

# KANSAS BALANCE OF STATE CONTINUUM OF CARE

## COORDINATED ENTRY POLICIES AND PROCEDURES



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# Introduction

## Purpose

The purpose of this Coordinated Entry Policies and Procedures document is to outline the operation of the Kansas Balance of State Continuum of Care (KS BoS CoC) Coordinated Entry System (CES). A Coordinated Entry System represents a process to coordination and management of a Continuum of Care's (CoC) housing crisis response system. CE enables each Region to effectively and efficiently connect people in crisis to interventions that will rapidly end their homelessness.

The CoC program interim rule (24 CFR 578) released by the U.S. Department of Housing and Urban Development (HUD) requires the establishment of a "centralized or coordinated assessment system," hereafter referred to as Coordinated Entry. The rule defines Coordinated Entry as:

*A centralized or coordinated process designed to coordinate program participant intake assessment and provision of referrals. [Such a] system covers the [Region's] geographic area, is easily accessed by individuals and families seeking housing or services, is well advertised, and includes a comprehensive and standardized assessment tool. (24 CFR part 578.3)*

This document will be updated to reflect changes to Federal Regulations. All issues not addressed in this document related to Coordinated Entry are governed by Code of Federal Regulations, HUD Memos and Notices, CoC Written Standards, CoC Governance Charter, and other applicable law.

## Entities/Roles

**CES Participants:** Households, including unaccompanied children and youth, experiencing literal homelessness, who are at risk of experiencing homelessness, or who have been enrolled in the Coordinated Entry process.

**CES Lead Agency:** The CE Lead Agency coordinates and oversees the entire Coordinated Entry System (CES). It ensures that all processes comply with HUD guidelines, facilitates training, manages the CES database, and ensures that all participants are assessed and prioritized for services. The KS BoS CoC has designated the Kansas Statewide Homeless Coalition to serve as the CES Lead Agency.

**Coordinated Entry Committee (CEC):** This committee of the KS BoS CoC shall guide the operation of the coordinated entry system which includes but isn't limited to selecting an assessment tool, review/update/approve the CES policies and procedures, annually review/update the CE Committee Charter, modify the process as needed to reflect regional needs, review CES appeals and ensures the implementation of the CES aligns to the CES policies and procedures. The CEC meets monthly and notice of these meetings are provided at <https://www.kshomeless.com/coc-meetings.html>.

**Coordinated Entry (CE) Participating Agency** is an organization actively involved in the Coordinated Entry System. These agencies can include access points where individuals can be identified and assessed, add these households to the CES List, participant in Case Conferencing to advocate for the households that they identified/assessed, and make/receive referrals to housing or supportive services.

**Coordinated Entry System Staff/Team:** These positions are provided by the CoC CES Lead Agency to oversee all aspects of the CES for the KS BoS CoC. The CES staff will ensure that all HUD required elements of the CES are met by identifying best practices and updating the CES policies and procedures. The CES staff provides training and technical assistance, coordinating, facilitating, and participating in meetings and conference calls to monitor and help remove barriers to housing resources and services on behalf of the CES.

**HMIS Lead Agency:** An agency, organization or government department designated by CoC to administer and manage the Homeless Management Information System (HMIS). The KS BoS CoC has designated Kansas Housing Resources Corporation (KHRC) to serve as the HMIS Lead Agency.

**HMIS & CES End User Committee:** The membership shall consist of all HMIS and CES End Users throughout the Kansas Balance of State CoC to receive updates, information or additional training for HMIS and CES related items.

**Regional Coordinators:** The KS BoS CoC includes 101 counties organized into 9 Regions and each region is managed by a Regional Coordinator. Regional Coordinators work with all program grantees and other stakeholders in their region whose goal is to end homelessness.

**Receiving Agencies:** Housing and service providers that participate in the Coordinated Entry (CE) process by accepting referrals to fill program vacancies. When a vacancy occurs, receiving agencies are required to accept referrals from CE, provided the household meets program eligibility criteria, and must follow CoC-approved prioritization and referral procedures.

## What is the Coordinated Entry System (CES)?

The Coordinated Entry System (CES) is a community-wide process designed to ensure that all people experiencing homelessness or at risk of homelessness are quickly and fairly connected to available housing and supportive services. CES provides a standardized approach by which communities assess, prioritize, and refer individuals for services. Coordinated entry changes a CoC from a project-focused system to a person focused system by asking that “communities prioritize people who are most in need of assistance” and “strategically allocate their current resources and identify the need for additional resources” (Coordinated Entry Notice, p. 2).

HUD mandates that each CoC establish and operate a "centralized or coordinated assessment system" to enhance the efficiency of local crisis response systems and improve equitable access to resources. Projects participating in Coordinated Entry (CE) utilize this system to standardize intake, assessment, prioritization, and referrals to housing and services. The CE process ensures that assistance is prioritized for those most in need. Additionally, when proper data is collected, CE provides valuable insights into service needs and gaps, enabling communities to allocate resources strategically and identify areas where additional support is required. The KS BoS CoC has designated the Kansas Statewide Homeless Coalition (KSHC) as the CE Lead Agency.

## CES Core Components

The Coordinated Entry System is structured around key components that guide the process of connecting households experiencing homelessness and at risk of homelessness to the most appropriate housing and services. These components are:

**Diversion and Prevention** helps households avoid entering the homelessness system by resolving their immediate housing crisis through conflict mediation, problem-solving conversations, and connection to community resources. Prevention targets those at imminent risk of homelessness, while Diversion assists people at the front door of CES before they enter emergency shelter. These strategies reduce inflow into the homelessness system, promote housing stability, and ensure that crisis resources remain available for those with the highest needs.

- The KS BoS CoC regions strive to use targeted screening questions and problem-solving strategies at CES access points to identify and assist households who may be eligible for Diversion or Prevention assistance before proceeding to a full assessment.

**Access** in CES refers to how households experiencing homelessness enter the system and connect to available programs. This is crucial in ensuring that all people experiencing a housing crisis, regardless of where they present for help, have fair and equal access to the available resources.

- Access Points are agencies that have been trained in CES and can act as the starting point for individuals/families experiencing homelessness and/or at risk of homelessness. Coordinated Entry must ensure that access points are easily navigable, equitable, and available throughout the community.



**Assessment** is conducted through a standardized process using a uniform tool to evaluate the needs of those entering the system. This process gathers essential data to determine the severity of service needs, housing barriers, and other factors that impact housing stability. The goal is to have a consistent and transparent method of assessing vulnerability to prioritize who gets assistance when resources are limited.

- The KS BoS CoC uses custom-built Homeless and Prevention assessments that is consistently reviewed and adjusted as needed.

**Prioritization** uses assessment data and case conferencing to identify households with the highest needs, ensuring efficient allocation of limited housing and supportive services. This process allows CoCs to focus resources on the most vulnerable households with the greatest need.

- During case conferencing, households are reviewed and prioritized based on severity of service needs, with service providers able to advocate for adjustments if they believe the assessment score does not accurately reflect the household's circumstances.

**Referral (+ Linkage)** is the final step in the Coordinated Entry process, during which eligible households are matched with and referred to appropriate housing programs. Referrals are initiated during CES case conferencing or by submitting a request through the Freshdesk ticketing system.

- Linkage refers to the confirmation that a household referred through CES has subsequently enrolled in the housing program. This connection is documented in HMIS, where a chain link icon will appear next to the program name when referral and enrollment are completed in the correct sequence (referral first, enrollment second).

## CES Geographic Coverage

Each Continuum of Care in Kansas operates its own CES. In addition to the Kansas Balance of State (KS BoS) CoC, there are 3 other CoCs in the state (illustrated in white on the map).



The Kansas Balance of State Continuum of Care (KS BoS CoC) covers 101 of the 105 counties in Kansas, making it the largest CoC in the state. The CoC's entire geographic area is covered by this Coordinated Entry System either through defined location-specific access points or by submitting a remote request [here](#).

- |                  |                  |                 |
|------------------|------------------|-----------------|
| 1. Northwest     | 4. South Central | 7. East Central |
| 2. Southwest     | 5. Northeast     | 8. Southeast    |
| 3. North Central | 6. Douglas       | 9. Flint Hills  |

# CES Guiding Principles

## Required HUD CE Regulations

The KS BoS CoC's CE process remains in full compliance with the requirements established by the CoC Program Interim Rules 24 CPR 578.3 and 24 CPR 578.7(a)(8) as follows:

- The CES covers the entire geographic area claimed by the BoS CoC.
- CES is easily accessed by individuals and families seeking housing or services.
- CES is well-advertised.
- CES includes a comprehensive and standardized assessment tool(s).
- CES provides an initial, comprehensive assessment of individuals and families for housing and services.
- CES includes a specific policy to guide the operation of the coordinated entry system to address the needs of individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking, but who are seeking shelter or services from non-victim specific providers.

