ensure equal access to the CE system and/or housing. The duty to provide reasonable accommodation requires Navigators and Homeless Housing Providers to make changes to rules, policies, and procedures to allow a person with a disability to use and enjoy the services and

resources being offered. For example, a person with a mobility impairment may request a reasonable accommodation to complete an assessment at a different location that is accessible to him/her. CE system partners, however, are not required to undergo an undue financial burden and administrative hardship or make a fundamental alteration in the nature of the programs.

V. Language and Communication Services

CE system partners must ensure they are able to communicate effectively with individuals and families who access the CE system. CE system partners must provide appropriate auxiliary aids and services necessary to ensure effective communication as needed, including, but not limited to, translations services for individuals and families with Limited English Proficiency and/or providing information in accessible formats, such large type.

VI. Education Services

The educational needs of children and youth must be accounted for to the maximum extent practicable. Families with children and unaccompanied youth must be placed as close as possible to the school of origin so as not to disrupt the children’s education. Navigators and Homeless Housing Providers must inform families with children and unaccompanied youth of their eligibility for McKinney-Vento education services as well as other State and local education services, including the Washington State Early Childhood Education and Assistance Program (ECEAP), a free preschool program.

Responsible Party	Required Action(s)	Timeframe for Completion
Navigators Homeless Housing Providers	Inform homeless families with children and unaccompanied youth of their eligibility for McKinney-Vento education services as well as other State and local education services, including the Washington State Early Childhood Education and Assistance Program (ECEAP).	<i>Must</i> provide immediately upon working with any family with children or unaccompanied youth

VII. Grievance Policy

CE system partners must provide all individuals and families with the Coordinated Entry Grievance Policy. Individuals and families must have the option to file their grievances orally or in writing. All individuals’ or families’ concerns and grievances must be resolved promptly and fairly, in the most informed and appropriate manner. CE system partners shall inform individuals and families of the following processes for filing a grievance.

1. **AGENCY GRIEVANCES** are grievances that are related to the individual’s or family’s experience(s) with a CE partner agency, including the agencies providing Enrollment Assessments, Navigation Services, Emergency Shelters, and Homeless Housing Providers. These grievances shall be redirected back to the agency to follow the agency’s grievance policies and procedures.

2. **FAIR HOUSING GRIEVANCES** are grievances that are related to discrimination.

For additional information on fair housing laws, contact:

Volunteers of America Dispute Resolution Center (DRC)

(425) 339-1335

<http://www.voaww.org/Get-Help/Conflict-Resolution-Services/LandlordTenant-Services/Understanding-Fair-Housing>

The DRC does not investigate fair housing complaints.

To file a formal fair housing complaint, contact:

U.S. Department of Housing & Urban Development

(http://portal.hud.gov/hudportal/HUD?src=/program_offices/fair_housing_equal_opp)

File a complaint online:

http://portal.hud.gov/hudportal/HUD?src=/topics/housing_discrimination

(206) 220-5170 (800.877.0246)

TTY (206) 220-5185

Washington State Human Rights Commission

(www.hum.wa.gov)

File a complaint online:

<http://www.hum.wa.gov/discrimination-complaint>

(360) 753-6770 (800.233.3247)

TTY (800) 300-7525

3. **COORDINATED ENTRY GRIEVANCES** are grievances that are related to the Coordinated Entry Policies and Procedures and/or grievances that are related to CE decisions, including decisions made by the Housing Referral Coordinator. These grievances shall be directed to:

Kaeti Jackson, Supervisor, Office of Community & Homeless Services

Snohomish County Human Services Department

3000 Rockefeller Ave, M/S 305, Everett, WA 98201

(425) 312-0773

kaeti.jackson@snoco.org

Responsible Party	Required Action(s)	Timeframe for Completion
Emergency Shelter Staff	Provide the household with the Coordinated Entry Grievance Policy, either orally or in writing.	<i>Must</i> provide immediately upon working with any household
North Sound 2-1-1 Navigators		
Homeless Housing Providers		

VIII. Emergency Shelter Staff

Emergency shelter staff must participate in the CE system:

