



Housing and Homelessness Services

Alameda County Coordinated Entry

Workflow for Access Points Serving Survivors of Gender-Based Violence

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1. INTRODUCTION AND OVERVIEW

Coordinated Entry is the process Alameda County uses to identify people experiencing homelessness and to match eligible households process to specific housing resources, especially rapid rehousing (RRH) and permanent supportive housing (PSH).

At its best, Coordinated Entry allows the Alameda County community to quickly match people who are homeless to the best pathway to housing that will meet their needs. It ensures that decisions and referrals uphold the community's commitment to racial equity and to serving the most vulnerable county residents. Alameda County aspires to making its Coordinated Entry about access that is open, clear, and useful.

Coordinated Entry for Survivors of Gender Based Violence

People fleeing gender-based violence (GBV) and survivors of gender-based violence (collectively "survivors") who experience homelessness have a right to access housing resources allocated through the Coordinated Entry system. However, survivors have additional needs for safety, privacy and immediate services to meet their survival needs which are provided through a separate network of Victim Services Providers (VSPs).

VSPs are prohibited by federal regulations from entering data into the HMIS system which is used to gather information on the needs of people experiencing homelessness and to prioritize them for housing resources. To meet the needs of survivors, Alameda County has established a distinct process and workflow for VSP's to serve as Access Points for survivors, including ensuring the use of a Comparable Database (CDB) and additional methods for securing information about survivors.

Coordinated Entry has four key components: Access, Assessment and Prioritization, Match and Referral. This workflow describes actions and expectations at each step in the workflow. This document pulls from the Alameda County Coordinated Entry Policies and adds additional information to describe the specific workflow for GBV Access Points.

This Workflow document does not replace the Alameda County Coordinated Entry Policies which provide more details about the purpose, requirements and specific operations of the Coordinated Entry Process. GBV Access Points are encouraged to become familiar with the overarching CE policies as well as this specific workflow.

HMIS and Comparable Databases for use by Victim Services Providers

The County-wide Homeless Management Information System (HMIS) is the data system that is used for most Coordinated Entry activities including Housing Problem Solving, enrollment, assessment, prioritization, queue management, posting openings in shelter programs, and matching/referral to interim housing openings. The Management Entity maintains a separate database for tracking and matching to permanent housing openings.

The Federal government prohibits Victim Services Providers (programs that specifically serve survivors of domestic and/or gender-based violence) from entering client data into HMIS. Such programs which participate in Coordinated Entry must use a comparable database (CDB).

1.1 Comparable Database

Victim Service Providers (VSP) are prohibited from entering data into HMIS. Any VSP that operates a Coordinated Entry Access Point must use a comparable database in order to participate in Coordinated Entry. A comparable database is a relational database that meets all HMIS Data Standards and does so in a method that protects the safety and privacy of survivors.

All data held in a comparable database environment is owned by the VSP agency and the program participant it concerns. Comparable database implementation does not allow client information to be shared across multiple providers. Every VSP that serves as an Access Point in Alameda County will have their own instance of the comparable database.

1.2 Privacy and Security

All Access Points, including those operated by Victim Services Providers, must follow HMIS protocols for obtaining participant consent to share and store participant information for purposes of assessing and referring participants through the Coordinated Entry process. This includes all rules regarding the capture, transmission, and storage of Personally Identifying Information. The rules regarding privacy and security apply to participant information *whether it is digital or not* and apply to all staff and Access Points participating in Coordinated Entry even if they do not enter information into HMIS.

In addition, VSP's will use additional rules regarding the storage of and sharing of participant information, including the use of unique Informed Consent forms for distinct purposes as described below.

1.3 Right to Abstain from Disclosing or Sharing Information

Coordinated Entry participants may freely abstain from disclosing and sharing information without fear of denial of services resulting from the refusal. However, participants may be unable to qualify for consideration for specific programs or services that require disclosure of specific information for purposes of establishing or documenting program eligibility.

2. ACCESS

Access is the method by which people experiencing a housing crisis learn that Coordinated Entry exists, access crisis response services, and are connected to the process to determine through *assessment* which intervention might be most appropriate to rapidly connect those people to housing. Access is the first step in the Coordinated Entry process.

2.1 Access Points

Access Points are the virtual or physical places or programs where an individual or family experiencing homelessness or at imminent risk of homelessness seeks and receives assistance to connect to resources from the Homelessness Response System that are available through Coordinated Entry.

