

CES Points of Contact – What You Need to Know

In September, LAHSA released a new Interim Guidance creating a new process for matching CES participants to housing resources available in CES. “Points of Contact” are new fields in HMIS that are now required in order to be matched to a housing resource through CES. CES Matchers will only be able to match CES Participants who have a current point of contact in the HMIS Community Queue, which is the list of all CES Participants. This guidance has been created to ensure CES Matchers are more easily able to identify CES Participants who are likely findable in a timely manner in the case of match to housing through CES.

Who does this Interim Guidance apply to?

Any CES Participating agency. That is, any agency or staff conducting CES Triage Tools for any population.

What is a Point of Contact?

A **Point of Contact** is any person working with CES Participants who can help maintain **regular contact** with that person. Up to two points of contact may be identified for each CES participant. Regular contact is achieved through the performance of the following activities:

1. Working with the CES participant to collect documentation required for housing placement;
2. Connecting the CES participant to services and resources in support of a successful housing placement; and
3. Providing a warm handoff to services and permanent housing when a CES participant is connected to a permanent housing resource.

What information is needed to identify myself as a Point of Contact and where do I enter it?

The following elements are now part of the Client Profile page in HMIS:

- Date
- Name
- Phone
- Email
- Agency
- Program
- SPA of CES Participant’s Residence

How often do I need to update this information?

Points of Contact must be updated every 90 days. If the point of contact is not updated, the CES Participant will not remain “Active” on the CES Community Queue.

What if two people are working with a CES Participant?

The Point of Contact for each CES participant may change while on the path to permanent housing. For example, a CES participant may move from an outreach program to an interim housing program, thus necessitating a change in the Point of Contact. When a CES participant has two Points of Contact, both parties are encouraged to coordinate activities, such as document collection. In the case that a CES Participant is enrolled in multiple programs, the programs providing housing navigation-type services should be the Point of Contact.

What if I forget to update myself as a Point of Contact?

Emails will be generated before expiration, and after expiration, reminding staff to update the status of all CES Participants for whom staff serve as point of contact.

What if I want to designate a CES Participant as their own Point of Contact?

The Point of Contact must be staff at a CES Participating agency. Any Points of Contact listed as CES Participants themselves will not be utilized for matching.

I work at a DMH or DHS funded or operated agency or clinic. Does this requirement apply to me?

DMH and DHS have designated program leads and/or main offices as Points of Contacts for all CES Participants currently enrolled in either a DMH or DHS program. (After this point, what happens...) A second Point of Contact may still be utilized by other programs if another person/agency is working with the CES Participant.

Does this take the place of CES Prioritization?

No, CES Prioritization remains in effect. Adding Points of Contact layers on an element of “findability”, however this does not replace CES Prioritization Policies.

I am a Program Manager/Director. How can I make sure my staff have Points of Contacts updated for all CES Participants enrolled in our programs?

Someone at each agency has (or can request) access to Looker to run a report of Points of Contact. The report generates a list of all CES Participants who have had a CES Triage Tool conducted by a staff at the agency, and/or are enrolled in a program at the agency.

Where can I read the full Interim Guidance, or head the Training Webinar on Points of Contact?

Please visit www.lahsa.org/policy/, select “CES Interim Guidance”, and select “Identifying Points of Contact for CES Participants to be Matched to Resources.”

Who can I contact regarding additional questions?

CES Leadership are familiar with this process. You may also contact CESmatching@lahsa.org with additional questions.