Investing in Futures

Coordinated Entry
Policies and Procedures
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A – Orders of Priority for Homeless Housing Beds
B – Orders of Priority for Targeted Prevention
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 intake screening and access to Investing in Futures (IIF) Navigation services are available at multiple locations throughout the County:
- North Sound 2-1-1 provides telephonic standardized CE intake screening and referral to services, and
- Physical sites provide standardized CE intake screening, 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, comprehensive outreach to areas in Snohomish County where individuals and families experiencing homelessness are known to live ensures that unsheltered individuals and families are enrolled in CE and have individualized support from an IIF Navigator to access needed housing and 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 IIF Navigators. IIF 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, IIF 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 IIF 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 IIF CE Policies and Procedures.

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

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Coordinated Entry Evaluation Methodologies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ongoing, no less than quarterly</td>
<td>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.</td>
</tr>
<tr>
<td>Annually</td>
<td>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 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 focus group, interview, and survey from IIF Navigators, ensuring diverse geographic representation.</td>
</tr>
</tbody>
</table>
The County solicits feedback via focus group, interview, and survey 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 interview and survey 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 IIF 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/revising these Policies and Procedures.

### III. General Process

The CE process begins with the standardized IIF Intake Screening, which determines whether individuals and families are eligible to work with an IIF Navigator and determines the appropriate referral site for navigation services. IIF Intake Screenings are administered via North Sound 2-1-1 and at established core sites throughout the county. The IIF Intake Screening is administered by IIF Intake staff and is the first step for all individuals and families seeking housing and/or services. The IIF Intake Screening 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 or via telephone by IIF Intake 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 IIF Navigators, the staff responsible for providing IIF Navigation services. IIF Prevention Navigators serve individuals and families who are at imminent risk of homelessness while IIF Housing Navigators serve individuals and families who are literally homeless. IIF 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, IIF Intake staff and IIF Navigators are required to conform to service delivery policies and procedures incorporated into these CE Policies and Procedures.

<table>
<thead>
<tr>
<th>IIF CE Site</th>
<th>IIF Intake Screening &amp; Services</th>
<th>IIF Homeless Prevention Assessment &amp; Navigation</th>
<th>IIF Homeless Housing Assessment &amp; Navigation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Catholic Community Services of Western Washington</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Cocoon House</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Domestic Violence Services of Snohomish County</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Lutheran Community Services Northwest</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>North Counties’ Family Services</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>IIF CE Site</td>
<td>IIF Intake Screening &amp; Services</td>
<td>IIF Homeless Prevention Assessment &amp; Navigation</td>
<td>IIF Homeless Housing Assessment &amp; Navigation</td>
</tr>
<tr>
<td>---------------------------------------------------------------------------</td>
<td>---------------------------------</td>
<td>-----------------------------------------------</td>
<td>---------------------------------------------</td>
</tr>
<tr>
<td>Snohomish County Office of Community and Homeless Services (OCHS)</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Snohomish County Veterans Assistance</td>
<td>Yes</td>
<td>No</td>
<td>IIF Housing Assessment only</td>
</tr>
<tr>
<td>Volunteers of America – Dispute Resolution Center</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Volunteers of America – North Sound 2-1-1</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>YWCA of Seattle, King County, Snohomish County</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>

**VETERANS**
Veterans and their families access the CE system through the general process described above. In addition, Veterans Affairs (VA) partners also administer the IIF Intake Screening and IIF Housing Assessment and provide referrals to VA programs on-site. IIF Intake and 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 IIF 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.

<table>
<thead>
<tr>
<th>Youth under 18 &amp; Young Adults 18-24</th>
</tr>
</thead>
<tbody>
<tr>
<td>• IIF Intake staff assess for prevention, family reunification, or emergency shelter options for youth and young adults who are experiencing literal or imminent homelessness.</td>
</tr>
<tr>
<td>• Specialized assessments are used in conjunction with the IIF Housing Assessment to connect youth and young adults with appropriate housing and services.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Individuals and Families Experiencing Domestic Violence</th>
</tr>
</thead>
<tbody>
<tr>
<td>• IIF Intake 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.</td>
</tr>
<tr>
<td>• Specialized assessments are used in conjunction with the IIF Housing Assessment to connect individuals and families with appropriate housing and services.</td>
</tr>
</tbody>
</table>
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. IIF 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, IIF 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 IIF Navigators are respectful of the different cultural backgrounds, preferences and practices of individuals and families, and incorporate this information into their action plans.