An Access Point may be Open to anyone experiencing homelessness, or Limited to specific eligible persons receiving services, Access Points may serve all people experiencing homelessness or be designated for certain specific and permitted subpopulations, including families with children, transition-age youth, Veterans and survivors of Gender Based Violence (Survivors).

2.2 Access Points for Survivors of Gender-Based Violence

Gender-based violence (GBV) refers to harm or threats of harm directed at an individual or group based on their actual or perceived gender, sex, sexual orientation, and/or gender identity or expression. Gender-based violence encompasses forms of violence including domestic violence, dating violence, sexual assault, stalking, and human trafficking. Gender-based violence has a pervasive impact on survivors' access to housing and stability.

Understanding the unique needs and concerns of survivors of gender-based violence and the agencies that service them, Alameda County has established designated Access Points for survivors. Access Point for survivors are operated by agencies referred to as Victims Services Providers (VSPs) and follow slightly different workflows than those of other access Points, as described below. Access Points for survivors focus on safety and security, protect the identity of their participants, link them to Coordinated Entry resources they are eligible and prioritized for, and may assist them to access an array of other services and supports that are outside of the Coordinated Entry system.

Access Points for survivors are designated specifically for that subpopulation and must refer households that do not meet their population definition to another Access Point.

2.3 Participant Choice

Members of subpopulations for whom designated Access Points have been established, including survivors, are not required to use a designated Access Point and may seek and receive services at any Open Access Point.

In some cases, Designated Access Points may have access to particular resources that are not available at other Access Points. Participants should be informed by all Access Point operators if there are any resources they might benefit from by seeking services through a dedicated Access Point.

3. ASSESSMENT AND PRIORITIZATION

3.1 Overview of Assessment and Prioritization

The Coordinated Entry process uses specific Assessments to obtain information about both the immediate and long-term needs of people and households seeking services. Portions of these assessments are weighted and assigned points leading to a score which is used, along with eligibility information, for placing participants on queues for referral to crisis and/or permanent housing resources.

Because of the lack of sufficient resources, prioritization in the Alameda County system is based on a range of factors to determine who among the population experiencing homelessness has the greatest number or level of critical needs and/or lesser likelihood of being able to become rehoused without assistance. Factors that are considered include age and size of household, current and past housing situations, length of time homeless, disabilities and health conditions, barriers to rehousing such as past housing loss and criminal legal interactions, and risk of or vulnerability to exploitation and violence.

3.2 Workflow for GBV Access Points

The workflow for the phased assessment approach is intended to only collect the information that is needed at each step and to avoid misleading expectations of certain types of assistance.

The Assessment and Prioritization workflow for GBV Access Points has nine steps. These steps include:

1. Housing Status Determination
2. HMIS Look Up
3. Create Profile
4. Conduct Housing Problem Solving
5. Ask Assessment pre-questions
6. Enrollment in Coordinated Entry Program
7. Current Living Situation Assessment
8. Complete Housing Assessment
9. Complete Informed Consent and Add to Queue if Eligible

While the nine steps of the Assessment and Prioritization process must occur in the order listed above, not all steps must occur at the same time and some people will not need to complete all nine steps. Access Point staff will determine with a participant whether there is time and interest in proceeding through the steps in one interaction or whether to schedule additional time to complete a step or move on to another step in the process.

3.3 Exemption from Triage and Crisis Assessment

For all other Access Points in the Coordinated Entry system, Engagement and Triage is the first step in the Coordinated Entry process. This step consists of connecting with a potential participant and using a set of initial questions and steps to determine that the person presenting qualifies for and needs the services of Coordinated Entry. This step also screens for any safety emergency response needs.

Because VSPs conduct significant safety assessments and have access to additional resources for survivors, this step is not prescribed by the CE process. Access Points are expected to

follow their own procedures for ensuring the safety and immediate needs of survivors are met prior to beginning the Coordinated Entry process.

In addition, because VSP's have access to a range of tailored emergency resources, including shelters for GBV survivors, GBV Access Points do not perform crisis assessments or make referrals to shelters that are covered in the CE system. If a participant with a GBV Access Point wishes to be considered for crisis resources in the CE system, the GBV Access Point should refer them to a Housing Resource Center for a crisis Assessment.

The first step in the GBV workflow is for the GBV Access Point to determine the interest of the potential participant in the resources of the Coordinated Entry system and to determine that they are eligible for CE services based on their housing status.

