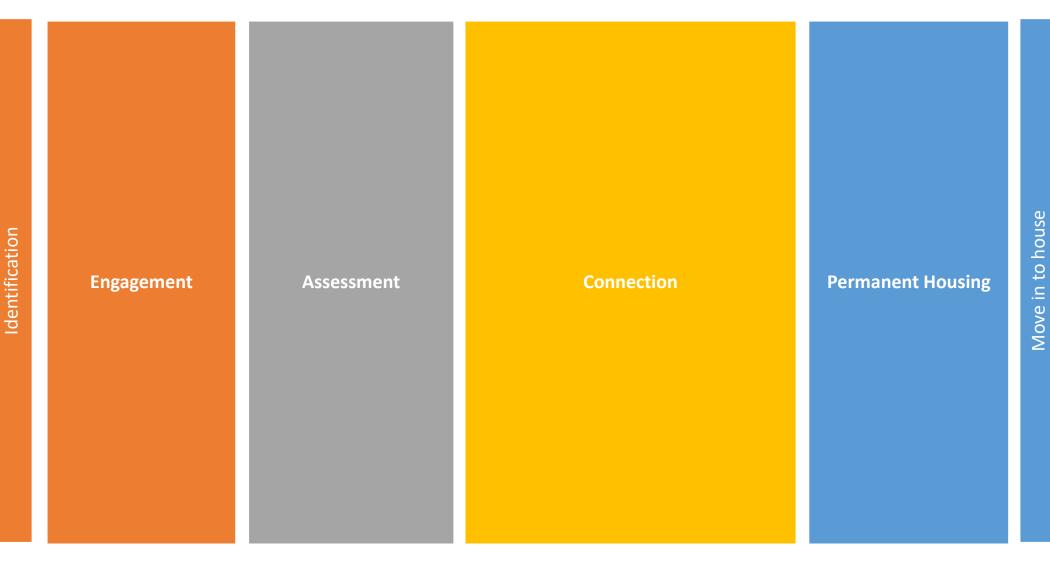
# **System readiness: One way to look at coordinated entry**





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# A coordinated entry

| Service System<br>Engagement with Rough<br>Sleepers   | Service System Assessment  | Service System Connection   | Permanent Housing  |
|---|--|---|--|
| To advance to the next<br>bucket:<br>Client should be<br>engaged in seeking<br>housing and supports | To advance to next bucket:<br>Client should be<br>assessed for supports and<br>service eligibility | To advance to next bucket:<br>Client should be matched to resource,<br>program or housing plan as appropriate | To complete checklist:  Client should be housed<br>with a tenancy<br>sustainability plan |
| Measure time it takes to move from identification to housing  |  |   |  |
|   |  |   |  |



Move in to house

# What buckets assist with:

### **Re-directing urgency to systems thinking:**

Urgency directed toward improving how your housing process treats people and the speed at which it moves

### Shared understanding of next steps:

Always know the next steps forward and have this standardised across system

### **Identify bottlenecks:**

Be able to identify bottlenecks in the system for change



### **Rough Sleepers and Chronic Homelessness Housing and Support System Readiness Checklist**

Service System Engagement with Rough Sleepers (Engaging the client with service system )

□Identification of persons experiencing homelessness – added to the By Name List

Immediate assessment -Established client wants and needs – respond to immediate needs □Verify if currently connected to support system/s **Offered** service system linkages □Ongoing engagement – Building rapport between client and services Establish ways to communicate with client phone, email, location Complete Vi-SPDAT

Identification

 OUTCOME: Client engaged in seeking housing and supports

### LOGAN ZERC

Service System Assessment

(Assessing eligibility and required documentation )

# Detailed homelessness and housing assessment

- Housing and support goals established
- □Prioritised services and supports required
- □Noted support type:
- Specialised case management
- Informal case management
- Care Coordination
- Assessed financial affordability

 Income Statements/ Pensions / Wage /Debts/Assets /Budget/ Superannuation

### Assessed identification documentation

 Divers License/ Passport / Birth Certificate 18+ Card/ Medicare
 Assessed rental history – TICA listing / QCAT matters/ Evictions
 Assessed suitable housing option – Private/Public/Aged
 Care/ Disability/ Indigenous/ DFV
 Assessed additional housing/ income eligibility documentations required - Medical reports /Support letters/Proof of homelessness/ citizenship /residency / Financial administrator

OUTCOME: Client assessed for supports and service eligibility

#### Service System Connection

Establishing housing and supports to sustain a tenancy)

#### Completed items required for housing eligibility

- bank account
- identification
- financial benefits/pension/entitlements/wages /concessions
- housing affordability budget
- Removed TICA listing barrier

## Completed application for housing or housing products

- Department of Housing products public and community housing/ rent connect/ bond loan/ rental grant/ rental security subsidy
- homelessness/housing databases QHIP/ Shared Tenancy

#### Confirmed housing application/s

- Private rental/public/ community housing
- Check online private housing applications (e.g. tenantsapp, 2Apply, Realestate.com)
- Specialized supportive housing aged care, disability

#### **Connected to appropriate supports**

- Specialist housing and homeless services and productsemergency shelters/ emergency placements / transitional accommodation
- Specialists domestic and family violence services and products - DFV crisis shelters /emergency placement/ transitional accommodation
- Identified support services mental health/ AOD/health/ cultural/legal/financial/ advice / youth/aged/disability
- OUTCOME: Client matched to resource, program or housing plan

#### Permanent Housing

(Assisting the client to navigate into housing with supports)

#### Confirmed housing offer

- housing offer
- utilities connections
- Confirmed housing support plan
- support services are aware of new address
- tenancy sustainment plan
- housing and support service monitoring/check ins
- implementation of financial affordability plan- rental subsidy assistance/ budget

# Completed steps in preparation to move in

- house inspection
- housing contact
- agreed housing adjustments
- removalist and housing furnishing
- change of address on personal documents

## □ Tenant equipped with life skills to sustain housing

- public transport and local geography
- dispute resolution mechanisms
- tenancy advice services and rental supports services
- OUTCOME: Client housed with tenancy sustainability plan

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