



Individuals Waiting to be Referred to Housing Programs FAQ

OKCSE Assessors – Review this document with clients after completing the assessment

1. What is Coordinated Entry?

Coordinated Entry is a process designed to ensure that all people experiencing a housing crisis have fair and equal access to assistance based on their needs. It helps prioritize the most vulnerable individuals and families for housing and services.

2. How does Coordinated Entry work?

- **Assessment:** You will undergo an assessment to determine your needs and vulnerabilities.
- **Prioritization:** Based on the assessment, you will be placed on a list that prioritizes those with the greatest need.
- **Referral:** When a suitable housing opportunity becomes available, you will be referred to it based on your priority level.

3. How long will I have to wait for housing?

The wait time varies depending on several factors, including your level of need, the availability of housing resources, and the number of other individuals that are in the name database that are waiting to be referred. While we aim to help as quickly as possible, the process can take time due to limited resources.

4. Can I check my status in the Coordinated Entry Name Database?

You can contact the agency who completed your assessment or visit an emergency shelter for general updates and to ensure your information is current and accurate. There is not a list or timeframe that can be given.

Use the following script when asking about your status:

“Hello. I am calling/visiting to check the status of my housing in the Coordinated Entry system. Can you confirm I am active in the system? Have I been connected with housing yet? I’d like to provide updated information about my living status/contact information/etc.”

5. What should I do while I’m waiting?

- **Stay in touch:** Keep your contact information and current living location updated with an assessor. You can contact the assessor that completed your assessment or go to another access point such as 211, Homeless Alliance

Day Shelter, outreach team or overnight shelters.

- **Use available resources:** Engage with service providers to address your most immediate needs:
 - Mental Health
 - Physical Health
 - Day Shelter
 - Overnight Shelters
 - Food pantries
 - Additional service providers such as domestic violence and justice involved services, the VA, Legal Aid, etc.
- **Obtain Documentation:** At this time you can prepare for being matched to an opening by obtaining:
 - ID(s)
 - Birth Certificate(s)
 - Social Security Card(s)
 - Proof of income
 - If no income, try to work on obtaining income
 - Third party homeless verification
 - Disability verification

6. What if my situation changes?

If there are significant changes in your situation (e.g., health, family size, income), inform an assessor at a dedicated sight as soon as possible. Changes may affect your prioritization and the type of assistance you need.

7. Can I be removed from the Coordinated Entry Name Database?

Yes, if you are unresponsive to attempts to contact you, if you no longer need assistance, or if you have secured housing through other means, you may be removed from the list. Always communicate with your assessor to avoid any misunderstandings. If you have no activity in the Homeless Management Information System (HMIS) for 90 days, your name will no longer be considered for openings, therefore, it is important to engage in resources such as shelters.

8. What types of housing can I be referred to?

Coordinated Entry can refer you to various types of housing, including:

- Transitional housing
- Permanent supportive housing
- Rapid rehousing programs

9. What happens if I am referred to a housing program?

If you are referred to a housing program:

- **Be responsive:** Respond promptly to any contact from the housing provider.
 - Programs have a set amount of days that they can make contact

with an individual before sending the referral back.

- Ensure all contact information, sleeping location, and emergency contact (if applicable) are up to date so that matching can be successful.
- **Complete requirements:** Fulfill any necessary paperwork, interviews, or program requirements.
- **Move-in:** Coordinate your move into the new housing.