

ONE CHARLOTTE COORDINATED ENTRY: INTAKE WORKER USER GUIDE

Assessment Key

VI-SPDAT = *Single person household*

VI-FSPDAT = *Household with minor children and unaccompanied youth with minor children*

TAY-VI-SPDAT = *Unaccompanied youth under 25 years old*

Definition(s)

Literally Homeless

- ✓ Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:
 - Has a primary nighttime residence that is a public or private place not meant for human habitation;
 - Is living in a publicly or privately-operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); or
 - Is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution

Chronically Homeless

- ✓ An individual who is either:
 - An unaccompanied homeless individual with a disabling condition who has been continuously homeless for a year or more, OR
 - An unaccompanied individual with a disabling condition who has had at least **four** episodes of homelessness in the past **three** years totaling **at least** 12 months of homelessness in place not meant for human habitation.”

Immediate Crisis Response Procedures

If a client presents to your agency and appears to be experiencing a mental health or medical emergency, contact 9-1-1 immediately. If the crisis appears to be related to mental health issues, remember to request that a CIT trained officer respond to the call. If your agency has a staff person who is trained in Mental Health First Aid or standard CPR/First Aid, you may want to ask for their assistance while you wait for emergency services to arrive.

Immediate Direct Referral Procedures

- If client reports that they are fleeing domestic violence or human trafficking:
 - Ensure client’s immediate safety and contact C.A.R.E. at 941-627-6000

- If client reports that they are an unaccompanied youth under the age of 18:
 - Ensure client's immediate safety and contact OASIS at 239-278-1030
- If client reports that they are a United States Veteran:
 - Ensure client's immediate safety and contact VA Liaison at 239-470-1729 or 239-560-1800 x 20334

Diversion Procedures

Diversion Script

*When engaging with a client who comes into your agency seeking homeless services, evaluate their most urgent needs and then work to assess homeless status to determine if household is **literally homeless** and if they meet the criteria for the One Charlotte Coordinated Entry Process (CEP).*

- **Ask client where they slept last night:**
 - If client reports that they slept on the streets, in a car, or other place **not** meant for human habitation, client **may** be eligible for CEP. Please remember to never guarantee housing/services to potential participants of CEP. (**Move on to CEP Intake Procedures**)
 - If client reports that they slept on someone's couch or other place meant for human habitation client is **not literally homeless**. Work to determine if diversion is appropriate by asking the household the following questions.
 - ***What resources do you think would help you resolve your current housing crisis, even if only temporarily?***
 - Rental Assistance
 - Utility Assistance
 - Relocation Assistance
 - Legal Assistance for Eviction
 - Landlord Mediation
 - Other _____
 - ***Are there any resources that you already have that could be of assistance to you in remaining housed where you stayed last night?***
 - Family/friends (*Is there someone I can help you contact?*)
 - Hotel/motel (*Are you able to pay for a hotel/motel room for a night or two?*)
 - Relocation (*Do you have family/friends somewhere else that you can stay with that could provide a support system for you? Do you have financial resources to obtain a bus ticket or other travel arrangements? Can I assist you in arranging this?*)
- **If client denies homelessness:**
 - Work to assess client for service needs and make referrals to appropriate resources by assisting client in contacting community service providers as part of a warm hand-off to ensure client has adequate access to services.
- **If diversion can be identified:**
 - Work to coordinate and link household to appropriate community service providers for assistance or by advocating for the client by offering to assist in contacting family/friend,

provide mediation (if appropriate) or by completing other referral process to improve client's ability to self-resolve and decrease their chance of entering the homeless system.

- **If diversion cannot be identified:**
 - Work to coordinate and link client to appropriate resources to meet their current unmet needs.
 - Determine whether a referral to shelter is appropriate. (We want to attempt to assist presenting clients in any way that we can without sending them out the door with no direction or knowledge of how to navigate the delivery service network.)

Coordinated Entry Intake Procedures

Chronically Homeless Households

If a client presents to your agency and appears to meet the definition of literally homeless, please complete the following steps:

Step 1: Ask client if they would like to be considered for CEP housing assistance.

- If client answers “Yes,” work to explain that they will be referred to the One Charlotte CEP and that a participating agency will be in contact with them to begin the housing process. If client answers “No,” work to link them to community resources and encourage them to return should they change their mind and need housing assistance in the future.
- Ensure that the client understands that participation in CEP does not guarantee housing, financial assistance or services.
- Complete client profile information if not already in CIS.
- Complete Universal ROI using the ROI tab in CIS if this is a new client or if no active Universal ROI is found in existing client's CIS record.
- Complete Project Entry Assessment using the Entry / Exit tab in CIS which contains the following
 - Standard HUD entry assessment information
 - Client contact information
 - Update household telephone number to ensure that CEP Receiving Agency can establish timely contact with client.
 - If client reports that they do not have a working telephone number, ask them if they are willing to provide one or more of the following:
 - A valid email address that they have regular access to
 - A friend or family member with a telephone that can get messages to the client
 - Location of where client is currently residing
 - A place they frequent (library, store, park, etc.) where they can be found on most days.
 - Appropriate VI-SPDAT for the client (see assessment types on page 1).

