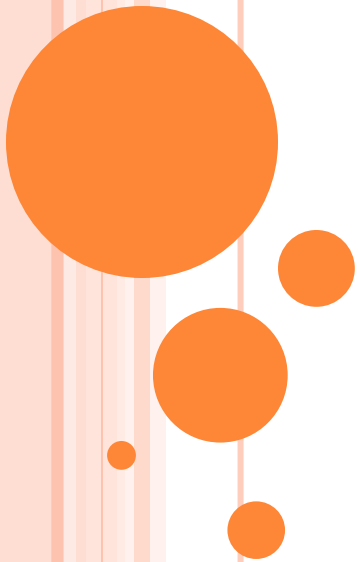


HOUSING NAVIGATOR MEETING

10/2/18



AGENDA

Housing Navigator's Meeting October 2, 2018

1. Clients housed in September
2. Best practices in case management/intensive case management
3. Whatever happened to....
4. Difficult cases / layering of services
5. Announcements



CLIENTS HOUSED IN SEPTEMBER

Name	Date	Address	Agency
XXXXXX	9/11/18	XXX Wynnton	HFG
XXXXXX	9/4/18	XXX Peabody Ave	VA
XXXXXX	9/23/18	Relocated	Self-resolved
XXXXXX	9/17/18	Hotel	Self-resolved
XXXXXX	9/6/18	XXX 47th St	Self-resolved



CASE MANAGEMENT/INTENSIVE CASE MANAGEMENT BEST PRACTICES

- What should this look like?
- What responsibility do we have to the clients?
- What are the goals?
- How many visits per month?
- What services should be offered?
- What reporting should be done?
- How do we measure success?
- When is case management completed?
-



WHATEVER HAPPENED TO...

Each of you will receive a copy of the referrals sent to your agency. The list is not all-inclusive as the clients who were housed or relocated were removed from the By Name List. Some of the referrals are notated with a contact date but most are not. I took the information from ClientTrack or from the CEA when agencies that do not participate in ClientTrack notified her of their contact, rejection or placement.

Please review, update and return by 10/16/18.




Coordinated Entry Best Practices

1. Before an agency intake is completed, make sure the client has completed a 211 intake and a CES assessment. Entering the agency intake prior to the 211 and CES assessments skews the data. *If there is an emergent situation and the intake needs to be done immediately, the CES administrator will try to accommodate your needs.*
2. Once the referral is received and contact with the client is made, please make sure the CES administrator is aware of the date of contact. The time lapse between CES assessment, the referral being sent and the client being contacted is an accountability issue reported to HUD. *The entire process is expected to take no more than 72 hours.*



Muscogee/Russell Continuum of Care Coordinated Entry Policies and Procedures

2.6. **Timeline** – The 211 Call Agent notifies the client that their needs and barriers will be reviewed within 24 business hours of the intake. Once the Coordinated Entry Administrator conducts the VI-SPDAT and reviews the data the referral is made, ***the Receiving Program has three (3) business days to acknowledge receipt of the referral and make initial contact with the client.*** The Receiving Program can reject or deny the referral if the assigned case manager has been unable to contact the household after three (3) business days. If a household shows up at the Receiving Program after the three (3) business days have expired, the program staff will assist the household in reentering the system by contacting the CEA on their behalf. ***All of this information is documented in HMIS.***



NEXT MEETING

November 6, 2018

