Lancaster County Homelessness Coalition

PA-510: Lancaster City and County CoC Coordinated Entry System

Policies and Procedures Manual

Approved by the Lancaster County Homelessness Coalition Steering Committee on June 3, 2026

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Note: This document represents the official PA-510 Coordinated Entry System Policies and Procedures Manual and supersedes all prior manuals or guidance for the Coordinated Entry System.

I. Plain Language Summary

Lancaster County is one of sixteen regions across Pennsylvania, known as Continuums of Care (CoC). Lancaster County is referred to as "PA-510". The CoC is responsible for carrying out the specific duties outlined by the Federal Department of Housing and Urban Development (HUD). One of those specific duties is to establish a clear and transparent process for how individuals experiencing homelessness can access services. This process is called the Coordinated Entry System.

This manual serves as a guide to Lancaster County's Coordinated Entry System (CES), a critical component of the county's homeless response system. The CES provides a standardized process through which individuals and families experiencing homelessness can access services, complete an assessment, and be prioritized for available housing assistance.

Because the demand for housing support exceeds available resources, the CES uses a fair and transparent prioritization process to ensure those with the greatest needs are served first. Prioritization is based on key factors such as length of time homeless, disability status, and other indicators of vulnerability.

To operate effectively, the CES must be guided by clear, consistent, and fair policies and procedures. These policies are designed to be simple to follow, fair to clients, and responsive to changing needs in the community. Client feedback is essential to this process, and mechanisms are in place to gather input and track CES activities, including both service outcomes and system performance.

This manual outlines the structure of the CES, the roles of participating agencies, and the procedures for assessing and prioritizing clients. It includes definitions of key terms, explanations of core processes, and guidance on how various parts of the homelessness system work together.

All staff engaged in Coordinated Entry are expected to review and adhere to the expectations set forth in this document. Feedback is welcomed and encouraged to support continuous improvement. The manual is reviewed and updated annually, with final approval by the Lancaster County Homelessness Coalition Steering Committee.

II. Mission and Vision

The Lancaster County Homelessness Coalition is guided by a steering committee which provides community-wide and functioning leadership. The committee is comprised of 17 members, which include individuals with homelessness lived-expertise, and a wide range of organizations across Lancaster County including municipal, private, non-profit, education, and faith based.

The Office for the Lancaster County Homelessness Coalition (O4C) is the lead agency for PA-510 and is responsible for the oversight of all Continuum of Care (CoC) policies, procedures, and CoC project funding decisions. LCHC is the collaborative applicant for the CoC Program Competition, the Homelessness Management Information System (HMIS) lead, and the Coordinated Entry lead agency for PA-510. The O4C reports to the Steering Committee on a bi-monthly basis as to the current state of homelessness and services that are available or needed.

The Continuum of Care works to coordinate community-based processes relating to the experience of homelessness and works to build a system of housing and services to address the needs of those at-risk of/currently experiencing homelessness. The CoC works to establish local priorities for system planning and

evaluations of system-wide performance with the goal of making homelessness rare, brief, and non-recurring.

The Office for the Coalition has the primary focus of bringing together the network of partners to deliver a consistent level of quality services to clients in Lancaster County.

Together, the Coalition provides quality, personalized human and housing services for all individuals and families facing or experiencing homelessness, and ensures homelessness is rare, brief, and non-recurring. All agencies within the CoC are to align with the policies set forth in the PA-510 COC Standards and Procedures Manual.

III. Background

As the CoC Lead Agency for the PA-510 CoC, the O4C is responsible for establishing and monitoring a Coordinated Entry System (CES) that covers the entirety of Lancaster County. Coordinated entry is a consistent, streamlined process for accessing the resources available in the homeless response system. Through coordinated entry, the CoC ensures that the highest need, most vulnerable households in the community are prioritized for services and that the housing and supportive services in the system are used as efficiently and effectively as possible.

IV. Purpose

The purpose of Lancaster County's Coordinated Entry System (CES) is to assess and refer people experiencing homelessness to housing interventions. It is designed to ensure that households with the most severe service needs, longest periods of time homeless, and greatest vulnerability are prioritized for those housing interventions, and to do so as quickly and accurately as possible. The CES should be easy to access, transparent to both staff and clients, able to change in response to community needs and feedback, client-focused, and trauma-informed.

The system is designed to guide housing providers' connection to homeless households who are most in need and to direct program funding allocations to meet the need. These policies and procedures will direct the implementation, governance and evaluation of coordinated entry in the Lancaster City & County CoC geographic area and will be reviewed no less than annually by the O4C Steering Committee and Lancaster County Housing and Redevelopment Authorities Board of Directors.

The CoC Steering Committee strongly encourages all programs, regardless of funding source or contractual relationship with LCHRA, to adopt and implement these CES policies and procedures to promote consistency, fairness, and system-wide alignment in serving individuals and families experiencing homelessness.

Scope

This document, the Lancaster City and County CoC Coordinated Entry System Policies and Procedures Manual, and all descriptions of PA-510's Coordinated Entry System, apply to the entire geographic area of Lancaster County, Pennsylvania.

In accordance with Emergency Solution Grant (ESG) and CoC regulations, all programs receiving ESG or CoC funding are required to comply with the written CES policies and procedures established by their Continuum of Care. Additionally, agencies contracted with LCHRA to provide services within the homeless responses system are to adhere to these policies and ensure their internal program procedures reflect the standards outlined in this document.

V. Core Elements

Established access points use a standardized assessment process to gather information on people's needs, preferences, and the barriers they face to regaining housing. Once the assessment has identified the most vulnerable people with the highest needs, the CoC follows established policies and procedures to prioritize households for referral to appropriate and available housing and supportive services resources (described here as "projects", "programs", or "housing programs"). The system must be accessible throughout the entirety of the CoC.

Another important role associated with a coordinated entry process is the ongoing management, including ongoing data collection and the annual evaluation, of the coordinated entry process. O4C, as the CoC Lead Agency, is responsible for this management and evaluation.

CoC-funded programs awarded through the CoC NOFO process, either as a recipient or subrecipient, are required to receive referrals through the Coordinated Entry process. Programs should maintain low-barrier access to enrollment and may not enroll households into a CoC-funded project until the household has been referred through Coordinated Entry and identified from the By Name List (BNL).

