



Coordinated Entry
Regional Access Points
Field Manual
and
Path to Home Services Manual v3.2

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Purpose Statement

The purpose of Coordinated Entry for All (Coordinated Entry) Regional Access Points is to ensure that prioritized households experiencing homelessness have fair and equal access to the housing assessment process, regardless of race, color, national origin, religion, sex, age, familial status, disability, actual or perceived sexual orientation, gender identity, or marital status. RAP staff work with these households to understand their strengths and needs, provide a common assessment approach, and connect them with housing and homeless assistance. Through the use of standardized tools and practices, Coordinated Entry RAPs strive to incorporate the principles of a system-wide housing first approach emphasizing diversion and prioritizing those with the highest service needs for housing triage and the limited housing resources available through Coordinated Entry.

RAP Mission Statement

Coordinated Entry for All Regional Access Points provide a safe environment where households experiencing homelessness can feel empowered to explore a path to housing while making connections to the additional services they need. We encourage participants to self-advocate while providing assistance with dignity, respect, and a commitment to equity and social justice.

Program Description

RAP Role in Coordinated Entry

RAPs function as the “front door” to accessing homeless resources and Coordinated Entry. The RAP recognizes that King County is the coordinating entity for Coordinated Entry and understands that Coordinated Entry is a county wide system for homeless households and must be operated in a consistent and standardized manner as outlined by King County.

RAP Work Statement

RAP sites provide households with support by providing diversion, connections to employment navigation, assistance in connecting to needed resources, and when determined appropriate, completing a Housing Triage Tool (HHT) for possible connection to homeless housing accessed through Coordinated Entry. RAPs will operate in a manner which fully complies with all applicable federal, state and local laws, statutes, rules and regulations, and with a commitment to equity and social justice and the King County Equity and Social Justice Strategic Plan located at <https://www.kingcounty.gov/elected/executive/equity-social-justice.aspx> as are now in effect or may

be hereafter amended, and in accordance with the terms and conditions described hereinafter.

Program Indicators

- A. Fair and equal access to services, resources, and triage for those experiencing homelessness.
- B. The number of households who receive connections to employment and/or diversion services at initial appointment or contact.
- C. The number and percent of households receiving navigation assistance.
- D. The number of households that receive timely, culturally competent housing assessment utilizing the standardized Housing Triage Tool when a diversion plan is not an option.
- E. The number of services hours provided per quarter including meeting minimum walk-in hour requirements.

Program Requirements

Overview

- The RAP shall comply with and administer the RAP site in accordance with the Coordinated Entry Policy and Procedures and associated Manuals located on the [King County Regional Homelessness Authority website](#).
- The RAP shall provide services to all eligible homeless populations including single adults, families, and young adults based on the following criteria:

Literally Homeless (Sleeping outside, in a place not meant for human habitation, or in a shelter (funding sources vary, be sure the funding source can assist households in shelter when providing financial assistance).
Fleeing / attempting to flee domestic violence, (the individual must be fleeing, or is attempting to flee, domestic violence, dating violence, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or family member; have no other residence, and lack the resources or support networks to obtain other permanent housing).
Staying in or exiting an institution where you resided for up to 90 days and were in a shelter or a place not meant for human habitation immediately prior to entering the institution.
Young adult 17.5-24 who are imminently at risk of homelessness within 14 days are also eligible for Coordinated Entry (YA at risk are potentially eligible to complete a triage too, but must be literally homeless to be eligible for diversion).
Households that present as homeless prevention will be referred to prevention services.

- Path to Home/diversion will be offered first as a means to resolve the housing crisis before

determining if completing a Coordinated Entry HHT is appropriate.

- The RAP shall complete in person screenings with households who schedule an appointment or are accommodated as a walk-in. The first step in triaging households is a conversation around Employment Navigation, diversion / Path to Home, and options and services outside the Coordinated Entry Homeless Housing system before conducting a HHT.
- The RAP shall provide sufficient mobile capacity for households with limited or no physical ability to come to the RAP offices or for homeless households that may have limited or no connection to human service systems.
- If it is determined that a HHT will be conducted, the RAP shall complete the applicable CE triage tool and enter the results into HMIS within 24 hours of assessment. Staff conducting the HHT will do so in compliance as outlined in the [Coordinated Entry Housing Assessor Manual](#) and [HMIS guidelines](#). For additional assistance visit the [Bitfocus Help Site](#).
- RAP staff shall prioritize housing navigation services for households who lack the resources or are not supported by another provider agency to gather documentation needed to secure housing.
- The RAP will maintain ongoing communication and regularly update County staff on activities including staffing levels and walk-in hours. County staff must be notified within five business days of a RAP position vacating.
- The RAP agrees to collaborate as needed with other County initiatives and efforts, including but not limited to, Best Starts for Kids, behavioral health integration, etc., and provide linkages to all other needed services through direct connection, warm hand-off, or referral.
- The RAP shall ensure adequate service coverage of the designated catchment area, but shall assess all eligible households that contact the agency.
- The RAP shall ensure that the needs of special populations (including survivors of domestic violence, limited or non-English speakers, and immigrants and refugees) are met, and that the provision of services that are culturally and linguistically appropriate (including language translation and interpretation services).
- The RAP shall collaborate with County staff to ensure overall alignment with regional priorities.
- The RAP shall comply with all contractual agreements outlined in associated Program Contract Exhibits executed by King County and the Provider including reporting requirements, direct service requirements, collaboration on associated County initiatives, and invoicing requirements.

Equity and Social Justice (ESJ)

The RAP is required to carry out operations with a commitment to equity and social justice as outlined in their contract with King County focusing on accessibility, relevance, and commitment and with King County ESJ initiatives. RAP staff are required to attend training on ESJ topics such as Implicit Bias, Race- the Power of Illusion, or other applicable trainings that specifically address Equity and Social Justice.