Responsible Party	Required Action(s)	Timeframe for Completion
Emergency Shelter Staff	Enrollment Assessment. Assist households to contact North Sound 2-1-1 or to otherwise complete an Enrollment Assessment	<i>Should</i> assist on the same day the household has an intake with the emergency shelter
	Navigator Assessment. Complete the Navigator Assessment, or support the household to work with a Resource Navigator to complete the Navigator Assessment, as applicable	<i>Should</i> complete as soon as possible

IX. Enrollment in Coordinated Entry

North Sound 2-1-1 staff and staff at other core sites administer the Enrollment Assessment to determine eligibility for CE. Enrollment Assessment information data is entered into the Data Collection Platform. For more information on the Data Collection Platform, including requirements for obtaining client consent, refer to the **Coordinated Entry Data Entry Manual**. North Sound 2-1-1 staff and staff at other core sites make referrals via the Data Collection Platform to the Navigation Site Administrator at the appropriate Prevention Navigation or Resource Navigation site.

Responsible Party	Required Action(s)	Timeframe for Completion
North Sound 2-1-1	Complete Enrollment Assessment. Administer the Enrollment Assessment	<i>Must</i> complete on the same day the household contacts 2-1-1
Other core sites	Complete Enrollment Assessment. Ensure the Enrollment Assessment is completed by: <ul style="list-style-type: none"> - Administering the Enrollment Assessment on-site, or - Referring the household to North Sound 2-1-1 if the site is unable to administer the Enrollment Assessment within the specified timeframe 	<i>Must</i> complete the Enrollment Assessment or refer to 2-1-1 on the same day the household contacts the site
North Sound 2-1-1 and other core sites	Enter Enrollment Data. Enter Enrollment Assessment data into the Data Collection Platform and refer households to the Site Administrator at the appropriate Prevention or Resource Navigation site via the Data Collection Platform	<i>Should</i> enter data on the same day but no later than one (1) business day after the intake screening is completed

X. Prevention Navigation

Individuals and families who are at imminent risk of homelessness are referred via the Data Collection Platform to the Site Administrator at the appropriate Prevention Navigation Site. The Site Administrator must assign the individual or family to a Prevention Navigator.

Responsible Party	Required Action(s)	Timeframe for Completion
Prevention Navigation Site Administrators	Review Referrals. Review Data Collection Platform for referrals	<i>Must review every business day</i>
	Assign Navigator. Assign a Prevention Navigator to the referred household	<i>Should assign within one (1) business day of receiving the referral</i>

a. Prevention Assessment

Prevention Navigators administer the Prevention Assessment to individuals and families who are at imminent risk of homelessness; Prevention Navigators must enter the Prevention Assessment data into the Data Collection Platform. For more information on the Data Collection Platform, including requirements for obtaining client consent, refer to the **Coordinated Entry Data Entry Manual**.

Responsible Party	Required Action(s)	Timeframe for Completion
Prevention Navigators	Review Assignments. Review Data Collection Platform for assignments	<i>Must review every business day</i>
	Initial Contact. Contact or attempt to contact the referred household	<i>Should attempt to contact within one (1) business day of being assigned to the household</i>
	Complete Prevention Assessment. Administer the Prevention Assessment	<i>Should complete within five (5) business days of being assigned to the household</i>
	Enter Data. Enter Prevention Assessment data into the Data Collection Platform	<i>Should enter within three (3) business days of when the assessment was completed</i>

XI. Resource Navigation

Individuals and families who are literally homeless are referred via the Data Collection Platform to the Site Administrator at the appropriate Resource Navigation Site. The Site Administrator must assign the individual or family to a Resource Navigator.

Responsible Party	Required Action(s)	Timeframe for Completion
Resource Navigation Site Administrators	Review Referrals. Review Data Collection Platform for referrals	<i>Must review every business day</i>
	Assign Navigator. Assign a Resource Navigator to the referred household	<i>Should assign within one or two business days of receiving the referral</i>
	Reassign Navigator. Assign a new Navigator when staffing changes.	<i>Should reassign within one week of staffing change.</i>

a. Navigator Assessment

Resource Navigators administer the Navigator Assessment to individuals and families who are experiencing literal homelessness; Resource Navigators must enter the Navigator Assessment data into the Data Collection Platform. For more information on the Data Collection Platform, including requirements for obtaining client consent, refer to the **Coordinated Entry Data Entry Manual**.

