

# **COORDINATED ENTRY OVERSIGHT COMMITTEE APPLICATION FORM INFORMATION**

## **COORDINATED ENTRY GOVERNANCE**

The Coordinated Entry Oversight Committee (CEOC), a committee of the Continuum of Care (CoC), is responsible for operating an effective Coordinated Entry (CE) system that promotes equal access to resources and enables efficient allocation of available housing resources. The CEOC operates a coordinated access system that provides an initial assessment of the needs of homeless individuals and families for housing and services, and annually assesses and reports to the CoC Governing Board regarding participation in the Coordinated Entry (CE) system by users throughout the CoC geography.

## **COORDINATED ENTRY OVERSIGHT ROLES & RESPONSIBILITIES**

To ensure that the Charlotte-Mecklenburg CoC operates an effective CE system, it must include the following qualities and/or components: person-centered, low barrier, fair and equal access utilizing a Housing First orientation, that provides a standardized assessment and access to emergency services, outreach and prioritization for available resources. It should include inclusive referral protocols, outreach, ongoing planning and stakeholder consultation leverage local attributes and capacity, safety planning, use HMIS and other systems, and ensure full coverage in HMIS, the CEOC responsibilities shall include:

- Oversee and manage CE system processes, procedures and related activities;
- Investigate and resolve complaints or concerns related to CE;
- Review and respond to grievances filed when individual/household has exercised their right to appeal as outlined in in the Charlotte-Mecklenburg CoC Written Standards;
- Share data and information about CE and the CE system to CoC Governing Board and community;
- Review & analyze CE data;
- Recommend CE quality improvements to CoC Governance Board;
- Implement CE changes; and
- Review and update CE Policies & Procedures.

## **COORDINATED ENTRY OVERSIGHT COMPOSITION**

The CEOC will consist of no more than 13 members, and no fewer than 9, all of whom will have one vote. CE composition is categorized into two sections: Ex-officio and elected. Elected positions include population-specific and service-specific areas. There are identified roles and/or areas within the CoC that directly impact or are directly impacted by Coordinated Entry that should be considered in the CEOC composition. It is possible for one CEOC member to cover multiple sections as well as different roles/areas.

All CEOC members must also be member organizations or individuals of the CoC. The CEOC is committed to a diverse and inclusive oversight committee composition in terms of race, gender, sexual orientation, immigration status, and other factors. The Membership / Nominating Committee of the CoC will be charged with undertaking efforts to recruit a diverse membership.

## **COORDINATED ENTRY OVERSIGHT ELECTED ROLES**

### Population Specific

An effective Coordinated Entry process is inclusive and includes all subpopulations, including people experiencing chronic homelessness, veterans, families, unaccompanied children and youth, older adults, single adults, and survivors of domestic violence. Coordinated Entry may include different access points and assessment tools for 1) adults without children, 2) adults accompanied by children, 3) unaccompanied children and/or youth, or 4) households fleeing domestic violence. As part of the process to ensure that all subpopulations have equal access, the Coordinated Entry Oversight Committee will ensure that there is representation from subpopulations outlined below by at least one CoC Governing Board member. It is possible that one Board member may represent more than one subpopulation.

- Victim Services Provider
- Single Adults
- Unaccompanied Children and Youth
- Families
- Older Adults (55 and older)
- Chronic Homelessness
- Veterans (also covered under Ex Officio)

### Service-Specific

As the community's front door to homeless and housing resources in the community, Coordinated Entry serves as the source for all referrals to projects receiving Emergency Solutions Grants (ESG) and Continuum of Care (CoC) program funds. This includes emergency shelter, rapid re-housing, permanent supportive housing, and transitional housing as well as other housing and homelessness projects. To ensure that all persons experiencing homelessness have equal access to housing and homelessness resources, the Coordinated Entry Oversight Committee will ensure that there is representation from project types outlined below. It is possible that one committee member may represent more than one project type.

- Prevention
- Diversion
- Street Outreach
- Emergency Shelter
- Transitional Housing
- Residential / Institutional Care
- Rapid Re-housing
- Permanent Supportive Housing

- Other Permanent Housing

### **EXPECTATIONS OF CEOC MEMBERS & CEOC MEETINGS**

It is expected that CEOC members participate fully in all aspects of the CEOC, attend at least 75% of the CEOC meetings. Meeting attendance will be reviewed quarterly. The meeting schedule will be determined by the CEOC Chair, in consultation with CEOC members. All meetings are open to the public. Minutes are available upon request.

### **ELECTED ROLES TERM LENGTH & LIMITS**

Terms for elected roles will be staggered, creating 2-year limits for each member of the CEOC, with the ability to renew for two additional 1-year extensions (maximum of 4 years, unless there are extenuating circumstances for a member who is filling an unexpired term). Term extensions must be requested by the individual member and approved by the CoC Membership/ Nominating Committee. If a CEOC member leaves before the end of the term, the replacement will be filled in the manner it was originally filled; and will serve to the end of that term, and then must be reappointed or reelected.

### **PROCESS FOR CEOC MEMBER SELECTION**

Nominations will be collected and reviewed by the CoC Membership / Nominating Committee with input from the CEOC Chair & Vice Chair.

## COORDINATED ENTRY OVERSIGHT COMMITTEE APPLICATION FORM

*The purpose of this form is to collect information for interested applicants to serve in an open, elected seat on the Coordinated Entry Oversight Committee. Elected seats represent either a population- or service-specific area within Coordinated Entry. Information about the Coordinated Entry Oversight Committee, including governance, composition, roles and responsibilities and term lengths are also provided.*

**NAME:** \_\_\_\_\_ **CONTACT #:** \_\_\_\_\_

**EMAIL ADDRESS:** \_\_\_\_\_

**TYPE OF COC MEMBERSHIP:**  **ORGANZIATION:** \_\_\_\_\_  **INDIVIDUAL**

### APPLICATION QUESTIONS

Eligible candidates must submit written responses to the questions below.

- 1) Please describe your personal and/or professional experience working within the field of housing and homelessness.
- 2) How is Coordinated Entry a systemic response to the problem of housing instability and homelessness in Charlotte-Mecklenburg?
- 3) What do you see as the main challenges related to access to and prioritization of housing and homelessness resources in Charlotte-Mecklenburg?
- 4) How can Coordinated Entry effectively address these challenges?
- 5) Why are you interested in serving on this committee?

**COMMITMENT & SIGNATURE**

Coordinated Entry Oversight Committee members must also be a full member of the Continuum of Care (CoC) and are required to attend 75% of meetings, which take place every other week; fully participate and engage in all aspects of the committee; and complete external committee work as required. In addition, it is important that committee members are committed to the upholding the essential qualities of an effective Coordinated Entry system. Effective committee members possess good communication and problem-solving skills; are flexible and open to change; and can balance the need for systemic solutions with consistent and fair policies and procedures.

By signing below, you indicate you are a member of the CoC, aware of the commitment and qualities required, and agree to serve as a fully participating and engaged committee member.

Signature \_\_\_\_\_

Date \_\_\_\_\_

Print Name \_\_\_\_\_