GRAND RAPIDS AREA
COALITION TO END HOMELESSNESS

Grand Rapids/Wyoming/Kent County – MI 506 CoC

Coordinated Entry Committee

February 17, 2026 – 2:00pm – 3:30pm

1. Welcome & Introductions
2. Approval of the Agenda*
3. Approval of Last Month's Minutes* – January 20, 2026
4. TH Prioritization Workgroup Updates – *brief update*
5. Service Standards – *brief introduction and overview of next steps*
6. CE Assessment Script and FAQ Review and Feedback Session – *document included in the packet*
7. Coordinated Entry Concerns – *standing agenda item for community partners to bring concerns to the table*
8. Action Items & Next Steps
9. Adjournment

Next Meeting: March 17, 2026

Purpose statement: To ensure our community experiences equitable access to housing resources, the committee will develop, evaluate, and continually improve our coordinated entry system.

GRAND RAPIDS AREA
COALITION TO END HOMELESSNESS

Grand Rapids/Wyoming/Kent County CoC
Coordinated Entry Committee
MEETING MINUTES – DRAFT
January 20, 2026 2:00-3:30 pm

Facilitator:	Brian Bruce		
Meeting Attendees:	Dani Shields, Dave Gantz, Tammy Vincent, Brian Sommer, Alyssa Bryan, Angela Gillisse, Anna Diaz, Fallon Lee, Felicia Clay, Sam Westhouse, Stephanie Collier, Zenaida Jimenez, Becky Nespital, Meselech Beld, Moriah de Jesus, Emily Stroka Staff: Brianne Robach, Ronan Parmenter		
Time Convened:	2:02pm	Time Adjourned:	3:07pm

Approval of Agenda			
Motion by:	Fallon Lee	Support from:	Sam Westhouse
Discussion			
Amendments			
Conclusion	All in favor, motion passes		

Approval of Minutes		**October 21, 2025**	
Motion by:	Becky Nespital	Support from:	Zenaida Jimenez
Discussion			
Amendments			
Conclusion	All in favor, motion passes		

Coordinated Entry Committee Elections*

Discussion

Elections are held every year at the beginning of the year for chair, vice chair, and secretary. A call for nominees was made via email, and Brianne read the list of nominees to confirm:

- Brian Bruce as chair – Brian accepts the nomination
- Tammy Vincent as vice chair – Tammy accepts
- Hannah Salas as secretary – Hannah accepts

Three calls for nominees were made from the floor, with no additional nominations made. **Zenaida Jimenez made a motion to approve the slate of nominees as listed above, with support from Sam Westhouse; all in favor, motion passes.**

Action Items	Person Responsible	Deadline

Updates: Brief review of forms sent to CE providers

Discussion

Brianne shared updates to this group on processes.

- Non-prioritized Resource Openings Process – Brianne noted as there are more CE access points across the community, the process should be uniform across the system. TSA has created an online form which will be available based on resource availability, and the form has been shared with CE agencies to complete. This form is meant to be completed by the case manager in conjunction with the participant.
    - Brianne noted additional eligibility criteria that may be required for these forms

- Internal Transfer Form – A new form, but not a new process. Previously, notification had been sporadic and after the fact. This new form was created to simplify the process and streamline documentation.		
Action Items	Person Responsible	Deadline
Send out process documents to this committee	Ronan	1/27/26
TH Prioritization Workgroup		
Discussion		
There are TH projects in the community that require the use of CE, and more coming online, but the CE policy does not spell out when and how to prioritize for TH. TH is also quite nuanced depending on the funding type and model, with two main buckets of TH: TH that functions more like emergency shelter (quick connection), and TH that functions more like supportive housing. Without language around how to prioritize TH projects, this may affect the process when these projects come online for enrollment. Brianne recommended creating a small workgroup and drafting some simple language to add to the CE Policy that spells out how to handle prioritization for TH. She noted we are not necessarily asking for a new prioritization schema, but would like a workgroup to come together to discuss nuances and bring suggestions before CE Committee. Looking for a group of five people to volunteer: Tammy Vincent, Anna Diaz noted someone could represent CR, Stephanie Collier, Fallon Lee; Brian Bruce noted he could if no one else was available. Brianne will also reach out to Thelma about this workgroup.		
Action Items	Person Responsible	Deadline
Schedule time for workgroup; follow up with Thelma	CE Staff	2/6/26
CE Assessment Script FAQs		
Discussion		
We have been developing an optional script for CE assessors to use as they walk through the assessment with participants. This script is intended as a guide/reference, including an FAQ section. We are looking for feedback and additional FAQs that participants may have about the assessment. Participants split into breakout groups to discuss: - Hannah's group: note that people are not guaranteed to get a resource, a question about HCV/Section 8 vouchers (differentiating those from other vouchers), questions about where to go to shelter depending on the situation, acknowledging the system frustrations that arise, noting how and when to follow up, how to maintain contact, how the follow up happens, helping clarify how we define homelessness and the look-back period, clarification around disabling conditions (medical, mental health, etc) - Brian's group: ensuring fourth grade reading level for answers, importance of honesty and being up-front with the assessment questions (not a detriment to receiving housing assistance)		

