

# Community Connect

The Client Experience



# What is Community Connect?

- Community Connect is the Coordinated Entry System for Washington County. We serve as the main access point for individuals and families who are experiencing homelessness to get connected to housing resources and shelter.
- We also manage the referrals to all of the shelters in Washington County (aside from DV) and most of the housing programs\*.
  - \*Community Connect does not manage or have involvement with Section 8, low-income housing, or sober living programs

# Community Connect Quick Facts



We cannot provide immediate assistance or shelter referrals.



Our team is small (6 people) so there may be long wait times.



It is our goal that everyone walks away with something (resource, feeling heard).



We can't provide information on where someone is at on the waitlist for resources.



We cannot guarantee that everyone will be connected to a resource nor a timeline for connection.

# Community Connect & Mainstream Benefits

Community Connect does not directly enroll clients in mainstream benefit programs, but can help clients get connected to them.

- CC CRAs can complete an internal assessment for other Community Action programs (CARE Assessment), that facilitates referrals to other Community Action programs that do help people become enrolled in mainstream benefits.
- Community Connect can also provide clients with information on the nearest ODHS office.
- Examples:
  - Community Action has a team of OHP assisters to help folks get signed up or access healthcare
  - Career Boost: For recipients of SNAP (without TANF) to get connected with jobs
  - Help Me Grow: helps expecting families access WIC, pre-natal care, and other social services.

## Criteria to qualify for a Phase 1 Assessment



- Client must be literally homeless (sleeping outside, in a car, or in a shelter), involuntarily doubled (couch surfing) due to financial hardship/loss of other housing, OR will become homeless within 30 days. Client can also be fleeing or attempting to flee domestic violence.
- Client must physically be in Washington County OR have strong ties to the community
  - Examples of "strong ties"
    - All medical providers are in Washington County
    - Support system/family is in Washington County
    - Formerly lived in Washington County but was displaced due to being priced out, etc.
  - Wanting to live in WashCo with no other ties to the community is not considered a "strong tie"



# How a Client Accesses Community Connect

Walk-ins, Calls, and Emails

Community members who are experiencing housing insecurity can call the Community Connect phoneline (503-640-3263), walk in to one of our multiservice centers, or request a phone appointment by emailing [communityconnect@caowash.org](mailto:communityconnect@caowash.org).

# Caller Experience



The phonenumber is open Monday-Friday 8:00am-12:00pm, 1:00pm - 5:00pm

- An available CRA will answer the call and ask the caller what they would like assistance with.
- If the caller identifies that they need help with housing, the CRA will ask them to describe their current situation to determine if they are eligible for a Phase 1 Assessment.
  - Eligible for a Phase 1: the CRA will explain our services, the purpose of the assessment, and offer to complete one with the participant.
  - Not eligible: CRA will work with them to find other resources that would best fit their current situation
- If the client is facing homelessness, CRAs will also offer a referral to the shelter waitlist, a CARE assessment, or other resources that may be of use to that client.
- After the call, if contact information was provided, the CRA will send a follow-up email with resources and relevant information.