Core elements of coordinated entry include:

ACCESS

1. A well-designed access system across the geographic region
2. Complete coverage over the entire geographic area of the CoC
3. Links to local outreach programming inclusive of all subpopulations, including those experiencing chronic homelessness, veterans, families, youth and survivors of domestic violence
4. Provides protocols to ensure the safety and confidentiality of individuals seeking assistance, including victims of Domestic Violence
5. Ensures Fair and Equal Access to housing for all people located within the CoC's geographic area
6. Provides comprehensive marketing of the system to ensure people throughout the CoC's geographical area are aware of the Coordinated Entry System and how to access it

ASSESSMENT

1. The use of a standardized assessment tool to assess client needs
2. Utilizes a person-centered approach
3. Incorporates cultural and linguist competencies
4. Contains a plan for the CoC to engage in ongoing planning with all stakeholders utilizing the Coordinated Entry process

PRIORITIZATION

1. Prioritization of clients with the longest length of time homeless and most barriers for housing opportunities available within the CoC, as determined using a standard prioritization tool and prioritization score.
2. Placement of clients on a "by-name list" that allows for sorting and filtering of clients by prioritization score as well as other important client/household descriptors, including household size, client age, length of time homeless, and disability status.

CASE CONFERENCE

1. Gathers housing program providers and professionals from related fields (e.g. mental health, street medicine, street outreach) to actively match clients seeking services from the by-name list with available housing resources.

REFERRAL

1. Referrals, based on the results of the assessment tool and case conference, to homelessness assistance programs (and other related programs when appropriate)
2. Provides a referral protocol to ensure that the programs accept all eligible referrals and rejections are justified and rare
3. Reduce, limit and remove barriers for individuals to access housing or services
4. Ensure that the process incorporates the participant's choice
5. Capturing and managing data related to assessment and referrals in a Homeless Management Information System (HMIS) and utilizing that information to guide homeless assistance planning and systems change

VI. System Structure

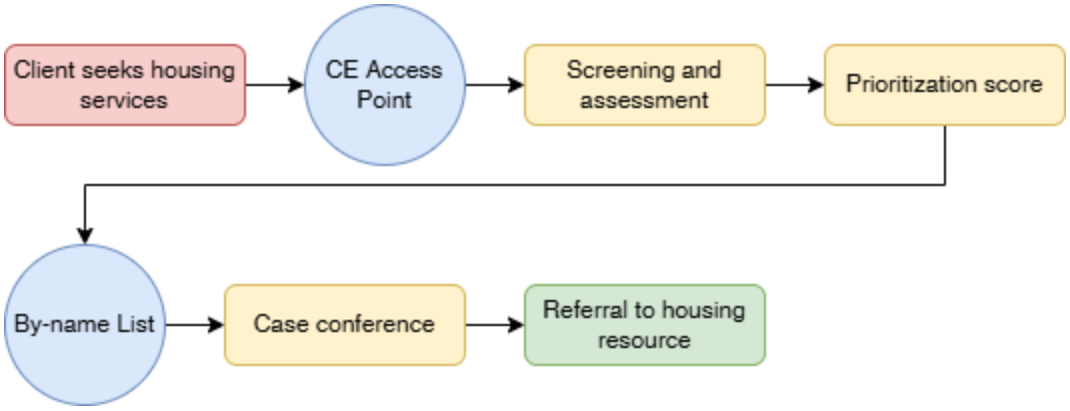
Lancaster County's CES is structured around access points, which can be virtual (over the phone or online) or in person, where clients present seeking service, are screened, assessed, and given a prioritization score and status. Allowing virtual access to the system ensures that clients can access coordinated entry regardless of their location in the county. Access can also be mobile, provided by outreach workers in the field.

After a client is given their prioritization status, they will appear in the next component of the system: the by-name list. There, clients are listed according to their prioritization score, with the highest scores coming first. Other important client information that can be used to make decisions about which clients to refer and where is also contained in the by-name list. This includes, but is not limited to, household type (with or without children), client type (veteran, youth, chronically homeless), and disability status.

The next component in the system is case conferencing, where clients are pulled from the by-name list based on their needs and prioritization status and referred to an available housing resource. This completes the coordinated entry process. Coordinated Entry Events (CE Events) are entered anytime a client leaves the by-name list via case conference. These facilitate reporting to HUD and allow for monitoring of the CE system.

The final component in the system is the referral, where clients matched with available housing resources via case conference have their identity and information sent to the appropriate housing provider, who then contacts the client and begins the process of enrolling and serving that client's household.

All of these components are reflected in Lancaster County's HMIS, Empower Lancaster, which facilitates entry into and movement through the CES, as well as monitoring and reporting. In addition to showing enrollments and prioritization status, the HMIS will expect that a CE Event is entered every time a client moves off of the by-name list and receives a referral to a housing resource. After selecting the type of housing resource to which the client was referred, users will need to supply the date the referral was made as well as its success or failure, with "success" defined as the client going on to be enrolled in the housing program to which they were referred.



VII. Access to the CES

Clients who are facing homelessness and seeking housing services should be able to expect the same level of service regardless of the means by which they access the CES – whether that be in person with an outreach worker or a community hub or on the phone. Access can take place at community hubs across the county, through an outreach worker in the community, or via the telephone.

It is important to remember that Coordinated Entry does not meet clients' immediate needs for shelter. Therefore, using CE should never be a requirement to access emergency low-barrier shelter, nor should any CES processes create any barriers to clients accessing shelter as soon as possible.

Lancaster County's CES will seek to connect clients who are veterans and clients who are fleeing domestic violence with veteran services or domestic violence services before proceeding with coordinated entry, but clients should always be given the opportunity to opt out of using those systems and into the county's CES instead, if they prefer.

VIII. Eligibility

Before being assessed, prioritized, and referred, clients will need to establish their eligibility for housing services. At this time, Lancaster County's CES only accepts clients who are experiencing Category 1 Homelessness, (Individuals will be asked where they slept the night before) and Category 4 Homelessness, as defined by HUD as:

Category 1
Individual or family who lacks a fixed, regular, and adequate night-time residence, meaning:

1. Has a primary night-time residence that is a public or private place not meant for human habitation; **or**
2. Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); **or**
3. 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.

Category 4
Any individual or family who:

1. Is fleeing, or is attempting to flee, domestic violence;

2. Has no other residence; **and**
3. Lacks the resources or support networks to obtain other permanent housing

Note: An individual or family only needs to meet one of the three subcategories to qualify as Homeless Category 1: Literally Homeless.

Because of this eligibility requirement, all clients seeking to access the CES must verbally confirm that they are in fact Category 1 Homeless. Clients who are Category 4 homeless (Fleeing/Attempting to Flee Domestic Violence) can be served by the county's Domestic Violence service provider if they choose.

This eligibility assessment is called "pre-screening" and should happen upon an individual's request for assistance.

Clients who are determined ineligible are to be informed and should not continue with the remaining steps in CES.

It is important to remember that just because a client is not eligible for Coordinated Entry, there are other interventions, including housing interventions, that they may still be eligible for that do not operate through the Coordinated Entry System. The Coordinated Entry worker who determines client eligibility will still seek to connect the client with appropriate services to the best of their ability, even if that client will not proceed in the Coordinated Entry System.

