



Metro Area Continuum of Care for the Homeless

COORDINATED ENTRY SYSTEM POLICY AND PROCEDURES
CES-PR-17-02: CONTACT ATTEMPTS PROCEDURES
REVISED March 2018

PURPOSE: To establish minimum contact attempts procedures for projects participating in MACCH's Coordinated Entry System (CES). These procedures apply to all consumers served through MACCH's CES.

PROCEDURES:

A. Minimum Contact Attempts Standards

Projects participating in the MACCH CES will make all reasonable efforts to contact consumers referred for services, including attempting contact via all methods provided by the consumer (i.e. call, text, email, social media private messaging, case manager/navigator). Projects must attempt a minimum of three (3) contacts to the consumer over a period of at least five (5) business days before making a recommendation to close the referral for services. During period of attempting contact, the project must maintain the opening in the project for the referred consumer. Once all documented and reasonable contact attempts have been made (as described herein), the current referral shall be closed. If closing a referral due to inability to contact, the project must detail all attempts, including date and attempted method(s) of contact, within the Homeless Management Information System (HMIS), in the sub-assessment section, within the CES Assessment (see attached workflow).

B. Recommended Timeline

The following timeline is recommended for CES-participating projects attempting contact with consumers:

- Day 1:** Referral Date from Coordinated Entry, initial contact attempted when possible.
- Day 2-5:** A minimum of 3 attempted contacts to participant directly at varying times of day; AND a minimum of 3 contacts to navigator and/or service provider(s), if applicable.
- Day 5:** Outreach to Case Conferencing for updates or assistance if no contact with client (for PSH referrals).
- Day 5-10:** If, after case conferencing, the referral remains open, a minimum of 3 attempted contacts to participant directly at varying times of day; OR a minimum of 3 attempted contacts to navigator and/or service provider(s).
- Day 10:** Outreach to Case Conferencing for consensus on referral closure; "unable to contact" unless the referred agency wants referral to remain open longer (for PSH referrals).

C. Appointment Scheduling Procedures

Upon contact with consumer, the project will offer services and, if the consumer accepts, schedule an intake appointment within the next five (5) business days. The project will confirm the appropriate method of contact with the consumer and offer a reminder of the appointment at least 24 hours prior to the scheduled appointment. Projects must attempt a minimum of two (2) appointments with a consumer, considering rescheduling and/or missed appointments, before closing the referral for missed appointments. When possible, project staff should offer to meet the consumer at a location convenient for them.