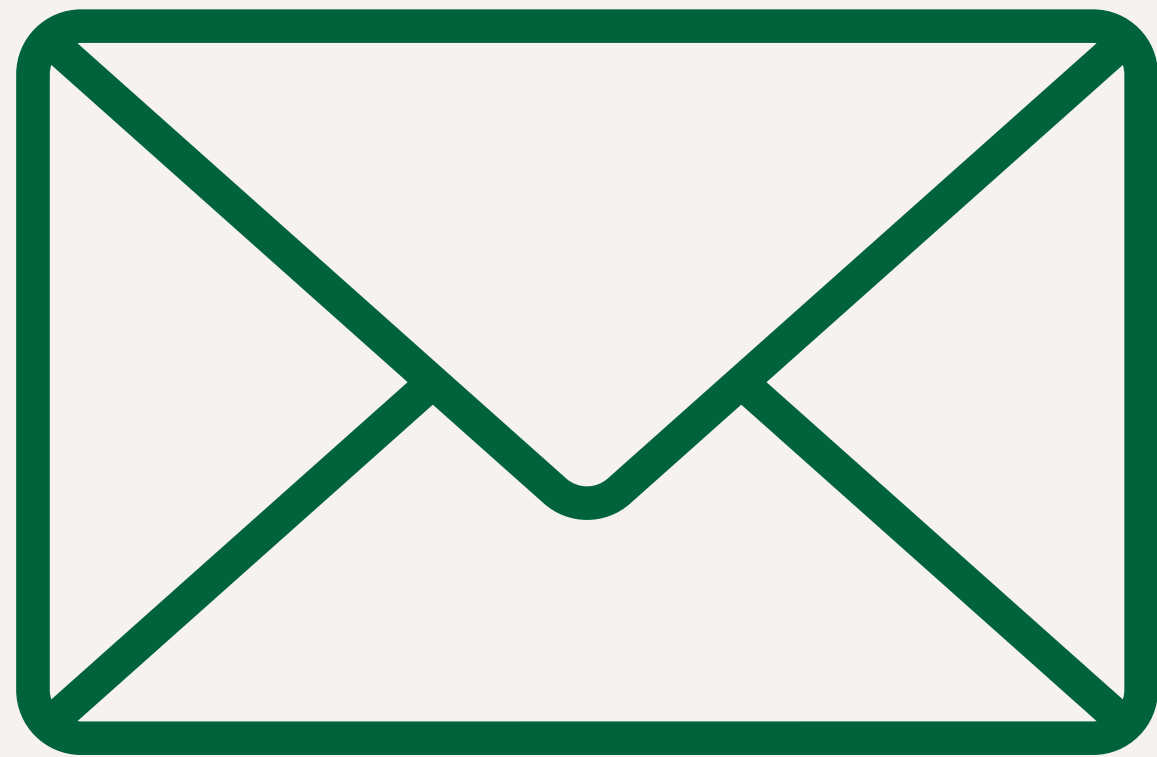
# Walk-in Experience



Walk-ins are accepted at HMSC, TMSC, and BMSC from 9:00am-12:00pm, 1:00pm-4:15pm.

- Same screening process as calling in, but in person
- Additional services offered during walk-ins:
  - TriMet Honored Citizen Sign-up
  - TriMet Day Passes (when available)
  - Birth Record Assistance (must meet homeless criteria and be born in Oregon)
- Walk-ins typically take anywhere from 15 minutes up to 1 hour depending on the needs of the client and comfort level.





# Email Correspondence

Community Connect checks the email throughout the day. All emails are returned within 3 business days.

By using the email, clients can set up appointments for Phase 1 Assessments, check-in to keep their assessment open, or gather more information on resources within the community.

# Checkins and Follow-up

After completing a Phase 1 Assessment, the CRA will send the client a follow-up email with resources and information on how/when to check in to keep their assessment open.

Community Connect asks clients to check in once a month, or whenever there are updates to contact information, household composition, living situation, or incomes.

Assessments are considered inactive after 90 days from the last service transaction in HMIS. Inactive assessments will be closed out and are no longer considered for housing resources.



# Language Access

- Community Connect has 3 bilingual CRAs who speak English and Spanish
  - These CRAs are located at HMSC and BMSC
- If a client calls who does not speak English or Spanish, Community Connect uses Passport to Languages to provide interpretation via phone call.

# Where to find a Community Connect CRA

Tigard Multiservice Center (TMSC)  
11515 SW Durham Rd. Ste. E8  
Tigard, OR 97224

Hillsboro Multiservice Center (HMSC)  
1001 SW Baseline St.  
Hillsboro, OR 97124

Beaverton Multiservice Center (BMSC)  
5050 SW Griffith Dr., Suite 100  
Beaverton, OR 97005

# Contact Information

Phone Hours: Monday-Friday 8:00am  
12:00pm, 1:00pm-5:00pm

Walk-in Hours: Monday-Friday  
9:00am-12:00pm, 1:00pm-4:15pm

## Email

[communityconnect@caowash.org](mailto:communityconnect@caowash.org)

## Phone number

503-640-3263