

Wisconsin Public Psychiatry Network Teleconference

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HOMELESS SYSTEMS IN WISCONSIN: HOW TO CONNECT CLIENTS WITH HOUSING RESOURCES



WIBOSCOC

Today's Presentation

- Today's presentation will focus on two things:
 - The Wisconsin Balance of State CoC and our Local Homeless Coalitions
 - Coordinated Entry
- The goal of today's presentation is to help you understand what the Wisconsin Balance of State CoC is, what we do, and how the Coordinated Entry system can assist you and your client's experiencing homelessness

Your Presenter

My name is Adam Hurst

I am a Homeless Systems Specialist with the Wisconsin Balance of State Continuum of Care

Focus at the BoS is:

- HOME ARP supportive services programs and the referral process known as Expanded Coordinated Entry
- Coordinated Entry for state funded homeless programs
- The biannual Point in Time counts

Acronyms

General

- WI BOSCOG – WI Balance of State Continuum of Care
- CoC – Continuum of Care
- SSO – Supportive Services Only
- MOU – Memorandum of Understanding
- FUP – Family Unification Program
- TBRA – Tenant Based Rental Assistance
- LHC – Local Homeless Coalition
- HMIS – Homeless Management Information System
- ICA – Institute for Community Alliances

Coordinated Entry Specific

- CE – Coordinated Entry
- CES – Coordinated Entry System
- PL – Priority List
- RRH – Rapid Rehousing
- PSH – Permanent Supportive Housing
- NWD – No Wrong Door
- OSOC – Other Systems of Care
- DV – Domestic Violence
- SA – Sexual Assault
- HT – Human Trafficking
- HL – Homeless
- HH - Household

Grant Related

- ESG - Emergency Solutions Grant
- HAP – Housing Assistance Program
- HPP – Homeless Prevention Program
- EHH – it's the acronym for
 - ESG
 - HAP
 - HPP

**WHAT IS THE WISCONSIN BALANCE
OF STATE CONTINUUM OF CARE?**

What is the Balance of State Continuum of Care?

The Wisconsin Balance of State Continuum of Care is 1 of 4 "CoCs" within Wisconsin

A Continuum of Care (CoC) is a regional or local planning body mandated by the U.S. Department of Housing and Urban Development (HUD) that coordinates housing and funding for homeless families and individuals

There are 4 CoC's within Wisconsin:

Wisconsin Balance of State CoC

Milwaukee County CoC- Includes City of Milwaukee

Dane County CoC- Includes City of Madison

Racine County CoC- Includes City of Racine

What Does the Wisconsin BoS CoC Do?

01

Provide leadership to local continua in the Balance of State geographic area

02

Ensure the efficient and effective delivery of housing and supportive services to individuals and families experiencing homelessness or at risk of homelessness

03

Promote community-wide commitment to the goal of ending homelessness

04

Provide funding for efforts by nonprofits, state, and local governments to re-house individuals and families experiencing homelessness

