



Coordinated Entry for Homeless Services
Monroe County, NY

Coordinated Entry Case Conferencing Procedures

PURPOSE

The following procedures outline the Coordinated Entry Case Conferencing process for households who: are on the Prioritization List; have been referred to Permanent Supportive Housing (PSH) or Rapid Re-Housing (RRH) programs but who have not been housed; or are residing in PSH or RRH who are at risk of losing their housing or being exited from the program for a negative reason.

PROCEDURES

Reasons to request a Case Conference

The following outlines the circumstances around which a case conference can be requested by an agency working with a household who:

1. Is being involuntarily exited from a PSH or RRH program
2. Has been rejected by at least two permanent housing programs (PSH or RRH)
3. Currently residing in PSH or RRH who is not able to maintain their residence and is in jeopardy of losing their housing.
4. Has a VI-SPDAT score and subsequent Prioritization score that is not consistent with their perceived level of need, and the household would likely not be prioritized for the most appropriate housing intervention (Referring Case Manager would be asked to provide supporting documentation if granted a Case Conference to demonstrate higher need)
5. Was unsuccessful in a Rapid Re-Housing or Permanent Supportive Housing program and was placed back on the Prioritization List

Partners Ending Homelessness may also request a case conference for any person(s) exited from a Permanent Supportive Housing program less than six (6) months after a housing move-in date.

Requesting a Case Conference

1. The person/agency requesting the case conference will be referred to as the "Requestor"
2. Requestor must complete necessary due diligence prior to the approval of a case conference
 - At a minimum, Requestor should have a meeting or call with all providers working with the household to ensure all appropriate resources and options have been identified and pursued to the extent possible
 - If meeting with providers occurs and a solution is identified, then the case conference request can be withdrawn as there would no longer be a need
3. Complete *Case Conference Request Form* and email to Heidi Markham at Partners Ending Homelessness, hmarkham@letsendhomelessness.org
4. Upon receipt of Request Form, Partners Ending Homelessness will follow-up with Requestor to obtain any additional information that may be necessary.
5. Requestor will also provide names and contact information for all additional persons who would need to be invited to the case conference
6. If approved, the case conference would be held on the next regularly scheduled meeting date unless otherwise noted
7. The deadline for submitting a *Case Conference Request Form* is the Friday before the scheduled meeting date

Case Conference Meeting Description

- Requestor should bring documentation to the meeting to support the reason for the case conference
- In addition to the Requestor and other attendees who were invited to attend based on their relationship with the case, others who will attend the meeting would include the following:
 - Partners Ending Homelessness (Executive Director and Prioritization Coordinator)
 - CCSI (CE Lead)
 - CE Oversight Committee members (at least two) who will serve as objective participants as they would not be associated with the case being reviewed or the organization(s) involved with the case
- Meeting agenda will consist of the following:
 - Introductions
 - Review of case and why a case conference was requested
 - Overview of steps that have been taken up to the point of the case conference
 - Decisions
 - Next steps/action items and responsible parties
- Information about case being reviewed will not be shared ahead of time to ensure an objective decision-making process

Frequency of Requested Meetings

- Case Conferences will be held on a monthly basis at a standing date/time
 - Anticipate meetings will be held at Partners Ending Homelessness, and the date/time is still being determined
- CE Oversight Committee members will be randomly assigned a month to attend the Case Conference (would likely not be more than once or twice per year) and all Committee members will be expected to attend the meeting on their assigned month
- If no Case Conferences have been requested for that month, the meeting will be cancelled
- In instances where an immediate resolution is required, emergency case conferences can be requested and may be approved, if appropriate

Outcomes and Decision-making

- Decisions will be made by a consensus of non-involved participants. This includes representatives from CCSI Coordinated Entry, Partners Ending Homelessness, and any attendees who are not currently assisting the person(s) being reviewed.
- If there is no consensus, Partners Ending Homelessness (the CoC) will have the authority to make a final decision.
- If the decision made by the CoC is disputed, the disagreeing parties can submit an appeal that will be reviewed by the Coordinated Entry Oversight Committee. All decisions made by the Committee will be final.
- Case Conferences will be briefly presented at the CE Oversight Committee meeting and decisions will be shared
- If the Case Conference results in a household being transferred from one permanent housing program to another, a second case conference will be required with the new program upon the household being referred from the Prioritization List. The second case conference will include representation from Partners Ending Homelessness, the Referring Agency, and the Receiving Agency to ensure all parties are on the same page and aware of the circumstances. This case conference will not serve as an opportunity to screen out the referred household.