



Missoula

Coordinated Entry System

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Access Points and Partners - Memorandum of Understanding

To coordinate and streamline access and prioritize houseless resources, the Missoula At-Risk Housing Coalition has developed a Coordinated Entry System in partnership with community stakeholders.

There are four primary roles in which ARHC membership organizations can participate in this innovative system:

Access Points: Households experiencing houselessness can meet with an intake professional in-person, via phone, or through outreach workers on the street. Access Point staff are trained in a standard intake, diversion approach, and assessment processes that provide access to MCES and local housing and service resources. An organization can elect to be either *advertised* or *non-advertised*.

Partnering Organizations: Partnering Organizations do not facilitate the assessment process (triage, diversion, assessment tool) for MCES, but they are knowledgeable about the process and messaging. They attend Case Conferencing meetings regularly; they refer eligible households to Access Points, and/or they are a houseless system provider receiving housing/service referrals directly from Coordinated Entry.

Individual Partners: Individual Partners are not responsible for completing the assessment process in MCES but are knowledgeable about the process and messaging. Depending on the individual role, it may or may not be necessary to attend Case Conferencing and Oversight Committee.

Specific Roles and Responsibilities for Access Points and Partnering Organizations are attached.

By signing this form, our organization agrees to participate in the ARHC Missoula Coordinated Entry System as a(n):

- Access Point (Advertised)
- Access Point (Non-Advertised)
- Partnering Organization
- Individual Partner

I confirm that my organization/self will adhere to the attached responsibilities, and I will contact the MCES Lead Entity immediately if I have any questions or concerns.

Organization (if applicable)

Name and Title (Printed)

Signature

Date

MCES Lead Entity (Printed)

Signature

Date

Access Point and Partnering Organization Responsibilities:

- Read and understand the following:
 - [Notice CPD-17-01](#); the January 2017 HUD Notice establishes specific local coordinated entry systems requirements.
 - [Montana CoC-HMIS & Coordinated Entry Release of Information / Data Entry Disclosure, Client Consent & Service Matching](#)
 - [Authorization for use only by HIPAA Covered Entities](#) (if applicable)
 - [HMIS Participation Agreement](#) (if applicable)
 - [HMIS Policies and Procedures](#) (if applicable)
 - [MCES Policies and Procedures](#)
 - [MT CoC Statewide CES Policies and Procedures](#)
 - Your organization's confidentiality agreement/policy and privacy rights
 - The MCES Grievance Procedure (see MCES Policies and Procedures)
- Designate one point of contact for the MCES Lead Entity to communicate directly and a backup person in their absence.
 - Primary Point of Contact
 - Name: _____
 - Email: _____
 - Backup Point of Contact
 - Name: _____
 - Email: _____

Additional Responsibilities:

- **Dedicate specific staff** trained (upfront and ongoing) in triage, diversion, MCES assessment process, and data input into HMIS.
- In the rare instance when an Access Point is unable to facilitate the complete assessment process when a household/person shows up in person or calls for housing and service assistance, Access Point staff will **facilitate a warm-handoff to another assessor or Access Point**. We want to avoid sending a household/person to another organization when we have not confirmed that there is actual help/assistance on the other end. It is also essential that the referring person/organization provide the assessor/organization with pertinent information about the household/person. Examples of a warm handoff include:

- Offering the household/person an organization phone to call 2-1-1 or offer/provide private space for the household/person to call 2-1-1 with their phone.
- Calling The Pov's Homeless Outreach Team (HOT) to see if they can come to your organization and meet with the household/person: 406-493-7955 (M-F, 9-5).
- If the phone is a perceived barrier and/or the HOT Team is unavailable, call another appropriate Access Point on the household/person's behalf or together and let them know you will refer a household/person to them. Ensure the household/person knows how to get to the specific organization and that the receiving organization knows that the household/person is on their way.
- **Provide triage, diversion, and assessment services for all eligible households experiencing houselessness who enter your organization, regardless of their eligibility for your specific program or services.** The coordinated entry process must offer the same assessment approach at all access points, and all access points must be usable by all people who may be experiencing houselessness or at-risk of houselessness, per the January 2017 HUD Notice (CPD-17-01).
- **Track diversion attempts and outcomes in HMIS.** When not doing direct and immediate entry into HMIS, assessors must use the appropriate MCES paper tools in real-time data, not based on memory. Data must be entered into HMIS within 48 hours.
- **Commit to the importance of data quality** and record the most accurate, consistent, and timely information in HMIS.
- **Attend twice-monthly Oversight Committee meetings** coordinated by MCES Lead Entity to ensure consistency of triage, diversion, and assessment services at all access points.
- Subscribe to MCES messaging as determined by the MCES Oversight Committee, ensuring households and stakeholders hear the same information and receive equal access to diversion and assessment services, regardless of the access point they enter.
- Commit to bringing challenges/concerns to Oversight meetings and address them as a community team.
- Be dynamic and adaptable as we learn what processes and procedures are most effective in our CoC Geographic Region; change may be frequent, based on local learning/experience. All Access Points are responsible for adapting to changes.

Additional Advertised Access Point Responsibility:

- Consent to the broad advertisement of your organization as an access point for people experiencing houselessness to access when in need of housing/services.

Organizations receiving MCES housing and service referrals agree to the following:

- Commit to ensuring the community meets the requirements as outlined by HUD:

- **Prevention services.** Persons must access prevention services funded with ESG Program Funds through the coordinated entry process. The coordinated entry process may include a separate access point(s) for prevention services so that people at-risk of houselessness can receive urgent services when and where they are needed, e.g., on-site at a courthouse or hospital, provided that the particular access point(s) meet all requirements in II.B.2 of this Notice.
- **Commitment to referral success.** CoCs should include a commitment to completing the referral process once a referral decision has been made through the coordinated entry, including supporting the safe transition of participants from an access point or emergency shelter to housing and supporting participants in identifying and accessing a suitable alternate project in the rare instance of an eligible participant being rejected by a participating project.

Revocation:

Suppose an Access Point, Partnering organization, or Partnering individual is determined by a consensus of case conferencing participants to be in non-compliance with any of the above policies. In that case, MCES reserves the right to revoke status from that organization or individual.

Access Points, Partnering organizations, and Partnering individuals can self-revoke if they find they cannot comply with the above standards/policies. The MCES Lead Entity requires 30 days' written notice of the choice to revoke.