

**Purpose:**

The purpose of Coordinated Entry is to ensure fair and equitable access to homeless services to anyone experiencing homelessness in Milwaukee County. It creates a single prioritization list so that the Milwaukee Continuum of Care understands those in need and can place the most vulnerable into housing resources first.

**Procedure:**

- 1) All Street Outreach and Emergency Shelter staff will refer people experiencing Category 1 Homelessness to the Housing Prioritization Lists based on demographic (Singles ages 25 and over, Families with heads of households aged 25 and over, Singles 18-24 years old, and Families with heads of households ages 18-24) using the appropriate VI-SPDAT, VI-FSPDAT, or TAY-VI according to the Coordinated Entry Assessment and Prioritization Policy.
- 2) IMPACT 2-1-1 Coordinated Entry Screeners will assess for and place people into emergency shelters following the Coordinated Entry Assessment and Prioritization Policy and the Referral Policy.
- 3) Agencies and individuals outside of Street Outreach, Emergency Shelter, or IMPACT 2-1-1 will contact Coordinated Entry in one of the following ways: Call 2-1-1 for an assessment; Go to one of the Coordinated Entry Mobile Screener sites; Email [CoordinatedEntry@impactinc.org](mailto:CoordinatedEntry@impactinc.org) to ask for a referral for an in-person screening.
- 4) The Coordinated Entry Facilitator will maintain a spreadsheet of available permanent housing options including the program name, unit size, location, and other pertinent information. All Permanent Housing providers funded by CoC, CDBG, HOME, TBRA, or Milwaukee City/County tax levy dollars (with the exception of Section 8 or Housing Authorities) will report their anticipated openings with an approximate available date to the Coordinated Entry Facilitator by each Friday at 5:00pm. If an unanticipated opening occurs, the program will contact the Facilitator to provide updates.
- 5) The Coordinated Entry Facilitator will maintain the Housing Prioritization Lists.
  - a. Everyone on each list for each category of housing will be contacted by the Facilitator describing the Coordinated Entry process, suggestions of mainstream resources to connect to, and a contact number for questions or appeals.
  - b. The top 50 people on each list for each category of housing will each be assigned a Contact Person, either through a case manager or Street Outreach worker they're already connected with, or through the Coordinated Entry team.
    - i. The Contact Person will complete a uniform face sheet, homeless verification worksheet, medical statement, and professional recommendation for placement needs and client wants.
    - ii. The Contact Person is responsible for updating the Coordinated Entry Facilitator on progress made toward being document ready for permanent

housing, changes in client status, and whether or not housing through Coordinated Entry is still necessary. The Facilitator will solicit these updates monthly.

- c. The top 10 people of each list for each category will be discussed during at least weekly Case Manager Meetings.
  - i. Contact Persons are notified when they need to be present for the Case Manager Meetings at least two business days before the meeting.
  - ii. The Case Manager Meetings include an overview of available housing programs and specific client needs and preferences, and then a matching of clients to housing programs based on priority and client need/preference. There are two clients matched to every housing availability, prioritized based on position on the Prioritization List and vulnerability.
  - iii. The Case Manager Meetings also include basic case planning regarding the areas of housing, income, and health. The Facilitator will maintain documentation of these plans so that they follow the client throughout the Coordinated Entry process.
  - iv. The Contact Persons are responsible for a weekly update in the Case Manager Meetings for progress in the case plan until the person is housed. Contact Persons are expected to attend at least 80% of the Case Manager Meetings or send an alternate in their absence.
  - v. Once a client has been matched with a housing program, the Contact Person has 5 business days to offer it to the client and complete the program paperwork. If the client declines or paperwork cannot be completed within that timeframe, the opening goes to the next prioritized client.
- 6) If there is a client who is not in Tier I (top 10) of the list, but is deemed vulnerable based on professional opinion of Street Outreach worker, Emergency Shelter staff, Coordinated Entry Screener, or Permanent Housing program, the Coordinated Entry Program Coordinator will be contacted. The situation will be discussed and, if needed, the client's Contact Person will be invited to the Case Manager Meetings to discuss the situation.
- 7) Permanent Housing programs must follow the Coordinated Entry Standards regarding acceptance of referrals, work done with the client while in the program, and discharging. The Continuum of Care endorses the Housing First paradigm for all of its programming.