



COORDINATED ENTRY CASE STAFFING PURPOSE and PROCEDURE

PURPOSE:

The purpose of Coordinated Entry Case Staffing is to provide a forum for providers to discuss the CE list, pending referrals, manage data quality of the list, and track documentation that is needed for placement into permanent housing. The procedures are intended to facilitate and expedite moving persons into permanent housing.

PROCEDURE:

- 1.) These procedures apply to permanent housing providers funded by CoC, City of Racine ESG, City of Racine ESG-CV, State of Wisconsin ESG-CV, and State of Wisconsin EHH. Additionally, they apply to permanent housing providers required by law or contract to participate in Coordinated Entry.
- 2.) The Coordinated Entry Administrator (CEA) will maintain a spreadsheet of pending referrals for permanent housing openings identified by individual providers.
- 3.) Providers will notify the CEA when there is a vacant unit in their project. The CEA will respond within 72 working hours by sending the next prioritized person on the list. These emails will be printed and saved in the client file as documentation of compliance with Coordinated Entry for monitoring and audits.
- 4.) The CEA will maintain the Housing Prioritization Lists (HMIS and non-HMIS) by assuring accuracy of data populating the lists.
 - a. On at least a monthly basis, the CEA will run the HMIS and non-HMIS Housing Priority Lists.
 - b. The CEA will review the top 25 persons prioritized for Permanent Supportive Housing (PSH) to ensure that there is a Homeless History Tracking Form (HHTF), verification of documentation that client meets Category 1 of the homeless definition, and disability verification documentation.
 - c. If the CEA identifies any discrepancies, the CEA will send an e-mail to the referring provider to update the Coordinated Entry assessment and/or obtain any missing documentation. All documentation and verification must comply with HUD requirements, as well as any requirements of the Racine CoC.
 - d. If additional information is uploaded or updated into HMIS, the Coordinated Entry assessment may be changed to reflect the updated information. For example, working on engagement, working on verifications, potentially eligible for housing, application in progress, application in review with the housing provider, application approved and looking for housing, or housed.
 - e. At Case Staffing meetings, the CEA will update the Coordinated Entry Status within the Coordinated Entry assessment in HMIS.
- 5.) At least monthly, a Case Staffing meeting will be held with the CEA and providers.



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- a. The CEA will facilitate the Case Staffing meetings.
 - b. A supervisor, or their designee, from each provider is required to attend.
 - c. Meetings will include updates on the status of persons referred to permanent housing projects, as well as problem-solving issues encountered when placing persons in housing.
 - d. The Coordinated Entry team will assist and support street outreach and emergency shelter teams by providing clinical support and additional assessments through the housing application and placement processes and throughout the client's time in a housing program.
 - e. The agency supervisors, or designee, is responsible for providing an update for each pending client at the case staff meeting.
- 6.) If a client declines housing, they will remain on the CE list unless they ask to be removed or are no longer homeless.
- 7.) Permanent housing programs must follow the Housing First philosophy regarding acceptance of referrals, services while in the program, and discharge or termination from the program.