



Butte Countywide Homeless Continuum of Care

Meeting Notice & Agenda

Monday, January 22, 1:00 – 3:00 p.m.

Housing Authority of the County of Butte

CoC COUNCIL MEMBERS

Joy Amaro	Marie Demers	Larry Hayden	Bill Mash	Anastacia Snyder	Doug Teeter
Jennifer Barzey	Linda Draper	Reanette Fillmer	Meagan Meloy	Erika St. Giles	Thomas Tenorio
Lisa Currier	Jennifer Haffner	Thomas Kelem	Ed Mayer	Don Taylor	Bobby Walden

AGENDA

1. Call to Order T. Tenorio, Chair
2. Council and Audience Introductions All
3. Approval of December 18, 2017 CoC Council minutes – **ACTION** Council
4. CoC Committee and Other Reports
 - a) Announcement Regarding 2018 Officer Election Results T. Tenorio
 - b) Announcement Regarding CoC Coordinator Recruitment E. Mayer
 - c) Leadership Opportunities T. Tenorio
 - d) Governance Committee Concept
 - e) Target Population Committees – Youth, Veterans, Chronically Homeless, Households w/Children
 - f) Homeless Management Information Systems (HMIS)
 - g) Coordinated Entry (CE)
5. Coordinated Entry Policies & Procedures Revision - **ACTION** T. Tenorio
6. 2017 Housing & Community Development (HCD) Emergency Solutions Grants Program (ESG) – **UPDATE** T. Tenorio
7. 2017 HUD CoC Funding Competition – **UPDATE** T. Tenorio
8. 2018 Council Workplan Development T. Tenorio
9. Transfer of HUD CoC Grant Awards from Stairways – **UPDATE** E. Mayer/J Amaro
 - a) Chico Community Shelter Partnership
 - b) Housing Authority/Youth4Change
10. Local Coalition Reports: Chico, Oroville, Paradise Representatives
11. Announcements and Updates All
12. Upcoming meetings:
 - February 26, 2018 (Meeting date moved to February 26th as February 19th is a holiday)
 - March 19th
13. Adjournment

**MEETING MINUTES
BUTTE COUNTYWIDE HOMELESS CONTINUUM OF CARE COUNCIL
December 18, 2017 at 1:00 p.m.
Housing Authority of Butte County**

COUNCIL MEMBERS

Marie Demers, City of Chico
Linda Draper, City of Oroville
Reanette Fillmer, City of Chico
Nancy Jorth, Youth 4 Change
Ed Mayer, V.Chair, Housing Authority
Anastacia Snyder, Catalyst
Don Taylor, V. Chair, BCDBH
Doug Teeter, County Board of Supervisors
Annie Terry, Oroville Rescue Mission
Bobby Walden, Veterans Administration

COUNCIL MEMBERS ABSENT

Benson, GCHTF
Thomas Tenorio, Chair, CAA

MEMBERS AND VISITORS PRESENT

Sherisse Allen, Housing Tools
Joy Amaro, Torres Shelter
Dana Campbell, CAA
Laura Cootsona, Jesus Center
Lisa Currier, CCAT
Sarah Frohock, BCBH
Jennifer Haffner-Waugh
Leslie Johnson, CHAT
Thomas Kelem, Stonewall
Bill Mash, Without A Roof
Yvonne McQuaid, First 5
Stephanie Powell, CAA
Scott Rich, Symmetric Solutions
Eileen Robinson, Torres Board member
Stefan Spirk, CAA
Shaloma Wolske, CVRC

RECORDING SECRETARY

Jaclyn Mattson, CAA

ORDER OF BUSINESS:

1. The meeting was called to order by 1st Vice Chair Ed Mayer at 1:07 p.m.
2. **INTRODUCTIONS** – All persons in attendance introduced themselves.
3. **APPROVAL OF MINUTES:** The minutes of the November 20, 2017 CoC Council meeting were approved. *M/S/C:Snyder/Demers*
4. **CoC COMMITTEE AND OTHER REPORTS:**
 - a) **Homeless Management Information Systems (HMIS) Committee:** Council members received the most recent meeting agenda and minutes in their meeting packets.
 - b) **Coordinated Entry (CE) Committee:** Council members received the most recent meeting agenda and minutes in their meeting packets.
 - c) **Youth/Veterans/Chronically Homeless/Households w/Children Sub Committee:** No update at this time.
 - d) **System Performance Measures (SPM):** Council members received the most current report in their meeting packets.

- e) **CoC Coordinator Status/Consultant Update:** Ed Mayer reported the recruitment process for the CoC Coordinator has been completed and we are ready to hire. He reported there were at least two very qualified candidates, but that they would interview four individuals for the position. There were a total of ten applicants. Marie Demers and Anastacia Snyder, as well as Ed's staff reviewed the applications and selected the candidates that would be interviewed. The interview panel will consist of Ed Mayer, Thomas Tenorio, and one staff member from Housing Authority. Ed extended an invitation to Council members for one more spot on the interview panel, if anyone was interested to participate.
5. **COORDINATED ENTRY POLICIES & PROCEDURES REVISION-**Stefan Spirk and Stephanie Powell, both members of the Coordinated Entry Committee, provided a brief background and update on the Committee's work of revising the Policies & Procedures in order to be compliant with HUD's requirements. This revision will need to be finalized by the CE Committee and brought back to the CoC Council for approval. The final copy will need to be submitted to HUD by their deadline of January 23, 2018. Council member Anastacia Snyder recommended that there should be a grievance process outlined, referring to page 5 of the CE Policies & Procedures. She indicated she would forward a sample.
6. **2017 HOUSING & COMMUNITY DEVELOPMENT (HCD) EMERGENCY SOLUTIONS GRANTS PROGRAM (ESG):** No update.
7. **2017 HUD CoC FUNDING COMPETITION:** No update.
8. **COUNCIL 2018 NOMINATIONS/ELECTION OF OFFICERS:** Sherisse Allen of Housing Tools reported there are currently 55 CoC members, with 36 as voting members. There are three categories of Council members: Service Area; Publicly Elected; and Task Force Representatives. The new council members will begin their term January 1, 2018. Service area representatives randomly drew for either a two year or three year term limit. Sherisse then reported on the process for the election of Council Officers: Chair, 1st Vice Chair and 2nd Vice Chair. She indicated that nomination forms would be sent to Council members. Officer terms are two years. Council members must have served two years on the Council to become an officer. Six Council members meet this requirement: Marie Demers, Ed Mayer, Anastacia Snyder, Don Taylor, Thomas Tenorio, and Bobby Walden. When she receives the Officer Nomination forms back, she will confirm with those nominated if they wish to be included. Council members will vote on January 10th and 11th, and the 2018 CoC Officers will be announced via email on January 12th, and will officiate the January 22nd CoC Council meeting.
9. **ANNUAL PERFORMANCE REPORT (APR):** It was requested to move this report to the January Council meeting.
10. **TRANSFER OF HUD COC GRANT AWARDS FROM STAIRWAYS:**
- a) Chico Community Shelter Partnership-This transfer is ready to go.
 - b) Housing Authority/Youth4Change-Ed reported that this transfer was a larger challenge. An agreement as how been worked out with Youth4Change. The Housing Authority, by virtue of status with HUD, will be the recipient with Youth4Change as the sub-recipient.