IIF 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. IIF Navigation Services

**INDIVIDUALS AND FAMILIES WHO ARE AT IMMINENT RISK OF HOMELESSNESS** are eligible to work with an IIF Prevention Navigator. IIF Prevention Navigators administer the IIF Homeless Prevention Assessment to determine eligibility and prioritization for Targeted Prevention assistance. IIF 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. IIF 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 IIF 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 an IIF Prevention Navigator, the IIF 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 an IIF Housing Navigator.

**INDIVIDUALS AND FAMILIES WHO ARE EXPERIENCING LITERAL HOMELESSNESS** are eligible to work with an IIF Housing Navigator. IIF Housing Navigators administer the IIF Housing Assessment to determine eligibility and prioritization for homeless housing programs. IIF Housing Navigators assist individuals and families in obtaining 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 IIF Housing 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 programs they are eligible for if/when an opening is available. Rapid rehousing (RRH), permanent supportive housing (PSH), transitional housing (TH), and other permanent housing (OPH) openings are filled through this process.

The **IIF 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 IIF 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. IIF Prevention and Housing Navigators’ use of the IIF Flexible Fund must be customized to the needs of each individual and family.

VI. **Comprehensive Assessment and Response to Housing Crises**

The IIF Homeless Prevention Assessment and IIF Housing Assessment determine the most appropriate response to the individual’s or family’s housing crisis.

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

- Assess the sustainability of current housing;
- Determine prioritization for Targeted Prevention assistance; 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 **IIF HOUSING ASSESSMENT** is the uniform housing assessment tool used by all housing navigation sites. IIF Housing Assessments:

- Assess the current situation to determine appropriate housing interventions;
- Determine prioritization for RRH, PSH, TH, and OPH; 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 **EMPLOYMENT READINESS SCALE™** is designed to assess individuals’ and families’ strengths and challenges to becoming successfully employed, identify the types of employment assistance that would be most helpful, measure changes as a result of interventions, and predict employment outcomes. Individuals can be assessed over time by different providers, so that they can continue to document their progress even after they have transitioned from receiving assistance from an IIF Navigator to other
providers. The Employment Readiness Scale™ is used by multiple housing and employment services providers throughout the county to make referral and services coordination easy.

The **FENN-JORSTAD SELF-SUFFICIENCY MATRIX®** assists IIF Navigators and other providers track individuals’ and families’ progress toward self-sufficiency. The tool includes sixteen life domains, ranging from safety to substance use. IIF 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. IIF Navigators input the Matrix results into the IIF Data Collection Platform.
VII. Uniform Process and Assessment Tools

Coordinated Entry System

- Individuals and families seeking housing services

- Investing in Futures (IIF) Coordinated Entry Intake Screening

- IIF Prevention Navigators use a Standardized Assessment to create an Action Plan that may include, as needed, providing Information & Referral Services and/or IIF Flexible Funds, to achieve housing stability.

- Information & Referral Services to:
  - Behavioral Health
  - Childcare
  - Education
  - Employment and Job Training
  - Healthcare
  - Income and Benefits
  - Safety and Security
  - Social and Family Support
  - Transportation

- Literally Homeless Households

- IIF Housing Navigators use a Standardized Assessment to create an Action Plan that may include, as needed, providing Information & Referral Services and/or IIF Flexible Funds, to achieve housing stability.
VIII. Investing in Futures Data Collection Platform

The IIF 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 IIF Navigators, homeless housing and service providers, and emergency shelter staff in the course of their work.

IIF Navigators use the IIF Data Collection Platform as a referral platform to homeless housing and services providers. The IIF 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.
**IIF DATA COLLECTION PLATFORM AND HMIS**

The IIF 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 “Investing in Futures” workgroup in the database.

**REMININDER**

*Agencies may not use the HMIS system, participation, or data as a reason to deny services or housing to an individual or family.*

**PRIVACY PROTECTIONS**

Refer to the *Investing in Futures Coordinated Entry Basic 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. For further guidance, including putting these policies to practice, refer to the applicable User Guides and Training Protocols.

These policies apply to the following CE system partners:

<table>
<thead>
<tr>
<th>Coordinated Entry System Partners</th>
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</thead>
<tbody>
<tr>
<td>Emergency Shelter Staff</td>
</tr>
<tr>
<td>Homeless Housing Providers</td>
</tr>
<tr>
<td>Housing Referral Coordinator</td>
</tr>
<tr>
<td>IIF Intake Staff</td>
</tr>
<tr>
<td>IIF Navigation Site Administrators</td>
</tr>
<tr>
<td>IIF Navigators</td>
</tr>
</tbody>
</table>

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**

CE system partners, including Homeless Housing Providers, must *not* screen out applicants based on perceived barriers related to housing or services, including, but not limited to:

- 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.

