



Butte Countywide Homeless Continuum of Care

Monday, May 20, 2024, 1:00 p.m. – 3:00 p.m.
All Member Meeting
Butte County Employment & Social Services
765 East Ave Chico, CA – Condor Room

COC COUNCIL MEMBERS:

Amber Abney-Bass	Briana Harvey-Butterfield	Jennifer Macarthy	Sarah Frohock
Anastacia Snyder	Ian Clement	Marie Demers	Steve Culleton
Angie Little	Josh Indar	Matthew McCoy	Tami Ritter
Ann Winters	Josh Jamison	Meagan Meloy	Tracy Johnstone
Brad Brunner	Keesha Hills		

CoC Coordinator: Erin Murray
Recording: Lisa Angle

AGENDA

- 1) Convene Meeting and Establish Quorum *A. Abney-Bass*
- 2) Approval of Minutes - ***ACTION*** *A. Abney-Bass*
 - A) April 15, 2024
- 3) Governance Committee Update – ***ACTION: All Voting Members*** *E. Murray*
Governance Charter: Council Terms
- 4) HMIS/CES Committee Update – ***ACTION: All Voting Members*** *E. Rawlinson*
CES Policy
- 5) CoC & HMIS Overview – ***INFORMATION*** *E. Murray*
E. Rawlinson
- 6) CoC Funding Comparison - ***INFORMATION*** *E. Murray*
- 7) CoC Expenditure Recap - ***INFORMATION*** *E. Murray*
- 8) Lead Agency, Collaborative Applicant, Administrative Entity Updates – ***INFORMATION*** *B.H. Butterfield*
- 9) Committee Reports – ***INFORMATION*** *All*
- 10) Coalition and Jurisdiction Reports/Updates – ***INFORMATION*** *All*
- 11) Announcements *All*
- 12) Next Meeting – Monday, June 17, 2024: Council Member Meeting
Butte County Department of Employment and Social Services to host Virtual Meeting

13) *ADJOURN*



Butte Countywide Homeless Continuum of Care

Continuum of Care All Member Meeting
In-Person Meeting
May 20, 2024 1:00 p.m. – 3:00 p.m.

CoC Agenda Item #2:

Approval of Minutes:

- A) April 15, 2024



Butte Countywide Homeless Continuum of Care

Butte County Continuum of Care

Council Member Meeting Minutes

Monday – April 15, 2024 1:00 PM to 3:00 PM

Zoom Meeting Hosted by: Butte County Employment & Social Services

COUNCIL MEMBERS PRESENT:

Angie Little, HACB
Jennifer Macarthy, City of Chico
Brad Brunner, Caminar
Ian Clement, Hope Cooperative
Anastacia Snyder, Catalyst
Briana Harvey-Butterfield, DESS H&H
Keesha Hills, OSCIA
Marie Demers, City of Chico
Josh Jamison, Oro Hope Center
Tami Ritter, BC Board of Supervisors
Matthew McCoy, DESS
Sarah Frohock, BCDBH
Tracey Johnstone, City of Oroville
Amber Abney-Bass, Jesus Center
Josh Indar, BCOE

COUNCIL MEMBERS ABSENT:

Steve Culleton, Town of Paradise
Meagan Meloy, BCOE
Ann Winters, Catalyst

OTHER ATTENDEES:

Amy Bergstrom, City of Oroville
Austin Herbaugh, DESS
Brittany Halfhide, HCD
Carnella Marks, Restoring Our Community
Cathryn Carkhuff, Home & Heart
Cristi Roach, DESS
Elisa Rawlinson, DESS
Debbie Villasenor, Housing Consultant
Don Taylor, Willow Wellness
Gabrielle Beck, DESS
Halle Brown, NCIHA

OTHER ATTENDEES CONT:

Erin Murray, DESS
Erin Spasbo, DESS
Hilary Crosby, Safe Space
Isabel Alaniz-Alvarado, DESS
Jamie Goekler, Butte CARES
Jennifer Zellers, 6th Street Center for Youth
Jessica Giannola, CHAT
Joelle Chinnock, CA Conference of SDA
Kirstie Clifton, BC Crisis
Lisa Torres, OSCIA
Nikki Balboa, VA
Kevin Thompson, OSCIA
Norma Lacy, NVCSS
Lorena Reed, BCDBH
Kaitlin Sherrill, DESS
Maisue Thao, Butte College
Mary Kay Benson, Chico Harm Reduction
MaryJo Alonzo, City of Chico
Megan Massie, New Beginnings
Melissa Jamison, United Way of Northern CA
Monica Soderstrom, BC Public Health
Nathan Swetz, Aegis Treatment Center
Nichole Drummond, CHAT
Nick Fashing, DESS
Pahua Thao, DESS
Pamela Beeman, Chico Area Interfaith Council
Tara Sullivan-Hames, Butte/Glenn 211
Rayna Bryson, DESS
Taylor Bunch, TNHA
Shelby Boston, DESS
Kathleen Sweeney, BC BOS
Shelly Storkan, BCDBH
Tiffany Danger, BCOE

Wendy Lo, DESS
Wendy Cumberland, DESS
Yesenia Gallegos, CHAT

Tim Hawkins, Butte CAA
Will Firth, BC Admin
Yoseb Afsharzadeh

CoC Coordinator: Erin Murray, DESS H&H **Recording:** Lisa Angle, DESS H&H

ORDER OF BUSINESS

1. CONVENE MEETING AND ESTABLISH QUORUM

The meeting was called to order by Amber Abney-Bass, Chair at 1:02pm. Roll call of the council members conducted and a quorum was established. This meeting is being facilitated by Amber Abney-Bass, Chair, the meeting is being recorded.

2. APPROVAL OF MINUTES – ACTION

A motion was made to approve the following minutes with the following corrections:

Anastacia Snyder, Josh Indar and Marie Demers were marked as being absent but were in attendance.

a. March 18, 2024 – CoC Council Meeting Minutes

Motion: Marie Demers
Second: Briana Harvey-Butterfield
Oppose: None
Abstain: Tracey Johnstone and Keesha Hills

3. COMMUNITY SPOTLIGHT: COMMUNITY ACTION AGENCY (CAA) – INFORMATION: Presenting: Tim Hawkins

T. Hawkins, CAA, provided an overview of the history and mission of CAA. T. Hawkins gave an overview of 3 programs offered through CAA: North State Food Bank/Fresh Choice, Energy & Environmental Services, and 530 Food Rescue Coalition.

B. Boyer, CAA, gave an overview of the Esplanade House. B. Boyer stated the Esplanade House works with a waiting list. In order to qualify, the applicant must be experiencing homelessness, fall within specific income limits, have child(ren) under the age of 18, be willing to follow the house rules, and maintain sobriety. Esplanade House recently began working with CalAIM for Enhanced Care Management and Community Supports.

J. Goekler, CAA, gave an overview of the Butte CARES program. Butte CARES provides Enhanced Case Management and Community Supports to adults and families with children who do not live on-site. The adults and families with children must be unhoused or precariously unhoused to meet the CalAIM definition of homelessness. Butte CARES is taking referrals.

4. BUTTE COUNTY ADMINISTRATION HOUSING RESOURCES – INFORMATION

W. Firth, Butte County Administration, shared the current housing programs administered by Butte County Administration. The active housing programs are located on the Butte County website. W. Firth reviewed and explained the following housing programs: Housing Rehabilitation Loan Program, CalHome Butte County Wildfire Housing Reconstruction Program, and CalHome Butte County Wildfire First Time Home Buyer Program.

Brittany Halfhide, California Department of Housing and Community Development, reviewed and explained federally funded housing programs for disaster recovery in Butte County burn scars. Programs reviewed: Owner-Occupied Wildfire Mitigation Retrofits and Owner-Occupied Rehabilitation and Reconstruction.

5. GOVERNANCE: SURVEY ON CoC COUNCIL TERMS – DISCUSSION:

E. Murray, CoC Coordinator, stated the Governance committee has been discussing CoC Council Member term limits. A survey monkey has been created and will be added to the chat for those who would like to participate in the survey. Questions on the survey are to gather information on who would like to serve on the CoC Council in the future or if there is any interest in revising the existing term limits. The survey is for information purposes only and will be used to guide the Governance committee as it pertains to CoC Council member term limits.

6. LEAD AGENCY, COLLABORATIVE APPLICANT, ADMINISTRATIVE ENTITY UPDATES - INFORMATION:

B. Harvey-Butterfield, DESS, stated that HCD is delayed in announcing the 2023 Emergency Solutions Grant Balance of State awards and anticipates to make the announcement by the end of the week. The awards will be shared when the information is announced. The next NOFA should be available in the next few weeks.

B. Harvey-Butterfield, announced that the Sheltered Point In Time (PIT) and Housing Inventory Count (HIC) are being finalized. The submission is in progress with a deadline of April 28th, 2024

7. COMMITTEE REPORTS – INFORMATION:

Governance Committee – E. Murray stated that the committee is working on updating policies and procedures. Depending on the results from the survey regarding CoC Council term limits will determine if there will be any proposals to amend CoC Council Member terms.

HMIS/CES Committee – E. Rawlinson, DESS, stated that the committee is working on a complete rewrite of the Coordinated Entry Policies and Procedures with a special committee meeting set for April 29, 2024 1-3pm to have the Coordinated Entry Policies and Procedures reviewed and approved by the committee in order to be presented at the CoC all member meeting on May 20, 2024 for CoC approval.

Households with Children – B. Boyer announced the summer is coming quickly and there are a lot of summer camps gearing up to start enrolling and discussed reaching out to Boys and Girls Club. Butte County Office of

Education is putting on career camps for kids which include medical, welding, starting your own business, sewing and fashion design.

Chronic Homelessness – S. Storkan announced the committee met on March 20 2024 and had the Crisis Program Manager come and explain the new programming. The next meeting is May 15, 2024 via zoom at 1:30pm.

PIT Committee – E. Murray announced the committee continues to meet to discuss the plan for next January’s unsheltered point in time. If anyone is interested in participating contact Erin Murray or Jay Coughlin.

Equity Committee – J. Giannola announced the committee has not met since the last CoC Meeting. The committee is currently working on a good date and time to meet to hopefully increase participation.

Youth Homelessness – J. Indar announced the committee continues to meet every 2nd Wednesday of the month at 1 with not a lot going on, however, in July hoping to have a newly revamped and funded youth advisory council to help provide youth voice to the committee and CoC.

Veteran’s Committee – Matt McCoy announced the committee has not met since the last CoC Meeting. The next meeting is April 20, 2024 at 2pm.

8. COALITION AND JURISDICTION REPORTS/UPDATES – INFORMATION:

Board of Supervisors – T. Ritter shared that the Passages Advisory Council Board meeting is scheduled for Wednesday, April 16 at 10am. The Butte County Behavioral Health Advisory Board Meeting is on same day from 3-5pm in the Youth Services Building. The First 5 Commission meeting is from 9-12pm on Friday April 17 and the Disability Action Network meeting is at 1:30pm the same day.

Greater Chico Homeless Task Force – No report

Greater Oroville Homeless Coalition – No report

City of Chico – M. Demers announced bringing forward the Annual Action Plan for the HUD Program, the CDBG and Home Funds on April 16, 2024. The Annual Action Plan draft will be available April 16 with the final meeting being on May 21, 2024.

City of Oroville – No report

City of Paradise – No report

9. ANNOUNCEMENTS:

A. Abney-Bass announced at the beginning of the CoC meeting that the next CoC meeting will be an all member in person meeting in Chico at the DESS office in the Condor Room. E. Murray announced she will be sending out the calendar invite today.

April 15, 2024

Butte County Employment and Social Services

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10. NEXT MEETING – MONDAY, MAY 20, 2024: ALL MEMBER MEETING

Butte County Department of Employment & Social Services

765 East Ave. Suite 120 – Condor Room

11. ADJOURN

Meeting adjourned at 2:57pm



Butte Countywide Homeless Continuum of Care

Continuum of Care All Member Meeting
In-Person Meeting
May 20, 2024 1:00 p.m. – 3:00 p.m.

CoC Agenda Item #3:

Governance Committee Update: Governance Charter: Council Terms



Butte CoC Governance Charter

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I. Overview

The Butte Countywide Homeless Continuum of Care (the “CoC”) coordinates the implementation of a housing and service system that meets the needs of persons experiencing or at risk of homelessness throughout the Butte County geographic region, otherwise known as a Homeless Prevention and Response System. The Homeless Prevention and Response System encompasses:

- Outreach, engagement, and assessment;
- Shelter, housing, and supportive services; and
- Homelessness prevention and diversion strategies.

This Governance Charter outlines the roles and responsibilities of the CoC, the CoC Council, CoC Committees, the Lead Agency, the Collaborative Applicant and the Homeless Management Information System (HMIS) Lead Agency.

This Governance Charter was developed by the Continuum of Care in consultation with the Collaborative Applicant and the HMIS Lead Agency.

The CoC’s primary responsibilities include the following:

- Establishing the Continuum of Care
- Operating the Continuum of Care
 - Continuum of Care Governance and Management
 - System and Project-Level Performance
 - Coordinated Assessment System
 - Written Standards
- Designating and HMIS for the Continuum of Care
- Planning for the Continuum’s Geographic Area
 - Coordinated System of Care

II. CoC General Membership

Representatives from relevant organizations within a geographic area shall establish a Continuum of Care to carry out the duties outlined in this Governance Charter. The geographic area encompasses the five municipalities as well as the unincorporated areas of Butte County.

1. Membership in the CoC

Membership in the Continuum of Care is established to ensure community-wide commitment to preventing and ending homelessness and must represent the entire geographic area covered by the CoC.

The following interests are represented on the CoC. An official membership list is documented and held by the Lead Agency.

- Non-Profit Homeless Assistance Providers
- Faith-Based Organizations

- Governments
- Businesses
- Advocates
- Public Housing Agencies
- School Districts
- Social Service Providers
- Mental Health Agencies
- Hospitals
- Universities
- Affordable Housing Developers
- Law Enforcement
- Veteran Service Organizations
- Victim Service Providers
- Persons who are homeless or have experienced homelessness

The CoC success is dependent on a broad and diverse membership. Therefore, membership in the CoC is open to any individual or organization that embraces the mission, values, and goals of the CoC. The individual or organization must have an interest in understanding and addressing the issues related to homelessness, and a desire to participate in some way in the most current CoC approved strategic plan to end homelessness in Butte County.

The CoC invites new members from the Butte County region to join at least annually. A request for new members is publicly announced at various meetings and may also be announced via email or other modes of communication. In order to become a member of the CoC, an individual/organization must take the following steps:

- Formally request membership in writing
- Attend a meeting

Member Participation

Members are expected to exercise the duties and responsibilities of their positions with integrity, collegiality, and care. This includes:

- Making attendance at meetings a high priority.
- Being prepared to discuss the issues and business on the agenda, and having read all background material relevant to the topics at hand.
- Cooperating with and respecting the opinions of fellow members, and leaving personal prejudices out of all discussions, as well as supporting actions of the Council even when the member personally did not support the action taken.
- Putting the interests of the organization above personal interests.
- Representing the organization in a positive and supportive manner at all times and in all places.
- Showing respect and courteous conduct in all meetings.

- Refraining from intruding on administrative issues that are the responsibility of management, except to monitor the results and ensure that procedures are consistent with policy.
- Observing established lines of communication and directing requests for information or assistance to the executive committee.

General Membership

Membership Benefits

- Invitation to CoC full membership meetings
- Eligible for committee or Council Member service
- Access to training and technical assistance opportunities
- Access, training and use of HMIS system for the purpose of assessing, monitoring, and reporting agency client services
- Participation in a countywide Coordinated Entry system
- Opportunities to network with people doing similar work or with similar interests
- Opportunities to access funding

Membership Responsibilities

- Attendance at CoC membership meetings
- Participation in advocacy initiatives
- Participation in the biennial Point-In-Time Census Count for the geographic area
- Participation in other county-wide programs such as Project Homeless Connect

Voting Membership

Voting opportunities may be brought forth to the full membership, including Council Member and officer nominations and elections. Voting items will be announced prior to meetings, and email votes accepted, unless otherwise specified by the CoC Council.

Voting rights will be assigned to one individual within each organization, as designated by that organization, in whatever manner is chosen. An alternate voting member should also be selected by the organization should the voting member be unable to attend a meeting.

2. Responsibilities

The CoC has specific responsibilities as outlined in the Continuum of Care Interim Rule. The responsibilities required by the Continuum of Care Interim Rule are outlined in Table 1 of this Governance Charter. The CoC retains all of the responsibilities listed, even if it designates eligible applicants other than itself to apply for funds. Responsibilities extend to approval of the Continuum of Care Program application for funding.

Additional responsibilities set forth by the Continuum of Care include:

- Receive community and public policy updates relevant to homelessness issues.
- Conduct a gaps analysis for the geographic area and provide updates on the 10-Year

Strategy to End Homelessness.

- Consult with State and local governmental ESG recipients within the geographic area.

III. Establishing the CoC Council

The CoC is required to establish a Council that is made up of a portion of Continuum of Care members. The CoC Council must act on behalf of the CoC.

1. Council Composition

These written procedures for selecting Council Members will be reviewed, updated and approved at least once every 5 years.

The CoC Council consists of up to 20 voting members, as necessary to fulfill the membership requirements described below. Service Area (categories) for council representation is as follows:

1. Homeless or Formerly Homeless Individual as priority representative to comply with mandatory representative requirements set forth by HUD.
2. Include Service Area nomination categories to favor the nomination and election of a diverse and inclusive representation on the council.
3. Appointed Coalition representatives- selected by each coalition after nominations and elections- or their alternates for who best represents the needs of their locality, once priority service area slots are filled.
4. Appointed publicly elected officials or their alternates from five public jurisdictions or agencies (Butte County, Chico, Gridley/Biggs, Oroville and Paradise).
5. Include a representative selected by the Lead Agency/ Collaborative Applicant that will also be included as an officer and member of the Executive Committee to assist with planning and administrative support.

The CoC will strive to achieve broad representation on the CoC Council.

Council Members may be removed by majority vote of the Council for reasons deemed necessary to fulfilling the purpose of the Council (e.g. attendance, ethics). Should a Council Member be removed from their position or a vacancy occurs prior to the end of the designated term, nominations for a replacement may be taken. The full CoC membership will be notified of an opportunity to make a nomination at least one month in advance of a vote to fill the vacant position(s).

