

NC-505 Community-Wide Prioritization Standards for Coordinated Entry

If we follow Federal Priorities:

1. Chronically Homeless
2. Families/Youth
3. Veterans
4. Non-Chronic Singles

AND

If we agree that all Families, Youth, and Chronically Homeless are vulnerable

If we say PSH is for

Literally Homeless (Chronic and Non-Chronic)

- Families (Chronic 10-15.65 Score)
- Youth (Chronic 6-14.25 Score)
- Singles (Chronic 6-14.25 Score)

AND

If we say RRH is for

Literally Homeless (Chronic and Non-Chronic)

- Families
- Youth
- Singles

AND

If we say that all programs with youth specific beds will retain those beds for youth

| Housing Intervention | Prioritization | Subpopulation | Secondary Prioritization |
|----------------------|----------------|---|--------------------------|
| PSH | 1 | Chronic Families [Families w minor children] Score: 10-15.65 | 1. Prioritization Score |
| | | | 2. Youth |
| | | | 3. Veteran |
| | 2 | Chronic Singles: Score 6 - 14.25 | 1. Prioritization Score |
| | | | 2. Youth |
| | | | 3. Veteran |
| | 3 | Non-Chronic 10 – 15.65 Score Families [Families w minor children] | 1. Prioritization Score |
| | | | 2. Youth |
| | | | 3. Veteran |
| | 4 | Non-Chronic 6 – 14.25 Score Singles | 1. Prioritization Score |
| | | | 2. Youth |
| | | | 3. Veteran |

| Housing Intervention | Prioritization | Subpopulation | Secondary Prioritization |
|--|----------------|---|---|
| RRH Level 1 [at least 50% of proposed program slots] | 1 | Non-Chronic/ Chronic 0 – 15.65 Score Families | 1. Prioritization Score |
| | | | 2. Youth |
| | | | 3. Veterans (if ineligible for or VA resource is unavailable) |
| | 2 | Non-Chronic/ Chronic 0 – 15.65 Score Singles | 1. Prioritization Score |
| | | | 2. Youth |
| | | | 3. Veterans (if ineligible for or VA resource is unavailable) |

| Housing Intervention | Prioritization | Subpopulation | Secondary Prioritization |
|--|----------------|--|--------------------------|
| RRH Level 2 [No more than 50% of proposed program slots] | 1 | Non-Chronic/ Chronic 0-15.65 Score Families | None |
| | 2 | Non-Chronic/ Chronic and 0-14.25 Score Singles | None |

PRIORITY POLICY

PURPOSE:

To ensure that homeless individuals and families assessed through Coordinated Entry receive services in the most expedient way possible and that access to homeless assistance prioritizes those with the greatest needs who are least likely to end their homelessness in the absence of CoC support.

POLICY:

It is the policy of NC-505 that individuals and families with the most severe vulnerability are prioritized for permanent supportive housing and rapid rehousing resources. It is also the policy of NC-505 that 50% of a program’s proposed rapid rehousing resources will be RRH level 2 and be permitted to serve individuals of varying vulnerability.

PROCEDURE:

The Charlotte-Mecklenburg Continuum of Care, with the input from area homeless providers, establishes guidelines that outline the order of priority for housing homeless individuals and families. All current and newly developed Permanent Supportive Housing beds are dedicated to individuals and families that are chronically homeless or were chronically homeless at the time of Rapid Rehousing program entry. All Rapid Rehousing beds are dedicated to literally homeless families with minor children, youth ages 18-24, veterans, and singles. All literally homeless families, when assessed through Coordinated

Entry, will be assigned a Vulnerability Score between 0-15.65, with 15.65 being the most severe vulnerability. All literally homeless individuals, when assessed through Coordinated Entry, will be assigned a Vulnerability Score between 0-14.25, with 14.25 being the most severe vulnerability. The steps below further outline the prioritization used for each subpopulation.

ORDER OF PRIORITY IN CoC PROGRAM FUNDED PERMANENT SUPPORTIVE HOUSING

- 1. First Priority – Chronically homeless individuals and families with the most severe vulnerability. Within the first priority, the CoC has stipulated that vulnerable subpopulations will be placed in housing in the following order:**
 - a. Chronically homeless families with the head of household having been homeless and living in a place not meant for human habitation, a safe haven, or in an emergency shelter for at least 12 months continuously or has had 4 occasions of such in the past 3 years with a Vulnerability score 10-15.65.
 - ii. The chronically homeless head of household of a family in this priority group, with the highest Vulnerability score will be offered the available housing resource.
 - iii. In the event there is more than one family in this priority group with the same Vulnerability score and one of them is a parenting youth (ages 18-24), the available resource will be first offered to the parenting youth.
 - iv. In the event there is more than one family in this priority group with the same Vulnerability score, and there is no parenting youth (ages 18-24), but one of them is a veteran, the available resource will be first offered to the veteran.
 - v. In the event there is more than one family in this priority group with the same Vulnerability score and none of them is a parenting youth (ages 18-24) or veteran, the families will be case conferenced considering length of time homeless, number of homeless episodes, overall acuity, and living situation to determine which family is offered the available housing resource.
 - b. Chronically homeless singles that have been homeless living in a place not meant for human habitation, a safe haven, or in an emergency shelter for at least 12 months continuously or has had 4 separate occasions of such in the past 3 years with a Vulnerability score 6-14.25.

