

**COORDINATED ENTRY SYSTEM POLICY AND PROCEDURES**  
**CES-PR-17-02: CONTACT ATTEMPTS PROCEDURES**  
**REVISED January 2020**

**PURPOSE:** To ensure reasonable efforts are made to locate individuals with an open referral by establishing 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**

1. 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 and other search options (i.e. call, text, email, social media private messaging, case manager/navigator, in-person visits to emergency shelter [preferably outside of normal business hours], and checking jail records). Contact attempts should occur at varying times of day. When a referral has been accepted, the housing provider will complete a referral alert in HMIS which will notify shelters if the client enters their project.
2. Projects must attempt a minimum of five (5) contacts to the consumer over a period of at least seven (7) business days before closing the referral for services. During the time period of attempting contact, the project must maintain the opening in the project for the referred consumer. Note: This does not mean that the project must attempt 5 times for each contact type i.e. 5 phone calls, 5 texts, etc.
3. Once all documented and reasonable contact attempts have been made (as described herein) and are unsuccessful, the current referral may 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 referral sub-assessment section within the CES Assessment (<https://www.icalliances.org/omahacouncil-bluffs-howtoguides>).
4. If a provider currently serving the individual has a question regarding the contact attempts or the reason for a housing program referral closure, they should work directly with the Housing Provider. MACCH may help facilitate this communication as needed.
5. MACCH staff may follow up as needed with housing providers to verify appropriate contact attempts have been made. If it is determined that additional attempts should be made, MACCH may request that the Housing Provider reopen the referral.

**B. Sample Timeline**

The following sample timeline provides ideas for CES-participating projects attempting contact with consumers:

**Day 1:** Referral Date from Coordinated Entry, initial contact attempted when possible.

**Day 2-5:** Contact attempts might include:

- A minimum of 5 attempted contacts to participant directly at varying times of day.
- Reaching out to other service providers connected to the individual such as outreach, drop in centers, Navigators, current case managers, previous case managers, etc. Note: a consumer who has been closed out of a shelter or banned from a shelter may still be receiving ongoing case management and/or services from that shelter and should be contacted when trying to locate a client.

**Day 5-7:** Outreach to HRT/Case Conferencing for any final assistance on locating individuals and to notify the group of pending closure status or other action such as keeping the referral open for a longer period.

### **C. Appointment Scheduling Procedures**

Upon contact with consumer, the project will offer services and, if the consumer accepts, conduct an intake appointment within 3 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.