05

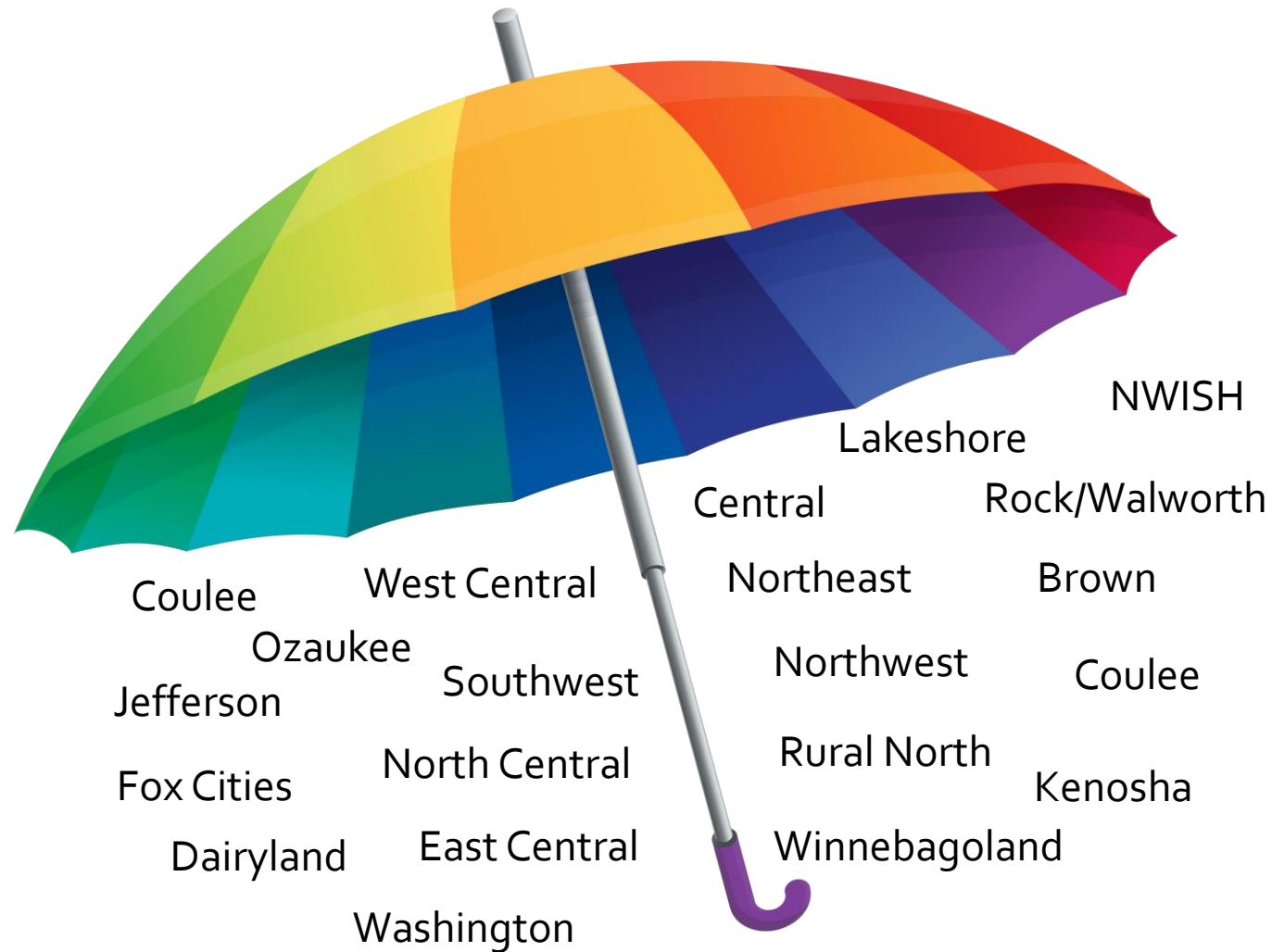
Promote access to, and effective use of, mainstream programs by individuals and families experiencing homelessness

CoC Local Homeless Coalitions

- The 69 counties within the Wisconsin Balance of State are split into 22 local homeless coalitions (LHC). These 22 local homeless coalitions are a collection of agencies who have an interest in ending homelessness within their communities
- Agencies who are often members of a coalition include:
 - Local organizations with an interest in ending homelessness
 - Faith-based organizations
 - County/local governments
 - Landlords
 - Community members interested in ending homelessness
- Coalitions are self governed and are usually overseen by a coalition lead/chair
- Each of the coalitions has a designated coordinated entry lead (or commonly known as and SSO) which I will discuss later

Continuum of Care vs. Local Homeless Coalition

CoC



How Do You Join Your Local Homeless Coalition?

- All coalitions schedule monthly, bimonthly, or quarterly meetings
- These meetings are open to any agencies/individuals interested in ending homelessness in their community
- Participation in these meetings are split between official member agencies of the coalition and regular attendees
- Official members of a coalition will:
 - Pay dues to the coalition
 - Be a voting member on policies or changes to the coalition
 - Be a voting member regarding certain funding allocations
 - Be required to attend a set number of meetings annually
- Regular attendees can join each meeting but are not allowed to vote on policies and are not required to pay dues

Why You Should Attend a Local Homeless Coalition Meeting

- A local homeless coalition's sole purpose is to bring together organizations and members to solve homelessness in their communities
- Coalitions need to be more than just local shelters and social service providers and should be attended by an assortment of different organizations and people within a community
- Expertise from around the community is vital and we want many different voices at the table
- Attending coalition meetings is also a great way to learn about homelessness, homeless systems, and communicate and collaborate with partner organizations

How to Join a Local Homeless Coalition Meeting

- If you or your organization is interested in attending a coalition meeting, you will need to reach out to the coalition lead or secretary
- Feel free to email me for a directory of all coalition lead/secretary contacts