- Tammy's group: emailed Brianne notes; noted use of the words "most vulnerable" – a way to say this differently; how people may react to race/ethnicity question, advising next steps, the importance of vital documents		
Action Items	Person Responsible	Deadline
Refine CE Assessment script with feedback	CE Staff	2/17/26
Coordinated Entry Concerns – *Standing Item*		
Discussion		
Tammy Vincent – Questions around the MSHDA HCV policy that was approved by Steering in December.		
Action Items	Person Responsible	Deadline
Action Items and Next Steps		
Discussion		
Action Items	Person Responsible	Deadline
Adjournment		

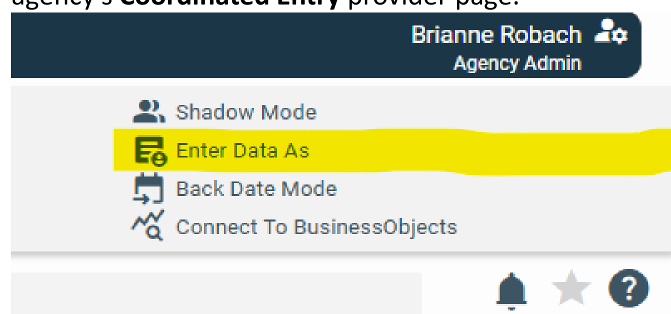
Coordinated Entry Assessment Workflow

This workflow is intended to be completed with participants who are **Categories 1 & 4 only.** Clients who are category 2 may follow the workflow through CHC assessment to see if prevention resources are available, but no HMIS entry should be completed.

This script and potential follow-up columns are optional and are intended to be used as reference by agency staff completing CE assessments.

Steps	Script	Potential Follow-Up	CHC form/HMIS Guide
Introduction	“Hi, my name is XXX and I am [POSITION] with [AGENCY]. We work with individuals who are living outside or in shelter and help people … [SUMMARIZE SERVICES YOUR AGENCY PROVIDES]. For agencies engaging with participants over the phone: "Tell me a little more about what's going on and what led you to calling today." “Are you working with anyone on a housing plan?”	If yes – “Awesome, who are you working with, when are you scheduled to meet with them next?” Assist with scheduling if needed, and any additional needs. ____________________ If no – “Have you completed a recent housing assessment?” If	

