

Coordinated Entry

X1010 LINE TRAINING

Training Objectives

- ▶ Understand what the x1010 line is and its purpose and role in the homeless system
- ▶ Understand the expectations of operating the x1010 line
- ▶ Know where to go for more information

Coordinated Entry

Local, State and
Federal Requirement

Central access point for
people experiencing
homelessness to access
services

Improves fairness and
transparency

Locally implemented
by Arlington County
Department of Human
Services, Community
Assistance Bureau

Values:

- Shelter as a last resort
- Housing First

What is the x1010 line?

The 1010 line is an emergency number that connects households that may be experiencing a crisis to a live person to discuss the nature of their emergency.

- ▶ Households experiencing housing emergencies after business hours, on weekends, or on County holidays can call 703-228-1010.
 - The line is staffed during regular business hours and calls are routed to DHS staff.
 - The Emergency Line is staffed outside of DHS business hours each month by one of three non-profit partners: Path Forward, Bridges to Independence and New Hope Housing.
- ▶ When households reach out through the 1010 line, community partners conduct an interview:
 - complete triage documentation,
 - assess the household's emergency needs
 - make appropriate referrals

Role and Purpose of x1010 Line

- ▶ Ensure access to emergency shelter outside regular business hours
- ▶ Respond to unpredictable and urgent housing needs
- ▶ Coordinate after hours access to emergency shelter across all Arlington County shelter providers

X1010 line walk through

The X1010 line uses a phone process in which a County line is transferred to the assigned non-profit provider to cover the phones for after hours (5:01pm to 7:59am), weekends (Friday @ 5:01pm to Monday 7:59am), and all holidays recognized by Arlington County Government.

- ▶ Each non-profit organization will be responsible for four (4) months at a time.
 - ▶ Homeless Services Center (single adults)
 - ▶ Residential Program Center (single adults)
 - ▶ Sullivan House (primarily families)
- ▶ Shelter partners should complete the 1010 Assessment touchpoint and Services Provided (case note) in HMIS to assess callers through the prompts indicated on the Touchpoint.
- ▶ Callers who have no alternative options can be placed in emergency shelter as a last resort option but need to be referred to DHS the following business day for a referral consult to determine next steps regarding shelter placement.
- ▶ Staff should coordinate with other providers on whether they have available space in exploring placement options.
- ▶ During COVID-19, staff should screen for fever of 100.4 or higher, cough, and breathing difficulties outlined in CoC COVID-19 Quick Guide for Emergency Shelters for the most up-to-date guidance.

X1010 line walk through

At the conclusion of an intake, the intake staff will:

- ▶ Complete triage form via HMIS; (if staff or volunteers do not have access to HMIS, a hard copy of the triage form can be completed and forwarded to the DHS Information & Referral worker).
- ▶ Make a referral to emergency shelter if the household has no other immediate option after a problem-solving conversation;
- ▶ Make referrals to or call Mental Health Emergency Services at (703) 228-5160 for any psychiatric crisis or to 911 directly only as necessary if someone in the household is experiencing a medical or other crisis; and/or
- ▶ Make a referral to the Clinical Coordination Program (CCP) if the household has a housing crisis and needs services from the County.
- ▶ Schedule a next-business day referral consult with CCP for all households admitted through the x1010 line.

HMIS Touchpoints

The screenshot displays the HMIS Touchpoints interface. At the top, there is a header with the logo for "ARLINGTON VIRGINIA" and the text "Coordinated Entry (CE)". To the right of the header are buttons for "CHANGE", "MESSAGES", and a "Site Manager" profile icon. Below the header is a search bar with the text "Search Term(s)..." and a "SEARCH" button. The search criteria are set to "Within Participa" and "In Coordinated Entry (CE)".

The main content area is titled "Record TouchPoint" and contains a "Select TouchPoint:" label. A dropdown menu is open, listing various touchpoints. The first item is "-- Select a TouchPoint --". The list includes:

- 1010 Assessment
- Arlington County Acknowledgement of Privacy Practices (HIPAA)
- Arlington County CoC Participant/Applicant Bill of Rights
- Arlington County Shared Authorization to Use and Exchange Information
- CAS - PSH Referral
- CAS - RRH Referral
- Coordinated Entry Assessment
- Coordinated Entry Event
- Financial Assistance
- Financial Assistance Provided (HOPWA or SSVF)
- Forms of ID
- Full Family 2.01 SPDAT
- Full Single 4.01 SPDAT
- Gross Annual Income Worksheet
- HUD Assessment (Entry/Update/Annual/Exit)
- Multiparty Release of Information (ROI)
- Notice of Privacy Practices
- Services Provided (Case Notes)
- Services Provided (HOPWA, PATH, RHY, or SSVF)
- Shelter Intake
- Virginia RMRP Household Eligibility Certification Form

At the bottom of the page, there is a footer with the "Social Solutions" logo, the copyright notice "© 2001-2021 Developed by Social Solutions Global, Inc.", and a row of social media icons for Twitter, Facebook, Instagram, YouTube, LinkedIn, and a generic message icon.