* Criminal Records: Arrests versus Convictions

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.

“[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).

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, IIF 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). IIF 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.

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

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

IIF 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 IIF Navigators and Providers to make changes to rules, policies, and procedures to allow a person with a disability to use and enjoy housing. 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, and 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. IIF 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.

<table>
<thead>
<tr>
<th>Responsible Party</th>
<th>Required Action(s)</th>
<th>Timeframe for Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>IIF Navigators</td>
<td>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).</td>
<td>Must provide immediately upon working with any family with children or unaccompanied youth</td>
</tr>
<tr>
<td>Homeless Housing Providers</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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 IIF Intake Screening, IIF 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  

The DRC does not investigate fair housing complaints.

To file a formal fair housing complaint, contact:

**U.S. Department of Housing & Urban Development**  

File a complaint online:


(206) 220-5170 (800.877.0246)  
TTY (206) 220-5185

**Washington State Human Rights Commission**  
[www.hum.wa.gov](http://www.hum.wa.gov)  

File a complaint online:


(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:

**Debbi Trosvig**, Supervisor, Office of Community & Homeless Services  
Snohomish County Human Services Department  
3000 Rockefeller Ave, M/S 305, Everett, WA 98201  
(425) 388-7116  
[debbi.trosvig@snoco.org](mailto:debbi.trosvig@snoco.org)

<table>
<thead>
<tr>
<th>Responsible Party</th>
<th>Required Action(s)</th>
<th>Timeframe for Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Shelter Staff</td>
<td>Provide the household with the Coordinated Entry Grievance Policy, either orally or in writing.</td>
<td>Must provide immediately upon working with any household</td>
</tr>
<tr>
<td>IIF Intake Staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IIF Navigators</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Homeless Housing Providers</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
VIII. Emergency Shelter Staff

Emergency shelter staff must participate in the CE system:

<table>
<thead>
<tr>
<th>Responsible Party</th>
<th>Required Action(s)</th>
<th>Timeframe for Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Shelter Staff</td>
<td>IIF Intake Screening. Assist households in contacting an IIF Intake site, or in otherwise completing an IIF Intake Screening</td>
<td>Should assist on the same day the household has an intake with the emergency shelter</td>
</tr>
<tr>
<td></td>
<td>IIF Housing Assessment. Complete the IIF Housing Assessment, or support the household in working with an IIF Housing Navigator to complete the IIF Housing Assessment, as applicable</td>
<td>Should complete as soon as possible</td>
</tr>
</tbody>
</table>

IX. IIF Intake Staff

North Sound 2-1-1 staff and the staff at IIF CE sites who administer the IIF Intake Screening are referred to as IIF Intake staff.

a. IIF Intake Screening

IIF Intake staff administer the IIF Intake Screening to determine whether an individual or family is eligible for CE. IIF Intake staff must enter IIF Intake Screening data into the IIF Data Collection Platform. For more information on the IIF Data Collection Platform, including requirements for obtaining client consent, refer to the Investing in Futures Coordinated Entry Basic Data Entry Manual. IIF Intake staff make referrals via the IIF Data Collection Platform to the IIF Navigation Site Administrator at the appropriate IIF Prevention Navigation or IIF Housing Navigation site.

<table>
<thead>
<tr>
<th>Responsible Party</th>
<th>Required Action(s)</th>
<th>Timeframe for Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>IIF Intake Staff at North Sound 2-1-1</td>
<td>Complete IIF Intake Screening. Administer the IIF Intake Screening</td>
<td>Must complete on the same day the household contacts 2-1-1</td>
</tr>
<tr>
<td></td>
<td>Complete IIF Intake Screening. Ensure the IIF Intake Screening is completed by:</td>
<td>Must complete the IIF Intake Screening or refer to 2-1-1 on the same day the household contacts the IIF Intake Site</td>
</tr>
<tr>
<td></td>
<td>- Administering the IIF Intake Screening on-site, or</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Referring the household to North Sound 2-1-1 if the IIF Intake site</td>
<td></td>
</tr>
<tr>
<td></td>
<td>is unable to administer the IIF Intake Screening within the specified timeframe</td>
<td></td>
</tr>
<tr>
<td>IIF Intake Staff</td>
<td>Enter Data. Enter IIF Intake Screening data into the IIF Data Collection Platform and refer households to the Site Administrator at the appropriate IIF Prevention or IIF Housing site via the IIF Data Collection Platform</td>
<td>Should enter data on the same day but no later than one (1) business day after the intake screening is completed</td>
</tr>
</tbody>
</table>
X. IIF Prevention Navigation

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

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

a. IIF Prevention Assessment

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

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

b. Prioritization

The IIF Prevention Assessment determines an individual’s or family’s prioritization for Targeted Prevention assistance in accordance with the adopted Order of Priority for Targeted Prevention, Attachment B.