According to 24 CPR 578.7(a)(8), the KS BoS CoC, in consultation with recipients of Emergency Solutions Grants program funds within the geographic area, must establish, and consistently follow written standards for providing Continuum of Care assistance which can guide the development of formalized policies and procedures for the coordinated entry process:

- Written standards provide guidance for evaluating individuals' and families' eligibility for assistance under 24 CPR Part 578.
- Written standards provide guidance for determining and prioritizing which eligible individuals and families will receive transitional housing assistance.
- Written standards provide guidance for determining and prioritizing which eligible individuals and families will receive rapid rehousing assistance.
- Written standards provide guidance for determining what percentage or amount of rent each program participant must pay while receiving rapid rehousing assistance.
- Written standards provide guidance for determining and prioritizing which eligible individuals and families will receive permanent supportive housing assistance.

The KS BoS CoC and each ESG recipient operating within the CoC's geographic area must work together to ensure the CoC's CE process allows for coordinated screenings, assessment and referrals for ESG programs consistent with the written standards for administering ESG assistance. [24 CPR 578.7(a)(8) and 24 CPR 576.400(d) and (e)]

## Affirmative Marketing

In order to reach persons who are most vulnerable to homelessness, who are unsheltered, or who may have barriers to accessing programs and resources, the KS BoS CoC ensures that access to local homeless systems and resources are well advertised to the entire community. This includes taking explicit steps to make advertising and communications materials easy to understand, making the system easily accessible, and taking specific action to reach out to those who may be least likely to seek out resources on their own.

CoC regions will outline their CE Affirmative Marketing Plan in their Regional Plans. CE participating agency must implement advertising and outreach strategies that clearly communicate how persons in need can access



the CES. These strategies and related materials are explicitly aimed at persons who are homeless, vulnerable to homelessness, and/or who are unsheltered, disabled, and/or currently not connected to services.

The KS BoS CoC affirmatively markets housing and supportive services to eligible persons as follows:

- All CoC programs in the KS BoS CoC Coordinated Entry System must implement a strategy to ensure CoC resources and Coordinated Entry System resources are eligible to all people regardless of race, color, national origin, religion, sex, age, familial status or disability who are least likely to apply in the absence of special outreach and maintain records of those marketing activities. [24 CFR 578.93(c) & 24 CFR 576.407(a) and (b)]. Housing assisted by HUD and made available through the CoC must also be made available to individuals and families without regard to actual or perceived sexual orientation, gender identity or marital status in accordance with 24 CFR 5.105 (a)(2) and 5.106(b).
- All people in different populations and subpopulations in the KS BoS CoC's geographic area, including people experiencing chronic homelessness, veterans, families with children, youth, and survivors of domestic violence, have fair and equal access to the CES, regardless of the location or method by which they access the system. [HUD CE Notice: Section II.B.5]
- All CoC programs must provide appropriate auxiliary aids and services necessary to ensure effective communication, which includes ensuring that information is provided in appropriate accessible formats as needed, e.g., braille, audio, large type, assistive listening devices, and sign language interpreters. Programs may utilize services through the Kansas Relay Center for hearing and/or speech impaired individuals by calling 800-766-3777 (TTY/Voice), (866) 305-1343 (Español-TTY/Voz), (877) 787-1989 (Speech-to-Speech), (866) 931-9027 (Voice Carry-Over), accessibility@sprint.com (Email) or 877-877-3291 (Fax). [HUD CE Notice: Section II.B.5.c]
- Access points must be accessible to people with disabilities, including accessible physical locations for individuals who use wheelchairs, as well as people who are least likely to access homeless assistance. [HUD CE Notice: Section II.B.5.c]
- Access points must be accessible by persons with Limited English Proficiency (LEP). [HUD CE Notice: Section II.B.5.d]
  - Access Points are responsible for implementation and associated costs.
- The CES will be well-advertised by utilizing the Kansas Statewide Homeless Coalition and partner websites, social media posts, fliers, brochures and pamphlets to promote the CES across Kansas. The Regional Coordinators may implement additional regional or county specific literature for more targeted advertisement, street outreach or direct contact with people at service sites including those that are experiencing chronic homelessness, veterans, families with children, youth and survivors of domestic violence to ensure these subpopulations have fair and equal access to the coordinated entry process. [HUD CE Notice: Section II.B.5]

## Accessibility

If a region has specific-population based access points, the region must ensure that households who are included in more than one of the populations for which an access point is dedicated (for example, a parenting unaccompanied youth who is fleeing domestic violence) can be served at all of the access points for which they qualify as a target population. [HUD CE Notice: Section II.B.2.f] Other than Victim Service Providers (VSPs), all access points must assess and add the participant seeking services to the CES List (aka community queue).

The KS BoS CoC ensures participants may not be denied access to the coordinated entry process on the basis that the participant is or has been a victim of domestic violence, dating violence, sexual assault or stalking. [HUD CE Notice: Section II.B.12.e]

## Non-Discrimination

The KS BoS CoC operates the CES as required in the HUD CE Notice: Section I.D that requires recipients of Federal and State funds to comply with applicable civil rights and fair housing laws and requirements. Recipients and subrecipients of CoC Program and ESG Program funded programs must comply with the nondiscrimination and equal opportunity provisions of Federal civil rights laws as specified at 24 CFR 5.105(a), including, but not limited to the following:

- Fair Housing Act prohibits discriminatory housing practices based on race, color, religion, sex, national origin, disability, or familial status;
- Section 504 of the Rehabilitation Act prohibits discrimination on the basis of disability under any program or activity receiving Federal financial assistance;
- Title VI of the Civil Rights Act prohibits discrimination on the basis of race, color or national origin under any program or activity receiving Federal financial assistance; and
- Title II of the Americans with Disabilities Act prohibits public entities, which includes state and local governments, and special purpose districts, from discriminating against individuals with disabilities in all their services, programs, and activities, which include housing, and housing-related services such as housing search and referral assistance.
- Title III of the Americans with Disabilities Act prohibits private entities that own, lease, and operate places of public accommodation, which include shelters, social service establishments, and other public accommodations providing housing, from discriminating on the basis of disability.

In addition, HUD's Equal Access Rule at 24 CFR 5.105(a)(2) prohibits discriminatory eligibility determinations in HUD-assisted or HUD-insured housing programs based on actual or perceived sexual orientation, gender identity, or marital status, including any programs funded by the CoC Program, ESG Program, and HOPWA Program. The CoC Program interim rule also contains a fair housing provision at 24 CFR 578.93. For ESG, see 24 CFR 576.407(a) and (b), and for HOPWA, see 24 CFR 574.603.

The Coordinated Entry System, especially during the referral process, ensures that participants are not "steered" toward any particular housing facility or neighborhood because of race, color, national origin, religion, sex, disability or the presence of children. [HUD CE Notice: Section I.D and II.B.3].

## Non-Discrimination Complaint Process

The KS BoS CoC is committed to ensuring that no information is used to discriminate against or unfairly prioritize households for housing and services based on race, color, religion, national origin, sex, age, familial status, disability, actual or perceived sexual orientation, gender identity, marital status, or any other protected characteristic.

CES participants must be informed of the ability to file a nondiscrimination complaint at the time of completing the CES assessment [[HUD CE Notice: Section II.B.12.g](#)]. If the participant is dissatisfied with a service, decision, action or situation involving the CE process, or the participant wishes to file a complaint against a perceived unfair treatment, the following procedures can be followed:

- The CES participant can make a verbal or written complaint to the agency/organization who conducted the CE enrollment or assessment for resolution.
- If the complaint is not resolved at the agency/organization level or if the CES participant does not feel comfortable making the complaint to the agency/organization, they may make this complaint to the CE Lead at [ces@kshomeless.com](mailto:ces@kshomeless.com)

- If the complaint is against KSHC, it will be given to the CES Committee chair for final resolution.
- Complaints will be reviewed within 30 days. The process may require the individual issuing the complaint to meet (either by phone, video or physically) and provide additional information if needed.
- Within 7 business days after the review, the respondent will inform the CES participant of the resolution of the complaint, all measures taken to resolve the complaint and the final decision.

# Access

## Access Models

The Coordinated Entry System covers the KS BoS CoC's entire geographic area with Access Points that are accessible and well-advertised. Each region must choose at least one of the following five (or a combination of the five) ways to make their CES easily available:

- A central location or locations within a geographic area where individuals and families present to receive homeless housing and services;
- A 211 or other hotline system that screens and directly connects callers to appropriate homeless housing and service providers in the area;
- 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;
- A specialized team of case workers that provides assessment services at provider locations within the CoC; or
- A regional approach in which “hubs” are created within smaller geographic areas.

As required by HUD CE Notice: Section II.B.2.a, the KS BoS CoC offers the same assessment approach, including standardized decision-making, at all access points and all access points are usable by all people who may be experiencing homelessness or at risk of homelessness. Each region may decide to choose separate access points and variations in assessment processes to the extent necessary to meet the needs of the following five populations:

- Adults without children
- Adults accompanied by children
- Unaccompanied youth
- Households fleeing domestic violence, dating violence, sexual assault, stalking or other dangerous or life-threatening conditions (including human trafficking); and
- Persons at risk of homelessness

For instance, if an unaccompanied youth accesses CES at an access point that is defined for adults without children, the youth is immediately connected to the youth-specific access point in the region. If no population-specific access point exists in the region, then the access point that they presented must complete the CES process.