Responsible Party	Required Action(s)	Timeframe for Completion
Resource Navigators	Review Assignments. Review Data Collection Platform for assignments	<i>Must review every business day</i>
	Initial Contact. Contact or attempt to contact the referred household to schedule appointment to complete the Navigator Assessment <ul style="list-style-type: none"> - If unable to contact after initial attempt, continue attempts. All attempted contacts must be documented via case note in the Data Collection Platform - If unable to establish contact, exit household from enrollment and document reason(s) for exit via case note in the Data Collection Platform 	<ul style="list-style-type: none"> - <i>Should</i> attempt to contact the assigned household to schedule an appointment as soon as possible, within one to two days of being assigned - <i>Must</i> exit household from enrollment via the Data Collection Platform if unable to establish contact or schedule an appointment within 30 days of being assigned
	Complete Navigator Assessment. Administer the Navigator Assessment <ul style="list-style-type: none"> - If unable to complete the Navigator Assessment (e.g., due to no-show, etc.), continue attempts - All scheduled appointments must be documented via case note in the Data Collection Platform 	<i>Should</i> complete within two (2) weeks of establishing contact with the household. If unable to complete assessment: <ul style="list-style-type: none"> - <i>Must use discretion</i> on how long to continue making attempts, considering individual circumstances
	Enter Data. Enter Navigator Assessment data into the Data Collection Platform	<i>Should</i> enter within five (5) business days of when the assessment was completed

b. Action Plan

Following the completion of the Navigator Assessment, Resource Navigators assist individuals and families to develop an Action Plan. The Action Plan outlines steps for individuals and families to problem-solve and work toward a creative resolution of their housing crisis.

c. Problem-solving and Creative Resolution

Resource Navigators must provide and document efforts to assist individuals and families to resolve their housing crisis. Due to the limited housing resources and limited openings in homeless housing programs, all individuals and families receiving Resource Navigation services are offered support to safely resolve their housing crisis on their own if possible. Resource Navigators engage individuals and families in a conversation about problem-solving and creative

resolution during the development of the Action Plan. The Resource Navigator listens to individuals and families share their situation and brainstorms possible resources and solutions.

Flexible Funds are available to assist individuals and families to remove barriers to housing access. Refer to [Flexible Funds](#).

d. Navigator Active Client List

Resource Navigators must maintain a Navigator Active Client List, which is the list of all the individuals and families with whom the Navigator is working who have:

- Completed a Navigator Assessment,
- Completed an Action Plan, and
- Not yet enrolled in a homeless housing program or otherwise resolved their housing crisis.

Once the initial Navigator Assessment has been completed, Navigators must maintain communication with individuals and families on their Navigator Active Client Lists to ensure that the individual’s or family’s information is up-to-date and that the individual or family is still experiencing literal homelessness and in need of the next available housing resource. Individuals or families who do not respond to their Resource Navigator’s outreach attempts must be exited from the enrollment.

Responsible Party	Required Action(s)	Timeframe for Completion
Resource Navigators	Maintain Communication. Maintain meaningful contact with households on their Navigator Active Client Lists by reviewing their Action Plan until the household is enrolled in a homeless housing program or otherwise resolves their housing crisis	<i>Must</i> have contact at least once every month <ul style="list-style-type: none"> - <i>Must</i> exit household from enrollment if there is no contact for a two (2) month period*
* Households must <i>not</i> be exited if there is an active referral to a homeless housing program.		

e. Prioritization

The Navigator Assessment determines an individual’s or family’s prioritization for housing within the homeless housing system in accordance with the adopted **Orders of Priority for Homeless Housing Beds, Attachment A**. Households are prioritized for Homeless Housing Programs based on an assessment of vulnerability using the Vulnerability Screening Tool (VST) which is embedded in the Navigator Assessment. The VST measures vulnerability across several domains: household history, household composition, resource connections, personal safety, health, and institutional involvement.