The CoC Council will elect a chairperson, first vice chairperson and second vice chairperson who will chair the CoC Council Meetings and the CoC Meetings, with careful consideration given to the qualifications of these officers to lead the CoC. The Lead Agency/ Collaborative Applicant representative will be added as an officer to the CoC should they not be elected in one of the three chairperson roles. Additionally, the previous CoC chairperson and CoC coordinator will be invited to participate as members of the executive committee.

The Chair shall convene regularly scheduled Council meetings and full membership meetings, shall preside or arrange for other members of the Executive Committee to preside at each meeting in their absence in the following order: first vice chairperson and then second vice chairperson.

The CoC Council will approve its officers by majority vote at the first meeting of the calendar year. The CoC Council may remove its officers by majority vote. The term of all officers shall be three years with a maximum of three consecutive terms. Insufficient nominees in eligible service categories may warrant an extension of council term limits. In such instances, the Executive Committee reserves the right to extend the term limit for an additional three-year term.

Newly elected Council Members will begin their terms at the first CoC Council meeting of the new calendar year.

Appointee Council Members appointed subsequent to the normal voting process shall begin their term upon appointment and complete the current two-year term.

The Council Member roster will stagger terms.

2. Dismissal and Appointment of Council Members

In the event of dismissal or resignation of a Council Member, Council may elect to fill the vacated position with a representative from the same Category, to complete the remainder of the term.

3. Meetings

Regular Meetings

The CoC Council will hold meetings at least quarterly, or four times per year. The CoC will hold meetings at least semi-annually of the full membership. These meetings will be open to the public with an agenda distributed to all CoC members at least 72 hours in advance of the meeting.

Special Meetings

A Council majority may call special meetings within 72 hours. The Executive Committee may call a special meeting within 24 hours for urgent time sensitive matters.

IV. Meeting Proceedings:

The following procedures are applicable to all meetings of the CoC

1. Quorum

Quorum is defined as 51% of the convening body for all official CoC business. This includes but is not limited to Committee, Council and Membership meetings. For purposes of determining the Quorum, appointed publicly elected officials are not included in the calculation. If a Quorum is not established at a meeting, no votes may take place during the meeting. Elected officials may always vote when present, but will not be utilized to define the quorum.

2. Decision-Making

Robert's Rules of Order will be followed and a simple majority of the members present is necessary

for any resolution or vote to pass. For purposes of time-sensitive and/or critical votes an email vote may be used.

3. Code of Conduct / Conflict of Interest / Recusal Process

Who is Covered

All CoC Council, Committee, and General Members will abide by 24 CFR Part §578.95 (Conflicts of Interest) in the CoC Interim Rule and 24 CFR Part § 576.404 Conflicts of Interest in the Emergency Solutions Grant Rule.

Disclosure

The CoC Council, all Committee members, and General Membership will disclose potential conflicts when the topics of funding awards, or other financial benefits that could be gained or lost by themselves personally or by an organization they represent as an employee, agent, consultant, board member, or their family member represents, are under consideration. The CoC Council, Committees, and General Members will be required to review and sign annually the Conflict of Interest Policy and related Conflict of Interest Procedures (see Attachment X). The CoC Council, Committees and General Members will be required to sign annually the Conflict of Interest Disclosure Statement (see Attachment X) and may be required to update their policy should a conflict develop.

Recusal

Members will excuse themselves as needed to avoid a conflict of interest. This includes leaving the room for any discussion of a conflicted or potentially conflicted transaction. However, a conflicted member may be present to present for clarifying questions. All Members including conflicted Members may be present for the Council vote.

Nonconflicted Situations

The CoC desires that it, and those entities to which it has delegated authority, make informed as well as non-conflicted decisions. The annual gaps analysis, eligibility criteria for who gets served by what resources in the Continuum, prioritization of who gets served, performance targets, etc. are best developed and refined with broad stakeholder input. Funded projects and jurisdictions will not be deemed conflicted in discussions on these topics nor in providing input on local priorities for Continuum of Care funding and refinements the scoring criteria for projects or the application process. The Review and Ranking Committee will evaluate the merits of the input and will make the final determination on the scoring criteria and application process; only nonconflicted Members will participate on the Review and Ranking Committee.

4. Responsibilities

The CoC gives authority to the CoC Council for specific responsibilities. The responsibilities required by the Continuum of Care Interim Rule are outlined in Table 1 of this Governance Charter. Additional responsibilities required by the Continuum of Care include:

- Elect a Chairperson, First Vice Chairperson and Second Vice Chairperson.
 - Notice, manage and facilitate CoC Council meetings.
- Hire or designate an agency to hire Staff, or contractors, to assist with the CoC Application, the Point-In-Time Survey, performance monitoring and evaluation, assessment system coordination, planning, fund development, and other administrative duties.
- Review and act on the annual funding allocations.
- Review and act on additional HUD required activities.
- Review and act on any programs that should be removed from HUD funding and any proposed funding reallocations.

V. Establishing the CoC Committees

The CoC may establish Committees, Subcommittees, or Work Groups that are made up of the Continuum of Care members to act on behalf of the CoC. The CoC may establish the following Committees as it sees fit:

- Executive Committee
- HMIS/Coordinated Entry Committee
- Households with Children Committee
- Veteran’s Committee
- Governance Committee
- Chronically Homelessness Committee
- Youth Homelessness Committee
- Point-In-Time Committee
- Review and Ranking Committee
- Other Committees as determined by the CoC Council

1. Committee Membership

Any CoC member can participate on a Committee. The CoC Council will approve a chairperson and a vice chairperson. Each Committee will be required to establish a purpose and a description of their roles and responsibilities, approved by Council vote.

Executive Committee: The Executive Committee shall include the Chair, First Vice-Chair, Second Vice-Chair and either the past-Chair, or if not available, another Council member selected by the three members of the Executive Committee.

2. Responsibilities

The CoC gives authority to the CoC Committees for specific responsibilities. The responsibilities required by the Continuum of Care Interim Rule are outlined in Table 1 of this Governance Charter. Each active committee is required to report quarterly, or at least four times per year, to the CoC Council.

VI. Staff Roles

1. Continuum of Care Lead Agency

The CoC may appoint a Lead Agency that will provide meeting support for the CoC, Council and all other committees. The Lead Agency is responsible for scheduling meetings, developing agendas, issuing meeting materials and posting all relevant documents to the CoC website. All responsibilities are documented in the CoC Lead Agency Memorandum of Understanding. The designation of the Lead Agency is valid for a maximum of three years before the designation must be reviewed and renewed by the CoC. The CoC shall select a Lead Agency with the qualifications and capacity necessary to carry out the Lead Agency role.

2. Collaborative Applicant

The CoC must designate a legal entity that is also a Continuum of Care Program eligible applicant to serve as the Collaborative Applicant. The Collaborative Applicant is responsible for collecting and combining the required application information from all Continuum of Care Program funded projects within the geographic area. The Collaborative Applicant is also responsible for submitting the annual application to HUD for Continuum of Care Program funding and to apply for Continuum of Care Planning dollars. These and any additional responsibilities are documented in the CoC Collaborative Applicant Memorandum of Understanding. The designation of the Collaborative Applicant is valid for a maximum of three years before the designation must be reviewed and renewed by the CoC. The CoC shall select a Collaborative Applicant with the qualifications and capacity necessary to carry out the Collaborative Applicant role.

Before the submission of the annual application to HUD for Continuum of Care Program funding, the Collaborative Applicant must submit a final draft of the application to the CoC Council for approval.

Depending on the timing of the submission to HUD, the CoC Council and Collaborative Applicant will create a timeline for submission to the CoC Council.

3. HMIS Lead Agency

The CoC must designate a legal entity that is also a Continuum of Care Program eligible applicant to serve as the Homeless Management Information System (HMIS) Lead Agency for the geographic area. The HMIS Lead Agency will maintain the community's HMIS in compliance with HUD standards and coordinate all related activities, including training, maintenance and the provision of technical assistance to contributing organizations. Responsibilities required by the Continuum of Care Interim Rule are outlined in Table 1 of this Governance Charter. These and any additional responsibilities are documented in the HMIS Lead Agency Memorandum of Understanding. The designation of the HMIS Lead Agency is valid for a maximum of three years before the designation must be reviewed and renewed by the CoC. The CoC shall select an HMIS Lead Agency with the qualifications and capacity necessary to carry out the HMIS Lead Agency role.

VII. Reviewing and Updating the Charter

1. Process for Updating the Charter

Once every year the CoC must review this Governance Charter in consultation with the Collaborative Applicant and HMIS Lead. Members of the CoC, CoC Council, Collaborative Applicant, Lead Agency, or HMIS Lead may make suggestions for updating. It is the Collaborative Applicant’s responsibility to review HUD rules, regulations, and guidance and to suggest updates to the Governance Charter. The updates must be presented on the agenda prior to the meeting. Updates to the Governance Charter require a two-thirds majority vote of the CoC membership.

2. Review and Updating History

Adopted August 20, 2015

Amended/Adopted February 27, 2017

Amended/Adopted November 20, 2017

Amended/Adopted October 19, 2020

Amended/Adopted November 15, 2021

Date of Review	Summary of Updates	Summary of Vote
11/15/2021	Review & Adjust Council Composition to ensure a representative from the Lead Agency/ Collaborative Applicant is included.	33 Voting Members Participated. 24 in favor, 9 abstained, 0 voted no. Changes Accepted.
10/19/2020	Yearly clean up. Removed duplicated items, such as multiple definitions of “Quorum”. Added the Code of Conduct that was adopted June 15, 2020 and removed details that should be included in the Policies and Procedures.	14 Council Members in attendance. All in favor.

Table 1. Responsibilities of Continuum of Care Entities

Responsibility Category	Responsibility	Responsible Party
Establishing CoC	Define membership of CoC	CoC
Establishing CoC	Invite new members annually	CoC
Operating CoC	Hold meetings of full membership, with published agenda, at least semi-annually	CoC
CoC Governance and Management	Establishing a CoC Council	CoC
CoC Governance and Management	Reviewing the written selection process for the Council	CoC
CoC Governance and Management	Designate a Collaborative Applicant	CoC
CoC Governance and Management	Designate Responsibilities to the CoC	CoC

Butte CoC Governance Charter

Adopted April 20, 2015

Most recent amendment: November 15, 2021

Management	Council, HMIS Lead, and Collaborative Applicant	
CoC Governance and Management	Apply for CoC Planning Funds	Collaborative Applicant
CoC Governance and Management	Apply for CoC HMIS Funds	HMIS Lead Agency
CoC Governance and Management	Apply for CoC CES Funds	HMIS Lead Agency
CoC Governance and Management	Appoint Committees / Sub-Committees	CoC Council
CoC Governance and Management	Develop a Governance Charter	Governance Committee with approval from CoC Council
CoC Governance and Management	Review Governance Charter Annually	CoC
Overall and Project-Level Performance	Establish performance targets in consultation with recipients/sub-recipients	CoC Council or Council Designee (i.e. Lead Agency or Committee)
Overall and Project-Level Performance	Monitor recipient/sub-recipient performance	CoC Council or Council Designee (i.e. Lead Agency or Committee)
Overall and Project-Level Performance	Evaluate outcomes for ESG and CoC Projects and report to HUD	CoC Council or Council Designee (i.e. Lead Agency or Committee)
Overall and Project-Level Performance	Take action against poor performers	CoC Council or Council Designee (i.e. Lead Agency or Committee)
Overall and Project-Level Performance	Measure system performance	CoC Council or Council Designee (i.e. Lead Agency or Committee)
Coordinated Assessment System	Operate a Coordinated Assessment System in consultation with ESG	CoC Council or Council Designee (i.e. Committee)
Coordinated Assessment System	Develop a policy for how Coordinated System and Housing and Service System will address needs of Domestic Violence	CoC Council or Council Designee (i.e. Committee)
Designate a HMIS	Designate a Single HMIS for the entire CoC Geographic Area	CoC
Designate a HMIS	Designate a Single HMIS Lead Agency	CoC
Designate a HMIS	Review, revise and approve the HMIS privacy plan, security plan and data quality plan	HMIS Lead Agency with approval from CoC Council
Designate a HMIS	Ensure HMIS is in compliance with HUD requirements	HMIS Lead Agency and CoC Council
Designate a HMIS	Review, revise and approve policies, procedures and standards in accordance with the CoC Interim Rule, Proposed HMIS rule and HUD standards	HMIS Lead Agency and CoC Council

Designate a HMIS	Ensure consistent HMIS participation of recipients and sub-recipients in compliance with federal regulations and HUD standards	HMIS Lead Agency
Designate a HMIS	Execute participation agreements with contributing HMIS organizations, including participation fee	HMIS Lead Agency
Designate a HMIS	Execute user agreements	HMIS Lead Agency
Plan for the CoC	Coordinate implementation of a housing and service system	CoC Council or Council Designee (i.e. Committee)
Plan for the CoC	Plan and Conduct a Point-in-Time Study that meets HUD requirements once every two years	CoC Council or Council Designee (i.e. Committee)
Plan for the CoC	Conduct an annual gaps analysis of homeless needs and services	CoC Council or Council Designee (i.e. Committee)
Plan for the CoC	Participate in the Consolidated Plan	CoC Council or Council Designee (i.e. Committee)
Plan for the CoC	Consult with ESG Recipients <ul style="list-style-type: none"> • Coordinated Assessment • Consolidated Plan homelessness strategy and goals • Allocation of ESG funding • ESG performance standards • ESG sub-recipient participation in HMIS • ESG and CoC Program written standards • Evaluate performance of ESG recipients/sub-recipients 	CoC Council or Council Designee (i.e. Committee)
Plan for the CoC	Establish priorities for funding projects	CoC Council or Council Designee (i.e. Lead Agency or Committee)
Plan for the CoC	Rank multiple applications if required by HUD, in accordance with HUD criteria	Review and Ranking Committee with approval from CoC Council
Plan for the CoC	Submit annual application to HUD for Continuum of Care Program Funding	Collaborative Applicant
Plan for the CoC	Approve annual application to HUD for Continuum of Care Program	CoC Council



Butte Countywide Homeless Continuum of Care

Continuum of Care All Member Meeting
In-Person Meeting
May 20, 2024 1:00 p.m. – 3:00 p.m.

CoC Agenda Item #4:

HMIS/CES Committee Update: CES Policy

CES Policies and Procedures

Butte Countywide Homeless Continuum of Care

For use by the CoC Council, CoC Coordinator, HMIS Committee, HMIS Lead Agency, HMIS Software System Provider, Contributing HMIS Organizations, CHO Agencies, and all End Users

Created April 23, 2024

Approved on May 13, 2024

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PURPOSE OF THIS DOCUMENT

A Coordinated Entry System (CES) is an evidence-based strategy that focuses on housing and service coordination designed to link homeless people to the most appropriate housing solution based on their needs. The policies and procedures outlined in this document support the Butte Countywide Continuum of Care (CoC) in identifying people who are experiencing a housing crisis including homelessness, preventing homelessness whenever possible, appropriately assessing clients' needs, and providing connections to housing and services quickly.

Specifically, the Coordinated Entry System (CES) Policies and Procedures provide:

1. Policies that govern and provide continuity and consistency on CES practices and what key stakeholders and participants should expect from the process; and
2. A framework for service providers, federal/state/city and county partners along with private funders and community voices to align their operational processes and procedures whenever possible.

This document breaks down the CES process based on the following key CES components as outlined by the United States Department of Housing and Urban Development (HUD): 1) Access, 2) Assessment, 3) Prioritization, 4) Compliance, 5) Data Systems, and 6) Evaluation. The CES Policies and Procedures provide detail on Butte County CoC's response and practices for reducing homelessness throughout the community within each of these key components of CES.

This document addresses each of the CES requirements established by HUD and details local policies and practices as they relate to the Butte Countywide CoC CES. Please note that while HUD has allowed each CoC to be flexible in their design and implementation of Coordinated Entry policies and practices, every community is bound by federal, state, and local policies that drive our work and ensure fair and equitable access to all households in need. CES policies work in conjunction with local [HMIS Policies and Procedures](#).

As the lead agency for the CoC, the Department of Employment and Social Services (DESS), is responsible for CES planning, implementation, and monitoring.

BUTTE COUNTY COC COMMUNITY STANDARDS

The Butte Countywide CoC Community Standards outline key system and project standards to ensure that homelessness is rare, brief, and non-recurring in Butte County. At minimum, the Community Standards apply to all CoC, ESG, and DESS funded projects regardless of project type. The CES Policies and Procedures align with expectations outlined in the broader Butte Countywide CoC Community Standards and expect that all programs participate in CES while adhering to the system and project standards. CoC System Standards are the foundation for a high-performing CES. These include but not limited to:

- *Housing Focused*- utilizing housing as the key to ending homelessness.
- *Housing First*- offering housing resources with low barriers, as quickly as possible, with flexible and voluntary supportive services.
- *Trauma Informed*-recognizing the impact of trauma and actively working to reduce future re-traumatization.

As the lead agency for the CoC, DESS, is responsible for developing, updating, implementing, and monitoring the Community Standards.

HOMELESS MANAGEMENT INFORMATION SYSTEM

HUD requires communities to utilize a Homeless Management Information System (HMIS) to track and report data on persons experiencing homelessness and their participation in services. HMIS is a local web-based information technology system that the Butte Countywide CoC uses to collect client-level data on the provision of housing and services to individuals and families through the homeless response system. The CoC uses the software Clarity for its HMIS installation. DESS serves as the CoC’s HMIS Lead Agency. In this role, DESS sets policy, performs executive functions and provides strategic direction and oversight for Butte Countywide CoC’s HMIS. This includes oversight of technical design, implementation and operation of the HMIS, managing the day-to-day system operations, and providing training and technical support for all HMIS users. In Butte County, HMIS is intricately woven into the design and implementation of CES and is referenced throughout this document.

The HEARTH Act requires that all CoC and Emergency Solution Grant (ESG)-funded projects participate in the HMIS and comply with HUD's standards on participation, data collection, and reporting under a local HMIS and the Butte County [HMIS Policies and Procedures](#). All other HMIS participating projects, regardless of their funding source, need to adhere to the Butte County HMIS Policy and Procedure. The CoC strongly encourages non-HUD funded organizations to participate in Butte Countywide CoC’s HMIS.

DECLARED EMERGENCIES

DESS in accordance with the Butte Countywide CoC reserves the right to adjust Butte County CES practices, in response to a federal, state or locally declared emergency. DESS on behalf of the Butte Countywide CoC may align CES practices in accordance with federal, state and local guidelines during such declarations.

COORDINATED ENTRY SYSTEM OVERVIEW

CES Vision:

The vision of the CES is to provide assessment, prioritization, and matching of people experiencing homelessness to housing and supportive services in the most transparent, person-centered, equitable, and trauma-informed way possible.

BACKGROUND

In accordance with federal regulations, [HUD requires \(CPD-17-01\)](#) communities awarded CoC and ESG program funding to develop and participate in a “coordinated entry process designed to coordinate program participant intake, assessment, and provision of referrals, with the goal of increasing the efficiency of local crisis response systems and improve fairness and ease of access to housing resources, including supportive services and mainstream resources.” HUD has designated these efforts a key responsibility of each community’s Continuum of Care (CoC) under [24 CFR 578 \(a\)\(8\)](#).

Furthermore, HUD requires projects funded under [Continuums of Care \(CoC\) and Emergency Solutions Grant \(ESG\) programs](#) to utilize CES. The goals of an effective CES are to quickly identify households experiencing homelessness, resolve homelessness whenever possible through diversion, appropriately assess the needs of households that request help, and connect them to housing and services quickly. CES is designed and intended to be an evolving process equipped to change and adapt based on the needs of a community and the households experiencing housing crises.

CORE COMPONENTS OF THE COORDINATED ENTRY SYSTEM

HUD’s CoC Program Interim Rule has established minimum requirements and components for all CES. As per the requirements of [24 CFR 578](#) a CoC’s CES must:

- Cover the entire geographic area claimed by the CoC;
- Be easily accessed by individuals and families seeking housing or services;
- Be well advertised;
- Include a comprehensive and standardized assessment tool;
- Provide an initial, comprehensive assessment of individuals and families for housing and services; and
- Include a specific policy to guide the operation of the centralized or coordinated assessment system to address the needs of individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, human trafficking, or stalking, but who are seeking shelter or services from non-victim specific providers.

KEY OBJECTIVES OF BUTTE COUNTYWIDE COC’S CES

The following are key objectives of the Butte Countywide CoC’s CES, as established by the Butte County HMIS/CES Committee, the Butte Countywide CoC and DESS:

1. Operate a person-centric system of care.
2. Commit to a comprehensive crisis response system that assesses people, prioritizes them based on need, and connects them to housing quickly.
3. Expand diversion and permanent housing solutions based on community need.

4. Include thoughtful approaches to reducing the stress of the experience of being homeless through problem solving.
5. Implement standard assessment tools and practices that capture the limited information necessary to determine the severity of a household's needs and the best referral strategy to quickly remedy their housing crisis.
6. Utilize HMIS for the purpose of centralizing CES household's information and facilitating quick access to available housing solutions across the Butte County geographic area.
7. Regularly evaluate CES through facilitation, planning, and stakeholder consultation concerning the implementation and effectiveness of coordinated entry.

COORDINATED ENTRY IN BUTTE COUNTY

DESS is the Collaborative Applicant for the Butte Countywide CoC, CA-519. In addition to maintaining responsibility as the lead agency for the Butte Countywide CoC, DESS is the program applicant and lead agency for the administration of both the [Homeless Management Information System \(HMIS\)](#) and [Coordinated Entry System \(CES\)](#) as outlined in [HUD's regulatory requirements](#). As the CES program lead, DESS is responsible for the day-to-day administration of the CES, coordination with community partners and housing providers, documentation of CES services and resources, and oversight of the system and tracking performance. However, this responsibility is not held by DESS alone. While DESS is the CES project award agency responsible for the administration of Butte Countywide CoC's CES Policies and Procedures (CES P&Ps), support and decisions are facilitated through the Butte Countywide CoC and its HMIS/CES Committee group. The HMIS/CES Committee is composed of members of the Butte Countywide CoC that include homeless service providers, local government partners and funders, and persons with lived experience. The HMIS/CES Committee holds regularly scheduled meetings and is open to new membership.

The Butte Countywide CoC's CES is designed to:

- Identify the most vulnerable households experiencing homelessness in the CoC.
- Connect prioritized vulnerable households to available community resources with as few barriers as possible.

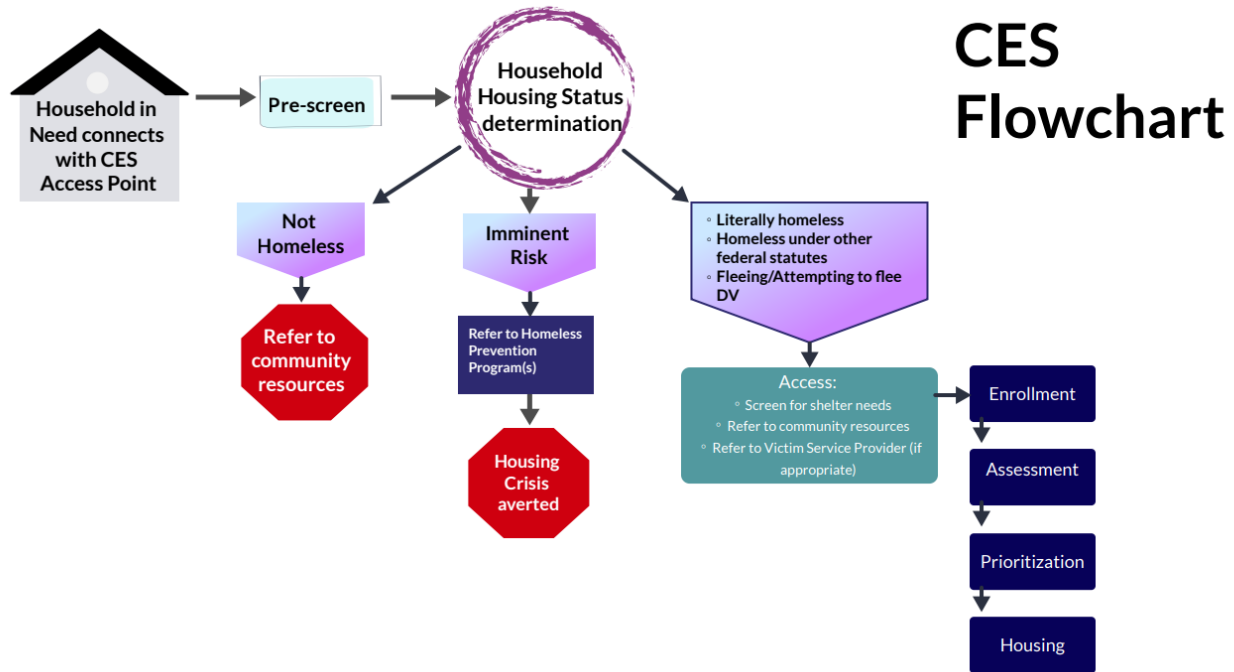
CES is:

- A centralized system for identifying, assessing and prioritizing vulnerable households.
- A match and referral process for connecting prioritized household's resources targeted to ending a household's homelessness.

CES is NOT:

- A guarantee of housing.
- A housing or program waitlist.
- A determination of housing eligibility.
- A referral process for emergency shelter or transitional housing beds.

Butte County’s CES is designed to connect vulnerable households to available resources through a streamlined system of access, assessment, data collection, prioritization, and referrals. The chart below provides a view of when and how CES is used.



Households may be enrolled in CES when:

- Diversion strategies were unsuccessful in resolving the household’s housing crisis **AND**
- The household is currently experiencing homelessness **AND**
- The household needs permanent housing resources

PARTICIPATION IN COORDINATED ENTRY SYSTEM

Each CoC and ESG recipient operating within the CoC’s geographic area must work together to ensure the CoC’s coordinated entry process allows for coordinated screening, assessment, and referrals for ESG-funded and CoC-funded projects. CoC Program interim rule: [24 CFR 578.7 \(a\)\(9\)](#); ESG interim rule: [24 CFR 576.400\(d\) and \(c\)](#).

All agencies serving households experiencing homelessness are encouraged to use CES for referrals, however all agencies receiving HUD CoC and ESG funds operating within a CoC are required to utilize CES in accordance with their funding award. Additionally, grantees receiving funding through the state and local agencies may also be required to use the CoC’s CES process.

COORDINATED ENTRY SYSTEM PARTICIPATION REQUIREMENTS

The Butte Countywide CoC believes a coordinated service approach is the most effective way to end homelessness. This includes a process of outreach, assessment, homeless response system navigation, matching, and referring to appropriate housing resources, and placement, all of which prioritizes the most acute homeless individuals and households for housing and services. In alignment with this local commitment to the efficient and effective use of CES as a key component of the homeless response system, the CoC has developed the following CES participation requirements:

- Attendance at required trainings and at a minimum one HMIS/CES Committee meeting per quarter by an agency CHO Administrator
- Adherence to the progressive engagement process
- Use of Diversion conversations throughout all stages of engagement with households
- Participation and data entry in the Homeless Management Information System (HMIS)
- Adherence to all CES policies and procedures
- For programs operating PSH and RRH Programs - Fill program vacancies through CES.

The intent of this participation language is to further define each agency's dedication to this collaborative effort, and increase the efficacy and scope of CES through additional housing resources, navigation, retention, support, and leadership. As well, it should contribute toward reaching the community's goal of ending homelessness.

CES CORE COMPONENTS

CES Steps

Access

Prescreen

Enrollment

Assessment

Connection

ACCESS

"Access Points are the places- either virtual or physical- where an individual or family in need of assistance accesses the coordinated entry process." [HUD Coordinated Entry Notice Section I.C.3](#)

Access is the entry point or process that allows persons experiencing homelessness entrance into the CES. Access Points can provide the following:

- Triage in identifying a household's immediate needs;
- Information on emergency assistance and community resources;
- Progressive engagement to remedy a current housing crisis as quickly and efficiently as possible;
- Diversion assistance to support households to prevent entering the homeless response system;

- Referrals to community-based services and supports; and
- Enrollment into CES when appropriate.

CES provides standardized assessment tools to begin the process of resolving a person's housing crisis regardless of which Access Point a household receives assistance.

The Butte Countywide CoC has multiple Access Points to provide full coverage to the geographic region. CES services are embedded in the work direct service providers offer at Access Points throughout the Continuum. This can include homeless dedicated sites that offer emergency shelter, meals, laundry services, day centers, and support. Given the large geographic area being covered, the needs of the population accessing CES, and the limitations of public transportation in the geographic area, there are multiple ways for these Access Points to be utilized:

- **Walk-in:** Households in need of assistance are able to walk in to any of the approved Access Point locations and receive assistance as listed above. Current Access Point locations can be [found here](#).
- **Phone-based system:** Individuals and families experiencing a housing crisis should contact 2-1-1. 2-1-1 is a free, confidential, phone service and searchable on-line database, that provides information on emergency assistance and community resources, including homeless prevention resources as well as location and hours of agencies trained to assist households experiencing homelessness and in need of permanent housing, known as Access Points. All CES Access Point locations are accessible by phone and callers can complete an assessment without having to physically be present at the location.
- **Street Outreach:** Street outreach services are available to connect with households in the geographic location where individuals and families experiencing homelessness reside, including streets, parks, campsites, abandoned buildings, cars, other places not meant for human habitation, or those in more rural areas where physical Access Points are limited. Street-based outreach teams act as mobile Access Points and have the capability of conducting assessments and assess their need for services in the same way as those who connect to services via phone or walk-in.

SPECIAL POPULATIONS

Understanding the complexities among different households experiencing housing crisis, the Butte Countywide CoC CES has designed specific Access Points and assessment tools to meet the needs of the following populations: Transitional Aged Youth (TAY), households fleeing domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions (including human trafficking). Households may present at any Access Point, despite a specific population designation, at which time the household can easily access an appropriate assessment process that provides the CES with enough information to make a prioritized decision about that household.

Regardless of which Access Point a CES participant enters, all Access Points must offer the same

coordinated entry process including:

- Utilization of the same assessment approach and tools;
- Accessible to all people who may be experiencing homelessness or at risk of homelessness; and
- Coordination to alternative Access Point designed to serve a specific population if appropriate.

AFTER HOURS AND EMERGENCY ACCESS

Butte Countywide CoC's CES is designed to prioritize our community's most vulnerable households experiencing homelessness and ensure access to available resources. The Butte County CES does not operate as part of an emergency response system. Access Point services are available during open hours of business and each site's hours may vary.

DIVERSION SERVICES – PRE-SCREEN

Many persons attempting to enter shelter or complete a housing assessment are experiencing an immediate housing crisis that can be resolved without shelter entry or common assessment if the system is oriented towards diversion and facilitating connections to mainstream resources. Such support requires staff trained in diversion who are strong problem solvers and knowledgeable in community resources, while understanding that their goal is to figure out safe and feasible housing alternatives for people seeking shelter/assessment.

Diversion: Diversion strategies occur at any point throughout the homeless service response system. Access Point staff assist households in resolving their immediate housing crisis by accessing alternatives to entering emergency shelters or entering into an unsheltered living situation. Diversion practices are guided by focused conversations aimed at helping a household identify safe and immediate housing options. Options may be temporary, but provide time to further resolve one's housing crisis and explore alternative and longer-term housing options to avoid the experience of being in a shelter or unsheltered. Diversion conversations may occur at any time during the start of a household's housing crisis.

Connection to Mainstream Resources: Access Points will have information on an array of services and mainstream resources to assist in resolving the immediate needs of a household and potentially end an episode of homelessness. This may include information on diversion opportunities, employment, education, transportation, public benefits, access to healthcare and legal services, among other resources.

To maximize the use of homeless system resources through connections to mainstream resources, robust diversion training and a partnership with Butte Countywide CoC's 2-1-1 system has been integrated into the work of CES. This allows Access Point staff to provide a full array of community resources and support to households whose housing crisis may be resolved prior to entering the homeless response system, regardless of circumstances.

If diversion strategies are not enough to remedy the housing crisis, and the household is experiencing

homelessness and needs permanent housing resources, enrollment into CES, including completion of the housing triage tool may be the next step.

CES ENROLLMENT

The [2024 HMIS Data Standard](#) requires households to be enrolled in a CES program and collect CES specific data elements; the Butte Countywide CoC under its HMIS and CES project awards, implemented this process in HMIS. Homeless providers who are working with households experiencing homelessness and in need of permanent housing resources should complete the outlined steps to ensure appropriate households are enrolled in CES and prioritized for available permanent housing resource.

Enrollment in CES should occur if:

- Diversion strategies were unsuccessful in resolving the household's housing crisis **AND**
- The household is currently experiencing homelessness **AND**
- The household is in need of permanent housing resources (ex: PSH, RRH, TH/RRH joint components).
- The household is homeless
 - Literally homeless; Individual or family who lacks a fixed, regular, and adequate nighttime residence; OR
 - Homeless under other Federal statutes; Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition; OR
 - Fleeing/attempting to flee domestic violence.

All HMIS users who enroll households in CES are trained in CES enrollment, and the administration of the CES Assessment Tool.

Households enrolled in CES should be provided the following information/direction:

- CES enrollment is not a guarantee of housing, all households should continue to look for and apply for housing while in CES.
- Households are required to keep their phone number and address information up to date in CES. Failure to do so can result in the household being exited from CES.
- Households are responsible for informing CES users/CES agencies of any changes to household composition, or life circumstances.
- Households are responsible to checking on their CES enrollment a minimum of once annually, to ensure they remain eligible.
 - If there is no activity (service provided, assessment tool completed, case notes, CES events) tracked in a household's CES program in a period of 540 days, the client's CES

- enrollment will be automatically exited.
- Any CES programs automatically exited will require a new CES enrollment.

ASSESSMENT

“Assessment is the use of one or more standardized assessment tools(s) to determine a household’s current housing situation, housing and service needs, risk of harm, risk of future or continued homelessness and other adverse outcomes.” [HUD CE Notice Section 1.C.4](#)

THE ROLE OF ASSESSMENT

Assessment is the process of gathering information about a household presenting to CES. Assessment includes documenting information about the barriers a household is facing to being rapidly housed and any characteristics that might increase their vulnerability while experiencing homelessness. The assessment process is used to ensure that participants are provided with the intervention most useful given the current situation and that no unnecessary services are provided when other less intensive services are appropriate and available.

CES aims to reduce the number of assessments a household must complete before an offer of housing resources becomes available. Assessments may be completed in one visit or over several interactions with a household. All conversations with households completing assessments should be conducted using trauma-informed practices. In addition to identifying a household’s overall housing needs and preferences, the assessment tool is also meant to triage more urgent needs. The CES assessment tool is designed to evaluate a household’s vulnerability and barriers to housing while providing information to assist in making appropriate referrals.

HMIS users are prohibited from screening people out of the CES assessment process due to perceived barriers to housing or services, including, but not limited to, too little or no income, active or a history of substance abuse, domestic violence history, 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 criminal record.

Additionally, assessments are designed for the sole purpose of documenting a household’s current experience and vulnerabilities during their housing crisis. CES assessments do not determine eligibility or acuity as part of a tenant selection review.

CES ASSESSMENT TOOL

The Butte Countywide CoC CES utilizes a combination of assessments and data elements to identify the full scope of a household’s housing crisis and vulnerabilities. The CES Assessment Tool includes both a housing assessment built into the Butte County CES project along with data collected as part of a household’s HMIS profile, for the sole purpose of determining a household’s current housing crisis and

vulnerabilities. The housing triage tool is not designed to replace clinical, medical, or housing eligibility assessments.

CES Assessment Tools are designed to identify experiences and vulnerabilities of the following populations:

- **Single:** Adults 25 years of age or older, not pregnant, with no children under the age of 18
- **Family:** Pregnant women; Men, Women, or Couples with Children under the age of 18
- **Transition Age Youth 18-24 (TAY):** Youth, not pregnant, no children, between the ages of 18-24

All households entered into the Butte County CES are strongly encouraged to complete a CES housing needs assessment. Information collected from CES Assessment tool is then used in the scoring of a household's vulnerability level for community prioritization purposes as well as in promoting appropriate matches to available housing resources when appropriate. Incomplete CES Assessment tools delay referring households to available permanent housing resources.

