

2015 COORDINATED ASSESSMENT ANALYSIS

ConnectPoints is the single point of entry into the Emergency Shelter system that clients can access through phone or walk-in. ConnectPoints does an assessment in CCCIMS (Chester County Client Information Management System) with the person in need, or “caller” as they are identified in this report. After the assessment is completed, ConnectPoints staff identifies one or more needs the caller may have for a resource (e.g. emergency shelter) in CCCIMS, and when available, a referral is made to the appropriate resource. ConnectPoints provides 24 hour access to shelter.

In 2015, ConnectPoints received 5,166 calls reflecting 2,033 unduplicated clients.

Report Analysis

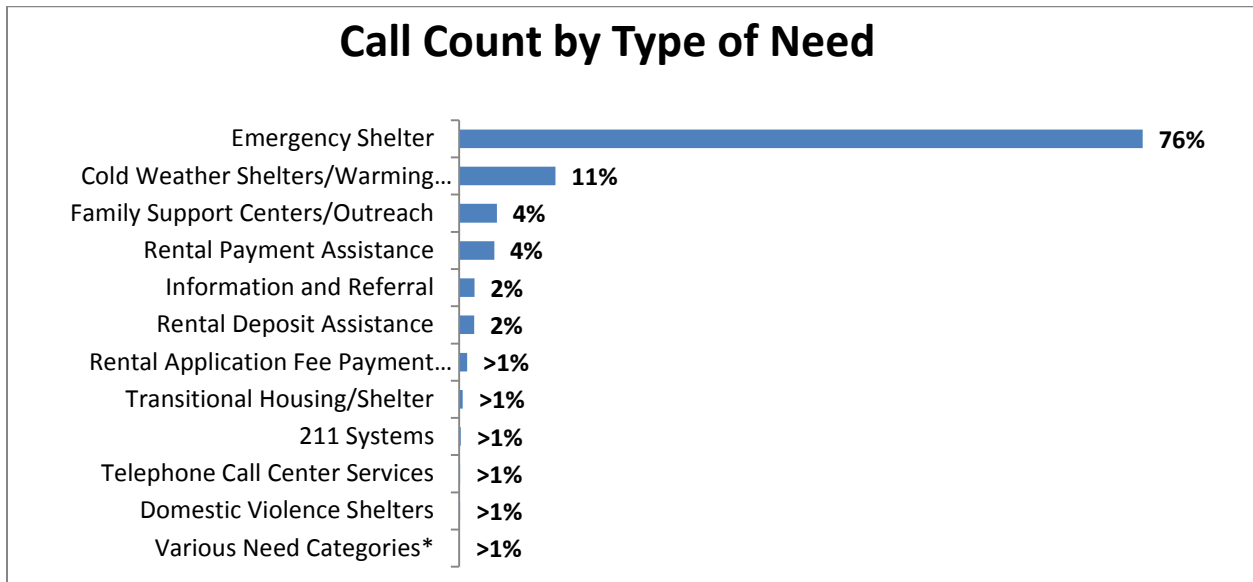
- The **call count** is a duplicated number of clients. This data shows that the majority of callers called at least twice into ConnectPoints for services before services were available for their needs to be met as shown by the number of clients in comparison to number of calls.
- **87% of calls had an emergency shelter and cold weather/warming shelter need. 51% of those calls needs were not met.**
- Instances in which callers have multiple needs account for the difference between number of callers and number of needs. This reflects clients’ journey through the system when their needs are not initially met.
- **48% of total needs identified were not met.** 48% of total needs not met were due to services being full. 15% of total needs not met were due to the individual being an out of county resident. **
- In the chart, ‘Reasons Callers Needs Unmet’, the category ‘Shelter Not Needed On Date of Call’ does not necessarily mean shelter is not needed imminently, rather, shelter is identified as a need in the near future.***
- Cases selected as ‘Banned from Facility’ and ‘Client Not Eligible’ within ‘Reasons Callers Needs Unmet’* is based on facility requirements and potentially based on history with a client. ‘Client Refused Service’ can indicate a number of reasons including transportation issues or client did not follow up.