Completion of the VST within the Navigator Assessment results in a score that is recorded in HMIS. Households with the highest scores are prioritized for Homeless Housing Program openings and placed into a Priority Pool. Households in the Priority Pool are reviewed during weekly Housing Placement Conference meetings to discuss progress on placements into Homeless Housing Programs. The size of the Priority Pool is determined by the current or expected amount of housing openings.

f. Eligibility Documentation and Verification

Resource Navigators (and emergency shelter staff, as applicable) are responsible for assisting individuals and families in gathering documentation of eligibility for the housing program, as applicable. This may include identification, social security cards, birth certificates, verifications of homelessness, chronic homelessness, and disability. However, it is ultimately the responsibility of the Homeless Housing Provider to obtain all documentation necessary to verify eligibility for the

homeless housing program. Refer to [Referrals and Homeless Housing Program Eligibility](#). To support a pending referral to a Homeless Housing Program, households placed into the Priority Pool are reviewed during the weekly Housing Placement Conference to determine the status of necessary documentation.

Flexible Funds are available to assist individuals and families to obtain documentation needed to complete housing applications (e.g., picture identification, birth certificates social security cards, etc.) with the goal of further removing barriers to housing access. Refer to [Flexible Funds](#).

XII. Homeless Housing Providers

The agencies/organizations that provide homeless housing and services are referred to as Homeless Housing Providers.

a. Filling Homeless Housing Program Openings through Coordinated Entry

Homeless Housing Providers must use the CE System to fill homeless housing/program openings.

1. Posting Housing/Program Openings

Homeless Housing Providers must notify the Housing Referral Coordinator of any housing/program openings by posting the opening in the Data Collection Platform’s **Housing Availability List**. Each available opening (e.g., unit) shall be posted separately.

When posting the program/housing opening in the Data Collection Platform, Homeless Housing Providers must enter all necessary information, including the intervention type and target subpopulation (i.e., permanent supportive housing dedicated to chronically homeless individuals and families, etc.). The Housing Referral Coordinator refers individuals and families to fill these openings in accordance with the adopted **Orders of Priority for Homeless Housing Beds, Attachment A**.

Responsible Party	Required Action(s)	Timeframe for Completion
Homeless Housing Providers	Post Housing/Program Opening. Post housing/program openings in Data Collection Platform’ Housing Availability List	<ul style="list-style-type: none"> - Rapid Rehousing: <i>should post as soon as</i> the Homeless Housing Provider has the capacity to serve an additional household(s) - Permanent Housing rental assistance: <i>should post as soon as</i> the Homeless Housing Provider has the capacity to serve an additional household(s) - Other Homeless Housing Programs: <i>should post as soon as</i> the Homeless Housing Provider is aware of a pending housing/program opening (or available unit) (i.e., has reasonable reason to believe a unit will be vacated) (e.g., within 30 – 60 days)

2. Making Referrals

The Housing Referral Coordinator responds to each opening by referring an individual or family to the Homeless Housing Provider in accordance with the adopted **Orders of Priority for Homeless Housing Beds, Attachment A**. Referrals are made via email with the assigned Navigator carbon copied.

REFERRALS AND HOMELESS HOUSING PROGRAM ELIGIBILITY
The Housing Referral Coordinator uses the limited information available to make a preliminary determination of eligibility for the homeless housing program; however, by making a referral, the Housing Referral Coordinator is in no way confirming the eligibility of the individual or family for the homeless housing program. Individuals and families who are referred to homeless housing programs by the Housing Referral Coordinator are considered “likely eligible;” it is the Homeless Housing Providers’ responsibility to determine and document eligibility for the homeless housing program. Refer to the Resource Navigation: Eligibility Documentation and Verification section.

