

Using CES to fill your units/vouchers

What Is CES?

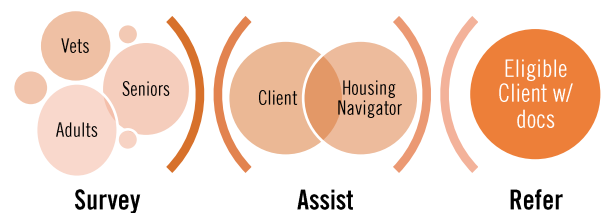
The Coordinated Entry System was developed by housing developers, service providers and systems leaders in Los Angeles to more comprehensively connect homeless single adults searching for permanent housing to the most appropriate housing resource.

It will eventually eliminate the need for case managers and organizations to each maintain a directory of all permanent housing options and will help permanent housing providers eliminate or better source various wait lists of potential tenants.

How Are Potential Tenants Found?

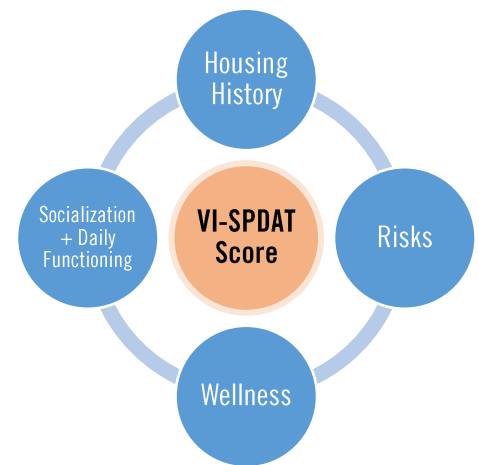
CES leverages the outreach efforts of community providers all across LA County to populate a list of homeless single adults via a universal survey. These surveys occur through street outreach, shelter and services intake, and engagement at clinics and other institutions. The resulting list of clients can then be filtered by specific regions, population types, and conditions. The steps to a match:

1. **Survey:** A universal survey is administered by an outreach worker/case manager/volunteer and entered via a web portal. The second part of the survey inquires about specific eligibility for various housing subsidies.
2. **Assist:** Clients recommended for permanent supportive housing are assigned a housing navigator to help collect core documents needed for application. Navigators also accompany the client to all housing related appointments (@ housing provider & housing authority).
3. **Refer:** Vacancy request forms submitted by housing providers trigger a matching process that identifies clients (with housing documents and a navigator) that are likely to meet that unit/voucher's unique eligibility/exclusionary criteria.



What is the Survey Being Used?

The core of the common intake survey used is OrgCode's VI-SPDAT (Vulnerability Index – Service Prioritization Decision Assistance Tool). It determines the ability of the client to self-advocate and live independently. As a result, it does more than prioritize for one kind of housing but is able to recommend the housing intervention that a client is most likely to succeed in, whether it be Permanent Supportive Housing, Limited Term Rental Subsidy and Case Management, or Affordable Housing. The VI-SPDAT does so by measuring the 4 components at right. The survey also features HUD's universal data elements and questions regarding eligibility criteria.



So How Do I Begin Finding Tenants Through CES?

Filling your housing resource through CES involves the following (as applicable):

- Amending tenant selection plans:** Any tenant selection plan that is recorded with lenders/regulators should be revised to reflect this change in accepting referrals through CES vs. site-based wait lists or registries
 - For units with HOMES funding, project-specific wait lists must be maintained in chronological order, but those person referred from CES, as long as they meet the criteria for limited preference, would be moved up on the list and prioritized for housing placement. Please contact David.Howden@CSH.org if you have questions about this process.*
- Retire Existing Wait Lists:** You can retire existing waitlists by providing public notice for any interested applicants on existing waitlists to surveyed for placement on the CES prioritization list. There are multiple options for conducting CES Surveys: **1)** locate your region's CES access site (link at end of guide) and direct applicants there – please contact the site first to gauge capacity, **2)** coordinate with your community's CES team to administer assessments, **3)** inform the CES lead that you wish to have your own staff trained to be assessors. After retiring your waitlist, your future advertisements and notices can inform interested applicants of your community's standing CES access points or to your office if you are offering CES surveys on-site.
- Fill out vacancy request form:** When you have a new or turnover housing resource that you'd like filled through CES, you will need to fill out the Vacancy Request Form. This form is accessed in the CES module of LAHSA's HMIS database. You will notice that it has various elements to make your life easier (e.g., selection of your subsidy type – HACLA/HACoLA HOPWA for instance) & you'll be able to note requirements that additional funding/lending sources require (e.g., residence in specific cities). New users will have to complete a brief training for use. In the meantime, please submit your request to the CES lead located on the final page of this guide.