IX. Assessment

Eligible clients seeking housing services will be assessed by CE staff in the following order:

1. Client identity and contact information (including veteran status)
2. Prioritization Assessment
3. HUD Universal Assessment
4. HUD Program Assessment
5. HUD Financial Assessment
6. HUD Health Insurance Assessment

Not all assessments will result in referrals, a program enrollment, or housing. Several factors beyond the control of the CE system, such as the number of available units in Lancaster County, impact a household's outcome. Prioritization also does not guarantee the timing of a referral or program enrollment. CES staff should clearly communicate these limitations to clients during the assessment process.

X. Prioritization

HUD requires that CoCs use the coordinated entry process to prioritize homeless persons for referral to housing and services. Policies documenting the prioritization process must align with existing CoC Program and ESG Program written standards established under HUD regulations 24 CFR 578(a)(9) and 24 CFR 576.400(e). The CoC's coordinated entry policies and procedures must describe the factors and assessment information with which prioritization decisions are made for all homeless assistance in the CoC.

Housing Assessment Tool (HAT)

This Housing Assessment Tool (HAT) was developed by the Office for the Homelessness Coalition (O4C) in

collaboration with providers from across Lancaster County. The HAT will produce a score, with higher scores representing higher priority. This score is only one measure used to establish how clients are prioritized for housing related opportunities and programs. The O4C, alongside the Coordinated Entry Manager, will host bi-weekly case-conferencing meetings during which case managers or individuals working directly with clients have an opportunity to share relevant information that could affect a client's prioritization.

Households WITHOUT minor-age children		
Total score (range)		Recommended intervention
0 to 5	1	Referral to street outreach – referral to low barrier shelter – share community resources (e.g. community hubs, community meals, and day centers). Clients will appear on the by-name list as long as they remain open in CE but should not expect to be served by any projects other than the above.
6 to 15	2	All services from level 1 plus: referral to rapid rehousing, referral to shelter community queue. Clients will appear on the by-name list as long as they remain open in CE.
16 or more	3	<u>If client DOES NOT report a disability</u> All services from level 1 and level 2. Clients will appear on the by-name list as long as they remain open in CE. <u>If client DOES report a disability</u> All services from level 1 plus: referral to permanent supportive housing. Clients will appear on the by-name list as long as they remain open in CE.

Households WITH minor-age children		
Total score (range)		Recommended intervention
0 to 5	1	Referral to family shelter or crisis housing waitlist. Share information about family shelters and community resources (e.g. community hubs, community meals, and day centers). Clients will appear on the by-name list as long as they remain open in CE. Clients should be informed that their prioritization places them low on the community queue.
6 to 15	2	All services from level 1 plus: referral to rapid rehousing. Clients will appear on the by-name list as long as they remain open in CE.
16 or more	3	<u>If household DOES NOT contain anyone who reports a disability</u> All services from level 1 and level 2. Clients will appear on the by-name list as long as they remain open in CE. <u>If household DOES contain anyone who reports a disability</u> All services from level 1 plus: referral to permanent supportive housing. Clients will appear on the by-name list as long as they remain open in CE.

A. Prioritization Policy

The Lancaster County Prioritization Policy is included in PA-510 COC Standards and Procedures Manual. This policy guides decision-making in the field and allows for the CES to make decisions about which clients should be prioritized for service next.

XI. By-Name List

The By-name list is a list of every person in Lancaster County who is (1) currently experiencing homelessness, (2) actively seeking homeless services, and (3) assessed and enrolled by the Coordinated Entry System using HUD-required assessments and the county's prioritization tool.

Clients on the by-name list are sorted by their prioritization score. As defined by the prioritization tool, the highest scores represent those with the highest need and will appear first. Other information required for client prioritization will also appear in the report. Each data point will exist as a column in the report. Since this report can be downloaded as an Excel file, it is therefore possible to filter and sort clients based upon any of these data points.

The by-name list can be run using the Empower Lancaster HMIS at any time. This is important, because client data can also be updated in HMIS at any time. Therefore, it will be very important to run a new version of the by-name list using HMIS any time decisions need to be made about which CE clients will be matched with a housing resource. Otherwise, there is a possibility that prioritization decisions will be made using out-of-date information.

XII. Case Conferencing

Case conference meetings will take place on a bi-weekly basis, generally in a virtual format, and will include representation by: the O4C, Lancaster County's Coordinated Entry Manager, CE staff, street outreach and day shelter staff (with these four representing the "demand" for housing resources), as well as representatives from organizations operating housing programs, including family shelter, crisis housing, rapid rehousing, and permanent supportive housing (with these representing the "supply" of available housing resources). All participants in these Case Conferencing meetings must sign the *Lancaster County Homelessness Coalition By-Name List & Case Conference Participation and Confidentiality Agreement*.

The goal of each case conference will be to match the highest-priority clients from the by-name list with available housing resources. Therefore, while the length of the BNL may grow as a result of circumstances in the county, the scope of each meeting will be limited by the number of available housing resources that can be matched in any given week.

XIII. Monitoring and Evaluation

Lancaster County's Coordinated Entry System will be monitored monthly by O4C staff using data from the Empower Lancaster HMIS. The following measures will be used to monitor the health and success of the CES:

1. Enrolled clients (i.e., how many people have open CE enrollments)
2. Enrolled households (i.e., how many households have open CE enrollments)
3. Total households assessed (i.e., how many households had CE assessments completed)
4. Prioritization status, including
    a. Number of households prioritized (Placed on Prioritization List)

    b. Number of households not prioritized (Not Placed on Prioritization List)
    c. Number of households Not Yet Prioritized
    d. Percent of Assessed Prioritized (i.e., of the total households assessed what percentage were placed on the prioritization list)
5. Number of Coordinated Entry Events
    a. Number of successful CE Events
    b. Number of unsuccessful CE Events
    c. Number of CE Events without a result recorded
6. Percent of successful CE Event referrals
7. Percentage of prioritized households who received a referral (CE Event)

These are the same data points that Lancaster County will be required to report back to HUD, the primary funder of its Coordinated Entry System. All of these data points appear on the Coordinated Entry Annual Performance Report (CE-APR) found in the Empower Lancaster HMIS.

Results of monthly monitoring will be shared with the organization or organizations under contract to perform Coordinated Entry.

XIV. Data Management

Client-identifying information and assessment data required to perform Coordinated Entry is stored in Empower Lancaster, Lancaster County's Homeless Management Information System (HMIS). All participating organizations and all system users are bound by the policies and procedures found in Lancaster County's Homeless Management Information System Policies and Procedures manual, as well as the HMIS Memorandum of Understanding (participating organizations) and the HMIS End User Policy and Code of Ethics (system users).

Together these documents outline expected organizational and user behaviors when accessing the HMIS, including security and confidentiality. The manual details HMIS staff procedures in the event of a data breach and outlines core functions to ensure data compliance, quality, and system security.

