

Street Outreach: Coordinated Entry Help

Coordinated Entry System

- a. **Eligible households:** people staying outside or in shelter (literally homeless), fleeing or attempting to flee DV
- b. **NOT Eligible households:** someone staying with a friend/family, staying in a hotel they are paying for themselves, staying in sober living,

DO NOT:

1. Share where the client is on the CE list.
2. Share the client's score with them.
3. Tell the client they are almost up for housing (there is no exact timeline).
 - a. Prompt them to work on documentation so when they are called for housing they will have that ready.

FAQ's - Script to share/explain Coordinated Entry:

- a. **If a client asks about where they are at on the "housing list"/coordinated entry.**
 - i. "All I do is the assessments that put them into a coordinated entry system for housing. We create a score, your score places you within the system. We don't tell you the score or where you are at in coordinated entry, because it is always changing as we prioritize those that have the longest length of time homeless and the most risks and barriers."
- b. **Why did I do that assessment then?**
 - i. "That assessment was completed, as you are literally homeless, meaning you are sleeping outside or in shelter. That makes you eligible for different programs that HUD offers."
- c. **I did the CE assessment, now what?**
 - i. "Once you are on the list, the housing team will reach out to you when your name comes up. So stay connected with street outreach partners."
 - ii. "There is no exact timeline of when you will be housed, as it depends on the availability of units from agencies."
- d. **What should clients be doing in the meantime?**

- a.** “You need to make sure you are still staying in touch, if you move tell me where you are staying for verification of homelessness.
 - i.** Agencies have to verify homelessness, either by HMIS entries, third party verification or self-certification (only up to 3 months)
- b.** “You can update your assessment at any time at any agency that can do CE, so call them and let them know about where you are staying/new phone number/new emergency contact, etc”
- c.** “Make sure you are still using the mission/breadline, they still have to verify your homelessness.”
- d.** Working on documentation, employment, SNAP benefits, insurance, etc.