3.4 Housing Status Determination (Step 1)

Participants are eligible for the services and potential resources of Coordinated Entry if they are currently experiencing homelessness. Questions to determine whether the participant meets the definition of "literal homelessness" should be asked prior to proceeding with the rest of the workflow.

In the case of survivors of gender-based violence, a person who is actively fleeing *or seeking to flee* their situation is considered homeless and is eligible for consideration for CE resources. A survivor who is not currently fleeing or seeking to flee must be eligible for coordinated entry services because they are "literally homeless." This means that they are either in an emergency shelter or living in a place not meant for human habitation such as outside, in a vehicle, tent or other place not meant for human habitation. (For more information, see the HUD definitions of homelessness.)

3.5 Initial Messaging Regarding the Coordinated Entry Process

GBV Access Points should begin the conversation with an introduction to Coordinated Entry, how the process works for survivors and what the potential outcomes are.

Talking Points for this conversation include:

- In Alameda County there are some housing resources for people experiencing homelessness that go through a process called Coordinated Entry.
- The Coordinated Entry process includes working to find solutions to a person's current crisis through Housing Problem Solving and may include using an assessment to determine needs and priority for housing resources.
- The housing that is part of coordinated entry includes rapid rehousing programs which provide short- and medium-term rental subsidies and services for people to rent apartments in the community, and permanent housing especially supportive housing which includes subsidies or units with below market rents and supportive services to meet medical and other needs.
- Because you are a survivor of gender-based violence and we are a Victims Services Provider we follow some additional steps in this process to protect your identity and

information. We do not enter your information into a shared database called HMIS. We collect your information in a way that ensures your information remains with us and nothing to identify you is shared until there is an actual housing resource available for you. Even then, very little information about you will be shared and you will be asked at that time whether you want any information about you to be shared.

- Do you want to begin this process with me?

3.6 HMIS Look up (Step 2)

GBV Access Points will have read-only access to the Alameda County HMIS system. While they cannot add any information to the HMIS system they can see if the person they are working with has been previously entered into HMIS and if they have been prioritized for or matched to a resource. Prior to starting the Coordinated Entry process or creating a new record in the Comparable Database, the GBV Access Point worker should ask for permission to look the participant up in HMIS.

The Access Point worker will use information from the participant such as name, birthdate, and partial SSN to look at HMIS to see if the person has a record there and if they have previously received a match through coordinated entry.

- ***Message if client record shows one or more matches to a housing resource***

It looks like you have previously been assessed for coordinated entry and received a match to a housing resource. Have you previously worked with _____ agency? It appears that they are connected to your record and that they were notified [Date] that there was a housing resource for you. I can start the process with you, but you are more likely to be matched again quickly if you return to working with them. Would you like to contact them and see if you can get your Coordinated Entry services from them?

- ***Message if there is an HMIS record but no housing match***

It looks like you have previously been assessed for Coordinated Entry by _____ agency on _____ [date]. However, I don't see any indication that a housing match has been made for you. Given that, it may be faster if you work with me, as there are some resources that are specifically for survivors. Would you like to proceed?

- ***Message if there is no HMIS record***

I do not find any record that you have had a previous assessment for Coordinated Entry. Would you like to proceed with me now?

3.7 Client Profile Creation (Step 3)

If the above steps result in a participant being eligible for and in need of Coordinated Entry services, the Access Point will proceed to create (or update) a Client Profile in the Comparable Data Base. The Client profile collects basic demographic information about the participant and their household.

In the comparable database, the person is not identified. Upon creating the client profile, the comparable database will generate a unique identifier, which will appear in place of the person's name in the Profile.

3.8 Housing Problem Solving (Step 4)

Housing Problem Solving is both practice and a system intervention designed to assist a participant who is experiencing homelessness or at imminent risk of homelessness to identify options to resolve their housing crisis without the need for ongoing support from the homelessness response system.

Housing Problem Solving should precede any housing assessment, to determine whether an appropriate housing resolution can be secured quickly, making the rest of coordinated entry services unnecessary.

Housing Problem Solving consists of three key components: an effective HPS conversation, a Housing Resolution Plan if a resolution is identified, and connections to other services and supports which may include:

1. Referrals to other programs and resources
2. Conflict resolution and mediation support
3. Housing search and housing location assistance
4. Flexible funds to help secure a temporary or permanent housing resolution

All Coordinated Entry participants will be offered Housing Problem Solving prior to any Assessment. Housing Problem Solving is also continuously available to anyone who qualifies for services from the Coordinated Entry System. Based on available inventory and whether a household is added to one or more queues, Housing Problem Solving may be the primary service that a person or household is offered.

