

NWCEH/ATS Procedures/Decision Tree

11/30/19

NWCEH

At Call Center

1. If client calls and identifies that they are in an ATS Residential program, make referral to Street Outreach with a note that they are at ATS
2. Street Outreach connects with ATS to set up a meeting with the client 2 weeks prior to expected ATS program discharge

At any Coalition Program Intake:

1. Make sure ATS is included in agency ROI at program entry
2. Ask if they have health insurance
If no: Send FAX referral to Community Connections for help obtaining health insurance

At Housing Program

1. Respond quickly to ATS staff to set up meeting with client 2 weeks prior to expected ATS program discharge
2. Make contact with and coordinate with ATS staff as needed throughout treatment
3. Be there for scheduled patient release for warm handoff

ATS

#1- AT ANY/ALL PROGRAM INTAKE

Ask Housing Questions (2 questions)

A. Are you staying outside or at a shelter?

If yes, use these contacts to proceed as detailed below:

Homelessness Service	Contact Person and best way to contact	Contact Organization	Main Office Number
Coordinated Entry Call Center (Use if person is exiting ATS into homelessness and is not already connected to Street Outreach and/or needs shelter referral)	Call (24 hours a day) 1-844-900-0500 <ul style="list-style-type: none"> • Press #1 if you are age 25+ and are homeless or have nowhere to go tonight Email: homeless@nmcaa.net • Press #2 if you are at-risk of becoming homeless or will be homeless in 2 weeks Email: prevention@nmcaa.net • Press #3 if you have general questions Email: housingquestions@nmcaa.net • Press #4 if you are between the ages of 18-24 years old Email: youth@nmcaa.net 	Northwest Michigan Community Action Agency and Goodwill (after hours)	1-844-900-0500 *Use the email to set up a specific appt. to speak with call center staff M-F 730am-4pm
Street Outreach (Homeless or in Goodwill Inn or Safe Harbor)	Email: outreach@goodwillnmi.org	Goodwill of Northern Michigan	Street Outreach Direct Line: 231-995-7721

B. Is an agency paying some of your rent and providing you with a worker who helps you stay housed?

a. If yes, contact all of the agencies below unless the client knows the agency name:

Housing Program	Contact Person and best way to contact	Contact Organization	Main Office Number
Rapid Rehousing	Sarah Hughes (will connect you to the appropriate case manager) shughes@nmcaa.net	NW MI Community Action Agency (NMCAA)	231-947-3780 (Ask for Sarah)
Permanent Supportive Housing	Kimberley Neibauer (will connect you to the appropriate case manager) kimberley@nmshousing.org	NW MI Supportive Housing (NMSH)	231.929.1309
Permanent Supportive Housing: Keystone Village, Carson Square, Brookside Commons	Rachel McGinley (will connect you to the appropriate case manager) housingsupportservices@goodwillnmi.org	Goodwill of Northern Michigan	Goodwill Inn: (ask for housing support services supervisor)

#2a-IF DETOX PROGRAM-AT INTAKE

If answered yes to 1a or 1b:

If sheltered (Goodwill Inn or Safe Harbor) or unsheltered:

1. Make sure Goodwill's Street Outreach program is included in ATS ROI
2. Contact GW Street Outreach to let them know their client has entered Detox
3. Contact GW Street Outreach to let them know if their client leaves Detox

If in housing program:

1. Make sure ATS ROI includes appropriate Housing program
2. Contact Housing Provider to let them know their client has entered Detox
3. Contact Housing Provider to let them know if their client leaves Detox

#2b-IF RESIDENTIAL PROGRAM/OUTPATIENT SERVICES WITH RECOVERY RESIDENCIAL/ ACCESS-AT INTAKE

If answered yes to 1a or 1b:

If sheltered (Goodwill Inn or Safe Harbor) or unsheltered:

1. Make sure Goodwill's Street Outreach program is included in ATS ROI
2. A) If entering from a housed situation but will be exiting to homelessness or if not sure if exiting to homelessness: Sit with the client while they call the homelessness call center 1-844-900-0500 OR email the call center to set up an appointment: homeless@nmcaa.net
B) If entering from a homeless situation: email Street Outreach at outreach@goodwillnmi.org
3. Expect communication from Street Outreach to set up meeting with client 2 weeks prior to expected ATS program discharge.
4. If appropriate after initial contact, continue to coordinate with Street Outreach as needed throughout treatment
5. Continually use "Diversion" model discussions throughout treatment to better prepare clients to think about their responsibility to work on housing as they get closer to discharge. *Diversion Script Below*

6. If appropriate after initial Street Outreach contact, schedule patient release to coincide with warm handoff to Street Outreach staff (make sure to coordinate so that patient is released ONLY when Street Outreach can be there)

If in housing program:

1. Make sure ATS ROI includes appropriate Housing program
2. Contact Housing Provider to identify specific Housing Case Manager
3. Arrange meeting for Housing Case Manager to meet with client 2 weeks prior to expected program discharge.
4. Make contact with and coordinate with Housing Case Manager as needed throughout treatment
5. Schedule patient release to coincide with warm handoff to Housing Case Manager. (make sure to coordinate so that patient is released ONLY when Housing Case Manager can be there)

Ask if they have health insurance

If no: Send FAX referral to Community Connections for help obtaining health insurance

SHELTER DIVERSION MODEL SCRIPT

I want to better understand your housing situation right now and work with you to figure out a solution that may not require you needing to access the homeless shelter or leave this program into the streets. The ideal situation is that there is somewhere else you can stay that is safe while you figure out your permanent housing needs. I am going to need to ask you some questions. This process takes about 10 minutes.

