



**UNITED
IN THIS
TOGETHER**

Housing Navigation and COVID Response Team Meeting July 12, 2022

United Way of the
Chattahoochee Valley



United Way of the
Chattahoochee Valley

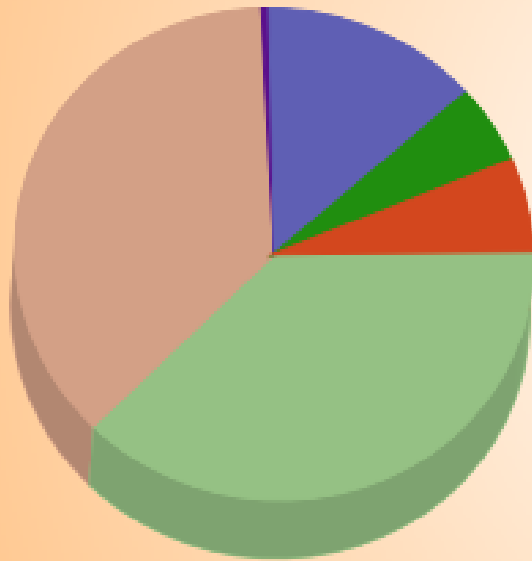


Agenda

- June Referral Reports
- Referral Outcomes/ CE Events
- Continuum of Care Supplemental to Address Unsheltered and Rural Homelessness
- Agency Updates/ Announcements and Upcoming Events
- Covid 19 Updates
- Resources and Links



All Referrals for June 2022



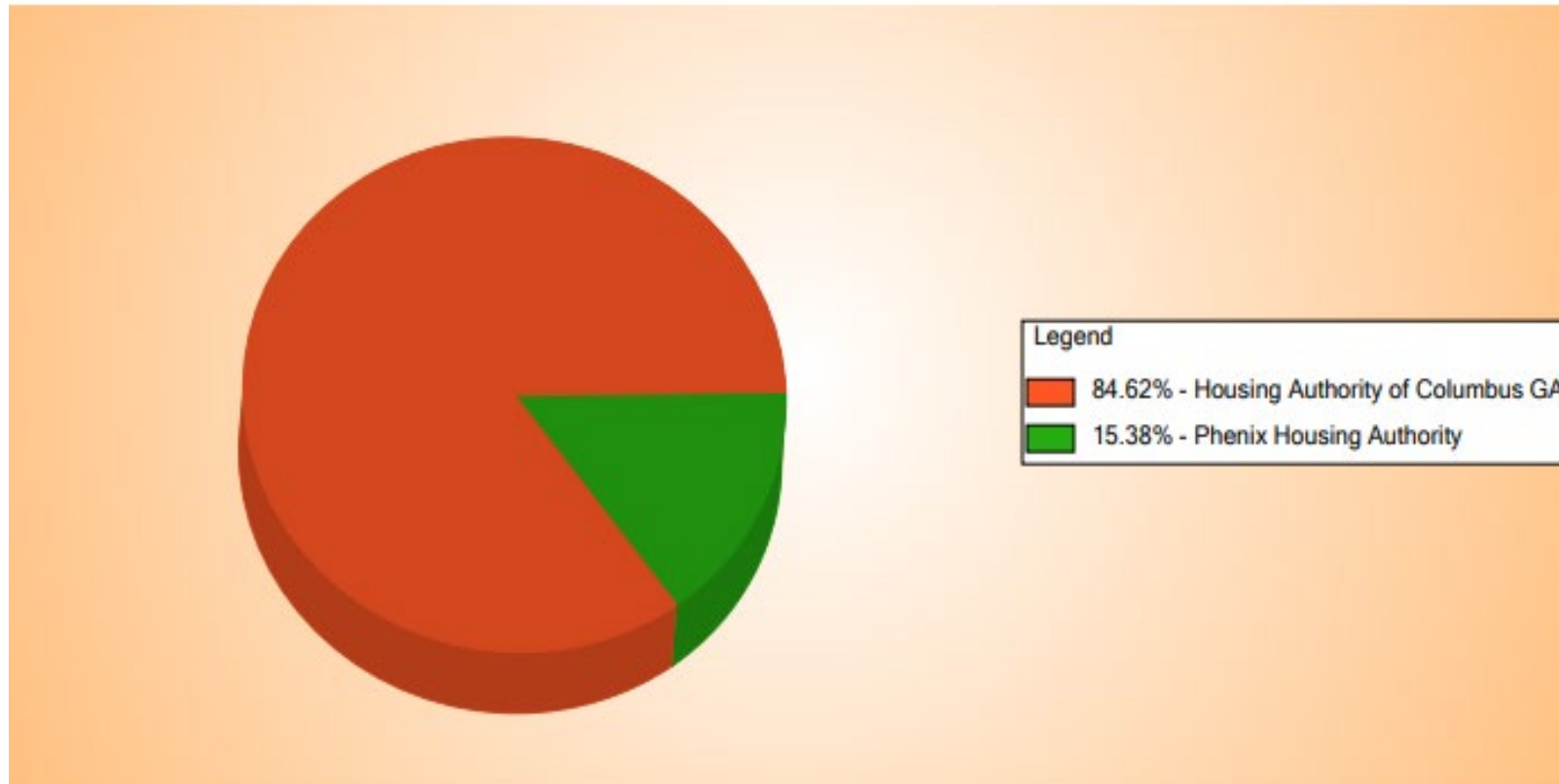
Legend

- 6.07% - Referral to Emergency Housing Voucher (EHV)
- 5.14% - Referral to Emergency Shelter bed opening
- 13.55% - Referral to Prevention Assistance project
- .47% - Referral to PSH project resource opening
- 36.92% - Referral to RRH project resource opening
- 37.85% - Referral to scheduled Coordinated Entry Housing Needs Assessment

