



Coordinated Intake FAQs

Households Without Children Pilot

1. Who is the point of contact for the Coordinated Intake system?

If you have any questions, comments, or other feedback regarding the CCSS Coordinated Intake Hubs, contact Bobby Gordon, Assistant Director, Clark County Social Service, or Michele Fuller Hallauer, CoC Coordinator:

Bobby Gordon: 702-455-5722

Michele Fuller Hallauer: 702-455-5188

sscoordinatedintake@Clarkcountynv.gov

For questions regarding Veteran Coordinated Intake at the VA Community Resource and Referral Center (CRRC), contact Cynthia Dodge, Ph.D. 702-791-9077, cynthia.dodge3@va.gov

2. What happens when a client shows up at a program for housing assistance?

Clients presenting at any community provider are referred to the nearest CCSS office, or “Hub”, for assessment. If the client is a Veteran, they are referred to the VA CRRC (walk-in only, M-F).

3. What does the coordinated intake process look like for clients at the “HUB”?

a. If the client is known to CCSS and has completed an application for services in the past 12 months, they will be scheduled to return for an assessment with a check-in time. If they are not known to CCSS, or have not completed an application in the past 12 months, they will be referred to the kiosk to complete the application, and then will be scheduled for a return assessment with a check-in time. Clients will be given the first available assessment time.

b. CCSS staff will perform a search of the client in the Homeless Management Information System (HMIS) to see if there are any services this client may have received or is currently receiving through other providers. The VA CRRC will search in CPRS and HOMES to learn more about the client’s history.

c. Clients who indicate that they are currently homeless and requesting housing assistance are assessed for housing and CCSS services.

d. Based upon the housing assessment, clients may be recommended for Permanent Supportive Housing (PSH), Rapid Re-Housing (RRH), or Transitional Housing (TH). The worker will select the appropriate housing program type based upon the assessment. HMIS will be checked for any current openings and the client will have the ability to choose from available housing options. The housing program

provider will make contact with the client within 7 days. At the VA CRRC, individuals who are verified as Veterans and who are deemed eligible for VA housing services, will receive referral(s) immediately after the housing assessment. Typically the Veteran will also make same day contact with the housing provider. Bridge housing is provided same day as needed.

e. If there are no housing options immediately available, the client will be referred to the community queue and will be contacted as housing programs become available. They will be prioritized based upon their housing assessment. HMIS maintains the community queue and CCSS will monitor the queue. The VA CRRC has no wait lists for housing.

f. Clients on community queue will be advised to check in with the worker who completed the assessment every thirty (30) days to update contact information, location, and homeless status.

g. Clients not eligible for PSH, RRH, or TH will be evaluated for CCSS services and services available from other community partners for prevention or diversion assistance.

4. Who administers the assessment?

Specified staff at Clark County Social Service and designated outreach teams have been trained to administer the community housing assessment. At the VA CRRC, Licensed Clinical Social Workers (LCSWs) administer the housing assessment along with a psychosocial assessment of needs. This can be done both at the CRRC and in the field.

5. Can a case manager join their client during the assessment?

Yes. Case Managers are encouraged to join their client during the assessment, especially if doing so will result in a more accurate assessment. For example, a client may feel more comfortable being honest with the assessor when a familiar face is in the room, or the case manager might be able to clarify certain answers for the assessor based on their knowledge of the client's history.

6. Are clients given their assessment "score"?

No. In fact, no reference should be made to a client regarding their score on the assessment.

7. Are clients told where they are on the waitlist?

There is no wait list. There is a community queue that prioritizes individuals based on their needs and the date of their assessment. The client's position on the community queue changes as new clients are assessed. As programs become available that match the client's needs, they will be evaluated for referral to that program.

8. Will clients be automatically deemed appropriate for rapid rehousing, permanent supportive housing, or transitional housing?

Completion of the assessment does not automatically mean that the client will be deemed appropriate for the additional housing options of Rapid Re-Housing, Permanent Supportive Housing or Transitional Housing. Some clients may simply be eligible for services from CCSS or other community providers.

9. How do case managers who referred clients to CCSS to receive a housing assessment learn the results of the assessment?

Results are available in HMIS upon completion of the assessment. For more information on how to access this functionality, please contact Clarity at troyce@clarityhumanservices.com . Please do not share the scoring of their assessment with the client. It is appropriate to tell them which housing type for which they are eligible.

10. What happens if there are no current housing openings in the housing program type determined to be most appropriate for the client?

If a client appears appropriate for a referral to transitional, permanent supportive, or rapid re-housing and there are no openings, the client will be placed on the community queue. Clients will be placed in the appropriate housing type as it becomes available, in order of their position on the community queue.

11. What agencies are required to send their clients to be assessed at CCSS through Households without children Coordinated Intake pilot?

All agencies within the CoC that house households without children are required to receive clients through coordinated intake.

12. What agencies are receiving referrals to serve clients through the Households without children Coordinated Intake pilot?

All agencies in the CoC that house households without children.

13. What should case managers do if they want to refer a veteran to Coordinated Intake?

The Veterans Administration (VA) will provide Coordinated Intake through the VA Community Resource and Referral Center (CRRC) for veterans who are eligible for veteran services. The caseworker will have the client fill out the VA Release of Information form. The caseworker will complete the VA FAX form and fax the VA FAX form along with the VA Release of Information to VA staff to verify clients' eligibility for housing services. The VA will call the caseworker with information on VA eligibility and next steps.

14. What is "25 Cities"?

This is the VA's Coordinated Intake pilot initiative. See above. To learn more about the national 25 Cities Initiatives, visit <http://www.25cities.com/>.

15. Can an agency reject a referral?

Yes. Agencies can reject a referral for housing. All rejected referrals are returned to the community queue. Any provider who rejects a referral will be required to register the denial in HMIS. HMIS notifications will be sent to the Community Matcher. HMIS will track all rejected referrals and reasons. The change advisory team will be monitoring and evaluating all reasons for rejected referrals.

16. Is there a virtual component to Coordinated Intake?

Not at this time. The community planning process identified the desire to have a virtual component to coordinated intake. A virtual component may be introduced when the pilot phase has been completed.

17. Are there metrics to measure the effectiveness of Coordinated Intake?

Yes, a dashboard detailing referrals, placements, and the status of the community queue is in active development.

18. What is going on in the rest of Nevada regarding Coordinated Intake?

- Reno/Washoe County/Sparks CoC has a pilot for individuals operated through Catholic Charities in Reno.
- The Balance of State CoC has 12 intake sites servicing 15 counties. These sites are assessing all sub-populations of homeless for housing placements.

19. Do we have a message board for Coordinated Intake?

No. However, the Coordinated Intake Change Advisory Team is always looking for ways to improve communication. There is a Coordinated Intake e-mail (sscoordinatedintake@Clarkcountynv.gov) that can be utilized for specific questions, concerns or comments which are not addressed in available resources found in HMIS, the Help Hope Home website (www.Helphopehome.org) or the Nevada Homeless Alliance website (www.nevadahomelessalliance.org)

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