Hours of Operation

The RAP shall hold regular, evening and weekend operating hours, as well as regularly scheduled mobile assessment hours, to be established in coordination with the County. Any changes to established office hours must first be approved by the County. The RAP shall notify the County immediately if any unexpected changes to regular office hours occur. The RAP shall accept scheduled appointments, walk- in clients, and offsite (mobile) triage.

Progressive Engagement

The first phase when screening a household is to explore connections to employment navigation, diversion / Path to Home, and other resources that can assist the household in diverting the homeless housing system. For households that clearly do not have the resources to utilize an employment or diversion resource, a HHT can be conducted. RAP staff are required to be open and transparent about the limited resources through Coordinated Entry. If it is clear after conducting the HHT, that a resource is unlikely, staff shall return to the conversation about diversion / Path to Home and other resources and explore options in more depth. For Triage prioritization see the [Coordinated Entry Assessor Manual](#). Services are to be delivered in a Progressive Engagement model, utilizing the least amount of resources to solve the current crisis and reserving the most intensive services and housing resources for the most vulnerable households.

Wrap-around Connections to Services

Functioning as the “front door” to Coordinated Entry, RAPs operate in King County as a “one stop shop” to accessing employment navigation, Diversion / Path to Home, and assisting in making connections to any service households may need to address their housing crisis. These connections are made preferably on site whenever possible, but also through warm hand-offs and direct referral. For information on connecting to additional support services, see the ‘Service Linkages’ section of this manual.

Working in Tandem with YYA Providers

The RAP will work closely with its paired Youth and Young Adult agency which functions as an extension of the RAP site to provide referrals for housing navigation and to coordinate diversion funding if no diversion funding is available at the young adult agency. See Diversion / Path to Home section of this manual for more information.

Agency	Catchment Areas	RAP
TBD	South King County	YWCA, MSC
Friends of Youth	East King County	East County CCS
New Horizons Ministries	Seattle Downtown	Seattle CCS
YouthCare- Orion Center	Seattle Downtown	Seattle CCS
YouthCare-UDYC	North King County	Solid Ground

Transparency

RAP staff will practice transparency and provide accurate information about the limited housing resources available through Coordinated Entry and offer connections to resources such as connections to employment navigation, diversion / Path to Home, and prevention services such as Best Start for Kids to assist in solving the housing crisis in the most expeditious way possible.

Homeless Management Information System (HMIS)

The RAP shall participate in HMIS and collect and enter all household data required for system entry into Clarity. Requirements for Contractor participation in the Homeless Management Information System are specified on the King County Department of Community and Human Services website.

Reporting Requirements

Quarterly Reporting Requirements

In addition to reporting elements derived from HMIS, each RAP is required to submit the following supplemental reports on a quarterly basis. Report templates will be provided by the County.

- CSD Services and Activities Report documenting the number of scheduled appointments and office hours cataloged each month per quarter.
- Quarterly Language Request Report, documenting the type and number of language translation requests each quarter.
- Employment Referral Report as requested.

Monthly Invoicing

Payment reimbursement requests are made on a monthly basis by submitting a Coordinated Entry Contract Exhibit Form and all supporting documentation as requested by the County. Reimbursement is contingent upon program eligible expenses and expectations outlined in the RAP contract.

Supplemental reports and invoices with accompanying documentation are due within 10 days of the last business day of the month. Submit completed reports in Fluxx.

Staff Meeting Requirements

The RAP agrees to regularly participate in related RAP all-staff and management meetings, learning circles, case conferencing, etc. Monthly All RAP meetings facilitated by the County are required for all RAP direct service staff and at least one RAP supervisory staff.

Training Requirements

The RAP shall ensure that all housing triage, navigation, and other staff providing direct client services at the RAP have completed all required HMIS and Coordinated Entry Assessor training requirements. When experiencing staff turnover of assessors, the RAP will notify Coordinated Entry so that assessor access in HMIS is removed. The addition of assessors to the existing assessor inventory at the RAP is contingent upon approval by KCRHA. For questions email cheryl.vazquez-colon@kcrha.org.

Along with initial Coordinated Entry and triage training, staff are required to attend trainings provided by the RAP agency, King County or other appropriate training entity in the following areas:

- Equity and Social Justice / Implicit Bias
- Progressive engagement
- Trauma Informed Care
- Motivational Interviewing
- Housing First and Harm Reduction
- Diversion
- YFHPI Monthly trainings
- Coordinated Entry Assessor Refresher sessions (30-days after initial assessor training and twice in a twelve- month period).

Provider / RAP Input

RAPs are encouraged to provide Coordinated Entry with input regarding the design, execution, and ongoing improvement and enhancement of how services are delivered at RAPS and how the RAPs are integrated in the broader Coordinated Entry system throughout the community.

Coordinated Entry Manuals

RAPs are required to follow the policies and procedures outlined in the Coordinated Entry Policies and Procedures Manual and all associated manuals including:

- Coordinated Entry Policy and Procedures Manual
- Coordinated Entry Path to Home Manual
- Coordinated Entry Assessor Manual
- Coordinated Entry Young Adult Housing Navigation Manual
- Train the Trainer (T-3) Manual
- Coordinated Entry RAP Field Manual

All Coordinated Entry manuals are located on the [KCRHA website](#) and are updated regularly.

Site Monitoring

RAPs are subject to periodic site monitoring. A monitoring visit will be scheduled with your King County Contract Monitor and County Business Finance Officer. Site monitoring will include, but not limited to:

- Review of financial records associated with RAP operations including invoicing and review of General Ledgers.
- Review of client files where financial assistance was provided for diversion / Path to Home.
- Staff interviews reviewing how services are provided including how employment navigation, Path to Home, and connections to other resources are provided.
- Program assessment
- Cultural Competency and Social and Economic Justice policie
- Training records

Contract Adherence

RAP sites are required to comply with all aspects of their Coordinated Entry contract and all of its elements including Work Statement, Program Description, Program Requirements, Compensation and Method of Payment, Reporting Requirements, and any other requirements set forth by the County. For specific details of contract elements outside of the information contained in this field manual refer to your agency's specific RAP contract with KCRHA.

