**Glossary of Terms**

**Case Conferencing**

Case conferencing is a region’s formal, planned, and structured meeting in which providers coordinate staffing assignments, provide client level updates, and ensure coordination of services. The goal of case conferencing is to provide holistic, coordinated, and integrated services across providers, and to reduce duplication. Case conferences are usually multidisciplinary and include multiple providers from throughout the SPA or region. Case conferences should be used to identify or clarify issues regarding a household’s housing status and progress towards permanent housing; to review activities including progress and barriers towards housing; to strategize solutions; and to adjust current service plans, as necessary. Case conferences may be face-to-face or by phone/video conference, held at routine intervals and during significant change. Case Conferencing requires sign-in sheets for all participants who attend the meeting. In addition, Case Conferencing must adhere by any policies and procedures established by Domestic Violence agencies and participating CES partners.

**Case Management**

Case management is defined by the Case Management Society of America as “a collaborative process of assessment, planning, facilitation, care coordination, evaluation, and advocacy for options and services” to meet individual needs. Case Management in the context of CES should be voluntary and client centered, with the goal of identifying strengths and client directed goals, while promoting “health, recognition, and well-being” (USICH, 2016). Case Managers in CES should ultimately focus on safety first, linking the client to a permanent housing resource and providing the necessary services needed to promote housing stability.

**Continuum of Care**

A Continuum of Care (CoC) is a regional or local planning body that coordinates housing and services funding for homeless families and individuals.

**Continuum of Care Program**

The Continuum of Care (CoC) Program is designed to promote communitywide commitment to the goal of ending homelessness; provide funding for efforts by nonprofit providers, and State and local governments to quickly rehouse homeless individuals and families while minimizing the trauma and dislocation caused to homeless individuals, families, and communities by homelessness; promote access to and effect utilization of mainstream programs by homeless individuals and families; and optimize self-sufficiency among individuals and families experiencing homelessness.

**Coordinated Entry System (CES)**
CES is a regionally based system that connects new and existing programs into a “no-wrong-door network” by assessing the needs of families experiencing homelessness and linking them with the most appropriate housing and services to end their homelessness. The goal of the CES is to streamline processes through which communities assess, house, and retain families who are homeless; to ensure all our homeless neighbors are known and supported; to target and maximize limited housing resources; and comply with the federal mandate to adopt a standardized intake and coordinated assessment process for housing. The essential components of CES are: 1) a system that is low-barrier and easy to access; 2) a system that identifies and assesses people’s needs; and 3) a system that prioritizes and matches housing resources based on those needs.

**Critical Time Intervention (CTI)**

Critical Time Intervention (CTI) is a time limited Case Management intervention lasting nine-months. The CTI intervention seeks to provide support during and after the transition to housing from homelessness. The CTI model is broken down into Three phases of assistance that can each last roughly three months. Each phase of assistance builds off that last phase to allow the Participant to effectively assimilate into community and increase that Participants housing stability. The Phases in CTI are as follows, transition to community, try-out, and transfer of care. In Transition to Community the provider works “hands on” with the participant in getting connected to the appropriate community resources (This could include taking participant to open bank account, make doctors’ appointment, shop for groceries, access community resource centers, family connections, etc.) ; Try-out is allowing the participant to access and utilize the supports brought in on phase one and provides assistance and coaching to the participant along the way, highlighting success and learning from failures; transfer of care the provider assists in “fine tuning” the supports and continues to be available to empower the participant in taking ownership of their community resources, providers would at this point assist participants in formulating their own long-term goals to move forward with by utilizing their community supports.

**Danger Assessment**

The Danger Assessment is an assessment tool used to help determine the level of danger a domestic violence survivor has of being killed by his or her intimate partner.

**Data Manager/Specialist**

Data Manager/Specialist is responsible for ensuring accurate and timely data. The function of the data manager/specialist is to: 1) Enter intake and assessment data into HMIS, or an alternate system, 2) Monitor and correct data quality for the FSC and 3) Ensure that all required program paperwork is completed and entered into the participant master file in a timely manner.

**Diversion**
Diversion (also known as problem solving) is a short-term intervention that seeks to empower people experiencing a housing crisis to avoid entering the homelessness system by working together with them to either preserve their current housing situation or finding another short-term housing situation (not in the homelessness system). Problem Solving/Diversion also seeks to empower persons experiencing homelessness who might already be in the homelessness system to resolve their own homelessness with supports that they might already have (this is something referred to as “Rapid Exit”). Problem Solving/Diversion practice should be attempted as a guided conversation that helps the person explore options they may not have been able to think of due to their current state of stress due to their crisis. Problem Solving/Diversion is not a program but rather an intervention. The most common Problem Solving/Diversion activities include: active listening, coaching, mediation and conflict resolution with families/friends and/or landlords, connection to mainstream resources, housing search assistance, housing stabilization planning, family reunification, etc. Problem Solving/Diversion may include some follow-up work to assist the household in finding appropriate housing.

