

## **Helpline Screening Protocol & Registration Process**

### **Helpline Workflow**

Option #1: **At-Risk of Homelessness**. Caller will be literally homeless in less than 14 days and has no resources (financial means or family/social connections) to resolve the crisis independently.

⇒ Camillus staff complete a Diversion screen, assess for HP assistance, identify options designed to accelerate PH options

Option #2: **Domestic Violence**. Caller is currently fleeing or attempting to flee domestic violence, sexual assault, stalking or sex trafficking.

 $\Rightarrow$  Call forwarded to **DV Hotline** 

Option #3: **Veteran**. Caller is part of a Veteran family, meaning that at least one person in the family served in the active military, naval, or air service, regardless of length of service, and who was discharged or released under any status except dishonorable discharge or General court-martial.

 $\Rightarrow$  Call forwarded to Miami VAMC to assess eligibility

Option #4: Homeless – City of Miami Beach. Caller is physically located in City of Miami Beach and will be seeking services directly from Miami Beach.

 $\Rightarrow$  Call forwarded to City of Miami Beach Homeless Hotline

Option #5: Homeless – City of Miami/Dade County (exclusive of Miami Beach). Caller is physically located in any part of Dade County exclusive of Miami Beach.

- 1. Single Adult (or couple without children in the household)  $\Rightarrow$  City of Miami Homeless Helpline
  - City Hotline staff assess if individual is currently on shelter list, complete a Diversion screen, assess for PH options.
  - b. Complete Homeless Risk & Vulnerability Screen to prioritize high-risk status and acute service needs for potential shelter referral
- 2. Family  $\Rightarrow$  City of Miami Homeless Helpline
  - First time caller and not on shelter wait list = Diversion Screen.
  - b. Repeat caller and on shelter wait list = Homeless Risk & Vulnerability Screen.
  - c. Camillus staff City Hotline staff assess if family is currently on shelter list, complete a Diversion screen, assess for HP assistance, identify options designed to accelerate PH options (including possible motel stay).

### **Confirm Caller Was Correctly Routed**

- Is caller currently a *lease holder facing a court eviction?* Caller is seeking emergency rental assistance to prevent an eviction. Route to Camillus
- Is caller is experiencing *domestic violence or sexual assault* as the primary crisis? Caller is attempting to flee and is seeking emergency DV assistance, advocacy, resources. Route to DV Hotline.
- Caller is a *Veteran* experiencing a *housing crisis* (currently homeless or at risk of imminent homelessness). Route to VA.
- Caller is experiencing a *housing crisis* (currently homeless or at risk of imminent homelessness) and is currently located in the *City of Miami Beach*. Route to City of Miami Beach Hotline
- Caller is experiencing a *housing crisis* (currently homeless or at risk of imminent homelessness) and is currently located in *Dade County exclusive of Miami Beach*. Families routed to Camillus. Singles routed to City of Miami Helpline.

Registration Initiation: Client Information				
First Name:`	Last Name:			
Household type (excluding others the client and the Family with minor children and/or pregnant men	, , , , , , , , , , , , , , , , , , , ,			
Single adult or adult only household (non-pregna	ant)			
Unaccompanied youth (aged 18 – 24)				
Where did household stay last night? Emergency shelter*Street/car/bus station/a Family or friend's homeHospital or treatme				

### \*GUIDANCE:

If household is registered with Homeless Helpline and was in emergency shelter last night and is returning to emergency shelter tonight: Immediately check emergency shelter availability and refer for re-housing assistance. Only update registration information in CallPoint if circumstances have materially changed.

If household was unsheltered last night (street, car, etc): Register with Homeless Helpline and immediately explore other safe and appropriate options for tonight with family, friends, etc. If no safe, appropriate option for housing check Emergency Shelter availability.

### **CallPoint Questions**

Qu	estion/ Data Field	Response		
1.	Is caller required to register as a sex offender?		NO YES	
2.	Collect Callers contact information		Phone Number: Name of case worker or case manager who can reach caller:  Location where caller slept last night:	
3.	Social Security Number			
4.	Date of Birth of Head of Household			
5.	Gender			
6.	Primary Race			
7.	Ethnicity			
8.	If presenting as multi-member family, indicate the current configuration of the household		Adults in household Boys in household Girls in household Documentation of children is available/present – YES Documentation of children is available – NO	
9.	Prior Living Situation (3.917)		id the caller sleep last night? Homeless Situation Institutional Situations Temporary Housing Situation Permanent Housing Situation Other g ago did the caller start staying at that place?	