Diversion / Path to Home

The RAP will deliver Diversion / Path to Home services by offering the following:

1. Assess immediate housing barriers and identify options for alternate housing arrangements; initiate with the household the steps needed to secure stable housing.
2. Direct services to include:
 - A. Crisis counseling, planning and support resulting in timely resolution of housing crisis and relief from trauma associated with housing instability.
 - B. Mediation and dispute resolution services with landlords, family and friends to secure and stabilize housing.

Advocacy, referral and service coordination with mainstream services and resources including Department of Social and Health Services (DSHS); civil legal assistance; financial counseling; community resources such as food and clothing banks, household items through available vouchers; emergency assistance/utilities and referrals to mental health/substance use treatment.

Overview of Path to Home

Path to Home (also known as diversion) assists households in quickly finding and securing temporary or permanent solutions to homelessness outside of the homeless services system. Path to Home services assist households to identify immediate, alternative housing arrangements, and if necessary connect them with services and financial assistance to help them obtain or return to housing. Skilled Path to Home providers partner with households while building on their strengths to find creative solutions to meet their needs and solve their housing crisis within 30-day.

Role of Path to Home Services within KCRHA Services System

Path to Home services play an important role in the homeless services system:

- Path to Home services supports households and staff to look for creative solutions that can be quickly implemented. Creative, time-sensitive services can make housing instability brief for households.
- Path to Home services prevents households that have short or longer-term options for housing stability from entering the homeless system.
- Path to Home services support creative and cost-effective solutions to meet households' needs, by recognizing their unique strengths.

Note: Path to Home works in conjunction with, but separately from King County Continuum of Care Diversion Guidelines (Centralized Funds) that is funded by a community partnership and managed under the Continuum of Care. The guidance under this manual pertains to funding sources and allowable costs associated with the Regional Access Points (RAPs) and the funder allowances under Path to Home. KCRHA Continuum of Care Diversion funds (Centralized Funds) are not available to the RAPs unless Path to Home and all other diversion funding is exhausted within the agency.

Explanation of Path to Home services

Path to Home services are flexible, light-touch services that may be coupled with minimal financial assistance that results in a temporary or permanent housing arrangement. Services include:

- Assisting households to identify creative solutions to address their needs
- Partnering with households to work towards their housing solutions
- Serving as a mediator to assist households in having difficult conversations with individuals in their support network
- Connecting households to mainstream services that can address their needs
- Serving as an advocate or negotiator with landlord or debt collector
- When necessary, providing allowable financial assistance under Path to Home financial assistance guidelines.

Eligibility for Path to Home services

Coordinated Entry will assess all households for eligibility to receive Path to Home services. The following households will be considered eligible for Path to Home services:

- Households that are sleeping outside or in a place not meant for human habitation
- Households that are staying in an emergency shelter
- Households that are fleeing or attempting to flee domestic violence (the individual or family must be fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member; have no other residence; and lack the resources or support networks to obtain other permanent housing)
- If a household returns to homelessness after receiving financial assistance through Path to Home, they may be eligible for Path to Home again if they meet the following criteria:
 - The household is not actively receiving “Shelter to Housing” assistance, Path to Home financial assistance, or any other flexible funding assistance that is similar to Path to Home.
 - A household can only receive financial assistance through Path to Home two times in a twelve-month period. (See section below Financial Assistance Limits per Household for rules of exception).

Allowable Financial Assistance

Path to Home funds can be used in a variety of ways provided they directly result in a housing solution. Path to Home is NOT a rental assistance program, it is one-time assistance to help secure a housing solution outside of the homeless housing system. Path to Home must always be applied with a progressive engagement approach, exploring solutions that start with techniques such as negotiation before utilizing financial assistance, and then using the least amount of financial resources to resolve the housing crisis.

More details can be found in **Appendix C. Allowable Move in Costs.**

IMPORTANT!

Before any Path to Home assistance is administered, staff providing Path to Home financial services are required to check the History tab in HMIS for any current funding sources being accessed. If HMIS documents financial assistance for the same service, for the same amount, for the same period of time, by either HEN, Streets to Home, Path to Home, King County Diversion (Centralized Funds), or other similarly targeted funding, the client is not eligible for any service that may be duplicated. Exception: The only exception to this guidance is if the documented total costs exceed the allowable financial assistance limits and there is a cost sharing agreement.

Checking Financial Assistance History in HMIS:

1. Log into HIMS
2. Search for the Client
3. Click on the History tab

Cheese Pizza

PROFILE HISTORY PROGRAMS ASSESSMENTS NOTES FILES LOCATION REFERRALS SERVICES

CLIENT PROFILE

Social Security Number	XXX - XX - XXXX
Quality of SSN	Client doesn't know
Last Name	Pizza
First Name	Cheese
Quality of Name	Full name reported
Quality of DOB	Full DOB Reported

UNIQUE IDENTIFIER
064A8F18B

4. Check for any financial services for the same type, same time, and same amount as the client is seeking to access.

Eligible financial assistance includes:

- Payment for background and credit checks
- Landlord fees
- Move-in costs (including refundable deposits and first month's rent; cost of moving truck; storages)
- Utility deposits
- Arrears (only if resulting in an immediate housing placement)
- Previous housing debt/rental arrears (only if resulting in an immediate housing placement)
- Transportation (including bus tickets for both local transportation and relocation)
- Gas card (for relocation purposes)
- Fees for assistance securing ID's, birth certificates, social security cards
- Other types of financial costs that will help the family or individual obtain housing Appendix B for documentation requirements related to Path to Home expenses.

Financial assistance exclusions

Path to Home funds are not eligible for use to purchase items such as a car, RV, boat or other items considered an asset under federal guidance¹, nor for costs not associated with an immediate housing placement².

¹ RVs, cars and certain other tangible items are considered a capital asset under local CoC, city, and federal guidance

² Cable television, vehicle parking, or other costs not directly resulting in an immediate housing placement.

