

# Wisconsin Balance of State Continuum of Care Coordinated Entry System No Wrong Door Participating Staff Agreement

## I. Purpose

The purpose of this Agreement is to specify your responsibilities in implementing the Wisconsin Balance of State (BOSCO) Coordinated Entry System. Your agency has agreed to participate in the WI BOSCO Coordinated Entry System. Coordinated Entry is intended to increase and streamline access to housing and services for households experiencing homelessness, match appropriate levels of housing and services based on their needs, and prioritize persons with severe service needs for the most intensive interventions.

The WI BOSCO achieves these goals through a set of policies and processes developed and adopted by the WI BOSCO membership, known as the Coordinated Entry System. The WI BOSCO is responsible for planning, implementing and evaluating the Coordinated Entry System.

## II. Guiding Principles & Strategies

- ✓ *Coordinated Entry will be easy for the client, by providing quick and seamless entry into homeless services.*
- ✓ *Individuals and families will be referred to the most appropriate resources for their individual situation.*
- ✓ *Coordinated Entry will prevent duplication of services.*
- ✓ *Coordinated Entry will reduce the length of homelessness for individuals and families.*
- ✓ *Coordinated Entry will improve communication among agencies.*

## III. Description of Coordinated Entry

“Coordinated Entry Staff” includes anyone who:

- ✓ Completes Coordinated Entry access paperwork and/or services,
- ✓ Administers the Coordinated Entry triage tools (Barriers Assessment/Prevention Assessment),
- ✓ Enters referrals into HMIS or the Non-HMIS System,
- ✓ Provides follow up contacts and/or services, and/or
- ✓ Contacts individuals to offer housing programs.

### Key Roles

**Coordinated Entry System Specialist** is the person who provides leadership, coordination, and oversight of the WI BOSCO Coordinated Entry System.

**Local Coordinated Entry Lead** is the person chosen by the local homeless coalition to provide leadership, coordination and oversight of the local implementation of Coordinated Entry.

**List Holder** is the person who manages the Non-HMIS Prioritization List and responds to inquiries from housing providers seeking referrals to their programs.

### Components of the Coordinated Entry System

- A. **Access:** The WI BOSCO Coordinated Entry System follows a “No Wrong Door” approach. A client can seek housing assistance through any of the Partners and will receive integrated services. Staff will complete the Pre-Screen Form, Client Rights and Responsibilities, and HMIS Release of Information (as needed); identify immediate housing or shelter needs; and assist clients with accessing services for these immediate needs. Staff have a responsibility to respond to the range of client needs pertaining to homelessness and housing, and act as the primary contact for clients who apply for assistance through their agency unless or until another Partner Agency assumes that role. This includes guiding the client in applying for assistance or accessing services from

another provider regardless of whether your agency provides the specific housing services required by the presenting client.

- B. **Assessment:** One of the triage tools (Barriers Assessment/Prevention Assessment) will be completed for all households to facilitate connection to an appropriate housing intervention (homeless prevention programming, Transitional Housing, Rapid Re-Housing, Permanent Supportive Housing, or other Permanent Housing). Do not administer any of the triage tools until you have completed the appropriate training. Staff must complete training on how to input results in HMIS or in the Non-HMIS System.
- C. **Referrals:** Partners refer households to the appropriate Prioritization List (Households with Children/Households without Children) based on household composition, as well as the HMIS or Non-HMIS List based on client preference. Connection to appropriate services will be based on assessment, prioritization, eligibility and written program standards.
- D. **Follow-Up:** Referring Partners will follow-up with each household no less than every 30 days. Timely follow-up ensures Prioritization Lists are accurate and keep the Coordinated Entry System current. Once follow-up information is obtained, the Coordinated Entry Homeless Assessment in HMIS or in the Non-HMIS System must be updated.
- E. **Filling project openings:** Housing Programs funded by CoC or EHH funds are required to enroll the highest prioritized household for the program type. Documentation that the household was the highest prioritized at the time of enrollment must be in the client program file. Coordinated Entry Staff who accept referrals from the Prioritization Lists must report entries into housing either in HMIS or the Non-HMIS List Holder. If a provider does not take the highest prioritized individual or family from the Prioritization List, the Staff must document the reason in the HMIS client file or provide a written explanation to the List Holder. It is the responsibility of the housing program to ensure that the household is offered a new referral to the Prioritization List, if needed. If a household declines a referral to a housing program, their name remains on the Prioritization List until the next housing opportunity is available. This must be documented in the HMIS client file or provided in writing to the List Holder.

#### IV. Coordinated Entry Staff Responsibilities

- A. Explain the WI BOSCO Coordinated Entry process to clients so that they are empowered to make an informed choice about available services that best meet their needs.
- B. Provide each client with a copy of their Rights and Responsibilities so that they understand their responsibilities and those of the Coordinated Entry System Partners.
- C. Inform clients of both the agency's and the WI BOSCO Coordinated Entry grievance process at system access.
- D. Complete the BOSCO Pre-Screen form for all households experiencing homelessness or at-risk of homelessness that present at your agency and who are asking for housing assistance.
- E. Complete the appropriate triage tool (based on household composition).
- F. Make sure that clients understand how their data will be shared, with whom it will be shared, and the purpose for the data sharing. Also ensure clients understand they can refuse to provide information or opt out of data sharing and it will not impact their ability to be referred to a Prioritization List. Ensure that clients are made aware that their personally identifying information will be entered into the Wisconsin HMIS. Your agency may require clients to provide explicit or implicit client consent. Staff must follow the consent requirements of their agency. Client consent may be revoked by that client at any time by a written notice.
- G. Clients that choose not to share personally identifying information in HMIS should be referred to the Non-HMIS Prioritization List with an anonymous unique identifier.
- H. Refer all households experiencing homelessness who choose to have a referral to the Prioritization List even if they are not eligible for services at your agency.