11. **REPORT ON “NO PLACE LIKE HOME” PROGRAM:** No update.

12. **LOCAL COALITION REPORTS:**

Chico Homeless Task Force: It was reported that the Task Force would be holding their elections the next day, and Laura Cootsona of the Jesus Center would be giving her presentation on the relocation of the Jesus Center.

Oroville Rescue Mission: The annual Christmas Eve Dinner will be held Sunday (12/24) at the Oroville Municipal Auditorium from 11:00 am – 3:00 pm. The homeless population in Oroville has increased with more newcomers moving to the county

13. **ANNOUNCEMENTS:**

Anastacia Snyder reported that she is working on updating the CoC Governance Charter.

CDBG applications will be made available January 2, 2018. There will be \$106,000 available to award between 5 recipients.

- **Adjournment:** The meeting was adjourned at 2:22 p.m.

BUTTE COUNTYWIDE HOMELESS CONTINUUM OF CARE
COUNCIL MEMO

Date: January 22, 2018

To: Members, Continuum of Care Council

From: Thomas Tenorio, Chair
Sherisse Allen, Housing Tools

Subj: CoC Council Member and Officer Announcement

Sent via email to Council and Members: Friday, January 12, 2018 6:03 AM

The CoC council member and officer elections are complete.

Congratulations to the following CoC officers for the next two years:

Thomas Tenorio, Chair
Ed Mayer, First Vice Chair
Don Taylor, Second Vice Chair

As previously announced, we also have new council members that will be serving either a two or three year term. The council member roster is attached and posted on the CoC webpage.

All of these individuals represent community members who voluntarily invest their time and expertise to bring community solutions to homelessness in our county. Please join me in both congratulating these leaders and appreciating their contributions.

Thank you. Sherisse

Butte Countywide Homeless Continuum of Care
 Council Member Roster – Terms Starting January 2018

Revised 12/18/17

First Name	Last Name	CoC Council Representation	Term
Joy	Amaro	Emergency Shelters	2
Jennifer	Barzey	Youth Homeless Organizations and Youth Advocates	3
Lisa	Currier	Street Outreach	2
Marie	Demers	CDBG/HOME/ESG Entitled Jurisdiction and Local Government Staff	3
Linda	Draper	Publicly-Elected Official - Oroville	2
Jennifer	Haffner	Chico Locality	2
Larry	Hayden	Oroville Locality	2
Reanette	Fillmer	Publicly-Elected Official - Chico	2
Thomas	Kelem	Lesbian Gay Bisexual Transgender (LGBT) Service Organizations and LGBT Advocates	2
Bill	Mash	Homeless or Formerly Homeless Individual and Journalist	3
Meagan	Meloy	School Administrators and Homeless Liaisons (Preschool - 12th Grade)	3
Ed	Mayer	Public Housing Authorities	2
Anastacia	Snyder	Domestic Violence Advocate and Victim Service Provider	3
Heather "Erika"	St. Giles	Paradise Locality	2
Don	Taylor	Mental Health Service Organizations and Substance Abuse Service Organizations	2
Doug	Teeter	Publicly-Elected Official - County	2
Thomas	Tenorio	Affordable Housing Developer	2
Bobby	Walden	Veteran Services	3

Vacant Council Member Positions

		Publicly-Elected Official - Gridley	
		Publicly-Elected Official - Paradise	

BUTTE COUNTYWIDE HOMELESS CONTINUUM OF CARE
CONSULTANT REPORT

Date: January 22, 2018
To: CoC Council
From: Sherisse Allen, Consultant, Housing Tools
Re: 2018 CoC Council Election Process

The Butte Countywide Homeless Continuum of Care (CoC) has completed their biennial election process. The following were accomplished:

- A CoC Council committee evaluated and modified the election process in the Governance Charter to address mid-term vacancies, adopt a new number and make up of the council, establish staggered council member terms, align representative areas with HUD recommendations, and hold electronic officer elections.
- The community was invited to become CoC members as required by Governance. The CoC membership and CoC voting membership contacts were updated in preparation for the election process.
- Nominations and elections were held for 12 service area representatives, and were randomly selected for a two- or three-year term to stagger terms. Locality representatives were appointed for Chico, Oroville, and Paradise. Publicly-elected officials from Butte County, Chico and Oroville remained on the council.
- Officer nominations and elections were completed prior to the January CoC Council Meeting, so that the Governance requirement of annually approving officers at the first meeting of the year may be conducted. The three elected officers reflect those elected from the previous term; therefore, they are beginning their second consecutive two-year term.

During the 2018 election process, note was made of issues to be considered prior to the next election. The following are my recommendations:

1. On the CoC Council Member nomination form, include questions that offer insight about the nominees' qualifications, priorities, and investment. The following questions are proposed:
 1. Briefly describe your expertise in the representative area(s) selected.
 2. What do you believe should be the top three priorities of the CoC in support of a strong annual application, as it relates to the Action Plan, over the next two years (with the exception of the Coc or ESG grant funding process)?
 3. What are two specific areas in which you personally would prioritize your time and expertise in the upcoming two years?
2. On the CoC Officer nomination form, the answers to the above-proposed questions would be listed, in addition to the answer to the following question:

Describe your tenure and experience in a leadership position on councils, collaboratives, boards, or taskforces.
3. Modify the Governance Charter to reflect that Publicly-Elected Officials and Locality Appointed Representatives are permitted to appoint an alternate at CoC Council Meetings with full participation and voting privileges.
4. Modify the election process to allow the number of permitted votes to be cast for CoC Council Members be decided once specific factors are determined at each election; namely, the number of seats

to fill, the number of nominees, the number of voting members, the current active involvement of voting members, and the minimum number of votes needed to be elected.

5. Modify the election process so that those nominating CoC members for a Council Member position confer with those they nominate prior to their nomination, but that the CoC Coordinator / Designee will confirm interest, eligibility, service area category, and completion of the above referenced questions on the nomination form prior to finalizing the ballot.

6. Recruit Publicly-Elected Officials from Paradise, Gridley, and Biggs to complete the CoC Council.

7. Discuss modification of the voting membership prior to the next election to reflect a more equitable system across large organizations, small organizations, taskforces and individual advocates. Consideration may be given to a tiered voting system in which the size of the organization, based on housing services and direct services offered to those experiencing homelessness, merits additional CoC voting members. Also, advocates may be joined with locality taskforces, and then taskforces offered additional CoC voting members that reflect the size of the taskforce membership.