- ii. The chronically homeless single in this priority group, with the highest Vulnerability score will be offered the available housing resource.
- iii. In the event there is more than single in this priority group with the same Vulnerability score and one of them is a youth (ages 18-24), the available resource will be first offered to the youth.
 - In the event there is more than one youth with the same Vulnerability score in this priority group, but one of them is a veteran, the available resource will be first offered to the veteran.
- iv. In the event there is more than one single in this priority group with the same Vulnerability score, and there is no youth (ages 18-24), but one of them is a veteran, the available resource will be first offered to the veteran.
- v. In the event there is more than one single in this priority group with the same Vulnerability score and none of them is a youth or a veteran, the single will be case conferenced considering length of time homeless, number of homeless episodes, overall acuity, and living situation to determine which family is offered the available housing resource.

2. Second Priority – Non-chronic literally homeless individuals and families with the most severe service needs. Within the second priority, the CoC has stipulated that vulnerable sub-populations will be offered housing in the following order:

- a. Literally homeless families with the head of household having been homeless and living in a place not meant for human habitation, a safe haven, or in an emergency; and
 - i. the CoC has not identified any chronically homeless families with a head of household who meets all the criteria for housing under the first priority.
 - ii. The non-chronic literally homeless head of household of a family in this priority group, with the highest Vulnerability score will be offered the available housing resource.
 - iii. In the event there is more than one family in this priority group with the same Vulnerability score and one of them is a parenting youth (ages 18-24), the available resource will be first offered to the parenting youth.
 - iv. In the event there is more than one family in this priority group

with the same Vulnerability score, and there is no parenting youth (ages 18-24), but one of them is a veteran, the available resource will be first offered to the veteran.

- v. In the event there is more than one family in this priority group with the same Vulnerability score and none of them is a parenting youth (ages 18-24) or veteran, the families will be case conferenced considering length of time homeless, number of homeless episodes, overall acuity, and living situation to determine which family is offered the available housing resource.
- b. Non-chronic literally homeless singles who have been homeless and living in a place not meant for human habitation, a safe haven, or in an emergency shelter; and

 - i. the CoC has not identified any chronically homeless individual who meets all the criteria for housing under the first priority and second priorities.
 - ii. The literally homeless single in this priority group, with the highest Vulnerability score will be offered the available housing resource.
 - iii. In the event there is more than single in this priority group with the same Vulnerability score and one of them is a youth (ages 18-24), the available resource will be first offered to the youth.

 - In the event there is more than one youth with the same Vulnerability score in this priority group, but one of them is a veteran, the available resource will be first offered to the veteran.
- iv. In the event there is more than one single in this priority group with the same Vulnerability score, and there is no youth (ages 18-24), but one of them is a veteran, the available resource will be first offered to the veteran.
- v. In the event there is more than one single in this priority group with the same Vulnerability score and none of them is a youth or a veteran, the single will be case conferenced considering length of time homeless, number of homeless episodes, overall acuity, and living situation to determine which family is offered the available housing resource.

ORDER OF PRIORITY IN CoC AND ESG PROGRAM FUNDED RAPID REHOUSING

Fifty percent of each COC and ESG funded rapid rehousing program shall be considered rapid rehousing level one and shall be prioritized for families with children and individuals with the highest vulnerability score.

Fifty percent of each COC and ESG funded rapid rehousing program shall be considered rapid rehousing level two and shall be prioritized for families with children and individuals with a vulnerability score of any score.

1. Rapid Rehousing Level One: First Priority – Literally homeless or chronically homeless families with minor children and the highest vulnerability score

- i.** The literally homeless or chronically homeless family has been living in a place not meant for human habitation, a haven, or in an emergency shelter for any period.
- iii.** The literally homeless family with the highest Vulnerability score in this priority group will be offered housing first.
- iv.** In the event there is more than one family with the same Vulnerability score and one of them is a parenting youth (ages 18-24), the available resource will be first offered to the parenting youth.
- v.** In the event there is more than one family with the same Vulnerability score, and there is no parenting youth (ages 18-24), but one of them is a veteran, the available resource will be first offered to the veteran.
- vi.** In the event there is more than one family with the same Vulnerability score and none of them is a parenting youth (ages 18-24) or veteran, the families will be case conferenced considering length of time homeless, number of homeless episodes, overall acuity, and living situation to determine which family is offered the available housing resource.

2. Rapid Rehousing Level One: Second Priority – Literally homeless or chronically homeless singles with the highest vulnerability score

- i.** The literally homeless or chronically homeless single has been living in a place not meant for human habitation, a safe haven, or in an emergency shelter for any period of time.