Coalition Contacts

- **Brown Coalition:** Tara Prahl tarap@ephgb.org
- **Central Coalition:** Suzanne Hoppe shoppe@renewalunlimited.net
- **Coulee Coalition:** Brian Sampson sampsonb@cityoflacrosse.org
- **Dairyland Coalition:** Angie Stokes
angela.stokes@eauclairecounty.gov
- **East Central Coalition:** Leigh Ann Trzinski:
LeighAnn.Trzinski@usc.salvationarmy.org
- **Fox Cities Coalition:** Liz Croley: liz.croley@appletonwi.gov
- **Jefferson Coalition:** Britanie Peaslee:
britanie.peaslee@rainbowhospicecare.org
- **Kenosha Coalition:** Byron Wright: lbwright53@gmail.com
- **Lakeshore Coalition:** James Sullivan: james@lakeshorecap.org
- **North Central Coalition:** Diane Sennholz:
dsennholz@nccapinc.com
- **Northeast Coalition:** Current vacant
- **Northwest Coalition:** Millie Rounsville mrounville@northwest-csa.org
- **NWISH Coalition:** Currently vacant
- **Ozaukee Coalition:** Joana Hemschemeyer joana@familypromiseoz.org
- **Rock-Walworth Coalition:** Jessica Locher jlocher@echojanesville.org
- **Rural North Coalition:** Amanda Newberry
amanda.newberry@usc.salvationarmy.org
- **Southwest Coalition:** Heather Ringberg hringberg@fsc-corp.org
- **Washington Coalition:** Riley Behlke riley@familypromisewc.org
- **Waukesha Coalition:** Joe Nettesheim joe@familypromisewaukeshawi.org
- **West Central Coalition:** Christy Bowers cbowers@wcap.org
- **Winnebagoland Coalition:** Denise Holz denise@daybydayshelter.org

COORDINATED ENTRY IN THE WISCONSIN BALANCE OF STATE COC

Before We Start, How Does Coordinated Entry Relate to Your Work?

- Coordinated entry is a way for those experiencing homelessness to get access to several different services and potentially get help with housing resources
- Often those in healthcare find it challenging to find resources for those experiencing homelessness. CE is a way to connect clients to an assortment of different housing resources within their community
- CE may not guarantee access to housing but potentially can lead to resources and opportunities that aren't normally accessible

Also...Definitions of Homelessness

- It's important to get familiar with the HUD definitions of homelessness as it relates to CE
- To be eligible for CE, a household must be category 1 or 2 homeless
- Many housing and prevention programs require a household to also be category 1 or 2 homeless

Category 1: Literally Homelessness

- Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:
 - Has a primary nighttime residence that is a public or private place not meant for human habitation; **or**
 - Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); **or**
 - Is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.

Category 2: Imminent Risk of Homelessness

- An individual or family who will imminently lose their primary nighttime residence, provided that:
 - Residence will be lost within 14 days of the date of application for homeless assistance;
 - No subsequent residence has been identified; *and*
 - The individual or family lacks the resources or support networks needed to obtain other permanent housing.

What is Coordinated Entry?

- A Coordinated Entry System provides an initial, comprehensive assessment of the needs of individuals and families for housing and services
- A CE system:
 - Is a process designed to coordinate program participant intake, assessment, and provision of referrals
 - Covers a geographical area
 - Is well advertised
 - Includes a comprehensive and standardized tool
- CE is important in ensuring the success of homeless assistance and towards the goal of ending homelessness
- CE helps communities systematically assess the needs of program participants and effectively match each need individual or family with the most appropriate resources available to address their needs

Why Coordinated Entry?

Makes it easier to access housing and services immediately

Increases exits to permanent housing for the whole system, creating system flow and reducing waitlists

Ensures that no matter where someone gets help, they receive access to the same services and housing that best fits their needs

Maximizes resources when people with the highest needs are matched with the most intensive resources

Provides an opportunity for the re-organization of a community's entire homelessness system

Collaboration of homeless service providers and other essential community stakeholders creates the culture needed to help end homelessness.

Coordinated Entry is NOT:

A specific tool

One agency's responsibility

About putting an agency's clients into an agency's program

A fix for lack of resources

Static

CE is NOT a task to be completed, it IS a process to be managed

Components of CE:

ACCESS

- The engagement point for persons experiencing a housing crisis. Also refers to how a person enters the Coordinated Entry System.