HMIS

Homeless Management Information System

COMMITTEE MEETING AGENDA

January 8, 2018

11:00 a.m. – 12:00 p.m.

Housing Authority County of Butte-2039 Forest Ave., Chico

COMMITTEE MEMBERS

Thomas Tenorio, Chair, CoC/CAA

Lisa Currier, CCAT

Tommy Dearmore, CAA Esplanade House

Doug DeSoto, Housing Authority

Tara Sullivan-Hanes, 211

Nancy Jorth, Youth4Change

Sarah Frohock, BCDBH

Bill Slack, Torres Shelter

Christy Tayan, Caminar

Shelly Watson, Jesus Center

Ann Winters, Catalyst

1. Call to Order – S Powell
2. Introductions/agency updates – All
3. Approval of Minutes - Approval of the Minutes from the meeting of November 13, 2017. (December 11, 2017 meeting had no quorum) – **ACTION**
4. Review Performance Measures in Clarity- S. Rich
5. Coordinated Entry Pilot Program-Committee Update – All
6. Reporting overview– S. Rich
7. Next Meeting – Monday, February 12, 2018 from 10:30am-12:00pm at the Housing Authority
8. Adjournment

RSVPs/Questions- Please contact:

Stephanie Powell, Community Action Agency * (530)712-2883 * spowell@buttecaa.com

Butte Countywide Homeless Continuum of Care



HMIS

Homeless Management Information System

Committee Meeting Notes

December 11, 2017

Meeting Location: Housing Authority of the County of Butte, 2039 Forest Ave., Chico

COMMITTEE MEMBERS PRESENT:

Doug DeSoto, HACB
Gavin Henson, Torres Shelter
Christy Taylan, Caminar
Thomas Tenorio, Chair, CoC/HMIS Lead-CAA
Shelly Watson, Jesus Center

OTHER ATTENDEES:

Scott Rich, Symmetric
Stefan Spirk, CAA

COMMITTEE MEMBERS ABSENT:

Lisa Currier, CCAT
Thomas Dearmore, CAA Esplanade House
Eliza Dyer, Catalyst
Sarah Frohock, BCDBH
Bill Slack, Torres Shelter
Tara Sullivan-Hames, 211
Ann Winters, Catalyst

RECORDING SECRETARY:

Stephanie Powell, CAA

APPROVAL OF MINUTES:

Due to a lack of a quorum, the approval of November 13th, 2017 minutes is deferred to next month's committee meeting.

AGENCY UPDATES:

The committee will be reviewing performance measures in the upcoming January 8th, 2018 HMIS meeting.

CE PILOT PROGRAM COMMITTEE UPDATE:

The CE Policies and Procedures document is in the process of being updated again, as feedback is pending from CHS technical assistant, Micah. The January 24th, 2018 CE meeting will be used for updating the CE queue to keep the numbers current.

In February, Scott can begin creation of the CE video which will focus on assisting in the training Clarity core users. These particular videos will not be for advertising purposes but for Clarity users only. There will also be training on how to exit clients from the CE queue. The committee is trying to expand its marketing to note referrals of services and housing as well. The committee

will also be working on publicizing CE county wide and is collaborating with Tara Hanes to do so.

HMIS LEARNING CENTER:

The committee would like a status update on who has not completed the HMIS annual training. The question was raised, what will the committee do with those who have not completed the training? Stephanie will reach out to Torsten for this information. It would be proactive to utilize this time to identify weaknesses in CE training and troubleshoot those issues. The question was also raised how the committee can track and document user satisfaction within CE/HMIS annually? Perhaps a survey could be created for this purpose yearly. The committee would like the CoC to better use HMIS performance measures to see how projects are performing. How performance measures are captured and reported tells a story, and it is important that those numbers are being used to tell the right story which benefits the committee's efforts as a whole.

REPORTING OVERVIEW:

Scott reported that overall the AHAR report submission went well and the data quality is good and the shelter-only PIT is coming out soon.

NEXT MEETING: Monday, February 12, 2018

COORDINATED ENTRY COMMITTEE

Butte Countywide Homeless Continuum of Care

MEETING AGENDA

January 8, 2018

10:00 a.m. -11:00 a.m.

Housing Authority in Chico

COMMITTEE MEMBERS

	Trisha Ott, BCDBH
	Bill Slack, Torres Shelter
	Tara Sullivan-Hames, Butte 211
Lisa Currier, CCAT	Christy Taylan, Caminar
Tom Dearmore, CAA/EH	Don Taylor, BCDBH
Doug DeSoto, Housing Authority	Tom Tenorio, CAA
Robyn Gerfen, Torres Shelter	Shelly Watson, Jesus Center
Gavin Henson, Torres Shelter	Ann Winters, Catalyst
Brannon Hill- DESS	Debbie Villasenor, Housing Consultant
Nancy Jorth, Youth4Change	Sarah Frohock, BCDBH Thomas
Ken MacKell, DESS	

1. **Welcome/Introductions**
2. **Approval of Minutes from November 29, 2017- ACTION** ALL
3. **CE Pilot - Update** ALL
 - a) Exit Data
 - b) Waitlist
4. **CE Policies & Procedures – Final Draft- ACTION** ALL
5. **CE Marketing Plan** ALL
6. **Next Meeting: January 24, 2018 @ 2:00 p.m.**
7. **Adjournment**

RSVPs/Questions- Please contact: Stephanie Powell, Community Action Agency * (530)712-2883 *
spowell@buttecaa.com

Butte Countywide Homeless Continuum of Care
Coordinated Entry Committee
Meeting Notes
November 29, 2017

COMMITTEE MEMBERS PRESENT:

Lisa Currier
Doug DeSoto

Sarah Frohock
Tara Sullivan

Christy Taylan
Thomas Tenorio

Debbie Villasenor
Bobby Walden

OTHER ATTENDEES:

Jaclyn Mattson

Stephanie Powell

HMIS LEAD AGENCY REP:

Stefan Spirk

Scott Rich

Approval of Minutes of 11/13/17

The minutes were approved by consensus.

CE PILOTT UPDATE

Scott added a notes section to the assessment tab in Clarity. This will ensure complete data collection by Clarity users when entering or exiting persons from the Queue. Debbie Villasenor spoke with Heather Dennison from the Veterans Resource Center in regards to joining CE/HMIS Committee's. Currently they are doing their own Assessments/VI-SPDAT.