New Referral Consult Process

- ▶ Effective 2022
- ▶ Referral Consult appointment slots (via conference call) with CCP Informational and Referral (I&R) staff will be available Monday through Friday between 8 am and 10 am.
- ▶ Purpose: Clients served through the x1010 will meet with shelter and CCP staff to determine further shelter options (whether to remain at current shelter program or identify alternative shelter).
 - If a client/household is to remain within an Arlington County shelter program, the DHS shelter intake will be completed and staff will work together to help clients complete necessary documents.
 - If it is determined that an individual/household needs to identify alternative shelter options, resources will be provided and the individual/household will exit the shelter and follow up on agreed upon options and resources

Talking about after-hour intakes

- ▶ Staff should not “promise” triage callers an emergency shelter placement.
- ▶ Residency and space
- ▶ Staff should remind those being served that the current stay MAY BE temporary.
- ▶ Be transparent. Give the caller(s) entering shelter an idea of what they can expect during the referral consult.
- ▶ Please assure anyone being served through the x1010 line that a final determination of shelter referral/placement will occur with CCP staff during the next business day.
- ▶ In cases when x1010 line referral results in shelter placement, intakes will need to be completed at that time, to include all shelter participation requirements and guidelines.

Scenarios

When working with household through the X1010 line there are common scenarios that often come up. Here are some examples of a few:

- ▶ The caller identifies as a non-Arlington County resident....
- ▶ Other shelter partners are not answering their phone line...
- ▶ I work with single adults, but a family is calling the x1010 line...
- ▶ Someone walks in after hours but doesn't call the x1010 line...
- ▶ Client does not want to leave the program the next morning...
- ▶ Technology issues...

Agency Requirements

- ▶ Each agency participate in a rotation of 3-4 months through out the calendar year
- ▶ Ensure all shelter staff and volunteers working between Monday – Friday afterhours (5pm – 8am), weekends and holidays know how to respond to x1010 calls or after-hours admissions
- ▶ Ensure staff and volunteers respond to all incoming phone calls over night
- ▶ Ensure staff complete all needed documentation
- ▶ Follow internal, organizational protocols (contact on-call supervisor, pass down information during shift exchange, maintain client record)
- ▶ Contact DHS staff to notify of admission and schedule referral consult with client and CCP staff to complete assessment and intake or refer to other shelter options
 - ▶ See slide #9 for description of referral consult

Resources

- ▶ This training and the following resource links can be found here:
<https://publicassistance.arlingtonva.us/continuum-of-care-trainings/>
- ▶ Resources outside Arlington County, VA
- ▶ X1010 Line Quick Reference Guide
- ▶ COVID-19 Guidance for Shelter Providers (to include guidance on after-hours intakes)
- ▶ PDF of X1010 line assessment (see next slide)

Is this an individual or a family situation?
 Family
 Individual

If family, how many members of the family are in need of assistance?
#

What services are they calling for:
 Emergency Shelter
 Housing

Are they fleeing domestic violence currently? If yes, please refer to Safe House.
 No
 Yes

Is this person sleeping in a place not meant for human habitation (in a car, on a park-bench, under a bridge, a metro stop, inside a McDonald's, etc.)?
 No
 Yes

Was this person referred to come into DHS to complete an intake for possible shelter placement in Arlington County and therefore diverted to non-jurisdictional alternatives?



TouchPoint Name: 1010 Assessment
Name:
Completed by:
Completed on behalf of:
Identifier:
Date: ___/___/___

1010 Line Questions

In order to provide you with the best services possible, please know that all information I collect will be kept in a confidential electronic database as a part of a Centralized Access System (CAS).

Client's Name:

Date of birth:
___/___/___

Who is calling?
 Client
 External Provider OR constituent calling on someone's behalf

Is this an Arlington County Resident?
 No
 Yes

If no, where have they been physically residing for the last 90 days?

Was this person likely ineligible for shelter or housing options (i.e. Housing Grant, security deposit, etc.) in Arlington County and therefore diverted to non-jurisdictional alternatives?
 No
 Yes

Briefly summarize the situation:


Does the client have an animal?
 No
 Yes

Is this animal required because of a disability?
 No
 Yes

Reason for animal:
 Emotional Support Animal -
 Pet -
An animal that does not qualify as a service animal or other type of assistance animal is a
 Service Animal -
Service animal is defined as a dog that has been individually trained to do work or perform

What kind of animal?

X1010 Assessment (PDF version)



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