Coordinated Entry System (CES) Manual
Central Oregon (OR-503)
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OVERVIEW

I. HLC Vision and the HEARTH Act

The Homeless Leadership Coalition (HLC) is a collaboration of community partners in Crook, Jefferson, and Deschutes counties whose mission is to “engage the community through education, advocacy, planning, prioritization and accountability for services experiencing homelessness”. In order to achieve this mission, the HLC has developed the Central Oregon Plan to Prevent and End Homelessness, High Desert Home. High Desert Home envisions a region where, “No one should experience homelessness - no one should be without a safe, stable place to call home.” This 10-year plan sets a path toward using data, targeted and proven strategies, and measurable outcomes to prevent and end homelessness in Central Oregon.

In addition to carrying out the 10-year plan, the HLC serves as the Central Oregon Continuum of Care (OR-503). The HUD Continuum of Care (CoC) Program is designed to promote community-wide commitment to the goal of ending homelessness; provide funding for efforts by nonprofit providers, and State and local governments to quickly rehouse homeless individuals and families while minimizing the trauma and dislocation caused to homeless individuals, families, and communities by homelessness; promote access to and effective utilization of mainstream programs by homeless individuals and families; and optimize self-sufficiency among individuals and families experiencing homelessness.

In order to carry out the High Desert Home Plan, and to meet requirements established by HUD for CoC’s, the HLC will implement a Coordinated Entry System (CES). CES will not only complement High Desert Home, but will also follow regulations set aside by HUD:

Responsibilities of the Continuum of Care In consultation with recipients of Emergency Solutions Grants (ESG) program funds within the geographic area, establish and operate either a centralized or coordinated assessment system that provides an initial, comprehensive assessment of the needs of individuals and families for housing and services. The Continuum must develop a specific policy to guide the operation of the centralized or coordinated assessment system on how its system will address the needs of individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking, but who are seeking shelter or services from non-victim service providers. This system must comply with any requirements established by HUD by Notice. (HEARTH, 24 CFR Part 578.7)

This manual will include policies and procedures for implementing and monitoring this system. The manual will establish how to operate coordinated assessment system that provides an initial, comprehensive assessment of the needs of individuals and families for housing and services. More specifically, this manual will also:

- Develop a specific policy to guide the operation of the coordinated assessment system on how its system will address the needs of individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking, but who are seeking shelter or services from non-victim service providers;
- Develop policies and procedures for evaluating individuals' and families' eligibility for assistance; Policies and procedures for determining and prioritizing which eligible individuals and families will receive the following housing assistance:
  - transitional housing assistance;
  - rapid rehousing assistance;
- permanent supportive housing assistance.
- Develop policies and procedures for monitoring CES to ensure efficacy.

The ad hoc committee on Coordinated Entry has approved this Operations Manual to guide the daily operations of the coordinated entry system and will review at least annually, and update as appropriate. Any updates or edits to this manual must be approved by majority vote from the committee.

**Definitions**

- **Advocates:** People currently providing direct service to those in the Coordinated Entry System. Advocates meet as needed to form the Case Conferencing Group. All Advocates will have signed a confidentiality form.

- **Assessor:** HMIS User trained to conduct assessment. Assessors complete the Assessment Packet with CES participants and enter information into HMIS within 48 hours. Assessors will be expected to use a script for clients on what the next steps will be. They will be expected to have knowledge of all the “tracks” in the coordinated entry system. Assessors will sign a confidentiality form and adhere to privacy policies, as well as the HMIS policies. They will be expected to attend training at least annually on how to administer the VI-SPDAT. All Assessors will have signed an HMIS agreement and a confidentiality form.

- **Assessment Packet:** Assessors will complete the following during an assessment:
  - Org Code (VI-SPDAT) Assessment: Individuals, Families, Youth Assessments
  - HMIS Intake + Match form combined
  - ROI – permission to enter data in system and share with agencies
  - Script for next steps
  - Grievance policy – if a participant wishes to file a grievance, the Assessor will have the grievance procedure available for the participant

- **Assessment Tool (also known as SPDAT):** Participants will be assessed with using the tools designed by OrgCode. SPDAT stands for Service Prioritization Decision Assistance Tool.
  - VI-SPDAT for individuals (VI stands for Vulnerability Index)
  - F-SPDAT for families (F stands for Family)
  - TAY-SDPDAT for youth (TAY stands for Transition Age Youth)

These tools are the most used suite of products in the world in triaging and assessing the needs of homeless populations. Developed by OrgCode, these tools are “created directly with the voice of people with lived experience. They are vetted through experts in trauma, domestic violence, and through lenses of anti-oppression and cultural competency. They are rigorously tested and all grounded in evidence with considerable academic scrutiny.”

- **By-Name List (BNL):** List of participant names pulled from HMIS. These are names of people that have completed the Assessment Packet for CES.

- **CES Case Conferencing Group:** Meets as needed to review participant list pulled from HMIS. Advocates discuss participants on the list in regards to eligible programs, rent readiness, and report any changes/updates in regards to participants.
• CES Planning/Ad Hoc Committee: Meets as needed to review CES’s efficiency and develop policies and procedures. Monitors and evaluates in collaboration with reports from the Case Conferencing Group. Reports to HLC board.

• HMIS: HMIS stands for Homeless Management Information System. It is a shared database for homeless service providers to track clients they’ve served and the services they are providing. CES assessments, as well as Participant information, will all be managed in HMIS.

• Homeless Prevention: Homeless Prevention refers to specific funding intended to help individuals and families who are at risk of homelessness. Screeners will direct people eligible for Homeless Prevention services to the appropriate resource(s) so that people are able to maintain their housing.

