

Coordinated Entry (CE) Steps

1. Individual or family presents at *access points* (or is contacted through street outreach) in Escambia and Santa Rosa Counties with a housing crisis (homeless) or at imminent risk of homelessness.
2. A *preliminary intake* is completed by the access point staff.
 - a. If the household is in immediate danger or does not have a safe place to sleep, access staff *DIVERTS* to appropriate crisis center :
 - i. (Domestic Violence) Favor House
 - ii. (Unaccompanied youth) M Power
 - iii. Emergency Shelters or agencies with hotel/motel vouchers
 - b. If household has a safe place to sleep for the next 10+ days, access staff *DIVERTS* to mainstream resources for homeless prevention
 - c. If the household is in need of non-housing services such as utility assistance, birth certificates, ids, transportation, etc. access staff *DIVERTS* to mainstream resources
3. The *preliminary intake* form is then faxed, scanned, or delivered to Opening Doors NWFL, Inc. within 24 hours and placed in the CE Coordinator's inbox.
4. Within 2 business days, the CE Coordinator will contact the individual or family to set up an appointment with a case manager/assessor for *triage assessment* appropriate to their crisis.
5. At the appointment:
 - a. If person is at Imminent Risk of Homelessness (homeless within 72 hours):
 1. Case Manager/Assessor completes the Homeless Management Information System (HMIS) Intake (including a Release of Information Form)
 2. Case Manager/Assessor completes Initial Measures
 3. *DIVERT* to provider of homeless prevention
 - b. If person is Homeless:
 1. Case Manager/Assessor completes the HMIS Intake (including a Release of Information form)
 2. Case Manager/Assessor completes the appropriate Vulnerability Assessment for the household (Vi-SPDAT for individual homeless and F-SPDAT for homeless families)
 3. Case Manager/Assessor completes Initial Measures
 4. Households may be *DIVERTED* to Emergency Shelter, DV shelter, or Hotel/Motel stay if necessary
 5. Case Manager notifies CE Coordinator appointment is completed and information is in the computer system
6. CE Coordinator assigns the Household to housing priority list according to score. (*NOTE: Individual, youth and family score levels are different and should be compared separately*) Referrals for housing are based upon the placement on the by-name listing and availability of housing. Should units or funding not be available, the households will be notified of that and remain on the list. Households are encouraged to check in with the Agency if their circumstances change. Once Housing is available the CE Coordinator refers the 1st name on the list to the receiving agency using the *CE Referral Form*.
7. Once a referral for housing has been made, the receiving agencies will contact the household to begin the housing process. If the receiving agency cannot reach the household within 7 days of the referral being made, they can reject or deny the referral and notify the CE Coordinator of the denial. If the household shows up at the receiving agency AFTER the 7 days have expired, they can be assisted by the CE coordinator to reenter they CE system. The receiving agency will house the participant as quickly as possible with a targeted goal of housing them within 60 days unless the participant does not meet the eligibility for a specific program.