COMPLETING THE CES ASSESSMENT TOOL

All assessments will be conducted in a safe and private space to ensure all participants' sensitive information is protected and held confidential. Requirements to complete the CES Assessment Tool have been implemented as an appropriate measure to improve data quality and uniform messaging to the client. Requirements include the following:

- Assessor must be under the supervision of a service organization that has a current HMIS Participation Agreement;
- Assessor must have successfully completed the HMIS new user training in addition to the CES new user training, provided by DESS; and
- Assessor must participate in an annual CES assessor training.

UPDATING THE CES ASSESSMENT TOOL

Having the most up to date information on a household's experience assists CES in properly assessing and prioritizing a household based on their current vulnerabilities.

A household's current living situation is to be updated in the Butte County CES project when:

- The household's current living situation changes;
- There is a life changing event that increases the vulnerability of the household;
- It has been a year since it was last updated (housing triage tools must be updated at least every 365 days.)
 - It is the household's responsibility to contact a CES Access Point when the situations listed above have changed.

Reassessing the client from their original assessment may change the client's score and prioritization, and in some cases their eligibility for certain types of housing. When reassessing a household, a new assessment must be completed. If you have questions about updating the CES Assessment tool or when it is appropriate to do so, email HMIShelp@buttecounty.net

PARTICIPANT AUTONOMY IN THE ASSESSMENT PROCESS

The Butte Countywide CoC CES respects the privacy and autonomy of all households seeking assistance. DESS understands that some households completing the assessment tool may decline providing responses to assessment questions. While full completion of the assessment process assists CES staff in making appropriate referrals, no household will be denied participation in the Butte County CES or limited in their access to assistance due to an inability or refusal to complete the assessment process.

Participants may refuse to answer assessment questions. However, doing so may limit the participant's possible permanent housing and service opportunities if the questions that are not answered are related to eligibility criteria for specific programs. The CES Assessment does not require that the participant share information about a specific disability if the participant does not wish to do so. Participants are not required to disclose specific disabilities or diagnoses during the assessment process. Specific diagnosis or disability information will only be obtained for purposes of matching to program eligibility to make appropriate referrals.

Assessors will respect the autonomy and choices of households seeking assistance but will continue to build trust and rapport with households that decline to respond to assessment questions in order to complete the assessment process to the greatest extent possible to most accurately prioritize households.

CRISIS RESOURCES

An important aspect of the assessment process is to connect households to any crisis services they may need/want to access. Information provided by households during the CES enrollment and assessment process can inform staff of needs and barriers of a household. Connection to crisis services identified as potentially helpful to the household should be provided at the time of enrollment and assessment.

Crisis resource connections may include but are not limited to:

- a. Connection to Medical or Behavioral Health Crisis Services: Access Points shall assist the participant in calling 911 if there is a medical emergency. For behavioral health emergencies, they shall call the Butte County Behavioral Health Crisis Line: (530) 891-2810.
- b. Suicidal Ideation or Risk: If the participant expresses thoughts of suicide, they should be encouraged to call the Butte County Behavioral Health Crisis Line: (530) 891-2810 or the National Suicide Prevention Hotline at 800-273-8255. The

Access Point shall call 911 if they have assessed an immediate suicide risk and the participant is not willing to call a suicide prevention hotline. They shall ensure the participant stays within sight before emergency responders arrive.

- c. Connection to Domestic Violence Resources: When a participant reveals a history of domestic violence at a Coordinated Entry Access Point, the Access Point shall offer linkage to emergency services with the CoC's primary domestic violence provider, Catalyst, (800) 895-8476.
- d. Connection to Homelessness Prevention Resources: If the Access Point learns that the presenting household is not currently literally homeless but will imminently lose their housing, they may refer them to a Homelessness Prevention provider, if such resources are available in the community.
- e. Connection to Emergency Shelter: Participants shall be provided with the contact information for local emergency shelters. Access Points are highly encouraged to assist the client in calling the shelter of their choice to inquire about availability.
- f. Adult Protective Services: If the participant is an adult 60+ or a dependent adult age 18 – 59 yrs of age, who is experiencing abuse, neglect, exploitation or self-neglect, the Access Point shall file an Adult Protective Services report at (800) 664-9774.
- g. Child Protective Services: If minor children are at risk, the Access Point shall call Child Protective Services at (800) 400-0902.
- h. Connection to Social Services: If the participant is interested in, or needs assistance with CalFRESH, General Assistance, CalWORKs, or any other program provided by local Social Services, the Access Point shall offer linkage to DESS (877) 410-8803.

PRIORITIZATION - CONNECTION

“The Coordinated Entry process must, to the maximum extent feasible, ensure that people with more severe needs and levels of vulnerability are prioritized for housing and homeless assistance before those with less severe service needs and lower levels of vulnerability.” [HUD CE Notice CPD-17-01](#)

Upon completion of the CES enrollment, households are prioritized based on a number of vulnerability factors established by the Butte Countywide CoC through the use of a community prioritization tool. This process helps to ensure that the region's limited housing resources are reaching households with the greatest vulnerability in a timely and consistent manner.

Butte County CES prioritizes households by:

1. Chronically Homeless or At Risk of Chronic Homelessness.
2. Households with Children
3. TAY Youth
4. All other: non-Chronically homeless individuals, youth and families

Understanding that the youth experience of homelessness may look different from adult or family households, the Butte County CES has designed prioritization tools tailored to the experiences of households aged 18-24.

Note: CES prioritization is based on the determination of a household's vulnerabilities, not acuity.

- **Acuity:** *the measurement on the level of care or services a household may need to stabilize their housing crisis.*
- **Vulnerability:** *identifies and prioritizes housing based on the fragility of one's health and assesses what households are most at risk of dying on the streets.*

SELF-REFERRAL OR EXTERNAL FILL POLICY

Housing programs that receive CoC/ESG or some state and local funding are required under their funding awards, to fill program vacancies from CES, and for CES to be the only source from which to fill said vacancies.

The following policy applies to all housing programs using CES to fill vacancies through CES:

1. All household pulled from CES are pulled based on a household's vulnerability/prioritization.
2. Referrals are prioritized by the community prioritization tool in the following order:
 - (1) Highest Needs
 - (2) Sub-population
 - (3) Housing Intervention
3. The housing provider must make initial contact with the household **within two (2) business days** of identifying a household, using all contact information listed in HMIS. The housing provider is required at minimum to make three (3) unique attempts to reach the household within five (5) business days of identification.
 - (1) If at the time of the first attempt to contact the household, the agency is unable to make contact, the agency must enter a public alert in the system, the alert must contain the following information:
 - Subject: Reason for the alert (ex: "Potential Housing Opportunity for Household")
 - Expiration Date for the alert (ex: minimum of 5 days from the first attempted contact)
 - Note: Name, phone number and email address of person attempting to contact the household. Request for any HMIS end user who connects with

the client while the public alert is active to assist the client in making contact with the agency, and any other pertinent information related to the potential housing opportunity.

4. In the interest of community collaboration, housing providers must also contact the service provider/s currently working with the household listed in HMIS. The housing provider is required at minimum to make three (3) unique attempts to reach the service provider/s connected with the referred household within five (5) business days of identification.
5. All attempts to contact referred household and any assigned CM/service providers must be documented in HMIS, under the Household's CES program enrollment. All contact and attempts to contact household and service providers should be documented in the HMIS events section.
6. If a household cannot be reached, or if the household is not interested in the available housing resource, the housing provider must note the decline in HMIS and move to the next identified household. A household has the right to decline housing options, and cannot be penalized or removed from CES.
 - (1) **Appropriate / Best match:** Client reported experience aligns with program eligibility
 - (2) **Client choice:** CES emphasizes client choice in all referrals.
7. Once a household is accepted into a program, the housing provider should enroll the household into their project in HMIS and schedule a move-in date with the appropriate entities.

The [HUD Coordinated Entry Notice](#) states CoC- and ESG-program recipients and subrecipients use the coordinated entry process established by the CoC as the only referral source from which to consider filling vacancies in housing and/or services funded by CoC and ESG programs.

Butte County has a number of permanent housing programs that utilize CES for placement, but leverage funding outside of HUD CoC, HUD ESG, HEAP, and CESH. Very often these projects receive funding through other homeless partners.

Regardless of funding type, all housing resources utilizing CES to connect vulnerable households with housing resources are required to follow the practices listed in this document including but not limited to: enrollment in CES, assessment, prioritization and HMIS standards and practices.

PROCESS FOR PEOPLE FLEEING DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT OR STALKING

As provided in section [578.23\(c\)\(9\)](#), HUD's Office of Community Planning and Development Notice [CPD- 17-01](#), a victim services provider may choose not to use the CoC's coordinated entry process if victim services providers in the area use a coordinated entry process that meets HUD's requirement and the victim services provider uses that system instead.

Victims of domestic violence are individuals and families who qualify under paragraph (4) of HUD's

definition of homeless. This means any individual or family who:

- 1) Is fleeing, or attempting to flee domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or family member, including a child, that has either taken place within the individual's or family's primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence¹; and
- 2) Has no other residence; and
- 3) Lacks the resources or support networks to obtain other permanent housing.

Individuals and families that are fleeing or are attempting to flee domestic violence shall have safe and confidential access to the coordinated entry system and domestic violence supportive services, including access to emergency domestic violence hotlines and shelters.

DOMESTIC VIOLENCE

CES appropriately addresses the needs of individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking. When a household is identified by CES to need domestic violence services, that household is immediately referred to the appropriate domestic violence provider. If the household does not wish to seek domestic violence specific services, the household will have full access to the CES, in accordance with all protocols described in these policies and procedures. If the domestic violence provider the client is referred to determines that the household seeking domestic violence specific services is either not eligible for, or cannot be accommodated by the domestic violence-specific system, the provider will refer the client to an Access Point for assessment in accordance with all protocols described in these policies and procedures.

The CES process shall not impede access to emergency services and shall allow emergency services to operate with as few barriers to entry as possible. Clients seeking domestic violence shelter shall be able to access emergency services independent of the operating hours of the CES intake, assessment processes, and matching process.

Victims of domestic violence have the right to refuse to share their information among providers within HMIS, the continuum of care, or service providers outside of the trusted network; moreover, individuals or families refusing to share their information retain the right to access housing and service resources. In the instance where some information is needed for a specific project in order to determine eligibility for housing or services, or to assess needed services, information must be collected.

DESS on behalf of the Butte Countywide CoC, strives to forge strong collaboration with our community partners and recognizes that their input is invaluable to the development of a comprehensive and coordinated effort in ending homelessness for all individuals, families, and special populations. DESS has done the following to meet both HUD guidelines and the needs of the community:

- Requested input from domestic violence service providers through community meetings,

conference calls, and one-on-one visits

DESS is continuing these efforts by working with domestic violence service providers within Butte County, in accordance with HUD requirements, and through recommendations local Victim Service Providers and HUD guidance.

SAFETY PLANNING

The safety of the victims of domestic violence is of the utmost importance. Individuals or families with safety concerns can call the National Domestic Violence Hotline 1(800)799-SAFE (800-799-7233) to speak with a confidential advocate or be referred to an agency that specializes in domestic violence. Domestic violence service hotlines can also support safety planning. The National DV Hotline has a website for safety planning ideas and steps for internet safety. They should also be referred to local Victim Services Providers for more jurisdictionally appropriate assistance.

Because the safety of victims of domestic violence is so critical, ongoing communication and real-time recommendations from domestic violence community partners are required to meet the safety needs of the domestic violence victim population. To facilitate this, providers should feel free to contact the local victim service agencies.

ADDITIONAL SAFEGUARDS FOR VICTIMS OF DOMESTIC VIOLENCE

In addition to the safeguards described above, additional safeguards must be taken with any data associated with anyone who is known to be fleeing or suffering from any form of domestic violence, including dating violence, stalking, trafficking, and/or sexual assault, regardless of whether such people are seeking shelter or services from non-victim-specific providers.

If necessary to ensure the safety of potential victims of domestic violence, victim service providers are allowed to establish an alternative CES process for victims of domestic violence, dating violence, sexual assault, and/or stalking. If such an alternative process is established, it must still meet HUD's minimum CES requirements, i.e., nondiscrimination, full coverage, easy accessibility, adequate advertisement, standardized assessment based on written procedures, comprehensive assessment based on client need and vulnerability, and a unified effort to refer clients to housing and services across the entire geographic region according to the priority assigned by the CES and the needs of the household fleeing for safety.

FAIR HOUSING, NONDISCRIMINATION, AND MARKETING

NONDISCRIMINATION IN COORDINATED ENTRY

The Butte County CES collects household information for the purpose of identifying households in need of housing resources and prioritizing housing vulnerability for the sole purpose of prioritizing households

with the greatest needs and ensuring connection to available housing resources. CES is not designed to and is not used to determine a household's program eligibility or ability to complete future processes related to housing resources. While the Butte Countywide CoC recognizes that many of the housing resources within the Butte County CES portfolio require verification of eligibility, it is the sole responsibility of the agency providing the housing resource to determine eligibility and to collect required documentation.

Additionally, all programs receiving Federal and State funds will comply with applicable civil rights, fair housing and disability laws and requirements, and recipients and subrecipients of CoC Program and ESG Program-funded projects must comply with the nondiscrimination and equal opportunity provisions of Federal civil rights laws.

FEDERAL FAIR HOUSING

The Butte County CES does not use data collected from the assessment process to discriminate or prioritize households for housing and services on a protected basis, such as race, color, religion, national origin, sex, age, familial status, disability, actual or perceived sexual orientation, gender identity, or marital status.

Butte Countywide CES participating organizations and organizations who pull households from CES are prohibited from discriminating or prioritizing households on the aforementioned protected groups.

All Access Points must provide services in a way that prevents discrimination on the basis of race, color, religion, sex (including gender, gender identity, sexual orientation), status as a survivor of sexual harassment or domestic violence, national origin, familial status, and disability (both visible and not), or protected classes.

LOW BARRIER

The Butte Countywide CoC prohibits screening people out at any step in the CES process due to perceived barriers to housing or services, including, but not limited to:

- too little or no income;
- active or previous substance abuse;
- domestic violence history;
- resistance to receiving services;
- 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
- criminal record.

The Butte County CES assessment process does not require disclosure of specific disabilities or diagnoses. When necessary, specific diagnosis or disability information may only be requested via self-disclosure,

solely for the purposes of CES matching/referring to housing resources that have identified such requirements in writing.

FAMILY COMPOSITION-EQUAL ACCESS TO HOUSING

In accordance with HUD's [Equal Access to Housing](#), a recipient or subrecipient receiving funds under the ESG or CoC Programs cannot discriminate against;

- a group of people presenting as a family based on the composition of the family (e.g., adults and children or just adults);
- the age of any members of the family;
- the disability status of any member of the family;
- marital status;
- actual or perceived sexual orientation, or gender identity; or
- a child who is temporarily away from the home because of placement in foster care is also considered a member of the family.

Any group of people that present together for assistance and identify themselves as a family, regardless of age, relationship or other factors, are considered to be a family and must be served as such.

For example, an emergency shelter, transitional housing project, or permanent housing projects that serve families with children, may not limit assistance to only women with children. Under HUD's [Equal Access rule](#), the aforementioned projects must serve the following family types:

- Single female head of households with minor child(ren);
- Single male head of household with minor child(ren); and
- Any household made up of two or more adults, regardless of sexual orientation, marital status, or gender identity, presenting with minor child(ren).

Two adults presenting together as a family will not be required to provide proof of marriage as enrollment into ESG and CoC funded projects. This policy applies to any recipients or sub-recipients of funding under ESG or the CoC program, including faith-based organizations.

CULTURAL AND LINGUISTIC BARRIERS

Butte Countywide CoC's CES strives to effectively communicate with individuals and households with disabilities. CoC and ESG programs, along with some state funded programs and agencies are required to provide appropriate auxiliary aids and services necessary to ensure effective communication. CES participating agencies must take reasonable steps to offer CES materials and participant instructions in multiple languages to meet the needs of minority, ethnic, and groups with Limited English Proficiency (LEP). This can include the use of language lines or on-site interpreters.

HOUSEHOLDS WITH DISABILITIES

Butte Countywide CoC's CES serves all households experiencing homelessness and in need of housing resources. Such households may include persons with physical and/or behavioral health disabilities. The following policies have been implemented to ensure households with disabilities have full access to the shelter, housing, and services offered through CES:

- ADA Compliance: CES Access Points are fully ADA-compliant and accessible to people with mobility impairments. Agencies providing Access Point services must make all services available and accessible to all households presenting to their agencies.
- Aids and Services: CES will utilize mainstream services and partners to ensure that people with disabilities seeking services are connected with auxiliary aids and services as needed, to ensure clear and effective communication including, but not limited to, large-type printed materials, assistive listening devices, language interpreters, and other tools.
- Disclosure: People with disabilities are not required to disclose a specific disability or the diagnosis of a disability to be assessed for a housing opportunity. Such information is only obtained for the purposes of making referrals and matches to permanent housing resources.

LOCAL PRIORITY POINT SYSTEM

The local CES system provides for local priority points to be added to the assessment score of qualifying households. Each qualifying household can have up to 4 additional points added to their assessment score.

In order to qualify for local priority points, households must either be; 1) Chronically homeless, 2) At-Risk of chronic homelessness, 3) Unaccompanied homeless youth, 3) Household with children. (Flow charts for determining eligibility for local priority points are included in the appendices of forms at this end of this document.)

Local priority points are scored as follows:

- 1) Chronically homeless – 2 points
- 2) At-Risk of chronic homelessness – 2 points
- 3) Unaccompanied homeless youth – 1 point
- 4) Household with children – 1 point

Households cannot receive both chronically homeless points and at-risk of chronic homelessness points.

AFFIRMATIVE MARKETING AND ADVERTISING STRATEGY

CES processes are widely marketed and advertised to ensure all Butte County households have fair and equal access regardless of the location or method by which they access the system.

The CoC will affirmatively market CES as the Access Point for available housing and supportive services to eligible persons, as determined through a regular review of the housing market area and the populations currently being served to identify underserved populations. This may include an evaluation of HMIS service data, the Point-in-Time Count, and region's demographics and census data. Marketing materials will clearly convey the location of Access Points.

