

Coordinated Entry Scripting and Conversation Guide

Complete intake through Zendesk. Open Dynamics and Clarity HMIS.

Thank you for calling Your Way Home.

Have you ever contacted Your Way Home before?

If yes, look up caller in Clarity to see if a profile already exists.

See *Tips for Record Searches*.

If caller is in Clarity and active with any Your Way Home program, including Emergency Shelter, Rapid Re-Housing, and/or Street Outreach, triage questions may be skipped. These calls should be recorded as a 'check-in' call. Re-direct the caller to their case manager in their active program (e.g., phone number of their case worker)

If no, proceed to Triage.

This is _____, how may I help you?

May I have your name and the best way to contact you if we get disconnected or are unable to finish our conversation right now?

Complete Triage with all callers. Document answers in Dynamics.

May I have the zip code where you are calling from?

Caller should be calling from a Montgomery County zip code. If not, end triage & direct caller to resources within their current county

1. *Are you currently living with, or trying to leave, an intimate partner who you are afraid of or threatens you?*

If Yes *Would you like to be connected to Montgomery County domestic violence resources?*

If Yes End triage and directly connect the client to Laurel House. Make warm handoff/transfer if possible

If client is not present, offer telephone number in the event they are disconnected during the transfer. 1-800-642-3150

If No Proceed to Question 2.

If No ☐ Proceed to Question 2.

2. *Do you feel safe where you are currently staying?*

If Yes ☐ Proceed to Question 3.

If No ☐ Ask probing questions and refer the person to a Domestic Violence resources, ChildLine, suicide prevention or mental health crisis hotline and/or Mobile Crisis, a human trafficking hotline, etc. Make warm handoff/transfer if possible.

If client is not present, offer telephone number in the event they are disconnected during the transfer.

3. *Have you or any other household member served in the United States military, including the Army, Navy, Air Force, Marine Corps, Coast Guard, Reserves, or National Guard?*

4. *Where did you sleep last night?*

If the person's answer meets the HUD category 1 definition of literal homelessness*, they qualify for Your Way Home programming.

Category 1 Homeless:

- someone staying in a place not meant for habitation- outdoors, an encampment, an abandoned building, their vehicle someone in a hotel paid for by an agency/organization
 - Note- caller does not qualify if they are in a hotel paid for by a friend or family member
- someone staying at an emergency shelter

You may have to ask clarifying questions to determine whether the person is literally homeless.

If they meet this definition, end Triage and begin Enrollment. See *CE Triage Instructions* flow chart for more information.

If they do not meet this definition, end Triage and read the statement below.

Please note that at this time, Your Way Home's priority is to assist callers who are literally homeless. However, we can always provide you with additional referrals that may be able to assist you during your crisis. I know that you are trying to prevent this from occurring, but if you should become street homeless, please give us a call back. In the meantime, would you like to explore different resources and referrals?

Pillar 1: Enrollment and Diversion

When the caller has been successfully triaged, begin the Clarity HMIS profile creation and Coordinated Entry program enrollment (see *Coordinated Entry HMIS Checklist*).

Ensure you read the *Your Way Home Verbal Consent Statement* before creating the client profile. If the client does not agree, or states they are a Survivor of Domestic Violence, ensure de-identified profiles are created. See *Creating De-Identified Profiles*.

I have to ask you a few questions about the members of your household and where you have been staying the last few nights.

Once a household has been enrolled in Coordinated Entry, add a Location to the profile of the Head of Household.

Go to the Location tab on the far left of the Client profile. Click “Add Address” on the top right. Select “Last Permanent Residence” as address type.

Can you tell me the address of the last place you were living prior to becoming homeless? If you don't know the full address, can you provide the zip code?

If they don't know the exact address, they at least need zip code information. Click “Add Location” and type the address or zip code. Save the screen.

Complete Diversion

Further discuss the household's housing situation. Ensure they have explored all other options for resolving their housing crisis.