The KS BoS CoC is open to partnering with neighboring CoC's to create additional procedures to assist in providing additional access points and referrals across the different CoC's.

## Access Points Types & Requirements

**CES Access Points** are defined as places – either virtual or physical – where an individual or family in need of housing assistance accesses the Coordinated Entry System. KS BoS CoC has designated different types of Access Points within CES to allow agencies to participate based on their resources and capabilities. Whether a provider has no HMIS access, full access, or access with referral capabilities, each plays a role in ensuring that households are assessed, prioritized, and referred to available resources. This approach allows for flexibility and encourages more providers to participate. Following are the types of access points and requirements:

### Basic Access Pont (NO HMIS ACCESS)

Basic Access Points (BAPs) are regionally approved agencies that support the Coordinated Entry System (CES) by conducting standardized assessments without direct access to the Homeless Management Information System (HMIS). These agencies increase equitable access, particularly in areas where HMIS participation is not feasible. Because they serve individuals at risk of or experiencing homelessness, BAPs must demonstrate capacity to engage clients using trauma-informed, de-escalation, and confidentiality practices prior to approval.

All BAP staff must complete CES training, including trauma-informed care, confidentiality, understanding of HUD eligibility criteria, and use of the CoC-approved paper assessment tool. Completed assessments must be submitted within two business days to [ces@kshomeless.com](mailto:ces@kshomeless.com) or the appropriate Regional Coordinator. BAPs must coordinate with an HMIS-participating agency to ensure assessments are entered into HMIS. Agencies may not retain client data unless secured in accordance with HMIS privacy standards.

Assessments must include contact information, safety concerns, referral source, and consent for follow-up. Victim Service Providers (VSP)s may act as BAPs using comparable databases if they follow survivor-centered confidentiality protocols.

BAPs are encouraged to participate in case conferencing and are reviewed annually. Failure to meet standards may result in removal.

### **Full Access Point**

The Full Access Point designation allows agencies direct access to HMIS for the purpose of entering CES enrollments, conducting assessments, and adding households to the CES list. These agencies also participate in case conferencing to ensure households are assessed and prioritized for available resources. While these providers manage CES data, they do not receive housing program referrals, instead focusing on maintaining accurate records and supporting the coordination of available resources.

### **Full Access Point + Referrals**

Agencies with this status not only have the same capabilities as Full Access Points but also manage housing programs within HMIS. These providers are authorized to receive housing program referrals from CES.

### **Remote Access Points**

The CES Lead Agency, Kansas Statewide Homeless Coalition, has implemented a remote CES Assessment Assistance Form for agencies/individuals needing assistance to complete a CES Assessment with a household experiencing homelessness by phone. The KSHC will add the household to the appropriate Regional CES lists. These requests are tracked and fulfilled by the CES team at <https://kshomeless.com/kshc/need-help/>

### **Limitations to HMIS Access**

See HMIS Policies & Procedures for further information on limitations of access.

## **VSP CES Access Options**

Victim service providers (VSPs) specialize in assisting survivors of domestic violence, sexual assault, and other forms of abuse by offering trauma-informed care and housing solutions such as emergency shelters and rapid rehousing. These agencies, which primarily serve survivors of domestic violence, are prohibited from entering personally identifiable information (PII) into the Homeless Management Information System (HMIS) to ensure privacy and safety. While the Emergency Solutions Grants (ESG) Program rule does not mandate that ESG-funded victim service providers participate in the coordinated entry process, it allows them the option to do so if they choose.

The following options aim to improve coordination and service delivery while maintaining compliance with the Violence Against Women Act (VAWA) and other relevant privacy regulations.

## Option One: Receive Access to HMIS and CES

VSPs may be granted view-only access to HMIS. This access is intended for the purposes of:

- Searching for clients to determine if they are already engaged with non-VSPs.
- Determining if clients have completed a Coordinated Entry (CE) Assessment.
- Printing the CE Assessment for their records.
- Checking if clients are on the CE List for services.

*Please note that VSP staff will be assigned under Coordinated Entry as their agency in HMIS. This prevents their name from being associated with a VSP agency in HMIS.*

## Option Two: Host VSP Case Conferencing Meetings

VSPs may choose to participate in dedicated VSP Case Conferencing meetings on an agency-by-agency basis. These meetings focus on reviewing and coordinating services for households identified as fleeing domestic violence on the KS BoS CoC Coordinated Entry List. These meetings are intended to:

- Review a filtered KS BoS CoC CE list for households that have indicated they are fleeing domestic violence.
- Filter the list by geographical area to ensure relevance to the providers attending the meeting.
- Determine if VSP clients are on the list if services from non-VSPs are needed.
- Provide an opportunity for VSPs to coordinate and deliver their own services independently.

## Option Three: Release of Information (ROI) for Adding or Updating Data By KSHC

To enhance coordination and service delivery for households fleeing domestic violence, Victim Service Providers (VSPs) may utilize a process where client information in the Homeless Management Information System (HMIS) and Coordinated Entry System (CES) is updated by a dedicated Coordinated Entry (CE) DV Liaison at the Kansas Statewide Homeless Coalition (KSHC). **VSPs are not be allowed to directly add, update, and/or revise information into HMIS or CES.** This option ensures accurate and up-to-date information while maintaining compliance with the Violence Against Women Act (VAWA) and other relevant privacy regulations.

Updating client information in HMIS and CES is crucial for several reasons:

- **Maintaining Active Client Status:** Clients automatically fall off the CE List after 90 days of inactivity in the system. Regular updates prevent clients from being inadvertently removed due to lack of recent activity.
- **Accurate Client Exits:** Clients are automatically exited with "no exit interview completed" after one year of CES enrollment without updates. Ensuring up-to-date information allows for accurate exit destinations.
- **Improved Service Coordination:** Having current and precise client data enhances the ability of service providers to coordinate effectively, ensuring that clients receive timely and appropriate interventions.
- **Resource Allocation:** Accurate data helps in assessing the demand for services and allocating resources more efficiently, ensuring that those in need are prioritized correctly.
- **Compliance and Reporting:** Regular updates ensure compliance with HUD reporting requirements and other regulatory standards, providing reliable data for analysis and decision-making.

## Safety Planning

Safety planning involves creating a personalized, practical plan that helps individuals who are at risk of violence or in dangerous situations protect themselves and their dependents. This process is often used for survivors of domestic violence, sexual assault, stalking, or other forms of abuse. Safety planning includes



identifying potential dangers, considering options for staying safe, and preparing steps to take in the event of an emergency. It typically covers areas such as secure places to go, people to contact for help, and strategies to avoid or respond to threats.

CE Participating agencies are encouraged to offer safety planning to households that have stated they are in unsafe situations.

Recognizing when an individual or household is fleeing or attempting to flee violence is critical for ensuring their safety and providing them with appropriate services. The following signs or disclosures may indicate that a household is fleeing violence:

- **Direct Disclosure:** The individual or household directly informs the provider that they are fleeing domestic violence, dating violence, sexual assault, stalking, or trafficking.
- **Indirect Disclosure:** The household mentions living in fear, being unsafe, or having left a dangerous situation without explicitly stating the nature of the violence.

Refer to the following webpage to find information regarding building a Safety Plan with individuals at risk of experiencing violence. [Safety Plan for Victims of Domestic Violence | Kansas Coalition Against Sexual and Domestic Violence \(KCSDV\)](#)

### Warm Handoff to a VSP

When a non-victim service provider becomes aware that a household being served is fleeing or attempting to flee violence, the provider must offer them the choice of:

- An immediate offer of a warm handoff to a VSP for shelter, housing, or services, including safety planning
- Continuing to receive the CES Assessment from the non-victim service provider who will enter the household's information into the Coordinated Entry System into Clarity without PII and offer or refer to safety planning, limited services, and/or connection with a DV advocate or
- Continuing to receive the CES Assessment -from the non-victim service provider who will enter the household into the Coordinated Entry System in Clarity with PII and offer or refer to safety planning, limited services, and/or connection with a DV advocate.

If a provider feels uncertain or requires additional support when working with a household that is fleeing or attempting to flee an unsafe living situation, they are strongly encouraged to reach out to the Kansas Coalition Against Sexual and Domestic Violence (KCSDV) for expert guidance and assistance. This partnership ensures that every client receives the necessary protection and support tailored to their specific needs, fostering a safer environment for those we serve. Resources and information for KCSDV are located [here](#) and [here](#).

### Emergency Transfer Plan

In accordance with the Violence Against Women Act (VAWA), housing providers allow tenants who are victims of domestic violence, dating violence, sexual assault, or stalking to request an emergency transfer from the tenant's current unit to another unit. The ability to request a transfer is available regardless of sex, gender identity, or sexual orientation.