All Referrals for June 2022

• Total Coordinated Entry Events Total	214
Referral to Emergency Housing Voucher (EHV)	13
Referral to PSH Project Resource Opening	1
Referral to RRH Project Resource Opening	79
Referral to Emergency Shelter Bed	11
Referral to Homeless Prevention Assistance	29
Referral to CE Housing Needs Assessment	81

Emergency Housing Voucher Referrals for June 2022



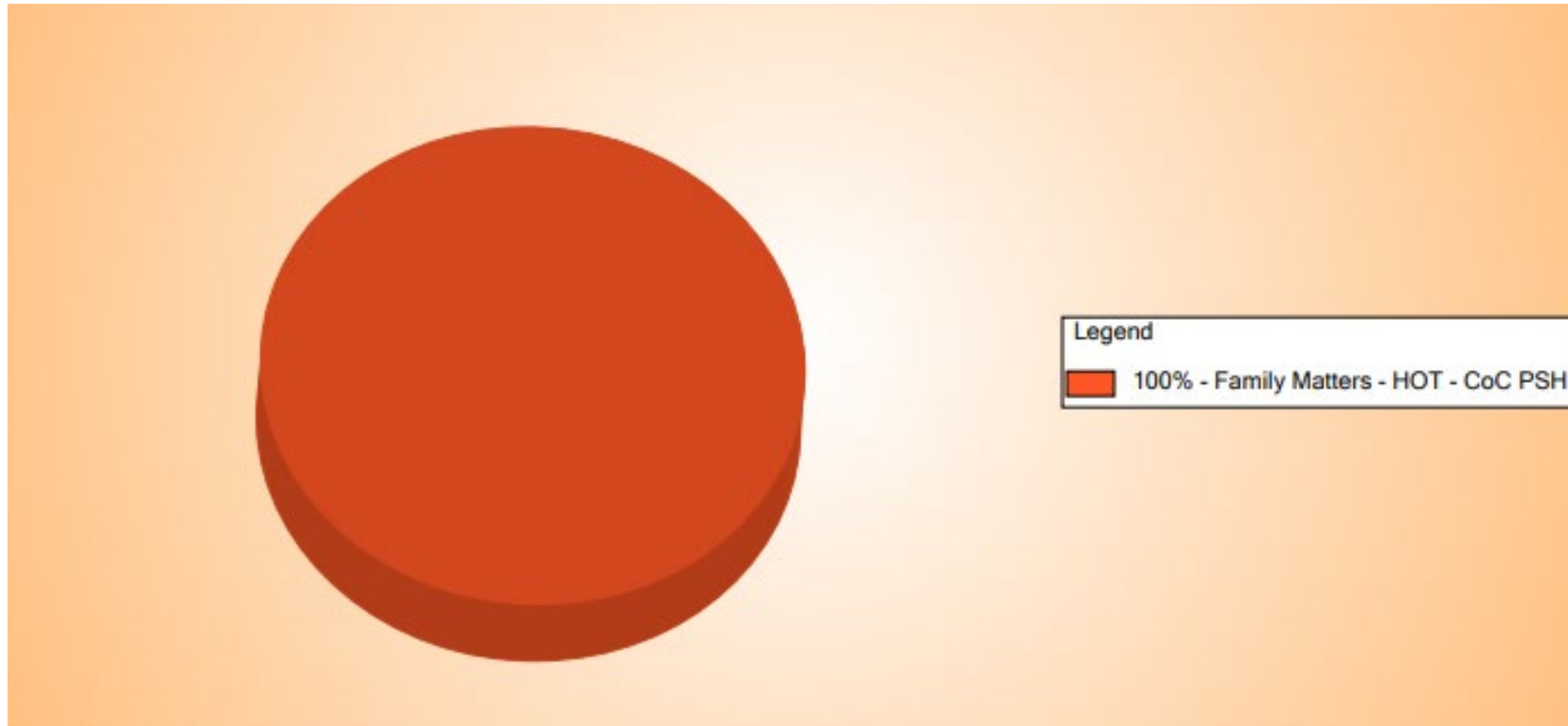
Emergency Housing Voucher Referrals for June 2022

Referral to Emergency Housing Voucher (EHV)	Total	13
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Housing Authority of Columbus GA	11
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Phenix Housing Authority	2
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Permanent Supportive Housing Referrals for June 2022



