

# Hennepin County Coordinated Entry Script & Workflow

## Greeting and Introduction

Hi, my name is (BLANK), and I work with an organization called (BLANK). I know you are experiencing a crisis, and I want you to know I am going to do my best to help. Unfortunately, I am not able to connect you to housing today. However, we will complete a Coordinated Entry Screening.

## Step 1: Eligibility Determination

Before we get started, I'd like to get an understanding of your current housing situation.

Where did you sleep last night?

\*If currently doubled up, ask the following questions to determine if literally homeless based on Category 4 HUD definition.

Category 4 homeless definition is any individual or family who:

- Is fleeing, or is attempting to flee, domestic violence;
- Has no other residence; and
- Lacks the resources or support networks to obtain other permanent housing

If not eligible please refer to the **Housing Resources Outside of CE** document in the Assessor Resource Box to offer other options and resources that are best suited to their needs and explain Coordinated Assessment is a surveying/interviewing process we complete with individuals and families sleeping on the **streets, in shelter, or in places not meant for habitation (cars, abandoned buildings, etc.)**.

- For example, housing resources outside of CES, elderly and disabled housing, HIV/AIDS housing, foster care, HC Front Door, 211/Infoline, inpatient treatment facilities, etc.

## Step 2: If Eligible, Explanation

The Coordinated Entry Assessment process will help us to understand what types of housing resources you believe are best for you and let participating agencies in the community know that you are seeking assistance with finding housing.

This assessment is not a guarantee for housing or financial assistance, but this is the only way to get on the priority list for housing resources. This process can take anywhere from 30 minutes to an hour depending on your family size.

Tips to clarify the coordinated entry assessment process:

- This is not a housing waitlist or a housing application, and this is not a guarantee for housing or financial assistance.
- Your time on the priority list is dependent on need and availability. There is no way to tell how long it may be until a program has an opening for you. We always ask all of our programs to prioritize individuals in the greatest need first.
- This is just one avenue/step in your search for housing. There are many other ways to find your way home. We still want you to do everything you can (e.g., employment search, to try to connect to other resources outside of this homeless service system), since there is no certainty that this will result in a connection to housing or resources.
- If you do receive a housing referral, the housing provider will contact you directly. They will assist you in the housing search process.
- You have the choice to accept or reject a referral. If you turn down 3 housing referrals you will be removed from the priority list and only placed back on after a discussion about whether Coordinated Entry is a viable option for you.
- If your contact information changes, please let the Coordinated Entry staff know.

### **Step 3: Incorporate the HMIS Assessment Here**

(Include prompt [example immediately below] for Assessors to determine if income exceeds 30% AMI based on household size)

Determine whether the household's income exceeds 30% of the Area Median Income (AMI) for the household's size. If it does, do not continue with the assessment.

### **Step 4: HMIS Assessment – Client Choice Series**

For the following questions, please differentiate between what you may want and what you may need. For example, you may want a pet to live with you in your apartment, but you may be willing to rehome your pet with a loved one if necessary.

#### **General Questions**

**What accommodations do you require for housing due to health or a disability?**

- Text Box

**Is there anyone else who will be living with you or who you want to live with, including any unborn children or children in shared custody?**

- Yes
- No

- Refused
- Don't Know

**Are you able to contribute to your rent, utilities, and supportive services?**

- Yes
- No

**Do you need a place to live that you can bring a service animal with you?**

- Yes
- No

**Do you have a pet/animal that you have to be housed with?**

- Yes
- No

## **Location Questions**

Are there any communities that you cannot live in or that you would prefer not to live in?

(Behind the scenes prompt added for transportation needs, DV, schools, etc.)

## **Culturally Specific Questions**

**Do you think culturally specific housing/services would help you maintain housing?**

- Yes
- No

**If yes, select the community in which you are interested:**

- East African
- Native American

If "Native American" was selected above, answer the following questions:

**What aspects of Native American Culture are Important to you?**

- Text Box

**On a scale of 1-5: How important is it that your case manager is familiar with Native American Culture?**

- Scale of 1 - 5

## **Housing Type Eligibility and Client Preference**

- For Permanent Supportive Housing, verify that the client has a disability and is long-term homeless or chronically homeless.  
Or
- For Rapid Re-Housing, verify that the household does not exceed 30% of the Area Median Income (AMI) for its size.

### **Housing Type Eligibility**

- Permanent Supportive Housing (PSH)
- Rapid Re-Housing (RRH)
- Both PSH and RRH

If the client is eligible for both PSH and RRH, discuss the key features of both housing types. Then, collect the client's housing preference.

[Definition] [Click or hover here to read about Permanent Supportive Housing](#)

[Definition] [Click or hover here to read about Rapid Re-Housing](#)

You can choose to stay on the list for both available housing options to receive a referral for the first available opening or you can let us know if you prefer one type of housing program over the other. Please select your preference:

### **Housing Type Preference**

- Permanent Supportive Housing (PSH)
- Rapid Re-Housing (RRH)
- Both PSH and RRH

If the client is only eligible for RRH or selected RRH as their only preferred housing type, please skip the Permanent Supportive Housing Preferences section.

