EASTERN COC COORDINATED ENTRY HOUSING SPECIALIST





OPENING CONVERSATION (UPDATED FEBRUARY 15, 2021)

IN-PERSON ACCESS SITE

I understand that you have a housing concern, is that

211 LIVE HOLD

I see that you are calling

211 CALL BACK REQUESTED

name is I see that you requested a call back regarding a housing concern, is that

211 CALL BACK NO **ANSWER**

"Hello, this is PA 211 returning your call about housing. For assistance, please return this call at (386) 516-2211 between the hours of 7am-4pm, Monday through Friday. Thank you."



No

"To see if I can help you today, I need to gather some information from you..."

"What type of

you in need of

service are

"Thank you,

please allow

me to locate

a housing

would be

vou."

/transfer you to

specialist who

happy to assist

211 Specialists

only: Requeue

to proper

queue.

today?"

"May I have the spelling of your first & last name and the best way to get ahold of you (phone, email, location)?"

"What County and Zip Code are you currently living in?"

"I have some safety questions that I am required to ask everyone who contacts us with a housing concern."

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

If yes, ask: "Would you like to be referred to a domestic violence/trafficking hotline?"

211 Only: Field Navigate Housing Intake Eastern CoC Form, then go to Step 5.

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"May I please ask where you slept last night."

"Are you going to lose your housing in 21 days or less (30 if Veteran)?"

"Do you have written documentation (e.g., eviction notice, letter from leaseholder if doubled up) that you need to vacate in 21 days or less (30 if Veteran)?"

"Do you want rental assistance or any emergency shelter referrals?"

Repeat back spelling and info.

Confirm person lives in or is resident in the Eastern CoC. If not, end conversation.

If yes, the person is eligible for Domestic Violence/Victim Service Provider service.

If they would like a referral, make a warm transfer and/or give the hotline telephone number and end the conversation.

If the person slept outside, on the street, in a shelter, etc. (HUD Cat. 1 definition of literal homelessness or is Cat. 4): >>Conduct Eastern PA Coordinated Entry Enrollment in PA HMIS.

If not Cat. 1/4, go to Step 6.

If no, attempt diversion and end conversation.

If yes, go to Step 7.

If no, attempt diversion and end conversation.

If yes, For rental assistance (inc. optional shelter referral): >>Conduct HP Homeless Prevention Enrollment in PA HMIS.

For shelter only (if vacate date is 14 days or less):

>>Conduct a CE Shelter Only Enrollment in PA HMIS.

Questions? Contact Patricia at espinosa-vargas@uwlanc.org or Jason at jason@capacityforchange.com.