

NOTE: Engaging with the Coordinated Entry System is an initial step towards accessing housing resources; however, it's important to note that this does not ensure a referral to a permanent housing program or service.

What is a Continuum of Care (CoC)?

A Continuum of Care (CoC) is a local or regional planning body that coordinates housing and services for homeless individuals and families. Funded by the U.S. Department of Housing and Urban Development (HUD), the CoC's primary goal is to reduce and ultimately end homelessness by organizing and providing housing resources, support services, and outreach efforts in a coordinated way. The CoC provides funding for agencies/nonprofit and/or state/local government to quickly rehouse homeless individuals and families in order to minimize the trauma and dislocation causes by experiencing homelessness. The Alliance for Housing is a funder, not a provider.

What is a Coordinated Entry System?

A Coordinated Entry System (CES) is a centralized process used by communities to assess, prioritize, and connect people experiencing homelessness with the most appropriate housing and services. It streamlines access to assistance by using a consistent approach to evaluating needs and ensuring that resources are allocated based on urgency and vulnerability.

How to get connected?

Individuals/families must be screened to determine eligibility for assistance. If a screening is completed by Community Housing Network Housing Resource Center (HRC) call center staff and the individual/family meets the qualifying eligibility score set by the CoC (www.oaklandhomeless.org), the individual/family is placed on a registry (homeless or prevention rental arrearages) through a scoring system that prioritizes those with the highest need/highest score for the program they qualify for.

If or when their name is pulled from the registry, that Oakland County agency that has the open slot/funding would contact them for an intake and explain that agency's program requirements. Please understand funding is limited and there is no timeline if or when a name would be pulled from the Oakland County Centralized registry waitlist. CHN call center staff are not case managers and would not know where an individual is at on a waitlist.

It is important for an individual/family with housing needs in Oakland County to please text "housing" to **248-269-1335**. They will then receive a link to complete the housing assessment form. Or call 248-269-1335 or email HRC@chninc.net. Once the form has been completed or a detailed explanation of their housing situation in their voicemail message/email, they will receive a call back prioritized by situation.



Call: 248-269-1335

Or



Text: 248-269-1335

Or



Email: HRC@chninc.net

Where is personal information stored?

The CoC uses HMIS. HMIS stands for Homeless Management Information System. Many helping programs in our community use HMIS as an internal record keeping tool to collect and manage data about individuals experiencing a housing crisis. The HMIS can help organizations coordinate services, track client information, and improve housing outcomes through better data analysis. All licensed users are trained and certified in privacy and security before using the system and have additional regular privacy and security training.

To protect privacy and security, the HMIS implements robust measures including data encryption, confidentiality agreements, and regular audits. These protections ensure that while data can be used to improve services, client privacy and security remain a top priority.

What types of programs are there?

Rapid Rehousing: Rapid Rehousing is a housing assistance program designed to quickly help individuals and families experiencing homelessness move into permanent housing. The program provides short-term to medium-term rental assistance and supportive services, such as case management. The goal is to reduce the time spent in homelessness and to support long-term housing stability.

Homeless Prevention Programs: A homeless prevention program helps individuals and families who are at risk of becoming homeless. It provides support financial assistance accompanied by strength-based, housing case management designed to help find and/or obtain housing. The goal is to prevent homelessness before it happens.

Permanent Supportive Housing: A permanent supportive housing program offers long-term, stable housing along with supportive services to individuals and families who are homeless and have significant challenges, such as disabilities, chronic health issues, or mental illness. Participants can stay as long as they need as long as they meet eligibility. The supportive services, which can include case management, healthcare, substance abuse treatment, and life skills training, are provided to help residents maintain their housing and improve their overall well-being.

Supportive Housing Unit (SHU): The SHU program technically falls under PSH. The participant would be considered on a Project Based Voucher that is attached to one specific unit. Participants would receive case management to discuss housing goals and work towards independence and stability in their housing. If a participant stays in good standing with the program rules and rent payments, they may be able to move out on a Housing Choice Voucher after their 12-month lease period depending on availability. The participant is not required to move out after 12 months and can remain in the program as long as they are eligible.

Transitional Housing: Transitional Housing provides temporary housing and supportive services to individuals and families who are transitioning from homelessness or unstable living situations to more permanent housing. These programs typically offer participants housing assistance for up to 2 years, along with services such as counseling, job training, and life skills education. The goal is to help residents gain stability, increase self-sufficiency, and eventually move into permanent housing.

All programs vary in eligibility requirements and can vary by funder criteria.

What is a 'no wrong door approach'?

The "No Wrong Door" approach in housing services is a service delivery model designed to ensure that individuals seeking housing assistance can access the support they need, regardless of where they first enter the system.

What is a 'Registry'?

The Registry is a prioritized list of homeless individuals, families, and youth based on their level of need. It helps connect the most vulnerable to housing programs first, but it does not guarantee placement in any specific service. The list is regularly updated to reflect changes in a person's circumstances and needs. If you decline a housing offer, you remain on the list for future opportunities. This list is maintained in a secure system that is not accessible to the public.