Access Points and other programs that offer Housing Problem Solving services as part of the Coordinated Entry process must be trained and must follow the [Housing Problem Solving Policies](#) adopted by the CoC. More information about Housing Problem Solving, how it is delivered and what type of resolutions are explored can be found within the [Housing Problem Solving Policies](#). Additionally, Building Futures is the administrator of Housing Problem Solving funds and partnering GBV Access Points shall collaborate and submit requests for Housing Problem Solving funds to Building Futures point of contact.

The Housing Problem Solving conversation and any actions taken are recorded as part of the Housing Problem Solving program enrollment in the Comparable Database.

3.9 Assessment Pre-Questions (Step 5)

Once Housing Problem Solving has been attempted, if a resolution has not been identified the process may move to the potential to do a Housing Assessment.

Consistent with the principle that participants should not be asked unnecessary questions or misled as to the likelihood of receiving assistance, pre-questions are used to know if the next steps (enrollment and assessment) are necessary due to the participant's desired services

and their likelihood to be prioritized for a Coordinated Entry resource. These questions will be different depending on the subpopulation to which the participant belongs and the assistance they are seeking, given that anticipated available resources vary by subpopulation.

Pre-questions may change from time to time based on eligibility and prioritization criteria for resources and changes in resource inventory.

Access Points will be furnished with the pre-questions and notified if the questions change.

3.10 Coordinated Entry Enrollment (Step 6)

All Coordinated Entry participants that proceed from Housing Problem Solving to an Assessment must first be enrolled in the Coordinated Entry program. For GBV Access Points this is a program enrollment in the Comparable Database that collects the same information as the HMIS program enrollment. Again, the participant is not identified, and the alpha numeric code is used.

3.11 Current Living Situation Assessment (Step 7)

Current Living Situation is a single-question assessment required by HUD that is part of the HMIS system. Upon enrollment in the Coordinated Entry program, regardless of the agency completing the enrollment, this assessment must be conducted.

In general, this assessment should be updated at every encounter as the current living situation may change frequently. However, for programs that see participants daily, such as shelters or drop-in programs, a current living situation should be done at least monthly and any time that a staff person becomes aware that a participant's living situation has changed.

3.12 Housing Assessment (Step 8)

The purpose of the Housing Assessment is to ascertain the participant household's interest in and eligibility for time-limited housing subsidies (such as Rapid Rehousing) or permanently subsidized housing and the participant's *relative priority* for the limited permanent housing that is currently or anticipated to become available through Coordinated Entry. Relative priority is established using a set of assessment questions that are assigned points based on factors listed in the Coordinated Entry Policies.

GBV Access Points will ensure that the time and privacy needed to conduct a Housing Assessment are available and that the participant is comfortable proceeding before beginning a Housing Assessment. GBV Access Point staff should explain the process and purpose and the potential outcomes before beginning, though the questions in the assessment should be asked as written.¹

¹ As of June 2025, the Housing Assessment that is available at GBV Access Points is slightly different from the one that is in use at other Access Points and uses language that has been vetted by VSP providers. The GBV Housing Assessment is designed to have comparable results and does not change the potential scores possible or create an advantage or disadvantage for users. The new Housing

3.13 Active Time Frame of Housing Assessment

A Housing Assessment is considered valid and active for 180 days as long as nothing has changed. After such time, or if the participant has had a change in circumstances or housing status, the Housing Assessment should be updated.

3.14 Determining Eligibility for Queue

After completing a Housing Assessment, a GBV Access Point worker will immediately be able to see the participant's score. The Access Point worker will refer to the Housing Assessment Threshold Score for *all household types and subpopulations* that the household is included in and will inform the household whether they can be added to the Housing Queue.

3.15 Complete Informed Consent (Step 9)

If the person qualifies to be added to the housing queue they will be asked to complete **Part 1 of the Informed Consent**. This release allows the GBV Access Point to place the participant on the housing queue and to share with the Alameda County Homelessness and Housing Services office (the County) that runs the Coordinated Entry matching process the information needed to match participants to openings they qualify for. The Informed Consent grants permission to share the Assessment Score, Assessment Date, Household Composition, Assessment Agency, In What Part of the Bay Area Do You Spend Most of Your Time?, What City Do You Identify as Home?, Assessment Type, Assessor Staff Conducting the Assessment?, Assessor's Phone Number, Assessor's E-mail, Are You Interested in Long-Term Housing or Subsidies?, Housing Assessment: Are You Interested in Being Considered for a Program with a Time-Limited Subsidy (Rapid Rehousing) that Would Require You to Pay the Full Rent in a Short Period of Time?, Prior Living Situation: Type of Residence, Length of Stay in Prior Living Situation.

