



# OneHome Partner Agreement

The purpose of this Partner Agreement is to document and communicate guidelines for agency participation in the Metro Denver Homeless Initiative Continuum of Care (MDHI) Coordinated Entry system, OneHome. OneHome is a collaborative initiative designed to create a more effective and efficient homeless response system, as well as to ensure compliance with HUD mandates related to coordinated entry. By signing this Agreement, participating organizations formally acknowledge the guidelines, roles, and responsibilities outlined herein and in the OneHome Policy and Procedures Manual. Further, the undersigned organizations agree to adopt and comply with the Agreement in order to participate in OneHome.

By agreeing to be a OneHome Partner, your agency agrees to:

- Utilize MDHI's OneHome process and tools.
- Provide program preferences and eligibility criteria in writing to the OneHome Committee.
- Accept referrals based on program preferences and eligibility criteria provided to the OneHome Committee
- Participate in the evaluation of OneHome through stakeholder meetings, survey participation and direct contact with OneHome leadership.
- Attempt to reduce barriers to housing access.
- Maintain timely access to housing and services in order to reduce length of time homeless for participants.

Partner agency maintains the right to:

- Determine program preferences and eligibility criteria based on agency mission, community needs, and funding requirements.
- Provide input on the development and implementation of OneHome.
- Receive support and training from MDHI and OneHome staff.
- Access CoC aggregate data collected through OneHome (except where data would identify a specific agency, person or household, or affect the safety of participants).

## CONTINUUM OF CARE ROLES

MDHI agrees to the following, in addition to the roles and responsibilities outlined in the OneHome Policy and Procedures:

### **Planning**

- Execute a OneHome Partnership agreement with any CoC or other jurisdiction by which:
  - o OneHome data will be shared, or
  - o eligibility criteria and program preferences will be coordinated, or
  - o cross-jurisdictional referrals will be coordinated, or
  - o OneHome planning and management decisions will be coordinated.
- Coordinate with Emergency Solutions Grant (ESG) and Continuum of Care funding recipients in the MDHI region on coordinated entry, performance measurement, written standards, and other related topics.

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- Coordinate, integrate, and leverage resources to maximize impact of services for individuals who are experiencing homelessness.
- Identify the OneHome lead entities within MDHI charged with managing daily activities associated with OneHome planning, implementation, operations, and evaluation.
- Develop written standards for MDHI, as required by the CoC Program interim rule.
- Develop and implement written policies and procedures on how OneHome will be operated.
- Provide at least annual training to all staff dedicated to the OneHome.
- Provide guidance and feedback to OneHome staff.
- Oversee the client grievance and any case conferencing process as necessary.

## **Access**

- Identify access points for OneHome that cover the full geographic area of the MDHI region and can be accessed by all households in need of assistance.
- Develop an affirmative marketing plan that communicates how stakeholders can access their OneHome.
- Provide marketing materials to providers to ensure consistent communication about OneHome.

## **Assessment**

- Incorporate the Vulnerability Index-Service Prioritization Decision Assistance Tool (VI-SPDAT) and variations to the VI-SPDAT as appropriate per sub-population, as a component of the Comprehensive Assessment phase of their OneHome.
- Ensure that the defined assessment process includes an assessment tool that is publicly available, well-crafted, comprehensive, and results in an explicit score or referral result for all households that complete it.

## **Referral**

- In concert with the VI-SPDAT referral scores, publish standards for prioritization and referral, and ensure that all participating providers are following these expectations.
- Ensure that MDHI agencies are providing participants with the opportunity to enroll in MDHI component types that are less intensive, but not more intensive, than the OneHome referral choice offered.

## **Data and Evaluation**

- Work with the Lead Agency Homeless Management Information System (HMIS) staff and Local System Administrators (LSA) to maintain MDHI's implementation of HMIS, including the OneHome workflow
- MDHI will maintain non-HMIS Priority List for OneHome in a separate database from HMIS
- Report OneHome data quarterly to the OneHome Regional Governing Council and MDHI Board of Directors
- Provide regular performance reports to agencies participating in OneHome.
- Evaluate at least annually MDHI's OneHome performance and progress of the OneHome. Implement quality improvement adjustments to the OneHome as necessary.

