



THE CALL

COORDINATED ACCESS TO LOCAL LINKS

**City of New Bedford Homeless Service Providers Network
City of Fall River Homeless Service Providers Coalition
Greater Bristol County/Attleboro/Taunton Coalition to End Homelessness**

Today's Work:

- **Reviewing the Purpose**
- **THE CALL Written Standards**
- **Familiarize agencies with Forms**
- **Signing the MOUs**
- **Taking the Next Steps**
- **What are your Take Aways**



Reviewing the Purpose

- Fulfill HUD mandate.
- Reduce/eliminate chaos for families or individuals in crisis.
- Eliminate back doors into housing and services
- Serve the hardest to house, chronic, most vulnerable *first*.



Written Standards

At THECALL's center of operations...

THE CALL will:

- Collect basic information regarding current situation
- If client is under life threatening duress or involved in domestic violence they will be connected with police, safelink, local domestic violence shelters
- Collect name, contact number or email address, date of birth, social security number, mother's maiden name



Written Standards

THE CALL will attempt the following with each Client identifying as “homeless...”

- Diversion
- Prevention
- Rapid Rehousing
- Permanent or Transitional Housing
- Shelter Services



Written Standards

THE CALL will complete the necessary assessment over the phone in order to determine the need for diversion or shelter, or to place the caller on a waiting list for PSH or a THP.

- Initial Contact Form (Triage)
- SPDAT



Written Standards

NOTIFICATION

▪ BED REPORTING FORM

- ✓ Completed emailed to thecall@cssdioc.org between 8:30am-9:30am every morning Monday - Thursday
- ✓ On call worker for THE CALL will contact Shelter Friday, Saturday and Sunday morning by 9:30am to obtain bed counts (shelters must provide THE CALL with appropriate contact number and name for weekend updates)
- ✓ If beds are available at 4:00pm shelters will contact THE CALL and notify of openings (call 1-800-homeless)



Written Standards

NOTIFICATION

▪ ELIGIBILITY FORMS

- ✓ Each program must complete eligibility form annually or if any changes occur to a program form must be submitted immediately
- ✓ Agency must complete and submit an eligibility form for a new program to THE CALL a minimum of 5 days before the program begins



Written Standards

FILLING VACANCIES

▪ **EMERGENCY SHELTER**

- ✓ Providers will hold the vacancy on behalf of referred client in accordance to shelter protocols
- ✓ THE CALL will refer a client and then contact the shelter notifying them of referral and projected arrival time
- ✓ If client does not arrive by appointed time the shelter will contact THE CALL and notify bed has reopened for the evening



Written Standards

FILLING VACANCIES

▪ TRANSITIONAL HOUSING PROGRAMS

- ✓ Program will notify THE CALL of opening and THE CALL will provide top three names and contact information on waiting list
- ✓ Staff at Housing Program will determine ultimate eligibility and acceptance or rejection into program within three business days
- ✓ If accepted the receiving program must document that acceptance and arrange for move-in within three business days from acceptance



Written Standards

FILLING VACANCIES

▪ PERMANENT SUPPORTIVE HOUSING

- ✓ Program will notify THE CALL of opening and THE CALL will provide top three names and contact information on waiting list
- ✓ Staff at Housing Program will determine ultimate eligibility and acceptance or rejection into program within five business days
- ✓ If accepted the receiving program must document acceptance and arrange for move-in



Written Standards

CLIENT/CONSUMER CHOICE

- Due to limited resources in all CoC's clients/consumers are not able to decline a referral and continue to receive services except under very limited circumstances
- If a client/consumer declines services for a valid reason as decided by THE CALL and Receiving Program a case conference may be called to resolve any barriers to service.