The CoC Emergency Transfer Plan can be found here:

<https://public.3.basecamp.com/p/N5aYS8dexPB8B9w29whPsUyo>

If the initial housing provider has safe and available units, the survivor can stay within the same agency. If this is not an option, the initial housing provider will assist in finding another provider with safe and available units

for the DV participant. KS BoS CoC will quickly and adequately refer the participant to other agencies when/if necessary.

The CES team can assist in this process. Upon agreement of the two housing providers, an email detailing the transfer request must be sent to the Coordinated Entry Lead at [ces@kshomeless.com](mailto:ces@kshomeless.com) for review and approval. This approval is required for the household(s) in the housing program to bypass the CES list. Upon approval, the current program will provide all eligibility paperwork to the program accepting the transfer as the receiving provider is responsible for confirming eligibility.

## Emergency Shelter & Services

Emergency services are a critical crisis response resource, and access to such services will not be prioritized. People can access emergency services, including all domestic violence and emergency service hotlines, drop-in service programs, emergency shelters, domestic violence shelters and other short-term crisis residential programs, to operate with as few barriers to entry as possible. People can access emergency services, such as emergency shelter, independent of the operating hours of CES. [\[HUD CE Notice: Section II.B.7\]](#)

When a person utilizes emergency services outside the operating hours of the region's Coordinated Entry access points, the person will be referred to the access point, as soon as the access point is open, for intake and assessment. Emergency shelter and other emergency services will not be prioritized by need using the CES Assessment or referral. All housing programs, that are not considered emergency services, will be prioritized using the CES Assessment and referrals.

HUD funded emergency shelters which require the use of CES are not required to receive a CES referral before enrolling a household into an emergency shelter or provide emergency shelter services. CES is not a barrier to emergency services. For households that want to be referred to a housing program or will stay in a HUD funded emergency shelter for longer than 72 hours a CES assessment must be conducted. Shelters must complete an CE assessment on 95% of the clients who have resided in the shelter for three days or more.

## Diversion & Rapid Resolution

Diversion and rapid resolution are proactive strategies designed to quickly stabilize households at imminent risk of homelessness or those who have just become homeless. These strategies focus on identifying safe, immediate housing solutions that prevent homelessness or expedite exits from homelessness without relying on the Coordinated Entry System (CES). This may include mediation, reunification with family or friends, or financial assistance to secure housing. CE participating agencies are encouraged to apply these approaches for every household seeking services, ensuring swift intervention and reducing the need for formal entry into homelessness services.

## Connections to Mainstream Resources

Access points are encouraged to provide critical connections to mainstream and community-based assistance services. By accessing these resources, households can address broader needs related to income, health, and stability, which are crucial for preventing and ending homelessness.

KSHC has compiled a list of mainstream resources that can be found here:

<https://kshomeless.com/mainstream-resources/>

## Homeless Prevention Access

The KS BoS CoC does not have separate access points for homeless prevention services. Instead, all access points may use the Prevention CES Assessment for individuals and families to prioritize households for prevention services, in line with HUD CE Notice Section 11.B.8. The CES Prevention enrollment and assessment should be used exclusively for households that are currently housed and at imminent risk of losing

their housing. This process includes direct referrals, enabling access points to enroll and refer households to Prevention programs without utilizing the CES List, which is critical for addressing imminent eviction risks and avoiding waitlists.

It is the responsibility of the assessing/referring agency to coordinate services with the agency that the individual has been referred to.

## CES & Street Outreach

The KS BoS CoC integrates street outreach efforts into the Coordinated Entry System, defining outreach broadly as any combination of programs, services, or personnel likely to encounter individuals in places not meant for human habitation such as parks, cars and encampments. This includes homeless liaisons in public schools, social service workers, first responders, and other community partners, who may refer individuals to CES access points or complete the necessary training to conduct assessments.

Street outreach teams, trained in the Coordinated Entry System (CES), serve as access points and are responsible for offering the standardized CES assessment to households during outreach interactions. The assessment must be offered by the third interaction with the household or within 30 days of initial contact, whichever comes first.

If a household declines to complete the assessment, outreach staff must respect their decision and follow the established “Prefer Not to Complete the Assessment” protocol, which allows staff to complete a limited version of the tool without requiring direct client input. This version must be used only after multiple, good-faith offers to complete the standard assessment have been declined.

This process ensures compliance with HUD requirements that prohibit denial of access to services due to refusal to answer specific questions, and promotes a trauma-informed, person-centered, and equitable approach.

## CES Training

The Coordinated Entry Committee, the CES staff, HMIS staff and Regional Coordinators may collaborate to provide training opportunities at least once annually to organizations and/or staff persons at organizations that serve as an access points and administer assessments. This training will provide KS BoS CoC updates and distribute training protocols. The purpose of the training is to provide all staff administering assessments with access to materials that clearly describe the methods by which assessments are to be conducted with fidelity to the KS BoS CoC’s CES policies and procedures. [\[HUD CE Notice: Section II.B.14\]](#)

Training will be provided at no cost, and it is mandatory for all individuals administering assessments, a training certificate must be kept on file with the Kansas Statewide Homeless Coalition. Training must be completed once every two years unless the CEC requires training to be completed sooner due to major changes in the assessment tool, best practices or CES policies and procedures. Training curricula includes but is not limited to the following topics:

- Review of KS BoS CoC’s Coordinated Entry Policies and Procedures including any adopted variations/addendums if applicable.
- Conducting the CES assessment
- Requirements for use of assessment information to determine prioritization.
- Criteria for uniform decision-making and referrals

While not necessarily required the KS BoS CoC highly recommends that individuals completing the assessment have completed a minimum of training and education on best practices for those experiencing homelessness and

working with vulnerable populations which includes but is not limited to Housing First, Harm Reduction strategies, Motivational Interviewing, Trauma Informed Care and Cultural Competency. Find the assessment training [here](#).

# CES Enrollment Requirements

The Kansas Balance of State Continuum of Care (CoC) understands that in rural areas, people often move between homelessness and temporary housing situations, such as staying with friends or family, and then back to homelessness. Therefore, eligibility for the Coordinated Entry System (CES) is open to households experiencing homelessness or at imminent risk of homelessness, as defined by HUD. CES participation is not restricted by specific program eligibility requirements, allowing anyone in need of housing assistance to engage with the system and be assessed for services.

Eligibility for individual housing programs within the CES, however, is determined based on each program's specific criteria. While CES assesses, prioritizes and refers households to programs, final housing program eligibility is subject to the requirements of the housing program to which the household is referred.

All HMIS-participating continuum projects, including the Coordinated Entry (CE) project, are required to collect specific data elements at the time of enrollment. Therefore, all households must be enrolled in either the "Homeless CES" or "Prevention CES" programs to ensure accurate data collection. CES enrollment must be completed in all cases, even when a household prefers not to complete the assessment, (refer to Prefers Not to Be Assessed section for more details) to document that the assessment was offered.

## Current Living Situation

According to the [FY 2024 HMIS Data Standards](#), the Coordinated Entry process, users must record a Current Living Situation within the enrollment anytime any of the following occurs:

- A Coordinated Entry Assessment or Coordinated Entry Event is recorded; or
- The client's living situation changes; or
- If a Current Living Situation hasn't been recorded for longer than a community defined length of time (i.e., longer than 90 days) according to the CES List Inactivation section.
- Project Start

## Coordinated Entry Events

CE Events document key actions or milestones in a household's Coordinated Entry journey within the enrollment. These events are essential for tracking progress, generating reports, analyzing CES effectiveness, and ensuring compliance with HUD and other regulations.

Coordinated Entry Events in HMIS are categorized as "manual" or "inferred":

- **Manual Events** are recorded by users in the client enrollment record.
- **Inferred Events** are automatically generated based on factors like project type or funding source.

The "Referral to Scheduled Coordinated Entry Housing Needs Assessment" is the only required manual event, indicating the need for a CES Assessment and updating client records accordingly.

# Assessment

## CES Assessment Process

The KS BoS CoC's CE process utilizes the same assessment process at all access points to apply a consistent process throughout the CoC in order to achieve fair, equitable, and equal access to services within the community. The Coordinated Entry Committee utilizes a custom-built assessment tools for those experiencing homelessness and those at risk of homelessness. These assessments are used as a decision-assistance tool to assist in prioritizing households when available resources are limited.

The assessment process will not screen people out of the CE process because of perceived barriers to housing or services, including but not limited to: too little or no income, active or a history of substance abuse, domestic violence history, resistance to receiving services, the type or extent of a disability-related services or supports that are needed, history of evictions or poor credit, lease violations or history of not being a leaseholder, or criminal record. [\[HUD Coordinated Entry Notice: Section II.B.4\]](#)

For the latest version of the CES Homeless and Prevention Assessment, refer to the CES page on the Kansas Statewide Homeless Coalition (KSHC) website.

## CES Reassessment for Household

Households that have completed the CES Assessment previously may be reassessed due to any of the following situations:

- **Significant Life Changes:** Major life changes or events have occurred since the last CES Assessment was conducted (e.g., serious health events, change in housing status, loss of income).
- **Change in Household Composition:** Household members have changed since the previous CES Assessment was completed (e.g., birth of a child, separation, reunification).
- **Time Since Last Assessment:** It has been 12 months or more since the last CES Assessment was completed.
- **Updated Assessment Tool:** A new or revised assessment tool has been formally adopted and it has been at least 3 months since the household's last CES Assessment.

