FCES: Access Point Flowchart

START

Family is connected with an Access Point (AP) Navigator

STEP 1

Navigator will complete an intake and review the information to determine if a Housing Assessment is required.

STEP 2

If a Housing Assessment is needed, the Navigator will look up the household in HMIS. If a record exists the household will be enrolled into the Family Coordinated Entry (FCES) project. If a record does not exist, the AP will create profiles for the household members and then enroll them into the FCES project. The Current Living Situation assessment, must also be completed at entry.

STEP 3*

If a Housing Assessment (VI-SPDAT) is required, record the assessment. If the VI-SPDAT is not completed at he same time as the household's enrollment, another Current Living Situation assessment should be completed.

STEP 4*

Navigator will gather required documents from their household:
- Homeless Verification
- Disability Verification (if needed)
- Chronic Homeless Verification (if needed)

STEP 5

Once the Housing Assessment is recorded and documents are gathered, the Navigator will refer the household to the Community Queue (CQ).

STEP 6

While households are on the CQ, Navigators must do any of the actions listed below at least once every 90 days for the household to remain active on the CQ:
- Update a CES Events
- Update the Current Living Situation
- Update their notes
- Complete a Check-In

Does the household still need to receive housing assistance through CES?

NO

YES

RESOLUTION 1: HOUSEHOLD REMOVED FROM CQ

If a household is diverted or housed through other means, or otherwise no longer needs to be matched to a housing opportunity through CES, the Navigator must exit the household from the FCES project and remove the household from the CQ.

FINISH

RESOLUTION 2: HOUSEHOLD IS MATCHED

The household is matched to a housing opportunity. The Housing Agency will review the household for eligibility.

Is the household accepted into the project they were matched to?

YES

NO

The Housing Agency accepts the referral and exits the household from the FCES project with the proper housing destination, and enrolls them into their housing project.

FINISH

The Housing Agency does not accept the referral. They will:
- Return the household to the CQ if appropriate
- Provide the Reason for Denial and the Denial Type

Step 3 or 4 can be interchanged, but both need to be completed before moving on to Step 5