CE POLICIES & PROCEUDRES

Micah, of HUD-funded TA Provider CHS, is reviewing the CE Policies and Procedures document and will send Stephanie his updates within the next 2 weeks. The committee discussed the need to add purge/update criteria to the Policies and Procedures as well. On January 8th, 2018 the HMIS and CE Committee meetings will be combined. CE will be from 10AM-11AM and HMIS will run from 11AM-12PM. In this meeting, the committees will review the final draft of the CE Policies and Procedure document before sending it over to the CoC to finalize and approve on January 22nd, 2018. Once this is done, the CE Policies and Procedures final draft will be sent to HUD on January 23rd, 2018.

CE MARKETING PLAN

The CE marketing flyer has been finalized. Stephanie will follow up with Nancy Jorth to confirm this. Much discussion revolved around the creation of the creation of some short videos to promote CE to the CoC and community members. Bringing awareness to the importance of CE will help promote financial and community support in the future. Butte 211's "Be Home" mobile application was brought to the committee's attention as a potential resource to promote to clients. The app informs people of resources available in the community. Persons may also send a text to 898211 with the words "Be Home" and they will be texted weekly updates of said resources available.

"NO PLACE LIKE HOME" PROGRAM UPDATE

This program will be rolling out soon. Debbie reported that the funding dollars have been released for technical assistance and are currently working on incentivizing the grant agreement to utilize CE systems. Scott will be adding a data point in Clarity as well to assist with this effort.

NEXT MEETINGS:

- JANUARY 8TH, 2018 from 10:00AM-11:00AM
- JANUARY 24TH, 2018 @ 2:00PM

ADJOURNMENT

**BUTTE COUNTYWIDE HOMELESS CONTINUUM OF CARE
COUNCIL ACTION MEMO**

Date: January 22, 2018

To: Members, Continuum of Care Council

From: Coordinated Entry Committee

Subj: Recommendation to Approve Coordinated Entry's Policies & Procedures as Defined by HUD-Final due to HUD January 23, 2018

PURPOSE:

The U.S. Department of Housing and Urban Development (HUD) notified Continuums of Care (CoC) in January, 2017 that they would be required to establish and operate a Coordinated Entry (CE) process-and that recipients of CoC Program and Emergency Solutions Grants (ESG) Program funding within the CoC's area must use that CE process. Prior to this notice HUD had identified CE as a priority of the CoC Program. Central to compliance with this requirement is the development of a set of policies and procedures that comply with newly issued HUD standards. The CoC's CE Committee has conducted

BACKGROUND:

On January 23, 2017, the U.S. Department of Housing and Urban Development (HUD) published a Notice Establishing Additional Requirements for a Continuum of Care (CoC) Centralized or Coordinated Assessment System (the Notice) regarding the development and implementation of Coordinated Entry. To support this new requirement HUD has published a set of Standards and a Checklist of Essential Elements (the Checklist) to provide local CoC's with a comprehensive list of coordinated entry requirements outlined in the Notice as well as additional recommended and optional policy considerations.

The proposed policies include much of what has been previously approved by the CoC. New requirements that CoCs and recipients of CoC Program and Emergency Solutions Grants (ESG) Program funding must meet relate to the development and use of a coordinated assessment system. The standards also provide guidance on additional policies that communities should consider incorporating into written policies and procedures to achieve improved outcomes for people experiencing homelessness. Each CoC is expected to establish or update its coordinated entry process in accordance with the interim rule and this Notice **by January 23, 2018**.

The draft of the proposed policies was distributed to the CoC Council at their December meeting. Representatives of the CE Committee presented on the work of the CE Committee as it related to the proposed policies. At that time the Council was notified of the due date of the approved policies and that an action item would be on the Council's January meeting agenda. The Committee was assisted in its task by the work of HUD Technical Assistance (TA) grantee

Corporation for Supportive Housing (CSH). Because the Committee had already completed the HUD-created CE Self-Assessment the TA was focused on the policy content. This assistance took the form of several conference call meetings and reviews/comments on proposed policies. The proposed revisions to the CE policies are characterized as follows:

- **Core components remain unchanged** –adds additional requirements but does not change the core components of the coordinated entry requirements from the CoC Program interim rule. Coordinated entry processes must still cover the entire CoC, be easily accessible, well-advertised, and include standardized tools and processes. They must still cover access, assessment, and referral.
- **Definitions and additional requirements** –clarifies the definitions of a variety of terms, including assessment, scoring, prioritization, and determining eligibility, and adds additional requirements for the development and implementation of coordinated entry processes. The additional requirements are each written with specific elements that must be included by the CoC into coordinated entry policies and procedures. They cover every aspect of coordinated entry, from prevention, outreach, and emergency services, to prioritization, participant autonomy, staff training, data security, and ongoing planning.
- **Additional Policy Considerations** - includes several additional policy considerations that communities are encouraged but not required to consider. Topics include, implementing a person-centered approach, the importance of cultural and linguistic competencies, progressive and phased approaches to assessment tools and process, the incorporation of mainstream partners, data and using HMIS, and the role of waiting lists.

The CE Committee has been meeting monthly, devoting time to updating the CE Policies & Procedures to be in compliance with HUD's requirement.

COMMITTEE RECOMMENDATION:

That the Butte Countywide Homeless Continuum of Care Council approve the Recommended Motion.

RECOMMENDED MOTION:

That the Butte Countywide Homeless Continuum of Care Council accept the revised CE Policies & Procedures as presented for submission to HUD by due date of January 23, 2018.

Coordinated Entry Policies and Procedures
Butte Countywide Homeless Continuum of Care

Adopted December 19, 2016

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

Coordinated Entry Procedures v2.0
January 2018

INTRODUCTION

The Butte Countywide Homeless Continuum of Care has adopted the policies and procedures that are contained in this document; including but not limited to, homeless prevention referrals. They were recommended by the CoC's Coordinated Entry Committee based upon their understanding of HUD guidance on the issue of coordinated entry. The Coordinated Entry system is intended to apply to all providers in the CoC jurisdiction of Butte County. Initial involvement will focus on HUD and State ESG grantees due to the mandated involvement and use of coordinated entry by those programs and it is compliant with section 8409 CA Core Practices of the state regulations for the ESG grant. We recognize that the system of connecting homeless persons with needed services as soon as possible is a goal to which all providers in our area can contribute to and benefit from. All ESG and CoC recipients in the continuum must participate in Coordinated Entry.

Recipients must exercise due diligence when conducting outreach and assessment to ensure that persons are served in the order of priority in this policy. The CoC recognizes that some persons, particularly those living on the streets or in places not meant for human habitation, might require significant engagement and contacts prior to their entering housing and recipients ***are not required*** to keep units vacant where there are persons who meet a higher priority within the CoC and who have not yet accepted the PSH opportunities offered to them. Street outreach providers should continue to make attempts to engage those persons and the CoC and CoC Program-funded PSH providers are encouraged to follow a Housing First approach to the maximum extent practicable and for those projects that indicated in the CoC Project Application that they will follow a Housing First approach will be required to do so for both the entire operating year, as the CoC score for the CoC Program Competition is affected by the extent in which project applications indicate that they will follow this approach and this requirement will be incorporated into the recipient's grant agreement. For eligibility in dedicated or prioritized PSH serving chronically homeless households, the individual or head of household must meet all of the applicable criteria to be considered chronically homeless per 24 CFR 578.3.