- I. Clients will not be removed from the Prioritization List because they declined a referral.
- J. Follow-up with all households referred by you at least every 30 days. Follow-up will include confirming/updating the following information: housing/homeless status, contact information, household composition, new information that may impact placement on the Prioritization List. Update the referral in HMIS or Non-HMIS and with the List Holder with follow-up information so the household is prioritized accurately.
- K. Receive Client Release of Information prior to sharing information about a client's household, services, shelter or housing with another Partner, including prior to entering data into HMIS when such data will be shared in HMIS. Partners can obtain verbal consent to share this information, which must be documented on the Client Release of Information. If verbal consent is obtained on the Client Pre-Screen Form or a Release of Information (including the HMIS Release of Information) a signature must be obtained at the next in-person meeting. Domestic violence service providers cannot obtain verbal consent (*VAWA 2013; FVPSA 2010*).

#### V. Non-discrimination

Coordinated Entry System Partner Agencies shall not discriminate against any person or group of persons because of race, ethnicity, national origin, disability status, religion, marital status, sex, sexual orientation, actual or perceived gender identity, or age. The relevant federal statutes are:

**24 CFR 5.403** Family includes, but is not limited to, the following, regardless of actual or perceived sexual orientation, gender identity, or marital status:

- (1) A single person, who may be an elderly person, displaced person, disabled person, near-elderly person, or any other single person; or
- (2) A group of persons residing together, and such group includes, but is not limited to:
  - (i) A family with or without children (a child who is temporarily away from the home because of placement in foster care is considered a member of the family);
  - (ii) An elderly family;
  - (iii) A near-elderly family;
  - (iv) A disabled family;
  - (v) A displaced family; and
  - (vi) The remaining member of a tenant family.

**24 CFR 576.102(b)** any project receiving ESG or CoC funds to provide emergency shelter, transitional housing, or permanent housing to families with children under age 18 shall not deny admission to any family based on the age of any child under age 18.

- There will be no inquiry, documentation requirement, or "proof" related to family status, gender identification and/or sexual orientation of any household member
  - The prohibition on inquiries or documentation does not prohibit inquiries related to an individual's sex for the limited purpose of determining placement in temporary, emergency shelters which are limited to one sex because they have shared bedrooms or bathrooms
  - The prohibition on inquiries or documentation does not prohibit inquiries related to an individual's sex and/or age for the purposes of determining the number of bedrooms to which a household may be entitled
- All individuals or groups of individuals identifying as a family will be served as a family regardless of any member's age, actual or perceived gender identification, actual or perceived sexual orientation, and/or marital status (24 CFR part 576.102(b))
  - ESG and CoC funded programs are not permitted to limit assistance to female-headed households with children. If the program serves families, it is unacceptable to exclude male-headed households with children

- ESG and CoC funded programs cannot offer an alternative arrangement (i.e. send you to another provider in the community, provide a hotel/motel voucher) instead of serving your family due to its makeup

## VI. COORDINATED ENTRY RESOURCES

Policy & Procedures: <http://www.wiboscoc.org/coordinated-entry.html>  
 Grievance Policy and Forms: <http://www.wiboscoc.org/coordinated-entry.html>  
 Institute for Community Alliances: <https://icawisconsin.helpscoutdocs.com/category/860-coordinated-entry>

## VII. AFFIRM THE FOLLOWING:

- I have read and will abide by all policies and procedures in BOSCOOC Coordinated Entry Policies and Procedures Manual.
- I have received training on how to participate in the Coordinated Entry System. This training may be via recorded webinar.
- I agree to the Coordinated Entry training requirements as required by my agency, local Coordinated Entry Lead, and the WI BOSCOOC. This includes attending future trainings related to Coordinated Entry, Program Standards, and Prioritization.
- I will only collect, enter and extract data in the Coordinated Entry System (HMIS and Non-HMIS Prioritization List) relevant to the delivery of services for the clients with whom I work.
- I agree to maintain the confidentiality of all clients' personal information and to refer households to the Non-HMIS Prioritization List as requested.
- I agree to explain the Coordinated Entry process, including the client's rights and responsibilities, to all clients accessing the system.
- I agree to refer clients to any and all services that are appropriate to their individual situation, regardless of whether those services are provided by my agency.
- I understand that I have a right to file a grievance against an agency participating in the Coordinated Entry System if I believe it is not following the WI BOSCOOC Coordinated Entry Policy and Procedures.

First Name:	Last Name:
Email:	Job Title:
Agency's Full Name:	
Local Homeless Coalition Affiliation:	
Effective Dates:	<input type="checkbox"/> Initial Agreement <input type="checkbox"/> Renewal Agreement

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

Submitted to Local Coordinated Entry Lead

Copy retained by Agency

Copy retained by Staff