



Northwest District Homeless Procedures July 2019 (FINAL)

<http://northwestsvdpstl.org/>

Mailing Address

St Joseph Catholic Parish
Northwest District SVDP
1355 Motherhead Road
St Charles, MO. 63304

To Conference Presidents and Homeless Caseworkers:

We are pleased to announce that the St. Vincent de Paul Northwest District is now a partner with the Community Council (St. Charles, Lincoln and Warren Counties) and a participant in the Coordinated Entry (CE) process. This will allow us to better help our homeless neighbors in need. CE has a database called Caseworthy and we have set up and trained a District Homeless Team (DHT) who will have access to Caseworthy in addition to Administry. The DHT consists of Bill Weisrock, Tammy Young, Jim Beaudry, Sandra Van Mill, Judy Meiser, Jan Dubray and Robert Lees.

This partnership with CE now gives us the ability to check homeless clients in Caseworthy to see whether they have already registered with Coordinated Entry through 211. Thus, a DHT member can determine the client situation and needs, what agency referrals have been made, and whether the client is chronically homeless, without waiting to speak directly to a CE case manager.

You, of course, as conference caseworkers, will still need to check the District Administry database to determine whether an individual was a previous SVdP client and eligible for assistance.

Effective immediately, we ask that when dealing with “new” homeless clients, you request one of the DHT members to check the client status in Caseworthy. The Team member may be able to provide you with valuable information on which to base your decision whether or not to house a homeless client, as well as to alert you to other services the client may have already been offered or received. Please note that you, as the caseworker, have the final decision on whether to provide a client with assistance, and for how long. The DHT member(s) will be happy to provide advice upon request.

In addition to Coordinated Entry being a resource for SVdP, the NW District will now be a resource for Coordinated Entry. Beginning in June, CE has been referring certain homeless cases to SVDP for help. A DHT member will decide whether we can help and assign the case

appropriately. We are at present limiting referrals to three - four cases per month due to financial limitations.

Contact Information for District Homeless Team (DHT) members

Bill Weisrock	wweisroc@cox.net	(918) 527-8738. (call or text)
Tammy Young	styoung@aol.com	(314) 603-2395. (cal or text)
Jim Beaudry	bdryj@yahoo.com	(314) 601-1337. (cal or text)
Jan Dubray	jan.dubray@sbcglobal.net	(636) 947-4654 (no text)
Judy Meiser	william.meiser@att.net	(636) 928-4118. (no text)
Sandra Van Mill	svm1918@gmail.com	(314) 753-7052. (call or text)
Robert Lees (Treasurer) no one else available)	rblees@swbell.net	(314) 604-5043. (do not call unless

The revised procedures for interacting with homeless clients are given in Attachment 1. These have been reviewed by caseworkers from virtually all the conferences, and many have made suggestions for improvement. We look forward to working with you to improve our overall coordination of homeless outreach and to most effectively deploy our funds in support of the homeless.

Sincerely,

Bill Weisrock
Co-Captain, SVDP Homeless Outreach

Attachment 1

PROCEDURES FOR CONFERENCE HOMELESS CASEWORKERS

1. The conference caseworker will field the initial call and record the clients NAME, PHONE NO, D.O.B. and CURRENT LOCATION. Also, record NAMES and D.O.B. of any spouse, partner or adult “significant other”.
2. The caseworker will then advise the client that - "Current procedures require that the client must first call 211, follow the prompts, and, after being contacted by Coordinated Entry, complete an assessment". Let the client know that CE will call back on the next business day.
3. The caseworker should then check the NW District Administry database to see if client or other “family members” are listed and what information is available. Check to see whether the client has received prior help or is flagged for no further assistance. If it is a new client, the caseworker should enter the information into District Administry (and conference Administry if desired).
4. If it is a new client or there are questions about an existing client, the case worker should then contact a DHT member, and provide him or her with the client information. DHT member will check Caseworthy for additional information and respond back to the caseworker. **(NOTE:)** If DHT member does not respond in a reasonable length of time, caseworker should contact additional DHT members. The definition of “reasonable” is at the discretion of the caseworker and will depend on the urgency of the situation.
5. Ultimately, the conference caseworker shall be the decision-maker on whether and when to house the client in a hotel. This could be from 1 – 3 nights until such time as CE can call the client and complete their assessment, or for **up to one week**.
6. In all cases where the caseworker decides to house the client and provide other assistance, he or she should meet with the client, fill out the intake form and obtain a signed Release of Confidential Information form to send to CE.
7. **If the caseworker wishes to consult with Coordinated Entry staff, the best number to call is (636) 856-5151** and leave a voicemail with call-back information, a time window for call-back, and the issue of concern. Calls are usually returned the same business day.
8. If SVdP has a negative history with a client but the caseworker feels they deserve another chance, we will almost always give the client another chance.

PROCEDURE FOR REFERRALS FROM COORDINATED ENTRY

1. Bill Weisrock will be the designated contact for any referrals from CE. In his absence, a designee will be appointed.
2. Depending on location and client needs, he will contact an appropriate caseworker to take on the case.

3. If you handle a case referred from CE, please enter the appropriate data into Administry, and notify Bill so he can update Caseworthy regarding disposition of the referral.

SUMMARY

Whether or not a conference is self-funding its homeless hotel placement or seeks reimbursement from the District, we believe that these procedures will help make SVdP's outreach to the homeless more effective by reducing or eliminating assistance to the chronically homeless, except in cases where they can demonstrate a determined effort to achieve permanent housing.

By all working together and using the District Administry database and Caseworthy, we can eliminate "conference shopping" and multiple assistance by several conferences.

Finally, by working more closely with Coordinated Entry, we can better plug into their network of resources and benefit from their trained caseworkers' ability to assess homeless clients and determine their level of vulnerability and needs.