The CoC expects that these policies and procedures will be refined and amended over time as the understanding of what works develops. We agree that CE should be the primary method of prioritizing persons experiencing chronic homelessness for permanent supportive housing purposes. This aligns with HUD Notice CPD 16-11. We also acknowledge that HUD has indicated that those who experience chronic homelessness and who need permanent supportive housing as well as households who are seeking a therapeutic residential environment, including those recovering

Coordinated Entry Procedures v2.0
January 2018

from addiction are exceptions to the designs and intentions of certain program including rapid re-housing etc. Therefore we acknowledge that program qualification is a critical factor that providers must take into consideration in addition to vulnerability.

MARKETING PLAN

The CoC's Coordinated Entry marketing strategy includes direct outreach to people on the street and other service sites, informational flyers left at service sites and public locations, utilizing 211's "Be Home" mobile application, announcements during CoC and/or other coalition meeting such as the GCHTF, and providing educating presentations to mainstream service providers.

DRAFT

Coordinated Entry Procedures v2.0
January 2018

Phase 1: PRE-SCREEN

The Pre-Screen process is conducted either in person or telephone by a first responder, 211, outreach, shelter, etc. and will not be entered into HMIS. A few easy questions will be asked to help identify the most pertinent needs of a client including housing.

These questions are:

1. Are you currently experiencing, or at risk of, violence in your relationship?
2. Are you over 18?
3. Do you have an urgent medical or mental health-need?
4. Are you in imminent danger?
5. Do you have a place to stay tonight?
6. Are you interested in long-term housing?

If the client is an unaccompanied youth, fleeing from Domestic Violence, etc., they will be referred immediately to the appropriate provider.

If the client is in need of non-housing services such as mainstream resources, they will be referred to the appropriate non-housing provider.

If the client is in crisis and in need of housing they will move to Diversion.

Phase 2: DIVERSION/ EMERGENCY SERVICES

This is a continuation of the Pre-screen. It tries to divert a client from entering the homeless system and explores resources and support systems the client may be able to utilize. Includes referrals to community mainstream resources if possible and shelters if necessary.

Questions to be asked:

1. Do you have friends or relatives that you can stay with tonight?
2. Can we help contact friends or relatives for possible housing?

“Unqualified” Emergency Services are available 24 hours a day 7 days a week though Butte 2-1-1. Emergency access point service providers could include all types of emergency services such as homelessness preventions assistance, domestic violence and emergency services hotlines, drop-in service programs, emergency shelters, and other short-term crisis residential programs. Persons must be able to access emergency services independent of the operating hours of the CoC’s coordinated entry process for intake and assessment.

Phase 3: INITIAL ASSESSMENT and REFERRAL

Coordinated Entry operates 24 hours a day, 7 days a week and is conducted by a 211 or provider staff* with access to Clarity (See list of agencies on page 16). Basic information is gathered about the client's current situation and entered into the Coordinated Entry System in Clarity. The Initial Assessment will be conducted by individual users with specific access to the Coordinated Agency. This entry will have two parts, profile and Coordinated Entry Program Enrollment, which will be used as the Community Queue or Prioritization List. The client will need to acknowledge that information collected during the Coordinated Entry process will be collected in the Clarity system. Acknowledgement will be attained by signing the HMIS Client Acknowledgement form, with the exception of clients calling 211 or other service providers, who may accept a verbal acknowledgement. Contact information will also be collected to aid agencies in the follow-up of a client when housing becomes available. In the event of a verbal acknowledgement, clients will be advised by 211 that they will have an Acknowledgement Form presented to them at the agency to which they will be referred. Each agency may maintain their own Acknowledgement Form to complete client files. If the client is in immediate need of all services they will be referred to the appropriate provider for program enrollment. †

The COC's are prohibited from screening people out of the coordinated entry 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 a 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 assessment process cannot require disclosure of specific disabilities or diagnosis. Specific diagnosis or disability information may only be obtained for purposes of determining program eligibility to make appropriate referrals.

COC's coordinated assessment participants are freely allowed to decide what information they provide during the assessment process, to refuse to answer assessment questions and to refuse housing and service options without retribution or limiting their access to other forms of assistance. Written policies and procedures specify the conditions for participants to maintain their place in coordinated entry prioritization lists when the participant rejects options. (See page 12)

*If an individual wishes to file a grievance or complaint related to the Coordinated Entry process, they may contact the CoC Lead Agency CAABCI in writing at: Community Action Agency of Butte County, Inc. 181 E. Shasta Ave., P.O. Box 6369, Chico, CA 95927 or by calling 530-712-2600.

* An appropriate title, such as Navigator, CE Specialist, etc., will be determined

† The referral process will be developed and refined during Program Design

Coordinated Entry Procedures v2.0
January 2018

**Note- Programs may require participants to provide certain pieces of information to determine program eligibility only when the applicable program regulation requires the information to establish or document eligibility*

The COC's coordinated entry process training curricula includes the following topics for staff conducting assessments:

- Review of COC's written CE policies and procedures, including any adopted variations for specific subpopulations;
- Requirements for that use of assessment information to determine prioritization; and
- Criteria for uniform decision-making and referrals.

Questions to be asked to complete client profile:

1. Name
2. Birthdate
3. Gender
4. Race
5. Ethnicity

Questions to be asked to complete Coordinated Entry Enrollment:

1. Housing makeup
2. Housing Status
3. Current Residence – Residence Prior to Program Entry
4. Length of Stay at Previous Place
5. Are you a Veteran?
 - If yes, an automatic referral is made to Veterans' resource services:
 - VA
 - Veterans' Resource Center
 - Other
6. VISPDAT Score from: This will be updated at a later time by VISPDAT Specialist.†
 - VI-F-SPDAT Prescreen for Families
 - VI-SPDAT Prescreen for Single Adults
 - VI-Y-SPDAT Prescreen for Transition Age Youth

† An appropriate title will be agreed upon for this individual during Program Design