	How long has the client been in a "literal homeless" situation?				
	How many times has the caller been in "literal homeless" situations in the past 3 years?				
	How many cumulative months has the caller been in "literal homeless" situations in the past 3 years?				
10. Disability a. No	If Yes, Mental Health Disorder				
b. Yes	<ul> <li>Both Alcohol and Drug Use Disorder</li> <li>Alcohol Use Disorder</li> </ul>				
	<ul><li>Chronic Health Condition</li><li>Developmental Disability</li></ul>				
11. Monthly Income	If YES $ ightarrow$ amount, start date, end date for each source				
a. Earned income	Source 1 Source 2 Source:				
b. Alimony or other spousal support	Amount:				
c. Child support	Start: End:				
d. Pension or retirement income					
12. Non-Cash Benefits	If YES $\rightarrow$ amount, start date, end date for each source				
<ul> <li>a. Supplemental Nutrition Assistance Program (food stamps)</li> </ul>	Source 1 Source 2 Source:				
b. Supplemental Nutrition for WIC	Amount: Start: End:				
c. TANF	Liiu.				
d. Other					

### **Diversion Screening**

Instructions: The following set of questions are meant to assess whether a family can be diverted from or needs entry to emergency shelter. It is meant to be an exploration of the housing crisis and options available to the household. While it collects basic data elements, it is meant to be more of a conversation than a questionnaire to determine whether the family can be diverted from entering the shelter system. Where the term "you" is used, it refers to the Head of Household unless otherwise indicated.

Diversion and housing problem-solving is used by Helpline staff and housing provider staff to immediately engage high risk families and individuals (including pregnant women) in solution-focused, guided conversation to identify available safe housing options and/or resources to secure housing and reduce risk of literal homelessness. Housing Problem-Solving is the first and most important form of assistance available from Miami/Dade Homeless Helpline and Homeless Service Providers and involves a more comprehensive exploration of the household's current housing situation, safety issues, options and resources that could be useful to stabilize the household or otherwise help them find alternative, safe housing arrangements. Housing Problem-Solving typically also involves examining other resources and assistance that the household might access to help stabilize current housing or secure new housing.

### Conversation Focus – guide for discussion; not a formal protocol

- Current situation (can you stay where you are temporarily while we work together to identify options if shelter is not immediately available?)
- Housing history (has the client been homeless before?)
- Explore existing support networks (does client have friends or family in local area?)
- Current and past income (is client able to quickly acquire, increase income?)
- Safety and risk assessment of housing options (is each housing option discussed safe, appropriate, sustainable?)
- Repeat questions and provide opportunity to add to, amend, complete previous responses

### Successful Outcomes:

- ✓ Permanently back with friends or family
- ✓ Return to their own residence
- ✓ Temporarily diverted as they seek new housing
- ✓ Relocating permanently to a safe place out of town

### Sample Script

What type of help is the person seeking or the reason for or circumstances that led him/her to call/come here today?

### If person indicates they are having a housing crisis or requests shelter, ask the following:

### **Basic Household Information**:

How many people are in your household?

How many in HH under 18 years old?

### Recent Housing History:

### Where did you stay last night? (Do not read responses. Ask question and the choose one)

Rental by client, no housing subsidy – client is lease holder

Rental by client, with housing subsidy

Owned by client

Staying or living in a family member's room, apartment or house

Staying or living in a friends room, apartment or house

Permanent housing for formerly homeless persons (such as SHP, S+C, SRO)
 Hotel or motel
 Transitional housing for homeless persons (including homeless youth)
 Place not meant for habitation (e.g. a car, abandoned bldg, bus/train/subway station/airport or anywhere outside)

🗌 Other

How long have you been there?

□ One week or less □ More than one week, but less than one month □ One to three months □ More than three months, but less than one year □ One year or longer □ Don't Know

### If the family is living in a place not meant for human habitation, go to the Previous Housing History Section

When do you have to leave?

What is the PRIMARY reason you have to leave this housing? (Do not read responses. Ask questions and then choose one)

 □ Eviction
 □ Unable to pay rent
 □ Utility shut off
 □ Domestic Violence
 □ Unsafe

 situation
 □ Fire
 □ Condemned property
 □ Foreclosure (renter)
 □ Foreclosure (owner)

 □ Overcrowded
 □ Conflict with others
 □ Moved from out of town
 □ Discharge from program

 □ Physical illness
 □ Discharge from hospital
 □ Jail/Prison release
 □ Substance Use
 □ Mental

□Other (describe):

If you are staying with someone, what is your relationship?

Did you or someone you know pay anything to live there? If so, how much?

Could you safely stay there if we gave you some help to make permanent housing arrangements? If no, why not? What would it take for you to be able to continue staying there?