In all reassessment scenarios, a new Coordinated Entry enrollment must be created in HMIS to document the updated assessment. This separate enrollment ensures that the reassessment is distinct from the original CES enrollment, allowing for:

- Accurate documentation of the reassessment date and circumstances,
- Preservation of historical assessment data,
- Clear identification of changes in household composition or vulnerability over time, and
- Enhanced reliability of data used for prioritization and system performance monitoring.

Creating a new enrollment for each reassessment is critical for maintaining data quality, ensuring transparency in the prioritization process, and supporting compliance with HUD's expectations for standardized and timely documentation within the Coordinated Entry system.

Individuals fleeing domestic violence who were previously assessed in the presence of or alongside their abuser must be offered the opportunity to complete a separate, confidential reassessment to protect their safety and privacy.



## Participant Autonomy During Assessment

The CES allows people presenting to the crisis response system the right to refuse to answer any assessment question and to reject housing and service options offered without suffering retribution or limiting their access to assistance. Assessment staff should always engage participants in an appropriate and respectful manner to collect only necessary assessment information, but some participants might choose not to answer some questions or could be unable to provide complete answers in some circumstances. The lack of a response to some questions potentially can limit the variety of referral options. When this is the case, assessment staff should communicate to those participants the impact of incomplete assessment responses. Assessment staff should still make every effort to assess and resolve the person's housing needs based on a participant's responses to assessment questions no matter how limited those responses. A participant's unresponsiveness may not affect future assessments or referral options.

*Programs may require participants to provide certain pieces of information to determine program eligibility only when the applicable program regulation requires the information to establish or document eligibility.*

## Prefers Not to Be Assessed

Households opting not to complete a CES assessment must still be enrolled in CES. The CE participating agency will select the "Prefer not to complete assessment" option. This allows the household to be added to the CES List, however, the household will not have an assessment score. The following details are required:

- Assessment Date (when it was offered)
- Assessment Location
- Assessment Type
- County
- Reason for choice

## Prioritization

In the context of the CE process, HUD uses the term “Prioritization” to refer to the Coordinated Entry-specific process by which all persons in need of assistance who use CES are ranked in order of priority. The CE process must, to the maximum extent feasible, ensure that people with more severe service needs and levels of vulnerability are prioritized for housing and homeless assistance before those with less severe service needs and lower levels of vulnerability.

The KS BoS CoC utilizes the CES Assessment score and client-focused case conferencing to determine prioritization. Refer to CoC Written Standards located [here](#).

### CES Assessment Score

Each participant receives a score for the purpose of prioritization. If a paper assessment is used, all agencies are expected to use the unscored version of the assessment unless the agency is a Victim Service Provider. When the assessment is completed, or entered into Clarity, a score is generated at the end of the assessment. The breakdown of the score is as seen below. If the provider feels this score is not reflective of the participant’s situation, they can advocate for them in case conferencing and in their CQ notes.

### Client-Focused CES Case Conferencing Meetings

Client-focused CES case conferencing is a structured meeting that brings together CES partners to coordinate responses for households experiencing homelessness. These meetings are designed to ensure that households on the Coordinated Entry (CE) Prioritization List are receiving timely and appropriate follow-up and to address barriers to housing placement.

CE-focused CES case conferencing meetings include, but are not limited to, the following key activities:

- Review and referral of eligible households to available housing programs.
- Updating current housing or homeless status of individuals and families on the prioritization list.
- Updating contact information for households, including any new outreach attempts or alternate contacts.
- Tracking and resolving “no contact” households, with Kansas Statewide Homeless Coalition (KSHC) staff initiating follow-up and re-engagement efforts where appropriate.
- Following up on pending referrals to determine status, next steps, and to identify and resolve any delays or communication gaps.
- Identifying households missing from the list due to data entry delays or regional reporting discrepancies and ensuring their prompt inclusion.

All agencies participating in CE, particularly those with projects receiving HUD CoC or ESG funds, are expected to attend and contribute to case conferencing meetings within their region. Agencies are expected to come prepared with updates on their active and referred households and to collaborate with other providers to support resolution of housing barriers.

Participation is tracked by the CES Lead Agency, KSHC. Regional Coordinators will maintain case conferencing participation records. Any concerns or questions regarding participation can be addressed with the Regional Coordinators. Agencies that are required to participate in CES will be reported to the funder (e.g. CoC Lead for CoC, Kansas Housing for ESG, VA for SSVF, etc.)

In cases where the assessment tool does not produce the entire body of information necessary to determine a household’s prioritization, either because of the nature of self-reporting, withheld information, or circumstances outside the scope of assessment questions, the KS BoS CoC allows case managers working with households to provide additional information through case conferencing.

Case conferencing as defined in HUD’s [Coordinated Entry Core Elements](#) is “a meeting of relevant staff from multiple programs and agencies to discuss cases; resolve barriers to housing; and make decisions about priority, eligibility, enrollment, termination, and appeals. As the priority list grows and persons wait longer for referrals, the case conferencing approach is best equipped to adjust prioritization so that persons are offered other, potentially less intensive interventions rather than waiting for inordinate periods of time for more intensive interventions that might not exist or be available.”

The CES assessment/score and case conferencing will prioritize households regarding any combination of the following factors as defined in [HUD CE Notice: Section II.B.3](#):

- Significant challenges or functional impairments, including any physical, mental, developmental or behavioral health disabilities regardless of the type of disability, which require a significant level of support in order to maintain permanent housing (this factor focuses on the level of support needed and is not based on disability type);
- High utilization of crisis or emergency services to meet basic needs, including but not limited to emergency rooms, jails, and psychiatric facilities;
- The extent to which people, especially youth and children, are unsheltered;
- Vulnerability to illness or death;
- Risk of continued homelessness;
- Vulnerability to victimization, including physical assault, trafficking or sex work; or
- Other factors determined by the community that are based on severity of needs.

The aforementioned information can only be used for the purposes of finding the most suitable services for each participant. This information cannot be used to screen a household out of services.

Each region will conduct, at a minimum, monthly case conferencing to review the CES list and all pending program referrals. Refer to the Pending Referral Section for further details. Each region can decide to meet more frequently.

In cases where an agency can only provide a household with short term assistance (for instance, the funding doesn’t allow for long term support). The agency may request that referrals be sent from the bottom of the list to the top as approved by the region on a case-by-case basis.

## Care Coordination

Care coordination (such as Built For Zero care coordination) is an enhanced, client-centered case conferencing strategy used to provide targeted support to households with the most complex housing and service needs. While not a required component of the Coordinated Entry System (CES) participation or policy compliance, care coordination may be utilized at the discretion of each region to improve outcomes for high-need households through intensified collaboration among service providers.

Care coordination involves a focused review of a limited number of high-need households—typically between one and ten—where all providers actively involved with the household participate in a shared problem-solving discussion. The goal is to align services, reduce barriers, and support timely housing placements.

Regions may choose to conduct care coordination at the end of regularly scheduled CE-focused case conferencing meetings or in separate, dedicated sessions. Implementation details, including household selection and follow-up processes, may be outlined in each region’s CoC Regional Plan.

## CQ Referral Notes

Relevant, non-sensitive information should be included in the CQ referral notes section. These notes appear on the Coordinated Entry System (CES) list, with only the most recent note visible. While these notes can be

valuable for case conferencing and prioritization, it is crucial to avoid including any information that could lead to discrimination or exclusion from programs.

## Geographic Prioritization

Housing providers may prioritize households for a specific program type based on their geographic location when they are the only provider serving a specific county, city, or area within a region. In such cases, the provider is permitted to prioritize households residing within that designated area to ensure that local resources are available to meet the housing needs of the community. This geographic prioritization must be clearly outlined in the provider's policies, regional plan and communicated to the CES staff to ensure transparency and alignment with the regional housing strategy. However, the provider may continue to serve households from other areas as capacity allows.

## Tiebreakers

In the event that two or more homeless households within the same geographic area are identically prioritized for the next available referral, and each household is also eligible for that referral, the Region selects the household with longest history of homelessness. If this does not break the tie, then the referral will be provided to the household who was enrolled into CES first.

## Target Populations

### Veterans

In accordance with the federal plan to end veteran homelessness, the KS BoS CoC prioritizes veterans. Therefore, homeless persons/families identifying as a 'Veteran' during the Coordinated Entry Process will be referred to Veteran-specific housing resources. The Access Point, Regional Coordinator, CES staff and the Veteran Representative will collaborate to determine Veteran eligibility and available resources, including VA, VASH and SSVF.

