

Ventura County Continuum of Care

Pathways to Home Coordinated Entry System

Helpful Things to Say...

When implementing the Pathways to Home Coordinated Entry System in your organization, you may wonder how to explain the process to clients. The Pathways to Home system will assist providers in the VC CoC streamline and prioritize entry into housing options and ensure that we are housing the most vulnerable in our community. The Homeless Management Information System (HMIS) and Pathways to Home operates among the same organizations with the same resources as before. We will still likely have more applicants that we have affordable or supportive housing options for in our community at this time. However, taking a trauma informed and person-centered approach and offering clients choices will keep our continuum of care and services strong and effective.

We have compiled some language around explaining the process that you may find helpful:

Phone call or entry: After asking few basic questions like are you calling for yourself or someone else? Are you homeless? About to become homeless?

- “Homeless services providers in Ventura County are trying to better coordinate between each other to serve homeless clients in a more efficient way. We are now all using a computerized database to communicate with each other and send referrals. Would you like me to enter your information into this database to see what programs and or referrals I can offer you?”
Explain that you will be asking a series of personal questions to get more information about their situation and determine eligibility.
- **“Homeless Services is part of Ventura County’s Continuum of Care and utilizes what is called the Pathways to Home data base system. In order to best serve you, would you mind if I ask you several questions that will help me better determine what services and programs you may qualify for”**
- “Do I have your permission to enter your information into a confidential database that several other homeless services providers in Ventura County are a part of, this will help me identify which programs you are potentially eligible for?”

- **Secure a verbal release of information and permission to enter the client's information into HMIS. Then, "I am going to ask you a series of questions that will be used to determine which programs you are eligible for".**
- "Ventura County is using a new system, called Pathways to Home, to help determine what type of housing services you might be eligible for, then to connect you directly to those agencies. The goal is for you to call one place and be directly referred to any housing services that might help you. Would you be comfortable/okay with me asking you some questions and entering that information into our database to figure out what programs you might qualify for?"
- **Tell the client the system is new and ask for their patience if there are any delays/uncertainty on my end. (Most people are pretty forgiving with this.)**
- Sometime if you mention using an "online database" clients express concern that they don't have internet access. You may simply want to refer to it as a secure database shared among providers.