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## PARTNER ROLES

Partners agree to the following, in addition to the Partner roles and responsibilities outlined in the OneHome Policy and Procedures:

### Responsibilities for All OneHome Partners

#### **Planning**

- Participate in MDHI's Coordinated Entry planning and management activities as established by MDHI leadership.
- Publish written standards for client eligibility and enrollment determination.
- Notify MDHI of any changes to staffing that impact OneHome.
- Ensure that all staff participating in OneHome receive at least annual training from the MDHI on the system.
- Provide regular supervision of staff participating in OneHome.

#### **Access**

- Ensure that persons experiencing a housing crisis access OneHome services and housing using OneHome defined access points.
- Communicate project vacancies (bed and/or unit) to the OneHome administrative entity established by MDHI leadership.
- Limit project eligibility requirements to those that are required by funders.

#### **Assessment**

- Utilize the locally defined assessment tool for coordinated entry when assessing for client eligibility and referrals.

#### **Referral**

- Only enroll those clients referred per OneHome's designated referral strategy.
- Provide participants with the opportunity to enroll in MDHI component types that are less intensive, but not more intensive, than the OneHome referral choice offered.

#### **Data and Evaluation**

- Ensure compliance with all data privacy policies and procedures.
- Enter all data on clients in HMIS, as required by HMIS data timeliness, completeness, and quality standards, unless Partner agency is a non-HMIS provider.
- Review any reports from MDHI on the performance of the agency in OneHome.
- Ensure that the agency is meeting local performance standards for OneHome.

### Responsibilities for Access Sites

Access Sites will complete the OneHome Diversion/Prevention Screening to help determine if the household can be diverted from entering the homeless response system by utilizing mainstream resources. Access sites will make referrals to mainstream services and assist in navigating services to the extent possible.

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If the household is unable to be diverted, the household will be referred to prevention or emergency shelter services (shelter, domestic violence shelter, safe house, or motel voucher). Access sites will make referral or assignment to emergency shelter if necessary and available.

Access Sites are expected to do the following:

1. Ensure compliance with data privacy and policies.
2. Ensure that no referrals for homeless services are made without first completing the Diversion/ Prevention screening tool.
3. Provide Prevention/Diversion Screen through on-site or phone interview for all households who request entry into the homeless response system.
4. If entry into the homeless response system is necessary, link directly to Emergency Shelter, or to Assessment site.
5. If entry is diverted, complete Prevention Screening tool or provide information or referrals to prevention and diversion resources.
6. Track and share documentation of screenings as outlined in the OneHome Policies & Procedures manual.
7. Attend required HMIS, CoC, and OneHome trainings.
8. Provide feedback for annual OneHome evaluation.

## Responsibilities for Assessment Sites

A trained and approved assessor will conduct the Housing Assessment (ex. VI-SPDAT) in order to identify linkage to appropriate housing intervention (Prevention, Transitional Housing, Rapid-Rehousing, Permanent Housing or Permanent Supportive Housing).

Assessment Sites are expected to:

1. Ensure compliance with data privacy and policies.
2. Follow OneHome Process to complete VI-SPDAT to determine appropriate service connections, linkages, and referrals.
3. Enter VI-SPDAT Score and eligibility criteria into the OneHome system.
4. Follow OneHome process to update the Priority List until the household is linked to an appropriate housing intervention, or until services are no longer needed.
5. Enter data and updates into HMIS per instructions, unless Partner agency is a non-HMIS provider.
6. Attend required HMIS, MDHI, and OneHome trainings.
7. Provide feedback for annual OneHome evaluation.
8. Agree to make all referrals to homeless services through the OneHome Process

## Responsibilities for Housing Providers

Housing Providers will collaborate with designated Access and Assessment sites to streamline access to **all homeless dedicated housing programs and beds in a Housing First manner.**

Housing Providers are expected to:

1. Ensure compliance with data privacy and policies.
2. Provide program preferences and eligibility criteria in writing to OneHome.
3. Utilize the OneHome process to fill all program vacancies based on priority scoring, eligibility criteria, and program preferences.