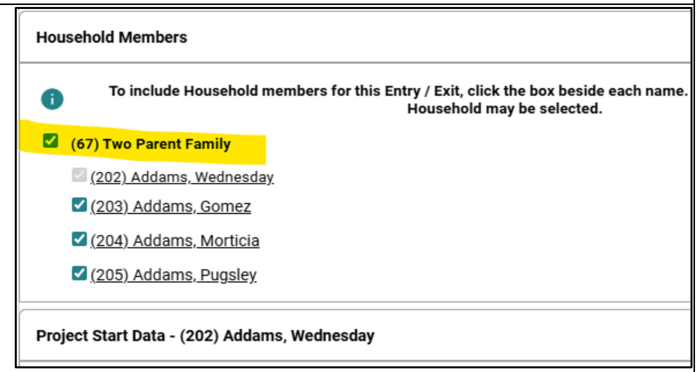
Steps	Script	Potential Follow-Up	CHC form/HMIS Guide
		no – "Would you like to complete an assessment today?" Q: "What is a housing assessment?" A: "A housing assessment is the first step to getting any kind of housing assistance. Completing a housing assessment doesn't guarantee a resource, but it is the first step to getting help and we can go from there."	
Complete Community Housing Connect assessment	"What we are going to do today is talk through your housing situation, getting clarification on what's going on, and then from there we will see what next steps we will come up with. The first step in the assessment process is to complete an online form. This form can be found at CommunityHousingConnect.org. The assessment will ask you just under 20 questions and should take just a few minutes to complete. If you don't understand a question, let me know and I'll be happy to clarify."		Staff can choose to either: - direct participants to a digital device and CommunityHousingConnect.org to complete the assessment - assist participants with accessing a digital device and walking through the CHC questions, including reading question and/or selecting answers on behalf of the participant, if that level of support is appropriate

Steps	Script	Potential Follow-Up	CHC form/HMIS Guide
Intro to HMIS CE Assessment Questions	"I'd like to ask you some questions to help determine your current housing need. It should take a few minutes. If you don't understand a question, let me know and I'll be happy to clarify. You can refuse any question; if you do not answer a question, you will not be denied services. Your answers help determine what type of assistance would be best for you moving forward. Are you ready to begin?"	See FAQ section for common questions.	
Enter Data As			Before starting any data entry, it is critical to ensure what you are in the correct EDA. In the upper right corner of HMIS, select Enter Data As and select your agency's **Coordinated Entry** provider page. 
Find Client in HMIS and Review Demographics in Client Profile	"Can I get your first and last name please?" (Confirm spelling)		Find Client in HMIS. If the client record does not already exist, create a new client profile being sure to complete all the basic client profile data elements and making sure all UDEs are filled out in each HMIS profile.

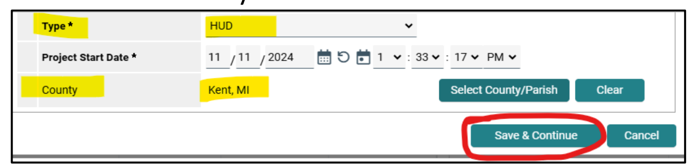
Steps	Script	Potential Follow-Up	CHC form/HMIS Guide
	"What is your date of birth?" (Confirm date) "What is your social security number?" (Confirm number) "Which racial or ethnic groups do you identify with?" "Have you ever served in the military?"		Note: the head of household must be 18 or older to complete a CE assessment and entry. Last four are sufficient if client prefers
Release of Information tab: Add a Release of Information	"As we talk today, I will be asking you a few questions for our record keeping program which is called the Michigan Homeless Management Information System. The database is used by our agency to store client information for everyone we speak with. Once the information you share today is added to the database, it can be accessed by the agencies listed on this agreement to make access to housing programs easier so you don't have to share your information every single time. The Release of Information and Privacy Statement for this database	If no – "No problem. We would like to share with you that this could slow down the referral process if there is an available resource for you. Also, you may have to repeat your information to the housing provider if a referral is made."	Navigate to the ROI tab. If the client consents to having their information shared, add the applicable ROI: - 30 day ROI if a verbal ROI is given - 5 year ROI if a signed ROI is completed and uploaded to HMIS

Steps	Script	Potential Follow-Up	CHC form/HMIS Guide
	can be found on our website at [share link to your agency's website]. Your information will not be shared outside of our partner agencies. This information will be kept for five years. Once the information you share today is added to the database, it can be accessed by the agencies listed on this agreement to make access to housing programs easier so you don't have to share your information every single time. Are you okay with this information being shared with our partner agencies so that we can better coordinate resources for you?"		
Visibility Groups	**If they are missing the external sharing group:** "At some point in the past you had selected to restrict visibility of your client record from other housing providers in the community. Would you like to update your visibility so that other providers can access your information? This will assist with coordinating	If no - "No problem. We would like to share with you that this could slow down the referral process if there is an available resource for you. Also, you may have to repeat your information to the housing provider if a referral is made."	***If you see that a client record is closed with exceptions (has a red lock)** and the participant consents to sharing information with all providers, please email signed ROI to the HMIS Sys Admin who will adjust visibility settings appropriately.

