

Attachment II.

Integration with Coordinated Entry & Veteran Coordinated Outreach, Assessment, Screening and Denials of Service Policy and Procedure

Policy

It is the policy of the members within the Maine Homeless Veteran Action Committee (HVAC) to collaborate in identifying Veterans as the veteran subcommittee of the COC that collaborates with the state-wide Coordinated Entry System (CES). It is with the help of Maine HVAC that Veteran’s experiencing homelessness, will be rapidly outreached and engaged to coordinate services of their choice. By allocating resources based on Veteran vulnerability and Veteran preference so that when a Veteran becomes homeless, it is rare, brief and nonrecurring. The following procedure outlines the Maine HVAC’s integration with the Maine COC CES and veteran coordinated, outreach, assessment, screening, program denial, program exits and program absences.

Procedure

A. Integration with Statewide Coordinated Entry and Coordinated Outreach

- 1) At initial contact, veterans who enter coordinated entry will be entered into the Homeless Management Information System (HMIS) by 2-11 or a responding community provider at presentation with a housing emergency. At this initial entry into the coordinated entry system for assistance with a housing emergency/crisis, the veteran will be provided with two referral resources:
 - a. An emergency shelter or other provider to address immediate shelter or safety concerns.
 - b. One of two Supportive Services for Veteran Families providers, based on the veterans presenting region to provide outreach, veteran specific program eligibility screening and housing resource navigation.

Support Services for Veterans and Families (SSVF)
Veterans Inc. 207-298-0458
Preble Street 1-800-377-5709

- 2) When a call comes in to any of the above stated agencies the next step is to coordinate outreach and engagement efforts consistent with the following procedure for Outreach, Assessment, Screening and Denials.

- 3) If a veteran contacts any member of the HVAC Committee, that committee member commits to ensuring the veteran is entered into the statewide coordinated entry system either by entering the client directly into HMIS using the Coordinated Entry Fields, contacting 211 with the client or connecting the client with an HVAC member who is able to enter the client into HMIS.
- 4) If the above agencies, in coordination with other members of ME HVAC, are unable to verify veteran status, the ME HVAC will coordinate with other community homeless service providers to ensure the client is connected with an appropriate homelessness intervention.

B. Veteran Coordinated Assessment, Screening and Prioritization

- 1) Any Veteran, Agency, Community Provider or Community stakeholder can call or contact any of the below Veteran Homeless Providers (VHP) to connect a literally homeless Veteran to [homeless]DoVA1] assistance services.

Support Services for Veterans and families (SSVF)	VA Maine Healthcare for Homeless Veterans	Homeless Veteran Reintegration Project
<p>Veterans Inc. 207-298-0458</p> <p>Preble Street 1-800-377-5709</p>	<p>1-877-424-3838</p> <hr/> <p>Grant and Per Diem- Transitional Housing Programs</p> <p>Veterans, Inc 207-298-0458</p> <p>Volunteers of America 207-571-3359</p>	<p>Easter Seals 207-828-0754 ex 1004</p>

- 2) When a call comes in to any of the above stated agencies the next step is to coordinate outreach and engagement efforts.
 - a. Outreach and Engagement
 - i. Attempts to contact the presenting veteran within 1 business day, with outreach occurring within 3-4 business days. Homelessness is treated as an emergency and outreach is a rapid response to engage literally homeless veterans before location or contact information changes.
 - i. The goal of Outreach is to engage a Veteran to:
 - a. Assess immediate basic needs i.e. food, clothing, and shelter.
 - b. Assess a Veteran’s vulnerability.
 - i. Vulnerability will be assessed using the Vulnerability Index-Services Prioritization and Decision Assistance

Tool (VI-SPDAT). This assists in prioritizing a Veteran and guides them to the appropriate homeless intervention.

- c. Complete the Uniform Coordinated Assessment Packet (UCAP).
 - ii. If any of the above agencies receives a call from a Veteran who is experiencing unsheltered homelessness or is staying in a place not meant for human habitation, then the veteran will be immediately offered a referral to one of the veteran specific transitional housing programs to help address the immediate basic need for shelter.
 - iii. If [DoVA2] any of the above agencies receives a call or encounters a Veteran but does not have the capacity to respond quickly (within 3-4 business days) that agency will identify these veterans for weekly veteran case consultation by contacting the HVAC committee chair or officer leading case consultation chair and/or emailing representatives from the above providers to coordinate outreach.
 - iv. The agency responding to the call for Veteran engagement:
 - i. Reply to all entities represented on the initial request ensuring that multiple agencies are not responding to a single Veteran in need.
 - ii. The responding agency will reach out to the referring agency's POC to ascertain more detailed information about the Veteran's current housing situation.
- 2) Uniform Coordinated Assessment and Vulnerability Prioritization
- a. Any HVP that outreaches and engages a Veteran will need to begin the Uniformed Coordinated Assessment Packet (UCAP). Following the script, a Veteran will be asked *"where do you sleep most frequently."*
 - i. If the Veteran reports to be literally homeless, i.e., staying in a publicly run shelter, a place not meant for human habitation, safe haven or transitional housing program (Not Grant and Per Diem) the agency will proceed to complete the UCAP.
 - i. NOTE: If a Veteran is not literally homeless:
 - a. And the agency has prevention services proceed with project specific assessment and enrollment
 - b. If agency doesn't have prevention services then refer to your local SSVF provider for navigation and resources. Contact information for SSVF providers is stated above.
 - ii. Any Veteran that has been engaged and reports to be literally homeless, the HVP will complete a Uniformed Coordinated Assessment Packet (UCAP).
 - i. UCAP includes :