XI. IIF Housing Navigation

Individuals and families who are literally homeless are referred via the IIF Data Collection Platform to the Site Administrator at the appropriate IIF Housing Navigation Site. The Site Administrator must assign the individual or family to an IIF Housing Navigator.
<table>
<thead>
<tr>
<th>Responsible Party</th>
<th>Required Action(s)</th>
<th>Timeframe for Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>IIF Housing Navigation Site</td>
<td>Review Referrals. Review IIF Data Collection Platform for referrals</td>
<td>Must review every business day</td>
</tr>
<tr>
<td>Administrators</td>
<td>Assign Navigator. Assign an IIF Housing Navigator to the referred household</td>
<td>Should assign within one (1) business day of receiving the referral</td>
</tr>
</tbody>
</table>

### a. IIF Housing Assessment

IIF Housing Navigators administer the IIF Housing Assessment to individuals and families who are experiencing literal homelessness; IIF Housing Navigators must enter the IIF Housing Assessment data into the IIF Data Collection Platform. For more information on the IIF Data Collection Platform, including requirements for obtaining client consent, refer to the [Investing in Futures Coordinated Entry Basic Data Entry Manual](#).

<table>
<thead>
<tr>
<th>Responsible Party</th>
<th>Required Action(s)</th>
<th>Timeframe for Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>IIF Housing Navigators</td>
<td>Review Assignments. Review IIF Data Collection Platform for assignments</td>
<td>Must review every business day</td>
</tr>
<tr>
<td></td>
<td><strong>Initial Contact.</strong> Contact or attempt to contact the referred household to schedule appointment to complete the IIF Housing Assessment</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- If unable to contact after initial attempt, continue attempts. All attempted contacts must be documented via case note in the IIF Data Collection Platform</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- If unable to establish contact, exit household from IIF Housing enrollment and document reason(s) for exit via case note in the IIF Data Collection Platform</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Complete IIF Housing Assessment.</strong> Administer the IIF Housing Assessment</td>
<td>Should complete within two (2) weeks of establishing contact with the household. If unable to complete assessment:</td>
</tr>
<tr>
<td></td>
<td>- If unable to complete the IIF Housing Assessment (e.g., due to no-show, etc.), continue attempts</td>
<td>- Must use discretion on how long to continue making attempts, considering individual circumstances</td>
</tr>
<tr>
<td></td>
<td>- All scheduled appointments must be documented via case note in the IIF Data Collection Platform</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Enter Data.</strong> Enter IIF Housing Assessment data into the IIF Data Collection Platform</td>
<td>Should enter within three (3) business days of when the assessment was completed</td>
</tr>
</tbody>
</table>

Coordinated Entry Policies and Procedures
b. **Active Client List**

IIF Housing Navigators must maintain an Active Client List, which is the list of all the individuals and families with whom the Navigator is working who have:
- Completed an IIF Housing Assessment, and
- Not yet enrolled in a homeless housing program or otherwise resolved their housing crisis.

Once the initial IIF Housing Assessment has been completed, Navigators must maintain communication with individuals and families on their 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 Navigator’s outreach attempts must be exited from the IIF Housing enrollment.

<table>
<thead>
<tr>
<th>Responsible Party</th>
<th>Required Action(s)</th>
<th>Timeframe for Completion</th>
</tr>
</thead>
</table>
| IIF Housing Navigators   | Maintain Communication. Maintain meaningful contact with households on their Active Client Lists until the household is enrolled in a homeless housing program or otherwise resolves their housing crisis | *Must* have contact at least **once every month**
|                          |                                                                                                              |  - Must exit household from IIF Housing enrollment if there is no contact for a **two (2) month period*** |

* Households must **not** be exited if there is an active referral to a homeless housing program.

c. **Prioritization**

The IIF Housing 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**.

d. **Eligibility Documentation and Verification**

IIF Housing 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, such as 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**.