*Population Specific Case Conferencing: A monthly Veteran CoC-Wide Case Conferencing with Veteran Representatives will occur to review the list to ensure that all Veterans have been appropriately referred and served.*

### Households Fleeing Domestic Violence

The KS BoS CoC prioritizes households fleeing domestic violence, ensuring they receive timely support through the Coordinated Entry System. The CoC collaborates closely with Victim Service Providers (VSPs) to deliver tailored assistance, ensuring safety, confidentiality, and access to appropriate housing resources for survivors. Refer to VAWA Standards [here](#).

### Youth

The KS BoS CoC is actively working to establish partnerships and processes to prioritize youth experiencing homelessness. Through collaboration with community organizations (such as the DCF, McKinney Vento Liaisons, and Youth Advisory Board), we aim to develop a streamlined approach that ensures youth receive the services and housing resources they need for long-term stability.

### Households Experiencing Chronic Homelessness

The KS BoS CoC prioritizes individuals and families experiencing chronic homelessness for Permanent Supportive Housing (PSH) programs. By focusing on those with the greatest need, the CoC ensures that chronically homeless households receive long-term housing and supportive services.

## Permanent Supportive Housing (PSH) Prioritization

In accordance with [HUD's Notice CPD-16- 11: Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing](#), prioritizing Permanent Supportive Housing programs for chronically homeless households is not a one-size-fits-all approach and should only be offered to those households that truly need the level of support provided by this program. In order to use the limited resources available within the community in the most effective way possible, the KS BoS CoC is committed to prioritizing PSH for those most in need through an established order of priority.

The KS BoS CoC has developed an order of priority to establish a process for prioritizing placement into PSH through the CES. The overarching intent of this order of priority is to ensure that chronically homeless households with the longest length of time homeless and the most severe service need are prioritized over other eligible households.

**First Priority:** The order of priority prioritizes chronically homeless households with the most severe service need. Chronically homeless households are offered housing interventions in descending order from highest CES Assessment score to lowest.

Where two chronically homelessness households are presenting with an identical service need score, the household with the longest history of homelessness will be offered the housing intervention first, in descending order from longest to shortest history of homelessness (either continually or cumulatively).

- Where two households have matching service need score and length of homelessness, the household that had been identified in the community first, as recorded in HMIS, will be offered the housing intervention first.

**Second Priority:** If there are no chronically homeless households identified within the KS BoS CoC geographical coverage area, households that are not chronically homeless with the most severe service need will be offered housing interventions in descending order from highest VISPDAT score to lowest.

- Where two households are presenting with an identical service need score, the household with the longest history of homelessness will be offered the housing intervention first, in descending order from longest to shortest time homeless (either continually or cumulatively).
- Where two households have matching service need score and length of homelessness, the household that had been identified in the community first, as recorded in HMIS, will be offered the housing intervention first.

**Evidence That There Are No Households Meeting the First Order of Priority:** In the event that CES team is unable to locate a household that meets the first order of priority outlined above, the CES team will document how it was determined that there were no chronically homeless households that met a higher priority identified for assistance within the KS BoS CoC's geographic area at the point in which a vacancy became available as outlined in the [Notice CPD16- 11: Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing](#). This documentation will include evidence of all outreach efforts that had been undertaken to locate eligible chronically homeless households within the KS BoS CoC geographic coverage area and, where chronically homeless households have been identified but have not yet accepted assistance, the documentation should specify the number of persons that are chronically homeless that meet this condition and the attempts that have been made to engage the household.

# CE List Management

## CES List

The Coordinated Entry System (CES) List—also referred to as the community queue—is a regionally organized list of households actively seeking referral to available CES-participating housing programs. Each CES List corresponds to a specific geographic region within the Kansas Balance of State CoC: Douglas, East Central, Northeast, Flint Hills, North Central, Northwest, Southwest, South Central, and Southeast.

Households are added to the CES List by trained CES Assessors using the approved CES assessment tool. Once added, they are considered for referral based on the CoC's prioritization policies. Assessors are expected to attend CES Case Conferencing meetings in each region where they have placed clients on the list. This ensures that client circumstances are accurately communicated and that referral decisions are made collaboratively.

Households should not be added to a CES List in a region where they are unlikely to relocate due to lack of ability, transportation, or essential supports. Prior to placement on a regional CES List, the assessor must confirm that the household has the capacity to relocate and that relocation aligns with the household's housing plan. This includes verifying the presence of necessary supports (such as transportation, family or service connections), the household's ability to navigate relocation logistics, and a basic understanding of the service environment in the new region.

If relocation is appropriate, a warm handoff must be initiated to ensure coordinated support between the originating and receiving regions. A warm handoff is defined as timely, direct communication between staff in both regions, active involvement by the assessor or designated agency staff, and a shared understanding of the household's needs, circumstances, and any potential relocation barriers. Assessors are responsible for presenting accurate and complete information at case conferencing, adding notes to the Community Queue or sending a detailed email to the Regional Coordinator. Regional Coordinators may assist in facilitating the handoff to ensure continuity and proper referral alignment.

The Kansas Balance of State CoC does not maintain a separate or standalone CES List for specific subpopulations. Instead, the CES team utilizes a centralized, system-wide list that draws from all regional CES Lists across the CoC. This comprehensive list is used to apply subpopulation filters—such as veteran status or fleeing domestic violence—for the purpose of targeted prioritization and program matching. Households are not added directly to this centralized list; rather, the list reflects all eligible entries from regional lists in real time. This approach ensures consistency in prioritization, avoids duplication, and allows for efficient coordination across the state while upholding all data privacy and confidentiality requirements.

For Transitional Housing participants that maintain their homeless situation while enrolled in a Transitional Housing program, the following factors will be considered in the CES List Management:

- TH participants that may want to be referred to RRH or PSH can stay on the CES List for referrals.
- TH participants on the CES List will not be required to be reassessed after one year instead they will maintain the CES Assessment and score that they had at the time of enrollment.

## Check-In Button

In order to prevent a referral from expiring from the CES List, users can check in the referral to reset the Last Activity counter. The Check-in button gives the participant 90 more days (of inactivity) on the community queue before automatically removing them.

Check-ins should only happen if the service provider has had contact and is certain the individual is still seeking services. If this is the case, the service provider is also expected to add a note to the referral for the CES List.



The individual/agency that assessed and added a participant to a community queue is responsible for maintaining contact and checking them in if applicable.

<https://help.bitfocus.com/community-queue-for-end-users>

## CES List Inactivation

A CES participant may be inactivated on the CES list if there is no contact, after several continued, documented efforts in the community to locate and communicate with a CES participant, with no response after 90 days. Based on CES team availability, KSHC may attempt to reach out a final time before or after the client is automatically inactivated by the system. The CES team may determine an exception to this on a case-by-case basis. CES list inactivation will not delete the CES assessment record, and it can be reactivated once contact is reestablished. The participant may reenter the CES in the future, without preconditions or retribution.

## Referral

The KS BoS CoC uses the CES to provide a uniform and coordinated referral process for all beds, units, and services available at participating programs within the KS BoS CoC's geographic area for referral to housing and services. Participating programs in the CES establishes that the CES is the only referral source from which to consider filling vacancies in housing and/or services funded by CoC and ESG programs. [HUD CE Notice: Section II.B] CoC and programs participating in the CES cannot screen potential program participants out for assistance based on perceived barriers related to housing or services. [HUD CE Notice: Section II.B.3]

The KS BoS CoC covers 101 counties within the state of Kansas and has designated 9 regions within the state. These regions will manage their own regional CES list and provide referrals within their independent regions in order to avoid forcing households to travel or move long distances to be served. Each region may decide to customize the CES list to align with eligibility requirements from the specific programs in that region. (i.e., funding only allows the program to serve households within a specific city so a city column is added for all participants.)

To support successful referrals, assessors must ensure that each household is entered into the CES with reliable contact information. The CES List is designed for making real-time housing referrals, and without a way to reach the household, that purpose cannot be fulfilled. Contact information may be informal and flexible, including a phone number, email, case manager contact, emergency contact, or consistent location where the household can be found (e.g., a shelter, service provider, or public location visited regularly). Assessors are responsible for documenting this information clearly and updating it as needed to maintain the accuracy and functionality of the CES List.

The CES team will collaborate on providing referrals in Clarity Human Services from the CES List to participating agencies when those agencies determine there is an opening in a program. If an agency requests a referral outside of regular case conferencing, the request must be submitted through the CoC's designated system (e.g., Freshdesk). The CES team will review the CES List to confirm that the referred household is next in line based on prioritization criteria. Once the referral is made, the agency must make reasonable efforts to contact the household, including at least three documented attempts over a period of no less than two weeks. If contact is not successful, the agency must notify the CES team and request a new referral. A replacement referral will be issued by the CES team within three business days. Based on availability and discretion, the CES team may make one final outreach attempt before issuing a new referral.

## CES Referral Requirements for HUD Funded Programs

Both the CoC Program interim rule and the Emergency Solutions Grants (ESG) program interim rule (24 CFR part 576) require that programs operated by recipients and subrecipients of CoC Program or ESG grant funds must participate in the established Coordinated Entry process.

### ESG-Funded Emergency Shelters

- Emergency Shelter participants are not required to be in or referred by CES to be enrolled in the emergency shelter.
- Emergency Shelters must offer the CES enrollment/assessment within 3 business days of emergency shelter enrollment on 95% of clients who have resided in the shelter for three days or more.