• Hubs: A Hub is an identified location that a participant can go to during specified times to completed the Assessment Packet with an Assessor.

• Literal Homelessness: (HUD definition):
  Individual who lacks a fixed, regular, and adequate nighttime residence, meaning:
  
  o Has a primary nighttime residence that is public or a private place not meant for human habitation;
  o Is living in a publicly or privately operated shelter designated to provide temporary living situations (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); or
  o Is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution

• Screener: Screeners will be expected to know the tracks of CES and screen potential participants for the appropriate track. Currently the tracks are for Homeless Prevention (HP Track) and Literally Homeless (LH Track). Screeners will be expected to use a script for clients on what the next steps will be, whether it is the HP or LH track. Screeners will sign a confidentiality form and adhere to privacy policies. They will be expected to attend trainings to stay updated on processes.
II. Governance and Oversight

CES oversight is performed primarily by the ad hoc committee otherwise known as the Coordinated Entry Planning Committee. CES Planning Committee is formed by agencies participating in the Continuum of Care (CoC) and members of the Homeless Leadership Coalition (HLC). This Committee is tasked with advising and informing the process of implementation and development, as well as identifying goals and system objectives.

This Committee will conduct ongoing reviews and assessments of CES by looking at CES data, meeting with CES providers to gather input and context, and evaluating information. The CES Committee will be led by a Lead Chair(s).

Additionally, a community provider group will monthly at a minimum in order to staff CES clients through case conferencing. Members at this meeting are referred to as “Advocates”. The Case Conferencing group will be led by a Lead Advocate. The Lead Chair(s) and Lead Advocate(s) will meet at least monthly discuss and provide feedback on service needs and gaps. This information will inform any changes to the policies and procedures of CES, and also shared with the HLC board as appropriate.

Collaboration from the HLC board, CES Committee, and Case Conferencing group(s) ensures that direct service providers, managers, directors, and HLC members have input into the procedures and processes that are developed. Moreover, this collaboration shall include tri-county representation to ensure CES covers the entire geographic area claimed by the CoC.

III. Coordinated Entry System (CES)

“Coordinated Entry System” is defined as a process designed to coordinate program participant intake, assessment, and provision of referrals. It covers Central Oregon’s CoC geographic area, which encompasses Crook, Deschutes, and Jefferson counties.

CES is intended to be easily accessed by individuals and families seeking housing and services. It is well advertised, and includes a comprehensive and standardized assessment tool. The process of CES can be implemented regardless of geography, housing stock, service availability, or unique community makeup. Almost any model of Coordinated Entry applied to any community or situation with patience, persistence, testing, and tweaking, can be successful.

The terms “Coordinated Access”, “Centralized Intake”, “Coordinated Intake”, “Coordinated Entry” and “Coordinated Assessment” are often used interchangeably, and with the exception of “Centralized Intake”, more or less mean the same thing: transitioning from a “first come, first served” mentality to a mentality that says “now that you are here, let’s determine, together, what might be your next step”. Central Oregon Continuum of Care will refer to the system as “Coordinated Entry System”, or “CES”.

CES, when implemented correctly, can help to prioritize individuals and families who need housing the most across communities. CES can create a collaborative, objective environment across a community that can provide an informed way to target housing and supportive services to:

1. Divert people away from the system who can solve their own homelessness.
2. Quickly move people from street to permanent housing.
3. Create a more defined and effective role for emergency shelters and transitional housing.
4. Create an environment for less time, effort, and frustration on the part of case managers by targeting efforts.
5. End homelessness across communities, versus program by program.

Traditionally, the system of entry and referral to housing and service supports was based on a “first-come, first-served” basis and in some places still is. But years of research, re-thinking, and a commitment to moving away from the linear approach to housing placement and moving toward quickly placing people into appropriate housing, has shifted the way we do business.

The intention of Coordinated Entry is to:
1. Target the correct housing intervention to the correct individual (family), particularly for those with high acuity and high need.
2. Divert people away from the system who can solve their own homelessness.
3. Greatly reduce the length of homelessness by moving people quickly into the appropriate housing.
4. Greatly increase the possibility of housing stability by targeting the appropriate housing intervention to the corresponding needs.

CES ensures that accessing housing because “client centric”, rather than “program centric”:

<table>
<thead>
<tr>
<th>Historic Practice is Program Centric</th>
<th>Coordinated Access/Entry/Assessment is Client Centric</th>
</tr>
</thead>
<tbody>
<tr>
<td>Should we accept this family into our program?</td>
<td>What housing and service intervention is the best fit for each family and individual?</td>
</tr>
<tr>
<td>Unique entry and assessment forms for each individual program.</td>
<td>Standard forms, assessment, and entry processes across all programs.</td>
</tr>
<tr>
<td>Uneven knowledge about existing programs, eligibility, and purpose in communities.</td>
<td>Accessible information about housing and service options in the CoC.</td>
</tr>
</tbody>
</table>

Not only does CES improve how participants navigate an otherwise complicated housing system, but programs and communities will benefit as well:
- Programs receive referrals for participants whose needs and eligibility have already been determined. Moreover, when different programs follow the same process and are aware of one another, workload is significantly reduced.
- Communities readily see what additional resources they need most.
- Communities can target limited resources that ultimately lead to long-term housing stability.