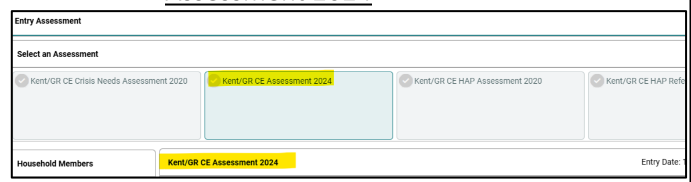
Steps	Script	Potential Follow-Up	CHC form/HMIS Guide
	services to resolve your housing crisis."		
Households tab: Confirm household configuration and update if needed	If they present as a single adult - "Are there other members of your household that would be housed with you, if you were to receive a resource?" If they indicate children are part of the household and the children are not physically present at the time of assessment - "Could your children stay with you this week if you were to receive a resource?"	If other household members need to be added to the household tab: For adults, speak directly with each adult and go through each question in **Demographics**. For minor children: "Can I get the first and last name please?" (Confirm spelling) "What is the date of birth?" (Confirm date) "What is the social security number?" (Confirm number) "Which racial or ethnic groups do they identify with?"	Navigate to the households table and ensure all information matches the household that plans to be housed together if they were to receive a housing resource, even if they are currently staying apart due to the experience of homelessness. If needed, add all other household members to the household. First search for a client and, if needed, create a new HMIS profile for additional household members ensuring all **Demographics** information is completed. Ensure there is exactly one client with **Head of Household** as **Yes** and Relationship to **Head of Household** as **Self**. Note: For adult members of the household, they must be present to report UDEs and allow an ROI. For minor members of the household, use the script to the left to collect UDEs. Note: participants identifying themselves as parents of a minor child should have at least partial custody of children or be in the process of reunification to have children listed as part of the household.
Entry/Exit: Navigate to the Entry/Exit tab and add a CE entry/exit.			Click and Add Entry/Exit *The entire HH should be added to the Entry. Select the box next to the correct household to ensure all household members are added.

<table>
<tr><th>Steps</th><th>Script</th><th>Potential Follow-Up</th><th>CHC form/HMIS Guide</th></tr>
<tr><td></td><td></td><td></td><td>


Type: HUD
Project Start Date: today’s date
County: Kent



Select Save & Continue
Ensure Entry Assessment is <u>Kent/GR CE Assessment 2024</u>



</td></tr>
<tr><td>Basic Demographic Information</td><td>Review any demographic information that you did not confirm in the above steps.</td><td></td><td>Enrollment CoC: MI-506 (Kent)
Relationship to Head of Household: MUST be completed for each person. Ensure there is exactly one client with Relationship to Head of Household as Self.</td></tr>
<tr><td>Disabling Condition</td><td>“Do you mind if I ask a few questions about any conditions that may affect</td><td></td><td>Complete Does the client have a disabling condition? based on the participant’s response.</td></tr>
</table>

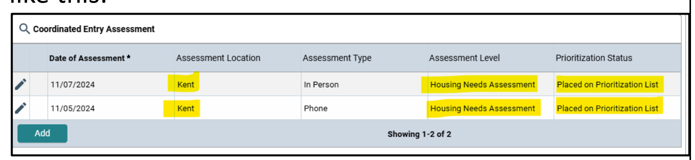
Steps	Script	Potential Follow-Up	CHC form/HMIS Guide
	your ability to live independently? A disabling condition is a long-term physical, mental, or emotional impairment (like a chronic health issue, mental health disorder, developmental disability, or substance use disorder) that makes it hard to live independently and could be improved by suitable housing." "Do you have any disabling conditions?	If yes – "Do you currently receive income your disability? If client doesn't know – "That's okay, sometimes people aren't sure." Client prefers not to answer – "I understand; we respect your privacy."	**Verification of Disability/SSI or SSDI Documentation:** Select yes if the participant reports that they receive SSDI/SSI for their disability. Note: this references social security income for disability, NOT social security income for retirement.
Complete remaining information for Head of Household and all adults			
Zip Code	"Can you tell me the zip code of the last place you lived?"		Add zip code to **Zip Code of Last Permanent Address**
Entry/Exit: Homeless History Interview			Homeless History Interview questions are used to determine whether someone is chronically homeless. It is very important to ensure that the information here accurately reflects a person's experience of time **in shelter and unsheltered** in the last 3 years.

Steps	Script	Potential Follow-Up	CHC form/HMIS Guide
	"Where did you stay last night? "And how long have you been staying there?" Built-in conditional logic may activate the following questions: • "On the night before that where did you stay? **Approx. start date:** "Can you tell me when this period of staying outside or in shelter started?"	If they are not sure of an exact date: "Do you know what month it was when you began staying outside or in shelter?" If they are not sure of the month, reference previous major holidays going backwards one by one. Example: "Do you know if you were staying outside or in shelter around [Thanksgiving, Christmas,	**Prior Living Situation**: Complete this to indicate where the person stayed the night immediately prior to completing the entry. This will very likely be in shelter or in a place not meant for human habitation. If it is not, complete a problem-solving conversation to try to divert household from experiencing homelessness. *Only complete an entry after it has been determined that this person has no other place to stay the upcoming night and plans to stay in shelter or in a place not meant for human habitation. **Length of Stay in Previous Place**: Select the amount of time the client was staying in the situation they were in last night. **Did you stay less than 90/7 days?** (answer automatically populates) **On the night before, did you stay on the streets, in emergency shelter, or a safe haven?:** Indicate yes if the participant stayed in an emergency shelter or outside immediately before their prior living situation If it populates, complete **Approximate date this episode of homelessness started**: Record the actual or approximate date of the beginning of the continuous period of homelessness (on the streets, in emergency shelters, or moving back and forth between those places). This does **not** include any period of 7 or more days when the participant was couch surfing, paying to stay in a motel, or otherwise not category 1.

Steps	Script	Potential Follow-Up	CHC form/HMIS Guide
	“Over the last three years, including this time, can you tell me how many times you’ve stayed outside, in shelters, or moved back and forth between those places? Not counting any times that you may have stayed with family or friends, couch surfed or stayed in a motel or hotel.” “From the last three years, can you tell me how many months you’ve stayed outside, in shelters, or moved back and forth between those places?”	New Years Day, 4th of July, Easter, Memorial Day, Labor Day, your last birthday, etc.]?”	If it populates, complete **Regardless of where they stayed last night – Number of times the client has been on the streets, in ES, or SH in the past three years including today.** Record the number of times the participant has stayed on the streets, in emergency shelters, or moving back and forth between those places. This does **not** include any period of 7 or more days when the participant was couch surfing, paying to stay in a motel, or otherwise not category 1. If it populates, complete **Total number of months homeless on the streets or in emergency shelter in the past three years.** Record cumulative number of months on the streets, in emergency shelters, or moving back and forth between those places. This does **not** include any period of 7 or more days when the participant was unstably housed. If the person was in shelter or outside for one day in a month, that month counts.
Entry/Exit: Housing Status & Observation of Current Homelessness			Complete **Housing Status & Observation of Current Homelessness** questions for Head of Household and all adults *Housing Status: Should always be Category 1 or Category 4 for CE entries. If it is not, STOP and delete the entry. If appropriate, complete a problem-solving conversation to try to divert the household from experiencing homelessness. (HUD Categories of Homelessness chart)

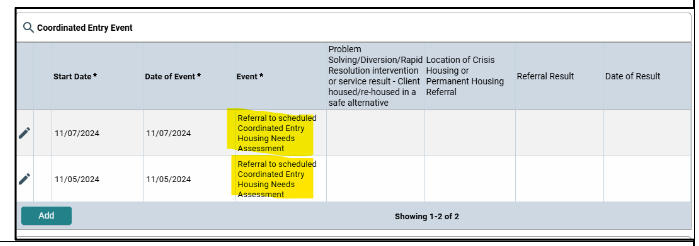
Steps	Script	Potential Follow-Up	CHC form/HMIS Guide
			Observation of Current Homelessness: Select Yes if you visibly observed this person staying in shelter or their car/encampment/outdoor location
Entry/Exit: Income	"To help me understand your situation better, can you tell me about the sources of income you have? Do you have any income from a job? Do you receive any other income, like social security or disability benefits, child support or alimony, or gifts or contributions from family?"		Complete **Income from Any Source** for HoH and all adults. Complete **% of Median Income** for HoH and all adults using the current AMI table (CE Resources Folder)
Entry/Exit: Survivor of Domestic Violence	"Next I am going to ask you questions about domestic violence. These are questions we ask of each participant. You do not have to share details; your safety and privacy are important to us. Are you experiencing, or trying to leave, a housing situation where you or a family member feels unsafe because of domestic violence, dating violence, sexual assault, stalking, human trafficking, or violence against you or a family member in your current housing situation?"	If yes: "When did this experience occur?" "Are you currently fleeing?" "Would you like support or help with safety planning right now?"	Complete for HoH and all adults. If yes - complete **when experience occurred** and **are you currently fleeing** for HoH and all adults ___________________________ If no - ensure **when experience occurred** and **are you currently fleeing** fields are blank.

<table>
<tr><th>Steps</th><th>Script</th><th>Potential Follow-Up</th><th>CHC form/HMIS Guide</th></tr>
<tr><td>Entry/Exit: Foster Care
Complete for all youth ages 18-24</td><td>“Were you in foster care on or after your 14th birthday?”</td><td>If yes: “Did you age out of foster care?”</td><td>For all youth ages 18-24: Were you in Foster Care on or after your 14th birthday?: Complete based on participant’s response.

If yes - complete did you age out of foster care? for all youth (ages 18-24)</td></tr>
<tr><td colspan="4">Complete the following items for the Head of Household only.</td></tr>
<tr><td>Complete Coordinated Entry Assessment</td><td></td><td>Complete for HoH only.</td><td>Complete Coordinated Entry Assessment by clicking Add
• Date of Assessment: today’s date
• Assessment Location: Kent
• Secondary Assessment Location:
○ #1 HAP
○ #2 Community Rebuilders
○ #3 Family Promise
○ #4 MTM
○ #5 ICCF
○ #6 Well House
○ #7 Arbor Circle
○ #8 AYA
○ #9 HOT
○ #10 Pine Rest
• Assessment Type: Phone or In Person
• Assessment Level: Housing Needs Assessment
• Prioritization Status: Placed on prioritization list
Save Assessment to close. Reponses should always look like this:

Coordinated Entry Assessment<table><tr><th>Date of Assessment *</th><th>Assessment Location</th><th>Assessment Type</th><th>Assessment Level</th><th>Prioritization Status</th></tr><tr><td>11/07/2024</td><td>Kent</td><td>In Person</td><td>Housing Needs Assessment</td><td>Placed on Prioritization List</td></tr><tr><td>11/05/2024</td><td>Kent</td><td>Phone</td><td>Housing Needs Assessment</td><td>Placed on Prioritization List</td></tr></table>Add
Showing 1-2 of 2</td></tr>
</table>

<table>
<tr><th>Steps</th><th>Script</th><th>Potential Follow-Up</th><th>CHC form/HMIS Guide</th></tr>
<tr>
<td>Complete Coordinated Entry Event</td>
<td></td>
<td></td>
<td>Complete Coordinated Entry Event by clicking Add

Start Date: today’s date
Date of Event: today’s date
Event: Referral to scheduled Coordinated Entry Housing Needs Assessment

Save Event to close. Reponses should always look like this:

<table>
<tr><th colspan="8">Coordinated Entry Event</th></tr>
<tr><th></th><th>Start Date *</th><th>Date of Event *</th><th>Event *</th><th>Problem Solving/Diversion/Rapid Resolution intervention or service result - Client housed/re-housed in a safe alternative</th><th>Location of Crisis Housing or Permanent Housing Referral</th><th>Referral Result</th><th>Date of Result</th></tr>
<tr><td></td><td>11/07/2024</td><td>11/07/2024</td><td>Referral to scheduled Coordinated Entry Housing Needs Assessment</td><td></td><td></td><td></td><td></td></tr>
<tr><td></td><td>11/05/2024</td><td>11/05/2024</td><td>Referral to scheduled Coordinated Entry Housing Needs Assessment</td><td></td><td></td><td></td><td></td></tr>
<tr><td>Add</td><td colspan="7">Showing 1-2 of 2</td></tr>
</table>
</td>
</tr>
<tr>
<td>Complete Current Living Situation</td>
<td>If you are engaging with the client at the place they are staying, you do not need to ask and can list this current living situation. If you are not: “Where are you currently staying?”