Domestic Violence

Domestic violence (also called intimate partner violence (IPV), domestic abuse or relationship abuse) is a pattern of behaviors used by one partner to maintain power and control over another partner in an intimate relationship. Domestic violence includes behaviors that cause or threaten physical harm, arouse fear, prevent a partner from doing what they wish or force them to behave in ways they do not want. It includes the use of or threat of the use of physical and sexual violence, threats and intimidation, emotional abuse and economic deprivation. Many of these different forms of domestic violence/abuse can be occurring at any one time within the same intimate relationship and/or may occur with varied frequency within a relationship. (National DV Hotline definition)

Domestic Violence Counselor (California Evidence Code Section 1037.1 Definition)

(a)(1) As used in this article, “domestic violence counselor” means a person who is employed by a domestic violence victim service organization, as defined in this article, whether financially compensated or not, for the purpose of rendering advice or assistance to victims of domestic violence and who has at least 40 hours of training as specified in paragraph (2).

(2) The 40 hours of training shall be supervised by an individual who qualifies as a counselor under paragraph (1), and who has at least one year of experience counseling domestic violence victims for the domestic violence victim service organization. The training shall include, but need not be limited to, the following areas: history of domestic violence, civil and criminal law as it relates to domestic violence, the domestic violence victim-counselor privilege and other laws that protect the confidentiality of victim records and information, societal attitudes towards domestic violence, peer counseling techniques, housing, public assistance and other financial resources available to meet the financial needs of domestic violence victims, and referral services available to domestic violence victims.

(3) A domestic violence counselor who has been employed by the domestic violence victim service organization for a period of less than six months shall be supervised by a domestic violence counselor
who has at least one year of experience counseling domestic violence victims for the domestic violence victim service organization.

(b) As used in this article, “domestic violence victim service organization” means a nongovernmental organization or entity that provides shelter, programs, or services to victims of domestic violence and their children, including, but not limited to, either of the following:

(1) Domestic violence shelter-based programs, as described in Section 18294 of the Welfare and Institutions Code.

(2) Other programs with the primary mission to provide services to victims of domestic violence whether or not that program exists in an agency that provides additional services.

Domestic Violence Survivors (Individual or Family)

An individual or family that is experiencing an active abuse situation and valid financial hardship that could result in homelessness if preventive assistance is not provided.

Evidence of Site Control (Administrative Offices)

Documentation of an appropriate certificate of occupancy and/or a conditional use permit allowing the legal use of the property for the service being proposed, and at least one of the following types of documentation securing the location for the use of the proposed system component:

- Proof of Ownership;
- Executed Option to Purchase;
- Executed Lease Agreement;
- Executed Option to Lease;
- Letter of Intent signed by both parties;

Family

Households consisting of one or more minor children (17 or under) in the legal custody of one or two adults who are living together and working collaboratively to care for the children. This includes 2-parent and 1-parent families, including those with same sex partners, families with intergenerational or extended family members, unmarried couples with children, families that contain adults who are not the biological parents of the children, and other family configurations. Households currently without minor children, in which the mother is in her second trimester of pregnancy, or mothers who have been medically diagnosed as having a “high risk” pregnancy shall qualify as a family.

Family Solutions Center (FSC)
Regional community based non-profit service providers funded to provide rapid Re-Housing, regional coordination, prevention/diversion, standardized assessments and coordinated access to housing and supportive services, specifically designed for homeless families in L.A. County. The FSC Housing Navigators and the Family Response Team will be located at the FSC.

FSC Family Response Team (FRT)
FSC staff responsible for a triage screening, coordinating crisis housing, connecting families to supportive services to address any immediate needs, and scheduling a standardized assessment with a FSC Housing Navigator.

Homeless (HUD definition)
An individual or family who belongs to one of the following categories:

(1) An individual or family who lacks a fixed, regular and adequate nighttime residence, meaning:

   (i) An individual or family with a primary nighttime residence that is a public or private place not designated for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground;

   (ii) An individual or family living in a supervised publicly or privately-operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low-income individuals); or

   (iii) An individual who is exiting an institution where he or she resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.

