

# Are you currently homeless and looking for housing solutions?

# HOMEFIRST

Where Homelessness Ends™

The Sonoma County Coordinated Entry System, operated by HomeFirst, matches people experiencing homelessness who are most in need of assistance to available supportive housing programs.

You can access the system at any of the points below. Just ask for a Coordinated Entry Assessment.

You can access the system through any provider below:

### Caritas Drop In Center

301 6th Street (Corner of Morgan & 6th), Santa Rosa  
Tues-Wed 1P-4PM, or call for appointment: 707-978-8329  
host@srcharities.org

### TLC Children and Family Services (Transition Aged Youth 18-24 or Transition Aged Youth with children)

821 Mendocino Ave., Santa Rosa, CA 95401  
Drop In Thursdays 1-3PM  
Or call for an appointment: 707-480-9541

### Face 2 Face (HIV services)

873 2nd Street, Santa Rosa, CA 95404  
Call for an appointment: 707-544-1581

### Nation's Finest (Veterans)

444 10th Street, suite 102, Santa Rosa, CA 95401  
Monday-Friday | 8:00 AM-5:00 PM  
or call for an appointment: 1-833-468-9676

### Interfaith Shelter Network

Call for an appointment: 707-546-7907, ext. 101

### Homeless Outreach Team, Victim's Services

(For victims of crime)  
Call for an appointment: 707-565-8260

### West County Health Center (West County Community will be given priority for enrollments)

16312 3rd St., Guerneville, CA 95446  
Call for an appointment: 707-824-3398

### West County Community Services Sebastopol Outreach (Sebastopol community only)

Call for an appointment: 707-888-3804

### Reach for Home

443 Hudson Street, Healdsburg CA 95448  
Call for an appointment: 707-433-6161  
info@reachforhome.org

### Corazon Healdsburg

16003 Healdsburg Avenue, Healdsburg  
Mon-Fri 10AM-5PM (By appointment only)  
Or call for an appointment: 707-615-4567

### COTS Mary Isak Center

900 Hopper Street, Petaluma, CA 94952  
Call for an appointment: 707-765-6530 ext. 207

### HomeFirst Petaluma Outreach Team

(South County community only)  
Call for an appointment: 707-277-1407

### Homeless Action Sonoma, Inc

Call for an appointment: 707-991-0455  
hassonomaorg@gmail.com

### HomeFirst and SAVS Sonoma Valley Outreach Team

(Sonoma Valley Community Only)  
Call for an appointment: 707-277-1407

### Rohnert Park HOST (Rohnert Park community only)

Call for an appointment: 707-978-8329  
hostrp@srcharities.org



Having problems getting an assessment?  
Contact HomeFirst today!



866.542.5480

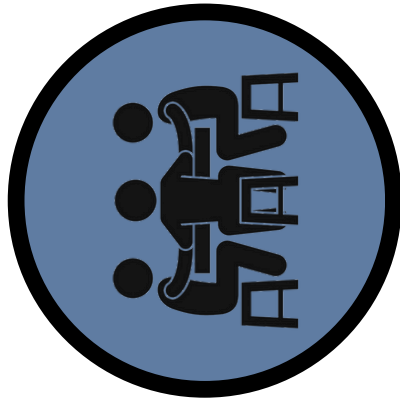


ce@homefirstsc.org



# Sonoma County Coordinated Entry System

## Access Points



Assessment



By-Name-List



Housing Referrals  
 Prioritized by Need

# Participant FAQs about the Sonoma County Coordinated Entry System

## 1. What is a Coordinated Entry System (CES)?

- Coordinated Entry matches people experiencing homelessness to available housing programs. It prioritizes those who are most in need of assistance.
- Referrals are made only to permanent housing, not shelters.

## 2. What is a CES Assessment?

- Used to determine eligibility for referrals to homeless permanent housing services.
- Places you on a centralized By-Names-List so you don't have to apply program by program.
- Includes to the Vulnerability Index Survey (VI-SPDAT), a standard assessment tool used to measure a person's vulnerability and housing needs.
- Matches you with housing services that meet your needs when they are available, although an assessment does not guarantee a referral.