Responsible Party	Required Action(s)	Timeframe for Completion
Housing Referral Coordinator	Make Referral. Refer a “likely eligible” household to the Homeless Housing Provider	<i>Should</i> make referral within three (3) business days of the date the opening is posted in the Data Collection Platform

3. Accepting Referrals

Homeless Housing Providers shall accept all referrals of individuals and families who are referred by the Housing Referral Coordinator. Homeless Housing Providers are responsible for ensuring that referred individuals and families meet eligibility requirements and for obtaining eligibility documentation for the project. Refer to [Referrals and Homeless Housing Program Eligibility](#). Homeless Housing Providers are permitted to return referrals to the Housing Referral Coordinator **only** in the following circumstances:

- i. If the individual or family does not meet the project’s eligibility requirements, as established by the funder; or
- ii. If the individual or family **refuses the housing resource, does not respond to the Homeless Housing Provider’s attempts to establish contact, or does not complete an eligibility appointment in a timely manner** (see the tables below for additional information and requirements). While Homeless Housing Providers are expected to make every effort to engage referred individuals and families with the assistance of the assigned Navigator (and outreach navigator, if necessary), housing units must not stay vacant longer than needed. For this reason, Homeless Housing Providers may discontinue working with a referred individual or family in these specific circumstances.

The Homeless Housing Provider must **immediately** notify the Housing Referral Coordinator if either of the above occurs. The Housing Referral Coordinator may follow up with the Homeless Housing Provider and/or Navigator to understand the circumstances if a referral is returned to the Housing Referral Coordinator.

4. Documenting the referral and enrollment process

Homeless Housing Providers will enter case notes in the Data Referral Platform to document the ongoing status of the individual or family being enrolled and housed in the program. This includes attempts to make contact and to gather eligibility documentation before the

enrollment date, and all activity related to the individual or family getting housed after enrollment is finalized.

CLIENT CHOICE
<p>The Snohomish County CE system is person-centered and based on client choice. Individuals and families have the right to refuse any housing resource that is offered to them.</p> <p>The following <u>do not</u> impact the individual's or family's eligibility or prioritization to be referred to housing/program openings in the future:</p> <ul style="list-style-type: none">- Refusing a resource,- Not responding to the Homeless Housing Provider's attempts to establish contact, and/or- Not completing an eligibility appointment in a timely manner.

Individuals and families who have a referral returned or who are not accepted to a housing program based on the client choice factors noted above, will be returned to the Priority Pool for other potential housing program referrals.

Responsible Party	Required Action(s)	Timeframe for Completion
Homeless Housing Providers	<p>Initial Contact. Contact or attempt to contact the referred household to schedule an appointment to establish eligibility</p> <ul style="list-style-type: none"> - If unable to contact after initial attempt, continue attempts. Work with assigned Navigator, as needed, to establish contact. All attempted contacts must be documented - If unable to establish contact, notify Housing Referral Coordinator 	<p><i>Should</i> attempt to contact within one (1) business day of referral from the Housing Referral Coordinator. If unable to contact:</p> <ul style="list-style-type: none"> - <i>Must</i> attempt additional contact(s) at least three (3) times over a period of one (1) week of referral - <i>Must</i> notify Housing Referral Coordinator if unable to contact within one (1) week of referral
	<p>Complete Eligibility Appointment. Complete the appointment to establish eligibility</p> <ul style="list-style-type: none"> - If unable to complete the appointment (e.g., due to no-show, etc.), continue attempts. Attempts must be made at various times of the day/week. - If unable to complete the appointment, notify Housing Referral Coordinator via email, specifying the reason why the appointment could not be completed (e.g., the household did not show for the scheduled appointment, etc.) 	<p><i>Must</i> be completed as soon as possible. If unable to complete appointment:</p> <ul style="list-style-type: none"> - <i>Must immediately</i> notify Housing Referral Coordinator if eligibility appointment is not completed within two (2) weeks of referral
	<p>Project Enrollment. Notify the Housing Referral Coordinator if a referral is enrolled in the project or is determined to not be eligible</p>	<p><i>Must immediately</i> notify Housing Referral Coordinator</p>
	<p>Obtain Housing. Assist household in obtaining housing as quickly as possible</p>	<p><i>Must</i> notify Housing Referral Coordinator within three (3) business days of the household moving into housing</p>

b. Filling Homeless Housing Program Openings outside of Coordinated Entry

Homeless housing programs that are required to participate in CE must fill all housing/program openings exclusively through the CE system. Filling a homeless housing/program opening outside of the CE System is not permitted unless it is initiated by the Housing Referral Coordinator and shall be unique to that particular housing/program opening. If the Housing Referral Coordinator is unable to identify an individual or family for the opening, the Housing Referral Coordinator will notify the Homeless Housing Provider that the Homeless Housing Provider is permitted to fill the opening, outside of the CE system. This is intended to be the last effort to ensure that CE makes the best use of available housing resources.

