WESTCHESTER COUNTY
CONTINUUM OF CARE PARTNERSHIP FOR THE HOMELESS

Westchester County CoC Coordinated Entry Flowchart – 12/2017

Westchester County Coordinated Entry Program (WCCEP) provides universal services to all people who are experiencing homelessness throughout Westchester County.

Customer Access Point:

- Street Outreach
- Local Department of Social Services
- Drop-in Shelters
- Emergency Shelters

Coordinated Entry Assessor at Access Point:

- Enter into Coordinated Entry project in HMIS
- Completion of Homeless Assessment Tool (HAT) in HMIS
- Collection of eligibility documentation

Based upon the HAT score and length of time homeless the Coordinated Entry Administrator (CEA) develops/maintains prioritization lists

(CEA) makes referral to Housing Provider case manager within a business day of bed availability

If not an appropriate Agency placement - Submit Agency Referral Denial form within 15 days referral is made. Form is reviewed by CEA and, if approved, the customer returns to the list and next highest ranking appropriate customer is referred.

Housing Provider CM outreaches and engages client

3 documented attempts within 10 business days

Unsuccessful Engagement:

If Provider is unable to locate customer within 2 weeks, Provider will contact CEA, the customer returns to the list and next highest ranking appropriate customer is referred.

Successful Engagement: Upon engagement, Customers receive clear information from the Provider about the project they have been referred to, and expectations of the project.

Once contacted, customer decides whether or not to accept referral.

Unsuccessful Placement: If referral is declined, Provider submits Customer Referral Denial form to CEA which prompts referral for next highest ranking appropriate customer. Depending on reason for denial, customer is either returned to the list or exited.

Successful Placement and Engagement:

Intake application process begins within 3 business days. Housing Provider enters Project Start Date in HMIS

Provider works with client and Coordinated Entry Assessor to obtain eligibility documents within 10 business days

Locate suitable housing; arrange move-in within 30 days

Provider records Housing Move-In date in HMIS and notifies CEA 24hr after move in.

CEA exits customer from CE in HMIS 48hours after move in