



Coordinated Entry for Homeless Services

Street Outreach Documentation Procedures

Purpose

The purpose of this policy is to outline the requirements and procedures for all street outreach providers regarding documentation for the clients they have entered onto the Coordinated Entry Prioritization List. It is a requirement for all providers to have contact with their clients at a minimum of every 30 days. The reason for this requirement is to decrease the number of referrals that are being sent to housing providers from the Prioritization List who are no longer able to be found and/or have been lost to contact.

Procedures

1. After determining that a client is appropriate for the Coordinated Entry prioritization list, a street outreach worker may add the client to the prioritization list. If the street outreach worker is able to provide homeless documentation in the ***Current Living Situation*** section in HMIS prior to entering the client onto the prioritization list, it is strongly recommended.
2. After a street outreach worker completes the application for the Coordinated Entry prioritization list in HMIS, they will add an update to the ***Current Living Situation*** section of the client's file.
 - a. The street outreach worker will update the client's ***Current Living Situation*** section in HMIS at least monthly until the client is referred to a housing provider. It is strongly recommended that each interaction with the client be documented in HMIS.
3. The Prioritization List Coordinator will check the ***Current Living Situation*** section of the client's file before making a referral to a housing provider.
 - a. If the ***Current Living Situation*** section has not been updated within the past 30 days, the client will not be referred to a housing provider until this section has been updated.
 - b. After no updates for 60 consecutive days, the person will be removed from the Coordinated Entry prioritization list. The referring case manager will not receive notification if a client is removed from the prioritization list after 60 consecutive days without a ***Current Living Situation*** update.
 - c. Removal from the prioritization list due to a lack of contact with the referring case manager does not preclude the client from being entered on the prioritization list again in the future. If the client is located again after the 60-day mark, they may be reentered onto the prioritization list for services.
4. If the outreach provider does not have access to HMIS and cannot update the ***Current Living Situation*** section, the Prioritization List Coordinator will reach out to the provider and ask them to confirm the client is still homeless and in need of placement.
 - a. The provider will be required to submit written documentation on company letterhead stating the last known contact and location of their client (within 30 days). This documentation will also be utilized to verify the chronicity of the client's homelessness.

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