XIII. Flexible Funds

Navigators may use Flexible Funds for allowable and reasonable costs to assist individuals and families in addressing immediate needs. Navigators must document the need and demonstrate that the need cannot be addressed in a timely fashion through other means. Flexible Funds are *not* an alternative to existing housing programs and should be used *only* to the extent necessary, such as a one-time payment.

Use of Flexible Funds must adhere to the **Coordinated Entry Flex Fund Policy**.

Responsible Party	Required Action(s)	Timeframe for Completion
Navigators	Determine and document that: <ul style="list-style-type: none"> - The individual or family needs the goods and/or services; - The assistance is directly tied to addressing their immediate needs and/or assisting in the resolution of the housing crisis; - The assistance to be provided is the minimum amount necessary to meet the need; - The costs are allowable and reasonable; and - The goods and/or services are not otherwise available through other resources or means. 	<i>Must</i> determine and document prior to using Flexible Funds

Contact

Questions about these Coordinated Entry Policies and Procedures may be directed to:

Susan Chriest

Office of Community & Homeless Services
Snohomish County Human Services Department
3000 Rockefeller Ave, M/S 305, Everett, WA 98201
(425) 388-7257
susan.chriest@snoco.org

OR

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Glossary of Terms

Term	Definition
Navigator Active Client List	List maintained by each Resource Navigator of the individuals and families with whom the Resource Navigator is working who have: <ul style="list-style-type: none"> - Completed a Navigator Assessment, - Completed an Action Plan, and - Not yet enrolled in a homeless housing program or otherwise resolved their housing crisis.
Action Plan	The Action Plan outlines steps for individuals and families to problem-solve and work toward a creative resolution of their housing crisis.
Fenn-Jorstad Self-Sufficiency Matrix©	Tool designed to help Navigators and other providers track individuals' and families' progress toward self-sufficiency.
Housing Availability List	Homeless Housing/Program openings posted in the Data Collection Platform by Homeless Housing Providers.
Housing Placement Conference	Weekly meeting of Resource Navigators and the Housing Referral Coordinator to discuss processes to resolve homelessness, review the Priority Pool, and discuss the process of referring individuals and families to homeless housing program openings.
Flexible Fund	Funds used by Navigators to assist individuals and families, as needed, to obtain and maintain safe and stable housing.
Enrollment Assessment	Standardized assessment tool that determines whether individuals and families are eligible for Coordinated Entry.
Navigator Assessment	Standardized assessment tool that determines an individual's or family's prioritization for homeless housing programs.
Prevention Assessment	Standardized assessment tool that determines an individual's or family's plan to stabilize housing.
Priority Pool	Households with the highest VST scores who will be offered a homeless housing program placement within sixty (60) days.
Vulnerability Screening Tool (VST)	The VST is embedded in the Navigator Assessment and measures vulnerability across several domains: household history, household composition, resource connections, personal safety, health, and institutional involvement.

Coordinated Entry System Partners

Party	Description
Emergency Shelter Staff	Staff at facilities, the primary purpose of which is to provide a temporary shelter for individuals and families experiencing homelessness and which does not require occupants to sign leases or occupancy agreements.
Homeless Housing Providers	Agencies/organizations that provide homeless housing and services.
Housing Referral Coordinator	Staff who respond to each homeless housing program opening by referring an individual or family from the Priority Pool in accordance with the adopted Orders of Priority for Homeless Housing Beds, Attachment A .
North Sound 2-1-1 Staff	Staff who administer the Enrollment Assessment to determine eligibility for Coordinated Entry and offer resources via phone services.

Party	Description
Resource Navigation Site Administrators	Staff who assign Resource Navigators to referred individuals and families who are experiencing literal homelessness.
Resource Navigators	Staff who administer the Navigator Assessment to determine an individual's or family's prioritization for homeless housing programs and who provide Resource Navigation services.
Prevention Navigation Site Administrators	Staff who assign Prevention Navigators to referred individuals and families who are at imminent risk of homelessness.
Prevention Navigators	Staff who administer the Prevention Assessment to determine an individual's or family's plan to stabilize housing and who provide Prevention Navigation services.