3.16 Messaging After Assessment

Messaging for those who will be added to the housing queue (From July 1- August 31, 2025):

- Thank you for the information you shared with me.
- We have just launched this new system, and we will let you know in the first week of September if you will be prioritized for a housing resource. In the meantime, if you need support with getting connected to an emergency housing resource, we will do our best to assist you.

Assessment at use at GBV Access Points is expected to be rolled out across the full system in the future.

- The release you signed lets me share some of the information you shared with me about yourself and your situation with the Alameda County Homelessness and Housing Services office which manages a list of people prioritized for housing.
- What I share with them does not include your identity. Because this is the case, I/this agency will be the future point of contact for any potential matches to resources and referrals.
- For many programs, you will need some documents like a form of identification for you (and your children), documentation of your income and that you are currently homeless. Some programs also require a social security number if you have one. I can store those documents here for you if you have them. While we wait to learn if you'll be prioritized, I can support you with getting "document ready".

Messaging for those who will be added to the housing queue (After September 1, 2025):

- Thank you for the information you shared with me.
- Based on your answers and your situation I believe that you will be eligible to receive a referral to one or more housing resources. Some of those resources may be specifically for people like you who have survived gender-based violence but you may also be eligible for other housing programs.
- The release you signed lets me share some of the information you shared with me about yourself and your situation with the Alameda County Homelessness and Housing Services office which manages a list of people prioritized for housing.
- What I share with them does not include your identity. Because this is the case, I/this agency will be the future point of contact for any potential matches to resources and referrals.
- When you are matched to a housing program, the County will contact me, and I will contact you. Depending on what the program is, at that time I will work with you to complete any application forms.
- For many programs, you will need some documents like a form of identification for you (and your children), documentation of your income and that you are currently homeless. Some programs also require a social security number if you have one. I can store those documents here for you if you have them.

Messaging for those who will not be added to the housing queue (After September 1, 2025):

- Thank you for the information you shared with me.
- Based on your answers and your situation, it is not likely there will be a long-term housing resource available through Coordinated Entry.
- You may continue to engage with me in Housing Problem Solving to seek a resolution, and you are eligible for all of the other services we have to offer.

- If something in your circumstances or with your household changes that might make you more likely to qualify for a housing resource later, we can do another assessment.

They should also share information about other resources that may be available to them, such as getting on affordable housing waitlists, funds for move-in costs and potential flexible funding.

3.17 Document Readiness Assessment

For some permanent housing resources, document readiness is a criterion for prioritizing households for matching. To be prioritized for a match to a permanent housing resource, participants must be “document ready.” For most participants in Coordinated Entry, document readiness is evidenced by having core documents appended to their HMIS profile.

Because no identifying information about the survivor household is entered into HMIS or stored at the County, GBV Access Points will not send any documents to the County until needed and the participant grants permission. GBV Access Points will indicate using the document readiness checklist in the Comparable Database whether the participant has all the necessary documents for a match and referral to be made.

The core documents are: 1) government issued photo identification (current), 2) third party verification of homelessness, 3) proof of disability (dated within one year), 4) verification of a valid Social Security Number (if available). Providers working with individuals who cannot provide verification of a Social Security Number can contact H&H staff to waive this document as a part of their “document readiness” evaluation. Social Security Numbers are not required to participate in Coordinated Entry services but may limit the resources for which someone is eligible to apply.

3.18 Disenrollment

If a participant becomes housed through another means during their connection with the GBV Access Point they should be exited from the Coordinated Entry program in the Comparable Database. Participants who are disenrolled from Coordinated Entry may be reenrolled at any time but must go through the prior steps on the workflow to determine that they remain in need of and eligible for Coordinated Entry services.

Disenrollment from Coordinated Entry is a separate step from removal from a queue which is covered below in section 4.4.

4. QUEUES AND QUEUE MANAGEMENT

4.1 Overview of Queues

Queues are ordered lists of eligible and prioritized households used to match and refer to a specific set of corresponding resources available through the Coordinated Entry process.

The Housing Queue is a list of households that have indicated an interest in one or more types of housing resources and been assessed and prioritized for such resources. The Housing Queue contains key information about the household that is used to establish an order and to match clients to available and anticipated housing resources.

For most Access Points, adding people to the Housing queue occurs in the HMIS system, and information from the queue is regularly pulled into a separate database (H2) operated by the County for matching and referrals.

For GBV Access Points, a parallel housing queue is kept in each Comparable Database. This queue is specific to the VSP operating the Access Point. Using a VAWA compliant data sharing process, information from the GBV queues in each Comparable Database is regularly pushed to the H2 database, where it is integrated into the central queue used for matching. Participant records from the Comparable database queue use the alpha numeric code assigned during the enrollment and assessment process to protect survivor's identity.

4.2 Threshold Scores

A Threshold Score refers to the score on an assessment that qualifies a participant household to be added to the corresponding queue and to be considered *prioritized* for one or more of the resources available to households on that queue.

A threshold score is established by the County reviewing the current and anticipated inventory over a specified period of time, the anticipated number of qualifying households and estimates of how many referrals may be necessary to fill openings in a timely fashion while not adding participants to queues who are extremely unlikely to receive a referral.

Because resources for certain subpopulations are more plentiful relative to the population group, threshold scores may be different or there may be no threshold score required for certain household types.

Information about how to apply thresholds scores will be made available to GBV Access Points through frequent communication and training and will be updated as needed to reflect changes in inventory.

4.3 Adding to the Queue

Authorized GBV Access Point staff can add qualifying participants to a queue within their Comparable Database. The person is added to the queue anonymously using the generated alphanumeric code described above. GBV Access Points may only add someone to a queue who has expressed interest in that queue, completed the corresponding assessment fully and received a score which meets or exceeds the threshold required to be placed on that queue.

4.4 Removal from the Housing Queue

A participant should be removed from the Housing Queue when they have been approved for a permanent housing resource or if they are connected to and enrolled in a mainstream housing resource such as a Housing Choice Voucher, even if they are still engaged in housing search.

A participant should be exited from the Coordinated Entry program and removed from the Housing queue when they move into any type of permanent housing including on their own without assistance, if they leave the county without the intention to return within 90 days, are in institutional care for longer than 90 days, if they are deceased, or are no longer interested in being considered for any resource within Coordinated Entry.

5. MATCHING AND REFERRAL FOR GBV SPECIFIC RESOURCES

Alameda County and its VSP partners have received grants for specific housing resources to serve survivors of gender-based violence. These include a rapid rehousing program and a joint component program that combines transitional housing and rapid rehousing.

For joint component models, the RRH portion of the programs do not have to be filled using the CE Housing Queue, *if* the prior enrolling program was matched using either the Housing or Crisis Queue, and if the program maintains clear and objective criteria for enrollment in the RRH portion if an RRH enrollment is not offered to all participants in the connected program.

5.1 Matching for GBV resources

The Management Entity will match to GBV specific resources using the information in the housing queue. A match is a notification to the Access Point associated with the household that there is an opening in a program that the household has expressed interest in and appears to be qualified for.

Matching factors for GBV resources are (in this order):

1. Head of Household is a survivor
2. Interest in Rapid Rehousing
3. Date Added to Housing Queue
4. Score on housing assessment (as tie breaker)

Document readiness is not a criterion for GBV specific resources. If the household is not document ready, the receiving housing program will work with them to gather any needed documents.

5.2 Confirmation of Match and Permission to Refer

When a household is matched to a dedicated GBV resource, the County will notify the GBV Access Point associated with the coded entry on the queue. The GBV Access Point has 10 business days to:

1. Connect with the household that has been matched
2. Describe the opening to the participant
3. Determine whether the participant would like the referral
4. Complete Part 2 of the Informed Consent with the participant, allowing them to make the referral
5. Communicate to the County the participant's determination

Because the County may match more than one household to an opening, the County will notify the GBV Access Point whether to proceed with the referral. The County will indicate in the HS2 database that the household has been referred and will notify any others under consideration that the match is closed.

5.3 Referral for GBV resources

For GBV specific resources the referral will go from the GBV Access Point to the housing program operator. GBV Access Point staff will work with participants to complete any application or intake forms, gather whatever documents are needed that the participant household already has, and make a connection to the program.

5.4 Notification of Program Enrollment and Removal from CE

Once a GBV participant has been enrolled in the program to which they were referred, the GBV Access Point will notify the County, using the alphanumeric code associated with the record that the household is enrolled and no longer in need of a match or referral.

The GBV Access Point will remove the participant from the queue (if not done already) and exit them from the Coordinated Entry enrollment indicating their housing destination.