## *If person indicates possibility of staying there, read the "Closing for the Diversion Screening", ask the summary questions at the end and refer to diversion/prevention services. If not, continue with the following questions:*

### Previous Housing History:

Where did you live before the place you stayed last night?

How long there?

If you were staying with someone, what is your relationship?

What is the Primary Reason you left?

Were you paying anything to live there?

Could you safely stay go back there if we gave you some help to find a permanent place to live? If no, why not? What would it take for you to be able to go back there?

# If person indicates possibility of staying there, read the "Closing for the Diversion Screening", ask the summary questions at the end and refer to diversion/prevention services. If not, continue with the following questions:

What other places have you lived during the past year? How many times have you moved in the past year?

If yes, what would it take for you to be able to go and stay there?

# If person indicates possibility of temporary arrangements, read the "Closing for the Diversion Screening", ask the summary questions at the end and refer to diversion/prevention services. If not, continue with the following questions:

### Supports:

Has anyone been helping you recently? □Yes □ No If yes, could you stay with him/her/them temporarily? □Yes □ No What would it take for you to be able to stay there?

Do you have an income?

If yes, what is the source: employment, TANF, child support, etc.

If person indicates possibility of temporary arrangements or has any income, read the "Closing for the Diversion Screening", ask the summary questions at the end and refer to diversion/prevention services. If not, explain that you will be referring the household to shelter and have another set of questions to help determine the best option:

### Closing for Diversion Screening:

In order to best serve your family, there are a few additional questions we'd like to ask. This will help us to insure that you get the things you need.

How old are you (head of household)?

Gender of head of household: (should have been gleaned from the interview)

Any children under the age of 2 in the family? □Yes □ No

Does HoH have HS Diploma/GED?

Have you ever applied for shelter before? □Yes □ No If yes, when?

Have you ever been in a shelter? □Yes □ No

If yes, how many times? When was the last time? Were you in shelter as a child or a youth? Were you ever in foster care when you were growing up?

Do you or does anyone in the family have any special needs or medical conditions?

Are you or is anyone in the family pregnant?

### Family Diversion Score using the Shinn/Greer Screener

This screener was developed by Shinn and Greer to determine those families who request prevention services that are most likely to enter shelter. Upon completion of the interview, the assessor should score those families that are being referred for diversion/prevention based on the information presented. A household scoring 5 or more points should be prioritized for services.

- 1 point Any of the following for the HoH
- Pregnancy
- Child under 2
- No high school/GED
- Not currently employed
- Not leaseholder
- Reintegrating into community

### 2 points - Any of the following

- Receiving public assistance
- Protective services
- Evicted or asked to leave by landlord or leaseholder
- Applied for shelter in last 3 months
- 3 points
- Reports previous shelter as adult

### Age

• 1 pt: 23 - 28 years; • 2 pts: ≤22 years

Moves last year

• 1 pt: 1-3 moves; • 2 pts: 4+ moves

Disruptive experiences in childhood

• 1 pt: 1-2 experiences; • 2 pts: 3+ experiences

Discord (landlord, leaseholder, or household)

• 1 pt: Moderate (4 – 5.59); • 2 pts: Severe (5.6 – 9)

Total :