ORDERS OF PRIORITY FOR HOMELESS HOUSING BEDS

These Orders of Priority for Homeless Housing Beds include two (2) parts:

- A. **Order of Priority for All Homeless Housing Beds, and**
- B. **Order of Priority for Homeless Housing Beds Where There are No Persons Experiencing Chronic Homelessness within the Everett/Snohomish County CoC.**

The Everett/Snohomish County Continuum of Care (CoC) follows these Orders of Priority in filling homeless housing beds through the Coordinated Entry (CE) system. These Orders of Priority have been adopted by the Partnership to End Homelessness (PEH) CoC Board to ensure that the most vulnerable individuals and families are prioritized for limited homeless housing resources. These Orders of Priority are used to fill the following types of homeless housing beds:

- **Transitional Housing (TH)**
- **Permanent Supportive Housing (PSH)**¹
- **Rapid Rehousing (RRH)**
- **Other Permanent Housing (OPH)**

Prioritization is based on specific and definable criteria collected via the standardized Investing in Futures (IIF) Housing Assessment; prioritization decisions are based on the following vulnerability factors and assessment information:

- **Length of time homeless, and**
- **Severity of service needs.**²

Prioritization criteria are separate and distinct from eligibility criteria for homeless housing programs. It is ultimately the Homeless Housing Provider's responsibility to determine and document individuals' and families' eligibility for homeless housing programs.

¹Permanent Supportive Housing (PSH) includes *Chronically Homeless Dedicated* and *DedicatedPLUS* housing beds.

² Severe service needs are *not* based on a specific diagnosis or disability type, but only on the severity of needs of the individual or family, considering: history of high utilization of crisis services (e.g., emergency rooms, jails, and psychiatric facilities); significant health or behavioral health challenges, substance use disorders, or functional impairments that require a significant level of support to maintain permanent housing; and, the presence of a child under the age of two (2) or two (2) or more children under the age of five (5) who are currently living in a place not meant for human habitation, and the presence of a pregnant woman in the household.

A. Order of Priority for All Homeless Housing Beds

The CoC adopts the following order of priority for all of the CoC’s homeless housing beds. **Veterans are the highest priority within each of the categories below.**

1st Priority:

Chronically Homeless³ Individuals and Families with the Longest Histories of Homelessness and the Most Severe Service Needs

A chronically homeless individual or head of household for whom both of the following are true:

- i. The chronically homeless individual or head of household has been homeless and living in a place not meant for human habitation, a safe haven, or in an emergency shelter⁴ for at least 12 months⁵ either continuously or on at least four (4) separate occasions in the last three (3) years, where the cumulative total length of the four (4) occasions equals at least 12 months;

AND

- ii. The CoC has identified the chronically homeless individual or head of household as having severe service needs.

2nd Priority:

Chronically Homeless Individuals and Families with the Longest Histories of Homelessness

A chronically homeless individual or head of household for whom the following is true:

- i. The chronically homeless individual or head of household has been homeless and living in a place not meant for human habitation, a safe haven, or in an emergency shelter for at least 12 months either continuously or on at least four (4) separate occasions in the last three (3) years, where the cumulative total length of the four (4) occasions equals at least 12 months.

Where the CoC is not able to identify chronically homeless individuals and families within the CoC, the **Order of Priority for Homeless Housing Beds Where There Are No Persons Experiencing Chronic Homelessness within the Everett/Snohomish County CoC** will be followed.

³ The definition of chronically homeless requires an individual or head of household to have a disability and to have been living in a place not meant for human habitation, in a safe haven, or in an emergency shelter for at least 12 months either continuously or cumulatively over a period of at least four (4) occasions in the last three (3) years. For the definition of chronic homelessness, refer to the U.S. Department of Housing and Urban Development’s [Defining “Chronically Homeless” Rule \(80 FR 75791\)](#).