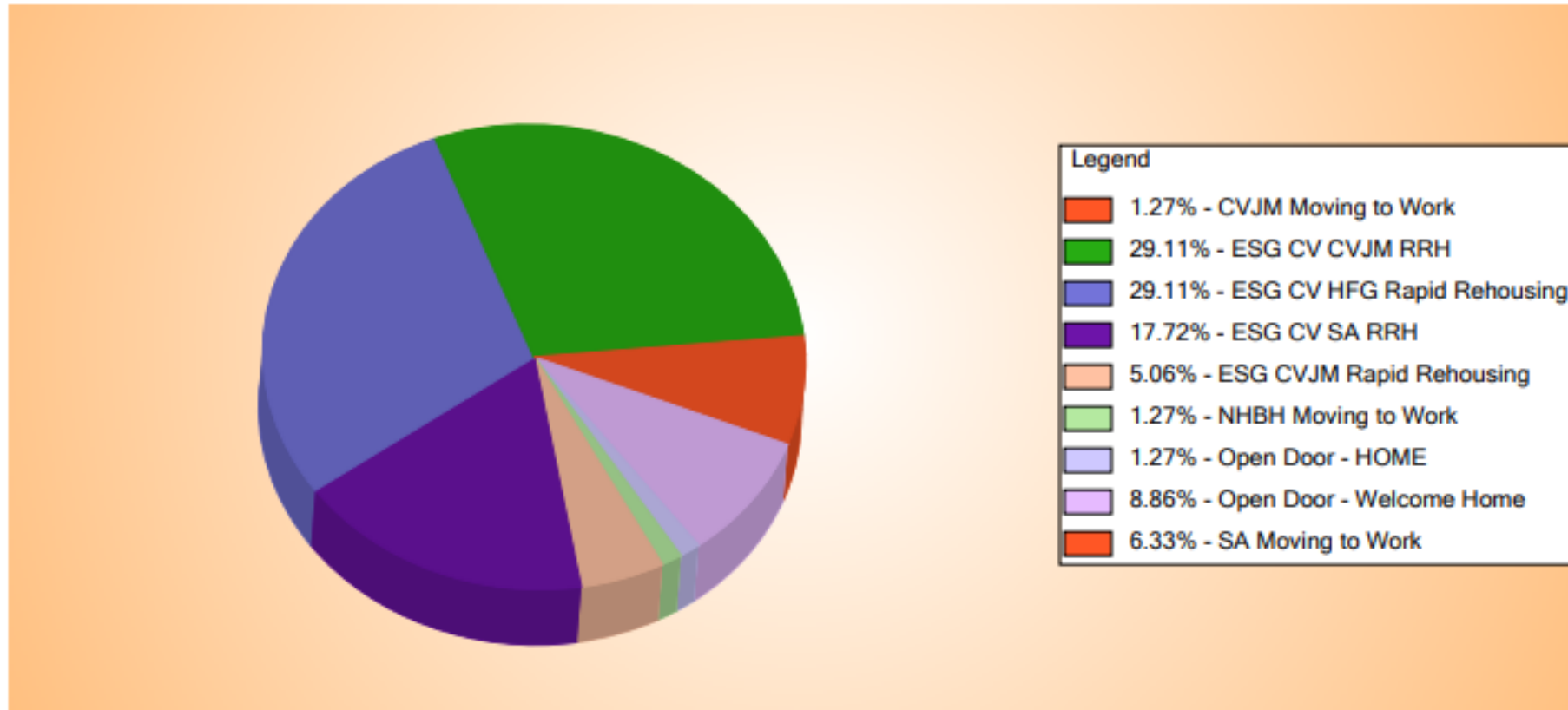
Permanent Supportive Housing Referrals for June 2022