(2) An individual or family who will imminently lose their primary nighttime residence, provided that:

   (i) The primary nighttime residence will be lost within 14 days of the date of application for homeless assistance;

   (ii) No subsequent residence has been identified; and

   (iii) The individual or family lacks the resources or support networks, e.g., family, friends, faith-based or social networks, needed to obtain other permanent housing.

(3) Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who:
(i) Are defined as homeless under Section 387 of the Runaway and Homeless Youth Act (42 U.S.C. 5732a), Section 637 of the Head Start Act (42 U.S.C. 9832), Section 41403 of the Violence Against Women Act of 1994 (42 U.S.C. 14043e-2), Section 330(h) of the Public Health Service Act (42 U.S.C. 254b(h)), Section 3 of the Food and Nutrition Act of 2008 (7 U.S.C. 2012), section 17(b) of the Child Nutrition Act of 1996 (42 U.S.C. 1786(b)), or Section 725 of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a); and

Must Also:

(ii) Have not had a lease, ownership interest, or occupancy agreement in permanent housing at any time during the 60 days immediately preceding the date of application for homeless assistance;

(iii) Have experienced persistent instability as measured by two moves or more during the 60-day period immediately preceding the date of applying for homeless assistance; and

(iv) Can be expected to continue in such status for an extended period of time because of chronic disabilities, chronic physical health or mental health conditions, substance addiction, histories of domestic violence or childhood abuse (including neglect), the presence of a child or youth with a disability, or two or more barriers to employment which include the lack of a high school degree or General Education Development (“GED”), illiteracy, low English proficiency, a history of incarceration detention for criminal activity, and a history of unstable employment.

(4) Any individual or family who:

(i) Is 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 that has either taken place within the individual's primary nighttime residence or has made the individual afraid to return to their primary nighttime residence;

(ii) Has no other residence; and

(iii) Lacks the resources or support networks, e.g., family, friends, faith-based or other social networks, to obtain other permanent housing.

**Household (HUD definition)**

A household includes all the people who occupy a housing unit. The household includes the related family members as well as the unrelated people, if any, such as lodgers, foster children, wards, or employees who share the housing unit. A person living alone in a housing unit, or a group of unrelated people sharing a housing unit such as partner or roomers, is also counted as a household.

**Housing First**
An approach to ending homelessness that centers on providing families experiencing homelessness with housing as quickly as possible – and then providing services as needed. Housing First programs share critical elements:

- A focus on helping families access and sustain permanent rental housing as quickly as possible without time limits;
- A variety of services delivered to promote housing stability and well-being on an as-needed basis; and
- A standard lease agreement to housing, as opposed to mandated therapy or services compliance.

Housing Navigation

Housing Navigation is the process by which homeless families that have entered the CES system are provided ongoing engagement, document collection, and case management services to facilitate a match to an appropriate housing resource.

Housing Navigator(s)

Housing Navigator is the family’s primary point of contact in CES, often a social worker (BSW), case manager, outreach worker, or volunteer. The primary function of the Housing Navigator is to: 1) assist clients in collecting necessary documents for housing applications, 2) accompany families to housing appointments, and 3) assist families in navigating the entire housing search and placement process.

Housing Stability Plan (HSP):

A standardized case management plan designed to assist participants to identify and achieve housing focused goals. HSP addresses barriers to obtaining and retaining housing by developing action steps needed to maintain housing stability. HSP identifies linkages to permanent housing, mainstream benefits and supportive services.

Intimate Partner Violence (Center for Disease Control (CDC) definition)

The term "intimate partner violence" describes physical, sexual, or psychological harm by a current or former partner or spouse. This type of violence can occur among heterosexual or same-sex couples and does not require sexual intimacy.

Matching

Matching is the process by which a family or individual in CES is determined to be initially eligible for a Permanent Housing resource, and is “matched” to that resource.

Outreach
In the context of the CES system, Outreach is defined as the activity of engaging a homeless individual through the process of rapport building with the goal of linking that individual to a permanent housing resource. Outreach and engagement is an ongoing process that “involves creativity, flexibility, may take months or years, and involves establishing a relationship” to connect a client to services (Olivet, Bassuk, Elstad, Kenny, and Jassil, 2010). Outreach can be viewed as a “service in itself” and “a process of building a personal connection that may play a role in helping a person improve his or her housing, health status, or social support network” (Olivet, Bassuk, Elstad, Kenny, and Jassil, 2010). Outreach and engagement should be approached in a client-centered and voluntary manner that does not create any time constraints as to the alacrity in which the client voluntarily seeks permanent housing. Outreach workers should have the capacity to refer clients to resources and services such as Crisis & Bridge (Reserved Crisis) Housing and should regularly participate in case conferencing to ensure clients entering CES are matched to the appropriate permanent housing resource.