**Full Coverage & Nondiscrimination**

CES will cover the CoC’s tri-county region of Crook, Deschutes, and Jefferson counties. The CES Planning Committee will include providers and HLC members that can represent this region. Moreover, the By-Name List will include participants from the entire tri-county region to ensure equal access to the same housing opportunities.
CES will comply with the nondiscrimination and equal opportunity provisions of Federal civil rights laws, including the following:

- Fair Housing Act;
- Section 504 of the Rehabilitation Act;
- Title VI of the Civil Rights Act;
- Title II of the Americans with Disabilities Act;
- Title III of the Americans with Disabilities Act.

IV. General Process

A. Accessing the CES Network

The CES Planning Committee will continually strategize outreach efforts with key partners in the tri-county region so that the CES is easily accessible to those experiencing homelessness or at-risk of homelessness.

Accessing the CES network begins with participants being screened for an appropriate track, either Homeless Prevention (HP) or Literally Homeless (LH). The CES Planning Committee will continue to educate community partners on the screening process so that participants receive the appropriate housing intervention.

All Screeners and Assessors will be trained on CES Policies and Procedures. The same assessment approach and standardized decision-making will be made throughout the CES process.

Homeless Prevention

If someone is at risk of homelessness, then they will be referred to an appropriate agency based on funding availability and eligibility. Screeners will be asked to follow the guidelines established in the Appendices that are agency-specific. HP Participants will be prioritized based on how quickly their housing status may change from at-risk of homelessness to literal homelessness. For instance, if two participants are referred to an agency, one with a 72-hour notice and one with a 30-day notice, the participant with the 72-hour notice will be prioritized for services.

Literal Homelessness

According to HUD, people experiencing literal homelessness are people who are:

- Living and sleeping outside or in places not meant for human habitation,
- Fleeing or attempting to flee domestic violence,¹
- Staying in an emergency shelter or transitional housing, or

¹Domestic violence means the person or family is afraid to return to their home or is experiencing dangerous or life threatening conditions at home, usually due to abuse, stalking, dating violence, sexual assault or other physical assault. Persons who have experienced human trafficking or sexual exploitation may also be served by CES.
• Exiting an institution\(^2\) where you stayed for up to 90 days and were homeless before entering that institution.

If an individual or family is experiencing a situation described above, then they are eligible for CES services. Partner agencies will screen participants for eligibility and then connect these participants into the CES network as appropriate. Accessing the CES network means eligible participants have been referred to a designated regional hub to be assessed for services.

B. Assessing Participant Need
The CES network is a comprised of service providers throughout the tri-county region that have staff trained to administer the common assessment tool and enter this information into HMIS. To ensure consistency of services across sites and fidelity to best practice, Assessors are required to conform to service delivery policies and procedures detailed in this manual. To ensure consistency and fidelity to this process, Assessors will be required to complete training on the Vi-SPDATs and CES protocol at least annually.

Assessors will be responsible for completing the assessment packet with the participant and entering this information into HMIS within 48 hours.

Assessor Roles and Responsibilities:
Assessors administer a standardized tool called the VI-SPDAT. Their responsibilities include:
• Assessors must be an HMIS User.
• Assessors need to be available 2-3 times a week for 3 hour blocks of time.
• VI-SPDAT must be entered into HMIS within 48 hours.
• Assessors will be expected to use a script for clients.
• Assessors will sign a confidentiality form and adhere to privacy policies, as well as the HMIS policies.
• Assessors will be expected to attend training at least annually on how to administer the VI-SPDAT.
• Assessors will make referrals to other service providers as appropriate (based on matching form).

Script for Assessors
SETTING UP THE VI-SPDAT – YOUR INTRODUCTORY SCRIPT
It is recommended that everyone in your community use the same introductory script. Create one that explains how your community is using the VI-SPDAT, how the information is stored, and what happens with the information collected from the VI-SPDAT. In your script, you should relay the following:
• The name of the surveyor and the organization that he or she is affiliated with;
• That the survey takes about 10 minutes or less to complete (although the addition of non-scoring questions will increase this time)
• That you are looking for yes, no or one word answers;

\(^2\) Institution means a jail, prison, a psychiatric hospital, medical hospital, or a drug/alcohol treatment program.\(^2\)
• Some questions are of a sensitive nature, and they may choose to refuse to answer any question;
• If they do not understand what a particular question is asking, or if the surveyor thinks that the question may not have been understood, that clarification can and will be provided;
• Information collected goes into your community’s data system/HMIS;
• Consent to participate in the survey;
• The importance of honest responses;

SAMPLE SCRIPT:
My name is [interviewer name] and I work for a group called [organization name]. I have a 7-minute survey that I would like to complete with you. The answers will help us determine how we can best support you with available resources. Please know that completing this assessment does not mean housing is available right now, but rather helps us connect you with appropriate housing once it is available. Most questions only require a Yes or No. Some questions require a one-word answer. I’ll be honest, some questions are personal in nature, but know you can skip or refuse any question. The information collected goes in to HMIS. If you do not understand a question, let me know and I would be happy to clarify. Please know that the more honest you are, the better we can figure out how best to support you. So, please answer as honestly as you feel comfortable doing.

C. Assigning Appropriate Housing

Based on the VI-SPDAT scoring and the match form, participants are connected to housing that best meets their service needs. Currently, participants are only matched for TH, RRH, and PSH programs. For RRH programs, participants will pay 30% of their annual adjusted income towards rent. CoC Policy will be followed for determining eligibility and prioritizing for transitional, rapid rehousing, and permanent supportive housing.

<table>
<thead>
<tr>
<th>VI-SPDAT Individuals</th>
<th>VI Score for Individuals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intervention Recommendation</td>
<td>9+</td>
</tr>
<tr>
<td>Permanent Supportive Housing</td>
<td>6-8</td>
</tr>
<tr>
<td>Rapid Re-Housing</td>
<td>3-5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>F-SPDAT Families</th>
<th>VI Score for Families</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intervention Recommendation</td>
<td>10+</td>
</tr>
<tr>
<td>Permanent Supportive Housing</td>
<td>7-9</td>
</tr>
<tr>
<td>Transitional Housing</td>
<td>4-6</td>
</tr>
</tbody>
</table>

Due to the housing climate and limited housing resources in Central Oregon, CES will prioritize participants based on vulnerability and homeless history while also implementing a tiered referral system. For Tenant Based Rental Assistance (TBRA) projects, the following tiered system will be followed:
No more than 75% of referrals scoring in the PSH range (as indicated above) will be made to one TBRA project that is below the PSH range within 30 days.

D. Subpopulations

Domestic Violence – Screeners will be instructed to follow the following script for assessing individuals escaping DV situations:

Pre-Screening Statement (for DV):
Before beginning the VI-SPDAT please ask the following question:
"One thing I’d like to do before we begin is see if you’d like information about our local domestic violence program? So, for instance, if a partner has ever threatened to hurt you, or made you afraid, or hit, slapped, kicked or otherwise physically hurt you or made you do something sexual you did not want to, it might be helpful for you to talk to someone confidentially. Our local domestic violence program can help you fill out this survey, the answers you give will be kept confidential and not become part of the shared database. This level of confidentiality could be really important at some point in the future, because some of these questions that must be asked are very personal.

Would you like to speak to someone at that program, and perhaps fill out this survey with them?"

If the answer to the question above is “yes” then the service provider will ask if they may make a referral to a domestic violence program or call the DV hotline with the participant. If the participant wishes, (s)he can continue the assessment with the DV provider. If the person declines a DV referral, the service provider can continue assessment. If there is a concern with safety and using HMIS, then the service provider conducting the assessment will consult with the CES Lead Chair and Lead Advocate on including this participant in the By-Name List without using HMIS.

Youth - If the participant is a youth and willing to complete the TAY-SPDAT, then the service provider will complete the assessment packet. If the youth participant doesn’t wish to complete the assessment with the service provider, they will be referred to a youth-specific program for additional services. They may choose to complete the assessment packet with the youth-specific provider.

V. Cultural Competence

Cultural competence involves understanding and appropriately responding to the unique combination of cultural variables, including age, ability, beliefs, ethnicity, experiences, gender identity, gender, linguistic background, national origin, religion, sexual orientation and socioeconomic status. Assessors are expected to be culturally competent and are strongly encouraged to engage in training opportunities to build these skills. As a part of this process, Assessors are advised to explore how their own values, biases, and beliefs influence their communication and service delivery. This self-reflection will help ensure that Assessors are respectful of the different cultural backgrounds, preferences and practices of participants, and incorporate this information into their daily work.

The CES will utilize translation services for participants whose primary language is not English.
VI. HMIS and Privacy Protections

All HMIS policies and procedures will be followed. All Assessors must sign an HMIS User Agreement if inputting information. If not an HMIS User, then Assessors will sign a confidentiality statement.
COORDINATED ENTRY POLICIES

I. Fair Housing
Fair Housing and civil rights laws must be complied with immediately upon working with any individual or family.

II. Reasonable Accommodations and Modifications
Assessors, as well as housing providers, must provide reasonable accommodations and modifications to persons with disabilities to ensure equal access to housing. The duty to provide reasonable accommodations requires Assessors and Providers to make changes to rules, policies, and procedures to allow a person with a disability to use and enjoy a dwelling. Assessors and Providers, however, are not required to undergo an undue financial burden and administrative hardship or make a fundamental alteration in the nature of their programs.

III. By-Name List
The HMIS Lead and Lead Advocate will maintain an active client list and share this with the Case Conferencing group; this list is also known as the By-Name List (BNL). The BNL is a list of all individuals and families who are in need of housing and are participating in CES. A Case Conferencing Advocate must make a meaningful attempt to contact households on their active lists no less than every 30 days. Case Conferencing Advocates will assist clients with obtaining eligibility documentation (i.e. verification of homelessness, etc.) and other identification that may be needed to obtain housing (i.e. identification, etc.)

Advocates must make meaningful attempts to contact households on their active client list no less than every 30 days to ensure that the individual’s or family’s eligibility information and housing needs are up to date. Individuals or families who do not respond to their Advocate’s outreach attempts by maintaining at least one (1) contact every 90 days must be exited from CES. Once an individual or family is exited, they must be re-assessed in order to re-access the CES network.

Documentation of outreach attempts and communication should happen in HMIS.

Three By-Name Lists will be maintained: Individuals, Families, and Youth. See Case Conferencing and Advocate Roles for more information on how the BNL will be used for case conferencing.

IV. Prioritization
In accordance with the Coordinated Entry Notice released by HUD, CES will prioritize those with more severe service needs and high levels of vulnerability first, as determined by the Assessment Tool. (Coordinated Entry Notice Section II.B.3 & I.D)

In addition to prioritizing those most vulnerable, CES will also take into account the challenging housing climate and limited housing programs that exist in Central Oregon. In order to address these
community challenges, CES will use the Assessment Tool and implement a tiered referral system for participants. The tiered guideline is as follows:

**No more than 75% of referrals scoring in the PSH range (as indicated above) will be made to one TBRA project that is below the PSH range within 30 days.**

V. **Case Conferencing Group & Advocate Role**

Advocates will meet at least monthly for 2 hours to manage the housing list. The Lead Advocate will facilitate these meetings. This group should be comprised of:

- Representatives from housing providers
- Street outreach staff
- Assessors (especially in cases when the VI score doesn’t seem to reflect client need)
- Any direct service providers that can assist with case conferencing participants

Group members will sign a confidentiality form and adhere to privacy policies.

