



PARTNERS IN CARE

Oahu's Continuum of Care

Our mission is to eliminate homelessness through open and inclusive participation and the coordination of integrated responses.

Coordinated Entry System (CES) Policies and Procedures (P&P's) November 2018 Meeting

Approved Additions, Changes, Deletions:

Page 14, Paragraph 4

- Current: "The provider is expected to locate and contact the referred client within one week of the date on which the referral is made; placement into housing should be made within one month of contacting the client."
- Revised Suggestion: **Incorporating Specified Time Standards**

Once a referral is made following the prioritization and process outlined above, the provider of record and housing program are expected to incorporate the specified time standards outlined below to complete the referral process:

NOTE: CES time standards for housing shall serve as guidelines during the referral, matching, and housing placement process. If a provider is not able to meet these housing placement benchmarks with their client, then any client without a record of active participation towards housing placement may be unassigned by CES administration and returned to community queue but only after a CES Administrator has made contact with the provider to discuss the status of the case. "By Name List" to be considered for future housing opportunities.

Specified Time Standards Recommended as follows:

Referral Time Standards	Permanent Supportive Housing	Rapid Rehousing	Transitional Housing	Veterans Rapid Rehousing	PSH Choice Voucher Programs
Provider of record to connect with housing program	3 business days	3 business days	3 business days	3 business days	3 business days
Housing program to connect with client and conduct initial intake and eligibility prescreening	14 days/ 2 full weeks	14 days/ 2 full weeks	14 days/ 2 full weeks	14 days/ 2 full weeks	14 days/ 2 full weeks
Complete eligibility determination and record matched or unassigned with/from program	30 days / 1 month	30 days / 1 month	21 days / 3 weeks	30 days / 1 month	30 days / 1 month
Complete and record housing placement	60 days / 2 months	60 days / 2 months	30 days / 1 month	90 days / 3 months	90 days / 3 months

NOTE: *Safe Haven Service Model Programs:

1. Safe Haven, as defined in the Supportive Housing Program, is a 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.
2. Safe haven projects as defined are for literally homeless individuals (as defined in the CoC Program interim rule in paragraph (1)(i) and (1)(iii) who reside on the streets or places not meant for human habitation and who have severe and persistent mental illness.
3. Housing programs that share similar operational models of a Safe Haven project to include service to the same client demographic, should follow the same time standards as other permanent supportive housing programs. However such “Safe Haven” model programs may request to reactivate a previously unassigned referral at any time the current VI-SPDAT is still active, should the original client present as “housing ready” and willing to accept housing support services.

Upon successful placement, providers should ensure that the client is exited, as appropriate, from prior housing programs. The housing provider commits to communicating in writing with the Continuum of Care leadership when more than 50% of matches do not lead to successful program entry to facilitate more successful referrals (further outlined below). If a client experiences three or more unsuccessful assignments, he or she should be referred to case conferencing for additional attention.