## Homelessness Risk & Vulnerability Screening (immediacy of housing crisis & impact of homelessness)

RISK + VULNERABILITY LEVEL		LIVING SITUATION	OTHER HOUSING OPTIONS & RESOURCES		
6	Literally Homeless Tonight AND High Vulnerability	<ul> <li>Stayed <u>last night</u> in emergency shelter (including motel voucher) OR on the streets or in place not meant for human habitation;</li> <li>AND</li> <li>Exhibits factors that impact ability to quickly secure housing and resolve literal homelessness independently;</li> <li>AND</li> <li>If household is not assisted and remains literally homeless, they will experience more harm, trauma, violence making ultimate permanent housing placement and maintenance less viable.</li> </ul>	<ul> <li><u>Does not have</u> other housing options, financial resources, and/or support networks to maintain or obtain a safe place to stay <u>tonight</u></li> <li><u>Lacks sufficient resources, capacity</u> and/or supports to manage independently</li> </ul>		
5	Literally Homeless Tonight AND Moderate Vulnerability	<ul> <li>Stayed <u>last night</u> in emergency shelter (including motel voucher) OR on the streets or in place not meant for human habitation;</li> <li>AND</li> <li>Exhibits factors that impact ability to quickly secure housing and resolve literal homelessness independently.</li> </ul>	Does not have other housing options, financial resources, and/or support networks to maintain or obtain a safe place to stay tonight		
4	Literally Homeless Tonight AND Potential Vulnerability	<ul> <li>Stayed <u>last night</u> in emergency shelter or transitional housing for people who are homeless, including hotel or motel voucher paid for by a social service or charitable organization;</li> <li>OR</li> <li>Stayed last night in a place not meant for human habitation (e.g., streets, parks, car, abandoned buildings, vacant lot, etc.);</li> <li>OR</li> <li>Must leave current housing <u>today</u> (e.g., due to court-ordered eviction, foreclosure, immediate safety or health risk, host family/friend request to leave, etc.);</li> <li>OR</li> <li>Must leave an institution (e.g., hospital, jail, treatment facility) <u>today</u>.</li> </ul>	Does not have other housing options, financial resources, and/or support networks to maintain or obtain a safe place to stay tonight		
3	Imminent Risk of Literal Homelessness (within 30 Days)	<ul> <li>Current housing is safe;</li> <li>AND</li> <li>Must leave current housing within 30 <u>days</u> (e.g., due to court-ordered eviction, foreclosure, imminent safety or health risk, host family/friend request to leave, family conflict, etc.);</li> <li>OR</li> <li>Must leave an institution (e.g., hospital, jail, treatment facility) within 30 <u>days.</u></li> </ul>	<ul> <li><u>Does not have</u> other housing options, financial resources, and/or support networks to maintain or obtain a safe place to stay after the <u>next 30 days</u>.</li> </ul>		
2	At-Risk of Literal Homelessness (within 31-60 Days)	<ul> <li>Current housing is safe; AND</li> <li>Must leave current housing within 31<u>-60 days</u> (e.g., due to court-ordered eviction, landlord-issued eviction, foreclosure, safety or health risk, host family/friend limitation, etc.);</li> <li>OR</li> <li>Must leave an institution (e.g., hospital, jail, treatment facility) within <u>31-60 days</u>.</li> </ul>	<ul> <li><u>Does not have other</u> housing options, financial resources, and/or support networks to maintain or obtain a safe place to stay after the <u>next 31-60</u> <u>days.</u></li> </ul>		
1	Unstably Housed	<ul> <li>Current housing is safe; AND</li> <li>May have to leave current housing at some point in the foreseeable future, but not within the next 60 days (e.g., due to inability to pay rent, landlord-issued eviction, foreclosure, safety or health risk, host family/friend limitation, etc.);</li> <li>OR</li> <li>Must leave an institution (e.g., hospital, jail, treatment facility) within <u>90 days</u>.</li> </ul>	<u>Has</u> other housing options, financial resources, and/or support networks to maintain or obtain a safe place to stay.		

### Risk Level:

\_\_\_\_ 0: Stably Housed \_\_\_\_1: At risk in more than 1 month \_\_\_2: At-Risk within 31 days \_\_\_3: Literally Homeless in Shelter \_\_\_4: Literally Homeless Unsheltered

### **Vulnerability Level:**

\_\_\_\_0: Potential vulnerability \_\_\_\_1: Moderate Vulnerability \_\_\_\_2: High Vulnerability

### **RISK + VULNERABILITY SCORE:**



### **GUIDANCE:**

**Unsafe housing**: Housing is considered unsafe when someone is fleeing or attempting to flee their housing or the place they are staying because of domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions related to violence that has taken place in the house or has made them afraid to return to the house, including, but not limited to: trading sex for housing, trafficking, physical abuse, and violence because of the person's sexual orientation or gender identity.

If Risk Level 3 or 4: Immediately engage in housing problem-solving assistance, enter basic information in the web-based HPN Screening & Referral Tool (ESRI), and offer referral and warm hand-off assistance, as needed, to other assistance offered by your agency or an HPN Service Provider using the web-based too

### TIE BREAKERS:

- 1. Most Severe Service Needs
  - a. History of **high utilization of crisis services**, which include but are not limited to, emergency room, jails, and psychiatric facilities; and/or
  - b. Significant health or behavioral health challenges, substance use disorders, or functional impairments which require a significant level of support in order to maintain housing; and/or
  - c. High risk of continued trauma or high risk of harm or exposure to very dangerous situations.

### 2. Length of Time Homeless

a. Has been homeless (total combined period of living unsheltered and/or in temporary emergency shelter) for the longest amount of time.

