

# Charlotte-Mecklenburg Coordinated Assessment Information Sheet

Charlotte-Mecklenburg now operates a **Coordinated Assessment (CA)** system that aims to connect homeless individuals and families, or those at imminent risk, to an existing available shelter/housing resource in our community.

Coordinated Assessment uses a specific definition of **homeless**. A **homeless** person is someone:

- Living in a place not meant for human habitation, or
- Living in emergency shelter (including domestic violence shelter), or
- Living in transitional housing, or
- Exiting an institution where they temporarily resided for up to 90 days (and were in a shelter or a place not meant for human habitation immediately prior to entering that institution), or
- Likely to meet one of the above definitions within the next 72 hours.

## **Assessment Locations, Hours, and Contact Information:\***

**Men's Shelter of Charlotte:** 7:00 AM – 3:00 PM (Monday, Tuesday & Friday); 10:00 AM – 6:00 PM (Wednesday & Friday)  
1210 North Tryon Street, Charlotte, NC 28206  
(704) 334-3187

**Salvation Army Center of Hope:** 9:00 AM – 6:00 PM (Monday thru Thursday); 9:00 AM – 4:00 PM (Fridays)  
534 Spratt Street, Charlotte, NC 28206  
(704) 348-2560

**Urban Ministry Center:** 8:30 AM – 3:30 PM (Weekdays)  
945 N College Street, Charlotte, NC 28206  
(704) 347-0278

\*At this time, Coordinated Assessments will not be available Wednesdays 12-2

*Coordinated Assessment directs homeless individuals and families in imminent danger from an intimate partner to the Domestic Violence Shelter, operated by Safe Alliance.*

## **After assessment hours, homeless individuals and families should be directed to an emergency shelter:**

**Single Adult Men:** Men's Shelter of Charlotte

**Single Women and Families:** Salvation Army Center of Hope

**People Seeking Domestic Violence Services or in imminent danger:** Safe Alliance Domestic Violence Shelter, (704) 944-0169 (location confidential)

**Youth under the Age of 18:** The Relatives, (704) 501-8260, 1100 East Boulevard

**To better serve inquiries about housing in general, please follow these directions before referring to CA:**

1. Verify that the person is currently homeless, or will be homeless within 72 hours.  
If so, provide the listing and hours of operation of the designated Coordinated Assessment locations below.  
If not, do not refer to Coordinated Assessment.
2. If you are a housing provider, explain your program’s eligibility requirements & wait time for placement.
3. If possible, provide other housing resources/options available for them to contact directly.

**Steps of Coordinated Assessment Process:**

1. Homeless client is pre-screened for eligibility for Coordinated Assessment. Eligibility includes meeting the definition of homelessness previously described in this document and Mecklenburg County residency.
2. If eligible, client is interviewed by trained assessor. The same questions are asked at every site, and all available shelter/housing interventions are available at all assessment sites.
3. Based on results of the assessment, the client may be prioritized for a housing intervention. Every attempt is made to provide the client with access to shelter when there is availability.
4. While waiting for program availability, clients will work with a shelter case manager.
5. Once a spot opens for a client in an appropriate program, the client and their shelter case manager will be notified. The client will then be sent to the appropriate program.

**Data Collection**

Beginning August 2014, the Coordinated Assessment Oversight Committee is collecting and reporting data on the CA system to inform the community about how the system is working to date.

**Why Coordinated Assessment?**

In a Coordinated Assessment system, households experiencing homelessness (or imminent homelessness):

- Know exactly where to go to get help;
- Are assessed in a standard and consistent way;
- Are matched with the housing/services that best meet their needs, as available.

By assessing everyone the same way, the community can be strategic about its limited resources and where resources may need to be redirected or added.

<b>What Coordinated Assessment IS:</b>	<b>What Coordinated Assessment IS NOT:</b>
A <b>process</b> that assesses persons who are presently homeless or will be homeless within 72 hours, for referral to a housing resource in the County that fits their need and situation.	A <b>program</b> .
A <b>network</b> of designated locations with staff that are trained to evaluate the person’s qualifications to enter the Coordinated Assessment process and to be referred to available housing options.	A <b>guarantee of housing space</b> .
A Proactive referral, <b>if space is available</b> . If space, is not available they may be put on a waiting list.	An <b>applications completion service</b> .
	A <b>housing clearinghouse</b> .