

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 request the WI BOSCO approved Shareable Non-HMIS Prioritization List Report. 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, they may move on to the next prioritized person 24 hours after the third attempt. Providers will exercise due diligence by using all forms of the individual's contact information (e.g., phone, email, emergency contact, etc.) in an attempt to reach them. This may include, but is not limited to, contacting the referring agency, looking for the client location in HMIS notes, and looking for client requested contact points on the pre-screen form.

Be advised that DV/SA agencies will first need a VAWA-Compliant Release of Information form from the client prior to sharing information.

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 EHH-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.

To document the person(s) enrolled in the program was the highest prioritized household, there must be a copy of the and the Shareable Non-HMIS Prioritization List from the day assistance was offered and placed in the file. The household accepted should be highlighted on the Prioritization List. If the household that was offered housing assistance is not the highest prioritized, there must be an explanation as to why the households who prioritized higher were not given the housing opportunity. The Prioritization Lists should not have any Personally Identifying Information (PII) on them when they go into the client file. If there is PII in the notes section for any household on the list, this must be redacted before adding it to the client file.

If the client is on multiple lists, the Housing Provider does not need to include the Priority List for the other LHC Prioritization Lists they may be on. They only need to include the Priority List for their own LHC