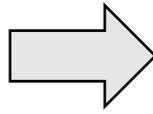
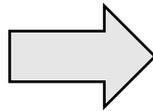


“Where am I on the list?” OR
“What is going on, I have not heard anything?”



Coordinated entry is not a waitlist. We don't know how long it will take to match you with the right housing program. Housing referrals are made based on availability and individual needs. If it looks like you are eligible for an opening, you will be contacted by the housing provider directly.

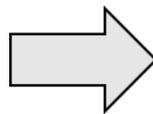
“Can I be added to another priority list? I want to live in another county outside of the area (CoC).”



Each area of Minnesota has different eligibility for accessing Coordinated Entry. We will check with the Coordinated Entry Specialist and the other CoC to see if you can be added to their Coordinated Entry list. If you are able to be added, you may get a call from another assessor in that area with more information. We will let you know if you are not able to be added.

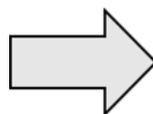
*Assessor, make sure they still want to be on our CES list if they do not choose any counties in our CoC.

When a household does not meet the eligibility of a program.



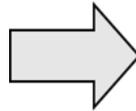
At this time you are not eligible for services through our program. I am going to update your information for coordinated entry to reflect your current situation so you can be referred for another program that you might be eligible for. Please update the assessing agency if your situation changes again so you are referred only to programs you may be eligible for.

When a household calls back after being contacted and they have missed housing opportunity.



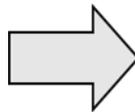
I am sorry I wasn't able to reach you in the time allowed to contact someone for an opening. I can update your information for coordinated entry so that you have the opportunity to get referred again for housing.

When a household is not able to secure housing in the time allotted.



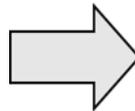
At this time, I will have to return your name back to coordinated entry, so you have the opportunity to be referred to another program. Another program might have additional housing options for you.

When a household was a referral and was returned to CE, but they have now secured housing.



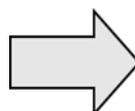
*If there is no more funding available: I am sorry at this time we no longer have any funding.
*If there is still funding or the unit is still open: I will check the Coordinated Entry Specialist to see if your name can be referred to our program again.

When a household has secured their own housing and does not want to be assessed (this would also apply if they have not secured housing but they have not been assessed), or they are calling to see if there is assistance/funding available.



Our program (or many programs) require(s) coordinated entry to access housing assistance. Without being assessed, we will not be able to provide assistance. If privacy is a concern, you can refuse any question you do not want to answer.
*If they still refuse assessment: let them know they can come back if they change their mind and refer to other resources.

When a household wants to be reassessed or they want to know what they scored on the VI-SPDAT.



Unless your circumstances have changed significantly we do not have to complete a new assessment, but we can update your information if it is needed.
We do not give out scores. Scores are not good or bad, but rather a way to assess what resources a household may need.