For identified populations, marketing will be conducted at least annually, and may use the following methods:

- Brochures / Flyers
- Announcements at Community Events
- Radio
- Television
- Social Media / Websites
- Direct outreach / Peer Outreach
- 2-1-1 text campaign

All CES participating agencies shall retain copies of marketing materials with evidence of affirmatively furthering fair and equal access to all CES processes. Copies of marketing materials shall be provided upon request by funders, partners, and participants in CES services. Marketing campaigns for CES are, and will continue to be, designed to with diverse communication methods to equitably reach diverse populations, and populations who otherwise might not connect with mainstream service providers. Campaigns will continue to focus on broadening the reach of CES, to provide connection to all eligible persons regardless of race, color, national origin, religion, sex, age, familial status, disability, actual or perceived sexual orientation, gender identify, or marital status, those with seeing, hearing, or language barriers or impairments. Similarly, CES marketing campaigns will be designed to ensure that people in different populations and subpopulations in the CoC's geographic area – including people experiencing chronic homelessness, veterans, families with children, youth, and survivors of domestic violence – have fair and equal access to CES.

The CES staff engages mainstream partners and supporting agencies with whom they conduct outreach, education, referrals, and training to help market and advertise CES to eligible households across the Butte Countywide CoC.

GRIEVANCE POLICY

If an individual wishes to file a grievance or complaint related to the Coordinated Entry process, they may contact the CoC Lead Agency, Department of Employment and Social Services in writing at:

DESS Housing and Homeless
205 Mira Loma Drive, Suite 50
or
emailing ButteCoC@buttecounty.net

COMPLIANCE & MONITORING

DESS, as the lead agency for the Butte County CoC, establishes and maintains standard operating procedures for ensuring the region's CoC Program funds are used in accordance with the requirement established in 24 CFR Part 578. All CoC funded programs must be monitored for compliance with federal regulations, rules, guidelines, CPD Notices and should also adhere to national best practices.

The goal of DESS's monitoring process is to ensure that CES participating agencies are working toward continuous quality improvement, quality assurance, and to assist organizations with technical assistance. Through monitoring, DESS will address and help resolve performance concerns related to policies, procedures and outcomes.

TRAINING

DESS will provide training opportunities at least once annually to organizations and/or staff people at organizations that serve as access points or administer assessments. The purpose of the training is to provide all staff who administer assessments with access to materials that clearly describe the methods by which assessments are to be conducted, and align with the CES's written policies and procedures. The CoC's HMIS Policy and Procedures require that users be trained in order to access HMIS. That training must be authorized by a prospective user's HMIS Agency Administrator, and then scheduled by DESS' HMIS team. Once trained, a user will receive an HMIS license, username, and password.

In order to access CES, users must complete additional training tailored to the use of CES. For additional information on CES/HMIS training requirements please email HMIShelp@buttecounty.net.

EVALUATION

ONGOING PLANNING AND STAKEHOLDER CONSULTATION

The Butte Countywide CoC in coordination with the HMIS/CES Committee will conduct ongoing planning, development, and review of CES, and will consult with stakeholders to improve the CoC's CES and better serve the community. The CoC led HMIS/CES Committee is composed of HMIS participating agencies, CES participating agencies, youth service providers, veteran service providers, DV service providers (victim service providers), local and regional funders, and persons with lived experience. The HMIS/CES Committee meets monthly to evaluate, monitor, and enhance the Butte County CES to best serve our community.

CES Policies and Procedures are reviewed on an annual basis to ensure that they are implemented as intended and to comply with changes in legislation and potential service developments that involve a change in structure that impacts current policies. In addition, the Community Prioritization and CES Assessment Tools are to be reviewed and revised, if necessary, with the support of DESS and the HMIS/CES Committee.

EVALUATION

At least annually, HMIS/CES Committee, will consult with participating projects, and with a random sample of project participants, to evaluate the intake, assessment, and referral processes associated with CES. Feedback will be solicited addressing the quality and effectiveness of the entire CES experience for both participating projects and for households. All feedback collected will be private and will be protected as confidential information.

The evaluation will employ multiple feedback methodologies to ensure that participating projects and households have frequent and meaningful opportunities for feedback.

The annual evaluation will use one or more of the following methods:

- Surveys designed to reach at least a representative sample of participating providers and households;
- Individual interviews with enough participating providers and households to approximate the diversity of participating households.

At the completion of the evaluation period, the HMIS/CES Committee will present the final evaluation with recommendations to CoC Leadership.

APPENDIX: GLOSSARY OF TERMS

Access Point – Locations such as, phone screenings, fixed locations, & street outreach, where eligible households can connect to CES. A list of Access Points can be found on [Butte Countywide website](#).

Acuity - The measurement of the level of care or services a household may need to stabilize their housing crisis.

Clarity – Butte Countywide CoC’s current Homeless Information Management System (HMIS) maintained by the Department of Employment and Social Services, as appointed by the Butte Countywide Continuum of Care. Clarity is a product of Bitfocus Software Company.

Chronic Homeless (as defined by HUD) - As of January 2016, HUD’s Chronic Homeless definition is a homeless individual with a disability who:

- 1) Lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and has been homeless continuously for at least 12 months or at least four (4) separate occasions in the last three (3) years where the combined occasions must total at least 12 months (occasions separated by at least seven (7) nights).
- 2) Stay in institution fewer than 90 days does not constitute a break.
- 3) A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in paragraphs 1 or 2 of this definition, including a family whose composition has fluctuated while the head of household has been homeless.

Continuum of Care (CoC)- A group responsible for the implementation of the requirements of [HUD’s CoC Program interim rule](#). The CoC is composed of representatives of organizations, including nonprofit homeless providers, victim service providers, faith-based organizations, governments, businesses, advocates, public housing agencies, school districts, social service providers, mental health agencies, hospitals, universities, affordable housing developers, law enforcement, organizations that serve homeless and formerly homeless veterans, and homeless and formerly homeless persons. The Department of Employment and Social Services (DESS) is the designated lead agency for the Butte County CoC.

Contributing HMIS Organization (CHO) – A CHO is an agency or organization that enters information into the local Homeless Management Information System.

Continuum of Care (CoC) Program - HUD funding source to (1) promote community wide commitment to the goal of ending homelessness; (2) provide funding for efforts by nonprofit providers, and state and local governments to quickly rehouse homeless individuals and families while minimizing the trauma and dislocation caused to homeless individuals, families, and communities by homelessness; (3) promote access to and effect utilization of mainstream programs by homeless individuals and families; and (4) optimize self-sufficiency among individuals and families experiencing homelessness. DESS is the Collaborative Applicant for the Butte County CoC’s annual Notice of Funding Availability (NoFA) competition.

Coordinated Entry System (CES) - A client centered process which streamlines access to the most appropriate housing interventions for each homeless individual or family. CES is a data driven and real time system for prioritizing and tracking housing referrals and placements for homeless people that use the common assessment tool.

Current Living Situation (CLS) – The Current Living Situation Assessment is completed in CES and Street Outreach (SO) programs, it captures information related to where the client/household anticipates living the night the assessment is completed.

Emergency Solutions Grant (ESG) - HUD funding source to (1) engage homeless individuals and families living on the street; (2) improve the quantity and quality of emergency shelters for homeless individuals and families; (3) help operate these shelters; (4) provide essential services to shelter residents; (5) rapidly rehouse homeless individuals and families; and (6) prevent families and individuals from becoming homeless.

Health Insurance Portability and Accountability Act (HIPAA) - The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a federal law that required the creation of national standards to protect sensitive patient health information from being disclosed without the patient’s consent or knowledge. The US Department of Health and Human Services (HHS) issued the HIPAA Privacy Rule to implement the requirements of HIPAA. The HIPAA Security Rule protects a subset of information covered by the Privacy Rule.

Housing and Community Development (HCD) – California Department of Housing and Community Development.

Housing Inventory Count (HIC) - An annual count of the homeless housing resources in the region managed by DESS and required under HUD CoC reporting.

Homeless Individual/Family – HUD defines four (4) categories of homelessness.

- a. Literally homeless; Individual or family who lacks a fixed, regular, and adequate nighttime residence meaning:
 - i. Has a primary nighttime residence that is a public or private place not meant for human habitation;
 - ii. Is living in a publicly or privately-operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, and local government programs); or
 - iii. Is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.
- b. An individual or family who will imminently lose their primary nighttime residence, provided that:
 - i. Residence will be lost within 14 days of the date of application for homeless

- assistance;
- ii. No subsequent residence has been identified; *and*
- iii. Individual or family lacks the resources or support networks needed to obtain other permanent housing.
Note: Includes individuals and families who are within 14 days of losing their housing, including housing they own, rent, are sharing with others, or are living in without paying rent.
- c. Homeless under other Federal statutes; Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who:
 - i. Are defined as homeless under the other listed federal statutes;
 - ii. Have not had a lease, ownership interest, or occupancy agreement in permanent housing during the 60 days prior to the homeless assistance;
 - iii. Have experienced persistent instability as measured by two moves or more during in the preceding 60 days; and
 - iv. Can be expected to continue in such status for an extended period time due to special needs or barriers.
- d. Fleeing/attempting to flee domestic violence; Any individual or family who:
 - i. Is fleeing, or is attempting to flee, domestic violence;
 - ii. Has no other residence; and
 - iii. Lacks the resources or support networks to obtain other permanent housing.

Homeless Management Information System (HMIS) - Local information technology system used by a CoC to collect participant-level data and data on the provision of housing and services to homeless individuals and families and to persons at risk of homelessness. DESS has been selected by the Butte Countywide CoC as it's HMIS lead and is responsible for selecting an HMIS software solution that complies with HUD's data collection, management, and reporting standards using Bitfocus' software, Clarity.

Housing Provider – Agency or program that manages programs meant to house persons experiencing homelessness.

Housing and Urban Development (HUD) – United States Department of Housing and Urban Development, the federal department that is responsible for the CoC and ESG Programs, in addition to hundreds of other initiatives.

Informed Consent - A consent form that authorizes the use or disclosure of client information by identified service organizations in order to provide the client with coordinated housing and comprehensive services. In HMIS the Informed Consent is referred to as an "ROI".

Initial Triage – Process of identifying a household's immediate safety needs, services, and/or if diversion strategies could be successful in remedy of a household's housing crisis.

Joint component (TH/RRH) programs- A housing intervention designed to allow for client-choice and

flow between two (2) designated housing interventions by offering both rapid rehousing and transitional housing within one (1) project.

Permanent Supportive Housing (PSH) – Permanent supportive housing is community-based housing with indefinite leasing or rental assistance paired with wraparound supportive services to help people with disabilities who are experiencing homelessness, especially chronic homelessness, achieve housing stability, live independently, decrease public costs, and improve their overall quality of life.

Protected Health Information (PHI) - Data to an individual’s medical record that is considered confidential under HIPAA.

Point in Time Count (PIT) – An annual 1-day snapshot count of all sheltered and unsheltered homeless people in a community. PIT counts are performed nationwide the last 10 days of January, and are conducted within a 24-hour period.

Rapid Re-housing (RRH) – Rapid re-housing is a Housing First intervention designed to help individuals and families quickly exit homelessness, return to housing in the community, and not become homeless again in the near future. The core components of rapid re-housing include housing identification, move-in and rental assistance, and housing stabilization case management and services designed to increase the household’s income so that the household can fully take on the cost of the rent at program termination.

Department of Employment and Social Services (DESS) – A local county government agency dedicated to ending homelessness in Butte County and assigned as the lead agency for the Butte Countywide CoC including, HMIS lead, CES lead, PIT/HIC activity and CoC Collaborative Applicant.

Safe Haven - Form of supportive housing that serves hard-to-reach homeless persons with severe mental illness who come primarily from the streets and have been unable or unwilling to participate in housing or supportive services.

Street outreach - A set of strategies of outreach and engagement, in the geographical location where individuals and families are experiencing homelessness, including streets, parks, campsites, abandoned buildings, cars, and other places not meant for human habitation with the intention to establish relationships, build trust and rapport, provide basic necessities, and begin the process to link households to housing and support services. Outreach is a process rather than an outcome.

Unique Client Identifier (UI) – Number assigned to a client in Clarity; used to identify clients in HMIS and the CES system.

Universal Data Elements (UDE) - Client information that all HMIS Continuum projects are required to complete/obtain.

Violence Against Women Act (VAWA) – Legislation that codifies core protection across HUD's covered programs ensuring survivors are not denied assistance as an applicant, or evicted or have assistance terminated due to having been a victim of domestic violence, dating violence, sexual assault, and

stalking, or for being affiliated with a victim.

Vulnerability - Identifies and prioritizes housing based on the fragility of one’s health and assesses what households are most at risk of dying on the streets.

APPENDICES OF FORMS

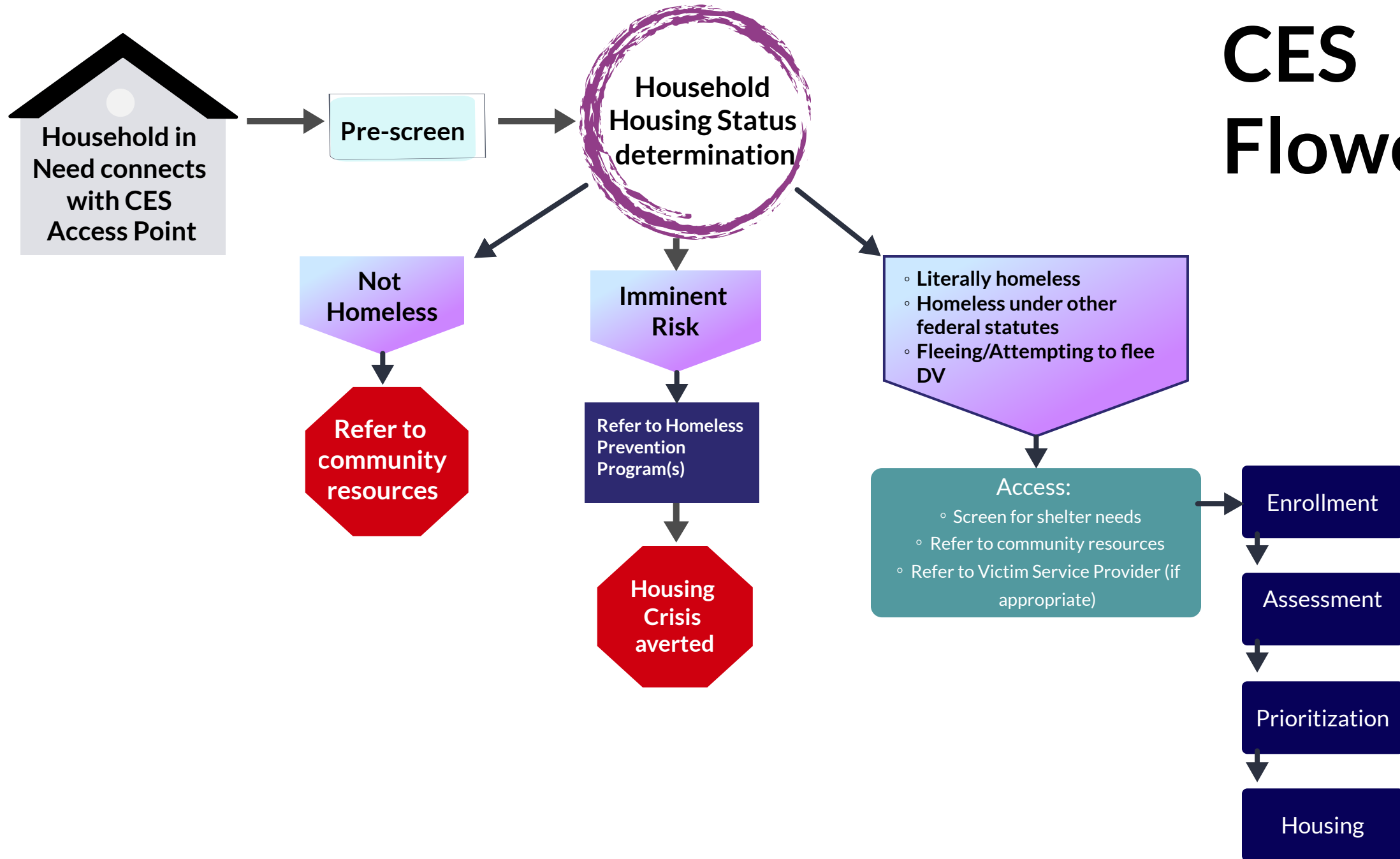
- Appendix A; CES Flowchart
- Appendix B; CES Flow hand out
- Appendix C; Chronically Homeless Priority Point Flowchart
- Appendix D; At-Risk of chronic Homelessness Priority Point Flowchart
- Appendix E; Unaccompanied Homeless Youth Priority Point Flowchart
- Appendix F; Household with Children priority point Flowchart

Document Revision History

Date	Version	Editor/Author	Notes
04/23/2024	1.0	Elisa Rawlinson	Initial Draft – New Version of Policies & Procedures
05/13/2024	1.0	HMIS/CES Committee	Approved by HMIS/CES Committee

Appendix A; CES Flowchart

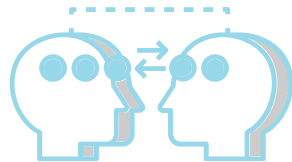
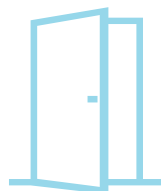
CES Flowchart



Appendix B; CES Flow hand out



Coordinated Entry Flow



Access

Household connects with Access Point

- Initial contact & relationship building
- Explanation of CES
- Collect Informed Consent and enroll in HMIS, if not already in system.
- Review eligibility & need for services.

Prescreen

Prescreen household for CES or Diversion

- Household is **homeless**?
- Literal homeless
- Under other federal status
- Fleeing DV
- Refer to community resources and services.