Step 2: Referral to CEP

- Complete referral to GCP One Charlotte BNL provider using the Service Transactions tab in CIS.

Step 3: Project Exit

- Complete Project Exit in CIS.
 - Standard HUD exit assessment information

Non-Chronically Homeless Households (Please note that Charlotte County CoC does not currently have funding to house households that do not meet the Chronically Homeless or Homeless Veteran definitions. However, referrals can still be made. It is encouraged that agencies work to link these clients to prevention, diversion and other available services in an effort to assist them with their current housing needs.)

Youth (18-24)

Step 1: Ask client if they would like to be considered for CEP housing assistance.

- If client answers “Yes,” work to explain that they will be referred to the One Charlotte CEP and that a participating agency will be in contact with them to begin the housing process. If client answers “No,” work to link them to community resources and encourage them to return should they change their mind and need housing assistance in the future.
- Ensure that the client understands that participation in CEP does not guarantee housing, financial assistance or services.
- Complete client profile information if not already in CIS.
- Complete Universal ROI using the ROI tab in CIS if this is a new client or if no active Universal ROI is found in existing client’s CIS record.
- Complete Project Entry Assessment using the Entry / Exit tab in CIS which contains the following
 - Standard HUD entry assessment information
 - Client contact information
 - Update household telephone number to ensure that CEP Receiving Agency can establish timely contact with client.
 - If client reports that they do not have a working telephone number, ask them if they are willing to provide one or more of the following:
 - A valid email address that they have regular access to
 - A friend or family member with a telephone that can get messages to the client
 - Location of where client is currently residing
 - A place they frequent (library, store, park, etc.) where they can be found on most days.
 - Appropriate VI-SPDAT for the client (see assessment types on page 1).

Step 2: Referral to CEP

- Complete referral to GCP One Charlotte BNL provider using the Service Transactions tab in CIS.

Step 3: Project Exit

- Complete Project Exit in CIS.
 - Standard HUD exit assessment information

Families w/Children

Step 1: Ask client if they would like to be considered for CEP housing assistance.

- If client answers “Yes,” work to explain that they will be referred to the One Charlotte CEP and that a participating agency will be in contact with them to begin the housing process. If client answers “No,” work to link them to community resources and encourage them to return should they change their mind and need housing assistance in the future.
- Ensure that the client understands that participation in CEP does not guarantee housing, financial assistance or services.
- Complete client profile information if not already in CIS.
- Complete Universal ROI using the ROI tab in CIS if this is a new client or if no active Universal ROI is found in existing client’s CIS record.
- Complete Project Entry Assessment using the Entry / Exit tab in CIS which contains the following
 - Standard HUD entry assessment information
 - Client contact information
 - Update household telephone number to ensure that CEP Receiving Agency can establish timely contact with client.
 - If client reports that they do not have a working telephone number, ask them if they are willing to provide one or more of the following:
 - A valid email address that they have regular access to
 - A friend or family member with a telephone that can get messages to the client
 - Location of where client is currently residing
 - A place they frequent (library, store, park, etc.) where they can be found on most days.
 - Appropriate VI-SPDAT for the client (see assessment types on page 1).

Step 2: Referral to CEP

- Complete referral to GCP One Charlotte BNL provider using the Service Transactions tab in CIS.

Step 3: Project Exit

- Complete Project Exit in CIS.
 - Standard HUD exit assessment information

All other homeless Individuals

Step 1: Ask client if they would like to be considered for CEP housing assistance.

- If client answers “Yes,” work to explain that they will be referred to the One Charlotte CEP and that a participating agency will be in contact with them to begin the housing process. If client answers “No,” work to link them to community resources and encourage them to return should they change their mind and need housing assistance in the future.
- Ensure that the client understands that participation in CEP does not guarantee housing, financial assistance or services.
- Complete client profile information if not already in CIS.
- Complete Universal ROI using the ROI tab in CIS if this is a new client or if no active Universal ROI is found in existing client’s CIS record.
- Complete Project Entry Assessment using the Entry / Exit tab in CIS which contains the following
 - Standard HUD entry assessment information
 - Client contact information
 - Update household telephone number to ensure that CEP Receiving Agency can establish timely contact with client.
 - If client reports that they do not have a working telephone number, ask them if they are willing to provide one or more of the following:
 - A valid email address that they have regular access to
 - A friend or family member with a telephone that can get messages to the client
 - Location of where client is currently residing
 - A place they frequent (library, store, park, etc.) where they can be found on most days.
 - Appropriate VI-SPDAT for the client (see assessment types on page 1).

Step 2: Referral to CEP

- Complete referral to GCP One Charlotte BNL provider using the Service Transactions tab in CIS.

Step 3: Project Exit

- Complete Project Exit in CIS.
 - Standard HUD exit assessment information

Encourage clients to keep in contact with service providers and to update their contact information when and if it should change to ensure that they are able to be contacted by Receiving Agency/Case Manager and linked to appropriate services to meet their current unmet housing needs.