

Community Housing Connect

communityhousingconnect.org

An Enhanced & Person Centered Coordinated Entry Portal

What is Community Housing Connect?

CHC is a web-based 24/7 access point designed to progressively gather information necessary to evaluate risk and match consumers to needed resources.

How does it work?

CHC reduces the stress of the experience of being homeless by limiting assessment wait times and interviews while increasing focus on the most pertinent information necessary to resolve the housing crisis.



WE BUILT COMMUNITY HOUSING CONNECT

Because No One Should Face Homelessness Alone.

We built this platform to:

- Reduce the number of families who enter the homeless system
- Shorten the length of time a family experiences homelessness
- Increase connections to resources to address unmet needs
- Increase access to safe and affordable permanent housing
- Improve the overall experience for families



Who can CHC help?

Kent County families with household income below 50% of the area median income that include at least one adult and one dependent minor, including pregnant women.

Families experiencing a housing crisis may be residing outdoors, in their car, or in a park. They may be staying in an emergency shelter, motel, or hotel. Families may also be at risk of losing their housing.

How the platform works

Community Housing Connect is accessed through communityhousingconnect.org. Families start their housing plan by completing a quick assessment and scheduling an appointment with an available Solution Specialist.

Benefits of Community Housing Connect

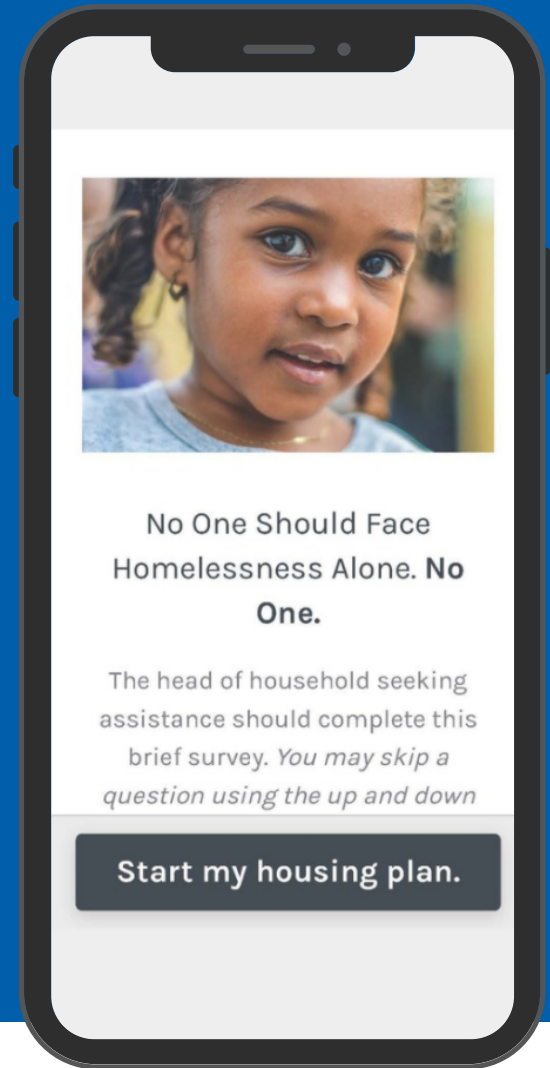
Families have increased access to services with a reduction in human error and assumptions that can limit access.

Service providers are able to consistently prioritize and match families to available resources.



Why partner with Community Housing Connect?

Any agency interested in assisting with expanding access to our CE system can participate as an access point for Community Housing Connect. Upon completing the Community Housing Connect assessment, families are able to schedule an appointment with a Solution Specialist to complete Supported Solutions. Supported Solutions is a strategy that seeks to quickly resolve a housing crisis for families who need temporary, immediate, and safe housing accommodations. Supported Solutions is a person-centered and strengths-based approach, relying on a consumer's own strengths and resources as the best means to resolve their housing crisis. Community Partners provide Supportive Solutions to families experiencing a housing crisis through the CHC scheduling platform.