IIF 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 the **IIF Flexible Funds** policy.

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 IIF 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 IIF 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.

<table>
<thead>
<tr>
<th>Responsible Party</th>
<th>Required Action(s)</th>
<th>Timeframe for Completion</th>
</tr>
</thead>
</table>
| Homeless Housing Providers | Post Housing/Program Opening. Post housing/program openings in IIF Data Collection Platform’ Housing Availability List | - Rapid Rehousing: should post as soon as the Homeless Housing Provider has the capacity to serve an additional household(s)  
- Permanent Housing rental assistance: should post as soon as the Homeless Housing Provider has the capacity to serve an additional household(s)  
- Other Homeless Housing Programs: should post as soon as 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 IIF Housing Navigation: Eligibility Documentation and Verification section.
### 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.

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

### CLIENT CHOICE

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.

The following do not impact the individual’s or family’s eligibility or prioritization to be referred to housing/program openings in the future:

- 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.
<table>
<thead>
<tr>
<th>Responsible Party</th>
<th>Required Action(s)</th>
<th>Timeframe for Completion</th>
</tr>
</thead>
</table>
| Homeless Housing Providers| **Initial Contact.** Contact or attempt to contact the referred household to schedule an appointment to establish eligibility  
- 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 | Should attempt to contact within one (1) business day of referral from the Housing Referral Coordinator. If unable to contact:  
- Must attempt additional contact(s) at least three (3) times over a period of one (1) week of referral  
- Must notify Housing Referral Coordinator if unable to contact within one (1) week of referral |
|                           | **Complete Eligibility Appointment.** Complete the appointment to establish eligibility  
- 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.) | Must be completed as soon as possible. If unable to complete appointment:  
- Must immediately notify Housing Referral Coordinator if eligibility appointment is not completed within two (2) weeks of referral |
|                           | **Project Enrollment.** Notify the Housing Referral Coordinator if a referral is enrolled in the project or is determined to not be eligible | Must immediately notify Housing Referral Coordinator |
|                           | **Obtain Housing.** Assist household in obtaining housing as quickly as possible | Must notify Housing Referral Coordinator within three (3) business days of the household moving in to housing |

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. IIF Flexible Funds

IIF Navigators may use IIF Flexible Funds for allowable and reasonable costs to assist individuals and families in addressing immediate needs. IIF Navigators must document the need and demonstrate that the need cannot be addressed in a timely fashion through other means. IIF 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.

<table>
<thead>
<tr>
<th>Responsible Party</th>
<th>Required Action(s)</th>
<th>Timeframe for Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>IIF Navigators</td>
<td>Determine and document that:</td>
<td>Must determine and document prior to using IIF Flexible Funds</td>
</tr>
<tr>
<td></td>
<td>- The individual or family needs the goods and/or services;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- The assistance is directly tied to addressing their immediate needs and/or assisting in the resolution of the housing crisis;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- The assistance to be provided is the minimum amount necessary to meet the need;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- The costs are allowable and reasonable; and</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- The goods and/or services are not otherwise available through other resources or means.</td>
<td></td>
</tr>
</tbody>
</table>

While costs associated with obtaining subsidized or low-income housing without services (e.g., Section 8 tenant-based vouchers, tax credit, senior housing, etc.) are allowable, IIF Flexible Funds may not be used for the following unallowable costs:

<table>
<thead>
<tr>
<th>Unallowable Uses</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Household’s fines or restitution payments</td>
<td>Mortgage payments</td>
</tr>
<tr>
<td>Application fees, deposits, or rents associated with obtaining a unit that is supported with a Project-Based Voucher</td>
<td>Application fees, deposits, or rents associated with obtaining a unit that is supported by a Permanent Supportive Housing, Transitional Housing, Other Permanent Housing, or Rapid Rehousing Program</td>
</tr>
</tbody>
</table>
Contact

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

Leila Bettys, Housing Referral Coordinator
Snohomish County Human Services Department
(425) 388-7303
leila.bettys@snoco.org
## Glossary of Terms

