

# CASE CONFERENCING REVIEW COMMITTEE (CCRC) STANDARDS AND GUIDELINES

## PURPOSE

In rare and exceptional situations where an individual's or household's vulnerability is not adequately captured by the standardized Coordinated Entry (CE) assessment or documented service history, the Case Conferencing Review Committee (CCRC) may be convened. This committee reviews cases using additional context and professional insight unavailable through existing system data. It provides a structured, collaborative process to elevate cases with compelling risk factors, barriers, or circumstances warranting deeper consideration. This ensures The Way Home's CE system remains responsive to complex needs while upholding fairness, accountability, and consistency. The CCRC process is not intended to circumvent The Way Home prioritization policy and procedures.

## COMMITTEE COMPOSITION

The CCRC is composed of five (5) provider representatives from agencies formally partnered with The Way Home, selected to represent a diverse range of service types and populations. Members must:

- Represent different service types (e.g., outreach, shelter, housing, healthcare, lived experience)
- Be actively engaged in Coordinated Entry activities
- Have no direct conflict of interest in the cases reviewed (e.g., not from the referring or potential receiving agency)
- Not have worked at the Coalition for the Homeless (lead agency) within the past three years
- Have at least two years of experience within the homeless response system

Committee members cannot serve more than two consecutive years.

## REVIEW CRITERIA

Cases may be referred when the CE assessment and standard HMIS documentation do not fully capture the severity of needs, and any of the following apply:

- Urgent or severe health or safety threats (e.g., terminal illness, late-term pregnancy without shelter, high risk of violence or exploitation)
- Barriers to engagement such as cognitive impairments, severe trauma, or behavioral health conditions that interfere with service navigation

- Patterns of emergency service utilization (e.g., frequent ER visits, arrests, psychiatric hospitalizations) not adequately weighted in assessments
- Credible, time-sensitive risks (e.g., recent victimization, deteriorating mental or physical health) not captured in assessments

As part of the process, the committee may request assistance from a low-barrier mental health or medical professional (e.g., Harris Center, Healthcare for the Homeless Houston) to provide additional insight when functional or behavioral concerns are reported.

## REFERRAL PROCESS

1. Submission: Referring provider submits a standardized CCRC referral form to [CE@cfthouston.org](mailto:CE@cfthouston.org) including:
  - Description and contextual background of the concern
  - Supporting documentation (when available)
  - Documentation of efforts made through standard CE processes to engage the household
2. Review: The CCRC convenes within four (4) weeks of a submission to collaboratively assess the case(s), considering provider input, documented risk factors, and system-level insights. A minimum of three members is required for quorum.
3. Decision: Approval requires unanimous committee consent. If approved:
  - The household is considered for matching to appropriate and available housing, shelter, case management or treatment resources.
  - The decision and rationale are documented and submitted to CFTH for tracking and compliance.
4. Documentation: Each decision will include:
  - Names and roles of participating members
  - Written summary of the rationale
  - Any required follow-up actions
  - Statement affirming compliance with HUD and Fair Housing regulations
5. Safeguards:
  - A provider may submit no more than two CCRC referrals per quarter
  - CCRC members are permitted to submit cases for review; however, they must recuse themselves from the review, discussion, and voting processes to avoid conflicts of interest.
  - Internal CE lead approval is required before scheduling a case for review
  - Approval allows the household to be considered for matching to appropriate and available housing, shelter, case management, or treatment resources, but does not guarantee immediate placement or alter program eligibility.
  - All decisions must be logged and reviewed by the lead agency

- An annual evaluation of CCRC referrals and outcomes will track patterns (e.g., referral frequency by providers, subpopulations missed by assessments) to inform potential CE system adjustments

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#### IMPORTANT NOTE ON REFERRALS

Only providers working within the homeless response system that are formally partnered with The Way Home may submit referrals. Participants, family members, or individuals outside the formal system can find helpful information about Coordinated Entry on our website: <https://www.cfthouston.org/coordinated-entry>.