⁴ In all instances where a place not meant for human habitation, safe haven, and emergency shelter are referenced, this also includes an individual who has been residing in an institutional care facility, including a jail, substance abuse or mental health facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria of chronic homelessness or literal homelessness, as applicable, before entering the facility.

⁵ Priority is based on the length of time (e.g., number of months) the individual or head of household has been living in a place not meant for human habitation, a safe haven, or in an emergency shelter.

B. Order of Priority for Homeless Housing Beds Where There Are No Persons Experiencing Chronic Homelessness within the Everett/Snohomish County CoC

The CoC adopts the following order of priority for all of the CoC’s homeless housing beds when the CoC has determined that there are no chronically homeless individuals or families within the Everett/Snohomish County CoC. **Veterans are the highest priority within each of the categories below.**

<p>1st Priority: Homeless Individuals and Families with the Longest Histories of Episodic Homelessness and the Most Severe Service Needs A homeless individual or a family for whom both of the following are true:</p> <ul style="list-style-type: none">i. The homeless individual or head of household has been homeless and living in a place not meant for human habitation, a safe haven, or in an emergency shelter on <i>less than</i> four (4) occasions in the last three (3) years, where the cumulative total length of occasions equals <i>at least</i> 12 months; <p><i>AND</i></p> <ul style="list-style-type: none">ii. The CoC has identified the homeless individual or head of household as having severe service needs.
<p>2nd Priority: Homeless Individuals and Families with the Longest Histories of Homelessness and the Most Severe Service Needs A homeless individual or a family for whom both of the following are true:</p> <ul style="list-style-type: none">i. The homeless individual or head of household has been homeless and living in a place not meant for human habitation, a safe haven, or in an emergency shelter; <p><i>AND</i></p> <ul style="list-style-type: none">ii. The CoC has identified the homeless individual or head of household as having severe service needs.
<p>3rd Priority: Homeless Individuals and Families with the Longest Histories of Homelessness A homeless individual or a family for whom the following is true:</p> <ul style="list-style-type: none">i. The homeless individual or head of household has been homeless and living in a place not meant for human habitation, a safe haven, or in an emergency shelter.
<p>4th Priority: Homeless Individuals and Families Coming from Transitional Housing A homeless individual or a family for whom one (1) of the following is true:</p> <ul style="list-style-type: none">i. The homeless individual or head of household has been homeless and living in a transitional housing, where prior to residing in the transitional housing, had lived in a place not meant for human habitation, a safe haven, or in emergency shelter; <p><i>OR</i></p> <ul style="list-style-type: none">ii. The homeless individual or head of household has been homeless and living in transitional housing and who was fleeing or attempting to flee domestic violence, dating violence, sexual assault, or stalking prior to residing in the transitional housing; there is no requirement that the homeless individual or head of household lived in a place not meant for human habitation, a safe haven, or in an emergency shelter prior to entering the transitional housing.

C. Orders of Priority for an Emergency Transfer Consistent with the VAWA Written Standards

The CoC adopts the following order of priority for all of the CoC's homeless housing beds when a homeless housing participant requests and qualifies for an emergency transfer consistent with the VAWA Written Standards (Appendix C of the Written Standards). The eligible participant will be granted an emergency transfer to the next available housing opening/vacancy regardless of whether the unit is of the same intervention type as long as the tenant meets the eligibility requirements. However, it is the tenant's choice whether to accept the unit.

1. Internal transfers:

- a. The Housing Provider must allow tenants to make an internal emergency transfer when a safe unit is immediately available (24 CFR 5.2005(e)(5)).
- b. The Housing Provider must inform the CE Housing Referral Coordinator of the transfer by providing information on the unit from which and to which the tenant is transferring. This coordination is essential, particularly where a safe unit is not immediately available and the tenant requests both an internal and external transfer concurrently.

2. External transfers:

- a. If the Housing Provider has no safe and available units for which the tenant is eligible and may be transferred to, the Housing Provider must inform the Housing Referral Coordinator of the external transfer request so that the CE Housing Referral Coordinator can refer the tenant to the next available unit through the CE system.
- b. Through CE, tenants who qualify for an emergency transfer are prioritized for the next available homeless housing opening/vacancy for which they qualify, as long as the tenant believes the unit to be safe.