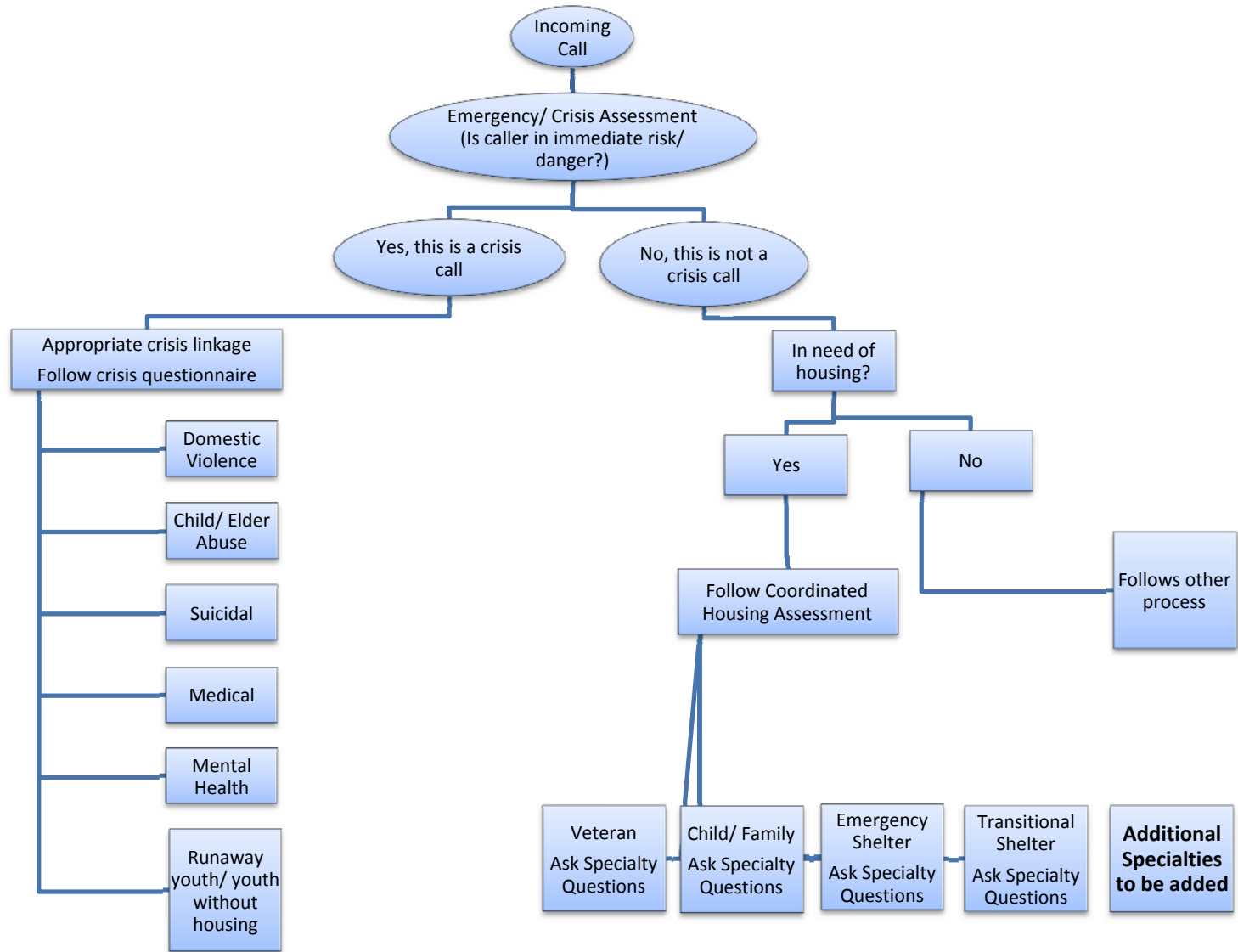


211 - Call Flow Chart DRAFT



211 Call - Flow chart narrative DRAFT

1. Determine if caller is a **crisis caller** (in immediate risk or danger)
 - a. Crisis- Domestic violence, child abuse, elder abuse, medical, suicidal, runaway youth / youth without housing (under 18)
2. If caller is not a crisis caller, determine if caller is seeking **housing**
 - a. If so, use Coordinated Housing Assessment; 10-15 question max to determine what type of housing program best suits caller.

i. Coordinated Assessment – Housing Assessment initial questions (DRAFT)

Are you seeking housing?

1. *First Name*
 - a. *Last Name*
 2. *Identifier Number (system generated)*
 3. *Gender of person in need*
 4. *Date of Birth*
 5. *Phone Number/ contact number (with drop down). Best email (option for 2)*
 6. *City of Last Known Permanent Address*
 7. *Housing Status*
 8. *Where did you sleep last night?*
 9. *Family Type*
 10. *Family Size*
 11. *Are your children currently with you?*
 - a. *Age of children/ adults*
 12. *Relation of caller to person in need*
 13. *Disabled*
 14. *Veteran*
 15. *Income Source and Amount*
- ii. After determining which program caller qualifies for, ask **Specialty Questions**, which will be created by each specialty category (Veteran, Child/ family, etc.). Some examples:
 1. *Social security card*
 - a. *Right to work documentation, any sort of identifying?*
 - b. *Can you provide? Would you turn someone away?*
 2. *CA Identification*
 3. *Transportation (general)*
 4. *Arrest record*
 - a. *C & D prior to placement*
 5. *Legal status (can we ask?) Identification*
 6. *Prior Shelter history*

Next Steps:

1. Assessment entity would have a **feedback loop**
 - a. What's working, what's not
 - b. Linking to programs we know (side doors)
 - i. Relationships
 - ii. Discuss and document side door process
2. Update/ Next steps
 - a. Important to share what agencies consider what factors would disqualify clients from certain programs. Ex. Arrest history, detoxing, etc.
3. Send Flow Chart to small group for feedback
 - a. Integrate changes and send to Coordinated Assessment Group
4. What's current in 211? 211 to share with providers

Questions:

1. **Questions to consider to assess history of 6 crisis areas (at what point or points are these assessed?)**
 - a. *Have you ever been a victim of domestic or intimate partner violence?*
 - b. *Time frame*
 - c. *Are you a runaway youth/ youth without housing? (under 18)*
 - d. *Ensure that crisis questions are asked throughout assessments*