EASTERN PA CoC COORDINATED ENTRY HOUSING SPECIALIST Connect





IN-PERSON ACCESS SITE

"Hello, my name is _____, understand that you have a housing concern, is that correct?"

211 LIVE HOLD

"Thank you for calling PA 211, my name is ______
I see that you are calling with a housing concern, is that correct?"

211 CALL BACK REQUESTED

"Hello, this is PA 211, my name is ______ I see that you requested a call back regarding a housing concern, is that correct?"

211 CALL BACK NO ANSWER

"Hello, this is PA 211 returning your call about housing. For assistance, please return this call at 717-547-9789 between the hours of 8:00am-7:45pm, Monday-Friday or Saturday, 11:00am-6:45pm. Thank you."

Effective April 29, 2024, PA 211's Intake Hours are Mon-Fri 9am-7:45pm & Sat, 11am-6:45pm. Call backs answered as early as 8am Mon-Fri.

Yes

No

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

"What type of

in need of

"Thank you,

please allow

me to locate/

a housing

transfer you to

specialist who

to assist you."

211 Specialists

only: Requeue

to proper queue.

would be happy

today?"

service are you



"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?"



"Is your current housing need due to you or another household member leaving or trying to leave your home because of domestic violence, sexual assault, stalking, or human trafficking?"



"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?"



211 Only: Field VisionLink Housing Intake Eastern CoC Form, then go to Step 6.



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



"Are you going to lose your housing in 14 days or less (if Veteran: 30 days or less)?"



"Do you want a referral to a homelessness prevention program?"

Repeat back spelling and info.

to Home

If client is not residing in the Eastern CoC, they must be CAT 1 or CAT 4 to be eligible for an intake. Continue screening to determine eligibility.

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

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

If Yes, and eligible for intake, enter the Veteran as Head of Household, entering referrals from the Veteran profile.

If the person slept outside, on the street, in a shelter, etc. (HUD Cat. 1 definition of literal homelessness or is Cat. 4): >> Conduct CE - Homeless Intake (enroll in Connect to Home Eastern PA Coordinated Entry) in PA HMIS.

If no, attempt Housing Problem-Solving (diversion) and end conversation.

If yes: >>Conduct <u>CE HP Intake -</u>
<u>East</u> in PA HMIS (enroll in
Prevention Referrals Only – CAT 2).

Questions? Contact Brianna Thomas at bthomas@contacthelpline.org or Jason Alexander at jason@capacityforchange.com.