

Elevation Pilot: Inability to Complete Assessment Procedures Overview

This document is not meant to replace the detail or specific guidelines found in the Policy and Procedures for the pilot. The purpose of this document is to provide a concise overview of workflow for this process. This document may be used as a reference, however, it is expected that all parties participating in this process understand and remain compliant with all items outlined in the Policies and Procedures document.

1. Initiate Outreach:

- Referring Agency completes Elevation Request and Outreach Tracking Form (EROT Form) and sends it to the Coordinated Entry Program Manager, Assigned Transition Coordinator, and the Initial Outreach Entity.
- Initial Outreach Entity confirms reception of document and coordinates with the Referring Agency to connect with the household.

2. Outreach:

- Outreach occurs in three phases by three different entities: Initial Outreach Entity, Secondary Outreach Entity, Tertiary Outreach Entity.
- As a household moves through each phase, it is expected that each entity coordinates with the entity immediately prior and subsequent to them in the process:
 - Ex. The Secondary Outreach entity must coordinate with the Initial Outreach Entity when starting outreach for a household; if the household moves to the next stage, the Secondary Outreach Entity must also coordinate with the Tertiary Outreach Entity to ensure a smooth transition
- If an Outreach Entity is having difficulty contacting a household, outreach must continue for a minimum of two weeks, with three attempted contacts each week
- Each phase of outreach has the same options for possible outcomes:
 - No contact made – this pauses the outreach and elevation process for 90 days; after 90 days the process is ended
 - Contact made
 - Assessment completed – this ends the outreach and elevation process
 - Household refuses assessment
 - If applicable, guardian can confirm need for assessment. If no assessment is completed with the household, household advances to next phase OR
 - If no guardian, outreach continues for an additional three weeks. A minimum of one contact each week to re-offer the assessment is made
 - Household engages but is unable to complete assessment – household advances to next phase
- At the end of each phase, the Outreach Entity is responsible for completing the respective section of the EROT Form and returning it to the CE Program Manager, the designated TC, the Referring Agency and, if applicable, to the succeeding Outreach Entity

3. Elevation and Referral

- If a household “advances to next phase” at the end of the third phase of outreach, the household is elevated for referral into a program serving those with highest levels of vulnerability
 - This elevation replaces the vulnerability score otherwise obtained through the CE assessment tool; additional layers of priority as outlined the Coordinated Entry Policies and Procedures continue to weigh into overall prioritization; this provides standardized “tie breakers” for situations in which multiple households are concurrently elevated and/or when a household who has completed the CE assessment has received the maximum score available from the CE assessment tool
- Referral into a housing program is dependent on availability and program requirements
- Upon referral, the TC providing the referral notifies and coordinates with the Referring Agency and all Outreach Entities at to ensure a shared approach to transitioning the household into housing