6. MATCHING AND REFERRAL FOR OTHER PERMANENT HOUSING

In addition to resources specifically for survivors, the County matches to a range of non-time limited permanent housing resources including Permanent Supportive Housing (PSH) and Dedicated Affordable Housing (DAH). For these resources, GBV survivors are treated the same as all other eligible and prioritized participants, except that their identity is kept confidential until a referral is made, and no identifying information about them is ever entered into the HMIS or the H2 database.

6.1 PSH Pool

The Housing Queue is used for matching to PSH, by focusing on a band of the highest scoring households on the Housing Queue. This group is considered to be in the PSH Pool.

Once a household is in the PSH pool their order or score on the queue becomes one of several factors for matching or for order of referral. Household in the PSH pool may be matched to an available resource based on the Matching Factors.

6.2 Matching to PSH

Households in the PSH Pool are matched to PSH based on the following factors, in this order:

1. Household meets eligibility criteria for the program or opening
2. Household meets PSH project preferences, as stated in regulatory agreements, MOUs and/or contracts
3. Household is “document ready”, as indicated by the document ready toggle in their profile
4. Date Added to Housing Queue
5. Participant preferences such as location or housing type
6. Housing Assessment score (used as tiebreaker if needed)

If there is not a household in the PSH Pool that can be connected to the opportunity after all eligible PSH pool participants have been matched, then households below the threshold score will get screened for matching in order of their score.

Other permanent housing is matched using different criteria. More information and detail regarding the matching process and criteria can be found in the [Alameda County Coordinated Entry Policies](#).

6.3 Notification of Match to Permanent Housing Resources for GBV participants

When a participant who was assessed through a GBV Access Point is matched to a potential permanent housing resource in the PSH Pool (not specific to GBV survivors) the County Survivor Specialist will notify the GBV Access Point associated with their Coordinated Entry assessment.

The GBV Access Point has five business days to:

1. Connect with the household that has been matched
2. Describe the opening to the participant
3. Determine whether the participant would like the referral
4. Complete Part 2 of the Informed Consent with the participant, allowing them to make the referral.
5. *Complete the application form with the participant and securely provide all the relevant documents to the Survivor Specialist at the County.*⁹

6.4 Application Review

The County Survivor Services Coordinator will review the application documents and notify the GBV Access Point if the application is complete and a referral to the housing provider is being made. If the application is not complete or documents are missing the Survivor Services Coordinator will work with the GBV Access Point to complete the package. Only the Survivor Services Coordinator will complete the review or handle the documents associated with the survivor.

6.5 Confirmation of a Housing Referral

When the referral is made to the housing provider, the County will send the application document and all of the supporting documentation to the housing provider. The County *will not* keep copies of any documents containing identifying information about the participant other than the application, which will be temporarily stored in a secure location and not on HMIS or in the HS2 database.

The housing operator must confirm receipt of a referral to H&H. If the applicant appears eligible, the housing operator must contact the applicant and/or their Access Point provider within 10 business days to arrange for any further steps such as an application review or interview. Initial acceptance of the referral may be one step in the process and does not mean that the person has been confirmed as eligible by the housing provider or will be approved for the housing opportunity.

6.6 Acceptance of the Referral and Arrangements for Move in

If a referral is accepted the housing operator will notify the Access Point, the participant and H&H. The Access Point will support the participant to prepare for move in, including applying for funds for move-in costs when applicable. The GBV Access Point may begin to coordinate a warm hand off to services associated with the housing program or may continue to provide services temporarily or long term if there are not identified services associated with the housing program or if the services are not duplicative.

6.7 Denial of a Referral

If the housing operator reviews the initial referral and the applicant appears ineligible, they will notify H&H. Denials after an accepted referral will be communicated to H&H, the applicant, and the Access Point. If an applicant is denied the housing operator will provide documentation of the denial, along with information about the reason for denial and how to appeal, to the participant, the Access Point, and H&H. If the participant chooses to appeal and their appeal is denied the Access Point will support the individual to be re-referred to the Housing Queue, if still eligible. The participant may choose not to appeal, in which case the Access Point will support the participant to be re-referred to the Housing Queue, if still eligible.

6.8 Refusal by Participant

A participant may refuse a referral or may, after accepting a referral, determine not to accept the housing unit or resource offered. To allow for participant choice, a participant may refuse two referrals or offers of housing. Upon refusal of a third offer for which they qualify they may be removed from the Housing Queue. For some resources this policy may be changed to reduce the number of offers to two.

