

NWCEH/Munson Cadillac Procedures

Revised 12/11/19

MUNSON CADILLAC

#1- AT ANY/ALL PROGRAM INTAKE

Ask Housing Questions: Did you stay in a shelter or outside last night? Do you expect to sleep outside tonight?

(Note: If completing the Community Connections patient questionnaire and the patient answers YES to the question about housing instability, make sure to ask these questions as a follow-up)

If yes sleeping outside OR have a medical/behavioral reason they cannot return to shelter,

1. Contact hospital Social Worker to connect with patient during regular business hours
2. Outside of regular business hours: Call 844-900-050/Option 1. Leave a message that the patient is in Munson with the patient name and any contact# for Cadillac Street Outreach. They will receive a referral and reach out when business hours resume.

If yes to Community Connections question about housing instability, but not in shelter or outside yet:

1. Provide Diversion discussion to talk patient through housing possibilities instead of shelter or outside (model script attached below)
2. Give the patient the NWCEH brochure and/or business card so that they have contact information if they become homeless after leaving medical care

MUNSON SOCIAL WORKER

Ask Housing Questions: Did you stay in a shelter or outside last night? Do you expect to sleep outside tonight?

(Note: If completing the Community Connections patient questionnaire and the patient answers YES to the question about housing instability, make sure to ask these questions as a follow-up)

If yes to shelter,

1. Assess patient's ability to return to shelter.
 - a. If yes, discharge to shelter
 - b. If no, ask patient's permission to send text to Lauren (231-944-9318) and Adam (231-942-2185). Text should include name, patient contact # (or a way to be reached)

If yes sleeping outside,

1. If the connection is not urgent (in-patient for longer than 1 night) OR answers yes to staying in shelter:
 - a. Send email to homeless@nmcaa.net and request an appointment to go through the Call Center Intake while with the patient, OR
 - b. Call 1-844-900-0500 if there is an easy number for the Call Center to get back with the patient by the end of the work day and you feel the patient is able to go through the Call Center process alone.

2. If the patient is in ED, in-patient for 1 night, or in any out-patient service and expects to be outside that night:
 - a. Ask patient's permission to send text to Lauren (231-944-9318) and Adam (231-942-2185). Text should include name, patient contact # (or a way to be reached)

If yes to Community Connections question about housing instability, but not in shelter or outside yet:

3. Provide Diversion discussion to talk patient through housing possibilities instead of shelter or outside (model script attached below)
4. Give the patient the NWCEH brochure and/or business card so that they have contact information if they become homeless after leaving medical care

NWCEH

At Call Center

1. If patient calls and identifies that they are in Munson, make referral to Cadillac Street Outreach/Lauren with a note that they are at Munson
2. If Munson Social Worker emails and requests a time for a phone intake, make that a priority.

At Cadillac Street Outreach:

1. When a text is received from any Munson Cadillac department, check the client record and respond as to the service needs of that client within 2 hours during regular business hours or the opening of business.
 - a. Coordinate any possible shelter options
 - b. Complete full Intake (Assess, add to housing programs prioritization lists)
 - c. Meet with patient to complete Diversion and to make sure they understand their shelter or lack of shelter situation

SHELTER DIVERSION MODEL SCRIPT

I want to better understand your housing situation right now and work with you to figure out a solution that may not require you needing to access the homeless shelter or leave this program into the streets. The ideal situation is that there is somewhere else you can stay that is safe while you figure out your permanent housing needs. I am going to need to ask you some questions. This process takes about 10 minutes.

1. Why are you expecting to go to shelter or be on the streets?

- Relationship breakdown
- Domestic violence
- Problems with the landlord (but no threat of eviction)
- At risk of eviction
- Foreclosure on rental property
- Living in a household that has been condemned
- Utilities disconnected or threat of disconnect
- Newcomer to the community
- Other

{INVESTIGATE REASON. CONSIDER MEDIATION AND IMMEDIATE PROBLEM SOLVING.}

2. What else have you tried before coming here?

- *Mediation*
- *Problem solving with landlord*
- *Problem solving with family or friends*
- *Problem solving with a non-profit, government agency or faith group*
- *Cash advance*
- *Repayment plan*
- *Splitting up family members to various households*
- *Staying with friends or family*
- *Staying at motel (self pay)*
- *Nothing*
- *Other*

