

# SANTA MARIA / SANTA BARBARA COUNTY CONTINUUM OF CARE MEMORANDUM OF UNDERSTANDING BETWEEN THE COC/LEAD AGENCY AND PARTICIPATING AGENCIES

## PARTIES AND PROVISIONS

This Memorandum of Understanding (hereafter “MOU”) is entered into as of \_\_\_\_\_, between the Santa Maria / Santa Barbara County Continuum of Care (hereafter “Santa Maria / Santa Barbara County CoC”)/ the County of Santa Barbara (County) and \_\_\_\_\_.

### I. BACKGROUND

Provisions in the U.S. Department of Housing and Urban Development’s (HUD) Continuum of Care (CoC) Program and Emergency Solutions Grant (ESG) Program interim rules require that all CoCs establish a Coordinated Entry System (CES). The CES represents a CoC-wide process for facilitating access to all homeless designated resources, identifying and assessing the needs of persons experiencing a housing crisis, and referring clients to the most appropriate service strategy or housing intervention.

Coordinated Entry is the community process by which the Santa Maria / Santa Barbara County Continuum of Care supports the development of a comprehensive and efficient crisis response system that improves ease of access to resources in the CoC’s geographic area. The County has been identified as the Lead Agency for CES to perform a scope of work to implement the Coordinated Entry System (CES).

### II. PURPOSE

To ensure the consistent implementation of the Santa Maria / Santa Barbara County CoC’s CES policies and procedures, this MOU shall identify the obligations of the CoC and the designated agencies that will act as participating agencies in the Coordinated Entry System.

### III. RESPONSIBILITIES OF THE SANTA MARIA / SANTA BARBARA COC

The Santa Maria / Santa Barbara County CoC agrees to the following duties:

- Supervise the Coordinated Entry Lead Agency;
- Provide lead staff and/or CoC Board support to guide the Coordinated Entry Committee and any relevant subgroups;
- Coordinate, integrate, and leverage resources to maximize impact of Coordinated Entry services for individuals who are experiencing homelessness;
- Develop and implement policies and procedures on how the Coordinated Entry System will be operated;
- Provide training to all staff dedicated to the Coordinated Entry System;
- Provide guidance and supervision to the Lead Agency staff as it relates specifically to the operation of the Coordinated Entry System;
- Evaluate performance and progress of the Coordinated Entry System and make adjustments as necessary; and
- Approve any press releases and communication with the media with regards to Coordinated Entry.

Develop MOU’s with entry-point providers to establish staffing levels and CES protocols. This includes the consistent use of the standardized CES assessment tool and process as designated by the CoC; use of

low-barrier, low-threshold, culturally-competent and trauma-informed, client-centered approaches to outreach and assessment.

- Provide training, as needed, to Entry-Point staff on the CES assessment tool and process, and strategies for engaging the hardest to serve.
- Identify and recruit new Entry-Point providers/locations.
- Specific arrangements will be made with each Entry-Point provider to ensure consistent and complete entry of data into the Homeless Management and Information System (HMIS); arrangements for transportation; and procedures to get consumers housing ready. In some cases, the CE Coordinating Agency staff may need to assist in the performance of some of these duties.
- Ensure that there is adequate geographic and population coverage in each region of the County through fixed-location Entry Points and outreach teams capable of conducting field assessments and follow up.
- Ensure there is safety planning in place for individuals and families who are fleeing, or attempting to flee, domestic violence or who are victims of human trafficking.
- Develop an affirmative marketing plan/advertising strategy to inform the community-at-large, the service provider network, and consumers about CES and how to access it. The strategy should specifically address how it will reach those with the highest barriers to accessing assistance.
- Based on scores from the standardized CES assessment tool and process, maintain the housing-priority list for each region.
- Convene weekly CES Case Conferencing meetings to match consumers at the top of the housing-priority list with permanent housing units. This process should be consistent with Housing First principles and consumer choice.
- Coordinate with the service provider network to ensure that a plan for post-placement services is in place before each consumer is placed in permanent housing.
- Conduct outreach to public and private housing providers to locate and maintain a list of appropriate housing options in all three regions of the County. This includes employing creative approaches to identifying and recruiting new housing providers.
- Assist service providers if previously-housed consumers need to be relocated. Work to ensure any vacated units remain in the housing pool available to the SM/SB CoC.  
Analyze the housing retention rates of previously-housed individuals on a quarterly basis, and work with the service provider network and the County to recommend and implement improvements in post-placement services across the region.
- Track data to report on performance measures outlined in the RFQ Application. In Quarter 3, provide a report to the CoC Board on the efficacy of CES implementation to date, with recommendations for system improvement. Independently, and in conjunction with the CoC, raise public awareness of the efforts and outcomes of the homeless service network countywide, as well as broader efforts to end homelessness.
- The County will, to the extent feasible, include requests for CES funding in its annual applications to HUD for CoC and ESG funds, and the State for State ESG and other grants. Funds for Participating Agencies will be based on funding availability and considerations such as the agencies participation in the CES Entry Point Schedule, sub-populations served, and geographical coverage.