ASSESSMENT

- HUD allows a CoC to customize its assessment processes and tools for only five designated subpopulations – single adults, adults with children, unaccompanied youth, households fleeing or attempting to flee domestic violence, and persons at imminent risk of literal homelessness. The WI BOSCO uses one assessment tool for all household types.

REFERRAL

- The WI BOSCO Coordinated Entry System ensures that potential program participants are referred to all of the available resources for which they are prioritized and eligible.
- HMIS & Non-HMIS Systems.

FOLLOW UP

- Agencies making referrals to the Prioritization List will be responsible for following up with the persons they refer in order to determine whether the individual or family is still in need of permanent or transitional housing. Follow-ups must be completed every 30 days, at minimum.

CE Required Forms

- For clients experiencing homelessness to be referred to the CE system, they must complete 3 forms:
 - Pre-screen form
 - Client Rights and Responsibilities form
 - Barrier's assessment/Prevention assessment

PURPOSE OF THE PRE-SCREEN

- When an individual or family contacts a service provider for housing assistance, several documents are completed.
- First, a Pre-Screen Form is completed to gather sufficient information to determine if referral to the prioritization list is appropriate (e.g. person or persons are homeless and unable to secure housing on their own).
- The Pre-Screen Form gathers the minimum information needed to make a referral to the prioritization list.
- At the bottom of the last page is a short statement to obtain the person's consent to share information for the purposes of referral.
- This form can be completed in person or over the phone



WI BALANCE OF STATE CoC Pre-Screen Form

The following questions are voluntary. However, missing or unanswered questions may affect your ability to qualify or prioritize for housing programs.

Head of Household Contact Information

Self							
Last Name	First Name	Middle	Head of Household	Sex-M/F	Disabled-Y/N	Race/Ethnicity	D.O.B. Age
Last Name	First Name	Middle	Relationship to HoH	Sex-M/F	Disabled-Y/N	Race/Ethnicity	D.O.B. Age
Last Name	First Name	Middle	Relationship to HoH	Sex-M/F	Disabled-Y/N	Race/Ethnicity	D.O.B. Age
Last Name	First Name	Middle	Relationship to HoH	Sex-M/F	Disabled-Y/N	Race/Ethnicity	D.O.B. Age
Last Name	First Name	Middle	Relationship to HoH	Sex-M/F	Disabled-Y/N	Race/Ethnicity	D.O.B. Age

Please check which ones are safe to contact:

Phone Number: _____ Call Text Voicemail
 Email: _____
 Current Address: _____

Do you have a chronic disabling condition? Yes No

If yes, how many of the following apply? (0-6) _____

**Note: do not identify/circle any disabling conditions listed below*

Mental Health Disorder
Physical Disability

Developmental Disability
Chronic Health Condition

Substance use Disorder
HIV/AIDS

Do you have non-chronic medical needs? Yes No

Do you need reasonable accommodations for us to provide services to you, including filling out this form? Yes No

List accommodations needed: _____

Translation Assistance Needed: Yes No Preferred Language: _____

Veteran Status: Have you ever served in the military in any capacity? Yes No

Purpose of the Client Rights and Responsibilities Forms

If the individual or family is appropriate to refer to the prioritization list, the provider reviews the Coordinated Entry Client Rights and Responsibilities with the person(s) and obtains written or verbal confirmation of his/her understanding of these rights and responsibilities.



Wisconsin Balance of State Coordinated Entry System

Client Rights & Responsibilities

Please read the following notice and authorization (or ask to have it read to you) before signing.

This agency _____ participates in the Wisconsin Balance of State Continuum of Care (BOSCO) Coordinated Entry System. Agencies that participate in the Coordinated Entry System have agreed to follow a standard set of policies and procedures. **Because you are requesting homelessness assistance, you have rights and responsibilities with respect to the BOSCO Coordinated Entry System.**

Your rights include:

1. To be treated with dignity and respect.
2. To receive equal access to the BOSCO Coordinated Entry System without regard to race, color, national origin, ancestry, religion, actual or perceived gender identity, actual or perceived sexual orientation, familial status, marital status, disability status, source of income, age, status as a victim of domestic abuse, sexual abuse, or stalking, or other protected status. No eligible person or household will be denied access to the BOSCO Coordinated Entry System or otherwise discouraged from obtaining access because of their status described above.
3. Having the Coordinated Entry process explained to you.
4. Placement on the prioritization list no matter which participating agency you contact. You have the option to be referred to any coalition's Prioritization List in the BOSCO.
5. Being served as a family (if requesting services as a family) regardless of your gender identity, marital status, family make-up, or sexual orientation. Your gender identity, marital status, sexual orientation will be accepted as you present them.
6. You and your family members will not be asked to provide proof related to your family status, gender identification and/or sexual orientation.
7. Referral to appropriate services for your individual situation.
8. Having your personal information kept confidential. You may ask to keep your name off the Coordinated Entry Prioritization List, and therefore not seen by other agencies. This will not impact your prioritization.
9. Staying on the Prioritization List, as long as you are still eligible, even if you choose to decline offered services or programs.
10. Removing your name from the Prioritization List for any reason.
11. Refusing to complete the Coordinated Entry Barriers Assessment.
12. The option to file a grievance regarding the Coordinated Entry System (see next page for the Grievance Process).

Your responsibilities include:

1. Keeping your contact information up to date.
 - o You should provide us with current email addresses, message numbers, & places you stay so we can let you know about housing & program that come available.
 - o You should provide updated information about who is in your household.
2. Letting us know where you are staying or sleeping when that changes.
3. Connecting with staff within two (2) business days after you receive a call, email, or message from us.

How to reach us

Call:
Text:
Email:

Purpose of the Barriers Assessment

- Assessing the person's vulnerability and housing needs
- Questions are utilized to assess persons barriers and assists in determining a score that prioritizes them for programming

CE Barriers Assessment

Date: ____/____/____
MM DD YYYY

Time: ____ : ____ AM/PM

Interviewer

Name: _____ Agency: _____

Email: _____ Phone: _____

Participant

Name: _____

Safe method of contact: Phone Text Voicemail Email

Phone: _____ Email: _____

Barriers Assessment Questions

Score

1. How many times have you or anyone in your household been arrested, cited, or been in jail/prison/juvenile detention? <input type="checkbox"/> None = 0 <input type="checkbox"/> 1-3 times = 1 <input type="checkbox"/> 4-6 times = 2 <input type="checkbox"/> 7 or more times = 3	
2. Do you or anyone in your household have any past or current financial legal issues that are being resolved in court that may affect or limit your ability to obtain or maintain housing? (Examples: rental arrears, eviction, past due child support, SSI/SSDI over-payment, bankruptcy, etc.) <input type="checkbox"/> Yes = 2 <input type="checkbox"/> No = 0	
3. Do you or anyone in your household have any past or current family legal issues that are being resolved in court that may affect or limit your ability to obtain or maintain housing? (Examples: custody and placement, separation, divorce, paternity) <input type="checkbox"/> Yes = 2 <input type="checkbox"/> No = 0	
4. How many times have you or anyone in your household been the victim of a crime in the past <u>year</u> ? (Examples: felony, assault, battery, theft, sexual assault, domestic violence, human trafficking, or restraining order against someone, etc.) <input type="checkbox"/> None = 0 <input type="checkbox"/> 1-2 times = 1 <input type="checkbox"/> 3-4 times = 2 <input type="checkbox"/> 5 or more times = 3	
5. Have you or anyone in your household had a consistent source of income for at least the last 6 months? <input type="checkbox"/> Yes = 0 <input type="checkbox"/> No = 3	

What are “Other Systems of Care” in CE?

Other Systems of Care are agencies that are not state or federally funded and are not required to use Coordinated Entry. However, they participate in Coordinated Entry because it makes sense for the clients they serve and/or it makes sense for their agency’s mission

- Examples: City/county gov, public libraries, housing authorities, 211, health systems, etc.
- They must sign an Other Systems of Care Agency & Staff Agreement
- Hospitals, clinics, mental health organizations would fall under this category

What is the expectation of OSOC agencies?