**Outreach Coordination**

The planning and ongoing coordination of outreach activities in a region. This should include a multidisciplinary approach that ensures adequate geographic coverage and the use of best practices to outreach.

**Permanent Housing (PH)**

Community-based housing without a designated length of stay, and includes both permanent supportive housing and rapid rehousing. To be considered permanent housing the family must be the tenant on a lease, which is renewable for terms that are a minimum of one month long and is terminable only for cause.

**Progressive Engagement**

Progressive Engagement (also known as “Progressive Assistance”) is an approach for providing financial assistance and case management services in permanent housing programs. This approach seeks to provide the least amount of assistance necessary to assist each participant reach housing stability. Progressive Assistance starts when staff first meet their participant and begin the process of assessing the person’s housing barriers. The participant’s Housing Plan should be developed with this approach. The provider should assess out how much a participant can do and reassess with every meeting. For financial assistance, the staff should assess the household’s ability to pay part of the rent every month (at a minimum) and discuss with them any changes that will occur each month. If need decreases the amount of assistance decreases, and if need increases the amount of financial assistance would also increase. Progressive Assistance is also related to how much case management is provided and how much direct assistance that staff provides, flexing up and down depending on the needs of the participant. A decrease in Case management would not fall below the minimum standards while the Household is in the program, but financial assistance can be eliminated early if not needed (even as case
management continues). This flexible, individualized approach works to maximize resources by only providing the amount of assistance that a household needs.

**Rapid Re-Housing (RRH)**

Rapid Re-Housing is an intervention, informed by a Housing First approach, that rapidly connects families experiencing homelessness to permanent housing through assistance that may include the use of time-limited financial assistance and supportive services. Rapid rehousing programs help families solve immediate challenges to obtaining permanent housing while reducing the amount of time they experience homelessness.

**Regional Coordination**

Oversight of SPA-wide partnerships across public and private entities that ensure homeless families are fully supported and connected to housing and services within their respective communities. Regional and coordinated access to housing and services ensures that homeless families do not have to go to multiple agencies to obtain housing and services assistance. Additionally, if a family is better served in another community, due to safety or other reasons, the Regional Coordinator shall assist in making needed connections to resources across SPAs.

**Rent Reasonableness**

The total rent charged for a unit must be reasonable in relation to the rents being charged during the same time period for comparable units in the private unassisted market and must not be more than rents being charged by the owner during the same period for comparable non-luxury unassisted units. Such determinations should consider: (a) location, quality, size, type, and age of unit; and (b) any amenities, housing services, maintenance and utilities to be provided by the owner. Comparable rents may be verified by using a market study (i.e. [http://housing.lacounty.gov/index.html](http://housing.lacounty.gov/index.html)), reviewing comparable units advertised for rent, or by obtaining written verification from the property owner documenting comparable rents for other units owned.

**Resident Advocate**

Resident Advocates will act as the family’s primary point of contact while in crisis or bridge housing. The Resident Advocates will coordinate with Housing Navigators within the FSC to provide families with housing assistance, access to mainstream benefits and training opportunities, and necessities.

**Safety Plan**

A safety plan is a personalized, practical plan that includes ways to remain safe while in a relationship, planning to leave, or after a survivor leaves. Safety planning involves how to cope with emotions, tell
friends and family about the abuse, take legal action and more. A good safety plan will have all vital information a survivor needs and must be tailored to his or her unique situation, and will help them navigate different scenarios.

**Supportive Services**

Services that may assist homeless families in the transition from the streets or shelters into permanent or permanent supportive housing and assists families with living successfully in housing.

**Transition Age Youth (TAY)**

An individual between the ages of 18 and 24 years.

*Please note that while the Youth Coordinated Entry System serves youth and young adults, ages 16-24, for the purposes for Rapid Rehousing, youth must be at least 18 years old to sign a lease. Therefore, for the program area of Rapid Rehousing, TAY are defined as youth ages 18-24*

**VI-SPDAT/Next Step Tool**

The VI-SPDAT (Families), VI-SPDAT (Individuals), and Next Step Tool (Youth) are pre-screening, or triage tools that are designed to quickly assess the needs of homeless families/individuals/youth and match them with the most appropriate support and housing interventions that are available.