The Lead Advocate will prepare for each case conferencing meeting by:

- Organizing and updating the By-Name List by category (Individuals, Families and Youth);
  - This list will be organized by VI-Score, homeless history, and the tiered system. See Assigning Appropriate Section for details on the tiered system.
- Emailing Advocates in advance of participants to be discussed during case conferencing.

During the case conferencing, the following will be discussed:

- Participants and what housing resources they are eligible for;
- Current location of client (camping, at a shelter, unknown, etc.);
- Barriers (review and problem solve);
- Safety (brainstorm how to ensure any unsheltered participants are safe for the near-term);
- Next steps: identify what is next or critical action items, including roles and timelines.

Moreover, Advocates will discuss any clients who did not make the list prioritization but need to be assisted in some other way, as well as any participant updates that need to be documented.

VI. **Homeless Housing Program Openings**

Homeless Housing Providers must notify the CES Lead Advocate of any housing/program openings **as soon as possible.** For Rapid Re-housing, this means as soon as the provider has the capacity to serve an additional household(s). For other homeless housing programs, this means when the Provider is aware of a pending vacancy.

VII. **Housing Referrals**

Participating Providers must use the CES to fill homeless housing program openings. The Case Conferencing Group will refer households to fill these openings in accordance with the CoC’s priority
listing in the Policies & Procedures. Providers are ultimately responsible for ensuring that the referred households meet any eligibility requirements. Upon receiving a referral from the Case Conference Group/Lead Advocate, Providers must contact or attempt to contact the referred household within two (2) business days. The Case Conferencing Group will respond to vacancies reported with an eligible household within three (3) business days.

VIII. Low-Barrier and Housing First
Providers are discouraged from screening participants out based on the following:
- Having too little or no income;
- Active or history of substance abuse;
- Having a criminal record with exceptions of state-mandated restrictions; or
- History of domestic violence (e.g. lack of a protective order, period of separation from abuser, or law enforcement involvement).
Per HUD: CoC and projects participating in the coordinated entry process do not screen potential project participants out for assistance based on perceived barriers related to housing or services. (HUD Coordinated Entry Notice: Section II.B.3)

IX. Provider Denial
Providers should strive to accept all referrals of eligible households. Providers are responsible for ensuring that referred households meet eligibility requirements and all documentation is received at program entry. Referred households may be rejected by the receiving agency in limited circumstances. These rejected referrals will get returned to the Case Conferencing Group only in the following circumstances:

- If the household does not meet the project’s eligibility requirements as established by the funder; or
- The household fails to complete an intake appointment. See Participant Right of Refusal or Failure to Engage.
- The receiving provider has documented reasons why they will not accept the referral.

The receiving provider must immediately notify the CES Co-Chairs if either of the above occurs. The Co-Chairs will follow up with the Provider and/or the Case Conferencing Group to understand the circumstances if a referral is rejected. If the rejection is deemed appropriate, then this will be documented in HMIS and the next-best referral will be made.

X. Participant Right of Refusal or Failure to Engage
Central Oregon CES is person-centered and based on client choice. Individuals and families have the right to refuse any housing resource that is offered to them. Refusing a resource does not impact eligibility to future referrals. However, Assessors must ensure that participants understand that the CES process does not operate as a point in time waitlist and that referrals are made to programs based on a household’s eligibility and prioritization relative to other homeless households who need housing assistance. Households should not assume that they will be prioritized for future openings and plan accordingly.
While providers are expected to make every effort to engage CES individuals and families, with the assistance of the CES Advocate, housing units must not stay vacant longer than needed. For this reason, housing programs may discontinue working with a referred household and ask for an additional referral if the household failed to complete the intake appointment and provide eligibility verification after a total of four (4) contact attempts over the course of ten (10) business days have passed since initial attempt to contact. If this occurs, Providers must notify the CES Co-Chairs and Advocate. The Advocate is responsible for notifying the household that the opening/housing is no longer available to them.

XI. Filling Vacancies outside of Coordinated Entry
In accordance with the Coordinated Entry Notice released by HUD, all CoC grantee providers are required to fill vacancies using the CES process.

CoC- and ESG-program recipients and subrecipients use the coordinated entry process established by the CoC as the only referral source from which to consider filling vacancies in housing and/or services funded by CoC and ESG programs. (Section I.B)

Providers outside CoC funding stream are encouraged to use the CES process to identify candidates for housing vacancies.

XII. Grievance Policy
Assessors will have access to this grievance policy and must provide the individual or family upon request. All grievances must be resolved promptly and fairly. The following includes the processes for filing a grievance – see attached.

CES Grievances can be may be presented orally or in writing. The grievance will be shared with the CES Planning Committee for a final determination. The aggrieved party will be provided with written notification of the final determination and basis for decision within ten (10) business days of receiving the grievance.
GRIEVANCE POLICY

1. HOUSING PROGRAM GRIEVANCES are grievances that are related to the individual’s or family’s experience(s) with a homeless housing program. These grievances shall be redirected back to the Provider to follow the Provider’s grievance policies and procedures.

2. FAIR HOUSING GRIEVANCES are grievances that are related to discrimination. For additional information on fair housing laws, or to file a complaint related to fair housing, contact:
   Fair Housing Council of Oregon
   800) 424-3247 ext. 2
   This is a toll-free call and there is no fee associated with the Hotline service.