Financial assistance limit per household

Path to Home must always be applied with a person-centered progressive engagement approach, exploring solutions that start with techniques such as negotiation before utilizing financial assistance, and then using the least amount of financial resources to resolve the housing crisis.

Financial assistance is not limited to a maximum set amount. Agencies may expend diversion funds up to \$5,000 per household as long as the expenditure is necessary for the household to secure a housing placement. Should a financial need exceed \$5,000, the provider must review the housing plan with RHA's Program Specialist prior to expenditure. Further, the RHA must pre-approve all expenditures exceeding \$10,000.

Households are eligible to receive financial assistance through Path to Home up to two times within a twelve-month period if the original Path to Home plan fails.

If you have questions, please contact your KCRHA RAP Program Performance Specialist cheryl.vazquez-colon@kcrha.org.

Successful outcomes

Successful outcomes come in multiple forms. Examples of Path to Home outcomes may be securing a rental home, living with family or friends, or a shared housing arrangement. A successful solution may be temporary and it's often difficult to project how long a housing solution will last, however, a viable Path to Home plan must last a minimum of 90 days. The best results are when the client has a plan that will result in ongoing stability.

Accessing Path to Home Services

Role of Regional Access Points (RAPs) in providing Path to Home Services

Regional Access Point (RAP) staff will facilitate a Path to Home conversation with all homeless individuals and families presenting at a RAP and discuss eligibility for Path to Home services including developing a viable Path to Home plan that will divert the individual or households from the Homeless Housing System. The Coordinated Entry Housing Triage Tool will be reserved for those that have no options through Path to Home. If a Housing assessment is completed, and based on the score the household will either not be eligible for Coordinated Entry, or it's clear that a resource will not likely be offered, then return to a Path to Home discussion and attempt to problem solve with the household. In any case staff should be transparent about the lack of housing resources accessed through Coordinated Entry.

Path to Home is intended to be a short term and light touch intervention, not lasting beyond 30 days. No conversation about accessing Path to Home services will be exactly the same, however, the questions that are explored with the household should be designed to begin exploring potential resources and solutions to address the immediate need for stability.

Path to Home conversations may include the following questions/topics:

- Where was the last place you slept where you were housed and felt safe?
 - If they slept somewhere where they could potentially safely stay again, there might be an opportunity for Path to Home.
- Even if it's temporary or means staying with someone you know, can you think of any housing options that might be available to you in the next few days or weeks?
 - Even if there is an option outside of shelter that is only available for a very short time, it's worth exploring if this housing resource can be used.
- (If there is an option to stay in someone else's housing) What needs to change or happen in order for you to stay with your friend/family? Can those issues be resolved with mediation, etc.?
 - If the issues can be solved with mediation, there might be an opportunity for Path to Home.
- (If currently unemployed) Would steady employment help solve your current housing situation? If employment is an option, providing connections to employment resources and gaining steady employment will assist with long-term housing stability.
- (If moving into their own unit is an option) What resources or steps would you need to obtain housing on your own (landlord advocacy, transportation, etc.)?
- If the household could obtain their housing with some assistance, let the family or individual know what role Path to Home services can play.

Path to Home conversations should be focused on an individuals' housing situation, resources, and ability to identify and obtain safe housing options outside of the homeless housing system. The role of staff is to partner with the household to identify viable alternatives for temporary or permanent housing stability. Other Path to Home tips include:

- Hold Path to Home conversations that foster effective participant “problem solving”. These conversations include open ended questions, and motivational interviewing.
- Follow the lead of the household and do not inhibit the household from pursuing a housing situation, even if it’s only a short-term solution.
- Be accessible advocates to landlords and debt collectors, if what’s required is short-term and directly links to a housing solution.
- Provide mediation, conflict/dispute resolution & advocate on the client’s behalf. This sometimes will be with friends/and or family, debt collectors, or landlords if it is short-term and leads to a housing alternative.
- Share ideas or resources for housing search.
- Connect households to longer term support and resources.
- Facilitate financial assistance for solutions that require a financial component

Path to Home plans must come to fruition within 30-days. A 15-day extension can be applied if there is a delay in finalization such as securing a date of departure on a bus or plane. If there is a question about whether the 15-day extension can be applied, contact cheryl.vazquez-colon@kcrha.org for further guidance.

HMIS and Data Collection Requirements

Staff at Regional Access Points will enter data into Clarity, the Homeless Management Information System (HMIS). This assists our community in evaluating the impact of Path to Home services and informs the potential of future funding. Every household receiving Path to Home services must be enrolled in the Path to Home program ensuring that all HUD required data elements are reported.

RAPs are also required to enter service activities in HMIS for every household. Data entered into HMIS must include:

- Date service was provided, and
- The type of service provided, and
- Dollar amount of financial assistance provided
- Dollar amounts for financial assistance in HMIS must match invoices submitted to KCRHA for the same corresponding time period.
- Households receiving Path to Home services must be enrolled in the program regardless of whether or not financial assistance is provided.

Enrollment

To enroll a household into Path to Home you will follow these steps:

1. Click the program tab

The screenshot shows the 'Cheese Pizza' client profile page. The 'PROGRAMS' tab is highlighted with a red box. The page displays the following information:

CLIENT PROFILE	
Social Security Number	XXX - XX - XXXX ?
Quality of SSN	Client doesn't know
Last Name	Pizza
First Name	Cheese
Quality of Name	Full name reported
Quality of DOB	Full DOB Reported

UNIQUE IDENTIFIER
064A8F18B

2. Click the drop down for the Path to Home program

The screenshot shows the 'Cheese Pizza' client profile page with the 'PROGRAMS' tab selected. The 'PROGRAM HISTORY' section displays 'There are no results to display'. The 'PROGRAMS: AVAILABLE' section lists the following programs:

PROGRAMS: AVAILABLE	
Emergency Shelter	▼
Employment Program	▼
Path to Home	▼
Permanent Supportive Housing	▼
Rapid Rehousing	▼

The 'Path to Home' row is highlighted with a red box.

