



## Coordinated Entry Guide for YHDP RRH and Joint Component Sponsor Agencies

This guide has been developed to support YHDP Sponsor Agency staff as they interact with the Coordinated Entry (CE) system.

### **RAPID REHOUSING (RRH) PROJECTS**

RRH projects are required to fill all openings through Coordinated Entry (CE). Guidance on how this is done appears in VCRHYP's [Administrative Plan](#) (see Enrollment Process section). Additional guidance for each of the steps is provided below:

1. **Requesting a Referral:** Once a Sponsor Agency is notified of subsidy availability, request a referral within 3 business days from the appropriate CoC's Lead Agency.

#### ***Requests should specify the following:***

- I. The number of referrals needed for your RRH project.
  - a. This should, at a minimum, be the same number as the number of openings you have to fill.
  - b. You may request more than the number of openings you have to fill, to ensure you have the next few referrals to follow up on in the event that the first referrals do not lead to enrolled youth.
    - i. Lead Agencies can check the box on the CE Referral Letter that says "Households with a higher rank for this program were also referred."
- II. That the **referrals need to come from the "Medium Term List" tab** of the Master List, **NOT** the "Master List (Youth)" tab.
  - a. The highest row on the Medium Term List tab with a "Y" in the Youth column is the first youth prioritized for a YHDP Rapid Rehousing project. The next row on the Medium Term List tab with a "Y" in the Youth column is the second youth prioritized, and so on.
- III. That the referral from the Lead Agency should be made by using the [CE Referral for Household letter template with their letterhead](#).
  - a. "YHDP Rapid Rehousing Project" should be checked as the program the household is being referred for.
- IV. The requirement that referrals be sent to you within 5 business days of the request.

## 2. When a Sponsor Agency receives a CE referral from the Lead Agency:

- I. ***If you do not have contact information for a household referred***, you can:
  - a. Look the household up in HMIS (if you have an HMIS license) to see if there is contact information or information on who assessed/is working with the household.
  - b. Contact Ari (802-229-9151/[akisler@vcrhyp.org](mailto:akisler@vcrhyp.org)) to request information from HMIS.
    - i. Requests for information should include only HMIS ID numbers, NOT names or other identifying information.
  - c. Contact the Lead Agency to request information from HMIS.
    - i. Requests for information should include only HMIS ID numbers, NOT names or other identifying information.
  
- II. ***If you receive more CE referrals than you have openings for in your program*** you must use the household's rank to determine who to contact for each opening first:
  - a. The household with the highest rank must be contacted first.
  - b. You must attempt first contact within 3 business days of receiving referral.
  - c. You must make 3 more attempts to contact that household over the next 10 business days. All attempts should be documented.
  
- III. ***If you cannot contact the referred household after 4 attempts have been made in the 13 business days since receiving the referral***, you should:
  - a. Notify the Lead Agency of your unsuccessful attempts at contact, work with them to determine if the household should be moved to the Inactive List, and request a referral for the next household on the list (if you don't already have one).
  - b. If the Lead Agency requests that you move the household to the Inactive List, send an email to Ari Kisler ([akisler@vcrhyp.org](mailto:akisler@vcrhyp.org)) with the following information:
    - i. HMIS ID #s for the household member(s)
    - ii. Date of your last unsuccessful contact attempt
    - iii. A note that you were unable to contact the household
  - c. Begin the process of reaching out to the next highest ranked household you have a referral for.
  
- IV. ***If you reach the household and they inform you that they have secured housing on their own or no longer want to be included in the Coordinated Entry system*** (for any reason), you should:
  - a. Send an email to Ari Kisler ([akisler@vcrhyp.org](mailto:akisler@vcrhyp.org)) with the following information:
    - i. HMIS ID #s for the household member(s)
    - ii. Date on which you spoke with the household
    - iii. A note about whether household requested to be removed from Coordinated Entry or secured housing on their own (with a brief description of the type of housing, i.e. type of voucher, type of landlord, etc.)
  - b. Begin the process of requesting a new referral from the Lead Agency (if you don't already have one) and reaching out to the next highest ranked household.

3. **Once a household has been contacted**, a Sponsor Agency has an initial appointment (see RRH Client Referral Meeting Guide) to discuss the program and determine if the household wants to proceed with applying.

- I. ***If the household wants to proceed with applying for RRH:***
  - a. Complete the [RRH Application](#) package and submit to [demo@wcysb.org](mailto:demo@wcysb.org).
- II. ***If the household does NOT want to proceed with applying for RRH:***
  - a. If you don't already have a referral for the next ranked household: inform the Lead Agency and request an additional referral.
  - b. If you already have a referral for the next ranked household: inform the Lead Agency that the household has declined to enroll in your project and then begin the process of contacting the next household.

4. Once a household has been approved for the project, issued a subsidy, and successfully leased up with a unit (see Quick Guide to YHDP RRH Application Process), the **household will be closed out of Coordinated Entry**.

- I. Notify VCRHYP that a household has successfully leased up using their voucher so that VCRHYP can exit the household from Coordinated Entry in HMIS.
  - a. If the household was participating in Coordinated Entry outside of HMIS, VCRHYP will inform the Lead Agency that the household has been housed and request that they be closed out of Coordinated Entry manually (outside of HMIS).

