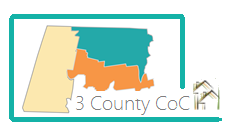
**Three County Continuum of Care | Case Conferencing Agreement**

The Three County Continuum of Care (CoC) is dedicated to ending Homelessness in the Three County area, which consists of Hampshire County, Franklin County and Berkshire County. This document has been created to express the importance behind providing space for Case Conferencing. Below is a general set of goals and practices that the Three County CoC embraces for Case Conferencing activities.

**Case Conferencing Goals**

1. To ensure holistic, equitable, coordinated, and integrated assistance across providers for all households experiencing homelessness in the community, with particular focus on those on the By Name List or being prioritized for housing within the Coordinated Entry Process.
2. To address shelter and diversion needs.
3. To review progress and specific housing barriers related to individual households housing goals, desires and matching considerations.
4. To allow for a transparent, open forum to discuss client information relevant to their housing needs that may need to inform prioritization level or other matching considerations.
5. To identify systemic barriers to certain subpopulations, particularly historically disadvantaged populations, gaining access to services in order to further enhance the community’s effort to promote equity across the system.
6. To clarify roles and responsibilities and reduce duplication of services.

**General Practices and Expectations**

* Case Conferencing differs from routine coordination. Case conferencing is a more formal, planned, and structured ongoing set of meetings separate from regular contacts and other CoC planning meetings.
* Case conferences are usually interdisciplinary, and include one or multiple internal and external providers and, if possible and appropriate, the client and family members/close supports.
* Case conferencing relies on provides being open, honest and non-judgmental, recognizing implicit and explicit biases and the common goal of ending homelessness in the community. All parties agree that all other parties are approaching this goal with the best of intentions and commitment.
* Case conferences should be used to identify or clarify issues regarding a household’s housing status, needs, service desires, and goals; to review activities including progress and barriers towards housing goals; to map roles and responsibilities; to resolve conflicts or strategize solutions; and to adjust current service plans to best meet the needs and desires of the household within the context of the CoC’s prioritization criteria and available resources.
* Case Conferencing elevates a broad spectrum of relevant voices to ensure that no single advocate or program is advantaged in getting clients housed and that decisions remain focused on how best to match individual households with a limited amount of housing and service resources. Consideration should be made for how to include individuals with lived homeless experience in all CoC processes to ensure system processes are client centered.
* Case Conferencing relies on providers and advocates maintaining timely data entry into Three County’s Coordinated Entry HMIS Project, which is the basis for Three County’s By Name List exports, prioritization and eligibility information, and other functions of the housing match process.
* Advocates and assessors from partner agencies are strongly encouraged to attend Case conferencing meetings regularly and to provide updates on where By Names List participants are at this moment, provide updates, and to maneuver possible placements in open and available COC and non-COC housing opportunities.
* Case Conferencing attendees are prohibited from sharing information learned in case conferencing with any unauthorized parties, from hindering efforts to participate in the coordination of services for clients, from keeping/copying/capturing an image of the By Names List, or from knowingly revealing any information about a client not necessary for determining potential program opportunities.

As a Coordinated Entry partner, if you understand and agree to the above, please sign and return this form to the Coordinated Entry Specialist by email: [sdiaz@communtiyaction.us](mailto:sdiaz@communtiyaction.us)

Signature of Agency Representative Date