3. Click Enroll and complete all the required fields and click save.

Entering Services

To enter services and the dollar amount spent on each household follow these steps:

1. Click the programs tab.

Cheese Pizza

PROFILE HISTORY **PROGRAMS** ASSESSMENTS NOTES FILES LOCATION REFERRALS SERVICES

CLIENT PROFILE

Social Security Number	XXX - XX - XXXX ?
Quality of SSN	Client doesn't know
Last Name	Pizza
First Name	Cheese
Quality of Name	Full name reported
Quality of DOB	Full DOB Reported


UNIQUE IDENTIFIER
064A8F18B

2. At the top of the screen you will see the client is enrolled in Path to Home. Hover over the enrollment and an edit button will appear to the left. Click edit

Cheese Pizza

PROFILE HISTORY **PROGRAMS** ASSESSMENTS NOTES FILES LOCATION REFERRALS SERVICES

PROGRAM HISTORY

Program Name	Start Date	End Date	Type
 Path to Home [KC] Test Agency	12/05/2018	Active	Individual

3. Click provide services.

Cheese Pizza

PROFILE HISTORY PROGRAMS ASSESSMENTS NOTES FILES LOCATION REFERRALS SERVICES

PROGRAM: PATH TO HOME

Enrollment History **Provide Services** Assessments Notes Files Forms × Exit

4. Choose the drop down next to the appropriate service.

Enrollment History **Provide Services** Assessments Notes Files Forms × Exit

Services

[DIV] Attempted	Other ▼
[DIV] Case Management	Case Management ▼
[DIV] Financial Assistance	Financial ▼
[DIV] Mediation / Dispute Resolution	Other ▼
[DIV] Referral Services	Other ▼
[Solid Ground Family Shelter] ES Housing	Housing ▼
[Solid Ground Family Shelter] Transitional Case Management	Case Management ▼



5. You will be taken to this screen. Fill in the date of service, expense amount, and fund source. Note: Due to multiple programs and funding sources, some options (such as food vouchers) will appear that are not eligible under Path to Home.


[DIV] Financial Assistance Financial ^

[DIV] Financial Assistance - Education and Employment Costs v

[DIV] Financial Assistance - Local Transportation Assistance/Vehicle Assistance v

[DIV] Financial Assistance - Food vouchers ^

Start Date: 12/21/2018  End Date: 12/21/2018 

Expense Amount: 0.00 Expense Date: 12/21/2018 

Funding Source: No Funding Source
 2018 Path to Home
 2018 Diversion
 2019 Centralized Fund

Include group me 2019 Centralized Fund

1. When selecting a funding source you will need to select one the following :
 - 2018 Diversion (these funds cannot be used for households in shelter)
 - 2019 Diversion (there funds cannot be used for households in shelter)
 - 2019 Path to Home (the funds are allowable for households in shelter)
2. When complete you will need to click submit.
3. A household must be exited if they have been successfully housed or if they were unable to secure a housing solution in 30 days. RAP staff must complete the exit form in HMIS for every household including a designated outcome. Possible outcomes include:
 - Housing status at exit
 - Destination
 - Housing assessment at exit

Exiting a Household

To exit a household, follow these steps:

1. Click the program tab.

Cheese Pizza

PROFILE HISTORY **PROGRAMS** ASSESSMENTS NOTES FILES LOCATION REFERRALS SERVICES

CLIENT PROFILE

Social Security Number	XXX - XX - XXXX ?
Quality of SSN	Client doesn't know
Last Name	Pizza
First Name	Cheese
Quality of Name	Full name reported
Quality of DOB	Full DOB Reported


UNIQUE IDENTIFIER
064A8F18B

2. Hover over the enrollment and an edit button will appear to the left. Click edit.

Cheese Pizza

PROFILE HISTORY **PROGRAMS** ASSESSMENTS NOTES FILES LOCATION REFERRALS SERVICES

PROGRAM HISTORY


Program Name	Start Date	End Date	Type
 Path to Home [KC] Test Agency	12/05/2018	Active	Individual

3. Click "Exit."

Cheese Pizza

PROFILE HISTORY **PROGRAMS** ASSESSMENTS NOTES FILES LOCATION REFERRALS SERVICES

PROGRAM: PATH TO HOME

Enrollment **History** Provide Services Assessments Notes Files Forms 

If this is a family, a white box will appear asking you which family members you would like to exit. You will want to select all family members.

SELECT CLIENTS TO EXIT FROM PROGRAM

[REDACTED] Father

[REDACTED] Daughter

[REDACTED] Daughter

[REDACTED] Daughter

END PROGRAM

4. Complete all required fields and click save.

If a household is currently on the Community Queue and then successfully housed outside of Coordinated Entry, you must notify Bitfocus so they can remove the household from the queue. You can do this by sending an email to Bitfocus at kcsupport@bitfocus.com. You must include the Clarity ID and the reason for removal in your request.

On-going training and learning opportunities

To support on-going learning and best practices, all staff RAP meetings occur monthly that include Path to Home learning. These are an opportunity for staff trained to provide Path to Home services to come together to problem solve, share best practices and connect with funders or evaluators.

Additional resources on how other communities are using Path to Home services can be found here: [Cleveland Mediation Center Ed Boyte](#) or [National Alliance to End Homelessness Prevention and Diversion Tools](#)

Path to Home Questions

If you have specific questions regarding allowable expenses or procedures under your KCRHA RAP contracts, contact the RAPs Program Specialist at cheryl.vazquez-colon@kcrha.org.

Ongoing Quality Improvement

KCRHA and the RAPs will review operations and RAP design for on-going quality improvement. This will be informed through client feedback, RAP personnel experience, funder and HUD requirements, community input, etc.

Service Linkages

The Contractor shall maintain sufficient linkages to service partners, and conduct outreach to other system and service provider agencies and networks to ensure that the RAP site offers any and all services need to assist in solving the household's housing crisis and ongoing housing stabilization.

