



**WESTCHESTER COUNTY CONTINUUM OF CARE PARTNERSHIP
FOR THE HOMELESS**

INTRODUCTION TO THE WESTCHESTER COUNTY COORDINATED ENTRY PROGRAM (WCCEP)

SHELTER/OUTREACH STAFF

Monday, November 13, 2017



* Purpose Of Coordinated Entry

- Hearth Act Regulation (enacted 2009) mandates that **ESG** and **CoC** funded projects must utilize Coordinated Entry.
- HUD strategy: provide encouragement, guidance and incentives and then a deadline.
- CoC has been working on this for past few years. Policy/Procedure manual approved by Board Sept 2017. Official launch date is 12/11/17.

* Purpose Of Coordinated Entry, pt 2

Opportunities for Improved Services

- Better knowledge and utilization of resources
- Matching services to customers
- Increased fairness
- Consistent process
- Improved data

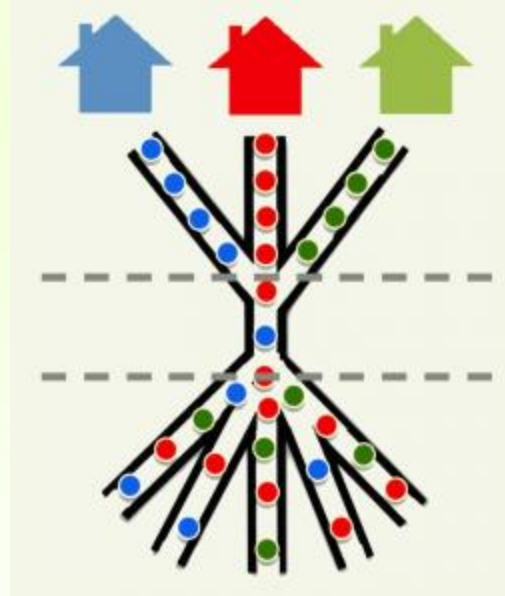
Customer-centered

- Easy access
- Standardized, progressive forms and process
- Housing stabilization

Key Elements of Coordinated Entry

- Access
- Assessment
- Prioritization
- Referral

* Key Elements of Coordinated Entry



ACCESS

- **Access Points:**
 - DSS District Offices
 - Emergency Shelters
 - Drop Ins
 - Street Outreach Workers

* Key Elements of Coordinated Entry

ASSESSMENT

- **HAT (Homeless Assessment Tool - formerly known as the VI-SPDAT/Family SPDAT) produces a score. This score along with number of days homeless will be used to prioritize the customer on a list. The HAT must be recorded in HMIS.**

* Key Elements of Coordinated Entry

- **Coordinated Entry Assessor.** Someone at the emergency shelters, drop ins or an outreach worker. They enter customers into HMIS including adding them into The Coordinated Entry Project. This is necessary in order to be considered for CoC funded housing.

* Key Elements of Coordinated Entry

ASSESSMENT, continued

Coordinated Entry Assessors' responsibilities include, but are not limited to:

- Initial & primary contact for the Coord Entry Process
- Complete:
 - HMIS Release of Info/**Provide Info Sheet**
 - HMIS Data Elements/**COPY to Coord Entry Project**
 - HAT (formerly known as the VI-SPDAT)
 - Chronic Homelessness assessments
- Collecting and uploading available documents
- Provide customer with **RECEIPT** - upload to HMIS

* Key Elements of Coordinated Entry

ASSESSMENT, continued

Coordinated Entry Assessors' responsibilities, continued

- Notification to clients of Eligibility/Referral decisions
- Linking customers to the provider agency
- Participation in case conferences
- Responding to requests by the Coord Entry Admin.



MOVING FROM HOMELESS TO HOME

Your Guide to Navigating the Coordinated Entry System in Westchester County

WHAT IS THE COORDINATED ENTRY SYSTEM (CES)?

The Coordinated Entry System is a network of organizations that provide housing and other services to people experiencing homelessness or who are at risk of becoming homeless. By signing up just once individuals and households will be able to connect to multiple opportunities. The purpose of CES is to make access to housing and homelessness prevention easy and fair.

HOW DO I ENROLL IN THE CES?

A person or household who is homeless or at risk of becoming homeless can ask to be enrolled at any access point. You will be asked to provide identification and documents to assist our staff in connecting you with the best opportunity available for you. The documents will include a brief survey known as the Homeless Assessment Tool (HAT) that will help us begin to understand your needs and challenges. All the information collected will be confidential. Your information will only be shared with programs that match your needs.

WHAT DO I NEED TO BRING WITH ME TO ENROLL?

Individuals and all adults in a household should bring a photo ID and any documents you may have that prove you are or are about to be homeless. If you don't have ID or documents, we can help you get what you need.

HOW IS THE CES FAIR IN PROVIDING HOUSING ASSISTANCE?

The CES is fair because each person or household is helped in order based on how long they have been in need and the challenges of their personal situation. This way, everyone is treated equally no matter who they are, what organization they contact or where in the county they live.