Together we can end family homelessness in Kent County

Through Community Housing Connect we focus on immediately helping families secure a safe place to stay while partnering with them to find a permanent solution to the homeless episode. We are eliminating wait lists, wait times, and wait fatigue and ensuring every family has a housing plan.

Dynamic Prioritization

Solution Specialists on Community Housing Connect use dynamic prioritization to prioritize, assess, and ensure that everyone has a housing plan. Solution Specialists make real-time decisions based on the number of available and appropriate resources at the time. A housing plan is put in place and the Solution Specialist will assist the consumer to execute the housing plan.



Community Housing Connect

Prioritization

The process of identifying which households, among those assessed, have the greatest needs and will therefore receive accelerated assistance to available housing and services within the CoC system.

Assessment

The process of documenting participant needs and strengths, identifying barriers to housing and clarifying participants preferences and goals. What does the person need?

Everyone gets a housing plan

We do not manage a list – we make real-time decisions. Decisions are based on the number available and appropriate resources at the time; we consider eligibility, vulnerability and consumer preference.

EVALUATION

We are committed to conducting regular and ongoing evaluation of Enhanced Coordinated Entry. Evaluation is both qualitative and quantitative in the form of surveys and process review.



Community Surveys

We use annual community surveys to evaluate how the CHC process works for the wider service provider community. We measure how accessible CHC is to community members and the efficacy of our outreach and messaging.

Partner Surveys

We evaluate how CHC is working from the perspective of member organizations annually. We want to know the effectiveness of the process as well as partner fidelity to processes and procedures in order to continuously improve the CHC process.



Consumer Surveys

CHC partners provide formal feedback surveys to consumers to evaluate service provision. Survey feedback is evaluated monthly. Information from surveys is analyzed for key patterns and trends and services are adjusted to better meet the needs of families we serve.

Process Evaluation

We use the CHC website and Acuity Scheduling platform to see how Solution Specialists respond to typical scenarios. On a quarterly basis, we review the fidelity to policies and processes, consistency across screeners, and evaluate capacity benchmarks.



*All dashboards are updated quarterly in April, July, October, and January

READY TO PARTNER?

Our goal is to make family homelessness rare, brief, and nonrecurring in Kent County. It will take critical partnerships and resources to reach that milestone. Your commitment to joining Community Housing Connect will help ensure our continued efforts to achieve that goal.



Together we are creating a system response to end family homelessness

Supported Solutions Training

- Contact Vicki Squires, Community Rebuilders' Director of Training & Development to schedule training (vsquires@communityrebuilders.org).

Community Housing Connect Questionnaire

- Identify your agency's appointment capacity and availability for Supported Solutions.
- Identify the resources your agency will contribute for Supported Solutions.
- For questions or to submit the completed questionnaire contact Maranda VanZegeren, Community Rebuilders' Divisional Director (mvanzegeren@communityrebuilders.org).

CHC ONBOARDING PROCESS

STEP 1

REVIEW AND COMPLETE THE CHC USER AGREEMENT

STEP 2

COMPLETE SUPPORTED SOLUTIONS TRAINING

STEP 3

COMPLETE THE CHC PARTNER QUESTIONNAIRE & ACCESS FORM

STEP 4

PARTICIPATE IN ONGOING EVALUATION

COMMUNITY HOUSING CONNECT PARTNER AGREEMENT

Our Day One Ending Family Homelessness goal is to make family homelessness rare, brief and nonrecurring in Kent County. It will take critical partnerships and resources to reach that milestone. Your commitment to joining Community Housing Connect (CHC) will help ensure our continued efforts to reach that goal. By joining Community Housing Connect as a partner, your organization will provide Supported Solutions to families experiencing a housing crisis. Supported Solutions is designed to immediately resolve a household's homelessness without entry into the homeless system, and to ensure homelessness is as brief as possible when it does occur. In order to effectively provide these services, each participating agency must sign the CHC Partner Agreement and dedicate resources to this effort.