General Admission Criteria RRHP Intake & Assessment

The following section outlines the general intake and assessment process: The Emergency Solutions Grant (ESG) Rapid Re-Housing Program (RRHP) is referral-based and participants must be referred by the Continuums of Care (COC) to a Coordinated Entry System (CES), with intake being completed using the Vulnerability Index (VI) (Survey) Service Prioritization Decision Assistance Tool (SPDAT), which is made free by Community Solutions. The VI-SPDAT information is entered into a Coordinated Entry System (CES), which is the Continuum of Care's (CoC's) Homeless Management Information System (HMIS), a local information technology system used to collect participant-level data and data on the provision of housing and services to homeless individuals and families and persons at risk of homelessness. The ESG RRHP Case Manager (CM) selects the individual/family from the HMIS, based on the score determined by the Vi-SPDAT, (the individual/family) most in need of ESG Rapid Re-Housing services, assisting them in obtaining housing services using a Housing First approach. According to Housing and Urban Development (HUD), Housing First "is an approach to quickly and successfully connect individuals and families experiencing homelessness to permanent housing without preconditions and barriers to entry, such as sobriety, treatment or service participation requirements. Supportive services are offered to maximize housing stability and prevent returns to homelessness as opposed to addressing predetermined treatment goals prior to permanent housing entry."
<https://www.hudexchange.info/resource/3892/housing-first-in-permanent-supportive-housing-brief/>

"Rapid Re-Housing programs are designed to help those who are homeless transition into permanent housing. The primary goal is to stabilize a program participant in permanent housing as quickly as possible and to provide wrap-around services after the family or individual obtains housing. Households receiving this funding must have an income level at or below 50% AMI. Enrollment in a rapid re-housing program should rely heavily on a case management plan to ensure long term stability for program participants. Providers are expected to implement a case management plan that will increase household incomes and/or increase access to mainstream benefits for program participants. Linkages should also be made to applicable mainstream programs such as SOAR, food stamps, TANF, etc."

Program Access

The ESG RRHP Case Manager (CM) identifies who(m) is eligible for ESG RRH Program services by entering the CES, which in Butte County is by way of the HMIS (Clarity Database), which revises the regulations for the Emergency Shelter Grants program by establishing regulations for the ESG program, which replaced the Emergency Shelter Grant program. In Butte County, the database used by the CoC for HMIS is Clarity. Previously, there was a focus on addressing the needs of homeless people living in emergency or transitional shelters. Now, there is a focus

Coordinated Entry Procedures v2.0
January 2018

on assisting people in regaining stable permanent housing quickly after experiencing a housing crisis and/or homelessness (Federal Register, Vol 73, No. 233, pg. 1).

Determining ESG RRH Program Participant Eligibility

According to HUD in its report, Rapid Re-Housing: ESG vs. CoC and Determining Homeless and At-Risk Status, Income, and Disability, in order for participants to be eligible for ESG RRH program funds, they need to meet the following “homelessness” criteria.

Definition of “Homelessness”

Meet the definition of being “literally homeless” per the webinar Determining and Documenting Homeless and At-Risk Status, Income and Disability and demonstrate “Need”, which is the amount and type of assistance. Re-Evaluation for ESG RRH Program services must be conducted at least annually to determine need and continued eligibility.

An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:

1. Sleeping in a place not designated for or ordinarily used as a regular sleeping accommodation, including: a car, a park, an abandoned building, a bus or train station, an airport, a camping ground;
2. Living in a shelter designated to provide temporary living arrangements, including: congregate shelters, hotels and motels paid for by charitable organizations or federal/state/local government programs;
3. Exiting an institution (e.g., jail, hospital) where they resided for 90 days or less AND were residing in emergency shelter or place not meant for human habitation immediately before entering the institution.
4. Individuals/families fleeing or attempting to flee domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions related to violence, which have no identified subsequent residence AND lack the resources and support networks needed to obtain other permanent housing.

Pre-Eligibility Intake

Eligibility for admission into the Emergency Solutions Grant Rapid Re-Housing (ESG RRH) Program is determined by the criteria listed below. These determinations are supported by the criteria outlined in the Fair Housing Act, the U.S. Department of Housing and Urban Development (HUD) and the specifications of the ESG RRH grant.

Head of household must be verified as homeless (see ESG RRH homeless criteria above, Determining ESG RRH Program Participant Eligibility).

- a) CAA ESG RRH Program participant will be identified by VI-SPDAT 2.0 assessment score ranking in the HMIS, Clarity database;
- b) Certification from people seeking assistance have complete access to the following services: Affirmative Outreach, which is consistent with our non-discrimination statement. Our business location is made available on our websites,

Coordinated Entry Procedures v2.0
January 2018

Google Maps, and Public Transportation stops are within a 5-block radius to north and south of our property. Every effort will be made to ensure that individuals can locate the agency.

Note: The determination and verification of homelessness must be received prior to entry by the Community Action Agency of Butte County or Torres Shelter and available at the first case management intake meeting.

Verification of eligibility is based on the based on the ESG RRH Program Definition of “homelessness”, as determined by HUD. (See Determining ESG RRH Program Participant Eligibility).

Non-Discrimination

Federal regulations prohibit discrimination against certain protected classes and other groups of people. State and local requirements, as well as COC’S policies, can prohibit discrimination based on other factors.

The COC’S shall not discriminate because of race, color, sex, religion, familial status, age, disability or national origin (called “protected classes”). Universal Access and effective communication for participants is ensured by Butte 211 with a three-way language barrier system in place for those with disabilities and/or ESL participants.

The COC’S will not discriminate on the basis of marital status, gender identity or sexual orientation [FR Notice 02/03/12]. The COC’S will not discriminate on the basis of citizenship, primary language or immigration status per California state law.

Participants may file a nondiscrimination complaint with Legal Services of Northern California by telephone at 530-345-9491 or by writing to: LSNC, 541 Normal Avenue, Chico, CA 95928.

All COC’s grantees are required to provide written material in multiple languages; especially Spanish and Muong in Butte County areas.

**THE VIOLENCE AGAINST WOMEN REAUTHORIZATION ACT (VAWA):
NOTIFICATION, DOCUMENTATION, CONFIDENTIALITY**

Overview

The Violence Against Women Reauthorization Act of 2013 (VAWA) provides special protections for victims of domestic violence, dating violence, sexual assault and stalking who are applying for or receiving assistance under subsidized housing program. CoC’s are required to inform program applicants and participants of their rights under VAWA, including their right to confidentiality and the limits thereof, when they are denied assistance, when they are admitted to the program, and when they are notified of an eviction or termination of housing benefits. The CoC will provide all applicants with information about VAWA at the time they request an

Coordinated Entry Procedures v2.0
January 2018

application for housing assistance. The CoC will also include information about VAWA in all notices of denial of assistance.

The CoC will also include information about VAWA in notices of termination of assistance, The VAWA information provided to applicants and participants will consist of the notice in Exhibit 1 and 2.

Protection for Applicants

If you otherwise qualify for assistance under the Program, you cannot be denied admission or denied assistance because you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking.