**Referral to PSH project
resource opening**

Family Matters - HOT - CoC PSH

1

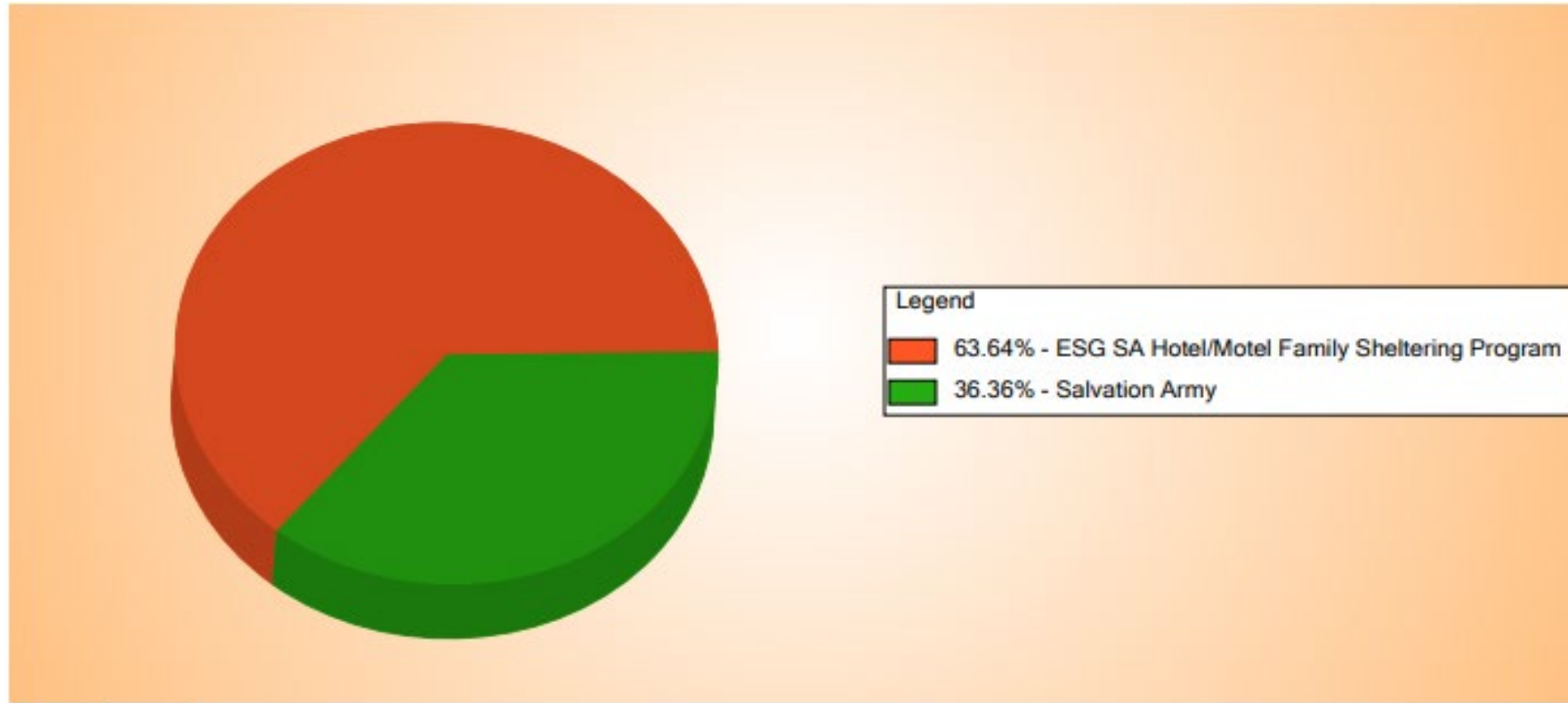
Rapid Rehousing Referrals for June 2022



Rapid Rehousing Referrals for June 2022

Referral to RRH project resource opening total	79
CVJM Moving to Work	1
ESG CV CVJM Rapid Rehousing	23
ESG CV HFG Rapid Rehousing	23
ESG CV SA Rapid Rehousing	14
ESG CV CVJM Rapid Rehousing	4
NHBH Moving to Work	1
Open Door - Home	1
Open Door Welcome Home	7
SA Moving to Work	5

Emergency Shelter Referrals for June 2022



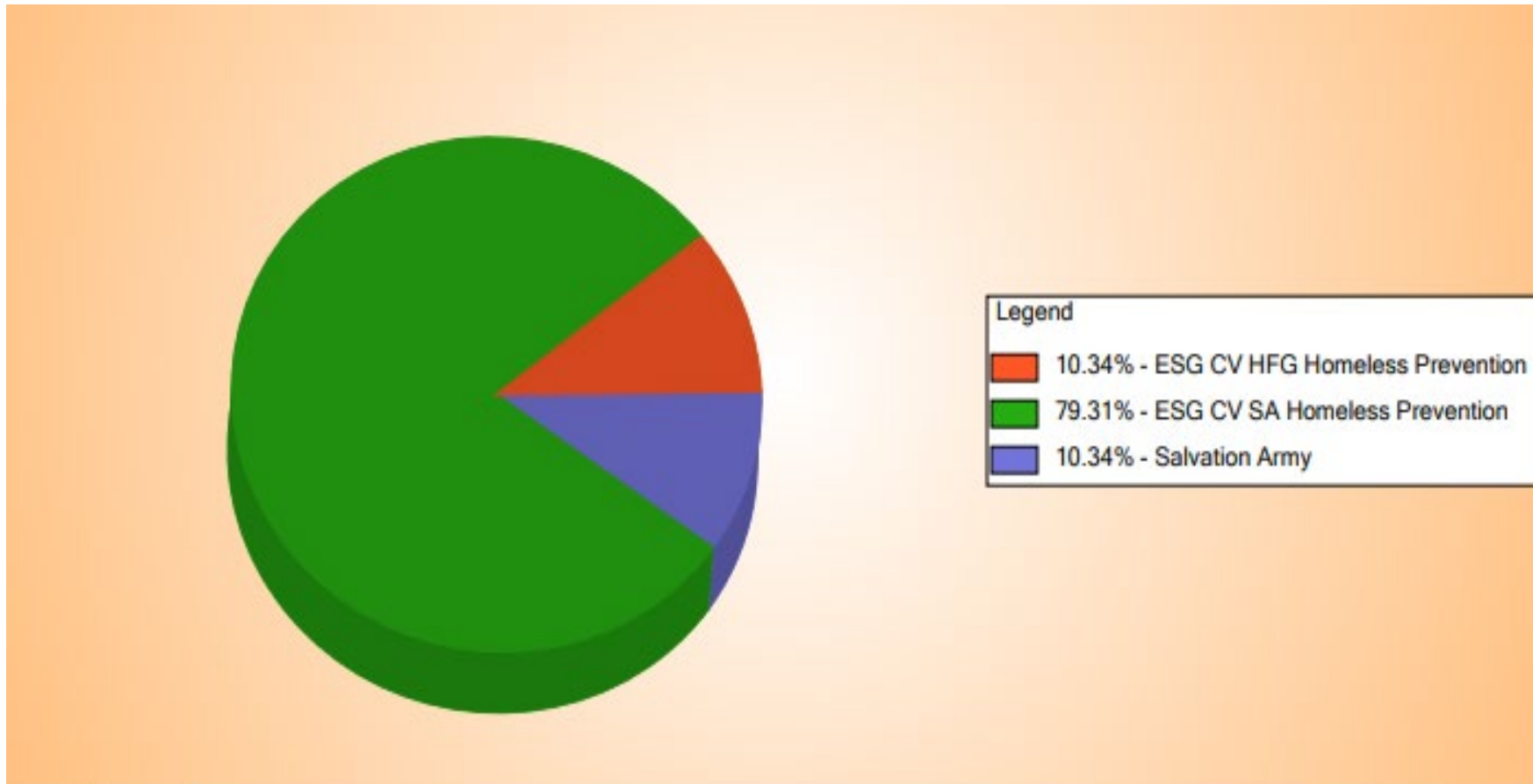
Emergency Shelter Referrals for June 2022