- a. Homeless Management Information System’s Universal Data Elements
- b. Vulnerability Index-Services Prioritization and Decision Assistance Tool (VI-SPDAT). This assists in prioritizing a Veteran and guides them to the appropriate homeless intervention.
- c. Interim Housing Plan or Interim Housing Track
- d. Homeless Management Information System Release
- e. Agency specific release.
 - i. NOTE: Agency specific release(s) will not be provided in the UCAP and should include a section denoting a Veteran’s willingness to participate in the Coordinated Assessment process.
- ii. At the completion of the UCAP, the HVP will obtain a VI-SPDAT score. This score will be the primary tool to determine prioritization and referral for permanent housing offers.
 - a. The VI-SPDAT score identifies the appropriate initial permanent housing intervention. Referral for eligibility determination and offers of permanent housing interventions are stratified as follows:
 - i. **0-3**
No or light intervention – Rapid Rehousing Intervention (SSVF or Community Funded)
 - ii. **4-7**
Rapid Re-housing Intervention (SSVF or Community Funded)
 - iii. **8+**
Refer to Permanent Supportive Housing Project (VA HUD VASH or Community Funded Program)
- iii. In the rare event that multiple UCAPs are completed by multiple agencies for one homeless episode then the UCAP with the earliest date will drive the intervention.
- iv. The need for transitional housing is not assessed through the VI-SPDAT and referrals to transitional housing (GPD) will be based on initial provider assessment in collaboration with transitional program (GPD) staff, the GPD Liaison and the client.
- v. Enrollments in GPD can exist in parallel to enrollments with SSVF or HUD VASH in compliance with applicable program guides.

Grant and Per Diem-Transitional Housing Programs

C. Veteran Project Entry

3) Project Entry

- a. Decision for Veterans that score between 0 and 7
 - i. If SSVF has the initial engagement they can proceed with an offer of entry into their program and if accepted begin their program specific enrollment process.
 - ii. When GPD has the initial engagement;
 - i. If the veteran is to be accepted in the GPD program, the GPD program should coordinate with SSVF program staff within 3-4 business days of entry into GPD. If the client is determined to be ineligible for SSVF than an alternative permanent housing plan must be identified with the veteran in the first 15 days with an offer to come within the first 30 days.
 - ii. If the veteran is not to be accepted into GPD, the GPD provider will
 - a. contact any of the SSVF providers within 3-4 business days
 - b. Maintain contact with the Veteran and ensure the referral was picked up at case consultation.
 - i. If the Veteran is initially engaged by HCHV service provider will need:
 - i. To contact any of the SSVF providers within 3-4 business days
 - ii. Maintain contact with the Veteran and ensure the referral was picked up at case consultation.
- c. Decision for Veteran that score 8 or more
 - i. If the SSVF or GPD has the initial engagement and the Veteran scores an 8 or above then the Veteran is offered a referral to the Department of Veteran's Affairs Healthcare for Homeless Veterans (HCHV) program through the HCHV Hotline or during case consultation meeting whichever is sooner within 3-4 business days.
 - i. When referring the Veteran to the Healthcare for Homeless Veterans the veteran or referring agency will need to provide the following information.
 - a. Name
 - b. Date of initial engagement
 - c. Best way(s) to contact the Veteran
 - i. NOTE: In most instances this can and should be the referring person's contact information.
 - d. Providers who refer identified veterans to another project will continue to engage the Veteran to assist with coordinating a warm hand-off for housing [intervention]_[DoVA3].

- i. Services during this transition {include}[DoVA4]ordering of service record DD-214s, Completing 10-10 EZs, transportation to and from HCHV appointments, financial documentation and birth certificates.
- ii. IT SHOULD NOT INCLUDE: Housing goals and navigation except as a part of coordination through case consultation.
- e. For Veterans who are identified through Coordinated Entry that articulate a desire for part time or fulltime employment as a part of their overall housing stability plan should be referred as quickly as possible to a Homeless Veteran Reintegration Program prior to their homelessness being resolved.

Homeless Veteran Reintegration Project
Easter Seals of Maine 207-828-0754 ex 1004

D) Veteran Project Denial, Program Capacity denials and or Project Enrollment Termination.

- 4) Veteran Ineligibility and or Denial of Project Entry
 - a. (If a veteran is not entered into a program due to eligibility, program capacity limitations and/or by veteran choice, then that program is responsible for bringing the veteran to case consultation.) [DoVA5]
 - b. During case consultation the committee will be responsible for identifying a new permanent housing point of contact.
 - c. If a point of contact is unable to be established through case consultation due to eligibility or program capacity limitations the individual is to be referred to a CoC Navigator or PATH provider for services as outlined in the Maine CoC'S Coordinated Entry Policies and Procedures.
- 5) Project Termination:
 - a. If a veteran is facing a discharge from any HVAC participating program, that program must at a minimum provide 48 hours notice to the HVAC committee. Best practice is to provide 7 days notice to the HVAC committee in all cases that do not involve an immediate safety concern.
 - b. At case consultation a new intervention plan will be established and a new permanent housing point of contact will be identified.
- 6) Unexpected absence from a program
 - a. If a veteran leaves a program without notifying staff of their location or plan, the HVAC committee will be notified within 48 hours. Through case consultation a new outreach plan will be established to attempt to reconnect with the missing veteran.