





Southern Nevada



Coordinated Intake Provider Tool

Provider Responsibilities:

-  Identify clients that you think are appropriate for the community housing assessment based on the information you currently have.
-  Refer clients to a Coordinated Intake hub; give them instructions about locations, hours, and phone numbers.
-  Educate clients about what to expect from the process and how to get matched to the most appropriate housing (e.g., being honest in their responses during assessment).
-  Follow up with your client after they complete the assessment. Check their status in HMIS. It's okay to tell your client what housing they are appropriate for, but on't disclose their exact score.

DOs

- Familiarize yourself with the coordinated intake process by accessing available resources on the Help Hope Home website.
- Support and educate your clients.
- Accompany your client to the community housing assessment. If the hub knows ahead of time that the client is coming with a professional, and they have scheduled through the leads at the office, they will be prioritized so that wait time is limited.
- Reiterate to client the importance of honest responses to the assessment questions.
- Advise clients to give the best contact information possible; once a match has been made clients have only 7 days to be located before returning to the queue.
- Check the status/outcome of your client's assessment in HMIS after the assessment has been completed.
- Continue to seek other appropriate assistance for your client, including helping the client fill out applications for the Southern Nevada Regional Housing Authority or SNAP.

DON'Ts

- Don't tell clients what they scored on the assessment.
- Do not tell other staff or clients that some hubs do the community housing assessment better or different. Every office scores the assessments in the same objective manner.
- If a client ends up with a different score than what you expected, do not tell them to go to a different hub to get the score changed. The only time re-assessments are warranted is when the client experiences a significant change in circumstances that might impact how they are prioritized. (In this case only, advise the client to call the CCSS hub for a return appointment).
- Do not imply or tell the client that s/he will be eligible for your (or any other) program.
- If you accompany your client to the assessment, do not take over the interview.
- Each agency has 1-2 employees responsible for receiving referrals for coordinated intake. Do not accept a referral if you do not see the referral in HMIS.
- Do not provide your client with a time frame regarding how long it will to take get housed.



Who should be referred?

- Not just the hardest to serve. Coordinated intake addresses the needs of clients with varying levels of need and severity.
- Refer all non-veteran homeless individuals from households without children to coordinated intake at one of the 5 CCSS hubs.
- Refer all homeless veterans, regardless of marital or child status to the VA CRRC hub.



What types of housing/units will Coordinated Intake make available to my client?

- Rapid Re-housing (RRH)
- Transitional Housing (TH)
- Permanent Supportive Housing (PSH)



What can I tell my client to expect?

- Be prepared to visit the hub 1 to 2 times for the assessment process.
- The Coordinated Intake system does not provide transportation to the hubs.
- Do not bring weapons or other dangerous items to the hub.
- The community housing assessment will take between 45 minutes and 2 hours
- After clients are assessed they are placed on the community queue (a prioritization and matching list, not a physical place) to wait to be matched and referred to a housing program that fits their needs.
- The queue prioritizes individuals based on their needs and the date of their assessment.
- Because the list changes whenever someone new is assessed or housed, it is not possible to identify where clients are on the list or how long it will take for them to be housed.
- When appropriate housing becomes available for the client, the provider will attempt to contact the client to establish services.



Have more questions?

Please review the FAQs and other coordinated intake materials posted on the Clarity website, the NHA website, and the HHH website.

Still more questions? Contact:

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