

MIBOSCOC Access Staff Roles and Responsibilities

Call Center/ First Access Point	Street Outreach/ Navigation	LPB Decides
<i>The goal of the Coordinated Entry Call Center is to provide initial response, safety screening and triage for people accessing the homeless response system. The call center works to divert people away from the homelessness system who have other resources and supports to end their homelessness on their own. The call center is the main point of entry to the homeless response system, and where all referrals into the system originate.</i>	<i>The goal of Street Outreach is to make connections to stable housing with tailored services and supports of the client's choice, such as health and behavioral health care, transportation, access to benefits etc. Street Outreach staff also work with clients to identify safe alternatives to unsheltered homelessness. Street Outreach programs are designed to engage unsheltered people at non-traditional settings such as campsites, parks, libraries etc.</i>	<i>There are additional pieces of the total CE Access System that need to be accomplished in the way that the LPB decides is best. The important part is that they are part of the total Access service system</i>
Required MIBOSCOC Trainings: All 100 and 180 series Core Training All Training under 200-CES Access Service Providers Series	Required MIBOSCOC Trainings: All 100 and 180 series Core Training All Training under 300-Housing Advocacy and Street Outreach Pathway	
Triage/safety assessment	Make contact with client within 48 hours of receiving referral. May be via phone if available.	All clients receive HCV waiting list placement
Initial diversion attempt	Second diversion attempt- diversion attempts continue throughout service provision.	Make sure all LH clients are on the BNL with all the information needed for the committee to place them according to the BOS Prioritization and housing service slots
Resources and referrals outside of the homeless response system if diversion was successful	Street Outreach worker meets the person where they are staying unsheltered.	

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Referrals inside of the homeless response system if diversion was not successful	Talks to client about accessing shelter if available in that area.	
Shelter referral <i>if wanted and available</i>	Completes VOH	
Street Outreach/Navigation staff referral	Provide housing focused services: • Document readiness • Completing rental applications • Coaching on finding housing • Help with HCV paperwork when pulled from waiting list	
	Provide connection and referral to other crucial needs: • Health care • Behavioral health care • Benefits • Transportation	
	Street Outreach workers remain with the client until client is enrolled in a housing program.	
	Talks to the client about ways to end their experience of homelessness	