*** To qualify for emergency shelter services, a person must show proof of County residency for a minimum of 60 days prior to receiving services (meaning 60 days from issue date of qualifying identification). Acceptable forms of qualifying identification include:*

- *Federal, State, or Local jurisdiction issued form of identification such as Driver’s License, Non-Driver ID, Passport, Military ID, etc., including a County residential address*
- *Original utility bill in the individual's name indicating a County residential address*
- *Signed/verifiable lease in the individual's name from a County residential address*
- *Documents proving the receipt of public benefits in Chester County*
- *Documentation of children enrolled in a Chester County public school*

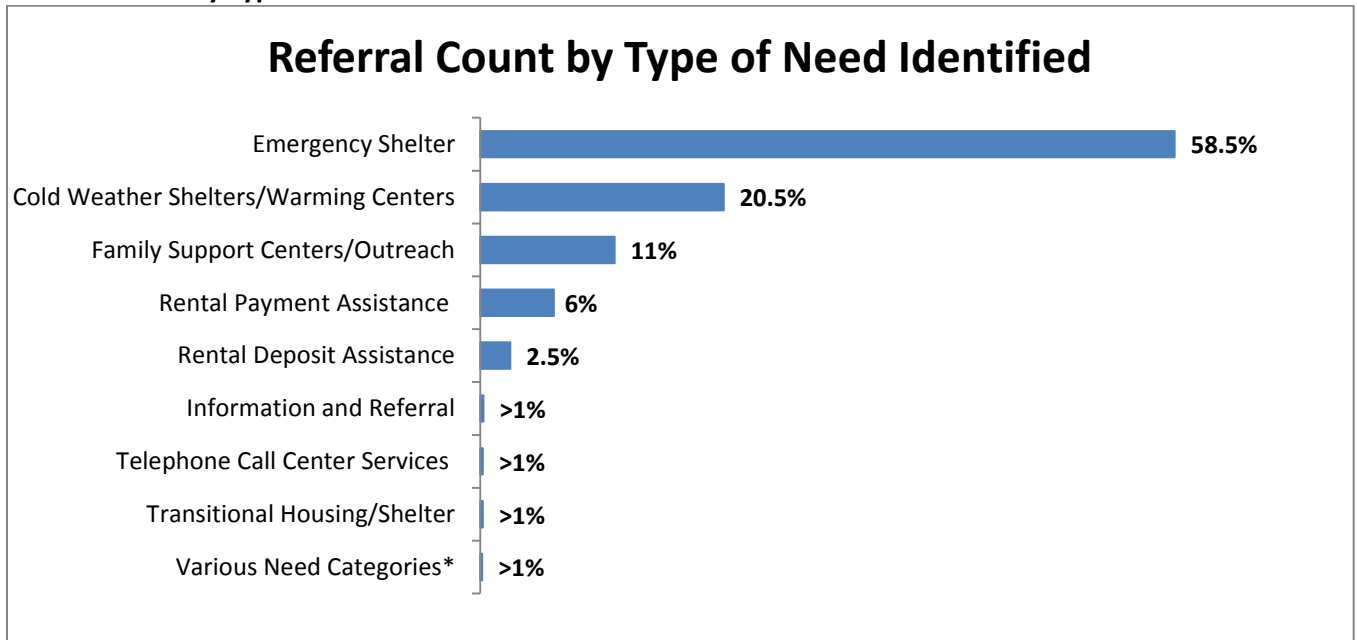
****Currently our shelter system operates on a daily first-come, first-serve basis. Shelter beds are unable to be reserved a day or more in advance.*

Call Count by Type of Need. Clients can call multiple times and every call is counted:



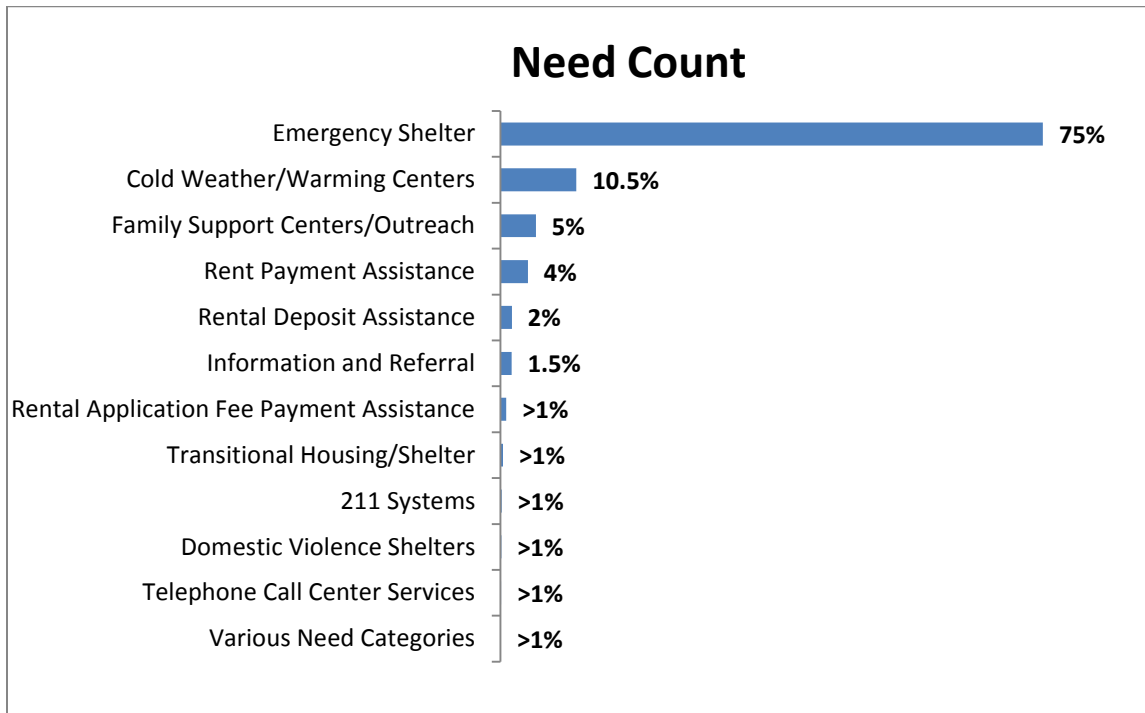
**Various need categories include 'Homeless Motel Voucher' and 'Homeless Permanent Supportive Housing'.*

Referral Count by Type of Need Identified:



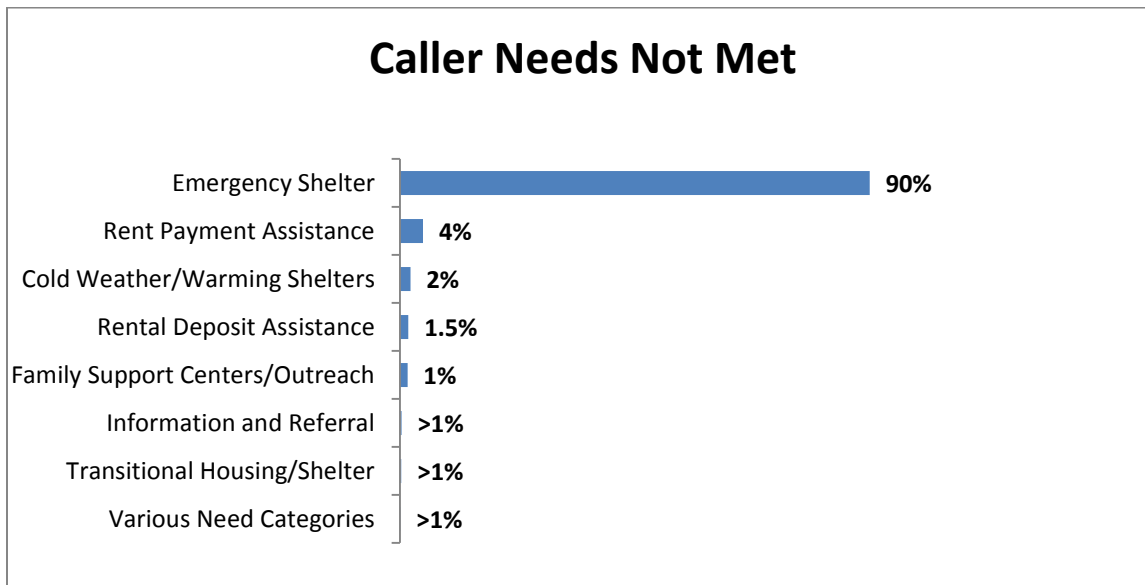
**Various need categories include 'Domestic Violence Shelters', 'Homeless Permanent Supportive Housing', and '211 Systems'.*