Community Housing Connect Partner Roles & Responsibilities:

- Each partnering agency will receive an initial 4 hour training in Supported Solutions provided by Community Rebuilders prior to joining CHC. Regular ongoing training across partner agencies is critical to ensure that work stays consistent and equitable, and that best practices are iterated into service delivery. At minimum annual trainings will be held and participation of all partners is expected.
- Upon completion of Supported Solutions Training, partners will identify staff to serve as Community Solution Specialists (CSS). Partners should provide weekly availability to meet with families who schedule a Supported Solutions appointment through Community Housing Connect. The onboarding process to Acuity scheduling will be facilitated by Community Rebuilders. Each Solution Specialist will complete the [User Access Form](#) to identify their contact information and schedule for Supported Solutions. This form should be completed prior to joining CHC as well as when any significant changes to availability occurs so that overall Solution Specialist capacity can be monitored against consumer inflow into Community Housing Connect.
- Families receiving Supported Solutions may at times receive light touch flexible financial assistance that is made available by partners when necessary to arrange a host agreement. This may be provided through flexible or mainstream funding sources as determined by each partner based on their available resources. Examples of flexible financial assistance could include a small amount of non-traditional rental assistance or general housing stability assistance, such as assistance with utility payments, transportation, groceries, etc. This will be documented in the [CHC Partner Questionnaire](#).
- CHC partners will make agency resources available by completing The Salvation Army's housing resource chart identifying each service the organization provides to families experiencing homelessness or at risk of homelessness. The resource chart is managed by The Salvation Army and is shared with all Community Solution Specialists. Community Solution Specialists will use Dynamic Prioritization to refer families in need of a housing program to available resources using The Salvation Army's shared resource chart in accordance with Coordinated Entry Policies & Procedures.
- Community Solution Specialists will partner with families to create a housing plan based on their choice and unique strengths; they will work alongside families, connecting them to community and natural supports, until their housing crisis is resolved. The housing crisis is considered resolved once the housing goals are achieved, and may include (but is not limited to) one of the following outcomes: the family is staying long term with family or friends, they are temporarily housed as they seek new housing, they have relocated permanently to a safe place in a new community, or the family is ultimately able to stay in their current housing.
- Each partner will join the G.R.A.C.E. Network within one year of onboarding to Community Housing Connect. Solution Specialists will utilize the Network to identify consumer needs through the Social Determinants of Health Assessment and refer to Community Based Organizations to address these needs.
- If a service recipient identifies that English is not their primary language or they have limited ability to read, write or understand English then each partnering agency must ensure access to interpretation and translation services.
- Partnering agencies are required to participate in monitoring of service delivery and to assist with facilitating program evaluation. It is required that each partner review their Supported Solution outcomes and identify monthly data on their outcomes as part of a collaborative evaluation. Outcomes that are to be a part of the evaluation are 1.) Total number of Supported Solutions appointments provided by the agency, 2.) Total number of households resolved and unresolved through Supported Solutions, and 3.) The breakdown of the Supported Solutions exit destinations after the Supported Solutions appointment. This data will collectively help improve processes and monitor implementation of services. Feedback from consumers receiving Supported Solutions and partner agencies will also be gathered through electronic surveys as part of ongoing quality assurance.
- After receiving the signed Partner Agreement, Community Rebuilders will assist each Solution Specialist with setting up their login and account for Acuity Scheduling.

We are ready to partner with Community Housing Connect and provide Supported Solutions to families experiencing a housing crisis in Kent County. We will commit the resources and/or services indicated above.

Signature: _____ Date: _____

Printed Name: _____ Title: _____

Agency Name: _____

Email: _____ Contact Number: _____

*Please return completed forms to Maranda VanZegeren at mvanzegeren@communityrebuilders.org or fax to 616-458-8788

Community Housing Connect 2021 v2 June 2021

Links & Forms

- [Community Housing Connect Partner Questionnaire](#)
- [Community Housing Connect User Form](#)

**For more information contact
Community Rebuilders**

**1120 Monroe Ave NW Ste 220
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