   Office location:
   1221 SW Yamhill St. #305, Portland, Oregon, 97205
   Main office: (503) 223-8197
   Office fax: (503) 223-3396

   Hours of operation are:
   8:30AM – 5PM, Monday - Friday

3. COORDINATED ENTRY SYSTEM (CES) GRIEVANCES are grievances that are related to CE policies and/or procedures. Grievances related to CE policies and/or procedures shall be directed to:
   Hope Browning, HMIS Lead
   NeighborImpact
   20310 NE Empire Ave Suite A100
   Bend, OR 97703
   541-323-6507
   hopeb@neighborimpact.org
CES Forms –
See Attached
Coordinated Entry System (CES) Confidentiality Agreement

Staff Name: ____________________________    Organization: _____________________________

Email: ___________________________________________________________________________

Statement of Confidentiality

Employees, volunteers, and any other persons with access to Coordinated Entry System (CES) client level information must adhere to confidentiality guidelines as outlined below.

Guidelines for CES include:
• The Staff shall comply with all data standards, policies and procedures.
• Informed client or guardian consent, as documented by a Release of Information form, is required for any information sharing, or disclosure of identifying throughout the CES process.
• Misrepresentation of the client information is prohibited.
• Discriminatory comments based on race, color, religion, national origin, ancestry, handicap, age, sex, and sexual orientation are not permitted.

Failure to comply with the provisions of this Statement of Confidentiality may result in the termination of the Staff involvement in CES. Your signature below indicates your agreement to comply with this statement of confidentiality. There is no expiration date of this agreement, and may be renewed when System Administrators see the need.

______________________________                ________________________________       ______
Signature                          Witness Signature                        Date

______________________________                ________________________________       ______
Printed Name and Title         Witness Printed Name and Title            Date
NW Social Service Connections
HMIS User Agreement

User name: ____________________________ Organization: ____________________________
Email: ___________________________________________________________________________

Statement of Confidentiality
Employees, volunteers, and any other persons with access to NW Social Service Connections CMIS/HMIS are subject to certain guidelines regarding use of ServicePoint™. ServicePoint™ contains personal and private information on individuals and all such information must be treated carefully and professionally by all who access it.

Guidelines for use of ServicePoint include:
• The User shall comply with all data standards and policies and procedures.
• ServicePoint™ User Identification and Passwords must be kept secure and are not to be shared.
• Information obtained from ServicePoint™ is to remain confidential, even if my relationship with __________ changes or concludes for any reason.
• The CHO must post a privacy notice describing its policies and practices for the processing of PPI. The User must offer to explain any information that the individual does not understand, and must provide a copy of its privacy notice to any individual upon request.
• Informed client or guardian consent, as documented by a Release of Information form, is required for any data sharing, or disclosure of identifying information and service transactions via ServicePoint™.
• If a client or guardian chooses not to sign Release of Information form, all client information must be closed with no exceptions.
• Only general, non-confidential information is to be entered in the “other notes/comments” section of the Client Profile on ServicePoint™. Confidential information, including TB diagnosis, HIV diagnosis or treatment information, domestic violence and mental and/or physical health information, is not permitted to be entered in this section.
• Client records only pertaining to user’s assigned work duties will be accessed.
• Only individuals that exist as clients under the Organization’s jurisdiction may be entered into ServicePoint™.
• Misrepresentation of the client base by entering known, inaccurate information is prohibited.
• Client records are not to be deleted from ServicePoint™, contact NWSSC CMIS/HMIS System Administrators for appropriate action.
• Discriminatory comments based on race, color, religion, national origin, ancestry, handicap, age, sex, and sexual orientation are not permitted in ServicePoint™. Profanity and offensive language are not permitted in ServicePoint™.
• ServicePoint™ is to be used for business purposes only.
• Transmission of material in violation of any United States Federal or State of Oregon regulations or laws is prohibited and includes material that is copyrighted, legally judged to be threatening or obscene, and considered protected by trade secret. ServicePoint™ will not be used to defraud the Federal, State, or local government or an individual entity or to conduct any illegal activity.
• Any unauthorized use, access or unauthorized modification to ServicePoint™ computer system information or interference with normal system operations will result in immediate suspension of your access to ServicePoint™ and may jeopardize your ServicePoint access and/or your employment status.
NW Social Service Connections
User Agreement

• ServicePoint™ shall only be accessed from the Organization’s network, desktops, laptops, mini-computers and any other electronic devices that are web capable. In special circumstances access from remote locations may be permitted after application and approval by both the Agency and System Administrators.

• The User is expected to physically enter the password each time he or she logs on to the system. DO NOT Save passwords in auto-complete settings.

• Should the User download client identifiable information in any format, he or she will securely store and/or dispose of all electronic and hardcopy in a manner to protect the client’s personal information. At a minimum this will require the use of strong password protection, preferably including encryption.

• This agreement will be superceded by any additional or alternative agreements presented by NWSSC CMIS/HMIS System Administrators.

Failure to comply with the provisions of this Statement of Confidentiality may result in the termination of the User License or Agency Participation. Your signature below indicates your agreement to comply with this statement of confidentiality. There is no expiration date of this agreement, and may be renewed when System Administrators see the need.

_______________________________ ________________________________ ______
Signature Witness Signature Date

_______________________________ ________________________________ ______
Printed Name and Title Witness Printed Name and Title Date

The User Agreement/Statement of Confidentiality should be kept on file at the Organization or returned to the appropriate lead organization when requested. Forms for individuals no longer employed by the Participant should be kept on file for seven years following date of termination. System Administrators may, at any time, monitor compliance.

