

Coordinated Entry Standards Revision: Domestic Violence

HSH

Local Homeless Coordinating Board
CE Subcommittee

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AGENDA

- Goal of Revisions
- Definition
- Training
- Assessment
- Data Management
- Next Steps

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Goal of Revisions

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- Coordinated Entry for Survivors of Violence is in design and development.
- Community Needs Assessment currently underway
- The goal of revising the Coordinated Entry Written Standards is to reflect current practice in serving survivors of domestic violence
- Anticipation of more changes to come following the completion of the Community Needs Assessment.



Definition

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- Survivor(s) of Violence are individuals or families that are fleeing, or attempting to flee, **domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions** that relate to violence against the individual or a family member in the primary nighttime residence or has made the individual afraid to return to their primary nighttime residence, and
 - a. has no other residence, and
 - b. Lacks the resources of support networks, such as family, friends and faith-based or other social networks to obtain other permanent housing



Training

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• “The Coordinated Entry process relies upon trauma-informed techniques to ensure that participants are not re-traumatized as part of seeking assistance. Access Points’ staff are **trained on working with survivors of violence**, including how to connect them to emergency housing and other **resources offered by Victim Service Providers**”.



Assessment

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- “If Access Point staff learn during the assessment process that the household is or may be fleeing or attempting to flee violence... Access Point staff will offer the survivor an immediate referral to a Victim Service Provider. Survivors can choose to both accept the referral and continue with the mainstream Coordinated Entry process, or to seek services solely through the Victim Service Provider.”



Data Management

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- “Federal law prohibits Victim Service Providers from entering survivor data into HMIS. Victim Service Providers maintain separate, parallel databases to track data for the survivors they serve, and work closely with Access Points and HSH staff to coordinate survivor access to mainstream Coordinated Entry programs and services. Survivors have the choice of working with Homelessness Response System providers and to have their information stored in HMIS through the Release of Information process. Survivors may also choose to work with a Victim Service Provider in addition to or instead of working with a Homelessness Response System provider”.



Data Management

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- It is important that survivors are informed of their rights to privacy and how their information is used in HMIS.
- If a client verbally consents but refuses to sign the form, there is a place for that to be noted on the form.
- If a client refuses to provide verbal or written consent, a ONE system profile may **not** be created and the client will be **limited** as to the services they are able to receive from the Homeless Response System.



Data Management

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- There would need to be additional steps for the survivor and service providers to connect them to housing.
 - Example a participant being referred to DV RRH but does not want the Access Point to share their information with the DV RRH Housing Provider. The survivor would need to contract the housing provider directly.
- These are current practices with the goal of having more robust policies in the future pertaining to survivor data management.



Next Steps

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- Please send comments to elisabet.avalos@sfgov.org
- Deadline for comments is April 1st
- Final version of updated written standards will be presented to the LHCB on May 2nd.

The logo features the letters 'HSH' in a bold, green, sans-serif font. The letters are positioned on a white background that is shaped like a stylized house or a shield, with a pointed top and a jagged bottom edge. This white shape is set against a dark green background that also has a jagged bottom edge, creating a layered effect.

HSH

Questions?

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