Referral to Emergency Shelters Total 11

ESG SA Hotel/Motel Family Sheltering Program 7

Salvation Army 4

Homeless Prevention Assistance Referrals for June 2022



Homeless Prevention Assistance Referrals for June 2022

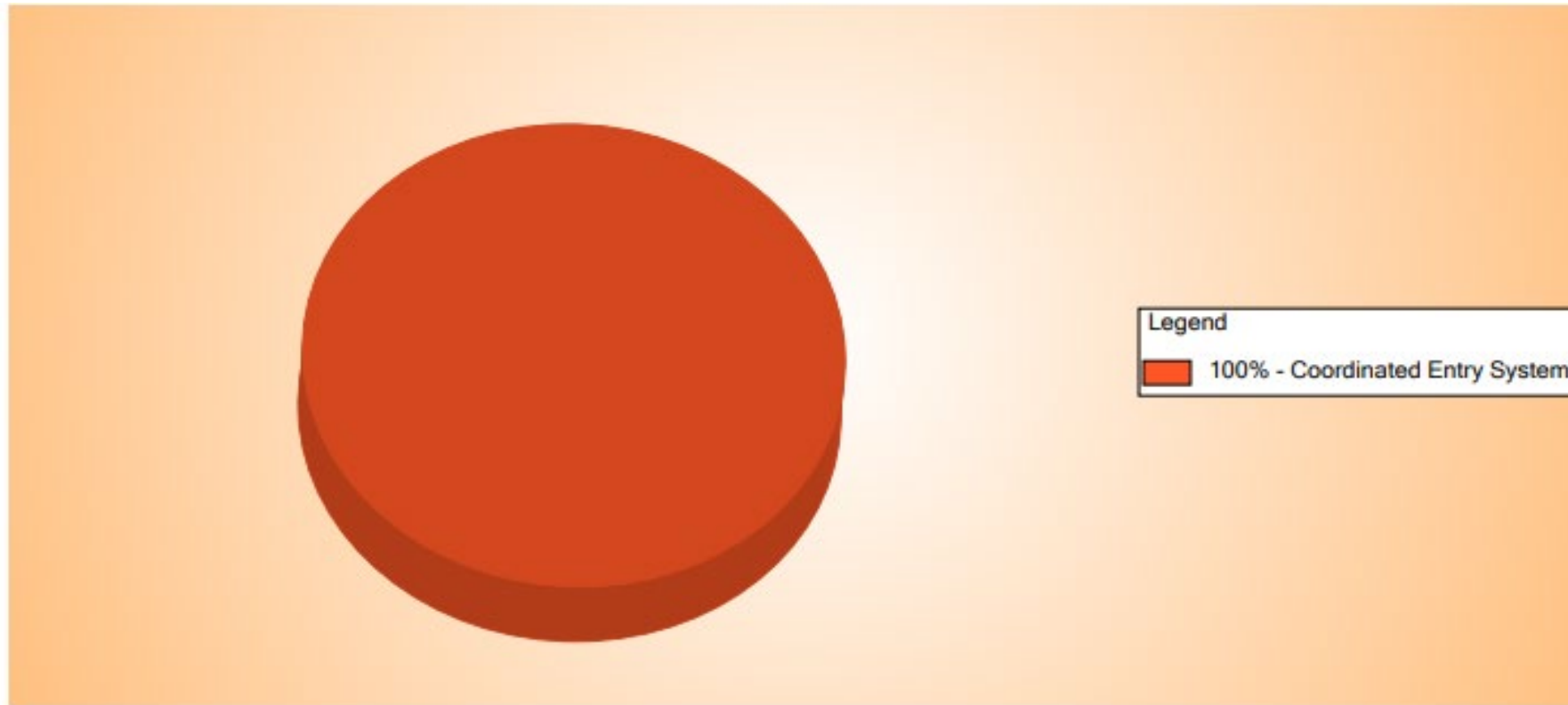
**Referral to Homeless Prevention Assistance Total
29**