Behavioral Health

[King County behavioral Health and Substance Use Services](#): 206.263.8997, 1.800.790.8049

Child Care

Child Care Aware: <http://www.childcareaware.org/state/washington/>

Multi-Cultural Hope Center 253.593.6641 (open 7 days): http://mcfhc.org/?page_id=22

Seattle Milk Fund (for students with child care needs): 206.526.7944
<https://www.seattlemilkfund.org/>

Working Connections Child Care: 1.877.501.2233 <https://del.wa.gov/parents-family/getting-help-paying-child-care/working-connections-child-care-wccc>

Civil Rights

Seattle Office for Civil Rights: 206.684.4500 <http://www.seattle.gov/civilrights>

King County Office of Civil Rights 206.263.2466:
<https://www.kingcounty.gov/elected/executive/equity-social-justice/civil-rights.aspx>
<https://www.kingcounty.gov/elected/executive/equity-social-justice/civil-rights/civil-rights-commission.aspx>

Clothing Resources

King County and Seattle Clothing Closets
http://www.needhelp-payingbills.com/html/king_county_free_clothing_clos.html

World Relief-Salvation Army <https://worldreliefseattle.org/free-clothes-salvation-army>

Seattle Crisis Resource Directory <http://seattlecrisis.org/clothing.html>

County Resources-King, Clothing <http://4people.org/reentry/king.pdf>

Domestic Violence

Broadview: 206.374.8757 <http://www.socialventurepartners.org/seattle/profiles/broadview/>

LifeWire: 425.746.1940 1.800.827.8840 <https://www.lifewire.org/>

National DV Hotline: 1.800.799.7233 1.800.787.3224 (TTY) <http://www.thehotline.org/>

WA Coalition Against Domestic Violence: 1.800.799.SAFE <https://wscadv.org/get-help-now/>

Energy Assistance

King County Energy Assistance Program: 1.800.756.5437
<https://www.kingcounty.gov/depts/health/locations/health-insurance/access-and-outreach/energy-assistance.aspx>

St. Vincent de Paul Utility Assistance: 206.767.6449 <http://svdpseattle.org/utility-assistance/>

Food Banks

Asian Counseling and Support (food bank): 206.695.7510
<https://acrs.org/services/aging-services-for-older-adults/acrs-food-bank/>

Auburn Food Bank: 253.833.8925 <http://www.theauburnfoodbank.org/>

Ballard Food Bank: 206.789.7800 <http://www.ballardfoodbank.org/>

Byrd Barr Place Food Bank: <https://byrdbarrplace.org/programs-services/food-bank/>

Family Works (Wallingford and Greenwood food bank locations): 206.694.6727
<http://www.familyworksseattle.org/>

Food Lifeline: 1.877.404.7543 <https://foodlifeline.org/>

Jewish Family Services (Kosher): 206.861.3174
<http://www.jfsseattle.org/event/kosher-food-bank-2018/>

Maple Valley Food Bank: http://www.northwestharvest.org/maple-valley-food-bank-client?gclid=CjwKCAjw8r_XBRBkEiwAjWGLIEd0u6NpYtgXCiCl4Lcp8d3tNoIsh1BfBfVXZeisg-DoTw1jD0bIIBoC5UMQAvD_BwE

North Helpline: 206.367.3477 <http://www.northhelpline.org/get-help/food-bank/>

Northwest Harvest, resources throughout the state: <http://www.northwestharvest.org/statewide-network>

Pike Market Food Bank: 206.626.6462 <http://www.pmf.org/>

PSLA Food Bank: 206.448.9277 <http://www.pugetsoundlaboragency.org/food-bank.html>

Queen Anne Food Bank: 206.216.4102 <https://www.qafb.org/>

Rainier Valley Food Bank: 206.723.4105 <http://www.rvfb.org/>

St. Vincent de Paul: 206.767.6449 <http://svdpseattle.org/our-services/food-bank/>

St. Mary's: 206.324.7100 x18 <https://www.thefbsm.org/services>

University District: 206.523.7060 <http://www.udistrictfoodbank.org/>

West Seattle: 206.932.9023 <http://www.westseattlefoodbank.org/>

White Center: <https://www.whitecenterfoodbank.org/>

White Center, S.A.: 206.767.3150 <http://www.tsawhitecenter.org/help.html>

Outside of Seattle, call 206.461.3200 for a listing of nearby food banks.

Homeless Prevention

Best Start for Kids: 206.263.9600

<https://www.kingcounty.gov/elected/executive/constantine/initiatives/best-starts-for-kids.aspx>

Wellspring: 206.826.3050 <https://wellspringfs.org/community-services/housing-services>

Solid Ground-Tenant Services and Information: 206.694.6700 <https://www.solid-ground.org/get-help/housing/for-tenants/>

Solid Ground Renters' Resources: 206.694.6700

<https://www.solid-ground.org/get-help/housing/for-tenants/renters-resources/>

Washington Tenants Union: <http://tenantsunion.org/en>

For additional Prevention Resources, call 211 or visit their website at <https://crisisclinic.org/>

Legal Help

ACLU-Legal: https://www.aclu.org/know-your-rights/what-do-if-youre-stopped-police-immigration-agents-or-fbi?redirect=files/kyr/kyr_english.pdf

Consumer Credit: 1.866.826.7177

https://debthelp.consumercredit.com/video?odkwdid=consumer%20credit%20counseling&odengid=G_ooglesearch&odplaid=&odkwdmatchid=Phrase&oddevid=null&gclid=CjwKCAjwIvXBRBjEiwATWAQlro0Y_jUWT8gIRiKi7wiLS1AS1K2gWM1etNBBP26ZxOFbEJj3XhtMJRoCs48QAvD_BwE

Credit Repair, WA Attorney General: 360.753.6200

<http://www.atg.wa.gov/debt-relief-credit-counseling>

Eastside Legal assistance Program: 425.747.7174 <http://www.elap.org/>

Fair Housing Center of Washington: 253.274.9523 <https://fhcWASHINGTON.org/>

King County BAR Association, Legal Assistance: 206.296.7662 <https://www.kcba.org/For-the-Public/Free-Legal-Assistance>

