

Raleigh/Wake

PARTNERSHIP

To End Homelessness



Coordinated Access System

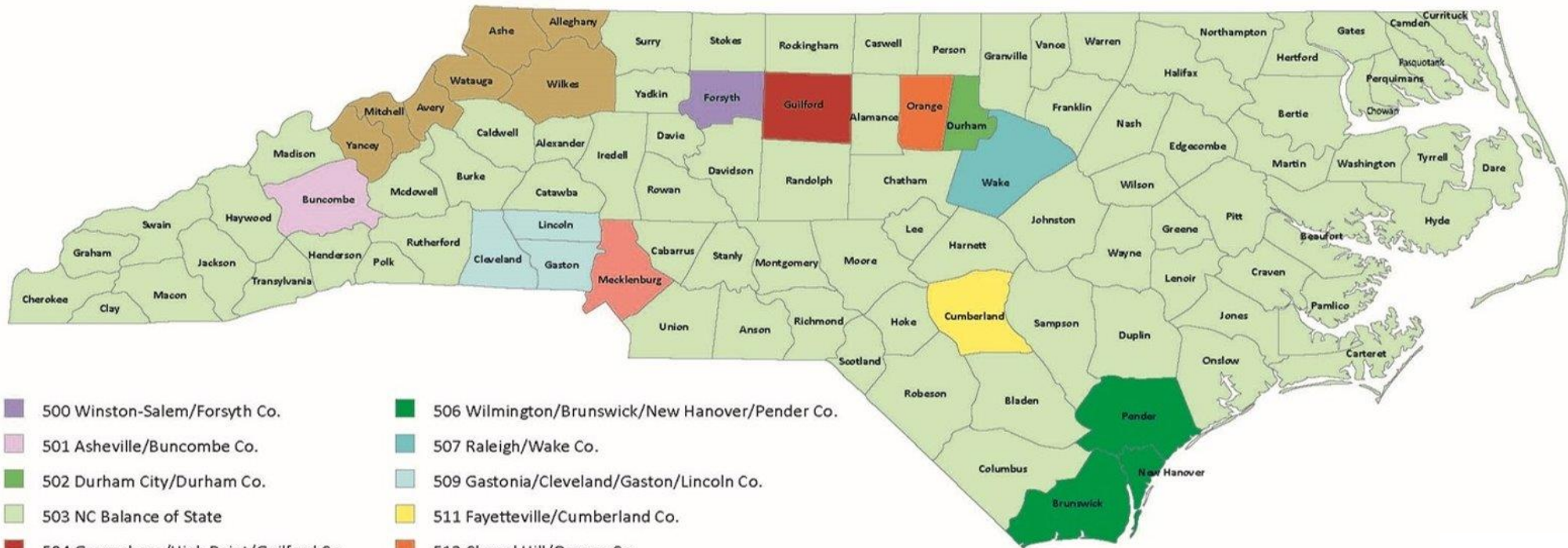
WHAT IS CoC? (Continuum of Care)

CoC Defined

At its simplest, a Continuum of Care is established by *representatives of relevant organizations* within a *geographic area* to *carry out the responsibilities* set forth in the CoC Program interim rule.

A CoC is expected to address homelessness through a coordinated community - based process of identifying needs and building a system of housing and services that meet those needs.

WHAT IS CoC? (Continuum of Care)



- 500 Winston-Salem/Forsyth Co.
- 501 Asheville/Buncombe Co.
- 502 Durham City/Durham Co.
- 503 NC Balance of State
- 504 Greensboro/High Point/Guilford Co.
- 505 Charlotte/Mecklenburg
- 506 Wilmington/Brunswick/New Hanover/Pender Co.
- 507 Raleigh/Wake Co.
- 509 Gastonia/Cleveland/Gaston/Lincoln Co.
- 511 Fayetteville/Cumberland Co.
- 513 Chapel Hill/Orange Co.
- 516 Northwest NC

Raleigh Wake Partnership

Who we are

The Raleigh Wake Partnership to End and Prevent Homelessness is a coalition of institutions, organizations, business, and individuals committed to developing a coordinated system that helps individual and families who are experiencing homelessness to self-sufficiency. We are also the CoC Lead, oversee the HMIS system at the local level, and manage the Coordinated Access System.

WHAT IS COORDINATED ACCESS?

Before



A diverse collection of independent providers employing lots of methods seeking various goals



After



An integrated network of providers coordinating efforts to achieve maximum impact.

WHAT IS REQUIRED FOR COORDINATED ACCESS?

HUD Requires Use of Standardized Prioritization in the Referral Process



The CoC must use the coordinated entry process to prioritize homeless persons within the CoC's geographic area for referral to housing and services.



These policies and procedures must be applied consistently throughout the CoC areas for all populations.

WHAT IS COORDINATED ACCESS?

An *effective Coordinated Access System* approach

- ✓ Ensures housing program openings are filled by the people who need them the most; and
- ✓ Implements strategies to serve the larger population that cannot immediately be assisted with available resources

COORDINATED ACCESS BASICS



Single point of entry for all individuals/households seeking referrals for temporary housing and services



Utilizes a standardized assessment tool along with other factors to prioritize placement into permanent housing projects



Referrals are made for placement based upon prioritization of vulnerability and need



CoC-funded and CoC-participating agencies must agree to only accept referrals through the Coordinated Access system

What is the House Wake! Access Hub?