{UNDERSTAND WHAT HAS WORKED OR NOT WORKED THUS FAR. UNDERSTAND IF ANOTHER ENTITY HAS PROBLEM SOLVING IN ACTION AND STATUS OF ACTION.}

3. What else have you thought about trying to be housed or solve your current housing problem?

- *Mediation*

- *Problem solving with landlord*
- *Problem solving with family or friends*
- *Problem solving with a non-profit, government agency or faith group*
- *Cash advance*
- *Repayment plan*
- *Splitting up family members to various households*
- *Staying with friends or family*
- *Staying at motel (self pay)*
- *Nothing*
- *Other*

{ENCOURAGE HOUSEHOLD TO PURSUE SAFE AND APPROPRIATE ALTERNATIVES. PROVIDE ACCESS TO PHONE OR COMPUTER AS NECESSARY. BE PREPARED TO INTERVENE AND MEDIATE WITH OTHER ENTITIES. BE PREPARED TO USE FLEXIBLE FUNDING OR GIFT CARDS IN PROBLEM SOLVING.}

4. Where did you stay last night?

- *With a friend/family member or other doubled up situation*
- *In a motel*
- *Self pay*
- *Funded by another entity*
- *In your own home (apartment or house)*
- *24 hour restaurant, coffee shop or business*
- *In a place unfit for human habitation*
- *Other*

IF STAYED IN A 24 HOUR RESTAURANT OR A PLACE UNFIT FOR HUMAN HABITATION OR ANOTHER UNSAFE SITUATION, PROCEED TO QUESTION 6.}

5. Do you think you could continue to stay there for another 3-7 days if you were able to receive some help?

a. IF YES: Is it safe to stay there?

b. IF NO OR DON'T KNOW:

i. Is it safe to stay there?

ii. What would you need to make this option work for at least 3-7 days?

- *Financial assistance*
- *Grocery voucher*
- *Gas card*
- *Bus tickets*
- *Assistance with utilities*
- *Conflict resolution*
- *Landlord mediation*
- *Community referrals*
- *Other*

{IF UNSAFE PROCEED TO QUESTION 6. OTHERWISE PROBE FOR WHAT IT WOULD TAKE TO FIX THE CURRENT SITUATION TO BE ABLE TO STAY IN THE CURRENT HOUSING SITUATION.}

6. Do you have anyone else you could stay with for 3-7 days if you were able to receive some help?

a. IF YES: Is it safe to stay there?

b. IF NO OR DON'T KNOW:

i. Is it safe to stay there?

ii. What would you need to make this option work for at least 3-7 days?

- Financial assistance
- Grocery voucher
- Gas card
- Bus tickets
- Assistance with utilities
- Conflict resolution
- Landlord mediation
- Community referrals
- Other

{PROBE FOR WHAT IT WOULD TAKE TO HAVE THEM STAY ELSEWHERE SO LONG AS IT IS SAFE. DO NOT PROCEED TO QUESTION 7 UNLESS ALL OPTIONS HAVE BEEN EXHAUSTED.}

7. Why are you struggling to find stable, safe and appropriate housing?

- Affordability
- Don't know where to look
- Household instability
- Size of household
- Poor credit
- Past evictions
- Registered sex offender
- New to the community
- Other

{EXPLAIN REALITIES OF CURRENT HOUSING MARKET AND THE STRATEGIES OTHER LOWINCOME HOUSEHOLDS ARE USING TO FIND AND SECURE HOUSING. OFFER APARTMENT LISTINGS AND ACCESS TO PHONE IF NECESSARY.}

8. What is your current source(s) and amount of income?

- Employment \$
- Inheritance \$
- Pension \$
- General welfare \$
- Disability \$
- Working under the table \$
- Other \$

9. If there is space in a shelter and you are accepted into the shelter, there is an expectation that you will work on finding housing immediately and getting out of shelter as rapidly as possible. What is your plan at this point to ensure your shelter

stay is short and that you move into housing quickly?

{ENSURE THERE IS A HOUSING PLAN IN PLACE PRIOR TO SHELTER ENTRY. COMMUNICATE ENTRY TO SHELTER STAFF FOR FOLLOW-UP. DO NOT ALLOW SHELTER ENTRY WITHOUT EVEN A RUDIMENTARY HOUSING PLAN.}