### CoC-Funded and ESG-Funded Housing Programs

- CoC-Funded and ESG-Funded Housing programs are required to fill their program openings with 95% of referrals directly from CES.
  - The CES Policies and Procedures require 95% of Housing program enrollments to have a direct link with a referral from CES located in HMIS.
  - However, VSPs operate in a separate but comparable database where it is impossible to create this linkage between HMIS and the comparable database. VSPs are exempt from this specific linkage requirement but must work with their funders to ensure compliance with overall HUD CES requirements.

### ESG-Funded Prevention Programs

- ESG-Funded prevention programs are required to fill their program openings with 95% of referrals directly from CES.
- Due to the immediate need of services to keep those at risk from becoming homeless, Prevention programs are required to set up their programs to accept direct referrals from CES. Therefore, there is no wait or CES list.

### VA and SSVF Funded Housing Programs

- VA and SSVF Funded Housing programs should partner with the CoC, specifically with the CE Committee, to ensure that all VA and HUD CES requirements are implemented including but not limited to the following:
  - VA Participation in Coordinated Entry: VA Guidance and Implementation Assessment Checklist
  - VA Integration in Coordinated Entry (CE): Troubleshooting Delays in Care
  - VA Coordinated Entry Fact Sheet for SSVF Grantees
  - Department of Veterans Affairs Supportive Services for Veteran Families (SSVF) Program Guide

### Street Outreach Programs

- Street Outreach Programs are required to offer the CES assessment and complete the CES enrollment within 3 interactions or 30 days, whichever occurs first. After this timeframe, the agency can conduct the prefer not to complete assessment.

## Receiving Agency Expectations

Receiving Programs are housing projects that accept referrals through the Coordinated Entry System (CES) to fill available program openings. Upon receipt of a referral, the Receiving Program is expected to proceed with

the eligibility determination process and, if the household is eligible, fill the vacancy with the referred household in a timely and coordinated manner.

Receiving Agencies are required to participate in regional Case Conferencing meetings to support collaborative case planning, ensure transparency in referral decisions, and promote equitable access to housing. Because meeting frequency varies across regions within the Kansas Balance of State CoC, attendance expectations will be outlined in each region's Regional Plan. Programs are generally expected to maintain at least 80 percent attendance, unless otherwise specified by the region.

Receiving Agencies are responsible for providing referred households with accurate and comprehensive information regarding their program, including the scope of services offered, eligibility criteria, participation expectations, and any other relevant program requirements. Agencies must also confirm the household's interest in proceeding with the referral prior to enrollment.

Unless otherwise directed by the program's funding source or specific grant requirements, all housing placements within CES-participating programs must occur exclusively at 95% through the CES referral process. Agencies may not independently fill vacancies outside of CES without documented exemption or prior written approval from the CoC or applicable funder.

## Homeless Prevention Referrals

The Homeless Prevention (HP) programs operate within Clarity as direct referral programs. When a household who is at risk of homelessness presents to any access point, the agency will conduct the Prevention CES Assessment. All agencies can directly refer a household to their own HP program or to a partnering agency's HP program without placing households on a list.

## Referral Response

The agency must provide the referred household with a specified date, time and location (virtual meetings acceptable) for all meetings pertaining to eligibility determination and program intake that accommodate the applicant's schedule and ability. HUD funded programs will determine program eligibility solely on HUD eligibility requirements and may not add additional eligibility requirements.

- Agencies have thirty (30) business days to accept or deny a referral based on program eligibility. An extension may be provided by the CES team on a case-by-case basis.
- If the referred household fails to attend four (4) scheduled meetings within a two-week timeframe, the agency must document the missed meetings and immediately inform the CES team. A new referral will be provided to the agency within three (3) business days.
- Pending referrals will be discussed during case conferencing.

## Participant Referral Choice

One of the guiding principles of CE is participant choice. This principle must be evident throughout the CE process, including the referral phase. Participants in CE are allowed to reject service strategies and housing options offered to them, without repercussion.

Eligible Households will be given information about the programs available to them and provided choices whenever feasible. Of the options available, participants will be afforded their choice of which project to be referred to. If a household declines a referral to a housing program, they remain on the *CES list* until the next housing opportunity is available.

## Provider Declined Referrals

When a provider declines a referral in the Coordinated Entry (CE) system, they must adhere to a standardized process that ensures transparency and accountability. Declined referrals should only occur when a provider cannot meet the specific needs of the household due to capacity constraints, program eligibility criteria, or other justifiable reasons that align with CE Policies and Procedures. All declined referrals must be documented, including the reason for the decline, in a manner that does not penalize or further marginalize the household.

All denials of CES referrals must be entered into Clarity. Within the Referral, agencies can change the Status of the referral to “Denied” which will provide the following options:

- Send to Community Queue
  - Agencies should select “Yes” if the household remains homeless and continues to actively seek housing resources from the CoC.
  - Agencies should select “No” if the household is no longer homeless and/or no longer seeks housing resources from the CoC.
- Denied By Type
  - Agencies should select “Provider” or “Client” depending on which entity initiated the denial.
- Denied Reason
  - The following options are available to choose from:
    - Lack of Eligibility
    - Full Program Capacity/No Program availability
    - Client out of jurisdiction
    - Client previously received services
    - Needs could not be met by program
    - Disagreement with rules
    - Client refused services
    - Client did not show up or call
    - Self-Resolved - Client Housed
    - Falsification of Documentation

Agencies may deny households when there are safety concerns in working with the specific agency staff or program participants. Agencies will mark these under “disagreement with rules” and provide a description in the comment section.

## CES Exit

According to the FY 2024 HMIS Data Standards, the CES Exit represents the end of a client's participation with the CE system. The exit date should coincide with the date that the client is no longer considered to be actively seeking housing assistance from the CoC. Reasons to exit a client include:

- The client has entered a permanent housing program (RRH, PSH, etc.) or is otherwise known to have found any type of permanent housing.
- The client is known to have left the CoC to pursue other assistance or resources.
- The client is deceased.
- No staff working in the CE system (via appropriate case conferencing) has been able to locate the client for 90 days and there are no Current Living Situation records as determined by the CES List Inactivation section.

# Privacy, Consent, and Data Protection in Coordinated Entry

## Privacy Protections

This data system ensures adequate privacy protections of all participant information per [HUD's HMIS Data Standards](#). All persons who have access to this information must have signed confidentiality agreements in place and agree not to share the information, except as authorized by participants. All persons with access to the HMIS system must follow the HMIS Policies and Procedures located [here](#).

Each CES participant will be required to sign the HMIS/Coordinated Entry Release of Information form that will obtain participant consent to share and store participant information for purposes of assessing and referring participants through CES. [\[HUD CE Notice: Section II.B.12\]](#)

The HMIS/Coordinated Entry Release of Information form will have at a minimum the following information:

- Participating in the Coordinated Entry process is voluntary.
- Collected information will be sent to authorized agencies for the purpose of furthering services and housing assistance.
- Participants can request to have their information removed from the database at any time.
- Participation or lack of participation in CES does not affect a person's ability to access resources and services from the Access Point agency.
- Households who do not consent to have their identifying information stored in the HMIS system may have their identifying information removed or not entered into the system.
- The CES does not require disclosure of specific disabilities or diagnosis and that specific diagnosis or disability information may only be obtained for purposes of determining program eligibility to make appropriate referrals. [\[HUD CE Notice: Section II.B.12.f\]](#)

## Data Confidentiality

CES Data is stored within HMIS; therefore, HMIS Policies and Procedures, HMIS Data Quality Plan and HMIS Privacy Policies may be applicable and enforced on all CE participating agencies with or without direct access to HMIS. These can be found here: [Homeless Management Information Systems - Kansas Statewide Homeless Coalition \(kshomeless.com\)](#)

## Participant Consent Process

Identifying Data must not be collected without the consent of participants, according to the defined privacy policies adopted by the CoC and HMIS.

A Release of Information (ROI) is a legal document that allows individuals to grant permission for their Personal Identifying Information (PII) to be shared among various service providers within a Coordinated Entry System (CES). The ROI is designed to balance the need for effective service coordination with an individual's right to privacy and control over their personal information. By ensuring that PII is shared responsibly and with informed consent, the ROI helps protect individual privacy while enabling the CES to provide comprehensive and timely support to those experiencing homelessness.

Each participant in the CES is required to sign or verbally agree (if the assessment is completed remotely) the HMIS/Coordinated Entry Release of Information form either within HMIS or on the paper assessment. This form is necessary to obtain participant consent for the sharing and storage of their information, which is crucial for assessing and referring participants through the CES. As specified in HUD's Coordinated Entry Notice, "an ROI must be signed for all individuals completing the CES assessment" (HUD CE Notice: Section II.B.12). To

ensure this, the CES process includes the ROI as part of the assessment packet, particularly for paper assessments.