NWSSC CMIS/HMIS System Administrator

Internal Use Only:
Login _______________________________ Login Provider ____________________________

Access Level __________________________ ART License ____________________________
CENTRAL OREGON COORDINATED ENTRY SYSTEM (CES)
HMIS & Eligibility MATCH Form

Date: ______/_____/_______

Assessor Name: ________________________________________________________

Assessor Contact Information: _____________________________________________

Who were you referred by? (optional) ______________________________________

Head of Household (HoH)/Participant Name: ________________________________

Where were you born? (City, State) ________________________________________

How long have you lived in Central Oregon? ________________________________

PHONE:______________________________EMAIL:______________________________

EMERGENCY CONTACT (Name, Contact info, Relationship):

__________________________________________________________________________
__________________________________________________________________________

List at least one agency client is working with along with contact information. This agency will be contacted only if contact information above becomes invalid:

__________________________________________________________________________
__________________________________________________________________________

SSN: ________-____-__________DOB: _____/_____/_______ Age: __________

Race: __________Ethnicity: __________ Gender: __________

Veteran (Circle One): Yes No Discharge Status: _______________________

Does Client have DD-214? Yes No (Note to Screener: COVO can assist with obtaining this document, refer clients if needed)

Does Client have VA Medical? Yes No (Note to Screener: COVO can assist with obtaining this document, refer clients if needed)

How did you hear about CES? _____________________________________________

Income Amount: $ _____________________ Income Frequency: ___________________

Income Source:

Type of Health Insurance: ________________________________
Household Type: Circle ONE (Note to Assessor – household type should be asked in regards to what the family composition would look like in housing. For example, if a female participant isn’t currently living with her children but needs housing to accommodate their children, then circle the Single Parent Female with Children.)

Single Adult  Multiple Adults  Household with Children
Single Parent Female with Children  Single Parent Male with Children

Criminal History (for any HH Member): Please list Name, approximate date of conviction, type of crime (i.e. misdemeanor or felony), and any other pertinent details (violent, drug related, etc.)

____________________________________________________________________________________
____________________________________________________________________________________

Interested in Substance Abuse services?  Yes  No

Rental & Credit History – Complete for each Adult

<table>
<thead>
<tr>
<th>Head of Household Name:</th>
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<tbody>
<tr>
<td><strong>Rental History</strong></td>
</tr>
<tr>
<td><strong>Number of evictions:</strong> Poor reference from current/prior landlords: (Y/N/NA)</td>
</tr>
<tr>
<td>Lack of Rental History: (Y/N/NA)</td>
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<tr>
<th>Credit History</th>
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<tr>
<td>Unpaid rent or utility bills: (Y/N/NA)</td>
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<tr>
<td>Lack of or poor credit history: (Y/N/NA)</td>
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<th>Program Participant Name:</th>
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<tr>
<td><strong>Rental History</strong></td>
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<tr>
<td><strong>Number of evictions:</strong>  Poor reference from current/prior landlords: (Y/N/NA)</td>
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<td>Lack of Rental History: (Y/N/NA)</td>
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<td>Lack of Rental History: (Y/N/NA)</td>
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</tr>
<tr>
<td>Lack of or poor credit history: (Y/N/NA)</td>
</tr>
</tbody>
</table>
HMIS/CMIS Release of Information for Data Sharing in Central Oregon

Northwest Social Service Connections’ Homeless Management Information System / Client Management Information System (HMIS/CMIS) is a computer system that is used to collect and share information on homelessness and social services in throughout Central Oregon. The information gathered helps agencies plan and deliver services that help people in need. By sharing information with each other, agencies are able to simplify service delivery by tracking services and referrals provided to the persons they serve.

Maintaining the privacy and safety of those using our services is very important to us. The HMIS/CMIS runs in compliance with all Federal and State laws and codes, including Health Insurance Portability and Accountability Act (HIPAA). Every person and agency that is authorized to read or enter information into the database has been trained on client confidentiality policies and has signed an agreement to maintain the security and confidentiality of the information. Any person or agency that is found to violate their agreement may have their access rights ended and may be subject to further penalties.

Services will not be denied should you choose not to share information. Information will still be collected and entered because of our federal and state requirements. Certain minimum client information is shared throughout our HMIS/CMIS in order to avoid creating duplicate client records. Authorized HMIS/CMIS persons at participating community agencies will be able to see the following data elements of all client records:

• First Name  • Veteran Status
• Last Name  • Gender
• Date of Birth  • Social Security Number (required for specific services)

Please read the following statements (or ask to have them read to you), and make sure you have had an opportunity to have your questions answered.

I UNDERSTAND THAT:
• The partner agencies may share basic identifying information about the people they serve with other parties working to end homelessness and provide other social services.
• The release of my information does not guarantee that I will receive assistance.
• I will not be denied services if I refuse to consent to data sharing.
• This authorization will remain in effect 7 years after my latest project exit unless I revoke it in writing. I may revoke authorization at any time by signing a written statement or Revocation form.
• I understand that cancelling my authorization will not change information that has already been given out or actions already taken, but the revocation will be effective as of that date.
• I have the right to see my HMIS/CMIS record, ask for changes, and to have a copy of my record from this agency upon written request.
• I have the right to file a complaint if I feel I have been harmed in some way by the use of HMIS/CMIS.
• I have the right to receive a copy of the HMIS/CMIS Notice to Clients of Uses and Disclosures.
Maintaining the privacy and safety of those using our services is very important to us. Your record will only be shared if you give us permission to do so. There may be risks and/or benefits for you to consider before you decide whether or not to consent to the release of information. You cannot be denied services that you would otherwise qualify for if you choose not to share information. However, even if you choose not to share with other, we must still report some information because of our federal and state requirements.

