

Purpose: Milwaukee's Continuum of Care recognizes that victims of dating violence, domestic violence, human trafficking, sexual assault, and stalking have unique and specific needs and must be treated with respect to their individual situations. As such, the following policy will be incorporated into our service delivery flow as Coordinated Entry is implemented:

Procedure:

Training

Milwaukee's Sojourner Family Peace Center will provide annual training to CoC membership on the topic of domestic violence, date violence, sexual assault and stalking, to ensure that staff of member agencies remain sensitive to the specific needs of this population and are able to serve them effectively. Trainings will occur annually and will include availability of domestic violence professionals as consultants throughout the year, as well as access to domestic violence advocates who are embedded in all districts of Milwaukee's Police Department.

Identification and Assessment

As our primary provider of Coordinated Entry services for Milwaukee County, IMPACT, Inc. Community Resource Specialists (CRS) will assess for homelessness and housing crisis when clients call in for services. During this initial point of shelter assessment, IMPACT, Inc. CRS will ask callers if they are currently in a safe place, have fear for their safety or are attempting to flee a potentially violent situation. CRS will assess and document the current status of the domestic violence situation. If the client is deemed to be in immediate life-threatening danger, CRS will engage law enforcement. If not in immediate danger, CRS will warm transfer the client to Sojourner Family Peace Center or Milwaukee Women's Center for more intensive assessment, safety planning, and/or domestic violence shelter placement.

Sojourner Family Peace Center and Milwaukee Women's Center will do further assessment and provide community resources and, if appropriate, shelter. If no shelter space is available and the person is in need of a domestic violence shelter, Sojourner Family Peace Center and Milwaukee Women's Center will facilitate referrals to other DV shelters in the area. In the event that all those shelters are full, they will warm transfer the client back to 2-1-1 for a general shelter assessment.

At the time of warm transfer, CRS will instruct the caller to call 2-1-1 back if they are still in need of shelter after further assessment. In the event of a call back, CRS will conduct

the shelter intake assessment and add the client's record to the Priority Index. Client discretion is honored at every level of intervention.

Prioritization

Callers who identify as persons attempting to flee or fleeing a dating violence, domestic violence, human trafficking, sexual assault, and stalking situation are automatically deemed eligible for shelter placement and will be placed on the Emergency Shelter Prioritization List just below those who are verified as sleeping on the street. Shelter diversion and community case management opportunities will not be pursued to avoid further risk to safety.

Connection to the Housing Prioritization List and Emergency Shelter Prioritization List

Staff at Sojourner Family Peace Center and Milwaukee Women's Center are encouraged to complete the VI-SPDAT, VI-FSPDAT, and TAY-VI with their clients as much as possible to ensure accurate information is used for the prioritization lists. The process will be this:

- 1) The staff will first ask the client if they have had an assessment done through 2-1-1 or street outreach.
- 2) If yes, the staff will ask if the client wishes to update the information, and if so, if they'd like to do so by calling 2-1-1 or with the staff.
- 3) The client can always call 2-1-1 to update their information.
- 4) Staff may also complete the VI-SPDAT, VI-FSPDAT, or TAY-VI on paper with the client and scan and email it to coordinatedentry@impactinc.org to be input into ServicePoint.
 - a. In this case, the staff will indicate on the form whether this client needs to be added to the shelter prioritization list, the housing prioritization list, or both.
- 5) Staff will also complete the Housing History Tracking form and email it to coordinatedentry@impactinc.org.
- 6) 2-1-1 CRSs will input the information into the ServicePoint Coordinated Entry Assessment within one business day.
- 7) Please refer to the confidentiality section of this policy for further information.

Supporting CoC Member Agencies

Sojourner Family Peace Center and Milwaukee Women's Center will make their community-based services available for clients served by Milwaukee CoC member agencies if the CoC member agency requests it AND the client is interested in additional services. Because both Sojourner Family Peace Center and Milwaukee Women's Center specialize in serving people in these sensitive situations, it is encouraged that CoC member agencies seek the support of these two agencies for support.

Confidentiality

While the confidentiality of all in the CoC is important, it is of utmost importance that those who are attempting to flee or fleeing a dating violence, domestic violence, human trafficking, sexual assault, and stalking situation have their identifying information as

anonymous as possible. Therefore, when filling out the VI-SPDAT, VI-FSPDAT, or TAY-VI, staff at Sojourner Family Peace Center and Milwaukee Women's Center may create an alias for the client that they will know identifies the client but leaves all identifying information out.

When a client is being considered for placement in shelter or housing, the general Coordinated Entry Policy and Procedure will be followed, and the staff at the DV agency will be contacted to communicate with the client.

When a client goes into a permanent housing program, the client file will be locked in ServicePoint and all identifying information will be redacted from the ServicePoint and paper files so that the client may not be identified.