HOUSE WAKE! Access Hub



The first step to connect individuals and families experiencing a housing crisis to eligible, appropriate, and supportive services and emergency shelter options.



Staffed by highly trained specialists with the most up-to-date knowledge of available resources in the homeless response system

WHAT'S THE PROCESS?



Person seeking services contacts the Access Hub or an access site
919-443-0096



Specialist conducts Pre-screen assessments to determine eligibility or to divert if possible



Specialist makes referral based on eligibility, or provides an alternate resource



The project receives the referral and contacts the person once they reach the top of the queue.

WHO SHOULD CALL?



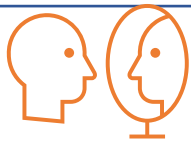
The person seeking services



Wake County resident



Individuals or families sleeping in shelter, outside, or any place not meant for human habitation



Individuals or families facing imminent homelessness

What's Happening in the Access Hub?

	December 2020
# Incoming calls	2237
# of voicemails	318
# of live/handled calls	1736
# of total referrals	724
Hotel	76
Street Outreach	53
Emergency Shelter	328
Prevention	266
Spanish calls	20

Discharge Planning

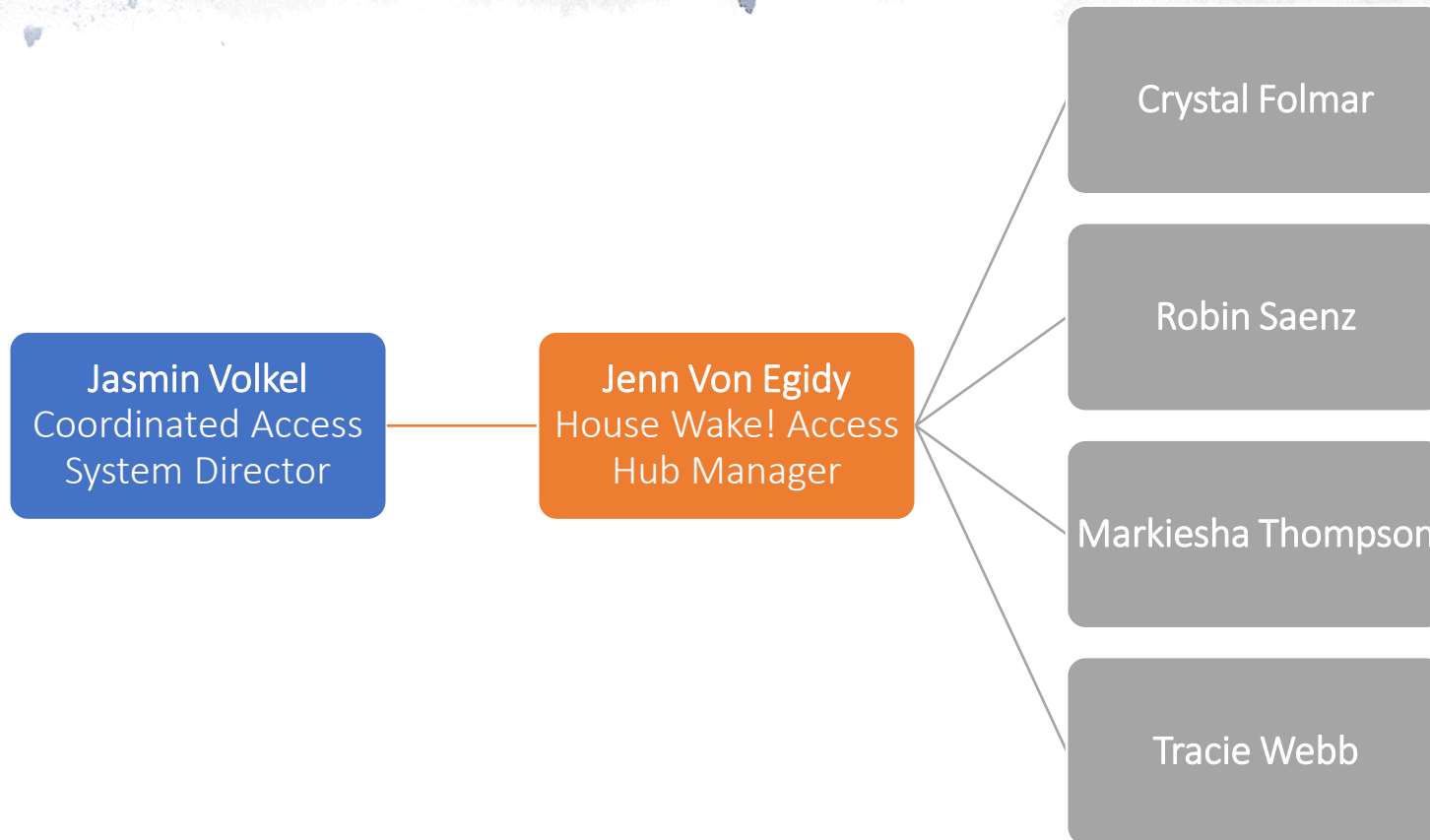
The person seeking services must call. Call ASAP prior to discharge

Wake County resident prior to hospitalization or incarceration

Set expectations for long waitlists and an overwhelmed system

Divert from homelessness with mediation & problem-solving conversations

House Wake! Access Hub Team



Questions?



THANK YOU!!!

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