What Happens Once I Fill Out the Vacancy Form?

Once you fill out a vacancy form, CES will identify 1 person per turnover vacancy and 1.5 persons (rounded up) for each initial lease-up who matches the exclusionary and eligibility requirements of your housing resource (S+C, PBV, HOPWA, MRS, VASH, DHS, DMH, MHSA and any further requirements layered on through additional funding). The communication will include the name and contact of each client's housing navigator for you to make the provisional housing offer to. You are not bound to your selection if:

- Client declines the housing offer.
- Client/navigator is unresponsive for 2 business days, doesn't set up an appointment with 5 further business days, or cannot find final materials in 10 business days thereafter.
- Client turns out to be ineligible for the funded requirements of your housing resource.

Once a client accepts the offer, you or the Navigator (if HACoLA voucher) would then fill out the respective housing authority application (a universal HACLA/HACoLA application is in final stages of development) and proceed with your normal lease-up process.

What are the benefits to using CES?

HUD is now requiring all CoC funded permanent housing resources to be leased up through coordinated entry systems. However, there are many reasons beyond compliance that make this a compelling system:

- **Maximize Impact:** In using CES, your organization will be able to confidently affirm to supporters that your housing assets are being deployed to those in your community & region who need it most.
- **Have a County-Wide Outreach Team:** Your leasing office will no longer have to work on your own to populate separate wait lists (which often become quickly outdated) for your various funding streams. You will instead be able to draw clients from a master list populated and maintained real-time by your community's outreach and service organizations.
- **Receive Assistance in Document Collection:** Each client will also arrive with core ID's and a Housing Navigator to assist in securing additional documents and accompaniment to housing authority interviews.
- **Pre-Screen Applicants:** This database holds matching information for each client that will pre-screen them for the specific eligibility requirements of your unit/voucher translating to fewer ineligible applicants.
- **Find Specialized Populations:** As a result of this community-sourced list, it will be easier to find specialized populations that you may have niche funding for or want to apply for funding for.

Who can I talk to about this?

You are not in this journey alone – there are several resources that provide support:

- **Housing Regulations:** If you have specific questions about regulatory restrictions or allowances on how your housing resource might be filled through CES, please contact David Howden at david.howden@csh.org.
- **Vacancy Request Form:** To begin using the vacancy request form, please contact Pada Lee at plee@lahsa.org.
- **General Questions:** If you have any general questions about how to navigate the structures of CES, please contact Joanna at jbomba@unitewdayla.org.
- **CES Community Teams:** There are eight regional community teams made up of that area's best outreach, shelter, and service organizations. Please introduce yourself to the team lead to better familiarize yourself with your community's efforts to collectively identify and assist clients for your housing opportunity. The coordinators for each region are:

SPA 1: Antelope Valley

Diane Grooms: dvgrooms@aol.com

SPA 2: San Fernando Valley

Christina Miller: cmiller@lafh.org

SPA 3: San Gabriel Valley

Sieglinde Von Deffner:
svondeffner@unionstationhs.org

SPA 4: Downtown

Hazel Lopez: Hazell@lampcommunity.org

SPA 5: West

Darci Niva: darci@westsideshelter.org

SPA 6: South

Takita Salisbury: tsalisberry@hopics.org

SPA 7: Gateway Cities

Meredith Berkson: meredithb@epath.org

SPA 8: Harbor Area, Inglewood

Shari Weaver: dir.frc@harborinterfaith.org

Community Leads Liaison:

Marina Flores, Community Solutions:
mflores@cmtysolutionsn.org

***Access sites & Meeting Times:** Listed on CES website (www.homeforgoodla.org/ces) under "SPA Contact Information"

Thank you for considering this new process for housing – we look forward to ensuring your valuable assets are put toward the best use possible in ending your community's homelessness.