Need Count

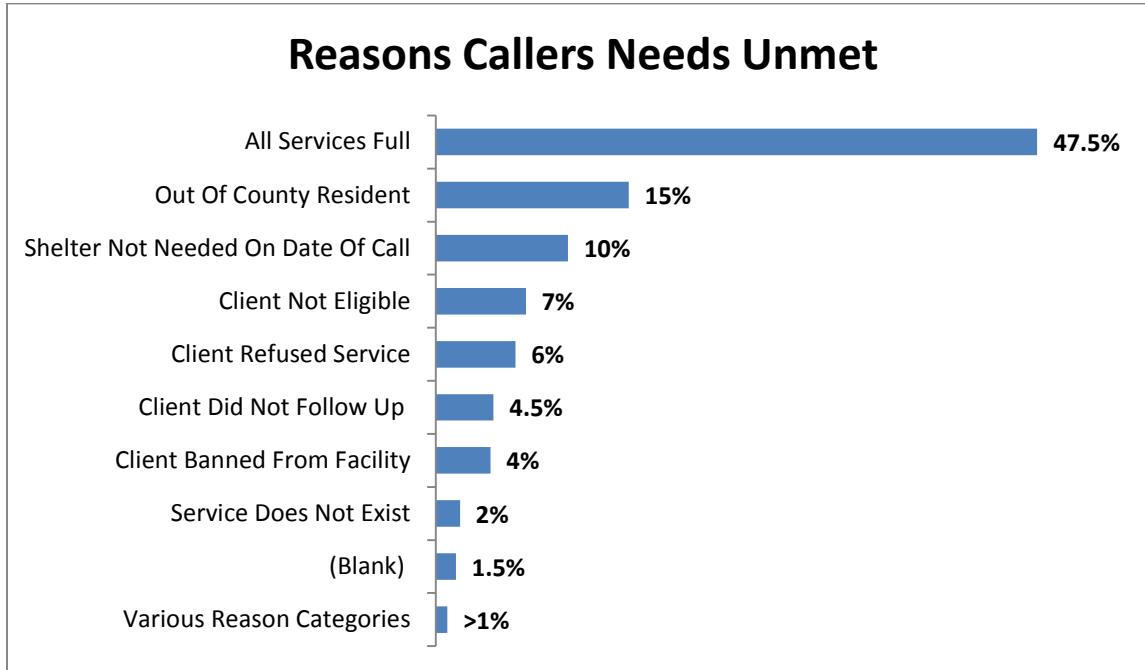


**Various need categories include 'Homeless Motel Voucher' and 'Homeless Permanent Supportive Housing'.*

Caller Needs Not Met and Reasons



**Various need categories include 'Rental Application Fee Payment Assistance' and 'Domestic Violence Centers'.*



**Various reason categories include 'Transportation Not Accessible', 'Already Provided By Another Provider', and 'Family Size'.*