

Title: 1.1 Accessibility & Outreach

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Reviewed By: CE Ad Hoc Committee

Approved By:

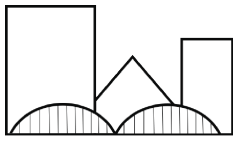
Date Approved:

The Memphis/Shelby County Coordinated Entry System (CES) uses two population-specific access point strategies in order to cover the entire geographic area of the CoC. Community Alliance for the Homeless (CAFTH) facilitates the Individuals Coordinated Entry Access Point for Singles/Individuals (25 years of age and older), Unaccompanied Youth (ages 18 to 24), and Victims Fleeing Domestic Violence without Children. Metropolitan Inter-Faith Association (MIFA) facilitates the Families Coordinated Entry Access Point for Families and Households with Children under 18. Both access points use community adopted vulnerability assessment tools to maintain alignment with Department of Housing and Urban Development (HUD) regulations around serving the hardest to serve in all populations.

All persons participating in any aspect of Coordinated Entry (CE) such as access, assessment, prioritization, or referral shall be afforded equal access to CE services and resources without regard to a person’s actual or perceived membership in a federally protected class such as race, color, national origin, religion, sex, age, familial status, or disability. Additionally, all people in different populations and subpopulations in the CoC’s geographic area, including people experiencing chronic homelessness, veterans, families with children, youth, and survivors of domestic violence, shall have fair and equal access to the Coordinated Entry process.

Single Adult/Unaccompanied Youth Access to Coordinated Entry

The response protocol for the Individuals Coordinated Entry Access Point in Memphis/Shelby County is de-centralized and uses a “no wrong door” approach. This system allows for clients to access Coordinated Entry and be assessed for housing eligibility regardless of which agency or CE staff member they connect with. Clients are assessed; evaluated, linked to outreach, shelter, and services, and referred to appropriate housing when available. Referrals are prioritized based on vulnerability, length of homelessness, severity of illness, and crisis services utilization using a community-wide assessment tool and CoC-adopted HUD prioritization guidelines. Bi-weekly case conferencing and housing meetings occur to coordinate placement referrals, client needs, housing resources, service provider linkage, and mainstream benefits.



Individuals can access the Coordinated Entry system by:

- Engaging with outreach workers
- Presenting at a housing or service provider within the CES
- Receiving a referral from a community service provider outside of the CES

Family Access to Coordinated Entry

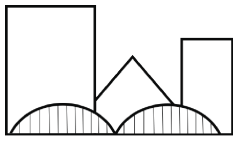
The Families Coordinated Entry Access Point response protocol is centralized so that all families experiencing literal homelessness are assessed through MIFA. Families receive a thorough standard evaluation to determine whether they can be best served by prevention services, shelter diversion through mediation, or emergency shelter/transitional housing placement and Permanent Supportive Housing or Rapid Re-Housing services. All families are assessed and screened to determine eligibility and literally homeless families are prioritized for emergency shelter placement through the central intake program after an in-depth interview is complete. Families are then assessed for vulnerability using the adopted community assessment tool (outlined in Section 1.3) so they can be prioritized for permanent housing solutions thereafter.

OUTREACH ENGAGEMENT

Outreach workers are trained in and actively employ evidence-based practices for client engagement such as motivational interviewing and client-centered counseling. Clients gain advocacy while their privacy and best interests are protected.

The CoC's outreach strategy aims to cover the CoC's entire geographic territory, and is linked with the Coordinated Entry system, where client engagement and individual situations are tracked, documented, and added into Coordinated Entry using the Homeless Management Information System (HMIS). MIFA operates a 24/7 homeless hotline for families that also allows for engagement with families experiencing homelessness and in need of emergency shelter options throughout the geographic area. Updates are also kept on the By-Name-List, and bi-weekly case conferencing during the Housing Prioritization Council meetings include updates from outreach and other housing providers. By-Name List Meetings and bi-weekly case conferencing efforts are more thoroughly addressed in Section 1.4.3.

CAFTH implements and utilizes outreach components that allow the community to access homeless resources and supportive services via the Memphis Homeless Options



Tool and the Online Homeless Sighting Form at www.cafth.org. The Online Homeless Sighting Form allows local agencies and community members to contact CAFTH regarding a person experiencing homelessness so CAFTH staff can refer to outreach to engage with the individual. In addition to established clients, newly identified outreach needs are assigned and monitored by CAFTH, the managing Coordinated Entry entity.

Outreach for Domestic Violence Survivors

The CE Lead Agency acknowledges the importance that all staff involved in Coordinated Entry are properly trained and educated regarding how to best assist, serve and refer a client who falls into the category of domestic violence. The outreach worker must be well versed in the complexities of privacy, confidentiality, VAWA laws, CoC DV safety planning protocol and administering a risk assessment.

If a non-DV specific outreach worker encounters a DV client, they should utilize the DV referral tool (pending) to best assist with referring the client to the services appropriate for that specific client. Please note there are 24-hour hotlines for DV clients, also listed on the above resource.

Outreach for Youth (18-24 years)

All Coordinated Entry staff working directly with youth will be aware of youth brain development, positive youth development frameworks, and trauma frameworks. Those working with youth will also be responsive to the characteristics and needs of youth, including age, race, ethnicity, sexual orientation, gender identity, gender expression, and language, including but not limited to culturally appropriate terms involving human trafficking, domestic violence, LGBTQ+ youth, and pregnant or parenting youth.

Outreach for Veterans

Outreach workers will complete standard assessment protocols when engaging with veterans experiencing homelessness, as well as coordinate with veteran-specific resources such as Veteran Affairs (VA). The VA has veteran-specific outreach teams that coordinate with the CoC through the Veteran By-Name-List, which brings together veteran-specific providers to assess the housing and resource needs of clients. Supportive Services for Veteran Families (SSVF) also has a veteran-specific outreach team that allows for additional coverage and outreach for veteran families.