

# HOW OUR COORDINATED ENTRY SYSTEM WORKS

**Community Connect** is a coordinated approach that refers people experiencing homelessness or those at imminent risk of homelessness to prevention resources, shelters, housing, and other related services in Washington County, Oregon.

<http://www.co.washington.or.us/Housing/EndHomelessness/community-connect.cfm>

## SCREENING

The Community Connect system operates in accordance with HUD 24 CFR 578.3.

The Household experiencing a housing crisis contacts Community Connect at **503-640-3263**.

**SCREENING:** Basic information is taken during the screening which is performed over the phone.

**RESOURCE REFERRAL:** Households are provided information and referral to community-based resources to help with basic needs, e.g. food, shelter, clothing.

**ASSESSMENT APPOINTMENT:** Households at risk or experiencing homelessness are scheduled for a 1-hour face-to-face appointment with a Community Resource Advocate (CRA).

## ASSESSMENT & REFERRAL

Focus is placed on referring Households to the most appropriate housing and service program based on need.

Goal: Stable housing tenancy and transition to self-sufficiency - *"Place the right people in the right program for the right amount of time."*

**ASSESSMENT SCORE:** At the assessment appointment, trained CRA's determine the Household need and the most appropriate housing and service supports based on a comprehensive scoring process that is used for all Households accessing Community Connect.

**PROGRAM ELIGIBILITY:** Each program has written criteria to include target population (e.g. family with children, adult only, youth ages 18 to 24 years), services tailored for subpopulations (e.g. chronic homeless with disabilities, runaway/homeless youth, veterans), program expectations, and length of housing program (short-moderate term housing or long-term housing).

**HOUSING CHOICE:** Based on the Household's assessment score results, the CRA and Household review the:

- Program Eligibility criteria for each program that best meets the housing and client-centered service needs; and
- Capacity of the housing program to accept a direct referral to available housing, thus eliminating crisis as a result of being on a program wait list.

**REFERRAL:** If the Household agrees to the housing referral, the CRA notifies the Program Provider Agency of the pending Household referral.

## HOUSING

Further assistance comes from the Program Provider Agency to include review of the assessment scoring and final determination with the Household to ensure this is the most appropriate program.

**INTAKE:** The Agency completes a comprehensive face-to-face Intake process with the Household to review the program requirements and determine client-centered services to include, but not limited to, services for disability(s), health care, education, employment, income and benefit eligibility, and may require background checks, drug testing, and other programmatic requirements.

**HOUSING PLACEMENT:** The Provider Agency will assist the household in finding stable, safe and affordable housing, rental applications, and during the program participation will provide other supports necessary to achieve housing stability and a transition to independent living and self-sufficiency.

**CLIENT-CENTERED SERVICES:** Provider Agency will perform ongoing assessment of supportive service needs in accordance with HUD 24 CFR 578.75.e. Participation in non-disability related supportive services is a condition of continued participation in the housing program in accordance with HUD 24 CFR 578.75.h. The non-disability related services may include, but are not limited to, case management, life skills, budgeting/finance, job skills training, or other services determined appropriate to meet the special needs of the Household.

The Community Connect policy is scheduled for revision due to new requirements published in HUD CPD Notice 17-01.

<http://www.co.washington.or.us/Housing/EndHomelessness/upload/578-7a-Coordinated-and-Centralized-Assessment-System.pdf>