6.9 Expiration of a Match or a Referral

If a period to respond to a match (10 business days) has expired, a participant may still be considered if there are still available units or slots in the program. The GBV Access Point should reach out to H&H to determine whether they can still submit documents.

6.10 Return or Destruction of Identifying Documents

When a referral has been completed and a household is confirmed by the GBV Access Point to have moved in, or if the participant refused the referral or was denied, the GBV Access Point will record the result in the Comparable Database. If the household is housed, they will also remove the household from the Coordinated Entry program.

The County will record the result in the HS2 database using the alphanumeric code for the survivor. The County will then either return any documents it is holding to the GBV Access Point or destroy any paper documents or written records that it has held through the process that identify the survivor.

APPENDIX A: INFORMED CONSENT FORMS

Informed Consent Form 1 - For Adding to Housing Queue

Date:

I, _____, give the following agency:

(First and Last Name)

- ☐ Building Futures
- ☐ Family Violence Law Center (FVLC)
- ☐ Safe Alternatives to Violent Environments (SAVE)

I give permission to **only** share:

☐ Assessment Score, Assessment Date, Household Composition, and Assessment Agency, In What Part of the Bay Area Do You Spend Most of Your Time?, What City Do You Identify As Home?, Assessment Type, Assessor Staff Conducting the Assessment?, Assessor's Phone Number, Assessor's E-mail, Are You Interested in Long-Term Housing or Subsidies?, Housing Assessment: Are You Interested in Being Considered for a Program with a Time-Limited Subsidy (Rapid Rehousing) that Would Require You to Pay the Full Rent in a Short Period of Time?, Prior Living Situation: Type of Residence, Length of Stay in Prior Living Situation.

The purpose of sharing information is so that employees at **Alameda County Health Housing and Homelessness Services (H&H)** are able to match individuals and families to available housing programs. If you consent to share this information then it is possible, however **this is not a guarantee** that you and any of your household members will be matched to a housing resource. Additionally, if you decline to release this information it can impact your chances of receiving matches to an **Alameda County Health Housing and Homelessness Services (H&H)** housing resource. Please check the box below if you consent to sharing non-identifying information with **H&H**.

- ☐ Alameda County Health Housing and Homelessness Services (H&H)

Information may be shared from the Comparable Database used by the agency that I am working with.

This permission expires on _____ (Month/Day/Year). I understand that this form is valid when I sign it and by signing it, I have given permission for agency staff to share information for its duration. I understand that I may withdraw my consent at any time verbally or in writing to the agency I am working with. I understand that if I withdraw my consent, I will be responsible for contacting housing providers for housing opportunities that I am eligible for on my own.

Participant Name: _____ Signature: _____ Date: _____

Staff Name: _____ Signature: _____ Date: _____

Informed Consent Form 2 - For Housing Referral

Date:

I, _____, give the following agency:

(First and Last Name)

- ☐ Building Futures
- ☐ Family Violence Law Center (FVLC)
- ☐ Safe Alternatives to Violent Environments (SAVE)

I give permission to share **personally identifiable information** to obtain or secure housing:

- | | | |
|------------------------------|------------------------------|-----------------------------|
| Name | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Income | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Household Size | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Disability | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Reasonable Accommodations | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Copies of Identity Documents | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

The purpose of sharing information is to coordinate housing and related supportive services. Information may be shared with the following parties: select one or more of the parties below. If you do not select any options, then those parties will **not** receive your personally identifiable information. Additionally, declining to release this information can impact your ability to receive a housing referral.

- ☐ Other Victim Service Providers (Building Futures, FVLC, SAVE)
- ☐ Alameda County Health Housing and Homelessness Services (H&H)
- ☐ _____
(Enter Name of Housing Provider)

Information may be shared in the following ways (select one or more options):

- | | |
|------------------------------------|------------------------------------|
| <input type="checkbox"/> In person | <input type="checkbox"/> By email |
| <input type="checkbox"/> By phone | <input type="checkbox"/> Virtually |

This permission expires on _____ (Month/Day/Year). I understand that this form is valid when I sign it and by signing it, I have given permission for agency staff to share information for its duration. I understand that I may withdraw my consent at any time verbally or in writing to the agency I am working with. I understand that if I withdraw my consent, I will be responsible for contacting housing providers for housing opportunities that I am eligible for on my own.

Participant Name: _____ Signature: _____ Date: _____

Staff Name: _____ Signature: _____ Date: _____