ESG CV HFG Homeless Prevention 3

ESG CV SA Homeless Prevention 23

Salvation Army 3

CE Housing Needs Assessment Referrals for June 2022



CE Housing Needs Assessment Referrals for June 2022

Coordinated Entry Housing Needs Assessment

81

Coordinated Entry System

81



Updating Referrals in ClientTrack

Incoming Referral



Charles Jeffries <no-reply@clienttrack.com>

To ● Sherronica Jackson

Cc ● Charles Jeffries


↩ Reply

↩ Reply All

➦ Forward



Mon 7/11/2022 12:18 PM

 Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

[EXTERNAL MESSAGE]

This email is to inform you that a referral to your organization has been sent for **client 419340**.

The referral can be viewed in the **Providers** workspace.

Please update the referral using the **Referrals to Provider** option and selecting the **Referral Outcome** option for client 419340

(*Providers > Provider > Referrals to Provider*)

Thank you.

You will receive an email indicating an incoming referral and instructions on how to update the referral. The referrals are sent based solely on household composition and current living situation. All referrals must be acknowledged and 1st contact attempt made within 3 business days.

United Way of the
Chattahoochee Valley



Homeless Resource Network - ClientTrack

https://usw.clienttrack.net/19/MainPage.aspx?Inline=top&SecondaryKey=&PrimaryKey=

211 Intake Organization Setup Project Setup (GA-5... Housing Inventory... ClientTrack User Set... ClientTrack ClientTrack Train ClientTrack Eccovia ClientTrack Upgrade HDX HDX 2.0 HMIS Administrator...

Clients

Dashboard Find Client Intake COVID-19 Intake Profile Common Assessments

ClientTrack All Search

Test Tester 10/10/1999 Male CLIENT ID 419340

Client Referrals

Below is a list of all existing referrals for the selected client. To add a new referral for the client, click the **Add New Referral** button. To view or edit a record displaying in the list, click **Edit Referral** next to the desired record. Click **Services** next to a referral record in order to view or add services that reference the referral. To get directions from the client's address to the provider, click the **Get Directions** option. To print a referral voucher, click **Referral Voucher** next to the desired record.

+ Add New Referral Quick Referrals Housing Referral Referral Eligibility Add CE Event Referral In

PROVIDERS

HFG MTW

REPORTS

COORDINATED ENTRY

	To Provide	Status	Result
Referral Made	ESG CV HFG	Referral Made	
Referral Made	ESG CV HFG	Referral Made	
Referral Made	ESG CV SA Homeless Prevention	Referral Made	Rejected
Referral Made	ESG CV HFG Rapid Rehousing	Referral Made	
Referral Made	Coordinated Entry System	Referral Made	
Referral Made	ESG CV HFG Rapid Rehousing	Referral Made	
Referral Made	ESG CV HFG Rapid Rehousing	Referral Made	
Referral Made	Coordinated Entry System	Referral Made	Service Provided

Cancel

Drop down the Workspace Carousel and then click on the Providers Workspace.

https://usw.clienttrack.net/19/MainPage.aspx?Inline=top&SecondaryKey=&PrimaryKey=

211 Intake Organization Setup Project Setup (GA-5... Housing Inventory... ClientTrack User Set... ClientTrack ClientTrack Train ClientTrack Eccovia ClientTrack Upgrade HDX HDX 2.0 HMIS Administrator... Charles Jeffries | Help | Sign Out

Providers

- Find Provider
- Add New Provider
- Provider Dashboard

Provider

- Referrals to Selected Provider
- Services
- Edit
- Contacts
- Files

HFG MTW

< ☆ Find Provider

Locate a provider by using the selection criteria below. To get a list of all providers, leave the selection criteria blank and select search. To change your search, change the selection criteria and select search.

Provider: ⓘ

Address:

City:

State:

Zip Code: 🔍

Provider Type:

🔍 Search

✕ Cancel

Click on Find Provider then Click on Search.

Providers

Find Provider

Add New Provider

Provider Dashboard

Provider

Referrals to Selected Provider

Services

Edit

Contacts

Files

ClientTrack

All Search

Charles Jeffries Help Sign Out

HFG MTW

Find Provider

78 results found.

Provider	Address	City	State	Zip Code	Warrant	Open Case	Sex Offend	State ID	SS Card	Birth Cert	ADA Access	HV Imp Srv	Srv Animal	Gend ID	Sober	Ban	No Self Care	30 Day Wait	24 Hr	3rd Staff	Inc Req
Dr. Janine Burgher-Jones Family Practice																					
Enrichment Services Program		Columbus	GA																		
ESG CV CVJM RRH	2101 Hamilton Road	Columbus	GA	31904																	
ESG CV HFG Homeless Prevention					No	Yes	Yes	No	No	No	Yes	Yes	Yes	Yes	Yes	No	No	No	No	N/A	
ESG CV HFG Rapid Rehousing					Yes	Yes	Yes	No	No	N/A	Yes		Yes	Yes	No	No	No	No	Yes	Yes	No
ESG CV Home For Good Non-Congregate Shelter					Yes	Yes	Yes	No	No	No	Yes	Yes	Yes	Yes	No	No	No	No	Yes		No
ESG CV SA Homeless	1718 2nd Avenue	Columbus	GA	31901																	

Cancel

Click on the appropriate Provider.