Diversion scripting conversations:

I am happy to try to connect you to emergency shelter as soon as possible. However, please know that there is NO GUARANTEE OF A BED IMMEDIATELY. Currently all of Your Way Home's emergency shelters are full, and there are waitlist for families. Single adult shelter availability is extremely rare. Is there any other place you can think of where you can stay for a little while? Then perhaps you can call us back if your situation changes?

You state that you're going to be out on the street for the first time tonight. Is there a way you can avoid this? Have you called everyone you know to see if you can temporarily stay with them? Please understand that I cannot guarantee immediate housing and I cannot guarantee immediate shelter bed availability. Do you want to call your supports to see if there's somewhere else you can stay, and then give me a call back if you're unsuccessful?

Are there other referrals I can give you that you think would help make your current living situation more sustainable? I'd be happy to connect you to employment resources, food banks, or any other resources.

Instead of spending your money on a hotel, is there any other place you can go stay, such as a friend's house, in order to save? Have you tried calling all of your supports?

Please understand that Your Way Home's housing programs, like the Rapid Re-Housing program, is only available to people who are continuously street homeless or who are in emergency shelter. Even those people are not guaranteed a housing appointment, due to limited resources. Can I provide you with other referrals?

Pillar 2: Referral:

If the household is interested AND qualified, send the appropriate **referral to Street Outreach**. When the referral has been sent, add the Coordinated Entry Event "Referral to Street Outreach" to the profile of the Head of Household.

Literal Homelessness Status is either:

1. Living in a place not meant for human habitation
2. In a hotel or motel paid for by a charitable or government organization
3. In an institution less than 90 days AND entered the institution from a place not meant for habitation

In the meantime, I am completing a referral for the Street Outreach program and will have a few more questions. Someone will be in touch within 24 hours of receiving the referral to schedule an in-person enrollment meeting with you. Ensure your phone is on and your voicemail is set up. Answer any calls you may receive so you don't miss them. After this face to face meeting occurs, the Street Outreach Worker will assess for your safety and immediate need and then refer you to the appropriate resources including the shelter waitlist.

Available shelter beds in Montgomery County are limited. Single adult shelters availability is extremely rare. If you would like resources for shelters in other counties, I'm happy to provide that for you.

Ask necessary questions to complete the Street Outreach referral (see *Street Outreach Referral Note Template*) and send the referral.

Ensure you complete a warm handoff to 24-hour Street Outreach for households should any of the following conditions be met:

- A pregnant person reports sleeping in a place not meant for habitation, or will be for the first time that night
- A child 5 and under is sleeping in a place not meant for habitation or will be for the first time that night (the caller cannot identify a resolution for the child)

- An extremely medically fragile adult is sleeping in a place not meant for habitation, or will be for the first time that night

See *Outreach Referrals flow chart*. Verbally provide any other referrals as requested by the caller.

Pillar 3: Assessment

For any Veteran or caller who indicates they are fleeing domestic violence, please complete a VI-SPDAT assessment.

OK, I am now going to begin the Your Way Home Assessment in order to refer you to our community queue for Your Way Home housing programs. The results of this assessment will be documented in Clarity HMIS- Your Way Home's database- and will be viewable only by other Your Way Home providers. Remember that you can revoke consent to remove your personal data from HMIS at any time.

Most questions only require a Yes or No. Some questions require a one-word answer. I'll be honest, some questions are personal in nature, but know you can skip or refuse any question. The more honestly you answer these questions, the better we can figure out how to best help you. If you do not understand a question, let me know and I would be happy to clarify. There are no wrong answers, please answer honestly. This will take about 10-20 minutes. _____, is it ok that I proceed with the questions?

Open proper VI-SPDAT Assessment in Clarity (See *Coordinated Entry Assessment Workflow*)

-Single Adults

-Families

- Youth

-Prevention- Families and Single Adults

Complete Assessment Questions. Refer household to the Community Queue.

Thank you for sharing this information.

Click Save on the Assessment. Enter CE Event "Referral to Housing Project Navigation or Services" to the CE Program when the assessment is complete.

End the Call

Thank you for contacting Your Way Home Coordinated Entry. Please call us back as soon as possible if anything about your situation changes.

End the call and complete the detailed Clarity and referral notes if they are not already done.