Clients seeking services through the Coordinated Entry System (CES) must be asked to provide consent to share their information using the Empower Lancaster Client Consent Release of Information form (See Attachment B). Without consent, clients are "hidden" in HMIS from users outside the agency that created the record. This means they cannot be included in CES case conferencing discussions, as sharing client information without consent would violate confidentiality. **It is important that CES staff request this consent and clearly explain why it is necessary for effective service coordination.**

Due to the sensitive nature of the client information discussed during case conferences, an additional agreement, Lancaster County Homelessness Coalition By-Name List & Case Conference Participation and Confidentiality Agreement, attached here as Attachment C, is required for anyone attending case conference meetings. These agreements will be collected and stored securely by O4C staff.

XV. Training

The Office for the Lancaster County Homelessness Coalition, in partnership with the Coordinated Entry Manager will provide Trainings on coordinated Entry activities. It is of the utmost importance that all staff performing Coordinated Entry activities do so in a standardized way. This ensures that the CES functions properly, fairly, and in the most client-centered manner possible.

XVI. Outreach and Marketing

One of the most important facets of Lancaster County's Coordinated Entry System is accessibility. It is of the utmost importance that people with the greatest needs and vulnerabilities—those who are unsheltered, those who are disabled, those who are hardest for social service providers to find, and others—be able to learn about and access the CES. For this reason, advertising and outreach are an important component of the PA-510 CES. This includes specific actions taken to reach out to those people who are least likely to seek out resources on their own. Lancaster County's Outreach Team consists of individuals and agencies that are dispersed throughout the County, in an effort to make accessing services face-to-face as easy as possible.

Lancaster County's Coordinated Entry System includes advertising and outreach strategies that clearly communicate how people in need can access the CES. These strategies will explicitly convey that services are available to all eligible persons regardless of race, color, national origin, religion, sex, age, familial status, disability, actual or perceived sexual orientation, gender identity, or marital status.

XVII. Connections to Other Systems

Lancaster County's Coordinated Entry System has important connections with two other service systems: Veterans Affairs (VA) and Domestic Violence Services (DVS).

The VA supports veterans and their families through a wide range of services, including access to healthcare and housing programs. While DVS provides a continuum of care for survivors and their dependents, from emergency shelter to permanent housing. These systems can be critical lifelines, often offering more comprehensive support than the broader homeless response system.

As part of the Coordinated Entry System (CES) process, screening questions help identify whether a household may benefit from referral to these specialized programs. Participation in any referral is entirely voluntary, and individuals will never be pressured to engage with a program they do not choose.

XVIII. Grievance and Appeals

Clients served by Lancaster County's Coordinated Entry System have a right to file grievances and seek appeals if they feel as though they have been done a disservice or treated unfairly by the operation of the CES, its policies, and procedures. This section will describe the means through which clients may file grievances and appeals. It describes *only* grievances relating to the Coordinated Entry System—its staff, partner organizations, policies, and procedures—and not grievances relating to other functions of Lancaster County's homeless service system (e.g., shelters, rapid rehousing, permanent supportive housing).

Complaints made by clients accessing the CES that can be resolved by the staff member or organization that receives them should be. For example, a client who complains about a wait on hold may be satisfied with an apology and an explanation. Not every complaint will need to be escalated. Complaints are considered resolved when the client is satisfied with the action taken by the staff member or organization in question.

A **grievance** is a complaint that cannot be resolved that is escalated beyond the point of service. It is a written expression of dissatisfaction with some aspect of Coordinated Entry System that has not been resolved despite attempts to do so at the point of service.

Client grievances should be filed using Lancaster County's Coordinated Entry System Grievance and Appeal Form (Attachment D). If, for some reason, the grievance cannot be filed using this form, the documentation must still include the client's name and contact information, person/agency with whom the grievance is being filed, explanation of complaint/grievance, signature and date. Clients have the right to receive assistance from an advocate of their choice (e.g., friend, family member co-worker, staff person) in completing both the grievance form and all steps in the grievance and appeal process.

The process of review for grievances will focus on (1) potential violations of Lancaster County's Coordinated Entry policies and procedures, with special emphasis on the fairness of their application. Any corrective actions taken will be made with the intent of bringing practice into alignment with policy. Grievance review will also focus on (2) the overall quality of the county's CE system, including the potential need to change policies and procedures.

Grievance submission and review

Grievances should be submitted in writing to the Office for the Lancaster County Homelessness Coalition (O4C) either via email (sent to homelesscoalition@lchra.com) or mail (sent to 28 Penn Square Suite 200 Lancaster PA 17603. Grievances should be as specific as possible, including descriptions of the violation that occurred, the staff person and agency involved, and any actions that were taken to try and resolve the issue before filing a grievance.

Clients should look for confirmation of receipt of the grievance (via the preferred method of contact) within 7 business days. A member of O4C staff will gather information relevant to the grievance, including HMIS records and interviews with the client, staff, and, if possible, third parties. The grievance will be reviewed within 14 business days of submission by the Grievance Review Team (subgroup of Coordinated Entry Action Team) from the Lancaster County Homelessness Coalition Steering Committee.

Following review, the review team will make a determination as to whether the grievance represents (1) a violation of Coordinated Entry policy and procedure and/or (2) an emergent need for a policy or procedure change within the CE system. A decision will be made by O4C regarding the need for corrective action, if any. Findings will be presented in writing to the client, the staff member and organization, and the O4C director. Clients can expect to be notified of the results of this review within 30 business days of submission.

The organization issued a corrective action plan may request a meeting, in person or virtually, to discuss the implementation of the corrective action plan. O4C may provide training and reasonable assistance in the organization's efforts to comply. All efforts shall be made to resolve grievances in a timely manner. (See Attachment D).

XIX. Definitions

211: 211 is a toll-free phone number operated in Lancaster County by the United Way of Lancaster County. It serves as an interchange for information about and referrals to social services, including housing and homelessness. 211 serves as a virtual access point for clients experiencing homelessness in Lancaster County who do not have access to a community hub or street outreach worker. Most clients who access Coordinated Entry in Lancaster County do so using 211.

Access Point: Access points are the places–either virtual or physical–where an individual or family in need of assistance accesses the coordinated entry process. These can include the following examples:

a) a central location or locations within a geographic area where individuals and families present to receive homeless housing and services;

b) a 211 or other hotline system that screens and directly connects callers to appropriate homeless housing and service providers in the area;

c) a “no wrong door” approach in which a homeless family or individual can present at any homeless housing and service provider in the geographic area but is assessed using the same tool and methodology so that referrals are consistently completed across the CoC;

d) a specialized team of case workers that provides assessment services at provider locations within the CoC; or

e) a regional approach in which “hubs” are created within smaller geographic areas.

Lancaster County treats a, b, c, and e as CE Access Points.

Assessment: A standard set of questions that are asked of clients and members of clients’ households. These establish client identity (i.e., personally identifiable information), homeless status (HUD Universal), monthly finances (HUD Financial), health insurance status (HUD Health Insurance), and specific client disabilities and benefits statuses (HUD Program). The use of a Prioritization Assessment in addition to these other assessments allows CE to decide which clients are highest-need and therefore most in need of the next available housing resource.