1. Why are you expecting to go to shelter or be on the streets?

- Relationship breakdown
- Domestic violence
- Problems with the landlord (but no threat of eviction)
- At risk of eviction
- Foreclosure on rental property
- Living in a household that has been condemned
- Utilities disconnected or threat of disconnect
- Newcomer to the community
- Other

{INVESTIGATE REASON. CONSIDER MEDIATION AND IMMEDIATE PROBLEM SOLVING.}

2. What else have you tried before coming here?

- Mediation
- Problem solving with landlord
- Problem solving with family or friends
- Problem solving with a non-profit, government agency or faith group
- Cash advance

- *Repayment plan*
- *Splitting up family members to various households*
- *Staying with friends or family*
- *Staying at motel (self pay)*
- *Nothing*
- *Other*

{UNDERSTAND WHAT HAS WORKED OR NOT WORKED THUS FAR. UNDERSTAND IF ANOTHER ENTITY HAS PROBLEM SOLVING IN ACTION AND STATUS OF ACTION.}

3. What else have you thought about trying to be housed or solve your current housing problem?

- *Mediation*
- *Problem solving with landlord*
- *Problem solving with family or friends*
- *Problem solving with a non-profit, government agency or faith group*
- *Cash advance*
- *Repayment plan*
- *Splitting up family members to various households*
- *Staying with friends or family*
- *Staying at motel (self pay)*
- *Nothing*
- *Other*

{ENCOURAGE HOUSEHOLD TO PURSUE SAFE AND APPROPRIATE ALTERNATIVES. PROVIDE ACCESS TO PHONE OR COMPUTER AS NECESSARY. BE PREPARED TO INTERVENE AND MEDIATE WITH OTHER ENTITIES. BE PREPARED TO USE FLEXIBLE FUNDING OR GIFT CARDS IN PROBLEM SOLVING.}

4. Where did you stay last night?

- *With a friend/family member or other doubled up situation*
- *In a motel*
- *Self pay*
- *Funded by another entity*
- *In your own home (apartment or house)*
- *24 hour restaurant, coffee shop or business*
- *In a place unfit for human habitation*
- *Other*

IF STAYED IN A 24 HOUR RESTAURANT OR A PLACE UNFIT FOR HUMAN HABITATION OR ANOTHER UNSAFE SITUATION, PROCEED TO QUESTION 6.}

5. Do you think you could continue to stay there for another 3-7 days if you were able to receive some help?

a. IF YES: Is it safe to stay there?

b. IF NO OR DON'T KNOW:

i. Is it safe to stay there?

ii. What would you need to make this option work for at least 3-7 days?

- *Financial assistance*
- *Grocery voucher*
- *Gas card*
- *Bus tickets*
- *Assistance with utilities*
- *Conflict resolution*
- *Landlord mediation*
- *Community referrals*
- *Other*

{IF UNSAFE PROCEED TO QUESTION 6. OTHERWISE PROBE FOR WHAT IT WOULD TAKE TO FIX THE CURRENT SITUATION TO BE ABLE TO STAY IN THE CURRENT HOUSING SITUATION.}

6. Do you have anyone else you could stay with for 3-7 days if you were able to receive some help?

a. IF YES: Is it safe to stay there?

b. IF NO OR DON'T KNOW:

i. Is it safe to stay there?

ii. What would you need to make this option work for at least 3-7 days?

- *Financial assistance*
- *Grocery voucher*
- *Gas card*
- *Bus tickets*
- *Assistance with utilities*
- *Conflict resolution*
- *Landlord mediation*
- *Community referrals*
- *Other*

{PROBE FOR WHAT IT WOULD TAKE TO HAVE THEM STAY ELSEWHERE SO LONG AS IT IS SAFE. DO NOT PROCEED TO QUESTION 7 UNLESS ALL OPTIONS HAVE BEEN EXHAUSTED.}

7. Why are you struggling to find stable, safe and appropriate housing?

- *Affordability*
- *Don't know where to look*
- *Household instability*
- *Size of household*
- *Poor credit*
- *Past evictions*
- *Registered sex offender*
- *New to the community*
- *Other*

{EXPLAIN REALITIES OF CURRENT HOUSING MARKET AND THE STRATEGIES OTHER LOWINCOME HOUSEHOLDS ARE USING TO FIND AND SECURE HOUSING. OFFER APARTMENT LISTINGS AND ACCESS TO PHONE IF NECESSARY.}

8. What is your current source(s) and amount of income?

- Employment \$
- Inheritance \$
- Pension \$
- General welfare \$
- Disability \$
- Working under the table \$
- Other \$

9. If there is space in a shelter and you are accepted into the shelter, there is an expectation that you will work on finding housing immediately and getting out of shelter as rapidly as possible. What is your plan at this point to ensure your shelter stay is short and that you move into housing quickly?

{ENSURE THERE IS A HOUSING PLAN IN PLACE PRIOR TO SHELTER ENTRY. COMMUNICATE ENTRY TO SHELTER STAFF FOR FOLLOW-UP. DO NOT ALLOW SHELTER ENTRY WITHOUT EVEN A RUDIMENTARY HOUSING PLAN.}