

## Missouri Balance of State Continuum of Care CES Memorandum of Understanding

The following Memorandum of Understanding (MOU) details the Missouri Balance of State Continuum of Care (MO BoS CoC) Member Agency Coordinated Entry System (CES) participation requirements.

All agencies/organizations participating in the MO BoS CoC CES must be a MO BoS CoC Member. The agency will send their current membership certificate at the time of submission of this MOU to the Regional Lead.

Once the MOU is signed by the Member Agency, it must be submitted to the MO BoS CoC Regional Lead(s) where the agency is participating. The Regional Lead must sign the MOU and forward a copy to the MO BoS CoC Chair for signature. The MO BoS CoC Chair will then send the document to the MO BoS CoC Collaborative Applicant to retain the records for the MO BoS CoC.

Regional CES Leads are responsible for assuring that all CES participants in their region have an MOU in place before participating in case conferencing. If an organization participates in more than one MO BoS CoC Region they must submit a copy of their MOU to each Regional Lead.

\_\_\_\_\_(Agency) agrees to implement the following procedures and practices as a participating member of the MO BoS CoC CES for the purpose of ending homelessness in the Missouri:

- Participate in 75% of BoS CoC regional meetings annually. Provide up-to-date program availability information and eligibility criteria during regional coordinated entry system meetings.
- Participate in case conferencing meetings when your agency has clients on the active prioritization list.
- Maintain client confidentiality during case conferencing and comply with any and all applicable laws and regulations concerning the confidentiality of client records, files or communications.
- Promote client – centered practices so that every person experiencing homelessness is treated with dignity and respect, offered at least minimal assistance, and participate in their own housing plan.
- Exclusively utilize MO BoS CoC approved marketing tools for the MO BoS CoC CES within your agency and/or your community.
- Participate in regular evaluation of MO BoS CoC CES performance.

My agency is:

- Level 1 Access Point
- Level 2 Access Point
- Level 3 Access Point
- Level 4 Access Point
- Not applicable

\* See Addendum

Mark all that apply:

- CoC, ESG or MHDC funded agency mandated to participate fully in CE.
- SSVF or VA funded agency mandated to partially participate in CE.
- Other funded agency mandated to participate in CE.
- Agency not mandated to participate in CE.

This Memorandum of Understanding is entered into and becomes effective once signed by the Member Agency, the Regional Lead and the MO BoS CoC Chair and will remain in effect unless terminated by written notice of the Member Agency or by the MO BoS CoC.

**Member Agency:**

Agency Name:	
Representative Name:	
Title:	
Signature:	
Date:	
CES Region(s):	

**Regional Lead:**

CES Lead Name:	
Region:	
Signature:	
Date:	

**MO BoS CoC:**

Board Chair:	
Signature:	
Date:	

## **Addendum - Access Point Definitions**

An Access Point is a location, either physical or virtual, that an individual may use to enter the CES. Access Points must have at least one Qualified Assessor. A Qualified Assessor is a person who is employed by or volunteers for any Access Point who has completed all BoS CoC required trainings for all Coordinated Entry Assessment Tools.

Access Points shall:

Provide hours of operation (for CES) and contact information to the Lead Access Point at least annually or at the time of any change

Provide a private location where participants may complete the coordinated entry process.

Obtain status updates for each participant assessed at that Access Point prior to each case conferencing.  
Provide status and contact information updates during case conferencing

Enter data into HMIS within 3 business days of obtaining the data.

### **Level I**

An agency that completes the BoS CoC approved Prescreen Tool only and assists eligible households wishing to receive Prevention and Diversion services from CES. This Level of access will refer to a LEVEL 2 or 3, based on need, for participants who need to complete the other BoS CoC Approved Assessment Tools (this would occur when Prevention or Diversion resources did not resolve the participant's housing crisis and the participant has become "literally homeless" per HUD's definition). These could be agencies who only have funds for prevention/diversion services (i.e. provides gas vouchers, one-time utility payments, one-time rent payments, etc.) To be a Qualified Assessor at level 1, you need training for Prescreen Tool, Participant Rights Packet, Grievance, Safety Planning, CoC ROI, and HMIS ROI.

### **Level II**

An agency that completes the BoS CoC approved Assessment Tools with eligible households wishing to enter the CES that are currently receiving services from the agency, are entering services with the agency, or naturally present to the agency. At this level, you may choose to have your agency marketed in the community but it will not be required. To be a Level 2 agency, people receiving your services are required to meet the needs of one or more of the following five populations: adults without children, adults accompanied by children, unaccompanied youth, households fleeing domestic violence, dating violence, stalking or other dangerous life-threatening conditions including human trafficking, and persons at risk of homelessness. These could be places like: domestic violence shelters, community behavioral health providers, community health centers, libraries, etc.

To be a Qualified Assessor at level 2, you need training for Prescreen Tool, Participant Rights packet, Grievance, Safety Planning, CoC ROI, HMIS ROI, Intake Tool and Assessment Tool.

### Level III

An agency that completes the BoS CoC approved Assessment Tools with any eligible household wishing to enter the CES, regardless of whether the individual is receiving services from the agency or not. This type of Level will assess individuals from other locations who are unable to complete the Assessment Tools with those individuals. Contact information for this agency will be marketed in the community as an access point for any individual needing services. To be a Qualified Assessor at level 3, you need training for Prescreen Tool, Participant Rights packet, Grievance, Safety Planning, CoC ROI, HMIS ROI, Intake Tool and Assessment Tool. These could be places like (community drop in centers, emergency shelters, outreach providers (PATH) or other places that offer community resources for those who could be experiencing a housing crisis).

### Level IV

A Level 2 or 3 agency that is also performing the following additional duties: managing the prioritization list in HMIS, conducting data entry in HMIS related to Coordinated Entry, assisting with emergency transfers, and making a reasonable effort to refer from the Prioritization List within one business day of an agency requesting a referral.

Victim services agencies that are keeping paper assessment packets and assisting the list holder with referrals or emergency transfer plans would be considered a Level 4 access point. To be a Qualified Assessor at level 4, you need training on list management and referrals.