

211 and Coordinated Entry

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Welcome!

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IMPACT Coordinated Entry

What is Coordinated Entry (CE)?

- CE is the starting point to accessing CE system services
 - HUD mandate for those who are literally homeless to access housing
 - CE process:
 - Identification
 - Assessment
 - Prioritization
 - Referral

In Milwaukee, we also use this system to access emergency shelter

Categories of Homelessness

- Category 1 - Literally homeless: in emergency shelter or on the street
- Category 2 - Doubled up or evicted and must leave in 14 days
- Category 3 - Youth (up to age 24) who are doubled up- no time limit to stay
 - Not handled through CE
- Category 4 - People fleeing violence
 - Not handled through CE

Accessing Coordinated Entry

- Call 211
 - 24 hours a day/7 days a week
 - Visit an in-reach location
 - Repairers of the Breach - Single men and single women
 - Monday 9am-11am (capped at 10)
 - Tuesday 8:30am-1:15pm (capped at 15)
 - St. Bens – Families, single men, and single women
 - Thursday 11:30am-3pm (capped at 15)
- **IMPORTANT NOTE - In-reach is first come first serve, clients will need to check in at the site to be added to the list IF there are spots available when they arrive.
- IMPACT Connect (participating agencies)

Coordinated Entry Assessments

- If category 1 -
 - CE intake completed
 - CE enrollment
 - CEVA, add to housing queue
 - overnight street outreach team referral for homelessness verification
 - During warming (November 25, 2024-March 30, 2025), we refer clients to the overnight warming sites
- If category 2
 - CE intake completed
 - Prevention Assessment
- If category 3 (Youth)
 - Under 18 - Refer to Pathfinders and Walker's Point
- If category 4
 - CE intake completed
 - CE enrollment
 - CEVA, add to housing queue
 - Category 4 Assessment

Coordinated Entry Prioritization

- Lists are generated for each staffing
 - PSH
 - Safe Haven
 - Youth
 - Category 4
 - Families
 - Veterans
 - Based on set criteria using the assessments completed during intake
 - Referrals to community programs
- *emergency shelter is prioritized during a live shelter call Monday-Friday 10:00am-11:00am
 - Case managers, outreach teams, social workers, and more join the call to advocate for their clients
 - based on information provided on each client's current living situation, overnight verifications, and vulnerabilities

Coordinated Entry Referrals

Permanent Supportive Housing (PSH)

- 12 months documented chronicity and disability
- Housing through various community agencies

Haven

• Struggling with severe or persistent mental illness that prevents them from living in traditional shelter

Youth

- Housing vouchers through partnering agencies

Category 4

- Housing vouchers through partnering agencies
- West Haven Transitional Housing
- Families
 - Rapid Rehousing (RRH)
 - Family Flex Funds (FFF)
- Veterans
 - Housing vouchers through partnering agencies
 - Also offers PSH options

Thank you!

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