By writing your initials below, I agree to share the following level of information with other Northwest Social Service Connections’ HMIS/CMIS partner agencies:

_____ 1) I agree to share Client Record [Name, SSN, and Veteran Status], Demographics [including DOB, Gender, Race, and Ethnicity], Program Enrollment and Exit Information, Assessment Information, Information about the Nature of your situation, Services and Referrals you receive from our agency and contacts information via the Northwest Social Service Connections’ HMIS/CMIS with other Northwest Social Service Connections’ HMIS/CMIS partner agencies.

_____ 2) I do not agree to share any information through the Northwest Social Service Connections’ HMIS/CMIS with other Northwest Social Service Connections’ HMIS/CMIS partner agencies. I understand that this may affect my involvement with the shared Coordinated Entry, shared wait lists, and accessing services at other partner agencies.

__________________________________      _______
Client Name (please print)                                                Client Signature                                                Date

__________________________________
Client Name (please print)                                                Client Signature                                                Date

__________________________________
Guardian Name, if required (please print)        Guardian Signature (if required)                    Date

Names and DOB of minor children for whom I am parent or guardian and am sharing information (as identified above):

___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

__________________________________
Agency Personnel Name (please print)                                                Agency Personnel Signature                           Date
COORDINATED ENTRY SYSTEM (CES) - CENTRAL OREGON

STARTING ON October 23rd, 2017

How CES Works:

- CES serves all people (single adults, youth, couples, families, and veterans) experiencing homelessness.
- CES uses a standardized assessment tool that matches the right level of services and housing resources to the persons facing a housing crisis.

If someone is:

- Living and sleeping outside
- Sleeping in a place not meant for human habitation
- Staying in a shelter
- Fleeing/attempting to flee domestic violence
- Exiting an institution where they resided for up to 90 days and were in shelter or a place not meant for human habitation immediately prior to entering that institution or an emergency shelter

Then please refer them to a Hub below to get assessed for housing services. Please let them know:

- Accessing the CES network does not mean housing program spots are available right now, but rather helps us connect you with appropriate housing program once there is availability.
- Currently these are walk-in hours – no appointment necessary. The assessment will take approximately 10 minutes. You do not need to bring anything with you to the assessment.
- A CES Advocate will notify you when a housing program opportunity does become available. There are no guaranteed timelines.

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<tr>
<th>CURRENT HUB SCHEDULE</th>
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<tr>
<td><strong>Days</strong></td>
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<td>Tuesday</td>
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<td>Wednesday</td>
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<td>Thursday</td>
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Central Oregon Coordinated Entry System (CES)
Document Ready Form for Coordinated Entry

Client Name____________________________________________

Please mark the appropriate box(es) for all documentation you can affirm the client has in their possession.

Use the comment section for conveying additional pertinent information.

Photo ID
State of Issue: _______________________
___Original (In Hand)
___Copy (In Hand)
___Applied For (With Receipt)
___No

Birth Certificate
___Original (In Hand)
___Copy (In Hand)
___Applied For (With Receipt)
___No

Social Security Card
___Original (In Hand)
___Copy (In Hand)
___Applied For (With Receipt)
___No

DD214
___Original (In Hand)
___Copy (In Hand)
___Applied For (With Receipt)
___No

Proof of Income (Within Last 2 Months)
___Yes
___No
___N/A

Homeless Verification (HUD Definition)
___Yes
___No
___N/A

Comments: __________________________________________________________________________
_____________________________________________________________________________________

Advocate__________________________________________ Date__________________
Advocate Contact_______________________________________
Homeless Prevention Track -
See Attached for Agency Specific Processes & Forms
**Rental Assistance Application**

**Important:** All sections must be completed in order to be considered for Rental Assistance. Only selected applications will receive a notification to set up an appointment.

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<tr>
<th>Date:</th>
<th>Requesting:</th>
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<tr>
<th>Name:</th>
<th>Eviction Prevention</th>
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<tr>
<th>Physical Address:</th>
<th>72 hr</th>
<th>Eviction Summons</th>
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<th>E-mail:</th>
<th>Monthly rental amount:</th>
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<tr>
<th>Phone:</th>
<th>Move-in Assistance</th>
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<th>Have you been</th>
<th>Yes</th>
<th>No</th>
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<th>Deposit amount:</th>
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**Household Information:**

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<thead>
<tr>
<th>Name</th>
<th>Date of birth</th>
<th>SSN:</th>
<th>Monthly Income</th>
<th>Income Source</th>
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**What is your current Living Situation:**

- [ ] Rental: Room / Apartment / House
- [ ] Mobile Home Space Rental
- [ ] Staying w/ Family or Friends
- [ ] Hotel / Motel - with or without voucher?
- [ ] Literally Homeless (car, camping, shelter)

*VI-SPDAT to be done if Homeless*

<table>
<thead>
<tr>
<th>Are you currently past due on your Rent?</th>
<th>Yes</th>
<th>No</th>
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<tr>
<td>If yes, how much do you owe?</td>
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<tr>
<th>Job loss in the past 12 months?</th>
<th>Yes</th>
<th>No</th>
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**Office Use Only | Uso Oficial**

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<tr>
<th>Approved?</th>
<th>Yes</th>
<th>No</th>
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<td>Reason:</td>
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<th>Funding Source:</th>
<th>Amount:</th>
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<tr>
<th>*Denial communicated:</th>
<th>Letter</th>
<th>Phone</th>
<th>Email</th>
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<th>NI Staff Signature:</th>
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*Grievance Policy is available at all NeighborImpact Offices*