

# **Coordinated Entry for Survivors of Domestic Violence in Orange County**

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# Learning Objectives

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Today's participants will:

- Review federal requirements for Coordinated Entry Systems (CES) related to serving survivors of domestic violence;
- Learn and understand the role of safety planning when working with survivors of domestic violence; and
- Learn how to connect survivors of domestic violence to homeless services in Orange County.

# Definitions

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**Safety Planning** – A unique strategy to help a survivor reduce the risks caused by a partner's abuse and control.

**Comparable/Parallel CES** – An alternative CE process specifically designed to meet the specialized needs of people fleeing domestic violence.

**Trauma Informed Care (TIC)**– A framework that involves understanding, recognizing, and responding to the impacts of trauma. TIC emphasizes physical, psychological and emotional safety; facilitates trauma survivors' ability to regain a sense of control over their own lives.



# **Domestic Violence and Homelessness**

# About Domestic Violence

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Domestic violence is a pattern of abusive behavior in any relationship that is used by one partner to gain or maintain power and control over another intimate partner.

Domestic violence can be physical, sexual, emotional, economic, or psychological actions or threats of actions that influence another person.

This includes any behaviors that intimidate, manipulate, humiliate, isolate, frighten, terrorize, coerce, threaten, blame, hurt, injure, or wound someone.

# Domestic Violence and Homelessness

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The Department of Housing and Urban Development (HUD) defines “*domestic violence*” as including dating violence, sexual assault, stalking, and other dangerous or life-threatening conditions that relate to violence against the individual or family member that either takes place in, or him or her afraid to return to, their primary nighttime residence (including human trafficking).



# Coordinated Entry 101

# What is coordinated entry?

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- Coordinated entry is ***mandated by HUD*** because it is an important process through which people experiencing or at risk of experiencing homelessness can access the crisis response system in a streamlined way.
- An effective coordinated process entry is a critical component to any community's efforts to meet the goals of housing first.
- The primary goals for coordinated entry processes are that assistance be allocated as effectively as possible and that it be easily accessible.



# What is coordinated entry?

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- Coordinated entry changes a CoC from a project-focused system to a person-focused system by asking that “communities prioritize people who are most in need of assistance” and “strategically allocate their current resources and identify the need for additional resources.”

*Source:* [HUD Notice CPD-17-01](#)

# Orange County Coordinated Entry for Survivors of Domestic Violence

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*The Coordinated Entry System for Survivors (SCES) involves cross-system coordination and communication between the CES lead agency (the County of Orange's Office of Care Coordination), the CES virtual front door (VFD) and the Victim Service Providers (VSPs) that operate survivor-dedicated CoC- and ESG- funded resources.*

# Orange County Coordinated Entry for Survivors of Domestic Violence

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The **CES lead agency's** responsibilities include:

- Facilitating referrals for shelter, housing, and supportive services resources, including survivor-specific ESG- and CoC-funded resources.
- Facilitating referrals between the Individual CES, Family CES and CES for Survivors.
- Collecting SCES data to report to HUD.
- Providing support to VSPs working as SCES access points.

# Orange County Coordinated Entry for Survivors of Domestic Violence

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The **CES virtual front door's** responsibilities include:

- Facilitating access to VSPs for eligible households.

The responsibilities of **CES Access Points** include:

- Acting as access points to the CES for Survivors, Individual CES, and Family CES.
- Accepting referrals for these resources exclusively through the CES for Survivors.

# Orange County Coordinated Entry for Survivors of Domestic Violence

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- The OC CES ensures that survivors can access both survivor-dedicated resources and non-survivor dedicated resources referred through CES regardless of the access point where they present.
- Virtual Front Door staff and Individual and Family CES access point staff will use a DV CES Pre-Assessment screening tool to identify households that include survivors so that they can be offered referrals to the CES for Survivors and other VSP services.