- OSOC agencies choose which part of the CE process they want to do.
- It can be any or all - Pre-screen, Client R&R, assessment, referral, follow-ups
- This is outlined in the OSOC Agency & Staff Agreement. These agreements must be completed if your organization wants to become an OSOC agency
- As an OSOC you will work with your local coalition CE lead to find the correct process

WHAT IS A CE LEAD? (ALSO KNOWN AS AN SSO)

CE Lead: Employed by their home agency but works for WI BOSCO

Oversees and manages CE in their coalition

Evaluates how CE is working with each agency in their coalition

Evaluates how they can grow their coalition by having more agencies participating in CE

Ensures a consistent and accurate flow of information

Communication with the CE Lead

- The CE lead is the point of contact for anything CE related in a local homeless coalition
- They are there to help and support your agency with anything related to CE
- Often the CE lead and BoS staff will work together to provide trainings related to CE

Trainings

- If interested in CE, an individual must take all necessary CE trainings to be able to complete the documents necessary and to utilize the database
- To access the database where CE is utilized (called HMIS), you must take separate trainings to gain access. There is a cost associated with receiving a license to utilize this database. To use CE is free but to gain access to HMIS, you will have to pay an annual fee
- CE specific trainings can be found the Wisconsin BoS website here:
<https://www.wiboscoc.org/ce.html>

Housing Programs that Utilize CE

- There are several programs that utilize CE for enrollment throughout the BoS
- Common program types are:
 - Homeless Prevention (HP)
 - Rapid Re-housing (RRH)
 - Permanent Supportive Housing (PSH)

Homeless Prevention

- Homeless Prevention – targeted assistance to avoid homelessness; assist those “on their last couch;” and without intervention will enter the homeless system. Utilizes category 2 homeless definition and sometimes at risk of homelessness definition
- Services often include assistance with rental arrears, rental assistance, and case management

Rapid Re-housing and Permanent Supportive Housing

- Rapid Re-housing (RRH) – funding to pay for rental assistance and case management to help people exit homelessness as quickly as possible, move to permanent housing and achieve stability. Must be cat. 1 homeless.
- Permanent Supportive Housing (PSH) – funding to pay for leasing costs and case management to help people with significant barriers. Must be cat. 1 homeless along with chronically homeless and have a disability

Case Example: Joe

- Joe comes into the hospital in June due to some mental health challenges he is facing
- Joe is homeless and has been living in his car for the past year
- It's the middle of January and Joe indicates that he has nowhere to go after leaving the hospital
- Joe is a candidate for CE, and due to him being homeless, is eligible
- The hospital social worker is trained on the enrollment paperwork for CE and works with her local CE Lead as an OSOC
- After hearing about Joe's situation, the social worker completes the CE paperwork with him and sends it to the CE Lead.
- The CE Lead enters Joe in the CE system. He is now being referred to eligible housing programs
- Since the CE Lead is now aware of Joe's situation, she's able to assist him with other resources such as shelter to help with his current situation

Case Example: Sally

- Sally is working with a social worker at a local mental health clinic
- Sally during a meeting with the social worker indicates that she received a notice to vacate her apartment. She lost her job recently and has fallen behind on rent
- Sally doesn't have the resources to pay her rental arrears and will have nowhere to go if she's evicted
- The social worker, identifying Sally as category 2 homeless (imminent risk of homelessness), calls her coalition's CE lead and explains this client's situation. The CE lead reaches out to Sally to refer her to CE
- Sally is pulled of a list through CE which enrolls her in a homeless prevention program through a local shelter. She receives help with her rent and case management services to help her find a new job

Case Example: Andrew

- Andrew has been unsheltered homeless for several years and currently lives in a tent down by the river. Andrew comes to the hospital quite frequently when he isn't feeling well although he stays for a day or two and then must leave. Hospital discharge staff work with Andrew to find temporary places for him to stay, however he voluntarily exits himself to homelessness
- Andrew often refuses services such as housing waitlists and refuses to go into a shelter
- A hospital discharge worker connects with the CE lead for the coalition to discuss Andrew's situation. The CE lead connects with the local street outreach team who later meet with Andrew at his tent. Since Andrew often refused services like shelter, the outreach team was unaware of him
- Through the outreach services, Andrew is provided resources and is connected to CE. Andrew is eventually pulled for a Permanent Support Housing program due to him being chronically homeless. This program helps him find his own unit he is comfortable with and assists him in his transition into housing and provides case management

In Summary

- Coordinated Entry is a process in which people experiencing homelessness or are at risk of homeless can be connected to several different services to assist with their homelessness
- Coordinated entry requires a client to be eligible based off the HUD definitions of homelessness
- If they are eligible, they can complete the CE assessment paperwork which is:
 - Pre-screen form
 - Client rights form
 - Barriers/prevention assessment
- Anyone trained on CE or is trained as an “other system of care” can complete the paperwork. The paperwork is then entered into a database called HMIS where their case is triaged to appropriate services
- While in CE, a client can be assisted with other services

QUESTIONS?



Contact

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