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4. When appropriate, follow-up with OneHome Navigator or OneHome Coordinator to ensure a smooth transition to the program and to coordinate notifying and offering housing to household.
5. If denied, follow the OneHome process for denials including follow-up with the OneHome Coordinator.
6. Accept at least 85% of clients referred from OneHome who meet eligibility
7. Keep household information updated in HMIS according to the OneHome Process (ex. entry date, program openings, service transactions, and exit date).
8. Provide feedback for annual OneHome evaluation.
9. Attend required HMIS, MDHI, and OneHome trainings.

## DATA QUALITY & SHARING

By signing this agreement, partner agency agrees to:

1. Participate in HMIS, MDHI, and OneHome data sharing trainings as applicable.
2. Agree to HUD, state, HMIS and OneHome data privacy, data rights, and data quality requirements as applicable.
3. Ensure data is accurate and up-to-date, responding to any data quality, completeness or privacy concerns addressed by HMIS Administrator, CES, or CoC.
4. Allow OneHome participants to opt-out of data sharing in HMIS as requested by participant.
5. Follow OneHome process to ensure Client Privacy Rights are followed.
6. Enter data into non-HMIS Priority List if Partner Agency is a non-HMIS provider, Domestic Violence provider, or participant elects not to have data shared.

## CLIENTS RIGHTS

The OneHome process is based on a person-centered model and strives to give clients the opportunity to be empowered about the services they choose to receive. By signing this agreement partner agency agrees to adhere to the OneHome Policies and Procedures outlining client's rights including:

1. Right to be informed of the OneHome process and how it can be used to meet their needs.
2. Right to privacy and confidentiality practices outlined in the OneHome policy & procedures.
3. Right to be informed of how their data will be used and with whom it could be shared.
4. Right to self-determination and to work with service providers who honor that right.
5. Right to Housing First approaches.
6. Right to be informed of agency and CES grievance policies prior to assessment.

## GENERAL TERMS

**Terms.** This Partnership Agreement will begin upon execution. This Agreement will be reviewed annually and updated to incorporate changes and clarification of roles and responsibilities. The Agreement will be in effect until the end of the project. Any party must provide written notice of change ninety (90) days before the annual termination date or it will be automatically renewed. Otherwise, this Agreement may be terminated in accordance with the section on Termination below.

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**Termination.** Any party may terminate this Agreement for any reason or no reason by giving the other party ninety (90) days prior written notice. The party wishing to terminate this agreement for cause must provide a written intent to terminate notice to the party in breach or default. The notice will provide thirty (30) days for the party in breach or default to respond to said notice with an acceptable plan to cure cause for termination. Termination for cause decisions will be made jointly between agency and MDHI. Note that termination of this Agreement may result in removal from OneHome and could affect both State and Federal funding opportunities for homeless programs, housing and services.

**Confidentiality.** As a OneHome Partner and by virtue of entering into this Agreement partner agency will have access to certain confidential information. OneHome partners (including staff, volunteers and board members) will not at any time disclose confidential information and/or material without consent unless such disclosure is authorized by this Agreement, the OneHome Policies & Procedures Manual, or required by law. Unauthorized disclosure of confidential information shall be considered a material breach of this agreement. At all times client releases will be secured before confidential client information is exchanged. Confidential client information will be handled with the utmost discretion and judgment.

**Non-discrimination.** There shall be no discrimination of any person or group of persons on account of race, color, creed, religion, sex, marital status, sexual orientation, age, handicap, ancestry or national origin in the operation of OneHome.

**Severability.** In the event any provision of this Agreement shall be found to be invalid, illegal, or unenforceable in any respect, such invalidity, illegality or unenforceability shall not affect the validity, legality and enforceability of the remainder of the Agreement.

**Amendments.** This Agreement may be amended only in writing and as authorized by the designated representatives of the respective agencies.

**IN WITNESS WHEREOF**, the undersigned, duly authorized representatives of the respective Partner Agency, have signed this Partnership Agreement:

Name:

Signature:

Partner Agency:

Program(s) included:

Date:

Name:

Signature:

Continuum of Care: Metro Denver Homeless Initiative (MDHI)

Date: