

COORDINATED ENTRY PROCESS

1. Confirm or update contact information
2. Confirm or update homeless situation
3. Confirm the person(s) still need housing assistance
4. Confirm the person(s) wish to remain on the Prioritization List

If the household is no longer in need of housing assistance, the agency can close the referral to remove the individual or family from the Prioritization List. Instructions for closing a referral in HMIS are available through the document, *Wisconsin Balance of State CoC Coordinated Entry and Referral Process* (Appendix D). To close a referral in the Non-HMIS Prioritization List, the staff person contacts the Non-HMIS List Holder and provides the unique identifier and the reason for cancelling the referral. Providers that contact a referral to offer services and find out the household is no longer in need, should close the referral in HMIS, or contact the Non-HMIS List Holder to close the referral, even if that provider did not make the original referral.

If the referring agency or housing provider are unable to contact a person on the Prioritization List after three attempts, this should be documented in the follow-up assessment in HMIS or communicated to the Non-HMIS List Holder. After 90 days of no contact, the referral should be cancelled from the Prioritization List. If the person makes contact with a participating agency, s/he can request to be placed back on the Prioritization List. This should be done by the agency that receives the request from the person.

All persons referred to the Prioritization List should be given as much support as possible in securing permanent housing.

Prioritization

All households referred to the HMIS and Non-HMIS Prioritization Lists are automatically prioritized for each project type based on the Order of Priority for each project type established by the WI BOSCOB Board of Directors. At the writing of this manual, the following project types have an established Order of Priority:

Permanent Supportive Housing *Appendix M*

Rapid Re-Housing (CoC-funded and ETH-funded) *Appendix N*

Transitional Housing *Appendix O*

The WI BOSCOB Board of Directors, in consultation with stakeholders, may develop and implement Orders of Priority for additional project types, which will be included in the Appendices of this manual.

Determining Eligibility

The Coordinated Entry System is not responsible for determining project eligibility or maintaining eligibility documentation after a referral to the Prioritization List is made. Individual projects have the ultimate responsibility for determining the eligibility of prospective participants, and collecting and maintaining eligibility documentation.

When a project has an opening, the responsible staff person must consult the HMIS Prioritization List and contact the Non-HMIS List Holder to inquire about individuals/families listed on the Non-HMIS Prioritization List. Using the Order of Priority established for the program, and program-specific requirements (e.g. single, youth, specific disability, etc.), the project will offer housing and supportive services to the highest prioritized person(s).

When contacting a person on the Prioritization List, the provider must attempt contact at least three times with a minimum of 24 hours between each attempt. If the provider is unable to contact the person in those three attempts, it may move on to the next prioritized person 24 hours after the third attempt.

Providers should take into account how a person's enrollment in certain projects might affect that person's eligibility status for future assistance. For example, enrollment in a transitional housing project can result in the loss of "chronically homeless" status, which will prevent a person's future eligibility for PSH. However, openings for PSH projects can be infrequent, and the person may spend additional time in emergency shelter or on the streets waiting for a PSH project opening. Therefore, project staff should talk to the person(s) about potential eligibility considerations, timeliness of availability, and other relevant factors of each project, assisting the potential participant in making an informed and careful decision about where to enroll.

The person(s) makes the final decision of which project or project type in which to enroll. For enrollment to be final, the project must establish that the prospective participant meets its eligibility requirements. If the project has an application for entry into the project, it cannot be a barrier to enrollment and should not collect any information beyond what is necessary to ensure eligibility for the project.

If the person(s) does not meet the project's eligibility requirements, the person(s) retain his/her priority placement on the Prioritization List.

Documentation Requirements

CoC-funded and ETH-funded housing projects are required to maintain documentation showing adherence to the established Order of Priority for the project type and use of the Coordinated Entry System.

In order to document this appropriately, every client that entered a project after April 1, 2016 should have a Pre-Screen Form in the file. It must be signed by both the client and the Coordinated Entry staff person.

Appendices

A change to the Appendices may be approved by the majority of the WI BOSCO Board and does not necessitate a full review or approval of the Coordinated Entry System Policies and Procedures. The Appendices will otherwise be updated annually.

Coordinated Entry Process Documents

Agency Partnership Agreement	Appendix A
Participating Staff Agreement	Appendix B
Client Rights and Responsibilities	Appendix C
Wisconsin Balance of State CoC Coordinated Entry and Referral Process	Appendix D
Wisconsin Balance of State CoC Coordinated Entry and Referral Process for Prevention	Appendix E
Emergency Services After-Hours Plans	Appendix F
Coordinated Entry Training Requirements	Appendix G

Assessment Tools

Pre-Screen Form	Appendix H
VI-SPDAT	Appendix I
VI-F-SPDAT	Appendix J
TAY-VI-SPDAT	Appendix K
Prevention Prioritization Assessment	Appendix L

Order of Priority

Permanent Supportive Housing Order of Priority	Appendix M
Rapid Re-Housing Program Standards	Appendix N
Order of Priority for Transitional Housing Beds	Appendix O