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
</table>
| Active Client List | List maintained by each IIF Housing Navigator of the individuals and families with whom the IIF Housing Navigator is working who have:  
- Completed an IIF Housing Assessment, and  
- Not yet enrolled in a homeless housing program or otherwise resolved their housing crisis. |
| Employment Readiness Scale™ | Assesses individuals’ and families’ strengths and challenges to becoming successfully employed, identifies the types of employment assistance that would be most helpful, measures changes as a result of interventions, and predicts employment outcomes. |
| Fenn-Jorstad Self-Sufficiency Matrix© | Tool designed to help IIF Navigators and other providers track individuals’ and families’ progress toward self-sufficiency. |
| Housing Availability List | Homeless Housing/Program openings posted in the IIF Data Collection Platform by Homeless Housing Providers. |
| Housing Roster | List of all individuals and families who have completed an IIF Housing Assessment. |
| IIF Flexible Fund | Funds used by IIF Navigators to assist individuals and families, as needed, to obtain and maintain safe and stable housing. |
| IIF Intake Screening | Standardized tool that determines whether individuals and families are eligible for Coordinated Entry. |
| IIF Housing Assessment | Standardized assessment tool that determines an individual’s or family’s prioritization for homeless housing programs. |
| IIF Prevention Assessment | Standardized assessment tool that determines an individual’s or family’s prioritization for Targeted Prevention assistance. |

## Coordinated Entry System Partners

<table>
<thead>
<tr>
<th>Party</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Shelter Staff</td>
<td>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.</td>
</tr>
<tr>
<td>Homeless Housing Providers</td>
<td>Agencies/organizations that provide homeless housing and services.</td>
</tr>
<tr>
<td>Housing Referral Coordinator</td>
<td>Staff who respond to each homeless housing program opening by referring an individual or family from the Housing Roster in accordance with the adopted Orders of Priority for Homeless Housing Beds, Attachment A.</td>
</tr>
<tr>
<td>IIF Intake Staff</td>
<td>Staff who administer the IIF Intake Screening to determine eligibility for Coordinated Entry.</td>
</tr>
<tr>
<td>IIF Housing Navigation Site Administrators</td>
<td>Staff who assign IIF Housing Navigators to referred individuals and families who are experiencing literal homelessness.</td>
</tr>
<tr>
<td>IIF Housing Navigators</td>
<td>Staff who administer the IIF Housing Assessment to determine an individual’s or family’s prioritization for homeless housing programs and who provide IIF Housing Navigation services.</td>
</tr>
<tr>
<td>IIF Prevention Navigation Site Administrators</td>
<td>Staff who assign IIF Prevention Navigators to referred individuals and families who are at imminent risk of homelessness.</td>
</tr>
<tr>
<td>Party</td>
<td>Description</td>
</tr>
<tr>
<td>-----------------------</td>
<td>----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>IIF Prevention</td>
<td>Staff who administer the IIF Homelessness Prevention Assessment to determine</td>
</tr>
<tr>
<td>Navigators</td>
<td>an individual’s or family’s prioritization for Targeted Prevention assistance</td>
</tr>
<tr>
<td></td>
<td>and who provide IIF Prevention Navigation services.</td>
</tr>
</tbody>
</table>
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)
- 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.¹

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.

¹ 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 Homeless 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 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; 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.

---

2 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).

3 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.

4 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.**

<table>
<thead>
<tr>
<th>Priority</th>
<th>Eligibility Criteria</th>
</tr>
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| **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:  
 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 less than four (4) occasions in the last three (3) years, where the cumulative total length of occasions equals at least 12 months;  
 **AND**  
 ii. The CoC has identified the homeless individual or head of household as having severe service needs. |
| **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:  
 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;  
 **AND**  
 ii. The CoC has identified the homeless individual or head of household as having severe service needs. |
| **3rd Priority:** Homeless Individuals and Families with the Longest Histories of Homelessness | A homeless individual or a family for whom the following is true:  
 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. |
| **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:  
 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;  
 **OR**  
 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. |
ORDER OF PRIORITY FOR TARGETED PREVENTION

The Everett/Snohomish County Continuum of Care (CoC) follows this Order of Priority in providing Targeted Prevention assistance through the Coordinated Entry (CE) system. This Order of Priority has been adopted by the Partnership to End Homelessness (PEH) CoC Board to ensure that the most vulnerable individuals and families are prioritized for limited Targeted Prevention resources.

Prioritization is based on specific and definable criteria collected via the standardized Investing in Futures (IIF) Homelessness Prevention Assessment and the Targeted Prevention Program: Screening Tool; prioritization decisions are based on the following vulnerability factors and assessment information:
- Household income,
- Re-Housing challenge factors, and
- High risk of homelessness factors.

Prioritization criteria are separate and distinct from eligibility criteria for Targeted Prevention programs. It is ultimately the Targeted Prevention Provider’s responsibility to determine and document individuals’ and families’ eligibility for Targeted Prevention programs.