Providers

Find Provider

Add New Provider

Provider Dashboard

Provider

Referrals to Selected Provider

Services

Edit

Contacts

Files

ClientTrack

All Search

Charles Jeffries Help Sign Out

ESG CV HFG Rapid Rehousing

Provider Identification Info

The Provider Name and contact information display below for the selected provider.

Provider Name: ESG CV HFG Rapid Rehousing

Address:

Zip Code:

City:

State:

Phone:

Referral E-mail: sjackson@unitedwayofthecv.org

Save

Cancel

Click on Referrals to Selected Provider.

Providers

Find Provider

Add New Provider

Provider Dashboard

Provider

Referrals to Selected Provider

Services

Edit

Contacts

Files

ClientTrack

All Search

ESG CV HFG Rapid Rehousing

Clients Referred to this Provider

Referral Date Between: and

Referral Status:

1st Attempted Contact - Left Message

2nd Attempted Contact - Left Message

3rd Attempted Contact - Left Message

1st Attempted Contact - Unable to Leave Message

2nd Attempted Contact - Unable to Leave Message

3rd Attempted Contact - Unable to Leave Message

Referral Result:

Service Provided Information Only

Rejected

No Show

CE Event Result:

Successful referral: client accepted

Unsuccessful referral: client rejected

Unsuccessful referral: provider rejected

Search

54 results found.

Client ID	Client	Referral Service	Referral Date	Referral Status	Acknowledge Date	Appointment Date	Result Date	Referral Result	CE Event Result	CE Event
<div><div><div><div></div><div>✓</div></div></div><div>419340</div></div>	Tester, Test	Referral to RRH project resource opening	07/11/2022							13

Cancel

Click on the checkmark next to the client id that is included in the email to pull up the referral.

Homeless Resource Network - ClientTrack

https://usw.clienttrack.net/19/MainPage.aspx?Inline=top&SecondaryKey=&PrimaryKey=

211 Intake Organization Setup Project Setup (GA-5... Housing Inventory... ClientTrack User Set... ClientTrack ClientTrack Train ClientTrack Eccovia ClientTrack Upgrade HDX HDX 2.0 HMIS Administrator...

Providers

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Provider

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ClientTrack

All Search

ESG CV HFG Rapid Rehousing

Client Referral

Client Referral Communication Authorization Referral Outcome

Outcome Information

Enter the Date Acknowledged by the referral recipient, Appointment Date and Time, Result Date and Result.

Date Acknowledged:

Referral Status: -- SELECT --

Appointment Date: AM

Result Date:

Referral Result: -- SELECT --

CE Event Referral Result: -- SELECT --

Comments:

Restriction: ☐ Restrict to Organization ☒ Restrict to MOU/InfoRelease

Restriction: ☐ Restrict to Organization ☒ Restrict to MOU/InfoRelease

<< Previous Finish Cancel

Key in the date you acknowledged the referral after attempting first contact. Remember acknowledgment and 1st contact attempt must be made within 3 business days of the referral.

Providers

Find Provider

Add New Provider

Provider Dashboard

Provider

Referrals to Selected Provider

Services

Edit

Contacts

Files

ClientTrack

All Search

ESG CV HFG Rapid Rehousing

Client Referral

Client Referral

Communication Authorization

Referral Outcome

Outcome Information

Enter the Date Acknowledged by the referral recipient, Appointment Date and Time, Result Date and Result.

Date Acknowledged:

Referral Status:

Appointment Date:

Result Date:

Referral Result:

CE Event Referral Result:

Comments:

Restriction:

Restriction:

- SELECT -

- SELECT -

1st Attempted Contact - Left Message

2nd Attempted Contact - Left Message

3rd Attempted Contact - Left Message

1st Attempted Contact - Unable to Leave Message

2nd Attempted Contact - Unable to Leave Message

3rd Attempted Contact - Unable to Leave Message

Made Contact with Client

Follow up with Client Post Referral

Follow up with Client - Appendix J (Provider Rejected)

Follow up with Client - Appendix I (Client Rejected)

No Contact Information for Client

Client Refused Services

No Program Available

Assessment Completed/ Referral Made

☒ Restrict to MOU/InfoRelease

<< Previous

Finish

Cancel

Update the Referral Status with the outcome of the contact attempt. Until contact is or is not made. If another contact attempt is needed, click Finish.

https://usw.clienttrack.net/19/MainPage.aspx?Inline=top&SecondaryKey=&PrimaryKey=

211 Intake Organization Setup Project Setup (GA-5... Housing Inventory... ClientTrack User Set... ClientTrack ClientTrack Train ClientTrack Eccovia ClientTrack Upgrade HDX HDX 2.0 HMIS Administrator...