King County Office of Civil Rights: 206.263.2446

<https://www.kingcounty.gov/elected/executive/equity-social-justice/civil-rights.aspx>

King County BAR Resource Materials: <http://www.kcba.org/For-the-Public/Free-Legal-Assistance/Neighborhood-Legal-Clinics/Clinic-Resource-Box-Materials>

King County Website Legal Resources (also available in Spanish): 206.296.7662

<https://www.kingcounty.gov/courts/public-defense/legal-resources-for-king-county-residents.aspx>

King County, Fair Housing: 206.263.2446

<https://www.kingcounty.gov/elected/executive/equity-social-justice/civil-rights/fair-housing.aspx>

Legal Action Center: 206.324.6890

<http://ccsww.org/get-help/specialized-services/legal-action-center/>

Seattle Office of Civil Rights: 206.684.4500 <https://www.seattle.gov/civilrights>

Washington Law Help: <https://www.washingtonlawhelp.org/>

Mediation/Dispute Resolution

Dispute Resolution Center: 206.443.9603 <https://kcdrc.org/>

Bellevue Mediation Program: 425.452.6800 <https://planning.bellevuewa.gov/community-development/conflict-assistance>

Seattle Resources: <http://www.seattle.gov/affordable>

Transportation

Hopelink: <https://www.hopelink.org/need-help/transportation>

Metro Access Van: <http://metro.kingcounty.gov/tops/accessible/programs/access.html#fares>

Veterans

Apply VA Healthcare: <https://www.vets.gov/health-care/apply/>

King County Veterans Programs: 206.263.9010
<https://www.kingcounty.gov/depts/community-human-services/veterans.aspx>

Request for DD-214: <https://www.archives.gov/veterans/military-service-records>

VA Puget Sound: 206.762.1010 1.800.329.8387 <https://www.pugetsound.va.gov/>

Washing State Dept. of Veteran Affairs: 1.800.562.2308 <http://www.dva.wa.gov/>

Other Resources:

“Obama” Phone”: <https://www.obamaphone.com/>

211 website: <https://crisisclinic.org/education/2-1-1-community-resources/>

Printable Brochures from 211 including emergency shelters, support service by area, health services, reentry assistance, and food:

<https://crisisclinic.org/education/emergency-services-brochures/>

DSHS: <https://www.dshs.wa.gov/>

Help Paying Bills: http://www.needhelp-paying-bills.com/html/king_county_assistance_program.html

Social Security Administration: <https://www.ssa.gov/>

Frequently Asked Questions

How are Path to Home services different from standard case management?

The goal of Path to Home services is to be focused on responding quickly to finding housing solutions. Path to Home services are meant to be a light-touch intervention, with limited follow-up. If the individual or family needs more intensive support, you can refer them to appropriate case management or other supportive services.

Can someone explore Path to Home services AND complete a Coordinated Entry Housing Triage Tool?

Yes. While Path to Home is always the first step in progressive engagement when assisting an individual or family, situations are dynamic and sometimes Path to Home services do not work out the way the household thought, or a viable Path to Home plan may arise after an individual or family has completed an assessment.

Can I use Path to Home financial assistance for households to access a homeless housing programs?

No. Path to Home financial assistance is meant to divert individuals and families from the homeless housing system, which includes transitional housing, rapid re-housing, and permanent supportive housing.

Do we need to document homelessness status before working with a household?

Proof of homelessness is not generally required in order to allow for flexibility and speed in resolving the homeless situation. However, there are some funding sources such as CDBG that will require third party verification. If unsure, consult your program manager. If the RAP staff working with the household discovers they no longer meet the homelessness definition to be eligible for Coordinated Entry and Path to Home services, they should stop services and refer the household to resources that might better fit the household's needs to maintain and strengthen their housing situation.

What if the household isn't able to secure a housing placement in 30 days?

If a household cannot secure a housing placement within 30 days, exit them from Path to Home. A household can reconnect with RAP staff to access Path to Home services when they are ready and have identified a housing solution.

Appendix A: Examples of Path to Home Services

Example One

A couple and their two children came to a Regional Access Point (RAP) for help. From the assessment process, the RAP staff learned they were evicted from their apartment a week earlier because they used their rent money to pay one of the children's medical bills. Embarrassed by their situation, the family decided to stay in their car and put their belongings in storage. They wanted to go back to their old building because it is conveniently located near the father's job and the children's school, but feared their relationship with their former landlord was damaged beyond repair.

The mother said she might have a co-worker who would be willing to put them up for a week or so but felt too ashamed to ask and didn't want people at work to think she was a bad mother. The RAP staff helped the family strategize about how to ask the co-worker for assistance and provided a referral to a low-cost health care clinic nearby where the family can take their sick child for continuing care and gave them information about affordable health insurance options.

Once the family confirmed they could stay with the mother's co-worker, the RAP staff focuses on the family's longer-term housing plan. They made a call to the old landlord to discuss the family's situation. During the call they find out that the family had a positive rental history and was previously well-regarded by the landlord, but when the rent didn't come and they lost contact, the landlord didn't know what else to do, but moved forward in the eviction. With Path to Home financial assistance, the RAP staff was able to pay the rental arrears if the landlord worked with the family in returning to the unit. After a few days of staying with their co-worker the family was able to move back into their previous unit.

Example Two

A single adult comes into a RAP for a housing assessment requesting shelter. The RAP staff asks about her situation and finds out that she was previously on a lease with a partner in a small town in Eastern Washington. When their relationship ended, she felt she had to get out of the area and heard Seattle had a thriving job market. As she searched for a job she spent her savings on motels, but as her savings ran low she started staying outside where she got connected to an encampment. She is working part-time and hasn't been able to save enough for the first and last month's rent.

