

Using Coordinated Entry to Find Help

A guide for mainstream providers

Mainstream providers like schools, hospitals, local governments, and other service providers not engaged in HMIS can make referrals to the Coordinated Entry System. Our goal with Coordinated Entry to help people find quickly and ensure they have a safe place to stay.

Step 1 Client enters or calls your facility looking for housing help

➤ Ask diversion questions first

- **Where did you sleep last night?** *If they slept somewhere where they could potentially safely stay again?*
- **What other housing options do you have for the next few days or weeks?** *Even if there is an option outside of shelter that is only available for a very short time, it's worth exploring if this housing resource can be used.*
- (If staying in someone else's housing) **What issues exist with you remaining in your current housing situation?** *Can those issues be resolved with financial assistance, case management, etc.? If the issues can be solved with mediation or financial assistance, use www.SC211.org to find resources.*
- (If coming from their own unit) **Is it possible/safe to stay in your current housing unit? What resources would you need to do that (financial assistance, case management, mediation, transportation, etc.)?** *If the family could stay in their current housing with some assistance, systems should focus on a quick prevention-oriented solution that will keep the family in their unit. Use www.SC211.org to find resources.*

Step 2 If they still need housing help

➤ If you do not have access to HMIS use the following steps:

- Complete a paper 'MACH Coordinated Entry System Phase I/Referral Form'.
- Please note which agencies you referred the client. If the client needs additional help beyond information found at www.SC211.org note this clearly when submitting the form for UWM staff follow-up.
- **Submit the referral form to:**
Shaun Scott - Homeless Services Coordinator (United Way of the Midlands)
sscott@uway.org
803-733-5115
- Go to www.SC211.org to find resources to help with their immediate housing crisis.
 - Print information from www.SC211.org and help them understand how to access the facility, what to bring, how to get there, etc. This information should be listed in the www.SC211.org database.
 - Call the agency you are referring, if time permits.