WHERE TO ENROLL

A person or household who is homeless or at risk of becoming homeless can ask to be enrolled in the Coordinated Entry System at any of the following locations during the hours shown.

Access Point	Location	Hours
Yonkers DSS District Office	131 Warburton Ave Yonkers, NY 10701 914-995-3333	8:30am – 5pm
Mount Vernon DSS District Office	100 East First St Mount Vernon, NY 10550 914-995-3333	8:30am – 5pm
White Plains DSS District Office	85 Court St White Plains, NY 10601 914-995-3333	8:30am - 5pm
Peekskill DSS District Office	750 Washington St Peekskill, NY 10566 914-995-3333	9am – 5pm
The Sharing Community	One Hudson St Yonkers, NY 10701 914-963-2626	24 hrs
Samaritan House	33 Church St White Plains, NY 10601 914-948-3075	24 hrs
Open Arms Shelter	86 East Post Rd White Plains, NY 10601 914-948-5044	24 hrs
Jan Peek House Shelter	200 North Water St Peekskill, NY 10566 914-736-2636	24 hrs
HOPE Community Services	50 Washington Ave New Rochelle 10801 914-235-2607	1:30pm-6:30pm
OASIS	19 Washington Ave New Rochelle 10801 914-633-0101	7pm – 1pm
Children's Village (Youth)	1 Echo Hills Dobbs Ferry, NY 10522 914-693-0600	24 hrs



CES Enrollment Receipt

Client Name: _____ HMIS Client ID: _____

Agency: _____ Date Enrolled Into CES: _____

Staff Name: _____ Staff Signature: _____

STEPS IN THE COORDINATED ENTRY PROCESS

1) ASSESSMENT

A Coordinated Entry Assessor at the site where you have been enrolled will ask you a series of questions in order to complete the Homeless Assessment Tool (HAT) and assign a HAT Score.

The Coordinated Entry Assessor will also work with you to collect necessary documentation of homeless episodes, disability, income, etc.

2) PRIORITIZATION

All homeless persons in Westchester are prioritized for the homeless services and housing that they need based on two factors: Length of Time Homeless and the HAT Score.

Persons that have been homeless longest, and have the highest needs will be assigned to appropriate housing first.

The prioritized list of homeless is updated every day. When new openings for housing become available, referrals are made from the top of this prioritized list.

3) REFERRAL

When an appropriate housing opening becomes available, and no other eligible homeless person is ahead of you on the prioritized list, you will be referred to a specific housing project.

Your Coordinated Entry Assessor will let you know that a referral has been made. A staff person from the housing project will contact you, and clearly explain what you can expect from the new housing.

You have the right to refuse any referral made by Coordinated Entry, and to remain where you are currently living. This will NOT affect your position on the prioritized list.

If you accept the new housing, the staff person from the housing project will work with you and your Coordinated Entry Assessor to obtain all necessary documents and to get everything ready for your move into housing.

For more information about all of the policies and practices of the CES please download our policy manual at <https://tinyurl.com/CESPolicy>



* Key Elements of Coordinated Entry

ACTION STEP: All Emergency Shelter sites, Drop-In Shelter sites, and Outreach projects must identify 1 or more staff as **Coordinated Entry Assessors** in writing to Westchester County DSS by **11/15/17**.

Names and contact information of Coordinated Entry Assessor(s) at each site should be sent to **Chris Wilkens and Coordinated Entry Administrator Jomarie Tarchoun.**

* Key Elements of Coordinated Entry

PRIORITIZATION

- The number of days homeless and their HAT score will determine their place on the list
- This is system generated



* Key Elements of Coordinated Entry

REFERRAL

No referrals may come from outside the Coordinated Entry system

- Customers will be referred to Permanent Supportive Housing, Rapid Rehousing, Transitional Housing or Homelessness Prevention projects by the Coordinated Entry Administrator (JoMarie Tarchoun).
- All referrals will be generated through HMIS.
- Referrals are made based on project eligibility as well as availability.
- EVERY new client in the covered projects must come through Coordinated Entry.

* Key Elements of Coordinated Entry

REFFERAL, continued

- **Housing case manager responsibilities** (with assistance from the coordinated entry assessor):
 - Make contact with the customer
 - Gather any outstanding necessary documents
 - Facilitate the physical move for the customer to transition into permanent housing.