Written Standards

PROVIDER DECLINE POLICY

EMERGENCY SHELTER

- **EMERGENCY SHELTER MAY ONLY DECLINE IF:**
 - ✓ No actual vacancy available (miscommunication)
 - ✓ Household presents with more people than referred by THE CALL
 - ✓ Emergency shelter has determined that individual or family cannot be safely accommodated



Written Standards

PROVIDER DECLINE POLICY

EMERGENCY SHELTER

- ✓ EMERGENCY SHELTER MUST NOTIFY THE CALL IF CLIENT IS REJECTED AND REASON FOR DECISION
- ✓ EMERGENCY SHELTER WILL THEN REFER CLIENT BACK TO THE CALL IF REJECTED



Written Standards

PROVIDER DECLINE POLICY

THP, PSH, RAPID REHOUSING

- **THP, PSH, RAPID REHOUSING MAY ONLY DECLINE IF:**
 - ✓ No actual vacancy available (miscommunication)
 - ✓ Household presents with more people than referred by THE CALL
 - ✓ Household has missed two intake appointments
 - ✓ Receiving Program has determined client cannot meet tenancy obligations with the supports provided by the program



Written Standards

PROVIDER DECLINE POLICY

THP, PSH, RAPID REHOUSING

- **THP, PSH, RAPID REHOUSING MAY ONLY DECLINE IF:**
(cont)
 - ✓ Based on individual program policies and procedures the Receiving Program has determined the individual cannot be safely accommodated
 - ✓ Household has not presented at the Receiving Program within five business days from intake appointment



Written Standards

PROVIDER DECLINE POLICY

- PROGRAMS **MAY NOT** DECLINE PERSONS WITH PSYCHIATRIC DISABILITIES FOR REFUSAL TO PARTICIPATE IN MENTAL HEALTH SERVICES AS LONG AS THE CLIENT IS ABLE TO COMPLY WITH TENANCY AND IS OF NO HARM TO HIMSELF OR OTHERS
- CoC'S HAVE AGREED PROVIDERS MUST ACCEPT AT LEAST TWO OF EVERY THREE REFERRALS FROM THE CALL



Written Standards

RETURNS TO EMERGENCY SHELTER OR STREETS

- If a client can no longer be served by a housing program and is again homeless, agency will contact THE CALL to determine if another placement can be made in emergency shelter



Written Standards

HOLDING BEDS OR UNITS TO LOCATE CLIENTS

- **EMERGENCY SHELTER**

- ✓ Provider required to hold bed until a time as set by Emergency Shelter Protocols in order for the individual or household to arrive at the shelter

- **THP AND PSH**

- ✓ The Receiving Program is required to hold the unit for three business days in order to locate and inform individual hour household of availability of housing and arrange the intake



Written Standards

GRIEVANCE AND APPEALS POLICIES

- ALL GRIEVANCE AND APPEALS WILL BE HANDLED WITHIN THE PROVIDING AGENCY ACCORDING TO THEIR POLICIES AND PROCEDURES
- APPEALS REGARDING ELIGIBILITY AND REFERRAL MADE BY THE CALL WILL BE SUBMITTED TO THE SOUTHCOAST NETWORK TO END HOMELESSNESS



Written Standards

MONITORING

- ALL CoC'S WILL DEVELOP THEIR OWN METHOD OF MONITORING THE EFFECTIVENESS OF THE CALL



Written Standards

QUESTIONS

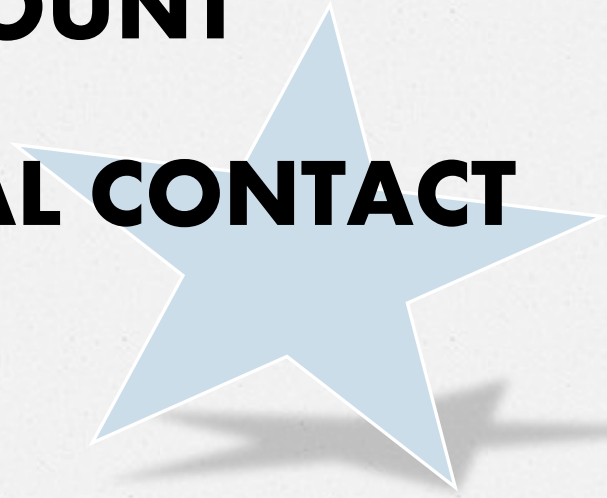


Forms

DAILY BED COUNT

CLIENT INITIAL CONTACT

SPDAT



MOU

CONTINUUMS OF CARE



Next Steps

1. TRAIN YOUR STAFF
2. UPDATE WAITING LIST FOR PSH AND THP
3. COMPLETE SPDAT ON UPDATED WAITING LIST
4. PROVIDE UPDATED LIST COMPLETE WITH VULNERABILITY INDEX TO THE CALL BY

11/19/2015



Take Aways...



ONE DOOR.
We are all in this together



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