## **JOINT COMPONENT (TH-RRH) PROJECTS**

Joint Component projects are required to fill all openings through Coordinated Entry. Guidance for how this is done is provided below:

1. **Requesting a Referral:** Sponsor Agencies should request referrals for the Joint Component if:
  - a) a Sponsor Agency has an opening in their Transitional Housing Component and has already notified VCRHYP.
  - b) VCRHYP has issued the Sponsor Agency new RRH vouchers in their Joint Component.

Sponsor Agencies need to request a CE referral from the appropriate CoC's Lead Agency within 3 days.

***Requests should specify the following:***

- I. The number of referrals needed for your Joint Component project.
  - a. This should, at a minimum, be the same number as the number of openings you have to fill.

- b. You may request more than the number of openings you have to fill, to ensure you have the next few referrals to follow up on in the event that the first referrals do not lead to enrolled youth.
      - i. Lead Agencies can check the box on the CE Referral Letter that says “Households with a higher rank for this program were also referred.”
- II. That the referrals need to come from the “Transitional Housing” tab of the Master List, **NOT** the “Master List (Youth)” tab, EVEN if they are referrals for the RRH component of your Joint project.
  - c. The highest row on the Transitional Housing tab with a “Y” in the Youth column is the first youth prioritized for a YHDP Joint Component project. The next row on the Transitional Housing tab with a “Y” in the Youth column is the second youth prioritized, and so on.
- III. That the referral should be made from the Lead Agency by using the [CE Referral for Household letter](#) template on their letterhead.
  - a. “YHDP Transitional Housing >RRH Project” should be checked as the program the household is being referred for.
- IV. The requirement that referrals be sent to you within 5 business days of the request.

**2. When a Sponsor Agency receives a CE referral from the Lead Agency:**

- I. ***If you do not have contact information for a household referred***, you can:
  - a. Look the household up in HMIS (if you have an HMIS license) to see if there is contact information or information on who assessed/is working with the household.
  - b. Contact Ari at VCRHYP (802-229-9151 or [akisler@vcrhyp.org](mailto:akisler@vcrhyp.org)) to request information from HMIS.
    - i. Requests for information should include only HMIS ID numbers, NOT names or other identifying information.
  - c. Contact the Lead Agency to request information from HMIS.
    - i. Requests for information should include only HMIS ID numbers, NOT names or other identifying information.
- II. ***If you receive more CE referrals than you have openings in your program***, you must use the household’s rank to determine who to contact for each opening first:
  - a. The household with the highest rank must be contacted first.
  - b. You must attempt first contact within 3 business days of receiving that household’s referral.
  - c. You must make 3 more attempts to contact that household over the next 10 business days. All attempts should be documented.

- III. ***If you cannot contact the referred household after 4 attempts have been made in the 13 business days since receiving the referral, you should:***
  - a. Notify the Lead Agency of your unsuccessful attempts at contact, work with them to determine if the household should be moved to the Inactive List, and request a referral for the next household on the list (if you don't already have one).
  - b. If the Lead Agency requests that you move the household to the Inactive List, send an email to Ari Kisler ([akisler@vcrhyp.org](mailto:akisler@vcrhyp.org)) with the following information:
    - i. HMIS ID #s for the household member(s)
    - ii. Date of your last unsuccessful contact attempt
    - iii. A note that you were unable to contact the household
  - c. Begin the process of reaching out to the next highest ranked household you have a referral for.
  
- IV. ***If you reach the household and they inform you that they have secured housing on their own or no longer want to be included in the Coordinated Entry system (for any reason), you should:***
  - a. Send an email to Ari Kisler ([akisler@vcrhyp.org](mailto:akisler@vcrhyp.org)) with the following information:
    - i. HMIS ID #s for the household member(s)
    - ii. Date on which you spoke with the household
    - iii. A note about whether household requested to be removed from Coordinated Entry or secured housing on their own (with a brief description of the type of housing, i.e. type of voucher, type of landlord, etc.)
  - b. Begin the process of requesting a new referral from the Lead Agency (if you don't already have one) and reaching out to the next highest ranked household.

3. **Once a household has been contacted**, a Sponsor Agency has an initial appointment (see Joint Component Client Referral Meeting Guide \*NOTE: this is still in development, contact VCRHYP) to discuss the program and determine if the household wants to proceed with applying. Household's will have the option to enter into the TH component first or enter directly into the RRH component.

- I. ***If the household wants to proceed with applying for the TH component of the Joint Component project:***
  - a. Complete the [Transitional Housing Application package](#) and submit to [demo@wcysb.org](mailto:demo@wcysb.org).
  
- II. ***If the household wants to proceed with applying for the RRH component of the Joint Component project:***
  - a. Complete the [RRH Application package](#) and submit to [demo@wcysb.org](mailto:demo@wcysb.org).
  
- III. ***If the household does NOT want to proceed with applying for either component of the Joint Component project:***
  - a. If you don't already have a referral for the next ranked household: inform the Lead Agency and request an additional referral.

- b. If you already have a referral for the next ranked household: inform the Lead Agency that the household declined to enroll in your project and then begin the process of contacting the next household.

**4. Once a household has been approved for the project and is housed** (either leased up with a RRH voucher or moved into a TH unit) the household will be **closed out of Coordinated Entry**.

- I. When you notify VCRHYP that a household has successfully leased up using their voucher or moved into a TH unit, VCRHYP will exit the household from Coordinated Entry in HMIS.
  - a. If the household was participating in Coordinated Entry outside of HMIS, VCRHYP will inform the Lead Agency that the household has been housed and request that they be closed out of Coordinated Entry manually (outside of HMIS).