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#### IV. RESPONSIBILITIES OF PARTICIPATING AGENCIES

\_\_\_\_\_, as a participating agency, agrees to the following duties:

- May serve as a member of the CoC's Coordinated Entry Committee and will send a representative when requested to do so to develop and implement an array of integrated services designed to stabilize housing for people who are literally homeless or imminently at-risk of homelessness;
- Agree to assess and refer eligible clients for services using a low barrier methodology, through the Coordinated Entry System;

- Use the CES Standard Protocol for Prevention, Diversion, Assessment and Referral.
- If the participating agency cannot provide emergency services or wraparound services for the Individual follow the CES Standard Warm Hand Off Written Protocol.
- Provide consumers with evaluations developed by the Lead Agency for improvement of the CES process.
- Enter and maintain timely client data in HMIS;
- Name a designated staff contact for the Coordinated Entry System.
- If appropriate have staff participate in weekly CES Case Conferencing.
- When a client who is prioritized is a client of your program help them to become “document ready” and use the CES Standard Location Tracker to find them when they are matched.
- Refer media inquiries with regards to the Coordinated Entry System to the Lead Agency.

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## V. TERMS OF AGREEMENT

This MOU shall be in effect from the date marked herein and will renew automatically on an annual basis, unless terminated by agreement in writing prior to the project end date.

**Modification.** This MOU can be expanded, modified, or amended, as needed, at any time by the written consent of all parties. This MOU shall be reviewed and revised as needed to further implementation of any strategic and long-term goals of the project.

**Liability.** The Santa Maria / Santa Barbara County CoC, County and the participating agency each agree to defend, indemnify, and hold each other harmless from any claims or liability arising from the acts or omissions of the other, including any third-party claims arising from the acts or omissions of any officers, employees, agents, representatives, licensees, or clients of the other. The Santa Maria / Santa Barbara County CoC and County shall not be liable for any injuries or other claims that arise from events that occur at the designated Entry Points.

**Severability.** The invalidity or unenforceability of any provision of this MOU shall not affect the remaining provisions hereof, and the MOU shall be construed in all respects as if such invalid or enforceable provision were omitted.

### Participating Agency

Agency Name: \_\_\_\_\_

Address of Operation:

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Description of how the agency will participate in CES. Do you plan to administer the VI-SPDAT/TAY-VISPDAT/FAMILY VI-SPDAT:

If applicable complete the Coordinated Entry Point Schedule (check all dates that apply):

Monday: \_\_\_\_\_ Time: \_\_\_\_\_  
 Tuesday: \_\_\_\_\_ Time: \_\_\_\_\_  
 Wednesday: \_\_\_\_\_ Time: \_\_\_\_\_  
 Thursday: \_\_\_\_\_ Time: \_\_\_\_\_  
 Friday: \_\_\_\_\_ Time: \_\_\_\_\_  
 Saturday: \_\_\_\_\_ Time: \_\_\_\_\_  
 Sunday: \_\_\_\_\_ Time: \_\_\_\_\_

If applicable describe the physical space provided.:

If applicable list the number of staff providing diversion, referral or assessment:

\_\_\_\_\_

Do you have bilingual staff available?

Yes

No

**Participating Agency**

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Title: \_\_\_\_\_

**County of Santa Barbara**

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Title: \_\_\_\_\_