

# GREATER RICHMOND CONTINUUM OF CARE

## Instructions and Details for CES MoU

The Coordinated Entry System (CES) Memorandum of Understanding (MoU) is an annual Greater Richmond Continuum of Care (GRCoC) document designed to outline roles and responsibilities of homeless service providers in the CoC. Updated and approved by the System Policy and Process (SPP) Committee, the MoU impacts service coordination, HMIS use, and SPP Committee voting and membership eligibility. **Organizations should submit filled out and signed MoU to [tbednar@homewardva.org](mailto:tbednar@homewardva.org) no later than 12pm on Wednesday, May 15, 2019.**

### Instructions

Homeless services providers assisting clients in the GRCoC should complete the CES MoU for the upcoming fiscal year (July 1-June 30). Providers should substitute the name of their organization for all instances of “ORGANIZATION” in the MoU template.

### General Homeless Service Providers

Homeless service providers should mark all appropriate provider types according to the services they provide or will provide during the upcoming fiscal year (according to CoC definitions, approvals, and standards) in the “Services Provided” section of the MoU. Those definitions and standards can be found on the [Policies and Standards page of the GRCoC website](#) (and are attached to the end of this document). For example, if an organization will provide both emergency shelter and rapid re-housing services, then that provider should mark both the “Emergency Shelter” and “Rapid Re-Housing (RRH)” services.

### System-Level Homeless Service Providers

#### *Connection Points*

Connection Points are specific organizations that have applied to fulfill the role of connecting clients to homeless services and have been approved by the SPP Committee. Organizations that wish to become Connections Points can find the required services on the [GRCoC website](#) and should **submit a Letter of Interest prior to or along with their CES MoU.**

#### *Access Points*

Access Points are organizations that are the “front doors” to homeless services in the community. In line with HUD guidance and GRCoC Coordinated Entry Policies and Procedures, Access Points must provide:

- Safety screening and planning,
- Diversion,
- Data entry, AND

- Connection to temporary options.

An Access Point may be a coordinated service comprised of multiple providers (e.g. a multi-organization, phone-based Access Point). All Access Points must be designated by the SPP Committee. This committee designation is based on system data and analysis, gaps, and client input, in conjunctions with the GRCoC annual CES evaluation. Potential changes or additions to GRCoC Access Points would occur through an invitation/solicitation process. All organizations that are or are part of an Access Point should mark—at least—the “Access Point” service box and the listed specific Access Point that they are part of.

#### Submission and Approval

All submitted CES MoU are subject to approval by the SPP Committee in consideration of the provider meeting relevant program standards and/or designations, as well as commitment to policies and coordination. **Organizations should submit filled out and signed MoU to [tbednar@homewardva.org](mailto:tbednar@homewardva.org) no later than 12pm on Wednesday, May 15, 2019.** Extensions may be granted by the SPP Committee on a case-by-case basis. If your organization requires an extension, please email [tbednar@homewardva.org](mailto:tbednar@homewardva.org) with the extension request, reason for the extension, and expected extension length of time.

# GREATER RICHMOND CONTINUUM OF CARE

## FY20 MEMORANDUM OF UNDERSTANDING Greater Richmond Continuum of Care: Coordinated Entry System

This agreement is made by and between (ORGANIZATION) and the Greater Richmond Continuum of Care (GRCoC) and is in effect from the date of approval through the last day of June 2020.

### Project Background

This Memorandum of Understand (MoU) outlines what role(s) and expectations (ORGANIZATION) will have in the GRCoC homeless services system. This document seeks to delineate responsibilities and clarify expectations.

### Purpose of the MoU

The purpose of this document is to state commitment to the adherence of relevant program standards, the GRCoC Coordinated Entry Policies & Procedures (CE P&P), and other GRCoC policies and initiatives.

### Services Provided

(ORGANIZATION) will provide the following GRCoC-defined and supported services as part of the community's Coordinated Entry System (CES) (check appropriate box[es]):

#### *General Homeless Service Providers*

- ☐ Prevention
- ☐ Emergency Shelter (ES)
- ☐ Outreach
- ☐ Rapid Re-Housing (RRH)
- ☐ Permanent Supportive Housing (PSH)
- ☐ Veteran-Specific Services (Describe): \_\_\_\_\_
- ☐ Domestic Violence-Specific Services (Describe): \_\_\_\_\_
- ☐ Other (Describe): \_\_\_\_\_

#### *System-Level Homeless Service Providers*

- ☐ Connection Point
- ☐ Designated Access Point
  - ☐ Coordinated Outreach
  - ☐ Phone-Based (Domestic Violence Hotline)
  - ☐ Phone-Based (General Population Crisis Line)
- ☐ Diversion
- ☐ Shelter and Housing Referral

Expectations:

- (ORGANIZATION) will provide the aforementioned service(s) and support(s) as outlined by the relevant program standards, GRCoC CE P&P, and other GRCoC documents and guidance.
- (ORGANIZATION) will collaboratively work with other same-service providers for the benefit of clients.
- (ORGANIZATION) will participate in the CES, to include (for ES, RRH, and PSH providers) taking referrals only from the CES and designated CES referring entities.
- (ORGANIZATION) will provide accurate information about access and services to clients and potential clients.
- (ORGANIZATION) will provide advanced (at least 30 days) notice of any changes in aforementioned service(s) and support(s) to the GRCoC System Policy and Process (SPP) Committee.

Conflict of Interest:

(ORGANIZATION) certifies that there are no identified conflicts of interest with either entity (organization or the GRCoC) or this partnership. Additionally, each entity certifies it has a board or government-approved Conflict of Interest Policy in regards to appropriate actions of employees.

Signatures of Representatives

\_\_\_\_\_  
Authorized Organization Representative

\_\_\_\_\_  
Date

\_\_\_\_\_  
SPP Committee Co-Chair

\_\_\_\_\_  
Date

\_\_\_\_\_  
SPP Committee Co-Chair

\_\_\_\_\_  
Date