Barrier: A barrier is something that makes it more difficult for a person who is homeless to become housed again. These can include insufficient income, history of eviction, race and ethnicity, gender, family status, disability status or specific disabilities, criminal history, and lack of certain identifying documents. Having more barriers means that a client or client household needs more help to get housed and should therefore be considered a higher priority.

By-name list (BNL): A "by-name list" (BNL) is a real-time, person-specific list of everyone known to be experiencing homelessness in a community, including their names and other relevant information, used to track their progress into and through Lancaster County’s homeless service system. The BNL is used during case conferences to determine which clients should be matched with available housing resources, like RRH openings or PSH beds.

Case conference: The case conference is a regular meeting that includes Coordinated Entry workers, street outreach, street medicine, and other associated professionals. It is a discussion about clients on the by-name list during which the highest-priority clients are matched with openings in housing projects—things like family shelter beds, crisis housing, rapid rehousing, and permanent supportive housing. It is not intended to provide “status updates” on clients or to “coordinate care”. It is used for finding housing solutions for those clients who are the highest priority on the by-name list.

Coordinated Entry Event (CE Event): A coordinated entry event, within the context of homelessness assistance, is a record of a key referral or placement event for a person experiencing or at risk of homelessness, capturing details like date, event type, and outcome, which helps track and improve the effectiveness of the coordinated entry system. It is recorded in HMIS using a specific form, accessible from any client’s record as well as the Coordinated Entry workflow.

Chronically homeless: The definition of chronically homeless is:

- A homeless individual with a disability as defined in section 401(9) of the McKinney-Vento Assistance Act (42 U.S.C. 11360(9)), who:

    - Lives in a place not meant for human habitation, a safe haven, or in an emergency shelter, and
    - Has been homeless and living as described for at least 12 months* or on at least 4 separate occasions in the last 3 years, as long as the combined occasions equal at least 12 months and each break in homelessness separating the occasions included at least 7 consecutive nights of not living as described.
- An individual who has been residing in an institutional care facility for less, including jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria of this definition before entering that facility**; or
- A family with an adult head of household (or, if there is no adult in the family, a minor head of household) who meets all of the criteria of this definition, including a family whose composition has fluctuated while the head of household has been homeless.

*A "break" in homeless is considered to be 7 or more nights.
**An individual residing in an institutional care facility does not constitute a break in homelessness.

Client: an individual seeking assistance to address a housing need. There may be multiple clients in a single household. If this is the case, then one client must be designated as the "head of household", with all other clients having a relationship with that person (e.g., spouse, child, grandparent).

Client-centered approach: A client-centered approach to addressing homelessness means prioritizing the individual's needs, strengths, and goals, empowering them to participate in the decision-making process, and providing individualized, flexible support. A client-centered CE approach does not require more time from clients than is required for required assessments, does not create unrealistic expectations in clients, and allows clients to give feedback and file grievances when needed.

Coordinated Entry: Coordinated Entry is a system-wide process, mandated by the U.S. Department of Housing and Urban Development (HUD), to ensure fair access to homelessness assistance options for people experiencing or at risk of homelessness, focusing on prioritizing those with the greatest needs.

Continuum of Care (CoC): A CoC is "a community plan to organize and deliver housing and services to meet the specific needs of people who are homeless as they move to stable housing and maximize self-sufficiency. It includes action steps to end homelessness and prevent a return to homelessness" (HUD). HUD identifies four necessary parts of a continuum:

- Outreach, intake, and assessment in order to identify service and housing needs and provide a link to the appropriate level of both;
- Emergency shelter to provide an immediate and safe alternative to sleeping on the streets, especially for homeless families with children;
- Transitional housing with supportive services to allow for the development of skills that will be needed once permanently housed; and
- Permanent and permanent supportive housing to provide individuals and families with an affordable place to live with services if needed.

CoCs are tasked with tracking and managing the homeless community in their area (NAEH).

CoC Lead Agency: A CoC (Continuum of Care) Lead Agency, designated by the U.S. Department of Housing and Urban Development (HUD), is the entity responsible for coordinating a community's response to homelessness. In Lancaster County, the Office for the Lancaster County Homelessness Coalition (O4C), located within the Lancaster County Housing and Redevelopment Authority (LCHRA) serves as the CoC Lead Agency.

Disability/Disabling condition: Disability is defined by HUD and for the purposes of Coordinated Entry as one or

more of the following:

1. Physical, mental or emotional impairment, including impairment caused by alcohol or drug abuse, post-traumatic stress disorder, brain injury or a chronic physical illness that:
    - Is expected to be long-continuing or of indefinite duration; and
    - Substantially impedes the person's ability to live independently; and
    - Could be improved by more suitable housing.
2. Developmental Disability: Defined in Section 102 of the Developmental Disability Assistance and Bill of Rights Act of 2000. Means a severe, chronic disability that:
    - Is attributable to a mental or physical impairment or combination; and
    - Is manifested before age 22; and
    - Is likely to continue indefinitely; and
    - Results in substantial limitations in three or more major life activities, and
        - Self-care
        - Receptive and expressive language
        - Learning
        - Mobility
        - Self-direction
        - Capacity for independent living
        - Economic self-sufficiency
    - Reflects need for:
        - A combination and sequence of special, interdisciplinary or generic services; or
        - Individualized supports; or
        - Other forms of assistance that are of lifelong or extended duration and are individually planned and coordinated.

Domestic Violence (DV) clients/households: DV clients/households are ones who meet HUD's definition of Category 4 Homelessness: Fleeing/Attempting to Flee Domestic Violence. This definition is: Any individual or family who:

1. Is fleeing, or is attempting to flee, domestic violence;
2. Has no other residence; and
3. Lacks the resources or support networks to obtain other permanent housing

"Domestic Violence" includes dating violence, sexual assault, stalking, and other dangerous or life-threatening conditions that relate to violence against the individual or family member that either takes place in, or him or her afraid to return to, their primary nighttime residence (including human trafficking).

Eligibility: Eligibility refers to clients meeting specific conditions set forth by homeless service projects. For the purposes of Coordinated Entry, this means being Category 1 Homeless. Certain project types, specifically Permanent Supportive Housing, may have additional eligibility requirements, but the only eligibility requirement for engaging with Coordinated Entry is homelessness. It is important to remember that several times more clients will be eligible for homeless services within a single year than will actually be able to access them. This is a result of limited system capacity. It is for this reason that it's necessary to prioritize clients for service. Prioritization ensures that scarce resources are shared with the clients who need them most.

Emergency shelter: a facility whose purpose is to provide a temporary shelter for the homeless in general or for specific populations of the homeless.

