

## Appendix D

### Coordinated Entry Protocols for those actively fleeing Domestic Violence

Domestic Violence Shelters provide emergency shelter, advocacy and support for victims that are fleeing domestic violence.

Those claiming Domestic Violence status have two ways in which to access housing services.

#### 1. Crisis Line/Police/911 Entry Point to Shelter and Housing Services

- A victim can call the crisis line which is answered 24 hours a day/365 days a year.
- The victim will speak with an advocate – the first question that is asked is “Are you safe” if the victim is safe the advocate will complete an assessment with the victim. If it is not safe for the victim to talk the advocate encourages them to call 911 for assistance.
- The assessment includes demographics, lethality assessment, and information on the last incident of domestic violence. For shelter services the victim must be in immediate danger and must be a victim of intimate partner violence. *Intimate partner is defined as current or past spouse/partner and/or the other parent of your child(ren) – someone you had an intimate relationship with.* If the victim qualifies for shelter and there is space she will be provided a bed. If there is not space in the shelter for the victim, the advocate working with the victim will help find another safe location for the victim to go.

#### 2. Coordinated Entry System (CES) via 2-1-1

- If a client calls 2-1-1 (CES) they will first be asked if they are safe and are seeking immediate shelter. If the caller fears for his/her safety and it is not safe for the victim to talk the call agent will encourage them to call 911 for assistance and/or talk them through the Crisis Line intake procedure for shelter services as outlined by the DV Shelter staff.
- If the victim feels safe the call agent will complete the Coordinated Entry Assessment with the victim and obtain a verbal Release of Information.
- Once a referral is received through the CES, the DV shelter will return calls to the client as soon as possible – the advocate on duty will call the victim and see what services they need, if shelter is needed and there is space an assessment will be done to see if the victim qualifies. If shelter is not needed or the client does not qualify for services the referral will be sent back to the Coordinated Entry Administrator for re-evaluation.
- Once a victim is in the shelter, the victim will set goals with their case manager to include housing. DV Shelters may self-refer to other housing programs since the client has already entered the CES through their initial intake either through Crisis Line or 2-1-1. Victims may choose to re-enter the CES via 2-1-1 at their discretion. Victims will be provided the CES number (2-1-1) if they are no longer qualified for services through the domestic violence shelter and are looking for alternative housing programs.