

Coordinated Entry: Access

After-Hours Coverage



Taking the Survey



You are encouraged to work through the survey questions at an LPB meeting and answer as a group



Survey will remain open indefinitely



There are currently 15 responses– keep them coming!



One LPB might answer more than once (once as a group, other times as individuals, or one agency)



Poll: Have you taken the survey yet?

Taking the Survey



Invite potential after-hours partners to the table to discuss how to answer these questions (law enforcement, shelters, 2-1-1, etc)

This can help ensure all partners are working with the same information about the system

It can help share the responsibility for access beyond the HARA



If your answer to the “three things you need” was “funding” answer again and be more specific– what do you need funding to do exactly?

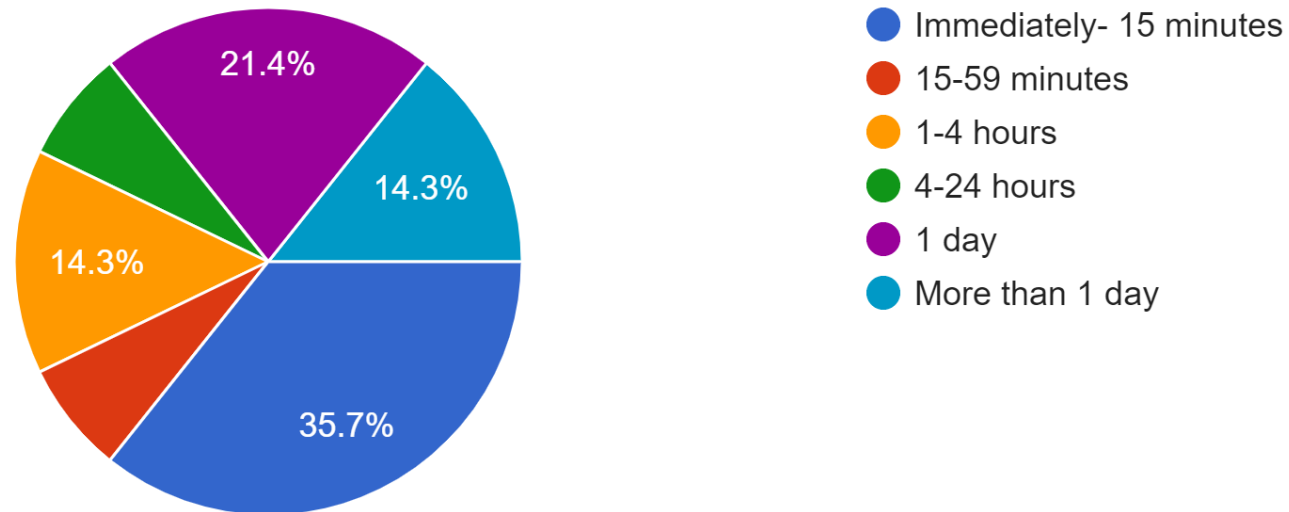


Who has had the conversation already? How did that conversation go? What could have made it better?

What you are telling us...

If a literally homeless person calls after-hours, how quickly will they typically be in contact with a person who has the...ces, shelter, or hotel/motel referrals?

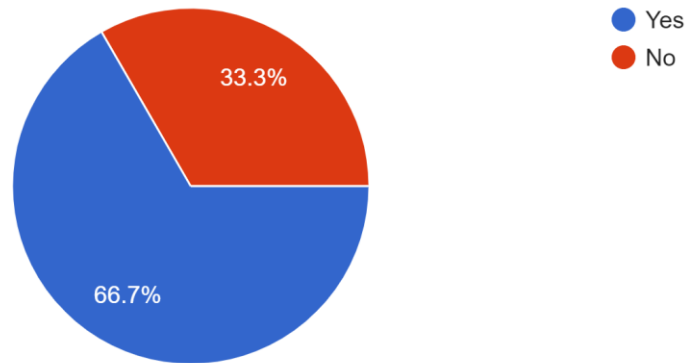
14 responses



What you are telling us...

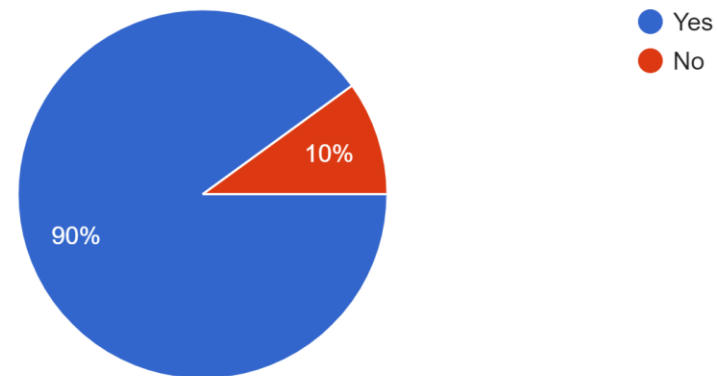
Does your Coordinated Entry System have a process in place that ensures people calling for assistance during ev... to talk to a person within 15 minutes?

15 responses



If yes to question 2, are callers able to be referred (as appropriate) to an open shelter or hotel/motel voucher the day that they request help?

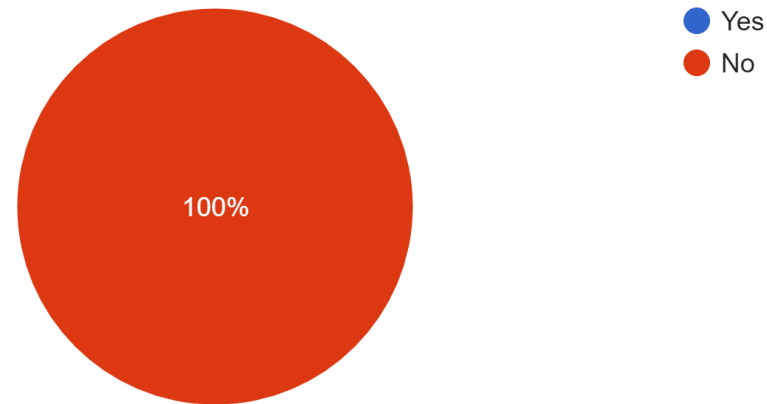
10 responses



Why Is This Conversation So Difficult?

If no to question 2, is your Coordinated Entry System currently in negotiation or conversation with partners that could provide this service?

6 responses



Poll: What are the reasons you might not be having this conversation with partners?
Or why might your conversations have stalled out or been unproductive?

Conversation

- Some examples from places where this is working pretty well:
 - Clinton County example with DV partner
 - Funding On-Call coverage with Coordinated Entry grant
 - NW uses Goodwill Inn (expectations of after-hours person)
- LPBs with multiple counties or HARAs serving multiple counties might have different experiences in each county. Can anyone talk about this experience?
- What else do we all need to talk about to identify where we can start?
- Working with 2-1-1; what beyond the information collected in the survey would we want to talk with them about?