

All Singles Scorecard - Question 3D

Is your by-name list able to collect data on all currently homeless single adults in your community, including individuals fleeing domestic violence?

What do we mean?

Does your by-name list include those who are homeless or attempting to flee their home due to domestic violence (DV)?

What are we really asking?

- Do those fleeing or attempting to flee DV receive services in your mainstream homeless services agencies?
 - ◆ If not, do your victim service provider (VSP) agencies provide housing/relocation services to those who are homeless or attempting to flee their home?
- Does your mainstream homeless services system coordinate and collaborate with your community's VSPs?
- Once included on your by-name list, how is the confidentiality of those fleeing domestic violence ensured?

What should be true to answer yes?

- Your community has identified and connected with local VSPs.
- Coordinated entry access points serve those who identify as fleeing DV in a confidential manner.
- Households fleeing or attempting to flee are being entered into your community's central BNL in a confidential manner or onto a separate DV BNL.
- The aggregate information captured within a separate VSP/DV BNL (i.e. the number of households on the list at a given time, ideally disaggregated by race and ethnicity) is readily accessible to the Coordinated Entry lead.

What artifacts and tools can help your community answer yes?

- Documented process for how a person who is homeless or attempting to flee their home due to DV and presents at a mainstream access point is referred to Coordinated Entry.
- Documented process for how a person who is homeless or attempting to flee their home due to DV is referred to housing.
- Documented process for how the PII of a person who is homeless or attempting to flee their home due to DV is kept confidential.

VSP	Victim Service Provider
DV	Domestic Violence - often used as an umbrella term for many types of intimate partner and family violence. A specific definition for your community should be discussed with local VSPs
PII	Personally Identifying Information - Information that on it's own or combined with other information could disclose an individual's identity

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When determining how your community will meet the criteria needed to endorse Question 3D on the All-Singles Scorecard, you will likely need to determine whether your community would like to integrate Victim Service Providers directly into the existing BNL and CE system, or to develop a parallel system. The information below compares the two and can help you make this determination.

Parallel System

Summary

In a community that operates a parallel coordinated entry system for households fleeing domestic violence, Victims Service Providers (VSPs) or the CoC will create separate but identical By Name Lists for the mainstream system and survivors, as well as separate but identical infrastructure to move individuals from homelessness/fleeing DV to housed. These infrastructure may include outreach, case conferencing, and housing navigation.

Works best when...

- Your DV system has an appropriate number of diverse, dedicated DV housing resources.
- All VSP providers are utilizing the same HMIS comparable database, allowing for system wide coordination and prioritization.
- Low-acuity housing resources such as Section 8 and affordable housing are available to households outside of the mainstream CE system

Criteria

- VSP provider network has the capacity to manage the By Name List, case conferencing, and resource matching.
- May require more cross-sector partnership building in order to bring full knowledge of system and resources into matching and case conferencing.

Consideration

- Duplication of HH is more likely due to minimal review of mainstream list by VSPs

Integrated System

Summary

In a community that integrates households fleeing domestic violence into the mainstream coordinated entry system, these individuals and families will be entered onto the mainstream By Name List and matched to mainstream resources using processes that protect their unique need for confidentiality.

Works best when...

- HH fleeing domestic violence will need to be matched into mainstream resources due to a lack of appropriate dedicated resources
- VSP providers do not use the same database and do not have the capacity or funding to adopt a new database.

Criteria

- Vulnerability assessment(s) that accurately assess vulnerability related to domestic violence
- Prioritization processes that equitably prioritize HHs fleeing domestic violence
- Community has created a process for entering HHs fleeing DV onto the mainstream BNL anonymously

Consideration

- Risk of mainstream homeless service staff identifying HH fleeing DV, particularly in communities with fewer people experiencing homelessness.

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Imagine the following scenario: An individual who is fleeing DV enters a DV shelter and identifies that they are in need of housing support. The DV shelter puts them on a DV specific transitional housing waitlist.

Below are examples of how this individual would move from shelter to permanent housing through a parallel system as well as an integrated one.

- ◆ How does this person get counted as actively homeless in your community?
- ◆ How would they be connected to housing resources?

Parallel System Example: After entering the shelter and voicing housing support as a need, this individual would be assessed for vulnerability using an assessment specific to survivors of domestic and/or gender based violence, and placed onto the community's VSP By-Name-List. They would then be connected to a case manager either within the shelter or through the DV Coordinated Entry system who will represent them in the VSP case conferencing meetings. A centralized DV Coordinated Entry manager will manage the matching between the VSP BNL and DV housing programs and match this household to an available housing program when one becomes available. If it is a site-based program such as DV-PSH or a set-aside affordable housing unit, their case manager will assist them in finalizing the move-in process. If it is a tenant based subsidy such as Section 8, RRH, or EHV, the shelter case manager or a staff person at the agency providing the subsidy will support the household with housing navigation efforts.