Yes

Enrollment

Enroll household in CES

- Offer referral to crisis resources (like Emergency Shelter)
- Enroll household in Coordinated Entry
 - Use enrollment questions to provide further referrals and resources to household
 - Ensure contact information is correct
- Remind household to keep CE informed of contact changes, and need for minimum of annual check-ins with CE

Assessment

Complete CES Assessment Tool

- Complete CLS and Assessment
- Determine and add CES priority points
- Use assessment tool answers to determine any other community supports that the household might qualify for
- Inform household they need to continue looking for housing while on CE

Connection

Agency pulls household from CE

- Agency will make a minimum of three (3) unique attempts to contact client, over five (5) days.
- Agency will contact CMs listed in HMIS as working with household a minimum of three (3) unique times, over five (5) days.
- If household interested and responds agency will work to get household into housing program

Yes

- Refer household to community resources and support services

- Household at **imminent risk** of losing housing;
 - Refer to **Homeless Prevention (HP) Program**
- Household has identified housing and **in need of short-term assistance**;
 - Refer to **Rapid Re-Housing (RRH) Program**.

Appendix C; Chronically Homeless priority point Flowchart

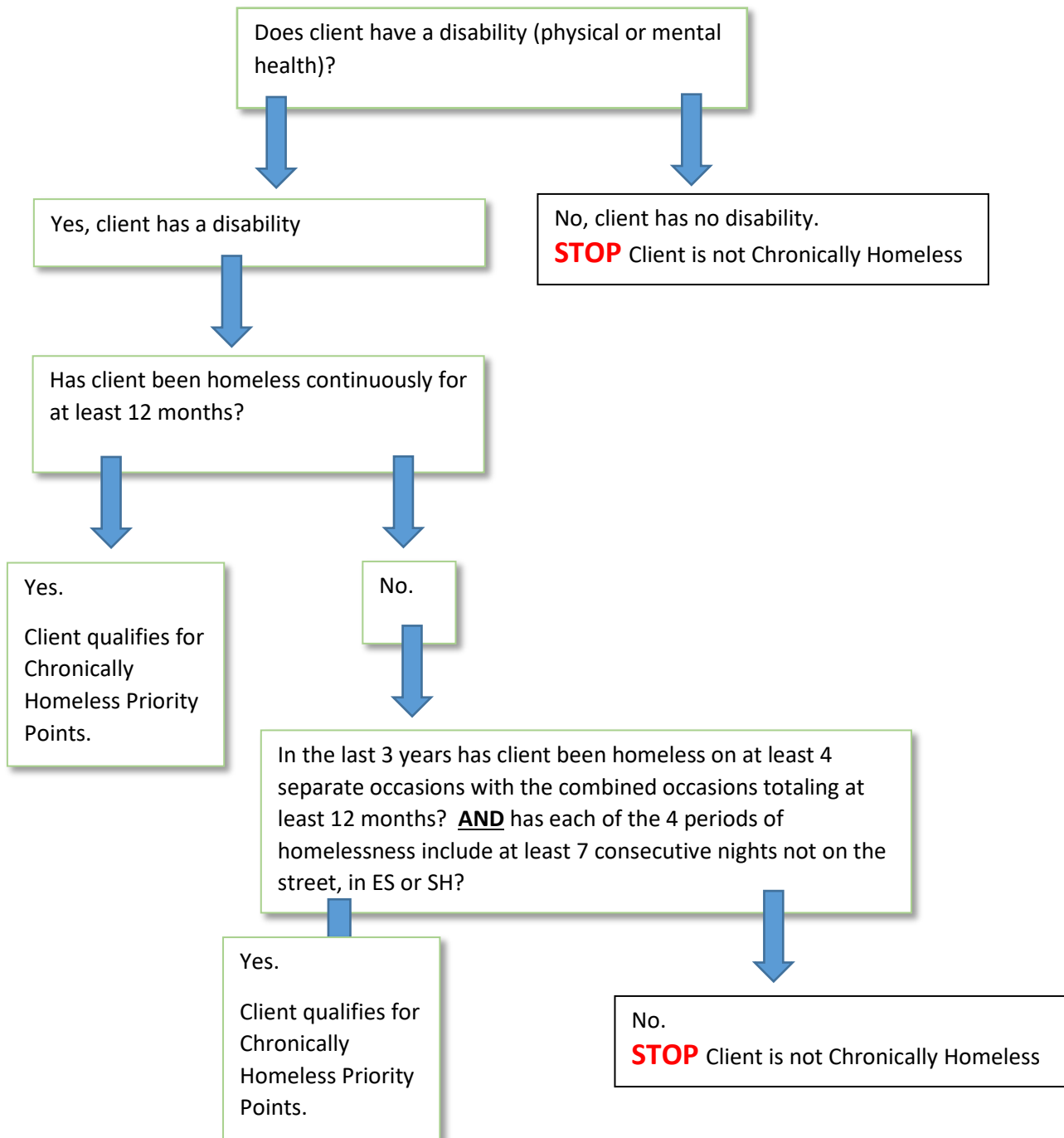
Chronically Homeless Priority Points

A disabling condition is one or more of the following:

A physical, mental, or emotional impairment, including an impairment caused by alcohol or drug abuse, post-traumatic stress disorder, or brain injury that:

1. Is expected to be long-continuing or of indefinite duration;
2. Substantially impedes the individual's ability to live independently; and
3. Could be improved by the provision of more suitable housing conditions.

Person does not have to be receiving SSI or SSDI. However, if a person is receiving SSI, SSDI, VA service-connected pension or VA non-service connected pension they should be considered as having a disabling condition.

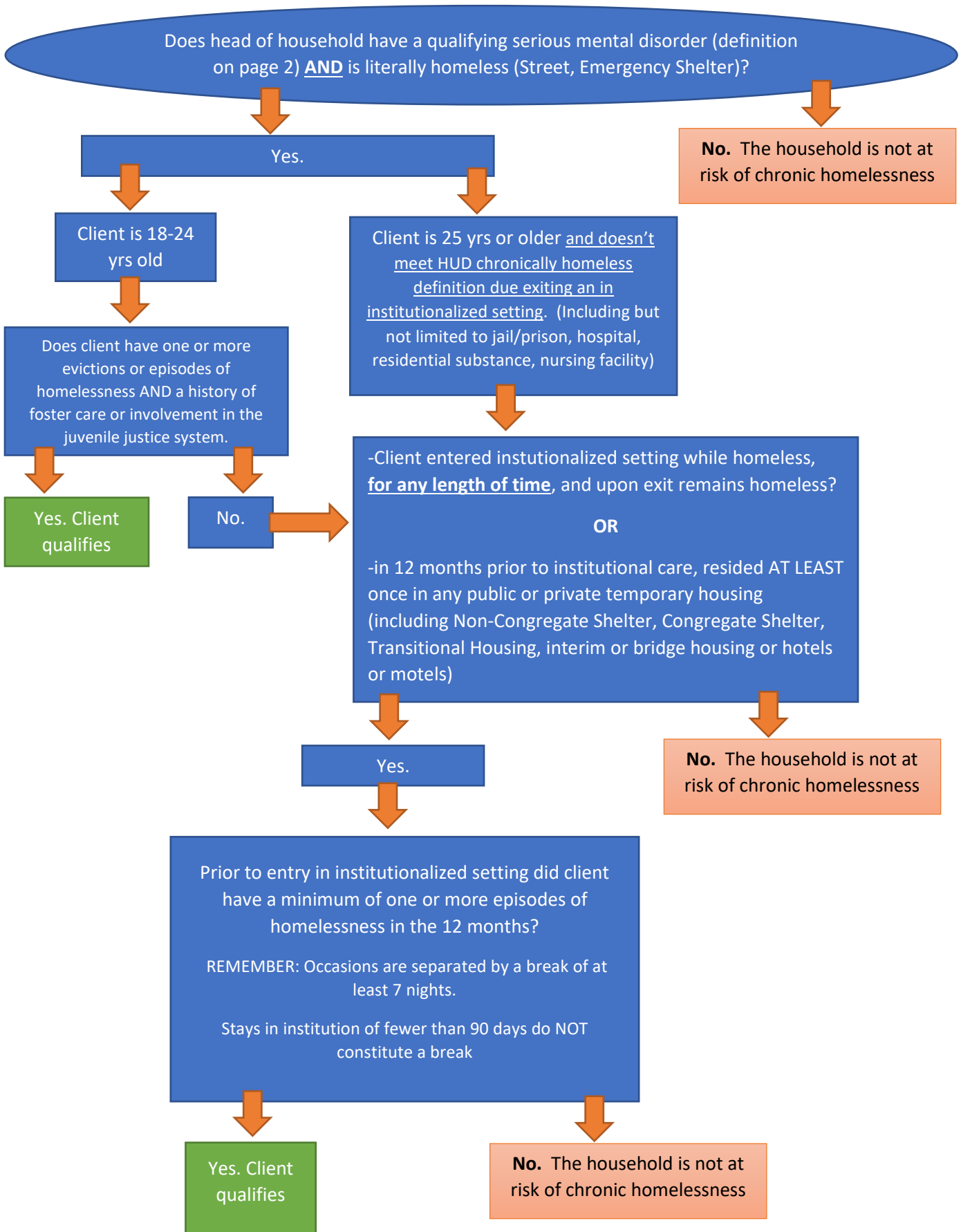


Chronically Homeless Priority Points

"A "chronically homeless" individual is defined to mean a homeless individual with a disability who lives either in a place not meant for human habitation, a safe haven, or in an emergency shelter, or in an institutional care facility if the individual has been living in the facility for fewer than 90 days and had been living in a place not meant for human habitation, a safe haven, or in an emergency shelter immediately before entering the institutional care facility. In order to meet the "chronically homeless" definition, the individual also must have been living as described above continuously for at least 12 months, or on at least four separate occasions in the last 3 years, where the combined occasions total a length of time of at least 12 months. Each period separating the occasions must include at least 7 nights of living in a situation other than a place not meant for human habitation, in an emergency shelter, or in a safe haven." Also, a family with adult head of household who meets above requirements.

**Appendix D; At-Risk of chronic Homelessness priority point
Flowchart**

At-Risk of Chronic Homelessness (No Place Like Home, HCD Definition)



A Serious Mental Disorder means a mental disorder severe in degree and persistent in duration, which may cause behavioral functioning which interferes substantially with the primary activities of daily living, and which may result in an inability to maintain stable adjustment and independent functioning without treatment, support, and rehabilitation for a long or indefinite period of time. (Serious mental disorders include, but are not limited to, schizophrenia, bipolar disorder, post-traumatic stress disorder, as well as major affective disorders or other severely disabling mental disorders.)

Members of this target population shall meet all of the following criteria:

(The person has a serious mental disorder, other than, or in addition to, a substance use disorder, developmental disorder or acquired traumatic brain injury, (an injury that is sustained after birth from an external force to the brain or any of its parts, resulting in cognitive, psychological, neurological, or anatomical changes in brain functions).)

As a result of the mental disorder, the person has substantial functional impairments (means being substantially impaired as the result of a mental disorder in independent living, social relationships, vocational skills, or physical condition) or symptoms, or a psychiatric history demonstrating that without treatment there is an imminent risk of decompensation to having substantial impairments or symptoms. As a result of a mental functional impairment and circumstances, the person is likely to become so disabled as to require public assistance, services, or entitlements.

**Appendix E; Unaccompanied Homeless Youth priority point
Flowchart**

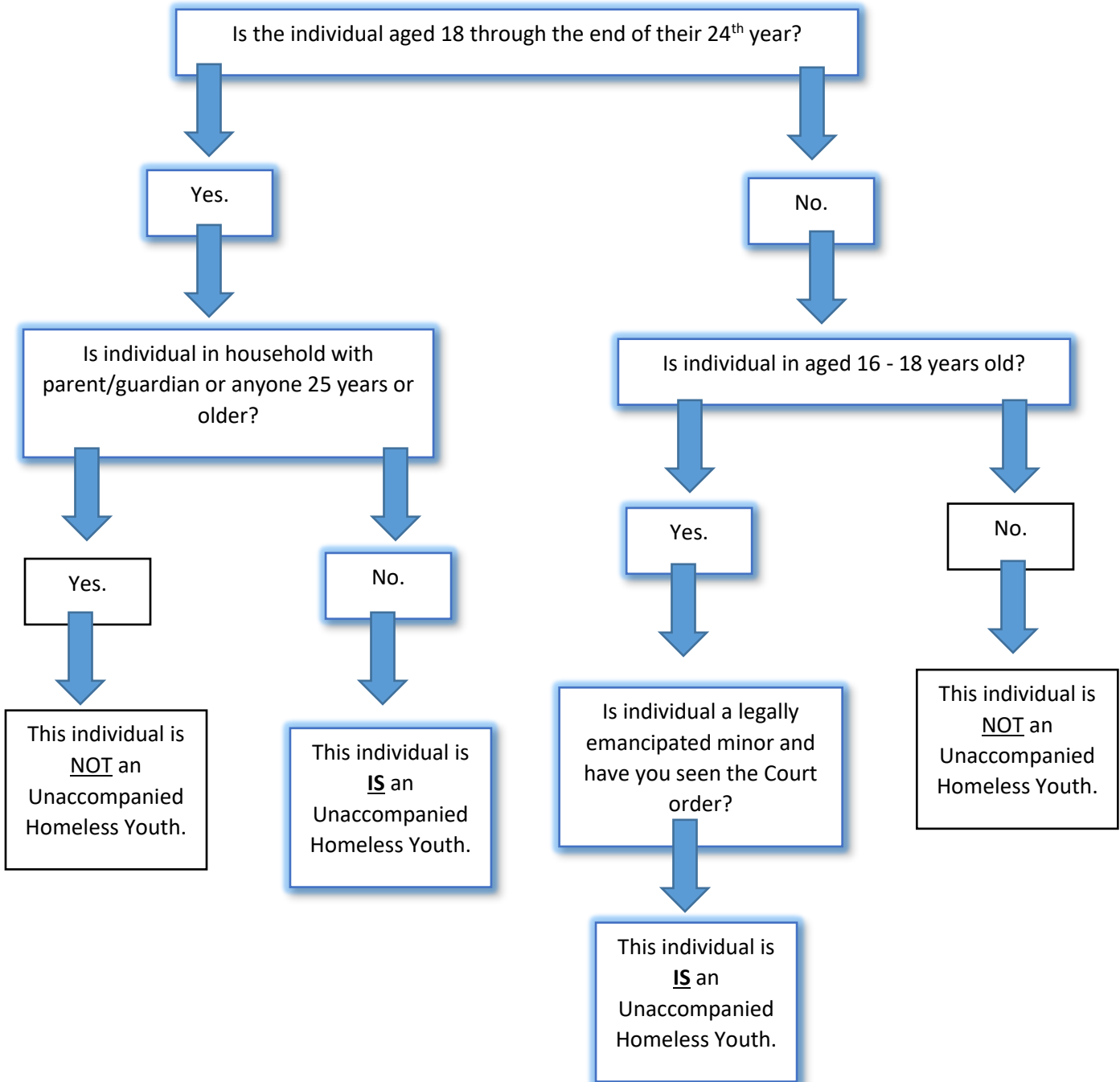
Unaccompanied Homeless Youth Priority Points

In order to be entered into the Coordinated Entry System (CES) individuals must be 18 years or old. The ONLY exception is for individuals who are 16 – 18 years of age who are legally emancipated and can provided the original Court Order.

Important definitions:

Transitional Aged Youth (TAY) – Individuals aged 16 through the end of their 24th year.

Unaccompanied Homeless Youth – Individuals aged 18 through the end of their 24th year, who are not in a household with a parent, guardian or anyone 25 or older.



If client is an Unaccompanied Homeless Youth, the TAY VI-SPDAT should be completed.

Appendix F; Household with Children priority point Flowchart

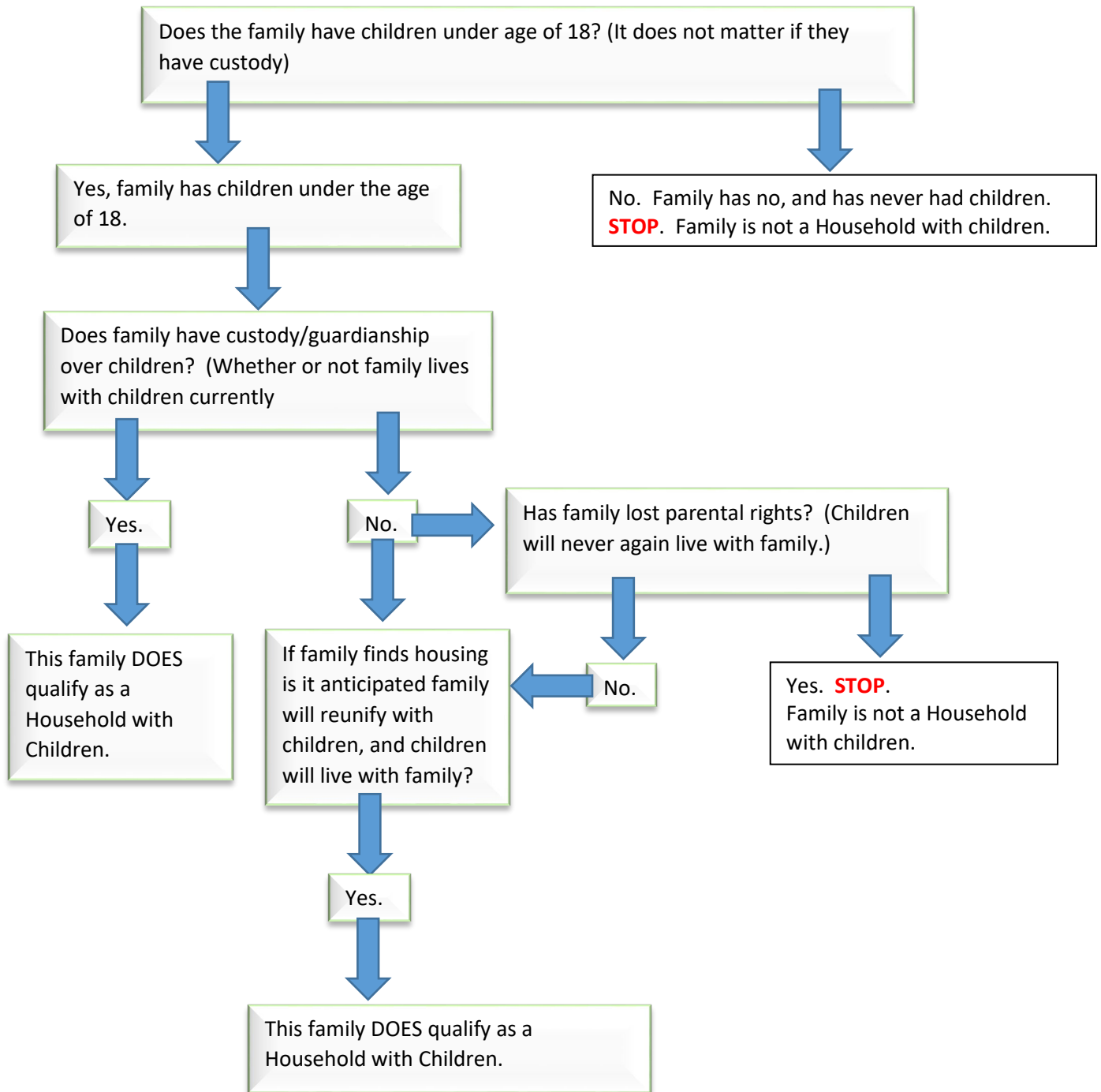
Household with Children Priority Points

What is a “Family”?

