



## Coordinated Entry Oversight Committee

The primary responsibilities of the Coordinated Entry Oversight Committee herein after referred to as “Committee” are to:

1. Develop the policies and procedures that ensure the Coordinated Entry process operates in accordance with the standards as designed by the community around the system's core elements: Access, Assessment, Prioritization, and Referral<sup>1</sup>; and
2. Review system data and metrics to identify gaps and barriers and recommend adjustments accordingly.
3. The oversight committee focuses on monitoring operations and reviewing and recommending policy additions and changes
4. Primary responsibilities are to establish and oversee policies that allow CE process to operate in accordance with the CE planning group's decisions related to CE's core elements

### Authority

The Committee should be authorized by Continuum of Care Board of Directors, and all policies produced by the Committee must be approved by CoC. The Committee should include representation from Collaborative Applicant, HMIS Lead, and mainstream service providers.

### Representation

The following table provides an overview of the appropriate organizations and program types that will be represented on the Committee:

Agency/Program Type	Number of Representatives
CE lead agency (CCSI)	1
Partners Ending Homelessness (CoC) (Executive Director, Prioritization Coordinator, HMIS Lead)	3
City of Rochester Neighborhood & Business Development	1
Monroe County Planning & Development	1
Department of Human Services	1
Permanent Supportive Housing	3
Rapid Re-Housing	2
Transitional Housing	1
Street Outreach	1
Emergency Shelter	4
Office of Mental Health	1
Youth/young adults	1
Veterans	1
Domestic Violence	1
Community partner	1
Consumer	2
<b>TOTAL</b>	<b>25</b>

<sup>1</sup>Coordinated Entry Management and Data Guide. US Department of Housing and Urban Development, 2018.

The specific expectations and responsibilities of those who agree to serve on the Committee include:

### Expectations

- Initial commitment of one year
- Meetings would be held on the first Thursday of each month at 9:00 AM at CCSI
- Attendance at 75% of meetings is required; If participation falls below this threshold, the committee member will not be permitted to renew their commitment for the following year
- Committee members would not be required to participate on Coordinated Entry sub-committees; however, each sub-committee would be chaired by a member of the Oversight Committee so there is an expectation that some Oversight Committee members would volunteer to chair or co-chair a sub-committee

### Responsibilities

- Develop and revise Coordinated Entry policies, procedures, and protocols for approval by the Board of Directors of Partners Ending Homelessness. Operations Manual must be reviewed at least annually but can be revised more frequently, as necessary
- Work with HMIS to review and analyze Coordinated Entry data, including reports on system-wide performance measures that will help gauge the success of the Coordinated Entry system
- Assist in finding resolutions to system-level referral concerns
- Assist in finding resolutions to system-level provider concerns
- Review grievances for the Coordinated Entry system that are not resolved at the provider level, as outlined in the Appeals/Grievances policy for Coordinated Entry
- Responsible for the development and continuous Coordinated Entry system improvement through system review, analysis, monitoring, and evaluation
- Create and widely disseminate outreach materials to ensure that information about the services available through the Coordinated Entry system is readily available and easily accessible to the public
- Develop an action plan to address issues identified through the oversight or evaluation of Coordinated Entry
- Review and approve policy changes and/or process improvement recommendations from the Coordinated Entry sub-committees
- Participate in case conferences on a rotating basis; Committee members would be assigned a month (two Committee members per month) and would be expected to attend the case conference for that month; Case conferences are held once per month at a standing meeting time and would only be held on other days in the event of an approved urgent circumstance
- Review Case Conference decisions that cannot be resolved per the Coordinated Entry Case Conference procedures

### Decision-making

- Approvals/decisions will be made by a simple majority of the entire Committee
- If quorum (13 attendees) cannot be made for a monthly Committee meeting, an email will be sent out requesting a vote on the decisions that need to be made
- Decisions made by the Committee will be considered final unless they must be approved by the Board of Directors of Partners Ending Homelessness