

## Coordinated Entry for Homeless Services

### **Guiding Principles**

The Coordinated Entry for Homeless Services (CE) system utilizes a client-centered approach via principals of Housing First.

- CE follows a “needs-based” approach to placement (not “first-come, first-served”)
- CE removes the arbitrary elements of service delivery (“Should we accept this individual/family into our program vs. which program will actually best suit the client”) while honoring the uniqueness of each program
- CE takes into account the client’s needs and preferences for intervention
- CE ensures that clients receive the right referral, the first time
- CE utilizes homelessness prevention and diversion strategies when appropriate
- CE documents and reports data for evaluation and systems planning

### **Process**

- Shelters notify IMPACT about the number of available shelter beds for the day.
- IMPACT’s 2-1-1 community resource specialists conduct a vulnerability assessment of all individuals and families who are homeless or at-risk of becoming homeless and seeking shelter.
- IMPACT utilizes shelter diversion techniques if appropriate. This includes providing referrals to non-shelter related homeless services and other basic needs resources to stabilize the client.
- IMPACT prioritizes shelter placements based on available beds and most critical need.
- Clients who are granted a placement are warm-transferred to the shelter to set up an intake appointment.
- Client arrives at shelter for intake.
- Shelter provides case management services to maximize self-sufficiency and reduce recidivism.
- A client who is not immediately granted a referral to shelter is placed on a waiting list for 30 days which is maintained by IMPACT. As shelter beds become available, clients on the waiting list are considered based on their assessment’s vulnerability score. IMPACT will call the client to determine if they remain in need of shelter and what, if anything, has changed to affect their vulnerability score. If the client is proven to have the highest priority of need, they are granted shelter placement.

### **Benefits**

- When in crisis, consumers can access and utilize homeless services in an efficient and more respectful manner.
- Multiple methods of access to CE (talk, text, online chat)
- Consistent requirements ensure that everyone seeking shelter completes the same assessment process, and all shelters follow the same protocol in order to share the responsibility of hard-to-serve clients.
- Special considerations such as chronic homelessness, a mental health or physical disability, or a serious illness, are factored into referral determinations as some shelters include on-site medical services and allow for daytime residency.
- IMPACT offers referrals to other resources that may alleviate the client’s housing crisis.
- Shelter staff can focus on case management and client-focused services such as employment assistance, and housing search and placement.
- IMPACT collects and shares data which helps identify gaps in service, and emerging or unmet needs.
- Providers comply with HUD’s 2012 ESG/CoC regulations, and Wisconsin’s 2013-14 ETH standards.
- Governance is directed by the Milwaukee Continuum of Care which has named United Way of Greater Milwaukee and Waukesha County as the lead agency.