

6.3 Participation While Resolving Issues

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Legal References:

- [RCW 74.08A](#)
- [WAC 388-310-1400](#)

The *Participation While Resolving Issues* section includes:

- [6.3.1](#) What is supporting participation?
- [6.3.2](#) Stacking activities and issue resolution
- [6.3.3](#) How do we code participation?
- [6.3.4](#) What are the types of participation while resolving issues?
- [6.3.5](#) How do we treat participants with medical issues who do not have Washington Apple Health?
- [6.3.6](#) Participants with medical issues who do not have Washington Apple Health - Step-by-step Guide
- [6.3.7](#) What kinds of documentation/evidence should I request?
- [6.3.8](#) Supporting participation - Step-by-Step Guide
- [6.3.9](#) What is Foundational Community Support (FCS)?
- [6.3.10](#) Foundational Community Support (FCS)- Step-by-Step Guide
- [6.3.11](#) What is Coordinated Entry?

6.3.11 What is Coordinated Entry?

Coordinated Entry provides a streamlined access point for those experiencing homelessness through a crisis response system. The system is usually provided by the county, providing access to an assessment and referral process for each housing service and support available in their communities.

Who can contact Coordinated Entry?

Anyone seeking housing due to homelessness can contact Coordinated Entry to explore their options for assistance and services available to their specific needs. Services are available for the following unhoused populations:

- Youth/teens

- Survivors of Domestic Violence
- Single Adults
- Families
- People with Disabilities

How to contact Coordinated Entry?

Washington State Department of Commerce holds the funding sources and distributes funding to the housing programs and services statewide. Commerce has many resources to share with those experiencing homelessness, the Family and Adult Coordinated Entry Sites for people experiencing homelessness is a list of providers per county within the state with location phone numbers and websites. Each county in the state provides an intake assessment to evaluate the needs of the applicant. The details from this intake allows the Coordinated Entry partner to provide tailored information and referrals for the available resources that meet their specific needs.

What is discussed during the assessment?

Multiple questions are asked during the assessment with the housing case managers with Coordinated Entry, such as, is the person currently housed and in jeopardy of losing housing? Or, is the person living on the streets in a place inhabitable for humans. During the assessment, the case manager collects the information and if the agency has access to the Homeless Management Information Systems (HMIS) they record the assessment/data to assist with determining housing needs/supports.

Referrals to housing services depend on the specific need of each individual or family. The role of WorkFirst staff is to provide the appropriate Coordinated Entry information to those in need of housing or at jeopardy of losing housing, to find supports available in their local area. WorkFirst staff can use the Family and Adult Coordinated Entry Sites for people experiencing homelessness resource and provide the local community contact information to those in need.

How can WorkFirst staff support unhoused participants?

If the participant is unhoused, seeking shelter, fleeing from a domestic violence abuser, or living in a situation that's unfit for human habitation, and need to connect with Coordinated Entry, WorkFirst staff can complete the following actions:

- Provide the participant the Coordinated Entry phone number for their local county.
- Call Coordinated Entry with the participant.
- Develop an IRP with the participant to call the Coordinated Entry.
 - The phone number for Coordinated Entry must be in the IRP.
 - Provide the participant the TANF Housing Service Plan to have completed by the housing provider case manager.

- Request the participant provide their WorkFirst case manager the completed TANF Housing Service Plan at the next meeting to support the development of their next IRP.
- Provide the participant resources as needed.

If the participant has already contacted Coordinated Entry and are working with housing providers WorkFirst staff can complete the following actions:

- Develop an IRP with the participant, with a XH component for the hours the participant is engaging in housing related services.
 - The housing agency contact information must be in the IRP.
 - Provide the participant the TANF Housing Service Plan to have completed by the housing provider case manager.
 - Request the participant provide their WorkFirst case manager the completed TANF Housing Service Plan at the next meeting to support the development of their next IRP.
- Provide the participant resources as needed.

Resources

Related WorkFirst Handbook Chapters

- [1.2 Required Participation](#)
- [2.2 Support Services](#)
- [2.3 WCCC](#)
- [3.2.1 Comprehensive Evaluation](#)
- [3.3.1 IRP](#)
- [5.1 Pregnancy to Employment Pathway](#)
- [6.1 Resolving Issues - Overview](#)
- [6.4 Children: Special Needs](#)
- [6.5 Family Violence](#)
- [6.6 Disabilities](#)
- [6.7 Substance Abuse/Chemical Dependency](#)
- [_____](#)

Forms & Other Resources

- [WellPoint](#)
- [Foundational Community Support Reference and Referral Guide](#)
- [Washington State Department of Commerce Homeless and Housing Assistance](#)
- [Family and Adult Coordinated Entry Sites for people experiencing homelessness](#)