### **Permanent Supportive Housing Preferences**

Please note: If a unit becomes available but you turn it down, there is no guarantee you will get offered anything that better matches your preferences in the near future.

Are you willing to consider or are you interested in programs that...

#### **Have a front desk that helps monitor visitors?**

- Yes
- No

#### **Offer shared housing or Single-Room Occupancy (SRO)?**

- Yes
- No

**Offer shared rooms and/or roommates? (This is different from shared housing and SROs.)**

- Yes
- No

**Focus on recovery from substance use?**

- Yes
- No

**Have a specific payment structure, such as a Board and Lodge or Housing Support (HS)?**

- Yes
- No

[Definition] [Click or hover here to read about Board and Lodge programs](#)

[Definition] [Click or hover here to read about Housing Support](#)

**CES Assessor's Notes**

No changes made to CES assessment.

**Care Coordinator Notes**

No changes made to CES assessment.

**Contact Info**

No changes made to CES assessment.

**Housing Program Information**

Please refer to the description of housing programs located in the Assessor Resource Box

Before we can consider you for any vacancies, you will have to meet their eligibility criteria. If you meet the eligibility criteria for multiple types of vacancies, would you prefer to be considered for...

- A program that will provide a rent subsidy and case management for only 6-9 months? These units are primarily scattered across the county and are owned by private landlords. Case managers will visit you monthly at your home.
- A program that provides long term rent subsidies and case management (usually 2 years +)? These units are usually clustered in groups and have case managers and other staff that are on site and will see you more frequently.

**Permanent Supportive Housing (PSH)** provides permanent housing along with other supportive services. Some of those supportive services include intensive case management, mental health services, medical services, group supports, recovery supports, and life skills. You will only be required to pay a percentage of your income toward rent, or if you have no income the agency can assist you for a period of time. This can all vary from agency to agency, but if you are referred and accepted into a permanent supportive housing program your case manager can go over the specific details.

**Rapid Re-Housing (RRH)** is a type of housing program that provides help with housing location, case management support, and some limited financial assistance. RRH programs will help you find housing, but after a few months of financial assistance you will have to pay all the rent on your own. If you are considering RRH services, please know that:

- Specific details can vary by program.
- Once in a program, the time to find housing is usually around 90 days.
- Most apartments found through these programs cost at least \$800 a month, plus bills.
- Most programs provide financial assistance for three to six months (but longer at times).
- You need to have enough income to pay the full rent before your rental assistance runs out.
- If you have no income now, you'll need to get enough income in the one to three months after move-in.

**Subsidy Types:** Prompt in HMIS: Please refer to Housing Support 101 document

- **Board and Lodge** - Permanent Supportive housing (can stay an indefinite amount of time) They vary in size and bedrooms may be individual or shared, depending on the facility. Other spaces, such as living rooms, dining rooms, or cafeterias, are shared. Some Board & Lodges look like houses some look like apartments. They also vary in services provided. You pay a monthly amount that includes your room, food, utilities and services. Board & lodges utilize Housing Support (formerly Group Residential Housing), meaning all but around \$100 of your income may be utilized to pay for the housing.
- **LTH Housing Support** - Permanent Supportive Housing (can stay an indefinite amount of time). Independent apartment units or shared housing where residents have their own rental leases, have the option to prepare their own food, and get supportive services, like getting a unit set up with furniture and household supplies, employment services, or health-related services. LTH Housing Support could have several units in one location or could be scattered throughout the community in individual units. The programs are reserved for people who are considered long-term homeless. LTH Housing Support utilizes Housing Support as a payment structure, meaning all but around \$100 of your unearned income may be utilized to pay for housing. If this is a

housing support you wish to use, we can discuss and calculate how much of your income you would contribute.

- Other Subsidized Housing Types (e.g., tenant-based vouchers, project-based vouchers): Permanent Supportive Housing options that require no more than 30% of the client's income to be paid in rent; zero income households usually pay a very small rate, like \$25 or \$50.

Unit Type: (Can be PSH or RRH)

- Scattered Site - these units are typically located in different buildings throughout the county and owned by private landlords.
- Site-Based – these units are in a single site housing development. These units may have a front desk, onsite staffing for case management, property management, and building security. There are often common areas and planned activities for tenants on holidays and special occasions.

**Step #: Wrap up:**

As I mentioned before there is no timeline as to when or if you will be contacted by an agency. In addition, I will not be able to tell you how long it will take for you to hear back from an agency as we do not have access to that information. If and when an agency has an availability in their program that fits your needs they will contact you to move forward. It is important that you keep your contact information up to date so that if an agency reaches out to you, they can get in touch. Here is a summary of next steps and action items based on our meeting today: