



CES FAMILY PRIORITIZATION SHELTER

WORKFLOW



PURPOSE

The purpose of this workflow document is to explain the CES process for assessing families and prioritizing for shelter beds when available. The overall goal of this new process is to better prioritize families in need based on community agreed-upon prioritization factors. This process moves away from using the VI-F-SPDAT as a requirement for entry into shelter and instead utilizes a CES Shelter Matching Tool. You will no longer need to administer a Big 3 to assess a family for shelter: you only need a completed CES Shelter Matching Tool and an ROI. This is specific for shelter access only and should not be confused with a housing intervention. This tool will:

- ▶ Prioritize vulnerable populations based on community criteria for shelter– not a score

CES Shelter Matching Tool

- ▶ This tool will be used to prioritize families for CES participating shelters in Orange County & Seminole County – Coalition for the Homeless, Family Promise, and Rescue Outreach Mission
- ▶ This tool should be administered to families seeking shelter
 - ▶ Pregnant female
 - ▶ Household with minors aged 17 and under)
- ▶ This tool can be used in conjunction with a Regional Big 3, but it is not necessary for a family to receive a Regional Big 3 to enter shelter – they only need the CES Shelter Matching Tool and an ROI
- ▶ This tool will be an assessment in HMIS, which will populate onto a Report Writer Report
- ▶ CES will prioritize families on the report by the agreed-upon community prioritization factors for shelter and send it to the shelter providers when they indicate availability

Shelters will call down the provided list to fill any shelter availability

SHELTER ACCESS

The CES Shelter Matching tool should be completed for families ONLY, who express an interest in shelter. The information collected should be inputted into HMIS (CES Shelter Registry located under the “Assessment Tab) along with an upload of the ROI. CES will prioritize families for shelter based on the criteria the family meets at time of the CES Shelter Matching Tool.

- » This information should ONLY be filled out for the Head of Household (Self)
- » This information should ONLY be collected for families seeking shelter
- » Families do NOT need a full assessment (BIG 3) to enter CES participating shelters
- » Any access point that assesses families can administer a CES Shelter Matching Tool – you do not need to refer the family to a HUB



DATA ENTRY IN HMIS

Client - (90057) ZZ-Doe, ZZ-John



(90057) ZZ-Doe, ZZ-John

Release of Information: None

-Switch to Another Household Member-

Submit

Client Information

Service Transactions

Summary

Client Profile

Households

ROI

Entry / Exit

Case Managers

Case Plans

Measurements

Assessments

Select an Assessment

CES Shelter Matching Tool

Submit

- » Go to Head of Household's Client Profile (or if they are not in the system, create one and add household)
- » Go to "Assessments" Tab
- » Select "CES Shelter Matching Tool" from the drop-down menu
- » Under "Shelter Matching Tool, click "Add"

CES Shelter Matching Tool



SHELTER MATCHING TOOL



Shelter Matching Questions

	Start Date *	Are you pregnant?	What is your current living situation?	How long have you been in the above homeless situation?	Number of Adults:	Number of Children:	Ages and Genders of Family Members:	Fleeing a dangerous situation?	Medical Condition:	Client Contact Info	End Date
	01/04/2019	Yes	Imminent Risk	Two to six nights	2	3	M(24), F(23), F(4), M(3), M(0)	No	No	555-555-5557	
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Add

- » Enter answers to the Shelter Matching questions in the appropriate fields
 - ▶ "Start Date" should be date the tool was completed
 - ▶ Please note the formatting examples provided for some of the questions

Ages and Genders of Family Members:
Example, F(32)
M(31) M(5)

- » **IMPORTANT** – Do not end date the assessment
 - ▶ That will be utilized by Shelter/CES staff ONLY
- » Hit "Save" at the end of the assessment tool

MESSAGING

Thanks for visiting us!

You have completed the Coordinated Entry System (CES) Shelter Assessment Tool for you and your family. This assessment is for families who are interested in emergency shelter, if space becomes available.



Our goal is...

- To connect you and your family with emergency shelter



From the CES Shelter Assessment...

- We have a better understanding of your needs
- We can determine what shelters can best accommodate your needs



What's next?

- Keep contact info up to date, if still in need of shelter, by contacting our CES Hotline (407) 917-1377
- If and when you are contacted for a shelter bed, treat that contact with urgency as their will only be a 1 hour maximum timeframe to respond and a 24 hour period to enter shelter



Please keep in mind...

- ***Shelter beds are very limited and not guaranteed***
- Completing the Shelter Assessment ***does not*** guarantee shelter, and you should continue to explore other options. We encourage you to reach out to your supports and different resources available in our community, if you'd like to explore those options, a CES Volunteer can discuss with you further

HOW EMERGENCY SHELTER BED ASSIGNMENTS ARE MADE?

After the CES Shelter Matching Tool has been entered into HMIS (as shown above), the family will populate onto a CES Shelter Registry using Report Writer.

- ▶ This tool will allow us to see all added assessments for families in real-time.
- ▶ CES will filter and assign priority ranks to the families on the Registry using the agreed-upon shelter prioritization bucket criteria.
- ▶ When availability is indicated by the shelter, the prioritized Registry list will be sent and shelter staff will call-down the list until they have filled the bed.
- ▶ The shelters will utilize a Shelter Tracking tool in HMIS to assist them and track outcomes.
- ▶ If the family exceeds 60 days on the shelter Registry, they will be removed and will need to be reassessed for shelter services to be put back on.

The Shelter Tracking Tool located under the CES Shelter Matching Tool assessment in HMIS will be used to track progress in contacting clients for available shelter beds. If the family has been prioritized for shelter indication of such will be noted in this section.