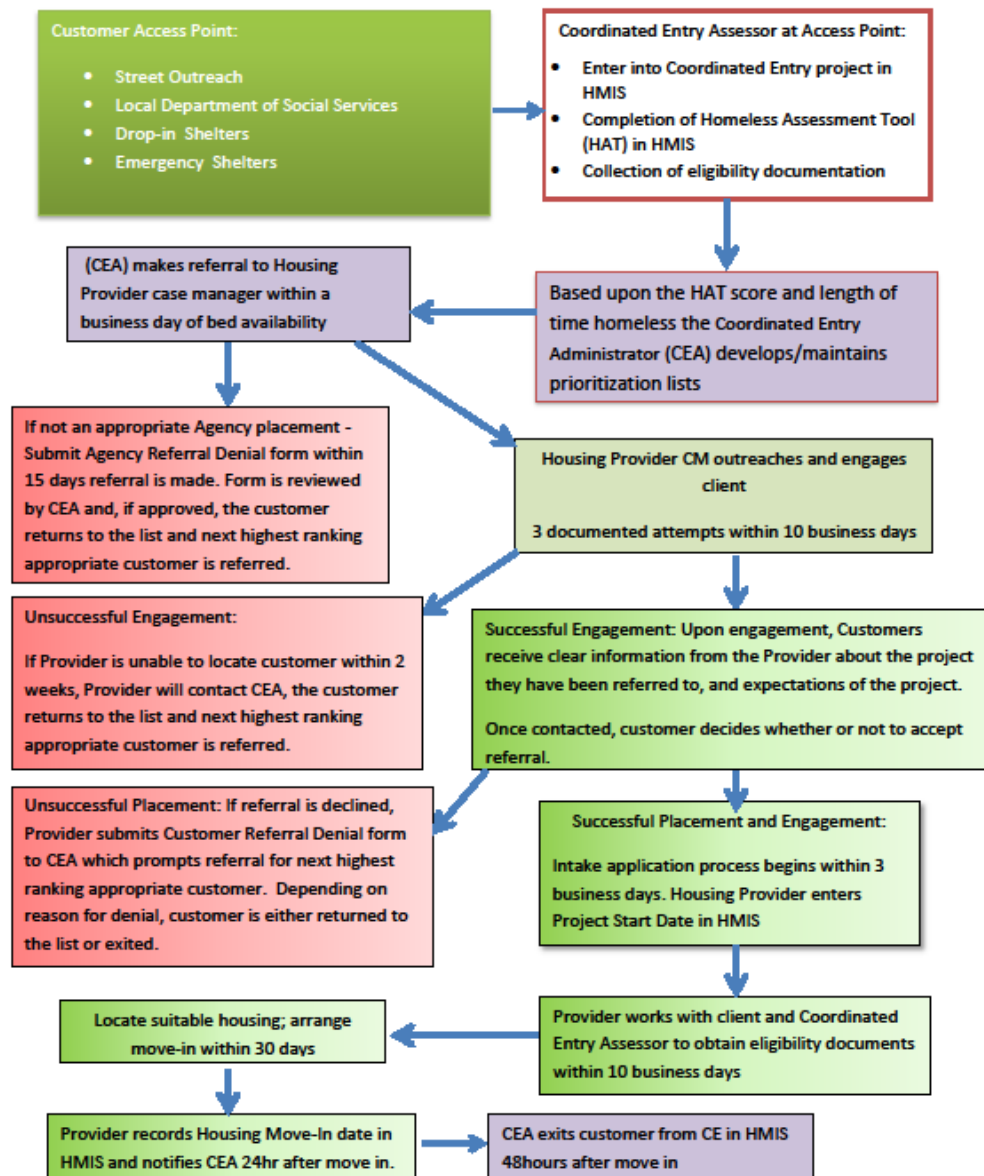
Any issues encountered in the referral-housing process are brought to the Coordinated Entry Administrator for resolution.



**WESTCHESTER COUNTY
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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.



*Ongoing monitoring

All of this activity will be tracked in HMIS and discussed at the CoC Board level in order to evaluate the success of the program and what changes need to be made to promote its further success.





Part 1 - Using Coordinated Entry Workgroup:

<https://recordings.join.me/JoXA0UZV3EOL-EU0FSF1hQ>

Part 2 - Enrolling Clients into CE:

https://recordings.join.me/_ByT8imkhECWlQcrcJPnvg

Part 3 - HAT and Documents:

<https://recordings.join.me/IXvVxcoabEy09IyYSRi0cw>

Review of Action Steps

- **EXECUTIVE STAFF:** Assign at least 1 Coordinated Entry Assessor immediately - email Chris Wilkens & JoMarie Tarchoun by 11/15/17 with contact info
- **SHELTER/OUTREACH STAFF:** All new intakes should be entered into the Coordinated Entry Project starting 11/14/17
- **SHELTER/OUTREACH STAFF:** All current clients without a Project Start Date should be entered into the project by 12/11/17
- **HOUSING PROVIDERS:** All housing referrals will be made through HMIS starting 12/11/17

Contact **Information:**

Coordinated Entry

JoMarie Tarchoun, Program Administrator jjcf@westchestergov.com

Craig Wong, Program Administrator cqw1@westchestergov.com

Trish Quattrocchi, Manager II paq1@westchestergov.com

Westchester County CoC

Karl Bertrand, Co-Chair kbertrand@programdesign.com

Annette Peters-Ruvolo, Co-Chair apr5@westchestergov.com

Questions and Answers