Location Details: if staying outside: “Can you tell me about the area where you stay, like a nearby street or park?”</td>
<td>If possible, get a detailed description of the location (ex.: park names, business names, address and/or major cross street, color of tent, color/make/model of car, partial license plate. If clients are uncomfortable giving an exact spot, the general location is fine.

“Collecting detailed information helps us coordinate outreach team services and can make it easier for us to document your experience with homelessness, which is required if you receive certain resources.”</td>
<td>Complete Current Living Situation by clicking Add

Start Date: today’s date
Information Date: today’s date
Current Living Situation: Select the location where the participant is currently staying.
Living situation verified by: Lookup and select your agency if you visibly witnessed the participant staying outside
Location details: if staying outside, provide a detailed description of the location (ex.: park names, business names, address and/or major cross street, color of tent, color/make/model of car, partial license plate

Save Recordset to close.</td>
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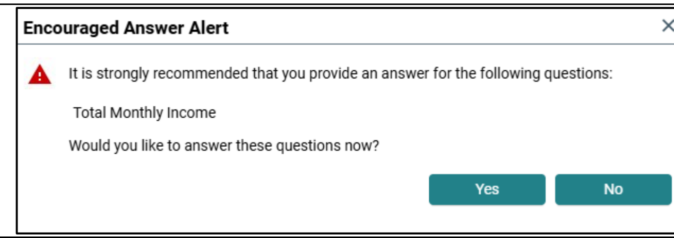
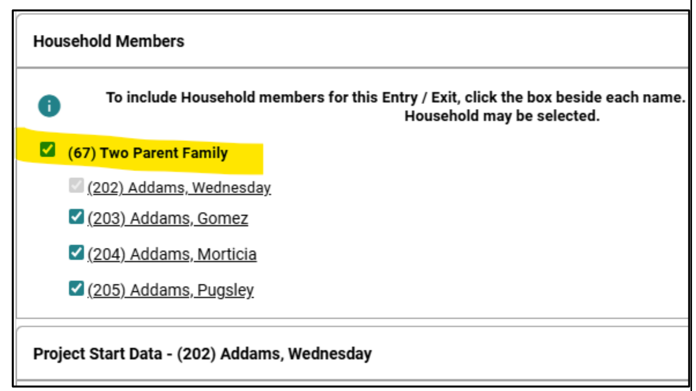
</table>

Steps	Script	Potential Follow-Up	CHC form/HMIS Guide
Add or Update Contact Information	"Are there are phone numbers where we could reach you by call or text?" (Confirm digits) "Is there an email address we can reach you by?" (Confirm spelling) "Do you have a case manager or advocate that you would like us to contact in case we cannot reach you?" (Confirm information) "Are there any other contacts, like a family member or friend, who can help us get in touch with you if we cannot reach you?" (Confirm information)		Add or update **Contact Information** by clicking Add • **Start date**: today's date • List participant's current phone number(s) and email address(es) with **Contact Type** as Self • If desired, add case manager phone and email with **Contact Type** as Other • If desired, list someone with phone or email who can take a message with **Contact Type** indicating the appropriate relationship
Complete Participant Review	"Based on the information shared today, do you feel that you have an increased understanding on what can be done to resolve your housing concerns?"		Once you are done with one household member, scroll to the bottom and click "**Save**". Complete necessary information for all household members. Once information has been completed for all household members, scroll to the bottom and click "**Save & Exit**". If the **Encouraged Answer Alert** pops up, go back and answer those questions.

Steps	Script	Potential Follow-Up	CHC form/HMIS Guide
			
Complete Exit Assessment			Complete an **Exit Assessment** for the next day. (ex. entry is 8/1/2024, exit will be 8/2/2024) • The entire HH should be added to the Exit. Select the box next to the correct household to ensure all household members are added.  • If household members are staying at different locations, go into each individual profile and complete the exit as directed below. • **Reason for leaving**: Completed program • Complete the exit **destination** based on where the participant plans to sleep tonight. *Exit destination should always be a Category 1 or Category 4 destination. If it is not, complete a problem-solving conversation to try to divert the household from experiencing homelessness.