- ii. The literally homeless single in this priority group, with the highest Vulnerability score will be offered the available housing resource.
- iii. In the event there is more than single in this priority group with the same Vulnerability score and one of them is a youth (ages 18-24), the available resource will be first offered to the youth.
 - In the event there is more than one youth with the same Vulnerability score in this priority group, but one of them is a veteran, the available resource will be first offered to the veteran.
- iv. In the event there is more than one single in this priority group with the same Vulnerability score, and there is no youth (ages 18-24), but one of them is a veteran, the available resource will be first offered to the veteran.
- v. In the event there is more than one single in this priority group with the same Vulnerability score and none of them is a youth or a veteran, the single will be case conferenced considering length of time homeless, number of homeless episodes, overall acuity, and living situation to determine which family is offered the available housing resource.

3. Rapid Rehousing Level Two: First Priority – Literally homeless or chronically homeless families with minor children with a vulnerability score of 0-15.25.

- i. The literally homeless or chronically homeless family has been living in a place not meant for human habitation, a haven, or in an emergency shelter for any period of time.

2. Rapid Rehousing Level Two: Second Priority – Literally homeless or chronically homeless singles with lower-level service needs and risk factors as indicated by a vulnerability score of 0-14.25.

- i. The literally homeless or chronically homeless single has been living in a place not meant for human habitation, a safe haven, or in an emergency shelter for any period of time.

EVALUATION: The above policy will be reviewed by the Prioritization Tool Workgroup and the Coordinated Entry Oversight Committee six months from implementation to assess for effectiveness. CoC and ESG-funded programs will be assessed on adherence to the prioritization policy.

Set-Asides

July 27, 2021: Prioritization for ESG-CV funded projects will be suspended until each project reaches a remaining balance of 25% of funds. This is due to the fact that each project is underspending funds.

March 8, 2022: Prioritization for the SECU Rise on Clanton will be suspended for a defined number of set-aside units that meet the needs of underserved populations within the CoC. The set asides are designated as follows. All other available housing units will be used following the CoC approved prioritization policy.

Ongoing Set-asides:

- 5 units: Selected patients of Novant (likely high ER users) who are chronically homeless in conjunction with funding for nursing services for the entire apartment community.
- Up to 7 units: Individuals who are chronically homeless, need PSH but do not have access to it do to national citizenship/residence paperwork.

One-time Set-asides:

- 15 units: Individuals who are chronically homeless and were moved from the NorthEnd Encampment Motel with the intention of moving to SECU The Rise on Clanton (exclude individuals who committed acts of violence)
- 4 units: Tenants who were housed through RRH funding from ESG-CV funds for “bridge to PSH” (were originally selected as high vulnerability).

City of Charlotte HOME-ARP

HOME-ARP funded TBRA and Supportive Services projects will receive referrals through Coordinated Entry except in cases where the projects provide substance use services only, are a subsidy extension project, or whose services are limited to housing identification, landlord incentives, and landlord mitigation. Referrals for HOME-ARP funded TBRA will utilize the most current housing prioritization policy to identify the next **eligible** person/ household for the available program slot.

Projects serving households that are at risk will receive referrals through Coordinated Entry utilizing the score and threshold from the most current prevention assessment tool to prioritize and identify the next **eligible** person/ household for the available program slot.

HOME-ARP funded TBRA and Supportive projects* will receive referrals through Coordinated Entry to serve the following qualifying populations:

- Sheltered and unsheltered homeless
- Currently housed at risk of homelessness
- Those fleeing or attempting to flee domestic violence or human trafficking

- Other families requiring services or housing assistance to prevent homelessness
 - *households who have previously ~~been qualified as “homeless”~~—met HUD’s definition of Homeless and are currently housed who need additional housing assistance or supportive services to avoid a return to homelessness.*
- Those at greatest risk of housing instability or in unstable housing situations
 - *households that have an annual income that is less than or equal to 30% of the area median income, as determined by HUD and is experiencing severe cost burden; or*
 - *households that have an annual income that is less than or equal to 50% of the area median income, as determined by HUD, AND meets HUD’s definition of “At risk of homelessness”*

Projects serving households who are sheltered, unsheltered homeless or those fleeing or attempting to flee domestic violence or human trafficking will utilize the CoC’s most current prioritization policy to identify the next **eligible** person/ household for the available program slot. (Note: HOME-ARP Projects with designated preferences will be accounted for through the match process).

Projects serving households that are at risk, requiring services or housing assistance to prevent homelessness, or those at greatest risk of housing instability or in unstable housing situations will receive referrals through Coordinated Entry utilizing the score and threshold from the most current prevention assessment tool to prioritize and identify the next **eligible** person/ household for the available program slot.

*HOME-ARP projects providing substance use services only, subsidy extensions, or whose services are limited to housing identification, landlord incentives, and landlord mitigation will not receive referrals through Coordinated Entry.