SANTA CRUZ COUNTY Housing for Health PARTNERSHIP

Coordinated Entry Access & Process Workflow

HOUSEHOLDS SEEKING HOUSING ASSISTANCE

- Shelters
- Clinics
- Community Agencies
- Street Outreach
- By Phone & Online

COORDINATED ENTRY CONNECTOR ACCESS POINTS

ENROLLMENT IN COORDINATED ENTRY

- Connections to Shelter/Interim Housing
- Housing Needs Assessment (HNA)
- Housing Action Plan (HAP)
- Housing Problem Solving Conversations

Connectors assist participants with Coordinated Entry Enrollments & housing navigation which may include:

- *Connecting participants to Shelter & Interim Housing options as available & desired.*
- *Completing the HNA to understand participants' circumstances, needs, desires, & strengths, and inform prioritization for the Housing Queue.*
- *Creating a HAP to engage in Housing Problem Solving and identify opportunities for participants to connect to secure housing, income, & other services.*

Housing for Health staff communicate participants' prioritization for the Housing Queue back to Connectors within two weeks of completing an HNA for next steps

NOT PRIORITIZED FOR COORDINATED ENTRY HOUSING QUEUE

PRIORITIZED FOR COORDINATED ENTRY HOUSING QUEUE

- Continued Housing Problem Solving Conversations
- Document Preparation
- Matching & Referral for Coordinated Entry Housing Programs

Continued Housing Problem Solving Conversations

Participants NOT prioritized for the Housing Queue continue to work with Connectors on Housing Problem Solving for 3-6 months to identify alternate solutions for housing without a program referral

Participants prioritized for the Housing Queue:

- *Continue to work with Connectors on Housing Problem Solving to try and identify alternate solutions for housing without a program referral.*
- *Work with Connectors to prepare documents for program eligibility.*
- *Are matched and referred to available housing programs by Housing for Health staff.*

PATHWAY TO HOUSING / PERMANENT HOUSING

ENROLLMENT IN COORDINATED ENTRY HOUSING PROGRAM