Family includes, but is not limited to, regardless of marital status, actual or perceived sexual orientation, or gender identity, any group of persons presenting for assistance together with or without children and irrespective of age, relationship, or whether or not a member of the household has a disability. **A child who is temporarily away from the home because of placement in foster care is considered a member of the family.**

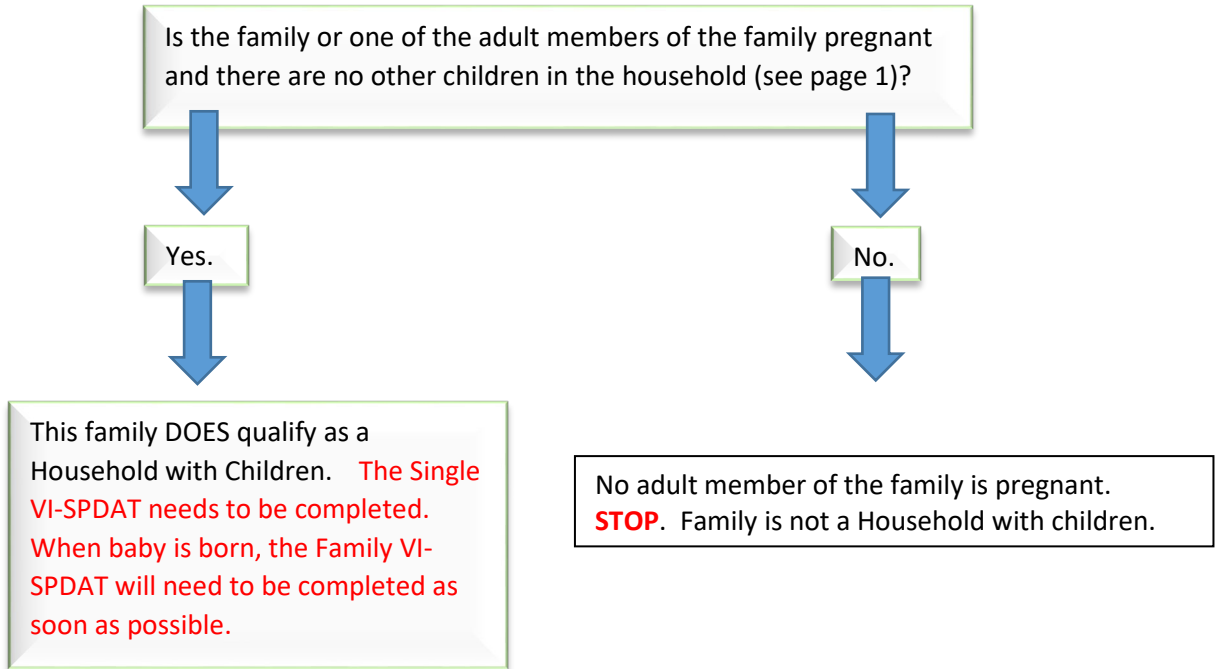
What this means is that any group of people that present together for assistance and identify themselves as a family, regardless of age or relationship or other factors, are considered to be a family and must be served together as such.

Determining if a family qualifies for “household with children” priority points:



If family qualifies for Household with Children priority points, complete Family VI-SPDAT even if children are not in home.

Household with Children Priority Points





Butte Countywide Homeless Continuum of Care

Continuum of Care All Member Meeting
In-Person Meeting
May 20, 2024 1:00 p.m. – 3:00 p.m.

CoC Agenda Item #5:

CoC/HMIS Overview

COC & HMIS OVERVIEW



CoC 101

Overview of the purpose
and requirements of the
Continuum of Care (CoC)

COC OVERVIEW

- A Continuum of Care is established by representatives of relevant organizations within a geographic area to carry out the responsibilities set forth in the CoC Program interim rule which implements the HEARTH Act
- The HEARTH Act establishes regulations for the CoC Program

COC FUNCTIONS

- Plan for the CoC geographic area
- Prepare annual application for funds
- Designate an HMIS
- Maintain Coordinated Entry System
- Monitor system and project-level performance
- Enact written standards

COC STRUCTURE

- CoC Council
- CoC Membership
- HMIS Lead Agency
- Collaborative Applicant

COC COUNCIL

- Established by CoC to act on its behalf according to the Governance Charter
- Represents relevant organizations and projects serving homeless subpopulations
- Includes at least one homeless or formerly homeless individual
- Must follow code of conduct, conflict of interest, and recusal process

COC MEMBERSHIP

Membership ensures:

- Communitywide commitment to ending and preventing homelessness
- Includes representation of the relevant organizations within the entire CoC

HMIS 101

Overview of the history
and fundamentals of the
Homeless Management
Information System
(HMIS)

WHAT IS HMIS?

- A Homeless Management Information System (HMIS) is a *locally administered*, electronic data collection system that stores longitudinal person-level information about persons who access the homeless service system
- In 2001, Congress directed the United States Department of Housing and Urban Development (HUD) on the need for data and analysis on the extent and nature of homelessness and the effectiveness of the McKinney-Vento Act Programs including:
 - Developing unduplicated counts of clients served at the local level
 - Analyzing patterns of use of people entering and exiting the homeless assistance system
 - Evaluating the effectiveness of these systems
- HMIS is the HUD response to the Congressional Directive to capture better data on homelessness

WHAT IS HMIS?

- The mandate ensured homeless service organizations receiving HUD funds or organizations collaborating with federal partners would collect demographic information about the homeless populations they used the funds to help
- The goal of aggregating the information was to help understand the issues the funding was intended to address
- Having this information improved efficiency and allowed for more robust reporting to invested parties
- Homelessness requires a local level focus due to the unique differences of communities, populations, and municipalities across the country
 - HMIS seeks to capitalize on the uniqueness of each community by being flexible enough to capture region specific information and the ability to tailor the system to suit specific community needs

WHY IS HMIS IMPORTANT?

- National data on homelessness is critical for HUD reporting and informs key policy decisions
- Every CoC is required to implement an HMIS and is scored on this obligation as part of the annual CoC Competition
- Local HMIS data can be used to inform local planning and drive the local decision making process
- HMIS can support individual case planning and service coordination among providers entering data
- **MOST IMPORTANTLY – HMIS helps local persons who are unhoused access coordinated services and move through the homeless service system faster**

BENEFITS OF HMIS FOR PERSONS EXPERIENCING HOMELESSNESS

- Unduplicated intake – no need to continuously repeat their story
- Coordinated case management
- Improved coordination of care
- Protection and confidentiality of personal information

BENEFITS OF HMIS FOR AGENCIES

- Measuring client outcomes in live time
- Coordinating services internally among agency programs and externally with other providers
- Preparing financial and programmatic reports for funders, boards, and other stakeholders
- Analyzing performance of programs

BENEFITS OF HMIS FOR THE COMMUNITY

- Accurate count/information regarding the local population of persons experiencing homelessness
- Better understanding of the causes, trends and future needs of homelessness
- Evaluate the effectiveness of services and analyze where funding is the most appropriate
- Allows for better informed system design and policy decisions

BENEFITS OF HMIS

ADDITIONAL BENEFITS

- **Improved client care:** The more time staff can spend one-on-one with clients, the easier to engage the client. A robust **HMIS** can automate and economize work, giving staff more time to do the truly important and helpful work.
- **Reduction in errors:** A benefit of electronic records is the elimination of duplication and repetition. With fewer manual entries comes a drastic reduction in errors.
- **Instant access to client information:** The ability to instantly access information is of immense benefit to staff and clients. Additionally, the ability to immediately begin coordination of services allows for less duplication of work across agencies, and a more trauma informed response to client services.
- **Reduced operational overhead and increased efficiency:** Having information standardized, organized, and accessible reduces the number of time staff need to spend sifting through information and re-gathering work that has already been completed.

WHO USES HMIS?

- Agencies required to collect information due to Federal, state or local funding sources
- A list of agencies can be found on the Butte Countywide Continuum of Care's website

2-1-1 Help Central	Chico Housing Action Team	Housing Authority of the County of Butte	Oroville Southside Community Improvement Association
Ampla Health	Chico Unified School District	Jesus Center	Safe Space Winter Shelter
Butte/Glenn Community College	Community Action Agency	Nation's Finest	True North Housing Alliance
Butte County Behavioral Health	Butte County Employment and Social Services	Northern Circle Indian Housing Authority	Vectors (Coming Soon)
Caminar	Home & Heart	Oroville Rescue Mission	Youth for Change

HMIS Costs

Overview of the costs
associated with HMIS and
its administration

HMIS ANNUAL COSTS

Costs

Grant Funding

Difference

- Software
- Staff

- CoC Program Grants

$$\mathbf{\$479,175.60} \quad - \quad \mathbf{\$180,321.00} \quad = \quad \mathbf{\underline{\$298,854.60}}$$

HMIS Lead

Overview of
responsibilities of the
HMIS Lead Agency

HMIS LEAD AGENCY RESPONSIBILITIES

- **System administration:** Manages the technical aspects of the day-to-day operations of the HMIS. Works directly with the end users and the HMIS software vendor to ensure authorized access to client information, accessibility of the HMIS software, software performance, correct set up and monitoring of system security, and adherence to CoC privacy policies within the software.
- **Training:** Develops, conducts, and documents training for HMIS users and data collectors.
- **Helpdesk support:** Receives, triages, and resolves technical issues in the HMIS experienced by the end users. Works with the system administrator to identify HMIS software issues and with HMIS training staff to identify end user training needs.
- **Data analysis and reporting:** Analyzes data for the CoC, including non-HMIS data. Interprets, visualizes, and presents data to the CoC. Ensures CoC reporting requirements are met.
- **Communications:** Disseminates information to the community and manages communications related to data on behalf of the CoC.

SYSTEM ADMINISTRATION

- Manages the technical aspects of the day-to-day operations of the HMIS
 - Building programs and ensuring they comply with all funder requirements
 - Updating HMIS to the current HUD defined data standards
 - Maintain knowledge of HMIS data and technical requirements
 - Building reports needed by agencies for funder reporting
- Works directly with agencies and software vendor
 - Ensuring agencies are tracking required data points
 - Contracting with the software vendor
 - Leading the HMIS/CES
 - Ensuring System Security
 - Developing and ensuring CoC wide adherence to CoC privacy policies within the software

TRAINING

- Develops and conducts trainings
 - New User Training
 - Annual Training
 - Bi-weekly Open Office Hours
 - Contributing HMIS Organization (CHO) Trainings

HELP DESK SUPPORT

- Receives, triages, and resolves technical issues in the HMIS experienced by the end users
 - HMIShelp@buttecounty.net
 - Identifies end user training needs, develops and provides updated trainings for end users and CHO Administrators





DATA ANALYSIS AND REPORTING

- Analyzes data for the CoC and CoC Committees
- Interprets, visualizes, and presents data to the CoC
- Ensures CoC reporting requirements are met
 - Point – in – Time Count (PIT)
 - Housing Inventory Count (HIC)
 - Longitudinal Systems Analysis (LSA)
 - Annual Performance Review (APR)
 - Homeless Data Integration System (HDIS)


COMMUNICATIONS


- Disseminates information to the CHO Administrators and end users
- Manages communications related to data on behalf of the CoC


HMIS LEAD/SYSTEM ADMINISTRATOR CHECKLIST

 System Administration	 System Administration Continued	 System Administration Continued	 Technical Expertise
<p>Work with HMIS staff to implement an HMIS operations plan to ensure all responsibilities are fulfilled in a timely manner</p>	<p>Assess and conduct HMIS software performance for improvement</p>	<p>Remove or archive client data from HMIS as authorized by the CoC</p>	<p>Maintain knowledge of HMIS data and technical requirements</p>
<p>Maintain a calendar of events, such as report due dates, training dates, monitoring dates, data committee meeting dates, annual recertification due dates, to support ongoing and cyclical HMIS operational activities</p>	<p>Work with HMIS staff and software vendor to develop and implement custom project work plans</p>	<p>Work with software vendor/ensure presence of a disaster protection and recovery plan for data hosting sites, including back-up sites and accessibility protocols</p>	<p>Attend HMIS training opportunities</p>
<p>Ensure the HMIS network infrastructure is up and running</p>	<p>Manage HMIS software updates</p>	<p>Develop and manage a disaster recovery protocol for System Admin/HMIS Lead paper and electronic HMIS documents and agreements</p>	<p>Attend software training opportunities</p>
<p>Ensure hosting, storage, and back-up procedures are completed in accordance with CoC expectations (if a vendor function, the system administrator should verify)</p>	<p>Test, monitor, and validate software fixes</p>	<p>Support non-HMIS programs with a comparable database</p>	<p>Get connected to HMIS related distributions/listservs/social media</p>
<p>Add, remove, or update user account information, reset passwords, set and monitor end user access levels</p>	<p>Ensure technical requirements are incorporated into planning for special software projects</p>	<p>Install and configure new hardware and software related to the HMIS for the HMIS Lead</p>	<p>Participate in HMIS regional collaborations</p>
<p>Ensure correct set up of projects in the HMIS</p>	<p>Ensure the existence of current software technical documentation, such as system configuration and a local HMIS specific data dictionary</p>		
<p>Customize/configure workflows within the capacity of the software, as authorized by the CoC, and in accordance with the CoC Privacy Plan, Privacy Notice, and data use and disclosure agreements.</p>			


HMIS LEAD/SYSTEM ADMINISTRATOR CHECKLIST


 Technical Support
Develop and establish HMIS support structure, helpdesk, HMIS Policies and Procedures
Conduct HMIS support and help desk activities within the scope of established HMIS policies, procedures, and protocols
Respond to technical queries and assist end users
Troubleshoot and resolve HMIS issues/bug/default tracking with HMIS software vendor
Monitor data collection and review report compliance with HUD standards and federal partner requirements, when applicable
Manage communication with the HMIS software vendor; report ongoing issues in accordance with HMIS Policies and Procedures
Work with HMIS software vendor to plan and implement software upgrades and fixes
Design and implement a customer feedback forum (HMIS User group)
Manage HMIS public website and community dashboard reporting
Support the HMIS Lead and CoC leadership's outreach to project and community leadership to cultivate and maintain support and understanding of HMIS


 HMIS Security
Establish policies, procedures, and conduct security standard monitoring, including HMIS related hard copy documents, such as completed intake forms, printed By Name Lists, printed documents with Personal Identifying Information (PII), and filing systems used to house these documents
Create and implement a system security plan
Implement technical safeguards to protect HMIS data, assuring devices used for HMIS are password protected, have up-to-date antivirus software, have locking screensavers, have individual or network firewalls, and physical device locations are secure
Ensure that the HMIS software is configured correctly to ensure compliance with CoC established security policies and procedures
Monitor audit logs for unauthorized access to client records and report deviations from security protocol according to an established channel of communication
Ensure security of data during any electronic transfer of data
Conduct security standard monitoring in accordance with established policies and procedures

 HMIS Privacy
Establish policies, procedures, and monitoring plan for the Privacy Notice; client authorization form (Release of Information); and electronic and paper documents containing personal identifying information (i.e. intake forms, assessment tools, By Name Lists, referral forms, etc).
Ensure that the HMIS software is configured correctly to ensure compliance with CoC established privacy policies and procedures
Conduct monitoring for compliance to established policies, procedures, and plans and report deviations from privacy protocol according to an established channel of communication

HMIS LEAD/SYSTEM ADMINISTRATOR CHECKLIST

 Data Quality
Establish and maintain data quality policies and procedures
Develop and maintain a data quality improvement/maintenance plan
Test, monitor, validate, and verify the HMIS software can collect required data elements
Monitor data quality in accordance with CoC established Data Quality Management Plan
Work with end users to identify and resolve data quality issues
Perform data integrity maintenance, such as record deduplication/merger, as authorized by the CoC
Develop and operate a data quality monitoring plan to ensure the HMIS collects required data as per the most recent HUD specifications, including federal partner requirements
Establish, maintain, and monitor data and hardware disposal policies and procedures

 Training
Develop and implement a regular training plan for HMIS end-users, that ensures all required HMIS participants have received training and orientation on regulations pertaining to their funding
Develop and implement a regular training plan for HMIS software data entry and capabilities
Provide training on system security, privacy, and HMIS policies and procedures
Provide training on report generation, relevant to audience (CoC Annual Performance Report, System Performance Measures, Emergency Solutions Grant Consolidated Annual Performance and Evaluation Report)

 Reporting
Manage data imports and exports
Create and maintain documentation of custom reports
Extract, compile, and analyze HMIS data, in accordance with CoC policies and procedures, including creation and submission of HUD required reporting on behalf of the CoC
Extract, compile, and analyze HMIS data, in accordance with CoC policies and procedures, to support service program staff in the creation and submission of federal project reports
Contribute to and/or prepare and submit the HMIS APR

LOCAL HMIS SYSTEM RECOGNITION

- HUD
 - Emergency Housing Voucher (EHV) program – HMIS lead is working to publish a White Paper discussing how the Butte Countywide CoC leveraged HMIS (during COVID) to shorten the time it took clients to receive their EHV. Butte Countywide Homeless CoC is one of only 12 agencies nationwide chosen to participate in this process.
- State
 - Housing Support Program (HSP) – The state has recognized the Butte Countywide CoC's build of the local HSP program, and will be suggesting this process to other communities across the state.
 - CoC ID Cards – The state recognized the Butte Countywide CoC's use of CoC ID Cards, and will be including information related to the usage of CoC ID cards in disaster recovery.

