



Housing Navigation Center Priority Need Triage

Definition for Chronic Homeless: An unaccompanied homeless individual with a disabling condition who has either been continuously homeless for a year or more **OR** has had at least 4 episodes of homelessness in the last 3 years. The individual must have been on the streets or in emergency shelter during these episodes.

YES

Is individual/family requesting services chronically homeless and at or below 20% Area Median Income?

(\$8,680/year as of 12/2008)

Document ALL calls in HMIS regardless of eligibility

NO

Is the individual/family working with another agency in the community in regards to their housing?

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NO

Priority Client – Schedule for orientation during current week or see individually for high risk cases. Priority is given as follows:

1. Individual entering from the streets
2. Individual residing in emergency shelter
3. Individual couch surfing with stays lasting less than seven days consecutively.

YES

Obtain a Release of Information for the community agency that is involved with the case and determine whether HNC assistance is required. Document Collaborative Contact in Client File. If Substance Abuse issues are identified, please refer to WMT Substance Abuse services for assessment and treatment and begin coordinated care plan.

If community agency requires HNC assistance, schedule for orientation with in one week. (Example: possible eligibility for TLC or TBRA.)

YES

Refer back to originating agency and offer additional referrals as appropriate. Please provide individual with explanation regarding the decision and inform them that if further assistance is needed in the future to call back.

NO

If space permits, schedule orientation within one week. Priority is given as follows:

1. Individual/Family entering from the streets
2. Individual/Family residing in emergency shelter
3. Individual/Family couch surfing with stays lasting less than seven days consecutively

Color Coding Key

Primary/Priority Population

Secondary Population

Individuals/Families that do not meet the Primary or Secondary Population can be served on a limited, case by case basis pending program capacity, staff time and characteristics of the case. If a unique situation occurs that falls outside of this flowchart, see supervisor for triage process.

If community agency is not in need of HNC assistance, refer client back to originating agency for housing needs. Please provide individual with explanation regarding the decision and inform them that if further assistance is needed in the future to call back.

The HNC triage process will be entered into HMIS through a customized assessment and then formulated into a customized ART report.