Protection for Tenants

If you are receiving the CoC Rental Assistance Program you may not be denied assistance, terminated from participations, or be evicted from your rental housing because you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking. Also, if you or an affiliated individual of yours is or has been the victim of domestic violence, dating violence or sexual assault, or stalking by a member of your household or any guest, you may not be denied rental assistance or occupancy rights under the CoC solely on the basis of criminal activity directly relating to that domestic violence, dating violence, sexual assault, or stalking.

Affiliated individual means your spouse, parents, brother, sister, or child, or a person to whom you stand in the place of a parents or guardian (for example the affiliated individual is in you care, custody, or control); or any individual, tenant, or lawful occupant living in your household.

Discrimination Complaints

The CoC is required to provide the applicant or participant with information about how to file a discrimination complaint by providing the FHEO hotline #: 1-8010-669-977 and or website: www.hud.gov/fairhousing [24 CFR 982.304].

Phase 4: Agency Program Enrollment

Conducted on site by shelter/homeless provider with HMIS access at the time of program entry. The provider will complete their standard client intake and enter into Clarity.

1. Universal Data Elements.
2. Program level Data Elements
3. Agency Specific Data Elements

Phase 5: VI-SPDAT

Once the client is settled and able to provide the required information, the appropriate VI-SPDAT Assessment will be conducted with the client. This entire assessment will be entered into Clarity and will calculate their VI-SPDAT score. The provider staff with access to the Coordinated Entry Program will open the clients

Coordinated Entry Procedures v2.0
January 2018

Initial Assessment and enter this score into the appropriate field, which should be done within 7 days of Coordinated Entry enrollment.

Priority points will be utilized to prioritize persons experiencing Chronic Homelessness and other vulnerable homeless persons in CoC funded permanent supportive housing, Homeless Households with Children; and prioritization of Unaccompanied Homeless Youth for Housing Services.

Priority points will be utilized. Priority points will be assigned to individuals/families within the above noted classifications as follows:

<i>Prioritization of Chronically Homeless</i>	25 Points
<i>Prioritization of Homeless Households with Children</i>	20 Points
<i>Prioritization of Unaccompanied Homeless Youth</i>	20 Points

Clients that are categorized as multiple subpopulations would stack points for each classification up to a maximum of 65 preference points for prioritization. For clients who are not being considered for permanent supportive housing options the prioritization will not be based solely on the vulnerability score. In those cases the vulnerability score will be a lesser factor than the extent to which the client qualifies for the program. In cases of rapid re-housing programs the primary prioritization factors will include: an assessment with households that will develop into a housing plan. The assessment will include the identification of housing needs, preferences, strengths and barriers to housing. The assessment will also seek to identify possible alternatives and resources. The assessment should be primarily focused on housing needs rather than service needs and can be used to determine if rapid re-housing alone is the most appropriate intervention or if longer-term assistance is needed and desired. The initial assessment also provides the basis for the initial level of financial assistance and/or supportive services to be provided by the intervention. The housing plan should include re-assessments to determine adjustments or discontinuation of financial assistance once households enter permanent housing.

Phase 6: Agency HOUSING BARRIER ASSESSMENT

Conducted by program/shelter staff after a client has been in the shelter for a specific period of time. Three basic questions used to identify needs of independent living and barriers to obtaining or maintaining housing.

Barriers to identify include: Availability of housing, income, rental history, criminal history, homeless history, mental health or alcohol/ substance abuse that may hinder their ability to maintain a lease. Categorizes clients into High, Medium and Low barrier levels and matches with a set of suggested services.

Coordinated Entry Procedures v2.0
January 2018

Phase 7: PRIORITIZATION and Community Queue

Program, Shelter and Coordinated Entry staff conduct this process. Prioritization and management of the Community Queue will take place at monthly CE Committee meetings.

Upon initial offer of housing placement, the candidate will receive up to 3 documented contact attempts separated by no less than 1 business day. If, after 14 days from the 3rd documented attempt to reach the candidate or candidate's point of contact, there is no response, housing placement will be offered to the next qualified candidate in the queue.

No less than 30 days after the 3rd documented contact attempt is made, a final contact attempt will be made to offer housing placement. If a response is received and the candidate still needs housing, the candidate will be offered placement. If no response is received within another 30 days, the candidate will be removed from the queue at the following CE Committee queue management meeting.

Queue Waitlist Management

The Coordinated Entry Queue Review Committee will review the Coordinated Entry Queue annually in October. This committee is comprised of representatives from the homeless service network.

The waiting list will be updated periodically to ensure that all applicant contact information is current and timely. To update the waiting list, the Queue Review Committee will review queue notes on each applicant to assess contact history and if no contact history is documented, have the referring agency send an update request via mail, email, and/or phone to each applicant on the waiting list to determine whether the applicant continues to be interested in the program. This update request will be directed to the last mode of contact on record for the applicant. The update request will provide a fourteen (14) calendar day deadline by which the applicant must respond and will advise that failure to respond will result in the applicant's name being removed from the waiting list. If the applicant fails to respond within fourteen (14) calendar days, the applicant will be removed from the waiting list without further notice. If an applicant is removed from the waiting list for failure to respond, they will not be entitled to reinstatement unless the Queue Review Committee determines there were circumstances beyond the person's control. The following exceptions, if determined to exist, will be acceptable to warrant reinstatement:

1. Death in Family
2. Medical Emergency
3. Natural Disaster
4. Reasonable Accommodation
5. Verified error by US Post Office

Issue OF HUD Notice CPD-16-11

HMIS may assist in determining Permanent Supportive Housing program eligibility. On July 25, 2016 HUD's Office of Community Planning and Development issue notice CPD-16-11 (the "Notice"), to supersede prior notice CPD-14-012 regarding prioritization of chronically homeless persons in CoC-funded permanent supportive housing (PSH) beds.

The Notice:

1. Establishes an updated order or priority for PSH that is dedicated or prioritized for people experiencing chronic homelessness; and
2. Establishes a recommended order of priority for PSH that is not dedicated or prioritized for chronic homelessness to prioritize those persons with the longest histories of homelessness and most severe service needs, and therefore who are most at risk of becoming chronically homeless.

General

- "CoCs are strongly encouraged to adopt and incorporate them into the CoC's written standards and coordinated entry process." (Section 1.B.)
- HUD clarified in the email releasing the new notice that adoption of either CPD-14-012 or CPD-16-11 satisfies the eligibility for points in the relevant 2016 NOFA applications questions. The email states, " CoCs are encouraged to adopt these orders of priority and incorporate them into their written standards, however, CoCs will be eligible to receive points outlined in Section VII.A.6(a) of the FY 2016 CoC Program NOFA for demonstrating adoption and incorporation of the orders of priority included in either Notice CPD-16-11 or Notice CPD-14-012
- The purpose of the notice is to updated the prioritization for CoC-funded PSH beds in order to "ensure that those individuals and families who have spent the longest time in places not meant for human habitation, in emergency shelters, or in safe havens and who have the most severe service needs within a community are prioritized for PSH" (Section I.B.)
- "Severity of Service Needs" is defined slightly differently than in the prior notice, adding youth, victims of domestic violence, and others to the definition. (Section I.D.3.)

