



Housing Triage Tool: Provider Messaging

King County

The first step in the shift to Dynamic Prioritization is to attempt Diversion with all households, even if the household has completed a Housing Triage Tool through Coordinated Entry. All viable Diversion opportunities should be attempted with the household. In the event the household is included in the Priority Pool, CEA staff will alert the assessor/service provider working with the household the week the household is entered into the Priority Pool and invite the provider to join Case Conferencing teams. Households will be contacted by Housing Navigators assigned at Case Conferencing if the household is not receiving navigation.

What can I tell someone about the Housing Triage Tool?

The Housing Triage Tool is a set of questions used to get a broad picture of a household's vulnerability. It does not capture every category of vulnerability, and is not a perfect system. Our community uses the answers from the HTT to inform if a household will be included in the Priority Pool and able to be matched to housing resources. The Housing Triage Tool is not an application, and does not place a household on a waitlist.

What can I tell someone who completes the Housing Triage Tool?

We recognize that knowledge has developed in our community over time about which scores mean a household will be prioritized, and which scores do not. Assessors will still be able to see household's scores in HMIS, but those scores are no longer the primary factor for determining prioritization.

- Households are prioritized based on a formula that takes into account score (visible in HMIS) as well as length of time homeless and answers to the supplemental questions.
 - *Supplemental questions are the questions listed in the VI-SPDAT form in HMIS, and include living history, disabling conditions and criminal background information.*
 - *Providers: to learn more about prioritization formulas, please visit the Interim Prioritization FAQ on the CEA website: <https://bit.ly/2Td9F6P>*
- It's important to keep contact information updated. Clients can update contact information by calling 211, contacting a Regional Access Point, or reaching out to providers they are connected with.
- If a household is prioritized, agencies and case managers working with the household will be contacted. If the household is not connected to an agency for navigation, they will be contacted by an agency offering navigation services.

Our community does not have sufficient housing resources to be able to meet the need. We recognize that providers often need to have extremely challenging conversations with the households they serve about the availability of housing resources. A main component of Dynamic Prioritization is the need for clear and realistic messaging to people experiencing homelessness. Providers are encouraged to move away from setting harmful and unrealistic expectations that "CEA will contact you when your name comes up for housing," and instead focus on resources a household may be able to access outside of the Coordinated Entry System.