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ClientTrack

All Search

ESG CV HFG Rapid Rehousing

Client Referral

Client Referral Communication Authorization Referral Outcome

Outcome Information

Enter the Date Acknowledged by the referral recipient, Appointment Date and Time, Result Date and Result.

Date Acknowledged:

Referral Status:

Appointment Date:

Result Date:

Referral Result:

CE Event Referral Result:

Comments:

Restriction: ☐ Restrict to Organization
☒ Restrict to MOU/InfoRelease

Restriction: ☐ Restrict to Organization
☒ Restrict to MOU/InfoRelease

<< Previous Finish >> Cancel

When the client is contacted set an appointment date to meet with the client. Remember to ask the client to bring all needed documentation (IE: State ID, SSN, birth certificate, etc.) they currently have. Click Finish

Providers

Find Provider

Add New Provider

Provider Dashboard

Provider

Referrals to Selected Provider

Services

Edit

Contacts

Files

ClientTrack

All Search

ESG CV HFG Rapid Rehousing

Client Referral

Client Referral

Communication Authorization

Referral Outcome

Outcome Information

Enter the Date Acknowledged by the referral recipient, Appointment Date and Time, Result Date and Result.

Date Acknowledged:

Referral Status:

Appointment Date:

Result Date:

Referral Result:

CE Event Referral Result:

Comments:

Restriction:

Restriction:

-- SELECT --

-- SELECT --

-- SELECT --

-- SELECT --

Service Provided

Information Only

Rejected

No Show

Restrict to Organization

Restrict to MOU/InfoRelease

Restrict to Organization

Restrict to MOU/InfoRelease

<< Previous

Finish

Cancel

If/when, the client keeps the appointment date. Choose the appropriate Result Date and Referral Result based on the information obtained during the meeting. If contact is not made after 3 attempts, the client is a No Show for the appointment or has been Rejected, be sure to upload the Appendix J into client files. If client declines services, please have client completed Appendix I and upload to ClientTrack. Click Finish.



Helping one person might not change the world, but it
could change the world for one person.
Keep up the good work!

United Way of the
Chattahoochee Valley



Continuum of Care Supplemental to Address Unsheltered and Rural Homelessness

The \$322 million available under this NOFO will enhance communities' capacity to humanely and effectively address unsheltered homelessness by connecting vulnerable individuals and families to housing, healthcare, and supportive services. This Special NOFO strongly promotes partnerships with healthcare organizations, public housing authorities and mainstream housing providers, and people with lived expertise of homelessness.

- **GA-505 - Columbus-Muscogee CoC \$1,746,117 \$0**
- **Application Due Date: October 20, 2022**
- **Eligible Activities**
 - **Permanent housing-PSH & RRH**
 - **Transitional housing**
 - **Supportive Services Only**
 - **HMIS**
- **Planning and prioritization committee**

Agency Updates

Announcements

Upcoming Events



For Information or to volunteer
please contact Kimberly Austin @
kaustin@valleyhealthcolumbus.com

Innovative Readiness Training

Partners with



NO COST

Medical, Vision, Dental & Veterinary care

Innovative Readiness Training is a Department of Defense military training opportunity, exclusive to the United States and its territories. IRT provides a platform for service members to train in a joint environment to enhance military readiness, build civil-military partnerships and provide key services with lasting benefits for American communities.

Columbus Civic Center 400 4th St, Columbus, GA 31901

August 3rd to the 12th

From 8:00 to 5:00



United Way of the
Chattahoochee Valley



COVID 19 Updates

- ❑ Department of Health Covid 19 Guidance and Services
<https://westcentralhealthdistrict.com/covid-19/>
- ❑ Testing is available to all Georgians who request it, whether they have symptoms or not
<https://dph.georgia.gov/covidtesting>
- ❑ COVID-19 Vaccines - Safe. Tested. Effective
<https://dph.georgia.gov/covid-vaccine>
- ❑ [Disability Information and Access Line | ACL Administration for Community Living](#)
- ❑ [COVID.gov/tests](#) - Free at-home COVID-19 tests

Events, Resources & Links

☐ VoteRiders ID Clinic at Home for Good

July 21, 2022 5 pm

☐ GA 505 Continuum of Care Membership Meeting

United Way Office – Thursday, August 11, 2022
1008 Front Ave

☐ Free Uber Riders to Columbus Regional Health Department-West Central Health District

<https://westcentralhealthdistrict.com/covid-19/>

☐ Rent Readiness Survey

☐ <https://docs.google.com/forms/d/e/1FAIpQLSeTa22RjqCiSAKBKcxB0QPYwlaEE8D-j5KX4qWdf0KbM1LJQQ/viewform>

☐ <https://www.columbusga.gov/Portals/CommunityReinvestment/pdfs/Columbus%20AAP%20Draft%207.6.22.pdf?ver=RUgDe8vJok-jP4wOVIXKSA%3d%3d>

☐ Special NOFO

☐ [Continuum_of_Care_Supplemental_FR-6500-N-25S.pdf \(hud.gov\)](#)