# How Survivors in Orange County Access Services

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**Presenting at a CES for Survivors access point directly or through referral from an Individual or Family access point or the VFD:**

- Once connected to a CES for Survivors access point, an assessors will administer the Survivor Assessment Tool, which assesses for survivor-dedicated resources as well as resources available through Individual or Family Access Points. Only CES for Survivor access points can administer the Survivor Assessment Tool.

# How Survivors in Orange County Access Services Cont'd.

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## Presenting at an Individual or Family access point:

- Access point staff will screen all households for survivor status using the Pre-Assessment Screening Tool and receive regular training on conducting these screenings in a survivor-centered, trauma-informed manner.
- If a household identifies as including survivors, and requests to be connected to survivor-specific housing options or other assistance for survivors (such as emergency shelter, counseling, etc.), access point staff will immediately offer a referral to a CES for Survivors access point. Survivors are not required to be served by a CES for Survivors access point.

# How Survivors in Orange County Access Services Cont'd.

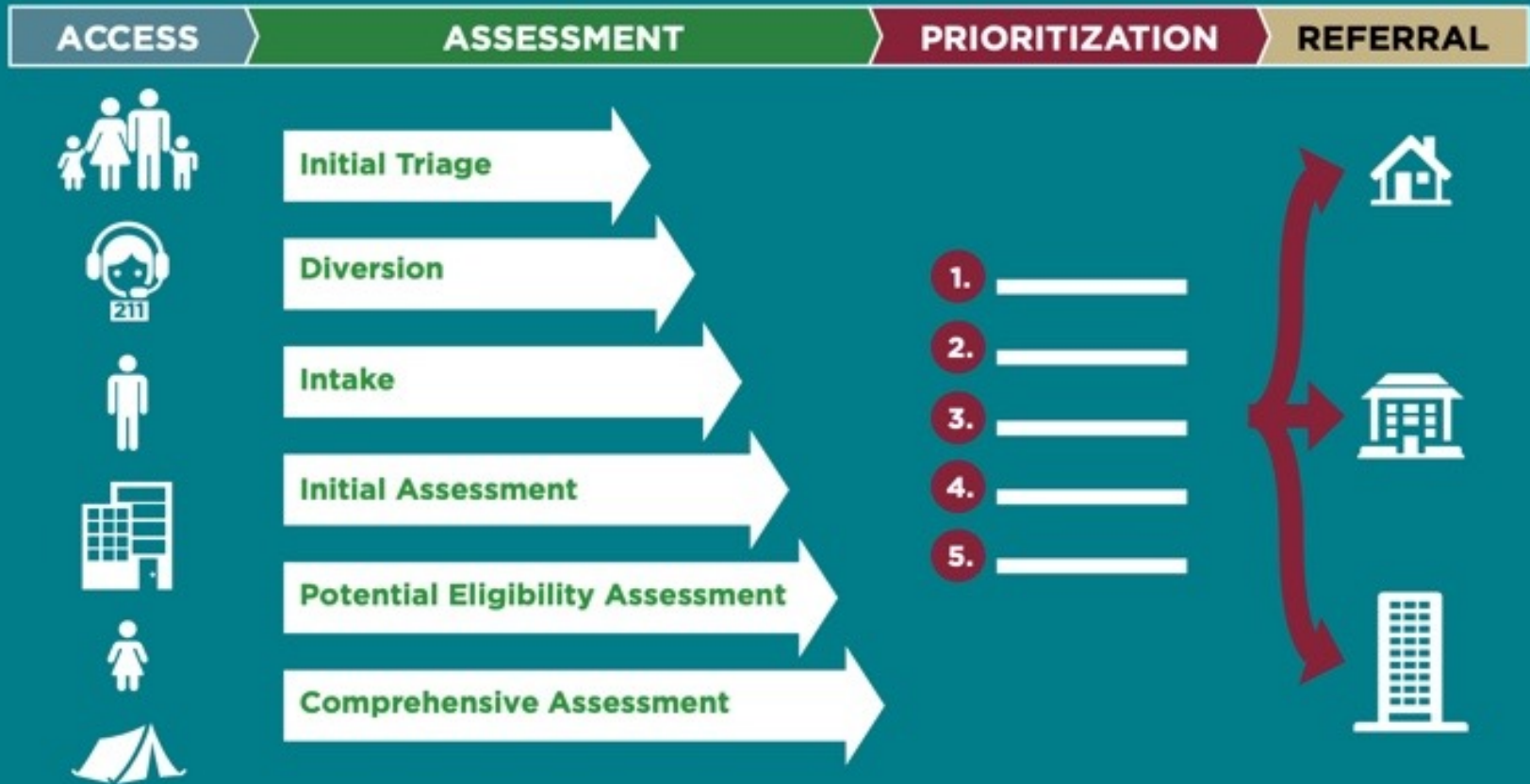
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## Contacting the Virtual Front Door (211OC):

