

CES Checklist:

Entering Persons 24 & Older into CES



1. You Engage someone who is homeless per HUDs Categories of Homelessness (on back)
2. They give you consent to share their information, so you can obtain a Release of Information (ROI)
3. Search the person in HMIS:
 - THEY HAVE A HMIS PROFILE
 - Ensure their ROI is up to date
 - Are they enrolled in CES?
 - YES: put in a note "client presented to (your agency) on (date) reporting/requesting (client interactions)" **(STOP)**
 - NO: Enroll the client into CES
 - THEY DO NOT HAVE A HMIS PROFILE
 - Complete ROI
 - Create the client profile.
 - Enroll the client into CES
4. Complete the CES Questionnaire
5. Determine if they should then receive a Memphis Vulnerability Assessment (MVA). Complete the MVA directly after the CES Questionnaire if:
 - They are a Veteran
 - OR
 - They are pregnant
 - OR
 - They have dependants who are disabled
 - OR
 - Single Parent with 3 or more children under 6 years old
 - OR
 - Are Fleeing Domestic Violence (DV)/Intimate Partner Violence (IPV)/Trafficking
 - AND
 - Can meet their Activities for Daily Living (ADLs)

If they do not meet those, then DO NOT proceed to the MVA.
6. Communicate the below regarding CES following the above processes:

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Introduction: "I currently don't have any permanent housing options available through my agency. However, all of the information you have provided me has been put into the Database used by the CES."

What is CES? "Coordinated Entry matches people to housing. There is no waitlist or set timeline for when you may be housed" It's important to note that CES is not a program itself, but rather a pathway to finding a housing match.

How CES Works: "Matches are made based on housing availability in the community. This means there is no way to check on your 'status' in the system, as it doesn't function like a traditional waitlist. Instead, when housing becomes available, the most vulnerable individuals are prioritized and matched with those opportunities. However, it's important to understand that being entered into CES does not guarantee permanent housing."

(ONLY IF THEY ONLY RECEIVED A CES QUESTIONNAIRE) "You may be contacted to complete a more in-depth vulnerability assessment. This helps us find the best possible housing solution for you."

Required Documentation: "The CES works with low-barrier housing, but certain documents may be required depending on the housing type you're matched with. These documents might include:

- ID
- Birth Certificate
- Social Security Card
- Proof of income (e.g., SSI/SSDI letter)
- Verification of Homelessness (VOH)
- Verification of Disability (VOD)

Staying in Touch: "It's important to keep us updated on any changes that could affect your housing situation or how we contact you. For example, please let us know if:

- Your phone number changes
- You move to a different shelter or location (inside or outside)
- Your income changes (either an increase or loss)
- There are changes to your health

If we can't reach you, it may prevent you from being offered housing. You can update us with any changes at any time, and we'll make sure your information is updated in the system."