Grievance: a written or oral expression of dissatisfaction with a provider, employee, policy or procedure. Within the context of Coordinated Entry, a grievance is expressed dissatisfaction with some aspect of the CES, such as the county's prioritization policy and the way it is applied. Clients have a right to file grievances against the

Coordinated Entry System if they feel as though they have been disserved in some way. Grievances will be directed to the Coordinated Entry Manager, who will work with O4C staff to decide upon the appropriate response. Clients will be informed of their right to file grievances by CES staff.

HMIS: An HMIS, or Homeless Management Information System, is a secure, web-based database used by organizations to collect client-level data and track services provided to people experiencing homelessness and those at risk of homelessness. Lancaster County's HMIS is named Empower Lancaster. Policies and procedures describing the operation of the HMIS are described in a separate manual, available on the O4C website.

Homeless: lacking a fixed, regular, and adequate night-time residence, including living in a shelter, vehicle, or other places not meant for habitation. Lancaster County uses the definition of homelessness provided by the U.S. Department of Housing and Urban Development, which is broken into four categories: Literally Homeless, Imminent Risk of Homelessness, Homeless Under Other Federal Statutes, and Fleeing/Attempting to Flee Domestic Violence.

Housing program/project: A specific service designed to assist people experiencing homelessness, with the goal of improving each client's housing status, ideally ending in a permanent housing placement.

Housing resource: A specific opening in a housing program/project. For example, a bed in a family shelter project or permanent supportive housing project, or an opening in a rapid rehousing project.

Organization/provider: The distinct organization operating a specific housing program/project. Often, organizations have a geographically-limited service area. For example, an organization may serve the town where it is located and the surrounding area in its part of the county.

Personally Identifiable Information (PII): PII is specific information about a person that can be used to identify that person. Examples include name, date of birth, social security number, race, ethnicity, and gender. Some PII is unique to a single person, while other PII can be used in conjunction with other pieces of information to identify someone.

Pre-screening: A required part of the Coordinated Entry process that determines client eligibility for entering the CES and being prioritized for service. At this time, Lancaster County conducts pre-screening for Category 1 homelessness, i.e., literal homelessness. Clients who do not pass this eligibility screening cannot enter the CES.

Prioritization: The process by which clients seeking homeless services are ranked and ordered, with the clients with the greatest needs and vulnerabilities being the highest priority (i.e., going first) and the least needs and vulnerabilities being the lowest priority. It is broken down into rank (i.e., where is this client on the by-name list?) and status (i.e., is this client prioritized for service, or not?).

Street outreach (SO): Homeless street outreach involves trained professionals engaging with individuals experiencing homelessness in public spaces to build trust, assess needs, and connect them with resources like housing, healthcare, and social services. In Lancaster County, SO functions as a mobile Coordinated Entry Access Point and serves as one of the best methods for locating hard-to-find clients.

Permanent Supportive Housing (PSH): Permanent Supportive Housing is a housing intervention that combines affordable housing with supportive services for individuals with disabilities and a history of homelessness, aiming to prevent long-term homelessness and promote independent living. PSH beds are one of the housing resources that clients on the by-name list can be matched with.

Transitional Housing (TH): Transitional Housing provides temporary housing with supportive services to

individuals and families experiencing homelessness with the goal of interim stability and support to successfully move to and maintain permanent housing. While Lancaster County does not have a large stock of TH beds, clients may be referred to available beds via CES.

Rapid Rehousing (RRH): Rapid Rehousing is permanent housing that provides short-term (up to three months) and medium-term (4-24 months) tenant-based rental assistance and supportive services to households experiencing homelessness. RRH is one of the best tools Lancaster County has for moving clients from street homelessness or sheltered homelessness into permanent housing quickly. Openings in RRH projects are filled using the CES and the by-name list.

Referral: The act of referring a person to a service in order to satisfy a need. In the context of Lancaster County's Coordinated Entry System, referrals will be sent *from* CE workers *to* housing providers. Some referrals require prioritization, and these referrals will result from the by-name list and weekly case conferences. Other referrals, like those to street outreach and low-barrier shelter, do not, and can be sent by CE staff at any time for any eligible client.

Trauma-informed: Trauma-informed practices are ones that understand and consider the pervasive nature of trauma in the lives of clients. They promote environments of healing and recovery rather than practices and services that may inadvertently re-traumatize clients. In the context of Coordinated Entry, this means that all practice should seek to avoid re-traumatizing clients by asking for only the information necessary to get clients help. It also means not asking the same questions, particularly difficult questions, repeatedly.

Vulnerability: Vulnerability refers to the susceptibility of clients and client households to suffer negative impacts as a result of factors like homelessness, disability status/ disabling condition, lack of income, and interactions with the justice and health systems. As a CoC, Lancaster County is expected to make prioritization decisions based upon clients' vulnerability.

XX. Attachments

A. Lancaster County Coordinated Entry Prioritization Policy

Prioritization

The PA-510 CoC CE System (CES) provides the platform for projects to adhere to the prioritization standards that follow. The CoC is required to utilize a tool for evaluating households' chronicity, medical vulnerability, acuity, and ability to address their own housing instability.

The CoC has adopted HUD Notice CPD-16-11 to prioritize persons experiencing chronic homelessness and other vulnerable homeless individuals. While the notice specifically informs Permanent Supportive Housing (PSH) enrollments, the CoC believes these prioritization strategies align with our local priorities and applies to all housing programs. The goal is to ensure that individuals and families who have spent the longest time in places not meant for human habitation, or emergency shelter, and who have the most severe service needs are prioritized. (See Assessment Tools section of document for more information)

First Priority-Homeless Individuals and Families with a Disability with Long Periods of Episodic Homelessness and Severe Service Needs

An individual or family that is eligible for CoC Program-funded PSH who has experienced fewer than four occasions where they have been living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter but where the cumulative time homeless is at least 12 months and has been identified as having severe service needs.

Second Priority-Homeless Individuals and Families with a Disability with Severe Service Needs.

An individual or family that is eligible for CoC Program-funded PSH who is residing in a place not meant for human habitation, a safe haven, or in an emergency shelter and has been identified as having severe service needs. The length of time in which households have been homeless should also be considered when prioritizing households that meet this order of priority, but there is not a minimum length of time required.

Third Priority-Homeless Individuals and Families with a Disability Coming from Places Not Meant for Human Habitation, Safe Haven, or Emergency Shelter Without Severe Service Needs.

An individual or family that is eligible for CoC Program-funded PSH who is residing in a place not meant for human habitation, a safe haven, or an emergency shelter where the individual or family has not been identified as having severe service needs. The length of time in which households have been homeless should be considered when prioritizing households that meet this order of priority, but there is not a minimum length of time required.

Fourth Priority-Homeless Individuals and Families with a Disability Coming from Transitional Housing.

