

Coordinated Entry and Veterans

1. Coordinated Entry System (only Sangamon County)

- a. The Coordinated Entry System is a process designed to coordinate program participant intake, assessments, and referrals to housing.

2. Who is eligible?

- a. This process is open to individuals and families in Sangamon County who are experiencing:
 - i. **literal homelessness**
 - ii. **imminent risk of homelessness**
 - iii. **actively fleeing domestic violence**
- 3. The Coordinated Entry assessment collects homeless history and other essential information to determine eligibility and priority for supportive housing referrals.
- 4. Households can only access Permanent Supportive Housing and Rapid Rehousing opportunities through the Coordinated Entry System.

Conversation to have with Veteran:

- 1. There are other community resources that you could be eligible for, do you want to explore that as an option as well?
- 2. We start talking about your discharge when you get in here, what are your next steps after this program?
- 3. This program can be up to two years, but doesn't have to be and this assessment could be a way for you to move from this program into another one, possibly quicker.
- 4. RRH and PSH does not require income to be enrolled or entered into this program.
- 5. There are supportive services/case management that is attached to these housing options, so you won't just be by yourself. You will have someone walking alongside ya."
- 6. Criminal history is not an issue with housing providers or the landlords that these programs work with.
- 7. If you struggle with substance use, you don't have to get sober before you enter.

Coordinated Entry & Veteran Support Services Script

Case Worker: *"Hey [Client's Name], I wanted to take a few minutes to talk about a step that could help with finding permanent housing."*

Client: *"Yeah, what's up?"*

Case Worker: *"So, you're in transitional housing right now, which is a great step, but I want to make sure you have access to all the housing resources available to you. One of the things we can do is get you into something called the Coordinated Entry System."*

Client: *"What's that?"*

Case Worker: *"Think of Coordinated Entry like a front door to different housing programs outside the veteran specific resources."*

Client: *"So does that mean I'll get housing right away?"*

Case Worker: *"Not immediately, but it's the best way to make sure you're in line for housing opportunities when something becomes available. If you're not in the system, you could miss out on housing opportunities."*

Client: *"What kind of housing are we talking about?"*

Case Worker: *"So you're already connected to veteran resource opportunities. There are two programs specifically that you might be able to utilize either Rapid Rehousing or Permanent supportive housing. Rapid is a shorter term program, where PSH is a longer term program for those with disabilities."*

Client: *"Okay, what do I have to do?"*

Case Worker: *"It's simple. I'll ask you a few questions about your history of homelessness. Your answers help match you with the right program. After that, we wait for an opening, and I'll make sure to keep you updated."*

Client: *"Does it cost anything?"*

Case Worker: *"Nope, it's completely free. This is just a way to make sure you have access to all the housing and support options available to veterans like you."*

Client: *"Alright, let's do it."*