- If VFD staff receive a call from a household that is experiencing Category 4 homelessness as defined by HUD, VFD staff will screen that household for survivor status
- If a household identifies as including survivors, and requests to be connected to survivor-specific housing options or other assistance for survivors (such as emergency shelter, counseling, etc.), VFD staff will make a warm handoff to a VSP.
- Survivors are not required to be referred to a VSP. VFD staff will provide referrals to any appropriate access point if there is not a specific request for survivor-specific services.



# Coordinated Entry Core Elements



Source: <https://files.hudexchange.info/resources/documents/Coordinated-Entry-Core-Elements.pdf>



# **Assessment**

Purpose, Populations, and Process

# Assessment Purpose

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**Purpose:** Standardize information gathering on service needs, housing barriers, and vulnerabilities. People presenting at a particular location should not be steered toward any particular program or provider simply because they presented at that location.

**Components:** Assessment should include:

- Uniform **decision-making processes**
- Common **assessment tools** used within those processes

# Assessment Populations

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At a minimum, your coordinated entry system should be built to handle the following populations, either through a single structure/access point/assessment or multiple structures/access points/assessments:



Adults Without  
Children



Families with  
Children



Unaccompanied  
Youth



Survivors of  
Domestic Violence

# What Should Be Assessed?

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The focus of assessment is not to obtain all possible information needed to serve a client, but only targeted information needed to make appropriate referrals. The following have been identified as important areas to address during assessment:

**Risk of  
Becoming  
Homeless**

**Length of  
Time  
Homeless**  
[Incl. Prior  
Episodes]

**Vulnerability**

**Severity of  
Need**

**Available  
Community  
Resources**

# Domestic Violence CES Assessments in Orange County

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CES for Survivors access points will use the Survivor Assessment Tool to assess survivors for both:

- Shelter, housing, and supportive services available through the Individual and Family CES system, including all CoC- and ESG-funded resources, and;
- Survivor-dedicated CoC- and ESG-funded resources operated by VSPs.

Survivors can decline to answer questions or provide information without being penalized. However, limiting information provided may also limit priority and housing options that require certain eligibility information to be met.

# Domestic Violence CES Assessment Process In Orange County Cont'd.

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CES for Survivors assessors will use the following process to communicate the outcome of the Survivor Assessment Tool to the Office of Care Coordination for prioritization and referral to both CoC- and ESG- funded survivor-dedicated resources operated by VSPs and resources accessed through the Individual and Family CES.

- Assessors will submit de-identified assessment information to the Office of Care Coordination through Microsoft Forms. De-identified information will include:
  - A Unique identifier that CES for Survivors staff will maintain track of to be able to identify the client on their end.
  - Eligibility and vulnerability information necessary to determine prioritization for available housing and resources.
  - Housing interests to make the most appropriate housing referrals based on the households identified housing needs.





# **Prioritization**

Connecting Clients to Housing  
Services



# What is prioritization?

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- Prioritization is the process through which resources are allocated to people experiencing homelessness in accordance with their level of need and/or vulnerability.
- An effective prioritization process that is responsive to local context and needs is important because resources are limited, so only a fraction of the population experiencing homelessness will receive housing or services.
- An effective coordinated process entry is a critical component to any community's efforts to meet the goals of housing first.

