

WESTERN PA CONTINUUM OF CARE – COORDINATED ENTRY ACCESS SCRIPT

Assessor: Have you sought housing services through the Western CoC Coordinated Entry System before?

Response 1 "Yes":

That's great. Our agencies share a secure list of people who are homeless and seeking housing. So, if you were assessed for Coordinated Entry somewhere else in our 20 county Region, you don't have to check in with all agencies (like ours) for other resources. Housing and programs with openings will contact you when they have an opening you might be eligible for. All you have to do is let us know if you have new contact information or if your housing situation has changed since last being assessed. Let's pull you up in our system to see, if any information needs updated.

Assessor will search consumer in the CES data base under the client intake screen (if consumer is not found in CES conduct pre-screening and assessment) to review the consumer's latest pre-screening and if no changes are necessary to be made the assessor will then review and make necessary changes to the Screening Tool Assessment. Please note: changes to the screening and assessment tool may modify the consumer's scoring and placement on the housing prioritization list. At no time, should the consumer be notified of their placement on the housing prioritization list as this assignment will change daily.

Response 1 "No":

That's okay. Coordinated Entry is a new process that lets you sign up – just once – to be considered for housing financial support by means of one of our providers within the Western PA CoC. Our program and most other programs serve people who are assessed through Coordinated Entry. Would you like to do the assessment to be added to the Western Continuum of Care's Housing Prioritization List?

Response 2 "Yes":

All right! Let's start with your pre-screening. This should take about 10-15 minutes of your time. Start web-based CES assessment.

Please note: If consumer answers yes to pre-screening question #3 -- stop entry and connect consumer with the designated domestic violence assessment center.

Response 2 "No":

Okay, I will not connect you with an assessor right now. Coordinated Entry is the only way to access most housing resources for people experiencing homelessness. When you want to be assessed for Coordinated Entry, please come back or go to another access site. Do you need emergency shelter assistance tonight?

Response 3 "Yes":

Okay, here are the shelter resources [provide local information]. Some of these are also access sites for Coordinated Entry, so you may have the chance to be assessed for Coordinated Entry there too.

Response 3 "No":

Okay, good bye!