Agencies are currently utilizing the CoC Prioritization Policies, as adopted by the CoC on November 3, 2015 and stipulated in CPD-14-012, to prioritize the chronically homeless. The CE Pilot Program is incorporating the recently adopted CoC Prioritization Policy, as set forth in Notice CPD-16-11 and adopted on August 22, 2016, into it processes and procedures.

Coordinated Entry Procedures v2.0
January 2018

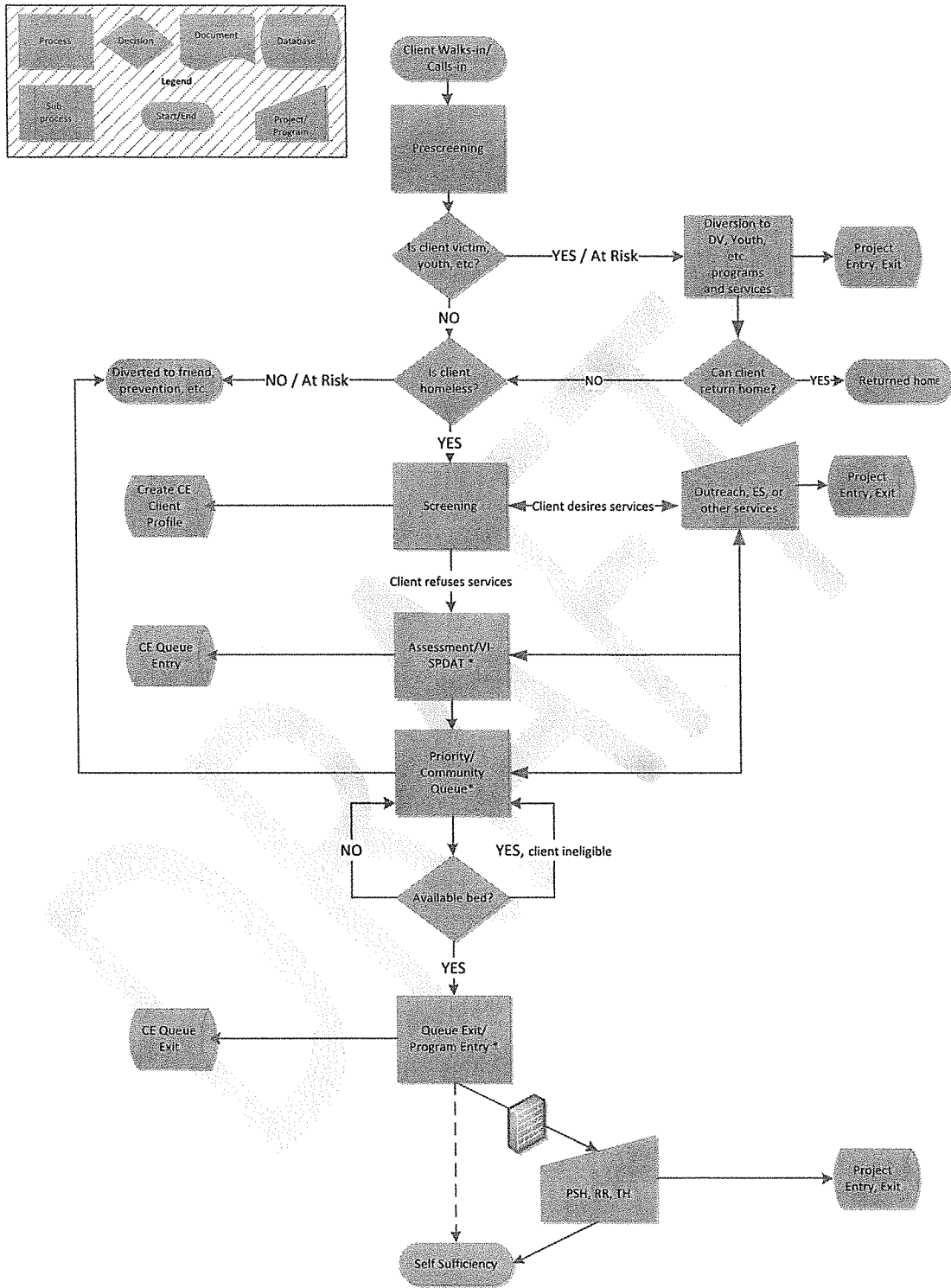
**Note- Refer to HUD Prioritization Notice: CPD-16-11 for detailed guidance on prioritizing persons experience chronic homelessness and other vulnerable homeless populations in permanent supportive housing.*

Phase 8: Entry into Permanent Housing

Once the appropriate housing is secured, the client will be referred to the available agency and move into the available Supportive Permanent Housing, Rapid Rehousing or Transitional Housing program. This will require the provider staff from the referring agency with access to the Coordinated Entry Program to open the record and exit them from the Coordinated Entry Program. Then staff from the Permanent Housing program can complete their standard intake procedure and enter them into their own program. Clients will be housed in accordance with HUD's Equal Access in Accordance With an Individual's Gender Identity Final Rule (published Sept 2016).

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Coordinated Entry Procedures v2.0 January 2018



Coordinated Entry Procedures v2.0
January 2018

PLEASE FIND A LIST OF PARTICIPATING AGENCIES BELOW

HMIS Participating Agencies

Revised 7/21/17

- **Butte 2-1-1***
- **Butte County Department of Behavioral Health*** ♿
3217 Cohasset Rd, Chico, CA
(530) 891-2850
- **Butte County Department of Employment & Social Services** ♿
(877) 410-8803
- **Butte County Housing Authority*** ♿
(530) 895-4474
- **Caminar*** ♿
(530) 343-4421
- **CHAT**
(530) 520-6412
- **Community Action Agency of Butte County, Inc./Esplanade House** ♿
(530) 712-2600
- **Jesus Center*** ♿
1297 Park Ave, Chico, CA 95928
(530) 345-2640
- **Oroville Rescue Mission** ♿
(530)533-9120
- **SHOR** ♿
(530) 872-1162
- **Torres Shelter*** ♿
101 Silver Dollar Way, Chico, CA 95928
(530) 891-9048
Open Daily, 4:30pm- 6:40am
- **Youth For Change*** ♿
6th Street Center for Youth
130 W. 6th St., Chico, CA
(530) 894-8008

**Indicates Coordinated Entry*

Access Points

- **Butte 2-1-1***
- **Jesus Center*** ♿
1297 Park Ave, Chico, CA 95928
(530) 345-2640
- **Torres Shelter*** ♿
101 Silver Dollar Way, Chico, CA 95928
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