The RAP provider asks her what kind of housing situations she feels would be safe and viable for her. After confirming that she didn't have any connections in the area, but had lived with roommates in the past, she decided that figuring out a shared living situation would be her best option. Knowing that Path to Home financial assistance could be used for moving costs, she was able to reconnect with Path to Home assistance after identifying a woman who was willing to rent a room in her home.

Appendix B: Financial Documentation Requirements

Support Service Type	Documentation Collected	Process Notes
Move-in Cost	<ul style="list-style-type: none"> W-9 from Landlord King County Parcel Information Break down of Cost from Landlord Copy of check, unit inspection (HUD standard) or a copy of (Section 8 unit inspection if applicable), and lease (once signed by both parties) <p>*RAP staff will complete inspections unless the unit is outside of King County then a landlord self-certification is permitted</p>	<p>Parcel information should match the W-9 (property name or owner). If the name does not match, then you should get documentation of the relationship between the W-9 Name/Business name, and property owner. http://gismaps.kingcounty.gov/parcelviewer2/</p> <p>HUD habitability standard checklist: http://portal.hud.gov/hudportal/documents/huddoc?id=dhapsandyhabitcklist.pdf</p>
Arrears	<ul style="list-style-type: none"> W-9 from Collection Agency or Property where debt is owed. Original debt invoice. Negotiate debt down, ask for deletion of debt from credit report. Housing Option (where is the client move into once this is paid?) <p>This could be a letter from a friend or family member stating how long they can stay, the address, and the stipulations (if any). Or a letter from a landlord saying if debt is paid their application is approved.</p> <ul style="list-style-type: none"> Receipt of debt paid once debt collector cashes check. 	<p>https://www.creditkarma.com/auth/logon</p> <p>Credit Karma is a good resource to use to find out where debt is now being collected, and what debt is owed.</p> <p>Taking a moment to talk about debt collection rights. https://www.consumer.ftc.gov/articles/0149-debt-collection</p>
Reunification (Travel Cost)	<ul style="list-style-type: none"> Family/ Friend mediation (prepping client, or facilitating the conversation). Making sure the expectations are set if family/friend agrees to help. Rent amount, utilities, when they can move in, household duties should be covered. Logistics of how they will get to new address from airport/bus station/Amtrak. Letter from friend with expectations Pay for mode of transportation. Keep copy of receipt. 	<p>Best practice to consider the distance and age of children (if any) for determining which mode of transportation.</p> <p>Asking if client has car if they have plans to do anything with it when they leave, or if they want to drive it to destination.</p> <p>It is also good practice to see if the client will need any resources once they arrive at their destination. (I.E., Domestic Violence support, mental health resources, legal resources, etc.)</p>

Move in with friend/family member who is renting/or own their own home	<u>Living with friend/family member who is renting</u>	<p>If a household will be moving in with a friend/family member who is renting, it is recommended that the household is added to the lease and living in the unit with approval from the landlord. If a household is approved to living in the unit but will not be added to the lease, the household must self-certify that they are living in the unit legally.</p> <p>The parcel information is collected to make sure the Lease matches the property owners in the King County Property Parcel information. If the parcel information does not, try and find out if the property is managed by a third party. No need to contact the landlord. http://gismaps.kingcounty.gov/parcelviewer2/</p>
	<u>Living with a friend/family member who owns their own home</u>	
	<ul style="list-style-type: none"> • Copy of Family/Friend's Lease and a W-9 from landlord or the Household Self-Certification Form. • Break down of cost to move in family (i.e., deposit, rent amount, or fees like their portion of the utility cost). • Parcel information of family/friend's address. 	
	<ul style="list-style-type: none"> • A letter from the homeowner stating the household is able to live there (must include dates/timeline household can stay) • Break down of cost to move in family (i.e., deposit, rent amount, or fees like their portion of the utility cost). • Parcel information of family/friend's address. 	
Paying a bill for exchange of housing	<ul style="list-style-type: none"> • Get a copy of the family/friend's lease, that the program participant will be living in. • Copy of agreement between participant and family/friend they will be moving in with. • Copy of original bill • W-9 of where bill is being paid to (if by check and not credit card). • Copy of receipt 	<p>Clients who move in with friends/family may use Path to Home as a way of helping the family they are moving in with Financial burden cost. This could be a past due utility bill, car payment, medical bill, cell phone bill, almost any kind of bill. The payment of the bill would be in exchange for X amount of months to be able to stay with the friend/family.</p>
Other Creative Options	<p>There is room for plenty of other creative options. Just make sure to get a copy of any money spent, and due diligence on making sure there is a plan towards self-sufficiency or housing stability once the payment is being made.</p>	<p>Ask your managers if unsure about what to collect for documentation, if unsure internally what to collect, reach out to your funders.</p>

Appendix C. Allowable Move-in Costs

Move-in costs including refundable deposits and first month's rent; cost of moving truck; storage are allowable. See the chart below that outlines what costs are allowable based on the type of lease.

When providing move-in assistance, Path to Home staff are required to provide each household with printed, or through electronic link, information on landlord tenant laws/tenant rights.

	Month to month lease	Year-long lease
Monthly Rental Assistance	One month rent	First month's rent
Security Deposits	Not allowable under a month-to-month lease	100% up to 2X monthly rent; can only pay for refundable deposits
Damage Deposit	100% up to 1x monthly rent, can only pay for refundable deposits	100% up to 1x monthly rent, can only pay for refundable deposits
Cleaning Fee	Allowable reasonable amounts	Allowable reasonable amounts
Utility deposits & payments	100% up to 1x monthly rate	100% up to 1x monthly rate
Screening fees (application fees, etc.)	100% of 1x fee	100% of 1x fee
Moving costs assistance	Reasonable associated costs directly resulting in an immediate housing placement	Reasonable associated costs directly resulting in an immediate housing placement
Rent arrears	Only if resulting in an Immediate housing placement	Only if resulting in an Immediate housing placement
Utility arrears	Only if resulting in an Immediate housing placement	Only if resulting in an Immediate housing placement
ID, birth certificates, etc.	Allowable reasonable amounts	Allowable reasonable amounts