An individual or family that is eligible for CoC Program-funded PSH who is currently residing in a transitional housing project, where prior to residing in the transitional housing had lived in a place not meant for human habitation, in an emergency shelter, or safe haven. This priority also includes individuals and families residing in transitional housing who were fleeing or attempting to flee domestic violence, dating violence, sexual assault, or stalking and prior to residing in that transitional housing project even if they did not live in a place not meant for human habitation, an emergency shelter, or a safe haven prior to entry in the transitional housing.

Where households are identified as having the same acuity based upon the score from the Housing Assessment Tool, additional information gathered from intake conversations and other assessments will be used to prioritize based on the following criteria:

- Unsheltered vs. sheltered households
- Length of time homeless

- Significant physical or behavioral health challenges
- Significant intellectual or developmental challenges
- Excessive use of emergency services (e.g., hospital emergency departments or police)
- Vulnerability to death contributed to serious illness
- Vulnerability to victimization (e.g., trading sex for housing, human trafficking, Domestic Violence, sexual assault, criminal activity, etc.)

Under no circumstances will the order of priority be based upon a specific diagnosis or type of disability, but instead on the length of time an individual or family has been experiencing homelessness and the severity of needs.

B. PA510: HMIS Release of Information

Client Consent Release of Information via Empower Lancaster

What is Empower Lancaster?

Empower Lancaster is an information system used by social and human service agencies to connect people and services in Lancaster County. These agencies also use Empower Lancaster to track how well our programs work. This is vital to get program funding, identify unfilled needs, and plan for new services.

How will Empower Lancaster help me?

The Empower Lancaster system will work with other agencies to find, coordinate, and evaluate the services that you need. By allowing social and human service agencies to share your information with other agencies using Empower Lancaster, you make it easier for social and human service agencies to better help you to get and keep the services that you need. This will also reduce the number of times you will be asked to give your personal information.

How will my information be kept safe?

Each person and agency that is authorized to see or enter information into Empower Lancaster has signed an agreement to maintain the security and confidentiality of your information (similar to HIPAA at your doctor's office). Any person or agency that is found to violate this agreement may lose their access rights and may face penalties including legal action.

By signing this form, I know that:

- I consent to have information in Empower Lancaster about me and any of my dependents I list on this form.
- My information will not be made public. It will only be used with strict confidentiality.
- I can ask for a list of all other agencies that use Empower Lancaster.
- My information will be combined with other participants in reports for federal/state/county governments. My identity will not be revealed in these reports.
- Other agencies that use Empower Lancaster have signed agreements to protect my information in a secure and confidential way (as mandated by Federal and State laws).
- By signing this form, it does not guarantee that I will get help. If I decide not to sign this form, it will not affect my opportunity to get help.
- This authorization is valid for five (5) years unless I cancel it in writing.

- I may take away this consent at any time by going back to the agency named on this form.
- I will have to sign a “Client Revocation of Consent to Release Information” form.
- If I cancel my consent, it will not affect any information that has already been shared in Empower Lancaster.
- I can have a copy of this form.

_____

CLIENT NAME (Printed) CLIENT Signature Date

Consentimiento del cliente Liberación de información a través de Empower Lancaster

¿Que es Empower Lancaster?

Empower Lancaster es un sistema de información utilizado por las agencias de servicios sociales y humanos para conectar a las personas y los servicios en el condado de Lancaster. Estas agencias también usan Empower Lancaster para rastrear qué tan bien funcionan nuestros programas. Esto es vital para obtener financiación de programas, identificar necesidades no cubiertas y planificar nuevos servicios.

¿Cómo me ayudará Empower Lancaster?

El sistema Empower lancaster trabajará con otras agencias para encontrar, coordinar y evaluar los servicios que necesita. Al permitir que las agencias de servicios sociales y humanos compartan su información con otras agencias que utilizan Emplower Lancaster, hace que sea más fácil para las agencias de servicios sociales y humanos ayudarlo a obtener y mantener los servicios que necesita. Esto también reducirá la cantidad de veces que se le pedirá que proporcione su información personal.

¿Cómo se mantendrá segura mi información?

Cada persona y agencia autorizada para ver o ingresar información en Empower Lancaster ha firmado un acuerdo para mantener la seguridad y confidencialidad de su información (similar a HIPPA en el consultorio de su médico). Cualquier persona o agencia que viole este acuerdo puede perder sus derechos de acceso y enfrentar multas, incluyendo acciones legales.

Al firmar este formulario sé que:

- Consiento tener información en Empower Lancaster sobre mí y sobre cualquiera de mis dependientes que enumero en este formulario.
- Mi información no se hará pública. Solo se utilizará con estricta confidencialidad.
- Puedo solicitar una lista de todas las demás agencias que utilizan Empower Lancaster.
- Mi información se combinará con otros participantes en los informes de los gobiernos federales / estatales / del condado. Mi identidad no será revelada en estos informes.
- Otras agencias que utilizan Empower Lancaster han firmado acuerdos para proteger mi información de manera segura y confidencial (según lo exigen las leyes federales y estatales).
- Al firmar este formulario, no garantiza que obtendré ayuda. Si decido no firmar este formulario, no afectará mi oportunidad de obtener ayuda.
- Esta autorización es válida por cinco (5) años a menos que la cancele por escrito.

- Puedo retirar este consentimiento en cualquier momento volviendo a la agencia mencionada en este formulario.
- Tendré que firmar un formulario de "Revocación de consentimiento del cliente para divulgar información".
- Si cancelo mi consentimiento, no afectará ninguna información que ya haya sido compartida en Empower Lancaster.
- Puedo tener una copia de este formulario.

_____

Nombre del cliente (impreso) Firma del cliente Fecha

C. Lancaster County Homelessness Coalition By-Name List & Case Conference Participation and Confidentiality Agreement

D. Coordinated Entry System Grievance and Appeal Form

PA510: Lancaster County Continuum of Care Coordinated Entry System Grievance Form

If there is a problem or concern, we want to know about it. The information on this form will be used to address your concerns and otherwise kept confidential. Grievances should be submitted in writing to the Office for the Lancaster County Homelessness Coalition (O4C) either via email (sent to homelesscoalition@lchra.com) or mail sent to 28 Penn Square, Suite 200, Lancaster, PA 17603.

Grievances should be as specific as possible, including descriptions of the violation that occurred, the staff person and agency involved, and any actions that were taken to try and resolve the issue before filing a grievance. Completing this form will not negatively affect your status within the Coordinated Entry system.

Clients should look for confirmation of receipt of the grievance (via the preferred method of contact) within 7 business days. The grievance will be reviewed within 14 business days of submission by the Grievance subcommittee of the Lancaster County Homelessness Coalition Steering Committee. Following review, the subcommittee will make a determination as to whether the grievance represents (1) a violation of Coordinated Entry policy and procedure and/or (2) an emergent need for a policy or procedure change within the CE system. Clients can expect to be notified within 30 business days of submission of the outcome of the complaint.