Integrated System Example: After entering the shelter and voicing housing support as a need, this individual would be assessed for vulnerability using the community's agreed upon assessment. This assessment has specific questions that take into account the unique vulnerabilities and safety concerns of those households fleeing domestic violence, and the community has implemented a process for comparing the vulnerabilities of survivors to that of the mainstream CE participants, allowing them to appropriately prioritize households from both populations. After the individual is assessed, they will be added to the community's By Name List in a confidential manner and assigned a case manager within the shelter. This individual will represent them in the community case conferencing meetings, in which the individual's housing needs will be discussed in a way that maintains their confidentiality. The community's Coordinated Entry manager will match this household to an appropriate resource when one becomes available. In an integrated system, this matching can be done to mainstream or DV-specific resources, if both exist. If it is a site-based program such as DV-PSH or a set-aside affordable housing unit, their case manager will assist them in finalizing the move-in process. If it is a tenant based subsidy such as Section 8, RRH, or EHV, the shelter case manager or a staff person at the agency providing the subsidy will support the household with housing navigation efforts.

Beginning Community Conversations

A facilitator's guide to leading preliminary discussions around serving households fleeing domestic violence through the Coordinated Entry system.

Use this facilitation guide to host your initial community conversation(s) between the domestic violence (DV)/victims service providers (VSP) and your mainstream homelessness response system. Any text enclosed in a text box is meant to serve as a suggested discussion question, and any text in pink italics is meant as facilitator instructions.

Meeting Objective: To lay the groundwork for a successful partnership between VSPs and the homeless response system

Suggested Attendees:

- CoC representative
- Coordinated Entry Manager
- VSP decision maker
- VSP shelter representative
- VSP non-residential services representative
- Mainstream shelter representative
- BFZ Team Lead

Sample Agenda:

- **Introductions**
- **Framing and level setting**
 - Why are we here?
- **Review of current mainstream system**
 - *Go as in-depth as needed to ensure VSP providers understand the following topics as well as any other pertinent information or aspects of your system*
 - Coordinated Entry
 - How does it help in building a homeless response system that decreases duplication and increases system efficiency to benefit the service recipient
 - By-Name-Lists and how they are used
 - Homeless Management Information System (HMIS)
 - Who participates?
 - How is information shared between HMIS participants?
 - What is a VSP comparable database and how does it compare to HMIS?
 - Mainstream housing resources
 - Which housing resources does the CE system currently match households to?
 - Who is each resource appropriate for? *Unless actual eligibility for programs requires it, avoid specifying that certain resources are appropriate for*

populations such as chronically homeless. Instead, explain the levels of acuity and needs that may be served in each resource.

- Questions?

- **Review of current VSP system**

- *Begin a discussion to start drawing out information about the needs of VSPs/HHs fleeing DV. At this point, we are not working to figure out which kind of system we want to set up. Instead, we're gathering information that will ultimately inform that conversation.*
- *Acknowledge that bringing VSPs into the system will require change to the current system and affirm that the community is committed to working through these changes.*
- *When soliciting information about DV-specific housing programs, differentiate between actual housing programs such as RRH, PSH, EHV and programs such as flex funds or security deposit vouchers that only provide one time/short term housing-related assistance.*

- What concerns do you, as our VSP providers, have about participating in the Coordinated Entry system?
 - *Acknowledge that bringing VSPs into the system will require change to the current system and affirm that the community is committed to working through these changes.*
- At what point in a survivor's journey to flee are you typically interacting with them?
- How often is housing a major barrier in a survivor's attempt to flee?
 - How do you track this?
 - Do they receive different services/referrals than those who do not identify housing as a major barrier?
 - Which other organizations in our community are serving those in need of housing due to domestic violence, sexual violence, human trafficking, etc. *Work on creating a comprehensive list of VSPs including shelters and non-residential programs.*
- Are there any DV-specific housing programs that we may not be aware of?
 - *Differentiate between actual housing programs such as RRH, PSH, EHV and programs such as flex funds or security deposit vouchers that only provide one time/short term housing-related assistance.*
- Of the housing mainstream housing resources we reviewed earlier, which do you think would be most utilized by survivors?
- What do your services typically look like when a survivor needs to find new housing in order to flee?

- **Next Steps**

- *Ask for one volunteer from the mainstream system and one from the group of VSP providers to synthesize the discussion. Be sure that the synthesis includes a list of concerns that have surfaced, which ones were addressed and how, and which still need to be resolved.*
- *Set up a time for the next meeting where the aforementioned volunteers will report out on their synthesis and the conversation will continue into deciding which type of VSP Coordinated Entry system your community would like to build.*