# What is prioritization?

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The U.S. Department of Housing and Urban Development's (HUD's) requirements for coordinated entry are detailed in HUD Notice CPD-17-01. The Notice requires:

- CES must be used to prioritize people experiencing homelessness for referral into housing programs.
- Prioritization must be based on factors that differ across households and relate to each household's relative capacity to obtain housing without the assistance.

# Prioritization for Survivors in Orange County

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- CES for Survivors will prioritize survivors with the highest score on the Survivor Assessment Tool who are interested and eligible for the available DV-specific housing resource.
- Survivors remain enrolled in CES until the survivor is permanently housed, opts out of participating in CES, or becomes inactive. Survivors will be made inactive on the prioritization list after 90 days of non-engagement with CES for Survivors access points.



# Referrals

# Referrals for Survivors in Orange County

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- DV-specific housing opportunities will be shared with CES through Microsoft Forms. Available housing opportunities will be matched to eligible survivors as prioritized by the prioritization schema. Referrals will be provided by email to the access point and the housing provider.
- For matches through Individual and Family CES, CES for Survivors access points are not required to participate in match meetings. Survivors prioritized through Individual and Family CES will be considered for all resources available through CES for which they are interested and eligible. Referrals will be provided by email to the access point and the housing provider.
- If a survivor declines a housing referral, the participant is returned to the prioritization list and remains on the prioritization list for a new housing referral. The survivor will continue to be prioritized for available resources following the prioritization schema.

# Referrals for Survivors in Orange County

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- Referrals denied by the housing providers must be made in writing and include the reason for denying the referral as well as any information obtained during the referral process that ensures accurate survivor information and helps improve future referral processes.
- When a survivor is denied by housing providers, the survivor is returned to the prioritization list and remains on the prioritization list for a new referral. The survivor will continue to be prioritized for resources available through CES following the approved prioritization process.
- Housing provider denials may be contested by conference between the housing provider, access point and CES. The referred survivor may also be involved as able and appropriate.



**Questions?**





**Thank You!**





# **Key Rules, Regulations, and Privacy Fundamentals**

# Key Rules, Regulations, and Privacy Fundamentals

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- [HUD Notice CPD-17-01](#)

Under the authority of 24 CFR 578.7(a)(8), this Notice establishes new requirements that Continuums of Care (CoC) and recipients of CoC Program and Emergency Solutions Grants (ESG) Program funding must meet related to the development and use of a centralized or coordinated assessment system. It also provides guidance on additional policies that CoCs and ESG recipients should consider incorporating into written policies and procedures to achieve improved outcomes for people experiencing homelessness.

# Key Rules, Regulations, and Privacy Fundamentals

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- [Violence Against Women Act \(VAWA\)](#)
  - VAWA contains strong, legally codified confidentiality provisions that limit Victim Service Providers from sharing, disclosing, or revealing personally identifying information (PII) into shared databases like HMIS. VAWA also establishes housing protections for experienced domestic violence, dating violence, sexual assault, and/or stalking (VAWA violence/abuse).
- [Serving survivors through Coordinated Entry](#)
  - This document, prepared by technical assistance providers, highlights the following fundamental considerations when serving survivors through coordinated entry (CE): Ensure safe and confidential access; evaluate your CE system; broaden assessment tools and processes; and reference practical considerations.

# Key Rules, Regulations, and Privacy Fundamentals Cont'd.

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- [HUD HMIS Data Standards](#)
  - Establishes standards for collecting, using, and disclosing data in HMIS
- [Privacy Act \(5 U.S.C. 552a\)](#)
  - Requires written consent to disclose client records
- [HUD CE Management and Data Guide](#)
  - This guide discusses aspects of coordinated entry management and evaluation, data privacy and security, and the use of data to guide system changed efforts. Chapter 2 focuses on data privacy and security associated with disclosing participant information.
- [Privacy and DV Survivors](#)
  - Discusses HMIS in relation to domestic violence, including this history and specific implications of data collection.