LOCAL HMIS SYSTEM RECOGNITION

- Software Provider
 - CalAIM – The Butte Countywide CoC's use of HMIS to track CalAIM programs will be highlighted at a CalAIM convening.



Butte Countywide Homeless Continuum of Care

Continuum of Care All Member Meeting
In-Person Meeting
May 20, 2024 1:00 p.m. – 3:00 p.m.

CoC Agenda Item #6:

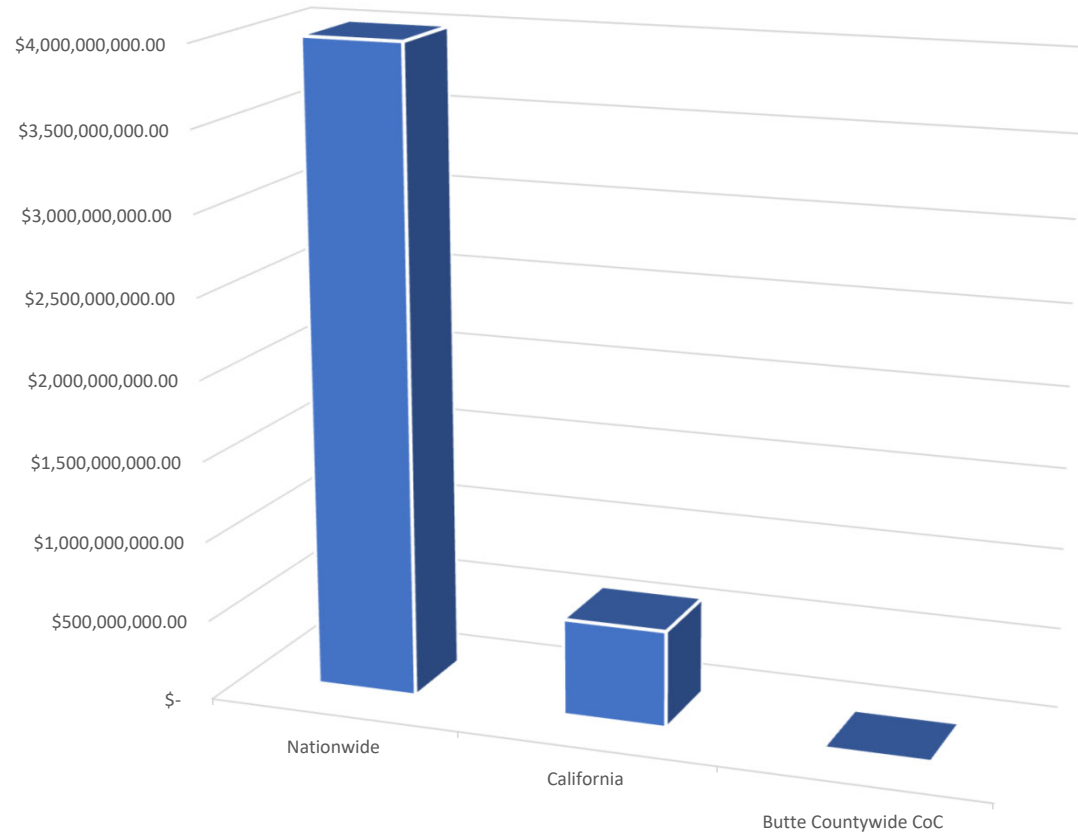
CoC Funding Comparison

CoC Program Funds FY 23

Nationwide: \$4.05 billion

California: \$600 million

CoC: \$679,650

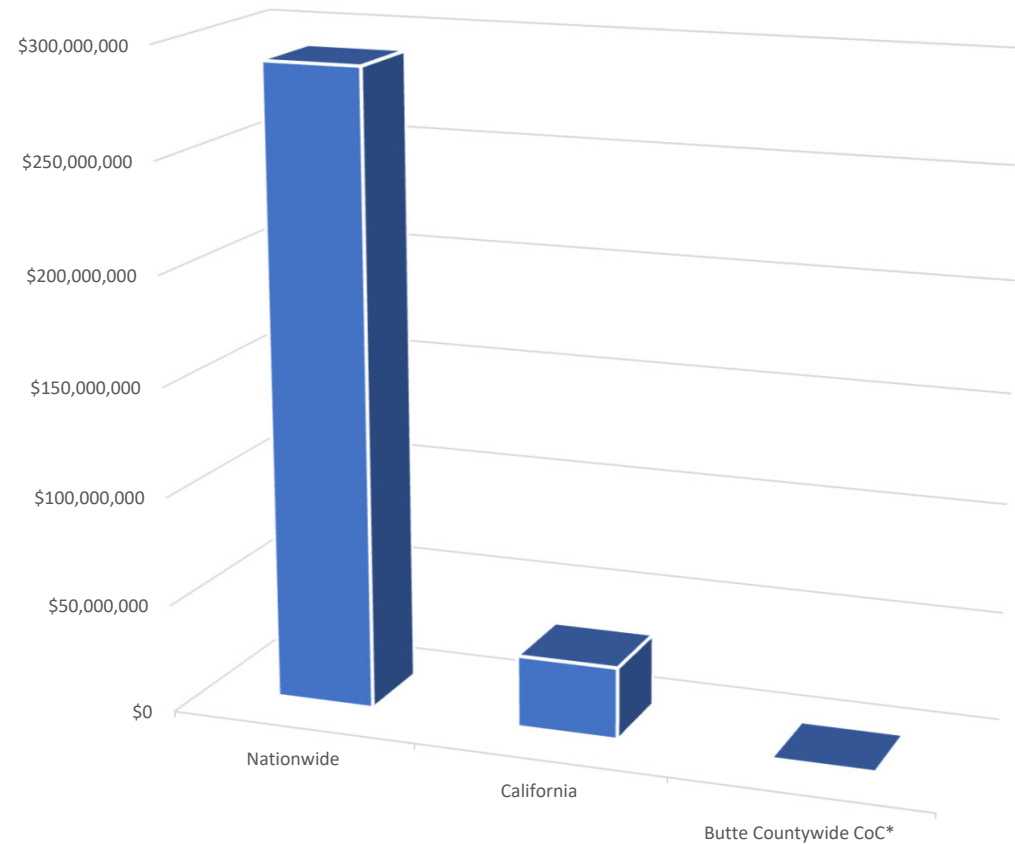


ESG Balance of State Funds FY 23

Nationwide: \$290 million

California: \$33 million

CoC: maximum of \$315,761

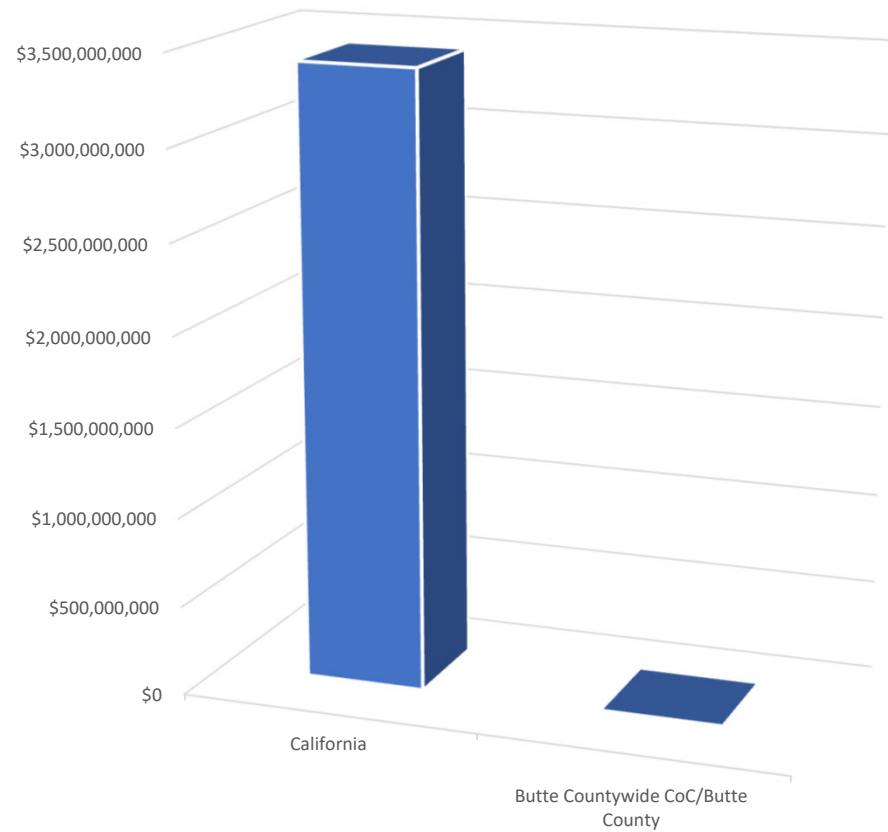


* CoC amount reflects amount the CoC was able to apply for, awards have not been announced.

HHAP Rounds 1 - 5

California: \$3.409 billion

Butte County/CoC: \$13.9 million



CoC Comparison

	Butte County	Sacramento County
2022 Point in Time	1,156 individuals	9,278 individuals
Percentage of Population Experiencing Homelessness	0.558%	0.586%
FY 23 CoC Program Grant	\$679,650	\$30.5 million
Amount Per Individual Experiencing Homelessness	\$587.93	\$3,287.35



Butte Countywide Homeless Continuum of Care

Continuum of Care All Member Meeting
In-Person Meeting
May 20, 2024 1:00 p.m. – 3:00 p.m.

CoC Agenda Item #7:

CoC Expenditure Recap

CoC Funding Updates

Through March 31, 2024

Emergency Solutions Grant

ESG - Coronavirus					
Funding Expired November 15, 2023					
Activity	Grantee	Amount	Expended	Persons Served	Description
Street Outreach	<ul style="list-style-type: none"> • Point of Contact • Help Central • Safe Space • Ampla Health • Oroville Southside Community Improvement Association 	\$ 803,685.83	\$ 803,685.80	331	To support essential services provided to people experiencing unsheltered homelessness.
Emergency Shelter	<ul style="list-style-type: none"> • Catalyst • Safe Space • Help Central • True North Housing Alliance • United Way of Northern California • Butte County DESS 	\$ 5,188,394.99	\$ 5,130,155.51	637	To support services provided to people in emergency shelters.
Rapid Rehousing	Unitwed Way of Northern California	\$ 40,000.00	\$ 33,265.64	50	To support move-in costs for people moving out of emergency shelters into permanent housing.
HMIS	Butte County DESS	\$ 398,199.54	\$ 398,199.54	N/A	To support HMIS related duties, program functionality, and equipment delivery.
Admin	Butte County DESS	\$ 234,900.00	\$ 234,900.00	N/A	To support administrative duties related to ESG-CV.
Total		\$ 6,665,180.36	\$ 6,600,206.49	1,018	

California Emergency Solutions in Housing (CESH)

CESH Round 1					
Funding Expires June 30, 2024					
Activity	Grantee	Amount	Expended	Persons Served	Description
Rental Assistance	Butte County DESS	\$ 125,000.00	\$ 125,000.00	53	To support move-in costs for individuals and families experiencing homelessness.
Operating Support	Catalyst	\$ 207,000.00	\$ 194,580.64	2,139	To expand emergency shelter services at HAVEN Emergency Family Shelter.
	Oroville Rescue Mission	\$ 167,857.00	\$ 167,857.00		To provide services at the Oroville Rescue Mission Emergency Shelter.
	True North Housing Alliance	\$ 26,203.00	\$ 26,203.00		To provide services at Aurora North Emergency Family Shelter.
Systems Support	Butte County DESS	\$ 426,457.00	\$ 342,363.99	N/A	To support HMIS related duties and program functionality.
Admin	Butte County DESS	\$ 50,133.00	\$ 50,133.00	N/A	To support administrative duties related to CESH.
Total		\$ 1,002,650.00	\$ 906,137.63	2,192	

CESH Round 2					
Funding Expires June 30, 2025					
Activity	Grantee	Amount	Expended	Persons Served	Description
Rental Assistance	Butte County DESS	\$ 125,000.00	\$ 125,000.00	71	To support move-in costs for individuals and families experiencing homelessness.
Operating Support	True North Housing Alliance	\$ 226,060.00	\$ 226,060.00	155	To provide services at Aurora North Emergency Family Shelter.
Systems Support	Butte County DESS	\$ 185,851.00	\$ 499.94	N/A	To support HMIS related duties and program functionality.
Admin	Butte County DESS	\$ 28,257.00	\$ 21,598.52	N/A	To support administrative duties related to CESH.
Total		\$ 565,168.00	\$ 373,158.46	226	

Homeless Housing, Assistance and Prevention (HHAP)

HHAP Round 1					
Funding Expires June 30, 2025					
Activity	Grantee	Amount	Expended	Persons Served	Description
Outreach and Coordination	Catalyst	\$ 290,000.00	\$ 196,882.87	46	To support domestic violence services at collaborating agencies.
	Chico Housing Action Team	\$ 826,833.45	\$ 611,923.38	97	To support the Housing Now program.
New Navigation Center	True North Housing Alliance	\$ 1,177,500.00	\$ 158,589.33	N/A	To construct the Navigation Center.
Rental Assistance	Youth for Change	\$ 233,896.00	\$ 115,678.69	18	To provide rental assistance to youth coming from homelessness into permanent housing.
Strategic Planning and Infrastructure	Butte County DESS	\$ 143,649.40	\$ 65,997.57	N/A	To support homeless system development and provide CoC support.
Admin	Butte County DESS	\$ 201,109.15	\$ 184,329.78	N/A	To support administrative duties related to HHAP.
Totals		\$ 2,872,988.00	\$ 1,333,401.62	161	

HHAP Round 2					
Funding Expires June 30, 2026					
Activity	Grantee	Amount	Expended	Persons Served	Description
Services Coordination	Chico Housing Action Team	\$ 530,868.42	\$ 105,949.99	7	To support operations at Everhart Village.
Operating Subsidies	True North Housing Alliance	\$ 436,506.50	\$ 436,506.50	668	To support day services at the Torres Shelter.
Street Outreach	Youth for Change	\$ 204,413.00	\$ 83,562.70	82	To provide outreach services to youth experiencing homelessness.
Strategic Planning and Infrastructure	Butte County DESS	\$ 66,862.95	\$ 32,838.96	N/A	To support homeless system development and provide CoC support.
Admin	Butte County DESS	\$ 93,608.13	-	N/A	To support administrative duties related to HHAP.
Totals		\$ 1,332,259.00	\$ 658,858.15	757	

Homeless Housing, Assistance and Prevention (HHAP) Continued

HHAP Round 3					
Funding Expires June 30, 2026					
Activity	Grantee	Amount	Expended	Persons Served	Description
Rapid Rehousing	Butte County DESS	\$ 100,000.00	\$ 99,842.29	55	To support move-in costs for individuals and families experiencing homelessness.
Services Coordination	Jesus Center	\$ 400,000.00	\$ 90,559.82	92	To support services at the Renewal Center.
	Catalyst	\$ 252,000.00	\$ 65,404.19	71	To support case management needed to move survivors into permanent housing.
	Butte County DESS	\$ 200,000.00	\$ -	N/A	To support homeless system development and provide CoC support.
Permanent Housing	Chico Housing Action Team	\$ 550,000.00	\$ 468,327.32	N/A	To provide downpayments on homes to provide permanent housing.
Operating Subsidies	City of Chico	\$ 500,000.00	\$ 476,714.94	309	To support the Genesis Shelter.
	True North Housing Alliance	\$ 562,834.02	\$ 557,957.85	763	To support day services at the Torres Shelter.
Homelessness Prevention and Shelter Diversion	Safe Space	\$ 208,560.00	\$ 65,159.99	85	To support eviction prevention and move-in costs for individuals and families experiencing homelessness.
Permanent Housing	Youth for Change	\$ 401,477.00	\$ 401,477.00	N/A	To purchase a duplex to provide permanent housing for youth experiencing homelessness.
Systems Support	Butte County DESS	\$ 232,000.00	\$ -	N/A	To support HMIS related duties and program functionality.
Admin	Butte County DESS	\$ 256,431.15	\$ -	N/A	To support administrative duties related to HHAP.
Totals		\$ 3,663,302.17	\$ 2,225,443.40	1,375	

Homeless Housing, Assistance and Prevention (HHAP) Continued

HHAP Round 4				
Funding Expires June 30, 2027				
Grantee	Activity	Amount	Expended	Description
Services Coordination	Butte County Office of Education	\$ 300,000.00	\$ -	To support homelessness prevention through School Ties.
	Catalyst	\$ 335,310.00	\$ -	To support case management needed to move survivors into permanent
	True North Housing Alliance	\$ 275,000.00	\$ -	To support navigation services.
	Youth for Change	\$ 237,690.00	\$ -	To support housing stabilization for youth experiencing homelessness.
	Jesus Center	\$ 325,000.00	\$ -	To support services at the Renewal Center.
Operating Subsidies	City of Chico	\$ 500,000.00	\$ -	To support the Genesis Shelter.
Rapid Rehousing	True North Housing Alliance	\$ 130,000.00	\$ -	To support move-in costs for shelter residents transitioning to permanent housing.
	Butte County DESS	\$ 100,000.00	\$ -	To support move-in costs for individuals and families experiencing homelessness.
Homelessness Prevention and Shelter Diversion	Butte County DESS	\$ 77,756.91	\$ -	To support eviction prevention and move-in costs for individuals and families experiencing homelessness.
Systems Support	Butte County DESS	\$ 129,707.34	\$ -	To support HMIS related duties and program functionality.
Admin	Butte County DESS	\$ 181,432.79	\$ -	To support administrative duties related to HHAP.
Total		\$ 2,591,897.04		

Note: Contracts commenced 04/01/2024, no expenditures as of March 31, 2024.

Homeless Housing, Assistance and Prevention (HHAP) Continued

HHAP Round 5
Funding Expires June 30, 2028

Activity	Amount	
Prevention and Shelter Diversion	\$ 500,000.00	Application submitted, RFP tentatively scheduled to be released Winter 2024.
Delivery of Permanent Housing	\$ 2,000,000.00	
Services Coordination	\$ 706,558.10	
HMIS	\$ 34,853.89	
Admin	\$ 24,977.27	
Total	\$ 3,266,389.26	