Steps	Script	Potential Follow-Up	CHC form/HMIS Guide
			• Scroll to the bottom and click “**Save & Continue**”, scroll to the bottom and click “**Save & Exit**”

Frequently Asked Questions

Q: What is a housing assessment?

A: A housing assessment is the first step to getting housing resources through Coordinated Entry. Completing a housing assessment doesn’t guarantee a resource, but it is the first step to getting help and we can go from here.

Q: How long is this assessment good for? When should I call back? Do I need to update my information?

A: This assessment will be good for 90 days, unless there has been a significant change to your homelessness situation or if you have a change to your contact information.

Q: Do I have to answer all these questions? What if there are questions I don’t want to answer? Will that affect my eligibility?

A: You do not have to answer every question. Sharing information is always your choice, and you will not be denied services for choosing not to answer certain questions. The questions are asked to better understand your situation so we can match you to opportunities as they become available. Answering as honestly as you feel comfortable can help make sure any future housing or support is a good fit for you. You can skip questions, take breaks, or update your answers later if things change.

Q: Why do you ask about race and ethnicity?

A: We want to make sure that we understand any gaps in the services we offer at a systems level. This information is not used to determine whether you are connected to a housing resource. Instead, we are working to ensure the system avoids discrimination and stereotypes by uncovering and working to eliminate the negative impacts of discrimination and racism, rather than to cause them.

Q: What if this information is used to discriminate against me or to stereotype my family or community?”

A: These concerns are valid and important. A lot of communities share this fear. However, we want to get to know you better and want to make sure that the community understands gaps in the services we offer, at a systems level. We are trying to avoid discrimination and stereotypes and figure out how to tailor our support to your unique needs. Individual information privacy will be protected by privacy legislation. When we are using and analyzing your personal information, the goal is to uncover and work to eliminate the negative impacts of discrimination and racism, rather than to cause them. The more open and honest you are during this assessment, the better we can understand your needs and find resources. None of the programs in CE use race or ethnicity to decide who can get help, and we also don't use that information when we do the assessment.

Q: How can I get a voucher for RRH or PSH? My family member/friend got funding from a local agency, how can I get the same resource?
A: Coordinated Entry (CE) focuses on helping households prioritized using consistent criteria about safety, health, and housing access. Completing an assessment is only the first step in being considered for help; housing may not be immediately available and is not guaranteed. Because housing projects and funding sources frequently change, it cannot be guaranteed that you will receive the same resource as another household.

Q: I've done this multiple times, why haven't I gotten a resource? Do you ever have resources available?
A: Coordinated Entry (CE) focuses on helping households prioritized using consistent criteria about safety, health, and housing access. Unfortunately, we cannot guarantee a resource for everyone. We do not maintain a waitlist for resources. When resources do become available, they are offered based on priority and eligibility at that time, and completing an assessment helps make sure you're considered when opportunities do come up.

Q: How long will it take to pull my name for housing? When will I get called for a voucher?
A: There isn't a set timeline, and we are not able to predict when someone will be matched to housing. The wait depends on factors like what resources become available, eligibility requirements, and how many people are waiting.

Q: I don't have a phone or email address/my phone number changes a lot. How can I make sure I am contacted for a resource if one is available? Will I be taken off the list if I miss the call?
A: If you are selected for a resource, you can expect to hear from a staff member who will determine whether you meet eligibility criteria and provide additional information about intake. It is important to keep your contact information updated with your shelter or outreach worker, or The Salvation Army, and you can notify them of that change as often as needed. You can also add other contacts (such as a case manager or advocate, family member, or trusted friend) who can help get in touch with you if needed.

Q: What is the point of this/what do I do if there are no housing resources available?

A: Completing a housing assessment helps make sure your story, needs, and strengths are documented and understood. While it may not lead to immediate housing, this assessment can help connect you to opportunities as they become available, while reducing the burden on you to repeat your story and advocate for yourself. You can work with your shelter or outreach worker or can call 2-1-1 for information on additional community resources.