# Monitoring & Evaluation

## CE Evaluation Plan

HUD requires Coordinated Entry evaluations to occur on an annual basis with a focus on the quality and effectiveness of the entire Coordinated Entry System, including intake, assessment, prioritization and referral processes. This evaluation will create an opportunity to modify the CES operations to better achieve positive outcomes. In establishing an evaluation plan, the evaluation responsibilities should include the following:

- Determine which aspects of the effectiveness of its system will be measured.
- Determine which aspects of the process will be evaluated for fidelity to CE policies and procedures and HUD's coordinated entry requirements.
- Determine how to gather data to track the selected measures, incorporating in the evaluation process the required stakeholders, at a minimum.
- Determine whether and how the CoC uses evaluation results to inform other aspects of system planning and monitoring, including evaluating whether the CoC has too much or too little of certain housing and supportive services resources overall and for specific subpopulations (e.g., youth, adults with children).
- Coordinate with partners (e.g., ESG recipients, SSVF recipients, etc.) so data is collected consistently across programs, to make sure evaluations are thorough and coordinated.

The evaluation plan will consist of the following reviews:

1. **HUD Compliance Review:** This review will determine if the implementation and operation of the CES is in compliance with HUD's requirements for CE as stated by the Coordinated Entry Notice, the Prioritization Notice, the Coordinated Entry Policy Brief, the CoC Program interim rule, the ESG interim rule, HUD Equal Access rule and any future requirements established by HUD.
2. **Effectiveness Review:** This review will determine how effective the CE process is in connecting households experiencing homelessness to appropriate referrals such as system need, time to referral, referral appropriateness and referral outcomes.
3. **Process Review:** This review will focus on how the CE process has been implemented and whether it is currently operating in accordance with the KS BoS CoC's established policies and procedures.

The CES team and the CEC may utilize the following information and/or methods to complete a comprehensive evaluation.

- [Coordinated Entry Process Self-Assessment tool](#)
- [Coordinated Entry Management and Data Guide](#)
- HMIS and CES data to determine system performance measures and other evaluation criteria
- Solicit feedback to influence updates to CES policies and procedures from participating programs and program participants as required by [HUD CE Notice Section II.B.15](#) which will ensure privacy protections for this evaluation according to [HUD CE Notice Section II.B.12](#).

## CES Annual Performance Review (CE APR)

The KSHC, as the CE Lead Agency, provides a HUD-funded SSO-CE project which requires the CoC to collect Coordinated Entry data elements in HMIS. Additionally, the KS BoS CoC is required to produce a CE-specific Annual Performance Report (CE APR) and submit it through SAGE to HUD.

## CE Compliance Review

All programs that are required to participate in the Coordinated Entry System (CES)—including those funded by HUD Continuum of Care (CoC), Emergency Solutions Grants (ESG), and other applicable sources—must comply with CES policies, procedures, and participation expectations as outlined by the Kansas Balance of State Continuum of Care (KS BoS CoC).

Any individual or organization may report a potential CES compliance concern to any staff member of the Kansas Statewide Homeless Coalition (KSHC), which serves as the Coordinated Entry Lead. Reports may be made verbally or in writing and may remain confidential upon request.

Upon receiving a CES compliance concern, KSHC will:

1. Review the concern to determine whether it warrants further investigation.
2. Conduct an investigation to assess whether the program in question is out of compliance with CES requirements.
3. Engage the program to gather relevant documentation, assess participation practices, and confirm findings.

If non-compliance is confirmed, KSHC will issue a formal Letter of Non-Compliance to the program. This letter will:

- Summarize the nature of the non-compliance,
- Cite relevant CES policy or procedural requirements,
- Notify the program's primary funder(s) of the issue, and
- Outline the required next steps.

Following the Letter of Non-Compliance, KSHC will work collaboratively with the program to:

- Develop a Corrective Action Plan (CAP) that addresses the areas of non-compliance,
- Set clear timelines for corrective measures, and
- Provide guidance, training, or technical assistance as needed to support compliance.

KSHC will monitor implementation of the CAP and determine when the program has successfully returned to compliance.

## CE Lead Monitoring

The CE Committee and the CoC Steering Committee are responsible for the oversight and monitoring of the CE Lead Agency. These committees ensure that the CE Lead Agency adheres to HUD guidelines, effectively manages the coordinated entry system, and maintains the standards set by the Continuum of Care (CoC). Their roles include reviewing performance and providing guidance on improvements.

## Amendment

The Coordinated Entry Committee (CEC) shall be responsible for the revision and review of the CES Policies & Procedures. The CEC will submit the final draft of the revised CES Policies and Procedures to the CoC Steering Committee for final approval. The revision process will be completed at least once annually, and anyone who is interested in submitting suggestions for revisions to these policies and procedures should submit them to [ces@kshomeless.com](mailto:ces@kshomeless.com).

# Glossary

A **Continuum of Care** is a local or regional planning body that coordinates housing and services funding for homeless families and individuals. It oversees the implementation of CES and ensures compliance with HUD guidelines.

- **Crisis Response System** denotes all the services and housing available to persons who are at imminent risk of experiencing literal homelessness and those who are homeless.
- **Homeless Response System** specifically refers to the services and housing available only to persons who are literally homeless.

**CES Access Points**, also known as **Access Points**, these are defined as places – either virtual or physical – where an individual or family in need of housing assistance accesses the Coordinated Entry System.

**CES List:** A list in the Coordinated Entry System that prioritizes people experiencing homelessness for assistance due to a scarcity of housing resources. Also known by other communities as “active list”, “master list”, or “by name” list. The HMIS Vendor utilizes the name “Community Queue (CQ)”. The KS BoS CoC utilizes the name “CES list”.

**CES Case Conferencing Meetings:** The goal of case conferencing is to provide holistic, coordinated, and integrated services across providers, and to reduce duplication. The CES Team/Regional Coordinators are required to bring CES regional partners together to meet at least once every month to review and update the CES list, case conference and make referrals. These meetings are not open to the public in order to protect CES participant confidentiality and only those agencies that participate in CES can attend.

**Chronic Homelessness** 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, 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.

**Diversions** is a strategy used to prevent homelessness by helping individuals and households identify immediate alternative housing arrangements and, if necessary, connecting them with services and financial assistance to avoid the need for shelter.

**The Equal Access Rule** is a HUD regulation that ensures all individuals, regardless of sexual orientation, gender identity, or marital status, have equal access to HUD programs and services, including those provided through CES.

**Functional Zero** refers to the point at which a community has effectively ended homelessness for a specific population (e.g., veterans, chronically homeless individuals). It means that the number of people experiencing

homelessness in that population is no greater than the community's capacity to house them, and that systems are in place to prevent future homelessness. This term is primarily used for the Built for Zero initiative.

**HMIS:** A Homeless Management Information System (HMIS) is a local information technology system used to collect client-level data and data on the provision of housing and services to homeless households and persons at risk of homelessness. The KS BoS CoC utilizes Bitfocus Clarity Human Services as its HMIS database.

**Housing First** is a homeless assistance approach that prioritizes providing permanent housing to people experiencing homelessness, without preconditions such as sobriety or participation in treatment. It is based on the belief that housing is the foundation for improving quality of life and achieving other goals.

The term **household** is intended to cover any configuration of persons, whatever their age or number (adults, youth, or children; singles or couples, with or without children) who are wanting to be housed together.

**Mainstream resources** are public benefits and services, such as Medicaid, social security, food assistance, and public housing, that are available to the general population. CES encourages agencies to connect individuals experiencing homelessness to these resources to support long-term stability.

**Personally Identifiable Information (PII)** refers to any data that can be used to identify a specific individual. This includes, but is not limited to, names, social security numbers, dates of birth, addresses, phone numbers, and any other data that could be combined to identify a person uniquely.

**Projects (also known as programs)** are housing or supportive services intended to help a program participant to rapidly exit homelessness.

A **referral** is the process of directing an individual or household from CES to a specific housing or service program based on their prioritization status and case conferencing..

**Regional Meetings:** Regional Coordinators host a meeting for housing service providers, emergency service providers, landlords, healthcare agencies and any organization or person that has an interest in ending homelessness within their region to educate and inform each other on issues, concerns, needs or resources that assist the region in ending homelessness. These meetings occur at least once every quarter and notification of these meetings are located at <https://kshomeless.com/about-ks-bos-coc/coc-meetings/>

**Temporary housing** includes shelters, transitional housing, and other short-term accommodations intended to provide immediate, but not permanent, housing for households experiencing homelessness.

**Transitional housing** is a temporary housing program that offers supportive services for a specific period, usually up to 24 months. It is designed to help households stabilize and transition to permanent housing.

A **warm handoff** is a referral process where a client is personally introduced to the next service provider or housing program, often with additional support such as a phone call or transportation, to ensure a smooth transition and reduce the likelihood of service disengagement.

The **Vets At Home** is a workgroup for the Veteran Leadership Team designed for the KS Balance of State to end Veteran Homelessness in the continuum. The team provides a Veteran representative to each region for the coordinated entry system who attends regional meetings and coordinates services for homeless veterans identified on the CES list.