Name of person completing this form: _____

If you are filling this out on behalf of a client, who should we follow up with regarding this complaint:

_____

Cell #_____ Email: _____

Secondary Phone #_____

Preferred Method of Contact: ☐ Call ☐ Email

Can we leave confidential information? ☐ Yes ☐ No

Alternative contact information: _____

Can we leave confidential info? ☐ Yes ☐ No

_____

Coordinated Entry staff, agency/site involved in incident: _____

What is the complaint about:

☐ Coordinated Entry Assessor (The person who talked with you during the assessment; What number did you call from, Date/time)

☐ Housing Assessment Tool (The questions that you were asked)

☐ Prioritization Status, Homeless Status, or Recommended Housing Intervention (the services you received)

☐ Other

Narrative Description of Incident

· Explain the complaint or issue (names of those involved and dates)

· How has your concern been addressed? (by yourself or others)

· What do you feel is needed to resolve your grievance?

_____

_____

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_____

_____

Signature:_____ Date: _____

O4C Use Only

Grievance Number: #0001_____

Date Grievance Received:_____ Expected Date of Decision:_____

Date client was notified of receipt: _____ Method of Comm.:_____

Date Grievance Team notified: _____

Date client was notified of outcome: _____ Method of Comm.:_____

Outcome and Rationale behind decision making:

1. If Violation occurred; what is actionable step? Reconciliation? Reassessment?
2. If policy Item; Change recommended.

E. PA-510 Verification of Homelessness Form

F. Housing Assessment Tool

This Housing Assessment Tool (HAT) was developed by the Office for the Homelessness Coalition (O4C) in collaboration with providers from across Lancaster County. In March 2025, an initial meeting was conducted with providers to address the needs of the Coordinated Entry system. An outcome of this meeting was a collective desire to develop a localized assessment tool that focused on the needs of Lancaster County residents. Following that meeting, staff from the O4C compared assessments being used nationally as well as regional examples from neighboring CoCs. A draft tool was developed, and a second meeting was convened in April of 2025 where providers workshopped the tool and provided critical feedback, ensuring the assessment tool would properly capture vital information.

The HAT will produce a score, with higher scores representing higher priority. This score is only one measure used to establish how clients are prioritized for housing related opportunities and programs. The O4C, alongside the Coordinated Entry Manager, will host bi-weekly case-conferencing meetings during which case managers or individuals working directly with clients have an opportunity to share relevant information that could affect a client's prioritization.

This new housing assessment tool is one facet of the system improvement goals shared at the Spring 2025 CoC meeting as a part of the 2025-2026 Joint funding Overview. These goals included moving to a singular Coordinated Entry provider, developing a localized and simplified assessment tool, and publishing a revised Coordinated Entry Manual.

United Way of Lancaster County's 211 system will serve as the primary point for completing household enrollments in Empower Lancaster, conducting the required assessment during the initial call from individuals or families experiencing homelessness. This change streamlines the current process by integrating enrollment and assessment, reducing delays caused by separating these steps.

Recognizing that individuals or families may sometimes lack the capacity to speak directly with 211, providers with access to EL Coordinated Entry workflow should complete the assessment with them. This approach ensures clients are met where they are, supported in real time, and served in the most successful way possible.

Instructions	For each of the following questions, enter an X or a check mark in the box on the left that corresponds with the client's answer. Leave blank any questions the client chooses not to answer. Total the number of X's in each column at the bottom of the page, multiply by weight, and add together to calculate the client/household's prioritization score.

	1. In the past 30 days, have you spent most nights in a place not meant for habitation?
☐	Yes
☐	No
	2. How long has the household been living on the street or in a shelter **continuously**?
☐	Less than 30 days
☐	More than 30 days, but less than 90 days
☐	90 days or more, but less than one year
☐	One year or longer
	3. How many months **total** has the household been homeless in the last three years?
☐	Less than 12 months
☐	12 or more months
	4. How many members of the household suffer from one or more of the following disabling conditions: Substance use disorder, mental health disorder, developmental disability, chronic health condition, HIV/AIDS, or physical disability?
☐	None
☐	One household member
☐	Two or more household members
	5. Do you feel that discrimination of any kind has kept you from obtaining or retaining housing, i.e., have you experienced housing discrimination?
☐	Yes
☐	No
	6. Is your experience of homelessness the result of interactions with police, jail, prison, or the court system? This can include evictions.
☐	Yes
☐	No
	7. Since becoming homeless, have you been hospitalized or received care at an emergency room or from the street medicine team?
☐	Yes, more than five times
☐	Yes, one to five times
☐	No
	8. Is the head of this household aged 24 years or younger?
☐	Yes
☐	No
	9. Is the head of this household aged 65 years or older?
☐	Yes
☐	No
	10. Is any member of the household pregnant?
☐	Yes
☐	No
	11. Does the household have one or more children under four years of age?
☐	Yes
☐	No

Add up X's in each column

	☐	☐	☐
	Column total	Column total	Column total
	X1	X2	X3

■ ☐ + ☐ + ☐ = ☐ Total prioritization score

Prioritization schedule – by household type

Households WITHOUT minor-age children		
Total score (range)		Recommended intervention
0 to 5	1	Referral to street outreach – referral to low barrier shelter – share community resources (e.g. community hubs, community meals, and day centers). Clients will appear on the by-name list as long as they remain open in CE but should not expect to be served by any projects other than the above.
6 to 15	2	All services from level 1 plus: referral to rapid rehousing, referral to shelter community queue. Clients will appear on the by-name list as long as they remain open in CE.
16 or more	3	<u>If client DOES NOT report a disability</u> All services from level 1 and level 2. Clients will appear on the by-name list as long as they remain open in CE. <u>If client DOES report a disability</u> All services from level 1 plus: referral to permanent supportive housing. Clients will appear on the by-name list as long as they remain open in CE.

Households WITH minor-age children		
Total score (range)		Recommended intervention
0 to 5	1	Referral to family shelter or crisis housing waitlist. Share information about family shelters and community resources (e.g. community hubs, community meals, and day centers). Clients will appear on the by-name list as long as they remain open in CE. Clients should be informed that their prioritization places them low on the community queue.
6 to 15	2	All services from level 1 plus: referral to rapid rehousing. Clients will appear on the by-name list as long as they remain open in CE.
16 or more	3	<u>If household DOES NOT contain anyone who reports a disability</u> All services from level 1 and level 2. Clients will appear on the by-name list as long as they remain open in CE. <u>If household DOES contain anyone who reports a disability</u> All services from level 1 plus: referral to permanent supportive housing. Clients will appear on the by-name list as long as they remain open in CE.

Not all assessments will result in referrals, a program enrollment, or housing. Several factors beyond the control of the CE system, such as the number of available units in Lancaster County, impact a household's outcome. Prioritization also does not guarantee the timing of a referral or program enrollment.