## 3. What is the Sonoma County Coordinated Entry System By-Name-List?

- The By-Name-List is a list of individuals, families, and transitional age youth who are experiencing homelessness prioritized by vulnerability.
- The By-Name-List is a dynamic waiting list and does not guarantee referrals to any particular service or program.
- The most vulnerable, eligible, and most in need will be connected to available housing programs first.
- If you do not accept the housing referral offered to you, you will maintain your placement on the By-Name-List and will be offered the next eligible referral.
- The By-Name-List is stored in the Homeless Management Information System, which is not accessible to the public.

## 4. I've completed the CES Assessment. What should I do now?

- Keep your contact and location information up to date with an Access Point
- Stay in contact with a CES Access Point, shelter, or outreach team every 90 days to maintain your active status on the By-Name-List and eligibility for housing referrals.
- Update your CES Assessment annually or when a major life event occurs.
- Continue to pursue other housing options, services, and benefits. Many people who are on the list will NOT be offered a housing opportunity or will wait a very long time for a referral. This is currently due to the lack of housing opportunities.

## 5. What are my rights as a participant in Sonoma County CES?

- The CES, Access Points and Cooperating Agencies must comply with the nondiscrimination provisions of federal civil rights laws, which bar discrimination on the basis of race, color, religion, national origin, sex, actual or perceived sexual orientation or gender identity, disability, familial status, marital status, citizenship (or lack thereof).
- Depending on eligibility, cooperating agencies may refer a participant to a more appropriate agency.
- You have the option for your information to be stored on the By-Names-List anonymously, and it can be removed at any time.
- You can register for the Coordinated Entry System regardless of your legal status. Access points and Cooperating Agencies have assistance in Spanish.

## 6. How do I submit a complaint or grievance?

- Please contact the Coordinated Entry Operator HomeFirst at: [ce@homefirstcc.org](mailto:ce@homefirstcc.org) or 866-542-5480. HomeFirst does not have a say in housing decisions.

# Immigration and CES FAQ

## Can someone who is undocumented enroll in Coordinated Entry?

- Yes, anyone who is undocumented can be enrolled in Coordinated Entry. Immigration status is not a barrier to enrollment.

## Can someone who is undocumented be housed at any Coordinated Entry referred housing program?

- While some programs do not take documentation status into account, there are some projects that require a person to be documented. A person's documentation status will not be used as a barrier for any referrals made through Coordinated Entry.

## If I receive a housing referral through Coordinated Entry, what kind of documents do I need to give to the housing providers to move forward in the housing process?

- The type of documentation that needs to be given to housing providers can vary from project to project. Typically, you will need to provide some form of identification and income verification.

## What do you do with a person's information once collected?

- Information is entered into the Homeless Management Information System (HMIS) which cannot be accessed by the public. We do not share your information with anyone outside of the cooperating agencies listed on the Release of Information.

## Can I enroll in Coordinated Entry without using my name and identifying information?

- Yes, you can be enrolled anonymously. If you are more comfortable not having your identifying information entered into HMIS, you can ask to be enrolled as an anonymous participant. You are still eligible to receive housing referrals through Coordinated Entry. Any identifying information will be stored safely outside of HMIS by the Access Point that enrolled you into the system. You can always enroll using your name and identifying information and decide later that you want to be anonymous, and vice versa.

## How long is the Release of Information that I signed valid?

- The Release of Information is valid for 3 years unless you state an expiration date prior to the 3 years. Once your ROI expires you will be dismissed from the system. You can sign another ROI at that point to continue your enrollment in the system.

## I no longer want to be enrolled in Coordinated Entry. What do I do?

- You can ask to be dismissed from Coordinated Entry at any time. Any Access Point can be notified of the request and help facilitate this with the Coordinated Entry staff.