

Continuum^{Western VA 513} of Care



Client Prioritization Policy

The U.S. Department of Housing and Urban Development (HUD) requested that Continuum of Care create policies regarding prioritization of clients with housing needs. The Western Virginia 513 Continuum of Care (CoC) has created a prioritization policy and scoring tool for HUD and Virginia Housing Solutions Program (VHSP) grantees to use. The purpose of this policy is to ensure the individuals and families with the most severe housing needs receive priority for services.

There are 11 different criteria included in the Prioritization Scoring Tool, eight are assigned one point and three are assigned two points. A client can accumulate a total of 14 points. The criteria of *History of chronic homelessness* and *Veteran status* are assigned two points because they have been identified as priorities by the state of Virginia. The criteria *Literally homeless* is assigned two points because it has been identified by the CoC as a population that has a higher than usual barrier to gaining housing. To assist in understanding the value of points, there are three prioritization levels in which a client may fall into, as outlined in the tool.

The tool is to be completed by the agency that receives the client referral from Centralized Intake. Tool results will be collected and stored in either CallPoint or paper form (i.e. for domestic violence shelters that do not use HMIS).

All VHSP and HUD grantees in the Western Virginia 513 CoC are required to use the tool during the fiscal year of their grants. Individual agencies must continue to serve clients who meet the eligibility requirements for their program. However, if they cannot serve applicants referred to their program due to lack of funding, those applicants must be referred back to Centralized Intake with their Prioritization Score. At this point Centralized Intake will review which grantees still have funding, regardless of the individual agencies' service areas, and will send the applicant, with their Prioritization Score, to the funded grantee to be served. If an agency cannot fund all eligible applicants on any given day, the clients with the highest Prioritization Scores must be funded first. In this way, the individuals and families with the most severe housing needs will receive priority.

Prioritization Scoring Tool

Prioritization Criteria	Point Value	Points Assigned
History of chronic homelessness	2	
Veteran status	2	
Literally homeless (living in shelter or place not meant for human habitation)	2	
Children under age 18 in the household	1	
Living in a doubled up situation	1	
Adults aged 62 and older in the household	1	
Victim/survivor of sexual or domestic violence	1	
Physical disability	1	
Mental disability	1	
Released from a jail or prison within the last 12 months	1	
Released from hospital within the last 12 months	1	
Exited foster care within the last 12 months	1	
Total	15	

Level 1 Prioritization: 10-15 points

Level 2 Prioritization: 5-9 points

Level 3 Prioritization: 1-4 points