

### I.3 CES Participant Roles & Responsibilities

#### **PURPOSE**

The purpose of this policy is to outline the mandatory participation requirements for all CoC, YHDP, and ESG funded programs in the Coordinated Entry System (CES). This policy emphasizes the role of the Community Alliance for the Homeless (CAFTH) in overseeing the CES operations within Memphis/Shelby County and the importance of collaboration among various community partners, including both HMIS-equipped and non-HMIS CES partners, to effectively serve individuals experiencing homelessness.

#### **FORMS**

APPENDIX C            CES Contributor Confidentiality Agreement

#### **POLICY**

Participation in the CoC's CES is a requirement for all CoC, YHDP, and ESG funded programs. All Permanent Supportive Housing, Rapid Re-housing, and Supportive Services for Veteran Families (SSVF) agencies must adhere to the CoC: CES protocols for their tenant assignments. Additional community and local partners, outlined below, also utilize CES and share resources to ensure that consumers are housed quickly and appropriately.

All CES Contributors are required to have an up to date signed CES confidentiality agreement, updated annually, to ensure the safety of our neighbors information shared and discussed through CES meetings and to ensure all CES contributors are aware of the responsibilities that come with being a CES contributor.

The CoC still aims to have all homelessness assistance projects participating in its CES processes, and work with all local projects and funders in its geographic area to facilitate their new participation in the CES.

#### ***Community Alliance for the Homeless (CAFTH)***

Operates as the lead Continuum of Care (CoC) and lead Homeless Management Information System (HMIS) agency in Memphis/Shelby County. CAFTH is the operating agency for CES Individuals, Veterans, Families, Youth and IPV/DV populations; coordinating

routine population specific CES meetings, HMIS electronic housing matches, monitor CoC housing availability vacancies and housing availability matchmaking for CES participants.

### **Accessors**

Access refers to the way individuals experiencing a housing crisis become aware of CES and how they connect with crisis response services. For many, the first point of contact with the crisis response system is through a CES access point. These access points play a crucial role in engaging individuals to address their immediate needs by referring them to emergency services.

There are several community social and service providers who are trained in the CES and offer direct services to the community. Access points are specific agencies or contacts that are equipped with HMIS and CES training. As a result, they have the capability to enter all who report homelessness, as defined by HUD, into the CES through the HMIS system.

### **Non-HMIS CES Community Partners**

These providers are often referred to as ‘informal’ CES partners. They are service providers or social agencies within the community that are trained in the CES but do not have access to HMIS, so they cannot directly enter individuals into CES. However, these partnerships play a vital role by advocating for individuals, assisting with resource connections, and helping to fill gaps related to documentation and service linkage.

### **CoC Housing Providers and Case Managers**

CoC Housing Providers are responsible for actively participating in the CES. This includes accepting matches from the CES matchmaker, reporting all unit vacancies, move-in statuses, and consumer progress. Housing Providers must regularly update on consumer housing successes and challenges, allowing the community to troubleshoot and ensure consumers successfully maintain their housing.

## **KEY TAKE AWAYS**

- **Mandatory CES Participation:** All CoC, YHDP, and ESG funded programs, including Permanent Supportive Housing, Rapid Re-Housing, and SSVF agencies, are required to

participate in the CoC's Coordinated Entry System (CES) and follow established protocols for tenant assignments.

- **Role of CAFTH:** Community Alliance for the Homeless (CAFTH) serves as the lead agency for the CoC and HMIS, coordinating CES operations, managing housing matches, and monitoring housing vacancies in Memphis/Shelby County.
- **CES Access Points:** Designated access points equipped with HMIS and CES training play a crucial role in connecting individuals experiencing a housing crisis with necessary services and entering them into CES as defined by HUD.
- **Informal CES Partners:** Non-HMIS community partners, although unable to directly enter individuals into CES, contribute significantly by advocating for individuals, connecting them to resources, and filling service gaps.
- **CoC Housing Provider Responsibilities:** CoC Housing Providers must actively participate in CES, accept matches, report unit statuses, and maintain ongoing communication with CES facilitators to ensure successful housing outcomes and adherence to the Housing First Protocol.