### Instructions:

- The Case Management project is required to complete an assessment of client service needs and an initial service plan within 15 days of participant enrollment.
- Assessments and service plans must be updated at least every month;
- All assessments and service plans must be signed by the participant, case manager and supervisor.
- Goals must be client-driven, specific and measurable, and plans must indicate who is responsible for indicated action steps and when those action steps will occur.
- The template provides space for **up to** three goals. Participants should determine how many goals they choose to focus on. All short term goals should be documented steps to housing.
- This template is intended to be used as a supplement to the HMIS Assessment
- Case Managers are required to make assertive attempts to engage clients receiving case management services in the assessment and service planning process. Clients may opt not to participate. In such circumstances, projects should document engagement attempts.

Assessment and Service Plan Template						
Part 1: Assessment						
Participant Name:						
Plan Start Date:				F	lan E	nd Date:
What is the person's plan to						
end their homelessness?						
What motivates this person to						
obtain/maintain housing?						
What is the person's long-term						
goal and how will housing help						
with that goal?						
When was the last time this						
person had a permanent place						
to live?						
Describe that place:						
Describe how person						
lives/sleeps now. For example,						
sleeps in a tent in a camp with						
other people; bounces between						
hotels, friends, family; sleeps						
behind the church.						
Factors that led to						
homelessness:						
Does the person/family have		Yes			No	List:
necessary documents						
Does the participant have		Yes			No	Source:
income						
People who provide support						
(name, relationship, & contact						
info):						
Emergency Contact (name, relationship, contact info)						
relationship, contact IIIO)						

Strengths and Supports Summary					
Income and Financial:	Mental Health and Substance Use:				
Employment:	Family and Supports:				
Housing:	Skills:				
Health:	Education:				
Other: such as client has ID, Children are in school	l, strong family structure, good problem-solving skills.				
What strengths/supports will be most helpful in	the housing access and stabilization process?				

	Part 1: Assessment (Cont) - Barriers Summary					
Inc	ome		bts/Expenses			
	No income		Monthly obligations exceed monthly income			
	Insufficient income to afford housing		Poor credit history			
	Recent decrease in income		Currently in bankruptcy			
	Receiving unemployment or other income that is		Subject to Child Support Enforcement – e.g.,			
	time-limited		"garnish wages"			
	Sanctioned or timed out on benefits					
Edu	ucation and Employment	Leg	al Issues			
	No High School Diploma or GED		On parole			
	Unemployed		On probation			
	Currently in temporary or seasonal job		Felony in last 5 years			
	Inconsistent work history – gaps in employment or		History of violence			
	frequent changes in jobs		Current legal involvement			
			Needs immigration status advice			
Но	using History	Far	nily Status			
	Multiple episodes of homelessness		Current or past involvement with foster care			
	One or two legal evictions		system			
	More than 2 evictions		Has children in foster care			
	Never had own lease		Domestic violence survivor			
	Evicted from subsidized housing		Current involvement in abusive relationship			
	History of institutional care – e.g., state hospital,		Subject to Order of Protection			
	foster care, prison					
Hea	alth/Disability	Su	oports/Independent Living Skills			
	Chronic physical illness		No ID			
	Health crisis, detox or hospitalization in the past		No or limited support networks			
	year		History of being unable or unwilling to seek help			
	Multiple hospitalizations in past year. #:		Limited English proficiency			
	Ongoing medical needs and no health insurance		Literacy problems			
	Multiple disabling conditions		History of problem visitors			
	Disabling condition has negatively affected		Hoarding problems			
	community stability		Inadequate financial management skills			
	Not in treatment for ongoing issues		Other Gaps in Independent Living Skills (specify:			
			)			
Wh	at are the most significant barriers to housing acce	ss/s	stability?			
Wh	at are the most significant issues that interfere with	, thi	s porson's safaty/wallhaing?			
VVI	at are the most significant issues that interfere with		s person s salety/weinbeing:			
Oth	ner Comments:					

Part 2: Service/Housing Stabilization Plan						
Type of Plan: 🗌 Initial Plan 🔤 l	Jpdate	Date	of Plan: F	rom	_ to	
Goals from Previous Plan (If applicable	.)	Stat	tus/Achie	vements and	Barriers	
1						
2						
3						
Goals – Establish and Prioritize Goals	Based on Curren	nt As	sessment	and Risk Fa	ctors	
Goals (for this assistance period)	Outreach Staf Tasks	f	Target Date	Participan	t Tasks	Target Date
Goal 1:						
Check Area: Housing Stability Financial Health/Mental Health Substance Use Family and Friends Life Skills						
Goal 2:						
Check Area: Housing Stability Financial Health/Mental Health Substance Use Family and Friends Life Skills						
Goal 3:						
Check Area: Housing Stability Financial Health/Mental Health Substance Use Family and Friends Life Skills						

Particpant Signature:	Date:	
Staff Signature:	Date:	
Supervisor Signature:	Date:	